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You can read the recommendations in the user guide, the technical guide or the installation guide for HP SCANJET G2710. You'll find the answers to all your questions on the HP SCANJET G2710 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

**User manual HP SCANJET G2710**  
**User guide HP SCANJET G2710**  
**Operating instructions HP SCANJET G2710**  
**Instructions for use HP SCANJET G2710**  
**Instruction manual HP SCANJET G2710**

HP Scanjet G2410/G2710  
User Guide



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#### Manual abstract:

@@@ Under the Documentation section, click Product Help. Accessibility This section describes the accessibility options available with this scanner. Accessing the user guide with screen reader software Button Disable Utility Accessing the user guide with screen reader software There is an online Help version of this User Guide on the software CD. This format can be used with most screen reader software programs. To find this guide on the CD, do the following: 1. Insert the HP CD that came with the scanner into the computer CD drive. Wait for the installation dialog box to display. NOTE: If the installation dialog box does not display, double-click the scanner.htm file on the root of the installation CD. 2.

Click View or print guides. A list of languages is displayed. How to use the scanner 3 Chapter 1 3. Click the language that you want. A list of guides is displayed.

4. Click Onscreen User Guide. Button Disable Utility To prevent buttons from being accidentally pushed, you can use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons. To use the Button Disable Utility, complete the following steps: 1.

On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard\Scanjet\G4000\ 2. Double-click hpbdu.exe. The HP Button Disable Utility dialog box is displayed. 3. Select the scanner, and then click Enable Buttons or Disable Buttons. How to use the HP Photosmart software When you install the HP Photosmart software, two icons are added to your desktop. These icons open programs for scanning and editing your scans. HP Solution Center is the program that gets you started scanning pictures and documents.

Use the HP Solution Center for all of the following: Perform scanning and copy functions Access help and troubleshooting information Access the HP Photosmart software to edit your scans Modify settings and preferences The HP Photosmart software is the program to use for manipulating, printing, archiving, and sharing your images after they have been scanned. You can get to the HP Photosmart software from the desktop icon or through HP Solution Center. To start a scan: Double-click the HP Solution Center icon on the desktop, click the icon for your device, and then click the task you want to perform. NOTE: If the HP Solution Center icon is not available on the desktop, click Start, point to Programs or All Programs, point to HP, and then click HP Solution Center. Front panel and accessories overview This section presents an overview of the scanner front panel and the transparent materials adapter (TMA). Front-panel buttons Transparent materials adapter (TMA) 4 How to use the scanner Front-panel buttons Icon Feature name Scan button Copy button Scan to PDF button (G2710 model only) Description Scans pictures, graphics, documents, or objects. Scans the item and sends it to the printer to make a copy. Scans one or more pages and saves them as a PDF file for sharing or storing. Transparent materials adapter (TMA) NOTE: This section applies to the HP Scanjet G2710 Scanner only. You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives.

For more information about the TMA, see Scan film. Scanning overview Start scanning in one of these ways: Scan from the scanner front-panel buttons Scan from the HP Solution Center Scan from other software programs Preview a scanned image Scan from the scanner front-panel buttons Use the front-panel buttons on the scanner for basic scanning functions, such as scanning pictures and documents. Instructions for using the front-panel buttons are located in this manual. For more information about how to use the front-panel buttons, see the following topics: Front panel and To turn picture correction on or off, select Auto Correct Photos from the Basic menu of the HP Scanning software, and then choose the options you want. To use this feature, Show Preview must be selected.

Scan multiple pictures with one scan You can scan multiple pictures at the same time from the scanner glass. Arrange the pictures that you want to scan on the HP scanning device glass. For the best results, leave at least 0.25 inches (6 mm) of space between the edges of the pictures. Then follow the steps for scanning a picture.

For more information, see Scan pictures. For more information, go to the Index tab in the onscreen Help. Type multiple in the keyword field and click multiple items, scan in the list. Scan pictures and documents 7 Chapter 1 Scan documents Use the Scan button ( ) to scan documents. The scanner scans an original document to the destination that is selected in the HP Scanning dialog box. NOTE: If you want to preview scans before they are sent to their destination, select Show Preview in the What are you scanning? dialog box, or begin your scan from the HP Solution Center. Also see Preview a scanned image. 1. Place the original face down on the scanner glass, as indicated by the reference mark. 2.

Press the Scan button ( ). The What are you scanning? dialog box appears. 3. Under the What are you scanning? heading, click Document, and then select one of the following options: Color This is the default setting. Grayscale This option converts any colored original to grayscale, and creates a smaller file size than the Color option. Black & White This is the best option for scanning a black and white graphic, but it is not suitable for color or grayscale originals if you want to preserve detail. 4. Click Scan. 5. When you are finished with that page, place the next page on the glass and click Scan to scan another document or page.

6. When you are finished with all pages, click Done. After you click Done, the software sends the scanned file to the specified location. NOTE: If Show Preview was selected, you must click the Accept button in the preview screen to initiate the scan. When prompted, click Yes to scan additional pages, or click No to send the scanned page(s) to the specified location.

Scan to a PDF file NOTE: This section applies to HP Scanjet G2710 Photo Scanner only. Use the Scan to PDF button ( file. ) to scan a document or picture and save it as a PDF 1. Place the original face down on the scanner glass, as indicated by the reference mark. 2.

Press the Scan to PDF button ( ). The What are you scanning? dialog box appears. 3. Under the What are you scanning? heading, click Document, and then select one of the following options: Color This is the default setting. Grayscale This option converts any colored original to grayscale, and creates a smaller file size than the Color option. Black & White This is the best option for scanning a black and white graphic, but it is not suitable for color or grayscale originals if you want to preserve detail.



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4. Click Scan. 8 How to use the scanner 5. When you are finished with that page, place the next page on the glass and click Scan to scan another document or page.

6. When you are finished with all pages, click Done. After you click Done, the software sends the scanned file to the specified location. E-mail a document or picture Follow these instructions to scan pictures or documents from the scanner glass and send the scans to a supported e-mail program as an attachment. 1. Place the original face down on the scanner glass, as indicated by the reference mark. 2. Press the Scan button ( ). The What are you scanning? dialog box appears. 3.

Under the What are you scanning? heading, click either Document or Picture, and then select the appropriate options for the document or picture you are scanning. 4. In the Scan to area, select E-mail. 5. Click Scan.

6. When you are finished with the first document page or picture, place the next page on the glass and click Scan to scan another document page or picture. 7. When you are finished with all pages, click Done. After you click Done, the software sends the scanned file to your default e-mail program.

NOTE: If Show Preview was selected, you must click the Accept button in the preview screen to initiate the scan. When prompted, click Yes to scan additional pages, or click No to send the scanned page(s) to the specified location. 8. Use your default e-mail program to complete and send the e-mail with the scanned image attached. To view the scanned image before you send the e-mail, double-click the attachment. NOTE: To change the e-mail program, open the HP Solution Center software from your desktop icon or from the Start menu, click the scanner icon, click the Settings button, and then select E-mail Settings. The E-mail Settings dialog box appears. Select the e-mail program that you want to use, and then click OK. Make copies Use the Copy button ( ) to scan an original and send it to a printer. The front-panel Copy button is optimized to scan and print a duplicate of what is on the scanner glass.

If you want to change the image, such as to lighten or darken it, or to adjust its size, click Cancel in the copy progress dialog box. Adjust the settings, and then complete the scan. If you use the HP Solution Center, you can also click the Make Copies button and adjust the settings in the preview screen. 1. Place the original face down on the scanner glass, as indicated by the reference marks. 2. Press the Copy button ( ). The copy is printed on the default printer. NOTE: There is no preview image for the copy function. Make copies 9 Chapter 1 Scan film NOTE: This section applies to the HP Scanjet G2710 Photo Scanner only.

This section contains information about using the transparent materials adapter (TMA) to scan positives, including 35 mm slides, and negatives. · · Scan positives (such as 35 mm slides) or negatives Tips for scanning transparent items Scan positives (such as 35 mm slides) or negatives The transparent materials adapter (TMA) in this model enables you to scan two 35 mm slides at one time or two negatives. Figure 1-1 Scan slides 10 How to use the scanner Figure 1-2 Scan negatives 1. Open the scanner lid. 2.

Remove the negative strip holder from the slide holder. 3. Do one of the following to load the slides or negatives: · If you are scanning slides, place the slides into the slide holder. Insert the slides with the top of the slides pointing up and with the front of the slides facing you. Make sure that the slides are flat and do not overlap.

· If you are scanning negatives, do the following: a. Slide a negative strip with one or two frames into the negative strip holder so that the shiny side of the negative faces you. Negatives are easily damaged, so you should touch them only on their edges. b. Insert the negative strip holder back into the slide holder. 4. Close the scanner lid. 5. Press the Scan ( ) button on the scanner, or click Scan in HP Solution Center. 6.

In the What are you scanning? dialog box, select Picture. 7. If you are scanning slides, select Scan positives, including 35 mm slides, using the TMA. If you are scanning negatives, select Scan negatives using the Transparent Materials Adapter (TMA). If you want to preview the scanned picture, select the Show Preview check box on the screen, or begin the scan from HP Solution Center. 8. Click Scan. 9. Follow the instructions on the screen to finish scanning. The scan is sent to the default destination.

10. When the scan is finished, remove the slides. Place the negative strip holder back into the scanner lid for convenient storage. Scan film 11 Chapter 1 Tips for scanning transparent items · To scan items larger than those that the transparent materials adapter (TMA) or template accepts, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as described in Scan pictures. When scanning a 35 mm slide or negative, the scanner software automatically enlarges the image to approximately 10 cm x 15 cm (4 x 6 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 the final size that you select. The scanner will scan the item to the size that you select and adjust the scan resolution as appropriate. When cropping images, completely remove the borders to reduce excess light interference. · · Figure 1-3 A cropped image from a slide 12 How to use the scanner 2 Care and maintenance This section presents information about how to care for and maintain the scanner. · · · Clean the scanner glass Clean the transparent materials adapter (TMA) -- HP Scanjet G2710 Photo Scanner Order maintenance and scanner supplies Occasional cleaning of your scanner helps ensure higher-quality scans.

The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary. For all care and maintenance procedures required for the scanner, please see the Care and maintenance section for your scanner in the onscreen Help. In the HP Solution Center, click Help, and then select the Help section for your scanner model. Routine cleaning and maintenance should include cleaning the scanner glass and the transparent materials adapter (TMA). CAUTION: Avoid placing items that have sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure that the item does not contain 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 by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner, and dry 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.



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Avoid isopropyl alcohol because it can leave streaks on the glass. Do not spray the glass cleaner directly on the glass. 3. 4. Close the HP Photosmart software, if it is open. Disconnect the cable that connects the scanner to the computer. 2. Reconnect the cable that connects the computer and the scanner. When connected correctly, the USB connector will feel slightly loose. When connected incorrectly, the USB plug will feel overly tight.

1. A cable might be loose. 2. 3. Restart your computer. 4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software. a. b.

c. Click Remove. d. e. Click Remove. 5. Choose the HP Photosmart software to install. If the scanner still does not work, visit [www.hp.com/support](http://www.hp.com/support) or contact HP Customer Support.

Additional troubleshooting information If you have the HP Photosmart software installed, you can use the onscreen Help to solve other problems with the scanner. To gain access to the Help, double-click the HP Solution Center icon on your desktop, and then click Help. Under the Documentation section, click Product Help. The Help system provides information about the scanner hardware as well as information about the HP Photosmart software and HP Scanning software. Also, see Scan troubleshooting in the general Troubleshooting and support section of the Help.

Scanner operation problems . . . . . Scanner will not turn on Scanner does not scan right away Buttons appear not to work Issues with scanning documents or text (OCR) Scanned image is fuzzy Scanner is scanning items very slowly Scanner glass needs to be cleaned 16 Troubleshooting Scanner will not turn on If the scanner will not turn on when you press the front-panel scanner buttons, check for these possible problems: . . . The scanner might have been unplugged. Check to see that the power cable has not become disconnected from the scanner or unplugged from the power source. The scanner might be turned off.

Check to see that the scanner power switch is in the on position. Check to see that the TMA cable has not become disconnected from the scanner. Scanner does not scan right away If the scanner has not been used for a while, the scanner lamp might need to go through a warm-up period before scanning can begin. If the scanner lamp needs to warm up, it takes a moment after starting the software or pressing a scanner button for scanning to begin. To change the lamp warm-up setting, open the HP Solution Center, click Settings, and then click Scan Preferences. Buttons appear not to work After each step, start a scan to see if the buttons are working. If not, proceed with the next step. . . . A cable might be loose. Ensure that the USB cable, the TMA cable, and the power cable are securely connected. Turn the scanner off using the power switch, and then turn it back on again. Restart your computer. The buttons might be disabled.

Try the following procedure: . Open Control Panel, select Scanners and Cameras, and then select your scanner model from the list. . Open Properties, and then click the Events tab. From the Scanner events list, select Scan button press. . Ensure that the HP Scanning software option is selected. . Windows XP and Vista: Ensure the Take No Action option is not selected. The Button Disable Utility might have been used to disable the buttons. For more information, see Button Disable Utility. . Scanner operation problems 17 Chapter 3 Issues with scanning documents or text (OCR) The scanner uses optical character recognition (OCR) to convert text on a page to text that you can edit on your computer. . If you scan text but cannot edit it, make sure that you make the following selections during scanning: . HP Scanning (Select Document.) . Scan to (Select a word-processing program or Save to File.

) NOTE: If you select Save to File, select a text file type from the File Type drop-down list. . Scanned text might 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 might be incorrect or missing. As you edit the text, compare the scanned text against the original, and then make corrections as necessary. To change text scanning options, click the Scan Document Settings button in the initial What are you scanning? screen.

The OCR software is installed by default when you install the HP Scanning software during scanner setup. If you use the Custom option when installing the software, you can choose not to install the OCR software. Try reinstalling the software using the default install options. . . Scanned image is fuzzy It is important that the item you scan comes in close contact with the scanner glass. If the resulting scanned image is not clear, check to see that the item is in full contact with the scanner glass.

Scanner is scanning items very slowly . If you are scanning to edit text, the optical character recognition (OCR) software program causes the scanner to scan more slowly, which is normal. Wait for the item to scan. The resolution might be set too high. Reset the resolution to a lower level. The scanner software automatically selects the resolution to provide the best balance between image quality and file size. To change the resolution, open the HP Solution Center, and then click Settings. Select Scan Settings. Use the drop-down list to change the resolution. . Scanner glass needs to be cleaned Clean the scanner glass under the following conditions: . . . . . Ink is on the glass. Fingerprints are on the glass.

Items have excessive amount of dust or dirt on them. Smudges or other marks appear on scanned images. Haze or dust is on the glass. Allow the glass to dry thoroughly before scanning another image. 18 Troubleshooting For more details, see Care and maintenance. Slides, negatives, and TMA issues NOTE: This section applies to HP Scanjet G2710 Photo Scanner only. Use this section to help resolve issues with 35 mm slides or 35 mm negatives that have been scanned by using the TMA. . . . . The image cannot be enlarged Incorrect colors print, or the image is too light or dark Dots or streaks appear in the scanned image The scanned images are dark The TMA does not work at all No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box 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.



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For more information, go to the Index tab in the onscreen Help.

Type *resize* in the keyword field and click images in HP Scanning software in the list. 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 settings for transparent materials are reversed. Make sure that you have selected Scan positives, such as 35 mm slides, using the TMA for slides, or Scan negatives using the Transparent Materials Adapter (TMA) for negatives.

· 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 selection area might not be made correctly. Make a selection area that only includes the photo, without borders. The TMA does not work at all The cable might not be connected correctly. Ensure that the TMA cable is connected securely to the TMA port on the back of the scanner. Slides, negatives, and TMA issues 19 Chapter 3 No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box After each step, start a scan to see if the scanner is working. If not, proceed with the next step. 1. Make sure that the TMA is connected to the scanner.

2. Ensure that Scan positives, including 35 mm slides, using the TMA or Scan negatives using the Transparent Materials Adapter (TMA) is selected in the What are you scanning? dialog box. 3. The bulb in the TMA might not be working. Click the Scan button ( ) and look for illumination. If the bulb is broken, service is required. 4. The TMA has a short warm-up mode. Wait a few seconds to see if the light turns on. For the best scanning quality, let the TMA light warm up for at least 30 seconds.

Scanner installation troubleshooting This section contains solutions for installation and setup problems. · · Uninstall and reinstall the software Check the cables Uninstall and reinstall the software An incomplete software installation could cause the scanner not to be recognized or the software not to launch correctly. Try uninstalling and then reinstalling the HP Scanning software. To reinstall the HP Scanning software, you must have the HP Photosmart software CD. 1.

@@2. Click Add or Remove Programs (in Windows Vista, the Programs and Features tool) and then select HP Scanjet G2410 or HP Scanjet 2710. 3. Click Remove. 4.

Click Add or Remove Programs (in Windows Vista, the Programs and Features tool) and then select the HP Photosmart software. 5. Click Remove. 6. Unplug the scanner USB cable from the computer. 7. Reinstall the software, using the HP Photosmart software CD that came with your scanner. @@ Choose the HP Photosmart software to install. 8. Reconnect the scanner USB cable after the software is installed.

For more information see Check the cables. 20 Troubleshooting Check the cables Cable type Power cable Action The power cable is connected between the scanner and a power 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. Turn off the scanner power switch and turn off the computer. After 60 seconds, turn the scanner back on and then turn on the computer, in that order. 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.

If the USB cable is connected to a USB port on the front of the computer, move it to a USB port on the back of the computer. For additional USB troubleshooting information, see [www.hp.com/support](http://www.hp.com/support), select your country/region, and then use the search tool to find USB troubleshooting topics. TMA cable The TMA cable is connected between the TMA in the scanner lid and the scanner base.

Ensure the cable is securely connected in the back of the scanner. Scanner installation troubleshooting 21 4 Regulatory information and product specifications This section contains regulatory information and product specifications for the HP Scanjet G2410/G2710 scanners and accessories. · · · · ·

Scanner specifications Transparent materials adapter (TMA) specifications Environmental specifications Recycle and restricted material information Disposal of Waste Equipment by Users in Private Households in the European Union Scanner specifications Name Scanner type Description G2410 Flatbed G2710 Flatbed with transparent materials adapter (TMA) Size G2410 280 x 486.5 x 52 mm (11.0 x 19.

1 x 2.0 inches) G2710 287 x 450 x 59 mm (11.3 x 17.72 x 2.32 inches) Weight G2410 1.7kg (3.74 lbs) G2710 -- 3.1 kg (6.8 lbs.) Scanning element Interface Charged-coupled device G2410 USB 1.

0 G2710 USB 2.0 Hi-Speed Hardware resolution G2410 1200 x 1200 dpi hardware resolution G2710 2400 x 4800 dpi hardware resolution Selectable resolution AC line voltage 12 dpi to 999,999 enhanced dpi at 100 percent scaling 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 Regulatory information Regulatory model identification number: For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is GRLYB-0209 or FCLSD-0512. This regulatory model number should not be confused with the product names (HP Scanjet G2410 or G2710) or product numbers (L2694A and L2696A). Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR (MOU v. @ registered service mark of the U.S. EPA. @@@@ For more information regarding recycling of HP products, please visit: [www](http://www).

[hp.com/hpinfo/globalcitizenship/environment/recycle/](http://hp.com/hpinfo/globalcitizenship/environment/recycle/) Product restricted material This HP product contains the following material that might require special handling at end-of-life: Mercury in the scanner fluorescent lamp and transparent materials adapter (< 5 mg). Transparent materials adapter (TMA) specifications 23 Chapter 4 For recycling information, contact [www](http://www).



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[hp.com/go/recycle](http://hp.com/go/recycle), your local authorities, or the Electronic Industries Alliance at [www.eiae.org](http://www.eiae.org).

*Disposal of Waste Equipment by Users in Private Households in the European Union* This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product. 24 Regulatory information and product specifications 5 Product support This section describes the options for product support. . . . Accessibility HP Scanjet Web site Getting assistance Accessibility The following accessibility options are available on this scanner: Windows environment: . . . To prevent buttons from being accidentally pushed, you can use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons. For more information about the Button Disable Utility, see the scanner User Guide. The scanner User Guide is also available in a Help format that is readable by most screen readers. To find this file, double-click the HP Solution Center icon on your desktop, and then click Help. Under the Documentation section, click Product Help. . . Customers with disabilities can get help by visiting [www.hp.com](http://www.hp.com).

[com/hpinfo/community/accessibility/prodserv/](http://com/hpinfo/community/accessibility/prodserv/) (English only). HP Scanjet Web site Visit [www.hp.com](http://www.hp.com) and select your country/language at the top of the page. On the country page, select scanners from the list of products. Use this site for a variety of information: . . . . Find solutions to technical issues. Learn tips for scanning more effectively and creatively. Update your HP drivers and software. Register your product. Subscribe to newsletters, driver and software updates, and support alerts.

Purchase HP supplies and accessories. Product support 25 Chapter 5 Getting assistance In order to get the best from your HP product, please consult the following standard HP support offerings: 1. Please consult the product documentation that came with the product. . Review the troubleshooting section or electronic Help of this manual/CD. . Review the electronic Help section within the software.

2. Visit the HP online support at [www.hp.com/support](http://www.hp.com/support) or contact your point of purchase. HP online support is available to all HP customers.

It is the fastest source for up-to-date product information and expert assistance, including the following features: . Fast E-mail access to qualified online support specialists . Software and driver updates for your product . Valuable product and troubleshooting information for technical issues . Proactive product updates, support alerts, and HP newsletters (available when you register your product) 3. HP support by phone . Support options and fees vary by product, country and language. . Fees and policies are subject to change without notice. Please check the Web site [www.hp.com/support](http://www.hp.com/support) for the latest information. 26 Product support Getting assistance 27 Chapter 5 4. Post-warranty period After the limited warranty period, help is available online at [www.hp.com/support](http://www.hp.com/support).

5. Extending or upgrading your warranty If you would like to extend or upgrade the product's warranty, please contact your point of purchase or check the HP Care Pack Services at [www.hp.com/support](http://www.hp.com/support). 6. If you already purchased an HP Care Pack Service, please check the support conditions in your contract. 28 Product support Index A accessibility 3 accessibility Web site 25 attachments, e-mail 9 Auto Correct Photos 7 E E-mail button 4 e-mail scans 9 editable text troubleshoot 18 enable buttons 4 Energy Star 22 environmental specifications 23 L languages, user guide 3 localized user guides 3 M mercury disposal 23 multiple picture scans 7 B blurry images, troubleshoot 18 Button Disable Utility 4, 25 buttons, front panel about 4 scan from 5 settings 6 troubleshoot 17 F film, scan crop images 12 models, scanner 10 tips 12 troubleshoot 19 with HP Scanjet G4010 10 front panel buttons about 4 scan from 5 settings 6 troubleshoot 17 fuzzy images, troubleshoot 18 N negatives, scan crop images 12 models, scanner 10 tips 12 troubleshoot 19 with HP Scanjet G4010 10 C cables troubleshoot 21 Care Pack Services 28 clean scanner glass 13 TMA 13 color Auto Correct Photos 7 document scan options 8 copy from scanner glass 9 Copy button 4, 9 crop images 12 customer support Web sites 25 O OCR troubleshoot 18 onscreen Help 3 operating environment specifications 23 order maintenance supplies 14 originals types of 7 G glass, clean 13 H hardware test 15 Help 3 HP Care Pack Services 28 HP Photosmart settings 6 start 4 uninstall 20 HP Scanjet Web site 25 HP Solution Center Help 3 scan from 5 start 4 humidity specifications 23 P parts, order 14 PDF files, scan to 4 PDF, scan to 8 photographs color correction 7 original types 7 scan 7 Photosmart settings 6 start 4 uninstall 20 physical specifications 22 pictures color correction 7 e-mail 9 original types 7 scan 7 scan multiple 7 D disabilities customers with 25 disable buttons 4 disposal of waste 24 documents e-mail 9 scan 8 drawings original types 7 scan 7 I install software troubleshoot 20 29 power supply troubleshoot cable 21 power-on, troubleshoot 17 preview image 6 R recycling 23 regulatory model number 22 remove software 20 reset scanner 15 resolution 22 restricted material 23 S scan documents 8 e-mail 9 from front panel buttons 5 from the HP Solution Center 5 from TWAIN software 6 models, scanner 10 multiple pictures 7 original types 7 pictures 7 preview image 6 slides or negatives with HP Scanjet G4010 10 transparent items 12 Scan button 4, 7, 8 Scan Film button 4 Scan to PDF button 8 Scan to Share button 4 scanner hardware test 15 reset 15 troubleshoot 16 scanner glass, clean 13 scanner specifications 22 screen reader software 3 settings, scan 6 size specifications, scanner 22 slides, scan crop images 12 models, scanner 10 tips 12 troubleshoot 19 with HP Scanjet G4010 10 software Help 3 scan from 6 settings 6 troubleshoot installation 20 uninstall 20 Solution Center Help 3 scan from 5 settings 6 start 4 specifications environmental 23 scanner 22 TMA 23 speed troubleshoot 17, 18 storage specifications 23 supplies, maintenance 14 support Web sites 25 slides 19 speed 17, 18 test scanner hardware 15 TMA 19 turn on, troubleshoot 17 TWAIN scan from 6 U uninstall software 20 USB cable troubleshoot 21 V voltage specifications 22 W warranty extended 28 waste disposal 24 Web sites accessibility 25 Energy Star 22 order maintenance supplies 14 recycling information 23 support 25 waste disposal information 24 Windows accessibility features 25 T temperature specifications 23 test scanner hardware 15 text, editable troubleshoot 18 TMA clean 13 crop images 12 models, scanner 10 scan slides or negatives 12 scan slides or negatives with HP Scanjet G4010 10 specifications 23 troubleshoot 19 TMA cable troubleshoot 21 transparent materials adapter (TMA) clean 13 crop images 12 models, scanner 10 scan slides or negatives with HP Scanjet G4010 10 specifications 23 troubleshoot 19 troubleshoot buttons 17 cables 21 customer support 25 fuzzy images 18 installation 20 negatives 19 power 17 reset scanner 15 scanner 16 30 .



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