HP
Scanjet 4070 Photosmart scanner

User's Manual

hp
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HP Scanjet 4070 Photosmart scanner

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User's Manual

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Contents

1 How to use the scanner

This manual describes the operation of the HP Scanjet 4070 Photosmart scanner, including how to use the scanner, customer support, and installation troubleshooting. For installation procedures, see the Setup Poster. For scanning software procedures, see the **HP Image Zone** on-screen help.

This section presents an overview of the scanner and information about how to use and care for the scanner.

Note **If you have installed HP Windows software from CD 2**, the software names in the documentation differ as follows from what was installed: **1**) Your software is named HP Photo & Imaging instead of HP Image Zone; **2**) Your picture management software is called HP Photo & Imaging Gallery instead of HP Image Zone. There may be other terminology differences between the software you installed and the documentation.

Scanner parts and accessories
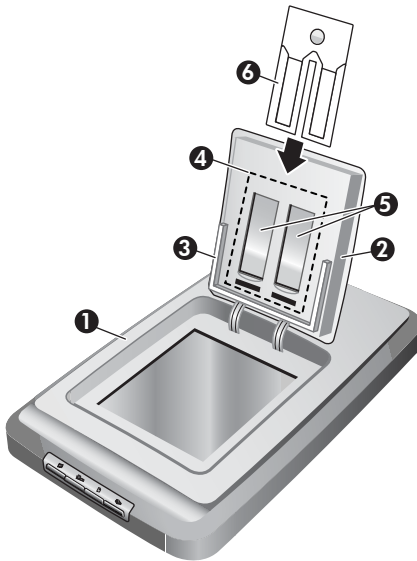
1   Scanner
2   HP Photo Door
3   4 x 6 inch (10 x 15 cm) photo holder for manually scanning pictures
4   Transparent materials adapter (TMA) for scanning 35 mm slides and negatives
5   35 mm slide holder
6   35 mm negative holder

Overview of the HP software

- The HP Director provides easy access to the software applications, default settings, status, and on-screen help for your HP device. By using the HP Director, you can scan various types of originals (pictures, slides, negatives, and documents), make copies, view and print images or video clips, go to the HP Shopping website, and update your HP software.
- The HP Image Zone provides tools for managing your still photos, scanned images, and video clips. You can easily edit and print your images, use them in various projects, and share them with family and friends.
- Using the HP Scanning software, you can scan items such as pictures, slides, negatives, and documents, and then save them or send them to a destination of your choice (such as a software application or file). The software gives you the option of previewing images before the final scan takes place. While previewing, you can adjust the image to achieve the final effect that you want. The software also allows you to configure scan settings.
- The HP Copy software sends scanned images directly to your printer.

For more information on the HP software, see the HP Director on-screen help. To access the on-screen help in the HP Director:

1   Do one of the following:

   a   On the Windows desktop, double-click the HP Director icon (🖼).
   b   In the system tray at the far right of the Windows taskbar, double-click the HP Digital Imaging Monitor icon.
   c   On the taskbar, click **Start**, point to **Programs** or **All Programs,** point to **HP**, and then click **Director**.

2   If you have installed more than one HP device, click one in the **Select Device** list.

   The HP Director displays only the buttons that are appropriate for the selected device.

3   Click the **Help** button.

Front panel and accessories overview

This section presents an overview of the scanner front panel, the photo holder, and the transparent materials adapter (TMA).

	Feature	Description
🖼	**Scan Picture**	Scans pictures placed on the scanner glass or in the photo holder.
📇	**Scan Slides or Negatives**	Scans slides or negatives from the transparent materials adapter (TMA), integrated into the scanner lid.
📄	**Scan Document**	Scans documents from the glass under the scanner lid.

(continued)

✉	**Copy**	Scans from the glass directly to the default printer to make copies.

4 x 6 inch (10 x 15 cm) photo holder

The HP Scanjet 4070 scanner features the photo holder, which enables you to insert, scan, and remove multiple 4 x 6 (10 x 15 cm) pictures quickly and easily.

For more information about the photo holder, see Scan from the 4 x 6 inch (10 x 15 cm) photo holder.

Transparent materials adapter (TMA)

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

For more information about the TMA, see Scan slides and negatives.

Scanning overview

Note Macintosh users, see the HP Image Zone software on-screen help for information about scanning procedures.

Tip High resolution is usually only necessary when attempting to increase the size of very small images (for instance, scanning a stamp-sized image, or scanning 35 mm negatives or color slides and enlarging them to A4 size). In most cases, optimal scanning can be achieved by adjusting the resolution of the scan to a resolution appropriate for the intended use of the image. Scanning at a resolution higher than necessary only increases your file size, slows down printing, and in some cases makes the image impossible to print on a particular printer. For more information, open the HP Director software, select your scanner in the **Select Device** list, click **Help**, and in the HP Image Zone software on-screen help, see the **HP Scanjet scanner** on-screen help.

You can start scanning in one of three ways:

● **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 pictures, slides, negatives, and documents. Descriptions for using the front panel buttons are located in this manual (see Front panel and accessories overview).

● **Scan from the HP Director**

Scan from the HP Director software when you want more control of your scan, such as when you want to preview the image before the final scan.

To start the HP Director 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 on-screen 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 **HP**, and then click **HP 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 or WIA-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

Note   Macintosh users, see the HP Image Zone software on-screen help for information about scanning procedures.

To simplify scanning, the software does not prompt you to previewthe picture when you use the **Scan Picture** button (🖾) on the front of the scanner. If you want to preview the scanned picture, begin the scan from the HP Director or change the button settings. To change the scanner button settings, see Change settings.

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. To automatically correct photos, Preview must be turned on for the **Scan Picture** button (🖾) on the front of your scanner. You can also scan the picture by using the HP Director software. See Change settings to turn on Preview.

Scan from the 4 x 6 inch (10 x 15 cm) photo holder

The photo holder is a fast, convenient way to scan multiple photos. The photo holder holds up to 24 pictures. The pictures are held securely in place for consistent placement while scanning. The photo holder accepts only photos that meet the following specifications:

● Standard 4 x 6 inches (10 x 15 cm) pictures
● Media that is in good condition (not fragile or worn)
● Media that is free of glue, tape, or other sticky material

If the photo you want to scan in the photo holder does not meet these guidelines, place the photo on the scanner glass underneath the HP Photo Door or underneath the scanner lid.
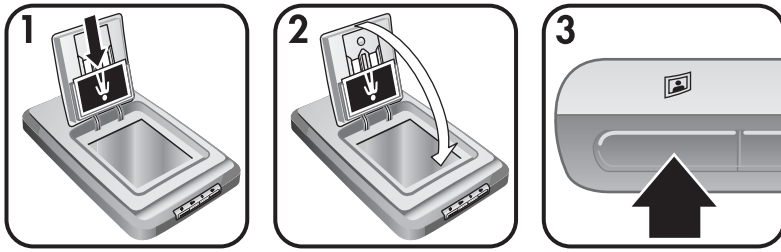
Tip Before placing photos in the photo holder, separate the photos to make sure that they do not stick together, and then restack them.

1   Place a stack (up to 24) of 4 x 6 (10 x 15 cm) pictures in the photo holder. The pictures should face toward you with the tops of the pictures pointing down.
2   Close the HP Photo Door.
3   Press the **Scan Picture** button (▣) on the front of the scanner.
4   If necessary, follow the instructions on the screen to finish scanning.
5   Open the **HP Photo Door**, remove the photo you just scanned, close the **HP Photo Door**, and continue scanning until you are finished.

   Each scanned picture appears in the HP Image Zone software.

Scan pictures other than 4 x 6 inches (10 x 15 cm)
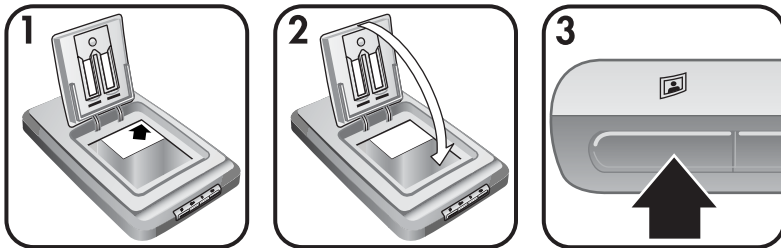
1   Place the original face down in the upper right hand corner on the glass beneath the HP Photo Door, as shown by the corner reference mark (◹) on the scanner.

   Tip If the picture does not fit on the glass under the HP Photo Door, lift the scanner lid and place the picture in the upper right hand corner on the scanner glass as shown by the corner reference mark (▣) on the scanner.

2   Close the HP Photo Door or scanner lid.
3   Press the **Scan Picture** button (▣) on the front of the scanner.
4   If necessary, follow the instructions on the screen to finish scanning.

   The scanned picture appears in the HP Image Zone software.

Scan multiple pictures with one scan

You can scan multiple pictures at the same time from the scanner glass.

Note The Preview setting for the **Scan Picture** button (▣) must be set to off to scan multiple pictures with one scan. Normally the Preview setting is set to off already. To change the Preview setting for the **Scan Picture** button (▣), see Change settings

1 Place the original pictures in each corner of the scanner glass with at least 1/4 inch (6.35 mm) space between the pictures.

Tip After scanning the pictures, you can rotate the scanned pictures in the HP Image Zone software.

2 Close the scanner lid.
3 Click the **Scan Picture** button (▣) on the front of the scanner.
4 Follow the on-screen instructions.

Each scanned picture appears in the HP Image Zone software as a separate picture.

Scan slides and negatives

Tips for scanning slides and negatives

- To scan a transparency that was used for an overhead projector, 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 4 x 6 inches (10 x 15 cm). 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 Slides or Negatives** button (▤) on the front of the scanner.

Scan slides

The transparency materials adapter (TMA) enables you to scan up to four slides (two in each side of the slide holder) at one time.
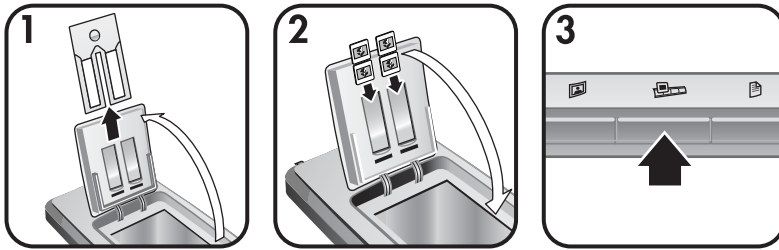
1   Open the HP Photo Door and remove the negative strip holder, if present, from the slide holder.

2   Place up to two 35 mm slides in either side of the slide holder behind the photo holder and close the HP Photo Door. The top of each slide should point down with the front of the slide facing you.

3   Press the **Scan Slides or Negatives** button (⬚) on the front of the scanner.

The scan is displayed in the HP Image Zone software. If multiple selection areas were detected, the selections are displayed as separate scanned images.

> **Note**   The Preview setting for the **Scan Slides or Negatives** button (⬚) must be set to off to scan multiple pictures with one scan. Normally the Preview setting is set to off already. To change the Preview setting for the **Scan Slides or Negatives** button (⬚), see Change settings

4   When finished, remove the slides from the slide holder.

Scan negatives

You can place two negative strips in the negative holder and scan the first two frames from each strip at the same time.

1   Open the HP Photo Door and remove the negative holder, if present, from the slide holder.

2   Place a negative strip into one or both sides of the negative holder so that the shiny side faces you.

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

3   Insert the negative holder back into the slide holder and close the HP Photo Door.

4   Press the **Scan Slides or Negatives** button (⊡) on the front of the scanner.
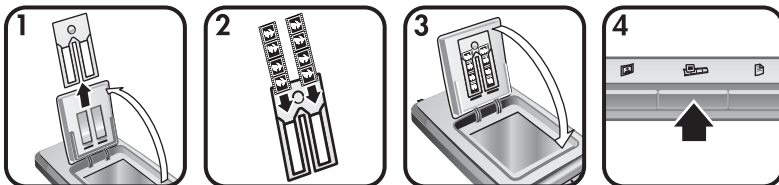
The scan is displayed in the HP Image Zone software. If multiple selection areas were detected, the selections are displayed as separate scanned images.

Note   The Preview setting for the **Scan Slides or Negatives** button (⊡) must be set to off to scan multiple pictures with one scan. Normally the Preview setting is set to off already. To change the Preview setting for the **Scan Slides or Negatives** button (⊡), see Change settings.

5   When finished, remove the negative strip. Place the negative strip holder back into the slide holder for storage.

Scan documents

You can scan one or more documents to a file or software application by using the **Scan Document** button (📄) on the front of the scanner.

1   Place the original face down in the upper right hand corner on the scanner glass as shown by the corner reference mark (🔲) on the scanner.
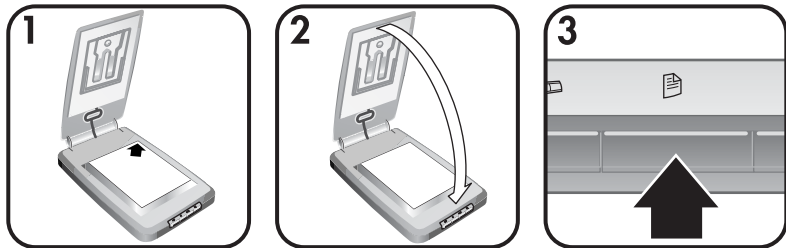
2   Close the scanner lid.
3   Press the **Scan Document** button (📄) on the front of the scanner.
4   Choose your options for scanning documents, including specifying a destination for the scan.
5   Follow the on-screen instructions to finish scanning or to scan additional documents.

When you are done, all the scanned documents appear in the destination you selected (for example, a software application or a file).

Print copies
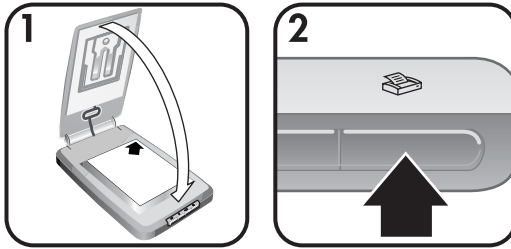
Use the **Copy** button (⌗) to scan an original and send it directly to a printer to make copies.

1 Place the original face down in the upper right hand corner on the scanner glass as shown by the reference marks on the scanner, and close the lid.
2 Press the **Copy** button (⌗) on the scanner. A message appears that shows the copy progress.
3 If you want to increase the number of copies, lighten or darken the copies, reduce or enlarge them, or change printer settings, click **Cancel** in the **Copy in Progress** dialog box. You can then make changes to settings in the **HP Copying** software.

You can also make copies from the **HP Director**. For more information, see the **HP Image Zone** software on-screen help.

E-mail scanned pictures

You can scan one or more pictures with your HP scanner and e-mail them in two ways:

● Use HP Instant Share
● E-mail your scanned images as attachments

Note You can also e-mail slides or negatives. See Scan slides and negatives.

E-mail a scanned picture with HP Instant Share

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.)

1 Place the original in the photo holder or face down in the upper right hand corner on the glass beneath the HP Photo Door, as shown by the corner reference mark (◁) on the scanner.

   **Tip** If the picture does not fit on the glass under the HP Photo Door, lift the scanner lid and place the picture in the upper right hand corner on the

scanner glass as shown by the corner reference mark (⌧) on the scanner.

2   Close the HP Photo Door or the scanner lid.

3   Press the **Scan Picture** button (⌧).

The scan is displayed in the HP Image Zone software. If multiple selection areas were detected, the selections are displayed as separate scanned images.

4   Select one or more pictures in the **HP Image Zone** software.

5   Click **To E-mail** and follow the on-screen directions.

E-mail your scanned images as attachments

1   Place the original in the photo holder or face down in the upper right hand corner on the glass beneath the HP Photo Door, as shown by the corner reference mark (◿) on the scanner.

> **Tip**   If the picture does not fit on the glass under the HP Photo Door, lift the scanner lid and place the picture on the scanner glass as shown by the corner reference mark (⌧) on the scanner.

2   Close the HP Photo Door or the scanner lid.

3   Press the **Scan Picture**(⌧) button.

The scan is displayed in the HP Image Zone software. If multiple selection areas were detected, the selections are displayed as separate scanned images.

4   Select one or more pictures in the **HP Image Zone**.

5   Click the **Selections Menu** below the images.

A dialog appears that displays a list of destinations for the images.

6   Select your e-mail application from the list of destinations and click **OK**.

Your e-mail software starts and a new e-mail message (with the images that you selected attached to it) opens.

7   Fill in the e-mail address, subject, and write a note.

8   Send the e-mail in the normal way.

E-mail one or more scanned documents

1   Place the original face down in the upper right hand corner on the scanner glass, as shown by the corner reference mark (⌧) on the scanner.

2   Close the scanner lid.

3   Click the **Scan Document** button (📄) on the front of the scanner.

4   Select your e-mail application from the list of destinations and click **OK**.

If your e-mail application does not appear in the list of destinations, select **Save to File** and then attach the file to an e-mail message.

Change settings

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

- **Change settings from the HP Director software.**

    When you use the scanner buttons on the front of the scanner or the 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 software, including button settings, scanning preferences, and other settings. To change settings, start the HP Director software, and then click **Settings**.

- **Turn Preview Image on or off**

    Note Macintosh users, see the HP Director software on-screen help for information about turning preview on or off.

1   Double-click the **HP Director** icon (📖) on your desktop. Or, on the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Director**.
2   When the HP Director opens, make sure that your HP scanner is selected in the **Select Device** list.
3   On the **Settings** menu, point to **Scan Settings & Preferences**, and then click **Button Settings**. **The Button Settings** dialog box, which has a tab for each configurable button, opens.
4   Click the tab that corresponds to the button that you want to set.
5   Select or clear the preview button setting for that button.
6   When you are satisfied with the settings, click **OK**.

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.

⚠ **Caution**   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**

    Disconnect the USB cable and power cable from the scanner.

    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.

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.

2   Troubleshooting

This section contains solutions for potential issues with the scanner and the transparent materials adapter (TMA).

Frequently asked questions

This section provides information on some common questions, and provides answers to those questions as well.

How do I test my scanner hardware if I think there may be a problem?

1   Disconnect the USB cable and power cable from the scanner.
2   Ensure that the scanner power cable is still connected to the power source.
3   Press the **Scan Picture** (🖾) and the **Scan Slides or Negatives** (🖾) buttons on the front of the scanner at the same time while reconnecting the power cable to the scanner.

   The carriage in the scanner should move forward. The scanner lamp should blink six times. Then the scanner carriage should move backwards.

4   To end the test, disconnect the power cable.

How do I turn off the lamp?

The scanner lamp should time out and turn off automatically after a period of inactivity (about 14 minutes). If it does not turn off automatically, do the following:

1   From the **HP Director**, click **Settings**.
2   Select **Scan Settings & Preferences**.
3   Select **Scan Preferences**.
4   Click the **Quality vs Speed** tab.
5   Turn off **Extended lamp** to turn the scanner lamp off after 14 minutes of inactivity. If this option is on, the scanner lamp turns off after 1 hour of inactivity.

If the scanner lamp problems continue, see Customer support.

How do I turn off the scanner?

Normally you do not need to turn off the scanner because after a period of inactivity (about 14 minutes), the scanner reduces to a low-power mode. If you need to turn off the scanner completely, disconnect it from the power source (electrical outlet or surge protector).

How do I resolve issues with scanning documents or text?

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 you make the following selections during scanning:

– What are you scanning? Select **Document**.
– Scan for editable text? Select **Yes**.

● Scanned text may not appear on your computer exactly as it appeared on the page. 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, Scan Settings & Preferences**, and then click **Button Settings**. Click the **Scan Document button (Director)** tab.

> **Note** OCR is installed automatically when you install the scanning software during scanner setup.

Scanner installation or setup issues

This section contains solutions for installation and setup problems.

Check your computer

● Ensure that your computer meets the minimum system requirements 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.
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 issues

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:

1   Close the HP Scanning software if it is open.
2   Disconnect the cable that connects the scanner to the computer.
3   Turn the scanner off by disconnecting the power cable.
4   Turn the computer off, wait 60 seconds, and then turn it on again.
5   Turn the scanner back on by reconnecting the power cable.
6   Reconnect the cable that connects the computer and the scanner (use a different USB port on the computer if possible).

   –   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.

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.

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 Image Zone software. To do this, run the **Repair** utility (Windows computers only).

– Click **Start**, point to **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and click **Control Panel**).
– Click **Add/Remove Programs**, and then select the **HP Image Zone** software.
– Click **Add/Remove** (or **Change**, depending on your version of Windows).
– 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).

Transparent materials adapter (TMA) issues

Use this section to help resolve issues that might occur when scanning 35 mm slides and negatives from the transparent materials adapter (TMA).

The transparent materials adapter does not work at all

The adapter cable might not be connected correctly. Ensure that the adapter cable is connected securely to the TMA port on the back of the scanner.

No light or only dim light is visible in the transparent materials adapter

After each step, start a scan to see if the scanner is working. If not, proceed with the next step.

- Make sure that the transparent materals adapter (TMA) is connected to the scanner.
- The bulb in the adapter might not be working. Press the **Scan Slides or Negatives** button ( ) and look for illumination in the TMA. If the bulb is broken, service is required, See Customer support.
- The adapter has a short warm-up mode. Wait a few seconds to see if the light turns on. For the best scanning quality, let the adapter light warm up for at least 30 seconds.

Additional troubleshooting information

To solve other problems with the scanner or the transparent materials adapter, access the on-screen help:

1 Open the **HP Director** software.
2 Click **Help**, and then click **HP Scanjet 4070 scanner**.

To solve problems with the scanner software, see the HP Image Zone on-screen help.

Resolve issues with slides or negatives

Use this section to help resolve issues with 35 mm slides or 35 mm negatives scanned from the transparent materials adapter.

The image cannot be enlarged

You might have selected **Zoom** in instead of **Resize**. **Zoom** in changes only the view on the screen. Use **Resize** to change the size of the scanned image. See the HP Image Zone on-screen help for more information.

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

- A final scan area might not have been selected. The software might be setting the exposure for the entire area instead of the final scan area. Select and drag the handles around the selection area you want for the final scan area.
- The settings for transparent materials are reversed. Select **Slides from TMA** for slides or **Negatives from TMA** for negatives.
- Ensure that the adapter windows are not blocked or dirty.

The scanned image shows a colored tint, usually pink

The image was probably scanned without using the adapter. To review the steps for scanning 35 mm slides or negatives, see Scan slides and negatives.

Dots or streaks appear in the scanned image

- Check the original slide or negative for damage or debris.
- Clean the scanner glass.
- Clean the adapter windows using a slightly damp, soft cloth.

The scanned images are dark

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

The scanned image is black even though the adapter light is on

- From the **Basic** menu in the HP Image Zone software, click **Lighten/Darken**.
- Ensure that the adapter windows are not blocked or dirty.

Uninstall the software

Use the following steps to remove the software.

- Do one of the following:
    - From the **Start** menu, point to **Programs** or **All Programs**, point to **HP**, point to the name of your scanner or to **Scanners**, and click **Uninstall Software**.
    - Click **Start**, point to **Settings**, and click **Control Panel** (in Windows XP, click **Start**, and click **Control Panel**). Click **Add/Remove Programs**, select the **HP Image Zone** software, and click **Add/Remove** (or **Change**, depending on your version of Windows). The HP Install Wizard appears.
- Click **Next**.
- Select **Remove** and click **Next**.

The software is removed from your computer.

3   Customer support

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

Accessibility website options

Customers with disabilities can get help by visiting www.hp.com/accessibility.

HP website

Visit www.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 on-screen help for the software and scanner, including the troubleshooting section.
2 Access the HP Customer 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 Customer 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 Customer 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.

Contact the HP Customer 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 (see the following tables for details for each country)
Latin America	1 year
Middle East	30 days
United States	90 days

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 Customer Support Center, which can help determine if service is required.

Phone support in Europe, Middle East, and Africa

HP Customer 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 61 56 45 43

(continued)

Austria	+43 1 86332 1000
	0810 –00 1000 (in-country)
Bahrain	800 171 (in-country toll-free)
Belgium	070 300 005 (Dutch)
	070 300 004 (French)
Czech Republic	+420 261307310
Denmark	+45 70202845
Egypt	+20 2 532 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	+30 210 6073603 (international number)
	801 11 225547 (in-country)
	800 9 2649 (toll-free from Cypress to Athens)
Hungary	+36 1 382 1111
Ireland	1890 923902
Israel	+972 (0) 9 830 4848
Italy	848 800 871
Luxembourg	900 40 006 (French)
	900 40 007 (German)
Middle East	+971 4 366 2020 (international number)
Morocco	+212 224 04747
Netherlands	0900 2020165 (Euro 0.10 per minute)
Norway	+47 815 62 070
Poland	+48 22 5666 000
Portugal	808 201 49 2
Romania	+40 21 315 44 42
Russian Federation	+ 7 095 797 3520 (Moscow)
	+ 7 812 346 7997 (St. Petersburg)

(continued)

Saudi Arabia	800 897 1444 (in-country toll-free)
Slovakia	+421 2 50222444
South Africa	086 000 1030 (RSA) +27-11 258 9301 (Outside RSA)
Spain	902 010 059
Sweden	+46 (0) 77-120 4765
Switzerland	0848 672 672 (German, French, Italian – Peak time 0.08 CHF/Outside peak 0.04 CHF)
Tunisia	+216 71 89 12 22
Turkey	+90 216 579 71 71
Ukraine	+7 (380 44) 490 3520
United Arab Emirates	800 4520 (in-country toll-free)
United Kingdom	+44 (0)870 010 4320

Other phone support worldwide

HP Customer 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 11 4778 8380 0 810 555 5520
Australia	+61 (3) 8877 8000 (or local (03) 8877 8000)
Brazil	(11) 3747 7799 (Grande São Paulo) 0800 157751 (Outside Grande São Paulo)
Canada	1 –800 –474 –6836 (905) –206 –4663 (from within local Mississauga calling area)
Central America and the Caribbean	+1 800 711 2884
Chile	800 360 999
China	+86 (21) 3881 4518
Colombia	01 800 011 4726
Costa Rica	0 800 011 0524

(continued)

Dominican Republic	1 800 7112884
Guatemala	1800 999 5105
Hong Kong SAR	+852 2802 4098
India	1 600 447737
Indonesia	+62 (21) 350 3408
Jamaica	0-800-7112884
Japan	0570 000 511 (inside Japan)
	+81 3 3335 9800 (outside Japan)
Korea, Republic of	+82 1588-3003 (Seoul)
Malaysia	1 800 805 405
Mexico	01-800-4726684)
	(55) 5258 9922
New Zealand	+64 (9) 356 6640
Nigeria	+234 1 3204 999
Panama	001 800 711 2884
Peru	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 (0) 2 353 9000
Trinidad & Tobago	1 800 7112884
United States	1 800 474-6836 (800 HPINVENT)
Venezuela	0 800 4746 8368
Vietnam	+84 (0) 8 823 4530

4   Product specifications and options

This section contains the product specifications for the HP Scanjet 4070 scanner and accessories.

Scanner specifications

Name	Description
Scanner type	Flatbed
Weight with TMA lid	HP Scanjet 4070 scanner (3.29 kg (7.24 pounds)
Maximum scanner size with TMA lid	HP Scanjet 4070 scanner (298 x 472 x 90 mm (11.73 x 18.58 x 3.54 inches)
Scanning element	Charged-coupled device
Interface	USB 2.0 Hi-Speed
Optical resolution	HP Scanjet 4070 scanner 2400 dpi
Selectable resolution	12 dpi to 999,999 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 Image Zone software CD.
	The HP Scanjet 4070 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

Name	Description
Slide media types	All standard types of 35 mm slides up to 3.2 mm thick: Types A, SB, and LKM

(continued)

Negative media type	35 mm
Slide media capacity	4
Negative media capacity	2 x negative strips with a maximum of 2 frames per strip
Size	244 mm by 430 mm by 40 mm
Weight	0.9 kg
Power requirements	12.0 VDC, 575 mA, 6.9 watts < (supplied by scanner)

www.hp.com

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