hp
scanjet
5530
digital flatbed
scanner

user's manual

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user's manual

contents

1 how to use the scanner

This manual describes the operation of the HP Scanjet 5530 scanner, including installation problems, customer support, and how to use the scanner.

For installation procedures, see the Setup Poster. For scanning software procedures, see the HP Photo & Imaging software Help.

scanner parts and accessories
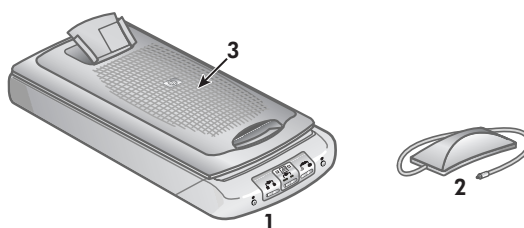
1 Scanner

2 Transparent materials adapter (TMA) for scanning 35 mm slides and negatives

3 Automatic photo feeder (APF) for quickly scanning pictures (in the lid)

front panel and accessories overview

SCAN buttons

Press **SCAN PICTURE** if you are scanning a printed picture, graphic, slide, or negative. Press **SCAN DOCUMENT** if you are scanning text, both text and graphics, or any text that you want to edit later.
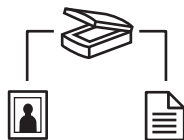
SCAN PICTURE	**SCAN DOCUMENT**
Scans pictures on the scanner glass, from the automatic photo feeder (APF), or a slide or negative from the transparent materials adapter (TMA).	Scans a document from the glass to a selected destination (an application, such as a word processor).

COPY buttons

Use the **COLOR COPY** button to print color copies, and the **BLACK & WHITE COPY** button to print black and white copies. Both buttons start the HP Copying software, scan the original, and send the scanned image to the default printer. Select the number of copies and whether the item should be scanned in color or black and white before pressing one of the **COPY** buttons.
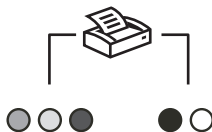
COLOR COPY	**BLACK & WHITE COPY**
Prints a color copy of the original.	Prints a black and white copy of the original.

 # OF COPIES button

Use the **# OF COPIES** button to select the number of copies to be printed before pressing either the **COLOR COPY** or the **BLACK & WHITE COPY** buttons. The number of copies appears in the front panel display.

SHARE buttons

Use the **HP INSTANT SHARE** button to share scanned pictures with family and friends. Use the **MEMORIES DISC CREATOR** button to create personalized picture shows on a CD or DVD with music and titles. Both buttons scan an original from the glass,a stack of photos from the automatic photo feeder (APF), or slides and negatives from the transparent materials adapter (TMA).
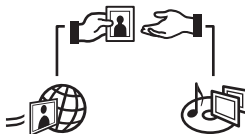
HP INSTANT SHARE	**MEMORIES DISC CREATOR**
Scans the picture and enables you to share it in e-mail, create an album on the HP Photo website, or order high-quality prints. (Not all services are available in all locations or for all operating systems.)	Scans the pictures to the Memories Disc Creator software, where you can create a picture show on a CD or DVD (to view on your TV), along with background music and titles.

POWER SAVE button

When you press the **POWER SAVE** button, the scanner lamp, the small indicator lights, and the LCD turn off, and the scanner lamp returns to its starting position. To use the scanner again, press any button on the front panel of the scanner or start a scan from the computer. After a short warm-up cycle, the scan begins.

Power Save

CANCEL button

Cancels a scan in progress.

CANCEL

automatic photo feeder (APF)

The HP Scanjet 5530 scanner has an automatic photo feeder (APF), which allows you to scan multiple pictures quickly and easily.

For more information about the APF, see **scan pictures from the automatic photo feeder (APF)** in this manual, and in the online help.

transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives.

For more information about the TMA, refer to **how to scan slides and negatives** in this manual and to the online Help.

scanning overview

You can start scanning in one of three ways:

- **scan from the scanner's front panel buttons**
- **scan from the hp director**
- **scan from other applications**

    Note: Macintosh users, see the HP Photo & Imaging software Help for information about scanning procedures.

scan from the scanner's front panel buttons

The front panel buttons on the scanner provide shortcuts to frequently used scanning functions, such as scanning documents and pictures. Descriptions for using the front panel buttons are located in this manual.

scan from the hp director

Scan from the HP Photo & Imaging Director (HP Director) when you want more control over your scan, such as when you want to preview the image before the final scan.

To start the HP Photo & Imaging software, double-click the HP Director icon (🖼) on the desktop. The HP Director window appears. From this window you can scan, view, or print images, use online Help, and more.

If the HP Director icon is not on the desktop, on the **Start** menu, point to **Programs** or **All Programs**, point to **Hewlett-Packard**, point to the name of your scanner or to **Scanners**, and then click **HP Photo & Imaging Director**.

scan from other applications

You can bring an image directly into an open file in one of your applications if the application is TWAIN-compliant. Generally, the application is compliant if it has an option such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the application is compliant or what the option is, see the documentation for that application.

scan pictures and documents

Press **SCAN PICTURE** if you are scanning a picture, graphic, slide, or negative from the scanner glass, the automatic photo feeder (APF) or transparent materials adapter (TMA. Press **SCAN DOCUMENT** if you are scanning text, both text and graphics, or any text that you want to edit later.

> **Note:** Macintosh users, see the HP Photo & Imaging software Help for information about scanning procedures.

1   Place the original face down on the scanner glass as indicated by the reference marks on the scanner.

2   Press the **SCAN PICTURE** button or the **SCAN DOCUMENT** button.

3   If necessary, follow the instructions on the screen to finish scanning.

Scanned documents appear in the specified destination. Scanned pictures appear in the HP Photo & Imaging Gallery.

> **Note:** By default, the software does not prompt you to preview the picture or document when you use the **SCAN PICTURE** or **SCAN DOCUMENT** buttons on the scanner. If you want to preview the item, either change the button settings in the HP Director (see **change settings** on page 7), or begin the scan from the HP Director instead of the buttons on the front of the scanner.

> **Tip:** The HP Scanning software can automatically correct your pictures or restore faded colors in old pictures. To turn picture correction on or off, select **Automatically Correct Photos** in the **Basic** menu of the HP Scanning software, then choose the options you want.

print copies

Use the **COLOR COPY** button (◐○◐) or **BLACK & WHITE COPY** button(●○) to scan an original and send it directly to a printer to make color or black and white copies.

> **Note:** Macintosh users, see the HP Photo & Imaging software Help for information about copying procedures.

1   Place the original face down on the scanner glass and close the lid.

2   Press either the **COLOR COPY** or **BLACK & WHITE COPY** button on the scanner. A progress dialog box shows the copy progress.

> **Note:** To change any copy settings, such as size, darkness, or the printer, click **Cancel** in the **Copy in Progress** dialog box. The **HP Copying** dialog box appears, where you can change settings.

You can also make copies by accessing the HP Copying software from the HP Director. For more information, see the HP Photo & Imaging software Help.

share a scanned picture using HP Instant Share

Use the **HP INSTANT SHARE** button (⎁) on the front of the scanner to share scanned pictures with family and friends. You can easily 1) send someone an e-mail with thumbnails and links to your pictures stored on a secure HP website – no more attachments; 2) upload pictures to the HP Photo website to create online picture albums; or 3) order professional-quality prints from an HP partner web site. (Not all services are available in all regions or for all operating systems.)

You must be connected to the Internet to use HP Instant Share.

> **Note:** Macintosh users, see the HP Photo & Imaging software Help for information about using the **HP INSTANT SHARE** button.

> **Note:** Use the **HP INSTANT SHARE** button to scan and share only pictures. If you want to scan and share a document, use the **SCAN DOCUMENT** (▤) button on the scanner.

1 Place the original face down on the scanner glass as indicated by the reference marks on the scanner.

2 Press the **HP INSTANT SHARE** button (⎁) on the front of the scanner to start the scan.

3 A dialog box appears, asking if you want to scan another image. Follow the instructions on the screen.

4 All your scanned pictures are sent to the HP Instant Share software. Follow the instructions on the screen to share your scanned picture.

> **Note:** By default, the software does not prompt you to preview the picture when you use the **HP INSTANT SHARE** button on the scanner. If you want to preview the picture, use the HP Director instead of the **HP INSTANT SHARE** button on the scanner.

You can also use the **HP INSTANT SHARE** button to scan pictures from the automatic photo feeder (APF), and 35 mm slides or negatives from the transparent materials adapter (TMA).

You can also access HP Instant Share using the software. For more information, see the HP Photo & Imaging software Help.

create a picture show and save it on CD

Use the **MEMORIES DISC CREATOR** button (⎄) on the front panel of your HP scanner to create personalized picture shows on a CD or DVD with music and titles. Then you can watch the picture show on your television using a compatible digital versatile disc (DVD) or video compact disc (VCD) player. You can also make picture reprints from the CD. (You must have an Intel® Pentium II processor or above, 700MB of free disk space, a read/write CD-ROM drive and writable CDs to use Memories Disc Creator.)

1 Place the original face down on the scanner glass as indicated by the reference marks on the scanner, and close the lid.

2 Press the **MEMORIES DISC CREATOR** button (⎄) on the scanner. Select whether you are scanning from the scanner glass or from the transparent materials adapter (TMA), then click **Scan**.

3   A dialog box appears, asking if you want to scan another image. Follow the instructions on the screen.

4   Place another original on the glass, close the lid, click **Accept**, and follow the instructions on the screen.

> **Note:** You can also use the **MEMORIES DISC CREATOR** button to scan pictures from the APF, and to scan 35 mm slides or negatives from the TMA. For more information about using the TMA, see **how to scan slides and negatives** in this manual.

You can also create a memories disc by using the software. For more information, see the HP Photo & Imaging software Help.

use the power save button

The scanner lamp turns off automatically after approximately 15 minutes. However, you may want to manually turn off the lamp when you have finished using the scanner.

To turn off the scanner lamp and put the scanner in low-power mode, press the **POWER SAVE** button (⏻).

To use the scanner again, start a scan either from a button on the front panel or from the HP Director. After a short warm-up cycle, the scan begins.

cancel a scan

The **CANCEL** button (⊘) cancels the scan in progress. When you press the **CANCEL** button during the scan, the lamp returns to its starting position.

change settings

You can customize some features of the HP Scanjet scanner, including the front panel button settings, previewing of images, and other preferences.

change settings from the hp director

When you use the scanner buttons or the HP Photo & Imaging Director (HP Director) software, the scanner uses settings optimized for the scanned original type, such as a picture. You can change all scan settings from the Settings menu in the HP Director, including button settings, scanning preferences, and other settings. To change settings, start the HP Director, and then click **Settings**.

turn preview image on or off

> **Note:** Macintosh users, see the HP Photo & Imaging software Help for information about turning preview on or off.

You can change whether a preview image appears or does not appear. To change this setting, start the HP Photo & Imaging Director (HP Director), and then click **Settings**. Click **Scan Preferences**, and then go to the **Preview** tab. For more information, see the HP Photo & Imaging software Help.

e-mail a scanned picture

You can e-mail a scanned picture by using HP Instant Share (see **share a scanned picture using HP Instant Share** on page 6).

scan text for editing

The scanner uses Optical Character Recognition (OCR) to convert text on a page to text that you can edit on your computer. OCR is installed automatically when you install the scanning software during scanner setup.

> **Note:** Macintosh users, see the HP Photo & Imaging software Help for information about scanning text.

- If you scan text but cannot edit it, make sure you choose the **SCAN DOCUMENT** button (📄), and click **Yes** to the editable text question in the dialog box.

- Scanned text may not appear on your computer exactly as it appeared on the original, especially if the original contains faint or smudged text. For example, some characters may be incorrect or missing. As you edit the text, verify the scanned text and make corrections as necessary.

- To change text scanning options, from the HP Director click **Settings**, and then click **Scan Document Settings**.

scan pictures from the automatic photo feeder (APF)

1 Before placing photos in the APF, separate the photos to make sure that they do not stick together, and then restack them.

2 Place a stack of similarly sized photos in the photo input tray, face down.

3 Adjust the paper guide.

4 Start scanning as you normally would, either from a scanner button or from the software.

5 If necessary, follow the instructions on the screen to finish scanning.

> **Caution!** Do not use the APF to scan the same picture more than five times. Please use discretion in selecting pictures for use in the APF. HP does not recommend using the APF for pictures that are fragile, irreplaceable, damaged, or otherwise sensitive to mechanical handling. Such pictures should be scanned directly from the scanner glass.

> **Caution!** To prevent injury, keep your fingers, hair, clothes, and other objects out of the input and output trays.

care and maintenance

Occasional cleaning of your scanner helps ensure optimal performance. The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary.

Note: Avoid placing items with sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure the item is free of wet glue, correction fluid, or other substances that can be transferred to the glass.

clean the scanner glass

1 Disconnect the USB cable and power cable from the scanner.

2 Clean the glass using a soft, lint-free cloth sprayed with a mild glass cleaner, drying the glass with a dry, soft, lint-free cloth.

Caution! Use only glass cleaner. Avoid abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could run to the edges and damage the scanner.

3 When finished, reconnect the USB cable and power cable to the scanner.

Note: For instructions on how to clean the underside of the scanner glass, visit **www.hp.com/support**.

clean the transparent materials adapter (TMA)

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with glass cleaner and wipe the TMA.

clean and maintain the automatic photo feeder (APF)

Periodically, the APF might need to be cleaned with an approved HP Photo Feeder cleaning cloth. Refer to instructions on the cleaning cloth package.

To purchase HP Photo Feeder cleaning cloths, visit the website at **www.hp.com/support/scannersupplies**.

2

how to scan slides and negatives

This section contains information on setting up and using the transparent materials adapter (TMA) to scan slides and negatives. You can use the TMA to scan 35 mm slides or negatives. The TMA light allows you to see the slides or negatives before scanning.

tips for scanning transparent items

- To scan items larger than the TMA allows, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as usual.

- When scanning a 35 mm slide or negative, the scanner software automatically enlarges the image to approximately 11x15 cm (4x6 inches). If you want the final image to be larger or smaller, use the **Resize** tool in the scanner software to set the scaling to final size you want; the scanner will scan the item at the proper resolution and enlargement for the size you choose.

- To scan 35 mm slides or negatives by using the TMA, press the **SCAN PICTURE** button on the front of the scanner, or use the HP Photo & Imaging software.

set up the TMA

The TMA includes a light source, positioning plate, and media holders that are placed directly on top of the scanner glass.

to connect the TMA cable to its port on the scanner

1 Disconnect the power cable from the scanner.

2 On the back of the scanner, find the round TMA port.

3 Holding the TMA cable by its free end, align the connector so the arrow is on the top side.

4 Gently insert the connector into the TMA port.

   Caution! Do not force the cable into the TMA port. Forcing the cable can bend or break internal pins.

5 Reconnect the power cable.
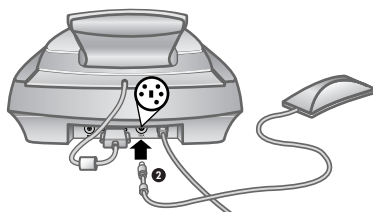
TMA cable and port

scan slides

To scan standard 35 mm slides, use the TMA light source and the positioning plate. When scanning fewer than three slides, you also need the slide light shield.

1 Place the positioning plate on the scanner glass, and match the reference mark on the plate to the reference mark on the scanner.
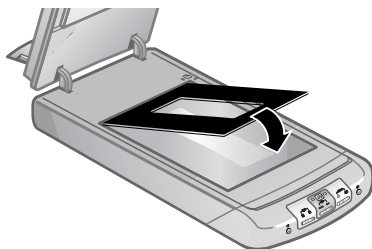
positioning plate placed on the scanner glass

2 Place up to three slides into the slide holder on the bottom side of the TMA light source. Slides should be inserted with the shiny side up.
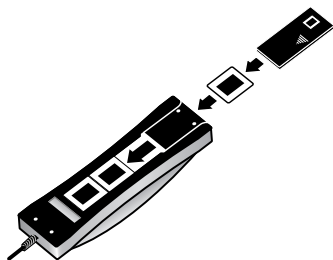
inserting a slide into the slide holder with a slide light shield

Note: To keep the TMA light source on beyond the default period, select the **Extend lamp timeout** setting in the software. Open the HP Director, click the **Settings** menu, click **Scan Preferences**, and then click the **Quality vs. Speed** tab.

3 If you are scanning fewer than three slides, insert the slide light shield after you load the last slide.

4   Place the TMA light source into the positioning plate with slides facing down. The TMA cable should fit in the groove on the same end of the positioning plate as the reference marks.

TMA placed in the positioning plate

5   Press the **SCAN PICTURE** button on the front of the scanner.

6   Follow the instructions on the screen to complete the scan. Choose the selection handle you want to move, and adjust the area to frame the image.

7   For information about rotating the image, adjusting color or size, or making other changes to the image, see **adjust an image during the preview** in the HP Photo & Imaging software Help.

8   Click **Accept** when image adjustments are complete.
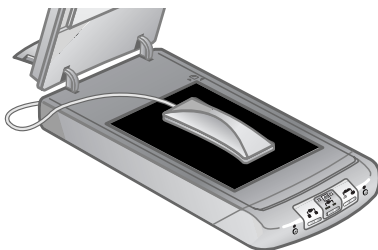
scan negatives

To scan 35 mm negatives, use the TMA light source, the positioning plate, and the negative holder. When scanning fewer than four negative frames, you also need the negative light shield.

1   Place the positioning plate on the scanner glass, and match the reference mark on the plate to the reference mark on the scanner.

positioning plate placed on the scanner glass

2   Slide the negative strip into the negative holder so that the shiny side faces the scanner glass when the TMA light source is in position on the scanner glass. (The emulsion side is dull.)
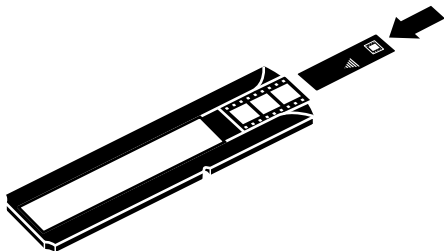
inserting a negative into the slide holder with a slide light shield

> **Caution!** Negatives are easily damaged. Touch them only on their edges.

3 If you are scanning a negative strip with fewer than four frames, insert the negative light shield after you load the negative strip. See the icon on the negative light shield for assistance.

4 Slide the negative holder into the slide holder on the bottom side of the TMA light source.
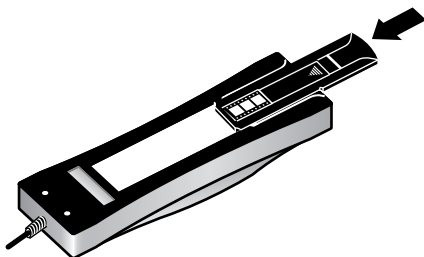
negative holder inserted into the slide holder

5 Place the TMA light source into the positioning plate with negatives facing down. The TMA cable should fit in the groove on the same end of the positioning plate as the reference marks.
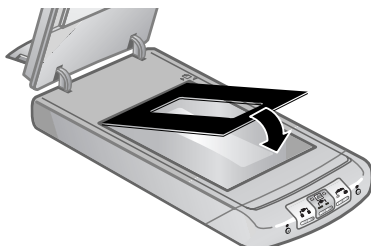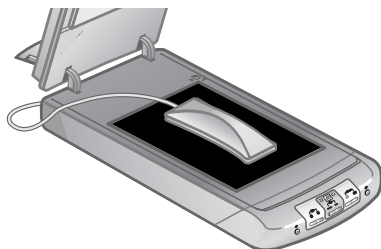

TMA placed into the positioning plate

6 Press the **Scan Picture** (▨) button on the front of the scanner.

7 Follow the instructions on the screen to complete the scan. Choose the selection handle you want to move and adjust the area to frame the image.

> **Note:** For information about rotating the image, adjusting color or size, or making other changes to the image, see **adjust an image during the preview** in the HP Photo & Imaging software Help.

8   Click **Accept** when image adjustments are complete.

adjust an image when scanning with the TMA

During the scan preview, you can make optional adjustments to slides or negatives that you scan by using the TMA. Before deciding to make adjustments, select and drag the handles around the selection area until you see the image area you want to scan. This ensures that the software exposes it correctly. See **adjust an image during the preview** in the HP Photo & Imaging software Help.

If you want to make adjustments to the image after you create a selection area, see **adjust an image during the preview** in the HP Photo & Imaging software Help.

resolve issues with the transparent materials adapter (TMA)

Use this section to help resolve issues that might occur when you are using the TMA.

the TMA is not working at all

- The TMA cable might not be connected correctly. Make sure that the TMA cable is connected securely to the TMA port on the scanner.
- Make sure the TMA is properly positioned on the scanner glass so that the sensor on the back of the lamp faces the back of the scanner.
- You can also try the following:
    a. Unplug the TMA cable from the back of the scanner.
    b. Unplug the power cable from the back of the scanner.
    c. Reconnect the TMA cable to the scanner.
    d. Wait 30 seconds, and then reconnect the power cable to the scanner.

cannot select slides from a TMA or negatives from a TMA in the Scan Picture dialog box

- The TMA cable might not be connected correctly. Make sure that the TMA cable is connected securely to the TMA port on the scanner.
- If you connected the TMA while the HP Photo & Imaging Director software was running, restart the software. This allows the software to detect the TMA.
- The HP Director has bypassed the **Scan Picture** dialog box and shows the HP Scanning software dialog box. Select **Scan,** and click **Slides from a Transparent Materials Adapter** or **Negatives from a Transparent Materials Adapter**.

no light or only dim light is visible in the TMA

This topic covers the condition when no light or only dim light is visible after selecting **Slides from a Transparent Materials Adapter** or **Negatives from a Transparent Materials Adapter** in **Scan Picture** dialog box.

- Make sure that you have selected **Slides from a Transparent Materials Adapter** or **Negatives from a Transparent Materials Adapter** in the **Scan Picture** dialog box in the HP Director. If these two options are unavailable, restart the software while the TMA light source is connected to the scanner.

- The bulb in the TMA light source might be broken or not working. With the TMA light source connected to the scanner, select **Slides from a Transparent Materials Adapter** or **Negatives from a Transparent Materials Adapter** and look for illumination. If the bulb is broken, service is required.

- The TMA has a short warm-up mode. Wait a few seconds to see if the light turns on.

resolve issues with slides and negatives

Use this section to help resolve issues with 35 mm slides or 35 mm negatives scanned using the TMA.

the image cannot be enlarged

You might have used **Zoom in**, which only changes the view on the screen. Use **Resize** to change the size of the final scanned image. See **adjust an image during the preview** in the HP Photo & Imaging software Help.

incorrect colors print, or the image is too light or dark

- The software might be setting the exposure for the entire area instead of for one slide or negative. Select and drag the handles around the selection area until you see the image area you want to scan.

- The positioning plate is not placed completely on the scanner glass. Make sure that the positioning plate is completely on the scanner glass.

- If you are scanning fewer than three slides with the TMA, make sure to use the slide light shield to cover the remaining area in the slide holder. This ensures that no extra light leaks into the scan.

- If you are scanning fewer than four negative frames with the TMA, make sure to use the negative light shield to cover the remaining area in the negative holder. This ensures that no extra light leaks into the scan.

- The settings for transparent materials are reversed. Make sure that you have selected **Slides from a Transparent Materials Adapter** for slides or **Negatives from a Transparent Materials Adapter** for negatives.

the scanned image shows a colored tint, usually pink

The image was probably scanned without the TMA, or the positioning plate and TMA light source were placed incorrectly on the scanner bed. To review the steps for scanning 35 mm slides or negatives, see **scan negatives** and **scan slides**.

dots or streaks appear in the scanned image

- Check the original slide or negative for damage or debris.
- Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with a mild glass cleaner. Allow the glass to dry thoroughly before scanning another image.

the scanned images are dark

- Check to see if the TMA light is on before you click **Scan** or **Accept**.
- The bulb in the TMA light source might be broken or not working. If the bulb is broken, service is required.

the scanned image is black even though the TMA light source is on

- On the **Basic** menu, click **Lighten/Darken**.
- The positioning plate might be placed incorrectly on the scanner bed. Place the positioning plate on the scanner glass and match the reference mark on the plate to the reference mark on the scanner.

the scanned image appears as a box with multicolored vertical lines or as a dashed box with an arrow surrounding the area

The positioning plate might be placed incorrectly on the scanner glass. Place the positioning plate on the scanner glass and match the reference mark on the plate to the reference mark on the scanner.

clean the transparent materials adapter (TMA)

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with a mild glass cleaner and wipe the TMA.Allow the TMA to dry thoroughly before scanning another image.

3 troubleshooting

This chapter contains solutions for installation and initialization problems.

scanner installation or setup problems

This section contains solutions for installation and setup problems.

check your computer

- Ensure that your computer meets the minimum system requirements that are listed on the scanner box.
- If you do not have enough hard-disk space, remove unnecessary files or install the software on a different disk drive.

use administrative privileges

If you are installing the scanner on a Microsoft Windows 2000 or XP system, you must be logged on as an Administrator. See your operating system Help for how to log on as an Administrator.

use a valid folder

On a Microsoft Windows computer, if you receive a message such as "Destination Directory Is Invalid" or "Program Folder Is Invalid" during installation, you may not have read/write permissions to that folder.

check the cables

Cable type	Action
Power cable	The power cable is connected between the scanner and an AC outlet. • Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector. • If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on. • Disconnect the power cable from the scanner and turn off the computer. After 60 seconds, reconnect the power cable to the scanner, and then turn on the computer, in that order.

Cable type	Action
USB cable	The USB cable is connected between the scanner and the computer. • Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner. • Ensure that the USB cable is securely connected between the scanner and the computer. For additional USB troubleshooting information, see **www.hp.com/support**, select your country/region, and then use the **search** tool to find USB troubleshooting topics.

Note: On a Macintosh computer, use the Apple System Profiler to ensure that the scanner is connected to the computer correctly.

scanner initialization and hardware problems

This section contains solutions for initialization and hardware problems.

reset the scanner

- If you receive an error message similar to "Scanner initialization failed" or "Scanner not found" when trying to use the scanner:
  a. Close the HP Scanning software if it is open.
  b. Disconnect the cable that connects the scanner to the computer.
  c. Turn the scanner off by disconnecting the power cable.
  d. Turn the computer off, wait 60 seconds, and then turn it on again.
  e. Turn the scanner back on by reconnecting the power cable.
  f. Reconnect the cable that connects the computer and the scanner (use a different USB port on the computer if possible).
- A "00" in the LCD on the front panel of the scanner indicates that a USB connection error has occurred. Check that the USB cable is securely connected between the scanner and the computer.
- Make sure the USB cable is properly connected to the back of the scanner. The USB symbol on the end of the cable (the connector) should be facing up. When connected correctly, the USB connector will feel slightly loose. When connected incorrectly, the USB plug will feel overly tight.
- Try connecting the USB cable to a different USB port on your computer.

If the scanner still fails to initialize, run the Repair utility (Windows computers only) as described in the **scanner has stopped working properly** section.

test scanner hardware

If you think the scanner has a hardware problem, verify that the cables are firmly connected to the scanner, the computer, and the power source. If the cables are correctly connected, test the scanner using this procedure.

1 Disconnect the USB cable and power cable from the scanner.

2 Reconnect the USB cable and power cable to the scanner.

The carriage on the scanner will move forward and backward approximately 25 mm (1 inch), and the lamp will turn on.

If the carriage does not move and the scanner lamp does not turn on, a problem may exist with the scanner hardware. See **product support** on page 23.

scanner has stopped working properly

If the scanner stops scanning, complete the following steps in order. After each step, start a scan to see if the scanner is working. If not, proceed with the next step.

- A cable might be loose. Ensure that both the USB cable and power cable are securely connected.
- Unplug the power cable from the power source, wait 60 seconds, and then plug it back in.
- Restart your computer.
- A software conflict might exist on your computer. You might need to reinstall the HP Photo & Imaging software. To do this, run the Repair utility (Windows computers only).
  - a. Click **Start**, point to **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and click **Control Panel**).
  - b. Click **Add/Remove Programs**, and then select the **HP Photo & Imaging** software.
  - c. Click **Add/Remove** (or **Change**, depending on your version of Windows).
  - d. Follow the instructions on the computer screen, and then click **Repair**.
- Install the scanner on another computer. This helps determine if the problem is related to the computer or to the scanner.

If the scanner still does not work, visit **www.hp.com/support** or contact HP Customer Support. See **product support** on page 23.

additional troubleshooting information

To solve other problems with the scanner, access the Help system:

1 Open the HP Director software.

2 Click help, and then click **HP Scanjet 5530 scanner** help.

To solve problems with the scanner software, see HP Photo & Imaging software Help.

4 **warranty**

This section contains warranty, regulatory, and environmental stewardship program information.

hewlett-packard limited warranty statement

HP products	Duration of limited warranty
HP Scanjet 5530 scanner	United States, Canada, Latin America, Europe and Asia Pacific: 1 year hardware warranty

1 HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

2 HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4 HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

5 This warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

6 TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED, AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries, states, or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights, and you might also have other rights that vary from country to country, state to state, or province to province.

7   HP's limited warranty is valid in any country or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter the form, fit, or function of the product to make it operate in a country in which it was never intended to function for legal or regulatory reasons.

8   TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

9   THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

regulatory information

Regulatory information is located on the HP Photo & Imaging software CD that comes with the scanner. On the CD, browse for the file named regulatory_supplement.htm.

environmental stewardship program

protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with attributes to minimize impacts on our environment.

energy consumption

Energy usage drops significantly while the scanner is in low-power mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR®, which is a voluntary program to encourage the development of energy-efficient office products. As an ENERGY STAR Partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR guidelines for energy efficiency.

plastics

Plastic parts over 25 g (0.88 oz) are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

disassembly/end of life

This HP product (HP Scanjet 5530 scanner) is designed for ease of disassembly and to provide end-of-life disposal options by use of common fasteners and snap-fitting parts.

product restricted material

This HP product contains the following materials that might require special handling at end-of-life:

- mercury in the fluorescent lamp in the scanner and transparent materials adapter (< 5 mg)
- lead in solder

For recycling information, contact www.hp.com/go/recycle or contact your local authorities or the Electronic Industries Alliance at **www.eiae.org**.

recycling materials

HP offers a variety of product end-of-life return programs in a number of geographic areas. To determine if a program is available in your area, please contact your nearest HP sales office.

Products returned to HP are reused, recycled, or disposed of in a responsible manner. Each month, HP reuses or recycles more than 1.6 million kg (3.5 million pounds) of material at our product recovery centers in Grenoble, France; Boeblingen, Germany; and Roseville, California, USA. This represents 99 percent by weight of all the material we receive from customers and HP operations.

5 product support

This section contains support information, including phone numbers and website information.

accessibility website

Customers with disabilities can get help by visiting **www.hp.com/hpinfo/ community/accessibility/prodserv/**.

hp scanjet website

Visit **www.scanjet.hp.com** to:

- learn tips for scanning more effectively and creatively
- access HP Scanjet driver updates and software
- register your product
- subscribe to newsletters, driver and software updates, and support alerts
- purchase accessories

support process

The HP support process works most effectively if you perform the following steps in the order specified:

1 Review the electronic help for the software and scanner, including the troubleshooting section.

2 Access the HP Consumer Support Website for support. If you have access to the Internet, you can obtain a wide range of information about your scanner. Visit the HP website for product help, drivers, and software updates at **www.hp.com/support**. The HP Consumer Support Website is available in the following languages: Dutch, English, French, German, Italian, Portuguese, Spanish, Swedish, Traditional Chinese, Simplified Chinese, Japanese, Korean. (Danish, Finnish, and Norwegian support information is available in English only.)

3 Access HP e-support. If you have access to the Internet, connect with HP via e-mail by going to **www.hp.com/support**. You will receive a personal reply from an HP Product Support technician. E-mail support is available in the languages listed at that website.

4 Contact your local HP dealer. If your scanner has a hardware failure, take it to your local HP dealer for a solution. Service is free during your scanner's limited warranty period. After the warranty period, the dealer will quote a service charge.

5 Contact the HP Product Support Center for support by phone. Please consult the following website to check the details and conditions of phone support in your country/region: **www.hp.com/support**. As a part of HP's continuing efforts to improve phone support information services, we advise you to check the HP website on a regular basis for new information regarding service features and delivery. If you cannot solve the problem by using the above options, call HP while you are in front of your computer and scanner. For faster service, please be prepared to provide the following information:

- – the scanner's model number (located on the scanner)
- – the scanner's serial number (located on the scanner)
- – the computer's operating system
- – the version of the scanner software (located on the scanner's CD label)
- – messages displayed at the time the situation occurred

The applicable conditions for HP phone support are subject to change without notice.

Telephone support is free from the date of purchase for the period specified unless otherwise noted.

Locations	Free phone support period
Africa	30 days
Asia Pacific	1 year
Canada	1 year
Europe	1 year
Latin America	1 year
Middle East	30 days
United States	1 year

phone support in the United States

Support is available both during and after the warranty period.

Within the period of your warranty, telephone support is provided free of charge. Call 800-HPINVENT (800-474-6836).

U.S. phone support is available in both English and Spanish 24 hours a day, 7 days a week (days and hours of support may change without notice).

After the warranty period, call 800-HPINVENT (800-474-6836). Charges are $25.00 U.S. per issue, and are charged to your credit card. If you think your HP product needs service, call the HP Product Support Center, which can help determine if service is required.

phone support in Europe, Middle East, and Africa

HP Product Support Center phone numbers and polices may change. Visit the following website to check the details and conditions of phone support in your country/region: **www.hp.com/support**.

Algeria	+213 (0) 61 56 45 43
Austria	+43 (0) 820 87 4417
Bahrain	+973 800 728
Belgium	+32 070 300 005 (Dutch) +32 070 300 004 (French)
Czech Republic	+42 (0) 2 6130 7310
Denmark	+45 70202845
Egypt	+20 02 532 5222
Finland	+358 (0)203 66 767
France	+33 (0) 8 92 69 60 22 (Euro 0.34/min)
Germany	+49 (0) 180 5652 180 (Euro 0.12/min)
Greece	+30 10 60 73 603
Hungary	+36 (0) 1 382 1111
Ireland	+353 1890 923902
Israel	+972 (0) 9 830 4848
Italy	+39 848 800 871
Luxembourg	900 40 006 (French) 900 40 007 (German)
Morocco	+212 224 04747
Netherlands	0900 2020165 (Euro 0.10 per minute)
Norway	+47 815 62 070
Poland	+48 22 865 98 00
Portugal	+351 808 201 492
Romania	+40 1 315 44 42
Russian Federation	+ 7 095 797 3520 (Moscow) + 7 812 346 7997 (St Petersburg)
Saudi Arabia	+966 800 897 1444
Slovakia	+421 2 6820 8080
South Africa	086 000 1030 (RSA) +27-11 258 9301 (Outside RSA)
Spain	+34 902 010 059

Sweden	+46 (0) 77-120 4765
Switzerland	+41 0848 672 672 (German, French, Italian – Peak time 0.08 CHF/Outside peak 0.04 CHF)
Tunisia	+216 1 891 222
Turkey	+90 216 579 71 71
Ukraine	+7 (380 44) 490-3520
United Arab Emirates	+971 4 883 845
United Kingdom	+44 (0)870 010 4320

other phone support worldwide

HP Product Support Center phone numbers and polices may change. Visit the following website to check the details and conditions of phone support in your country/region: **www.hp.com/support**.

Argentina	+54 0 810 555 5520
Australia	+63 (3) 8877 8000 (or local (03) 8877 8000)
Brazil	+55 (11) 3747 7799 (Grande São Paulo) +55 0800 157751 (Outside Grande São Paulo)
Canada	+1 905 206 4663 (During the warranty period) +1 877 621 4722 (After the warranty period)
Central America and the Caribbean	+1 800 711 2884
Chile	+56 800 22 5547 (Post-sales Business Computing) +56 800 360 999 (Post-sales Home Computing)
China	+86 (10) 6564 5959
Colombia	+57 9 800 114 726
Guatemala	+502 1 800 999 5105
Hong Kong SAR	+852 3002 8555
India	1 600 112267 or +91 11 682 6035 (Hindi & English)
Indonesia	+62 (21) 350 3408
Japan	0570 000 511 (Inside Japan) +81 3 3335 9800 (Outside Japan)
Korea, Republic of	+82 (2) 3270 0700 (Seoul) 0 80-999-0700 (Outside Seoul)
Malaysia	+60 1 800 805 405
Mexico	+52 58 9922 (Mexico City) +52 01 800 472 6684 (Outside Mexico City)

New Zealand	+64 (9) 356 6640
Peru	+51 0 800 10111
Philippines	+ 63 (2) 867 3551
Puerto Rico	+1 877 2320 589
Singapore	+65 6272 5300
Taiwan	+886 0 800 010055
Thailand	+66 (2) 661 4000
United States	1 800 474-6836 (800 HPINVENT
Venezuela	+58 0 800 4746 8368
Vietnam	+84 (0) 8 823 4530

upgraded warranty options

You can select one of the following upgraded warranty options (available in the U.S. only):

• Standard Next Day Exchange
• Accidental Damage Protection with Next Day Exchange

Upgrade your standard factory warranty to three years with the HP SupportPack. Service coverage begins on product purchase date, and the pack must be purchased within the first 180 days of product purchase. HP will determine the hardware service offering based upon the outcome of system self-test programs run by the customer through the initial call to the HP Product Support Center. If during your technical support call it is determined that your product needs replacement, HP will ship you this replacement product next business day free of charge.

Optional Accidental Damage Protection is also available. This warranty upgrade protects against accidental breakage such as spills, drops, or falls. Both of these warranty upgrades offer maximized uptime and productivity, the convenience of door-to-door pickup with delivery, packaging, and freight prepaid by HP.

For more information call 1-888-999-4747 or visit **www.homeandoffice.hp.com** and select **warranty upgrades** under **product support**.

6 product specifications and options

This section contains the product specifications for the HP Scanjet 5530 scanner and accessories.

scanner specifications

Name	Description
Scanner type	Flatbed
Weight	3.7 kg (8.15 lbs)
Weight of scanner with APF	4.9 kg (10.8 lbs)
Size	547.6 mm by 310 mm by 95.6 mm (21.6 by 12.2 by 3.8 inches)
Scanning element	Charged-coupled device
Interface	USB 2.0 Hi-Speed
Optical resolution	2400 by 4800 ppi hardware
Selectable resolution	12 dpi to 999,999 enhanced dpi at 100 percent scaling
AC line voltage	100-120 V 60 Hz – North America 200-240 V 50 Hz – Continental Europe, United Kingdom, Australia 100-240 V 50 Hz/60 Hz – rest of the world
Power consumption	For power consumption data, see the regulatory_supplement.htm file on the HP Photo & Imaging software CD.
	The HP Scanjet 5530 scanner is ENERGY STAR compliant. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

transparent materials adapter (TMA) specifications

The following specifications refer to the transparent materials adapter (TMA) and not the scanner.

Name	Description
Media types	Three 35 mm slides or one 35 mm negative strip
Media capacity	Slide: 1.05 mm to 1.9 mm thick and 49.8 to 50.8 mm on any side
Size	287 mm by 84 mm by 50 mm (11.3 by 3.3 by 1.97 inches)
Weight	346 g (0.763 lbs)
Power requirements	12.0 VDC, 575 mA, 6.9 watts< (supplied by scanner)

automatic photo feeder (APF) specifications

Name	Description
Media types	Agfa, Kodak, Fuji, Konica brand, glossy, matte, photographic emulsion-based print media.
Media capacity	89 mm by 127 mm (3 by 5 inches) to 102 mm by 153 mm (4 by 6 inches)
Size	500 mm by 254 mm by 86 mm (19.7 by 10 by 3.4 inches)
Weight	1.9 kg (4.2 lbs)
Weight of scanner with APF	4.9 kg (10.8 lbs)
Power requirements	3.3 V (supplied by scanner) 1.75 mA, 0.578 watts (continuous) 24 V (supplied by scanner), 600 mA 14.4 watts (peak) 500 mA, 12 watts (nominal)

environmental specifications for the scanner, APF, and TMA

Name	Description
Temperature	Operating the scanner and TMA: 10° to 35° C (50° to 95° F)
	Operating the APF: 10° to 30° C (50° to 85° F)
	Storage: -40° to 60° C (-40° to 140° F)
Relative humidity	Operating the scanner, APF, and TMA: 15 percent to 80 percent noncondensing 10° to 35° C (50° to 95° F)
	Storage: up to 90 percent at 0° to 60° C or (32° to 140° F)

hp scanjet 5530 digital flatbed scanner

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