

**HP**  
Scanjet  
4600 series  
see-through  
scanner



User's Manual





HP Scanjet 4600 series scanner



**User's Manual**

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# 1

## How to use the scanner

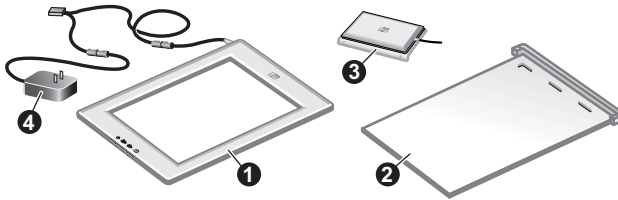
This manual describes the operation of the HP Scanjet 4600 series see-through scanner, including how to use the scanner, customer support, and installation troubleshooting. For installation procedures, see the Setup Poster. For scanning software procedures, see the HP Image Zone software on-screen help.

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.

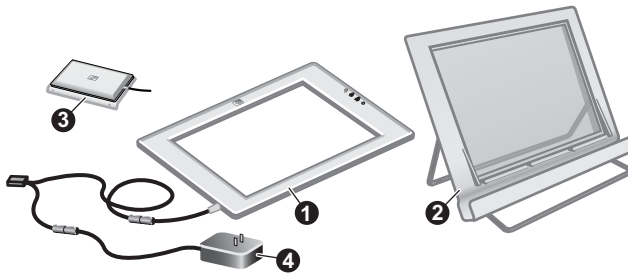
### Scanner parts and accessories

The HP Scanjet 4600 series scanner comes with the following parts:



#### HP Scanjet 4600/4630 scanner

- 1 Scanner
- 2 Horizontal holder, with a hinge to hold the scanner. Used for positioning and holding items for scanning.
- 3 Optional transparent materials adapter (TMA) for scanning 35 mm slides and negatives.
- 4 Power supply




### HP Scanjet 4650/4670 scanner

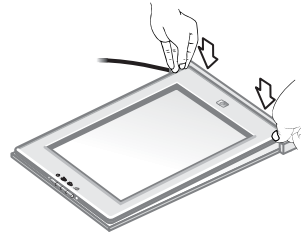
- 1 Scanner
- 2 Vertical holder, with folding legs for storage. Used for positioning and holding items for scanning
- 3 Optional transparent materials adapter (TMA) for scanning 35 mm slides and negatives.
- 4 Power supply

## Place the scanner in the holder

**Note** The holder can be used for holding the scanner, positioning items to scan, and providing a flat surface on which to scan. The holder is not necessary for scanning.

### Place the scanner in the horizontal holder (HP Scanjet 4600/4630)

- 1 Set the horizontal holder on a flat surface. Make sure the hinge in the holder is rotated forward.
- 2 Lay the scanner on the holder, viewing side (light frame) up () in contact with the hinge. The buttons face away from the hinge. The cord exits the scanner next to the hinge.
- 3 Press the back of the scanner down until it clicks into place in the hinge.

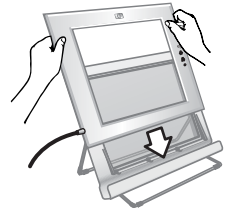


### Place the scanner in the vertical holder (HP Scanjet 4650/4670)

- 1 Make sure both legs are fully extended before placing the scanner in the holder. This ensures the holder is stable. Open the support legs by rotating them into place:
  - a Open the rear support first, and then make sure it clicks into the fully open position.
  - b Rotate the front support from behind the holder to the front of the holder until it clicks into place.
- 2 Set the holder on a flat surface.



- 3 Place the scanner in the holder, so the viewing side (light frame) faces you. The buttons are on the right side of the scanner. The cord exits the scanner at the lower left.
- 4 To align the scanner on the holder, slide the scanner from side to side in the holder until it is secured in the holder.



## Overview of the HP software

- The HP Director software provides easy access to the software applications, default settings, status, and on-screen help for your HP device. By using the HP Director software, you can scan various types of originals (pictures, slides, negatives, and documents), make copies, view and print images, go to the HP Shopping website, and update your HP software.
- The HP Image Zone software 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 enables 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 software on-screen help. To access the on-screen help in the HP Director software:





- 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 software displays only the buttons that are appropriate for the selected device.
- 3 Click the **Help** button.

## Scanner and accessories overview

This section presents an overview of the scanner and the transparent materials adapter (TMA).



| Feature   | Description             |  |
|---|-------------------------|--|
|  | <b>Scan</b>             | Scans pictures and documents from the scanner glass, and scans slides and negatives from the TMA.  |
|  | <b>Copy</b>             | Scans from the glass directly to the default printer to make copies.   |
|  | <b>HP Instant Share</b> | Scans a photo and enables you to 1) share it in e-mail; 2) create an album on the HP website; or 3) order professional-quality prints. (Not all services are available in all regions or for all operating systems.) |
|  | <b>Power Save</b>       | Turns off the scanner lamp and puts the scanner in low-power mode.   |

### 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" in the HP Scanjet 4600 series on-screen help.

## 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 buttons**

The buttons on the scanner provide shortcuts to frequently used scanning functions, such as scanning pictures, slides, negatives, and documents. See [Scanner and accessories overview](#) .

- **Scan from the HP Director software**

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.

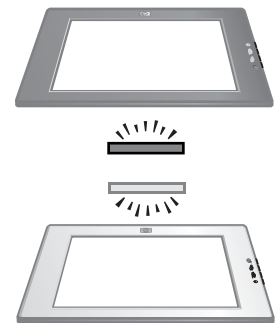
## Overview of positioning items to scan

Because of the unique design of the HP Scanjet 4600 series scanner, this section describes how to position different types of items with the scanner.

### Scanning side and viewing side

**Scanning side** (🖨️): The scanning side has a dark frame around the glass, which always faces the item being scanned. The scanner lamp shines through this side when scanning. Keep the scanning side clean.

**Viewing side** (👁️): The viewing side has a light frame around the glass, which shows the HP logo and product name. You can see the item to scan face up through the glass as you look at the viewing side. The scanner lamp shines away from this side when scanning. Fingerprints and dust on the viewing side do not affect scanning quality.

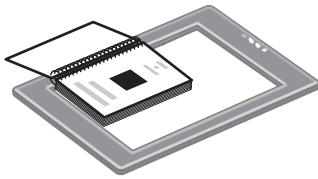


### Position the item face down and face up

You can scan pictures and documents in one of two positions: with the item face down or with the item face up.

#### Position the item face down

When scanning an item face down, remove the scanner from the holder and lay it on a flat surface, scanning side (dark frame) up (🖨️). Then place the item (for example, a book) printed side down on the glass.



**Tip** The side with the dark frame always faces the item you are scanning.

### Position the item face up

When scanning an item face up, place the scanner viewing side (light frame) up (☰) on the item. You can see the picture or text through the scanner glass. Some examples are:

- With the scanner in the holder, scan a single document or photo.
- With the scanner removed from the holder, scan a photo lying on the desk.
- With the scanner removed from the holder, scan an item that is larger than the scanning glass.
- With the scanner removed from the holder, scan a photo hanging on the wall.



**Note** When scanning items on the wall, you must operate the scanner in landscape orientation.

**Tip** The scan area is the area visible through the glass, bordered by the light frame on the scanner.

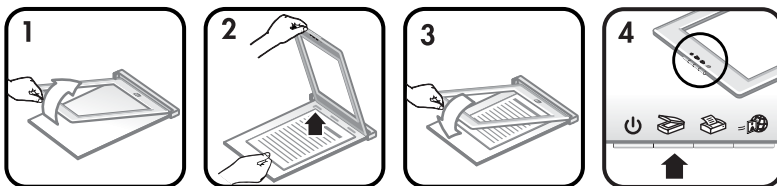
## Positioning items before scanning

You can position an item for scanning in one of three ways:

### Position a single picture or document for scanning

This section provides information on scanning a single picture or document.

#### Position a single item with the HP Scanjet 4600/4630

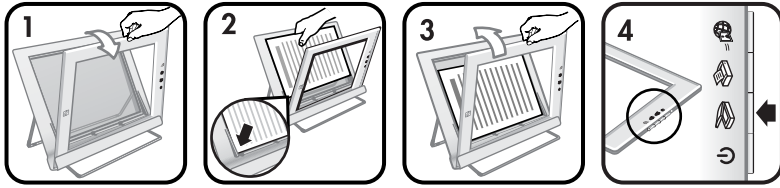


- 1 Lift the front edge of the scanner off the holder.

- 2 While holding the scanner up, position the item face up in the upper left corner of the holder, with the top of the item towards the hinge. Use the media placement tabs on the holder to help position the item.
- 3 Return the scanner to its original position on the holder. You can see the item face up through the scanner glass.

For instructions on how to scan pictures and documents, see [Scan pictures and documents](#) .

### Position a single item with the HP Scanjet 4650/4670

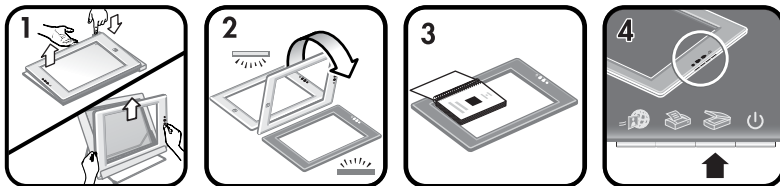


- 1 Pull the top edge of the scanner away from the holder, rotating the scanner forward in the holder. The scanner can rest against the front edge of the holder.
- 2 Position the item face up in the lower left corner of the holder, with the top of the item facing left. Use the media placement tabs on the holder to help position the item.
- 3 Return the scanner to its original position on the holder. You can see the item face up through the scanner glass.

For instructions on how to scan pictures and documents, see [Scan pictures and documents](#) .

### Position a page of a thick document for scanning

The best way to scan a thick document is to place the document printed side down on the scanner. This helps to make better contact between the document and the scanner glass.



- 1 Remove the scanner from the holder:
  - a If you have a horizontal holder, remove the scanner by pressing down on one tab on the hinge and then lifting the scanner off the holder.
  - b If you have a vertical holder, remove the scanner by lifting it off the holder.

- 2 Place the scanner on the desk, scanning side (dark frame) up (🖨️).
- 3 Place the document printed side down on the scanner glass. Use the dark frame to help position the document for scanning. The scan area includes the entire clear glass area, up to the dark frame edge.

**Tip** To ensure better contact with the scanner glass, press down on the document you are scanning.

For instructions on how to scan pictures and documents, see [Scan pictures and documents](#) .

If you are using an HP Scanjet 4600/4630 scanner with a horizontal holder, and you attempt to use the holder to scan a thick document, the scanner may detach from the holder. This does not break the holder. Return the scanner to the holder and snap it onto the hinge.

If you are using an HP Scanjet 4650/4670 scanner with a vertical holder, and you attempt to use the holder to scan a thick document, the scanner will not lie flat against the document and the image will not be clear. Follow the procedures in this section to remove the scanner from the holder and scan the document.

### Position a picture or document for scanning on the desk



- 1 Remove the scanner from the holder:
  - a If you have a horizontal holder, remove the scanner by pressing down on one tab on the hinge and then lifting the scanner off the holder.
  - b If you have a vertical holder, remove the scanner by lifting it off the holder.
- 2 Place the scanner on the item, viewing side (light frame) up (🖨️). You can see the document through the scanner glass.

For instructions on how to scan pictures and documents, see [Scan pictures and documents](#) .

## Scan pictures and documents

Use the **Scan** button (🖨️) to scan pictures and documents.

**Note** Macintosh users, see the HP Image Zone software Help for information about scanning procedures.

- 1 Position the item on the scanner. For more information, see [Positioning items before scanning](#) .
- 2 Press the **Scan** button (📄).
- 3 In the dialog box that appears, select:
  - a **Picture** if you are scanning a printed photograph, graphic, slide, or negative. Scanned pictures appear in the HP Image Zone software by default.
  - b **Document** if you are scanning text, both text and graphics, or any text that you want to edit later. For more information on scanning text to edit, see [Scanning text for editing](#) . Scanned documents appear in the specified destination.
- 4 Follow the instructions on the screen to finish scanning.

The scanned items appear in the destination specified.

To simplify scanning, the software does not prompt you to preview the picture when you use the **Scan** button (📄) on the scanner. If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from the HP Director software.

The HP Scanning software can automatically correct your pictures or restore faded colors in old pictures. The preview setting must be on to use this feature. To turn picture correction on or off, select **Automatically Correct Photos** in the **Basic** menu of the HP Scanning software, and then select the **Restore Faded Color** check box.

## Scanning text for editing

The scanner uses optical character recognition (OCR) software to convert text on a page to text that you can edit on your computer. The OCR software is installed automatically when you install the HP Image Zone software.

To select OCR settings, complete the following steps:

- 1 Open the **HP Director** software.
- 2 Click **Settings**, click **Scan Preferences**, and then select **Button Settings**.

**Note** If you are starting the scan from the scanner button, click the **Scan button** tab. If you are starting the scan from the HP Director software, click the **Scan Document button (Director)** tab.

- 3 Click **Modify Scan Document Settings**, and then click the **Editable Text Settings** tab.

Two formatting options are available:

- **Retain page formatting**. When you select this option, the text blocks, tables, and graphics are recreated in the same place, and the word and paragraph formatting are maintained. This might make editing more difficult because the software saves the columns in frames, with no text flow from one column to the next. Select the **Use columns when**

**possible** check box to retain columns that are easier to edit. Most users choose this option. The text flows from one column to the next, allowing for easier editing.

- **Do not retain page format.** Select this option for flowed text. This creates a file with continuous text. This is recommended for text that you want to edit and reformat for other purposes.

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.

## Print copies

Use the **Copy** button (📄) on the scanner to scan an item and send it directly to a printer to make copies.

**Note** Macintosh users, see the HP Image Zone software Help for information about copying procedures.

- 1 Position the item on the scanner. For more information see [Positioning items before scanning](#) .
- 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 software. For more information, see the HP Image Zone software on-screen help.

## Share a scanned photo using HP Instant Share



Use the **HP Instant Share** button (📄) on the scanner to share scanned photos with family and friends. You can easily 1) send someone an e-mail with thumbnails and links to your photos that are stored on a secure HP website—no more attachments; 2) upload photos to the HP Photo website to create online photo 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.)



**Note 1** Macintosh users, see the HP Image Zone software on-screen Help for information about using the **HP Instant Share** button.

**Note 2** Use the **HP Instant Share** button (📄) to scan and share only photos. If you want to scan and share a document, use the **Scan** button (📄) on the scanner.

Your computer must be connected to the Internet to use HP Instant Share.

- 1 Position the original photo on the scanner. For more information, see [Positioning items before scanning](#) .


- 2 Press the **HP Instant Share** button (  ) on the scanner. The photo is scanned.
- 3 A dialog box appears, asking if you want to scan another image. Do one of the following:
  - a If you have more items to scan, place another item on the scanner and either click **Scan** in the dialog box or press the **Scan** button (  ) on the scanner.
  - b If you have finished scanning photos, click **Done**.
- 4 All your scanned photos are sent to the **HP Instant Share** software. Follow the instructions on the screen to share your scanned photos.

**Note** By default, the software does not prompt you to preview the photo when you use the **HP Instant Share** button (  ) on the scanner. If you want to preview the photo, use the HP Director software instead of the **HP Instant Share** button (  ) on the scanner.


You can also share photos with HP Instant Share by using the HP Image Zone software. 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:

- You can use the **HP Instant Share** button (  ) on the scanner (see [Share a scanned photo using HP Instant Share](#) ).
- You can e-mail your scanned images as attachments.

To e-mail your scanned images as attachments:

- 1 Place the slides or negatives in the TMA or place the photo on the scanner glass. For more information, see [Positioning items before scanning](#) .
- 2 Press the **Scan** button (  ) on 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.

- 3 Select one or more pictures in the HP Image Zone software.
- 4 Click the **Selections Menu** below the images.

A dialog appears that displays a list of destinations for the images.
- 5 Select your e-mail application from the list of destinations, and then click **OK**.

Your e-mail software starts, and a new e-mail message (with the images that you selected attached to it) opens.
- 6 Enter the e-mail destination and subject, and write a note.
- 7 Send the message as you normally would from the e-mail program.






## Scan oversized items

If you have an item to scan that is larger than the scanning glass, you can scan it in multiple sections, and then connect the sections with ArcSoft Panorama Maker software.

Use the Panorama Maker software to connect multiple scans. Use the ReadIris Pro software if you want to convert a document into editable text. If you did not install this software when you set up the scanner, insert the scanner CD to install it now. See the Setup Poster for installation information.

**Note** Macintosh users, see the HP Image Zone software Help for information about scanning procedures.

- 1 Remove the scanner from the holder:
  - a If you have a horizontal holder, remove the scanner by pressing down on one tab on the hinge and then lifting the scanner off the holder.
  - b If you have a vertical holder, remove the scanner by lifting it off the holder.
- 2 Place the scanner with the viewing side (light frame) up () on the item to scan. Place the scanner so you can see the upper left portion of the item through the scanner, using the frame around the scanner glass to position the item.
- 3 Press the **Scan** button () on the scanner.
- 4 In the dialog box that appears, select:
  - a **Picture** if you are scanning a photograph or other artwork.
  - b **Document** if you are scanning text or both text and graphics. You must select **No** when asked **Scan for Editable Text (OCR)?**
- 5 Select **Panorama Maker** as the destination, and click **Scan** in the dialog box. The item is scanned.
 

**Note** If you see a preview dialog now, this procedure will not work as documented. See [Change settings](#) to turn preview off.
- 6 Align the scanner on the next section of the item. Overlap the sections by at least 1.3 mm (1/2 inch). Press the **Scan** button () on the scanner. Continue to scan each section of the item until you are done.
- 7 When you have finished scanning the sections, click **Done** in the dialog box on the computer screen.
 

Panorama Maker automatically starts. All the scanned sections are sent to Panorama Maker.
- 8 In the Panorama Maker software, arrange the images in the correct order and follow the on-screen instructions. See the Panorama Maker Help for instructions.
- 9 If you scanned a text document and want to use optical character recognition (OCR) to make the scanned document editable, then from Panorama Maker, save the combined image as a TIFF file, and then import the TIFF file into the ReadIris Pro software to perform OCR conversion.

## 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 scanner button or from the HP Director software. After a short warm-up cycle, the scan begins.

## Change settings

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

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

When you use the scanner buttons or the **HP Director** software, the scanner uses settings optimized for the scanned original type, such as a photograph. You can change 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 the 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

**Note** Dust and fingerprints affect scanning quality only on the scanning side (dark frame) of the scanner.

- 1 Disconnect the combination USB and power cable from the scanner.
- 2 Clean the glass using a soft, lint-free cloth sprayed with a mild glass cleaner.



**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 Dry the scanner glass using a dry, soft, lint-free cloth.
- 4 When finished, reconnect the combination USB and power cable to the scanner.

## Clean the transparent materials adapter

If you have a transparent materials adapter for scanning slides and negatives, clean the window in the door and the light window using a slightly-damp, soft, lint-free cloth.

## Store the scanner

To prevent scratches on the scanning side of the scanner, store the scanner in the holder provided.

**Tip** When not in use, use the scanner to display a favorite photo.

# 2 Troubleshooting

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

## Frequently asked questions

This section provides answers to common questions about your HP scanner.

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

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 by 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 exists with the scanner hardware. See [Customer support](#) .

### How do I turn off the lamp?

The scanner lamp should time out and turn off automatically after about 14 minutes of inactivity. 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 about 14 minutes of inactivity 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. The OCR software is installed automatically when you install the HP Image Zone software.

To select OCR settings, do the following steps:

- 1 Open the **HP Director** software.
- 2 Click **Settings**, click **Scan Preferences**, and then select **Button Settings**.

**Note** If you are starting the scan from the scanner button, click the **Scan button** tab. If you are starting the scan from the HP Director software, click the **Scan Document button (Director)** tab.

- 3 Click **Modify Scan Document Settings**, and then click the **Editable Text Settings** tab.

Two formatting options are available:

- **Retain page formatting.** When you select this option, the text blocks, tables, and graphics are re-created in the same place, and the word and paragraph formatting are maintained. This might make editing more difficult because the software saves the columns in frames, with no text flow from one column to the next. Select the **Use columns when possible** check box to retain columns that are easier to edit. Most users choose this option. The text flows from one column to the next, allowing for easier editing.
- **Do not retain page format.** Select this option for flowed text. This creates a file with continuous text. This is recommended for text that you want to edit and reformat for other purposes.

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.

## Scanner installation or setup issues

This section contains solutions for installation and setup issues.

### 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 | <p>The power cable is connected between the scanner and an AC outlet.</p> <ul style="list-style-type: none"> <li>• Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.</li> <li>• If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.</li> <li>• 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.</li> </ul> |
| USB cable   | <p>The USB cable is connected between the scanner and the computer.</p> <ul style="list-style-type: none"> <li>• Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.</li> <li>• Ensure that the USB cable is securely connected between the scanner and the computer.</li> </ul> <p>For additional USB troubleshooting information, see <a href="http://www.hp.com/support">www.hp.com/support</a>, select your country/region, and then use the search tool to find USB troubleshooting topics.</p>                             |

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

## Additional troubleshooting information

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

- 1 Open the **HP Director** software.
- 2 Click **Help**, and then click **HP Scanjet 4600 series scanner**.

To solve problems with the scanner software, see the HP Image Zone software on-screen help. You can also visit [www.hp.com/support](http://www.hp.com/support) for online support options.

## 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 with HP products by visiting [www.hp.com/accessibility](http://www.hp.com/accessibility).

## HP website

Visit [www.hp.com](http://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](http://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](http://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](http://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.

| <b>Locations</b> | <b>Free phone support period</b>                               |
|------------------|--|
| 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](http://www.hp.com/support).

|                    |   |
|--------------------|---|
| Algeria            | +213 61 56 45 43  |
| Austria            | +43 1 86332 1000<br>0810 –00 1000 (in-country)  |
| Bahrain            | 800 171 (in-country toll-free)  |
| Belgium            | 070 300 005 (Dutch)<br>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)<br>801 11 225547 (in-country)<br>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)<br>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)   |

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|                      |  |
|----------------------|--|
|                      | + 7 812 346 7997 (St. Petersburg)  |
| 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<br>(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](http://www.hp.com/support).

|                                   |   |
|-----------------------------------|---|
| Argentina                         | +54 11 4778 8380<br>0 810 555 5520  |
| Australia                         | +61 (3) 8877 8000 (or local (03) 8877 8000)                                     |
| Brazil                            | (11) 3747 7799 (Grande São Paulo)<br>0800 157751 (Outside Grande São Paulo)     |
| Canada                            | 1-800 -474 -6836<br>(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                          | 01-800-51-HP-INVENT   |


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|                    |  |
|--------------------|--|
| Costa Rica         | 0-800-011-4114<br>1-800-711-2884   |
| Dominican Republic | 1- 800- 711-2884   |
| Ecuador            | 999-119 (Andinatel)<br>+1-800-711-2884 (Andinatel)<br>1-800-225-528 (Pacifitel)<br>+1-800-711-2884 (Pacifitel) |
| Guatemala          | 1 800 999 5105   |
| Hong Kong SAR      | +852 2802 4098   |
| India              | 1 600 447737   |
| Indonesia          | +62 (21) 350 3408  |
| Jamaica            | 1-800-7112884  |
| Japan              | 0570 000 511 (inside Japan)<br>+81 3 3335 9800 (outside Japan)   |
| Korea, Republic of | +82 1588-3003 (Seoul)  |
| Malaysia           | 1 800 805 405  |
| Mexico             | 01-800-4726684<br>(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 4600 series scanner and accessories.

## Scanner specifications

| Name  | Description  |
|---|--|
| Scanner type  | Flatbed  |
| Scanner weight (without holder)   | 1.4 kg (3.1 pounds)  |
| Holder weight   | HP Scanjet 4600/4630: 0.5 kg (1.1 pound)<br>HP Scanjet 4650/4670: 1.3 kg (2.9 pounds))   |
| Scanning element  | Scanning element 2400 ppi (pixels per inch) linear sensor  |
| Maximum item size (without holder)  | 410 x 300 x 17 mm (16.14 x 11.81 x 0.67 inches)  |
| Interface   | USB 2.0 Hi-Speed   |
| Optical resolution  | 2400 ppi x 2400 ppi  |
| Selectable resolution   | 12 dpi to 999,999 enhanced dpi at 100 percent scaling  |
| AC line voltage   | 100-120 V 60 Hz – North America<br>200-240 V 50 Hz Continental Europe, United Kingdom, Australia<br>100-240 V 50 Hz/60 Hz – rest of the world  |
| Power consumption and regulatory information  | For power consumption data, information on power supplies and regulatory information see the <b>regulatory_supplement.htm</b> file on the HP Imaging Zone software CD.                                     |
|  | The HP Scanjet 4600 series scanners are 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. The adapter is included with the HP Scanjet 4630/4670 scanner, and can be purchased separately for the HP Scanjet 4600/4650 scanner.

| Name                    | Description   |
|-------------------------|---|
| Slide media types       | All standard types of 35 mm slides up to 3.2 mm thick: Types A, SB, and LKM |
| Negative media type     | 35 mm   |
| Slide media capacity    | 1   |
| Negative media capacity | 1 negative strip with a maximum of 1 frame per strip                        |
| Size                    | 24 x 106.8 x 168 mm (0.95 x 4.2 x 6.6 inches)                               |
| Weight                  | 0.2 kg (0.44 pounds)  |
| Power requirements      | 12.0 VDC, 340 mA, 4.22 watts (supplied by scanner)                          |



[www.hp.com](http://www.hp.com)



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