

HP Scanjet N6010



Setup and Support Guide

设置和支持指南





www.hp.com/support

Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
中国	021-3881-4518 800-810-3888 服务编码: 3003
香港特別行政區	2802 4098
India	91-80-28526900 1-600-425-7737
Indonesia	+62 (21) 350 3408
日本	0570-000511
日本 (携帯電話の場合)	03-3335-9800
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Singapore	6 272 5300
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
Việt Nam	+84 88234530

Setup and Support Guide

English



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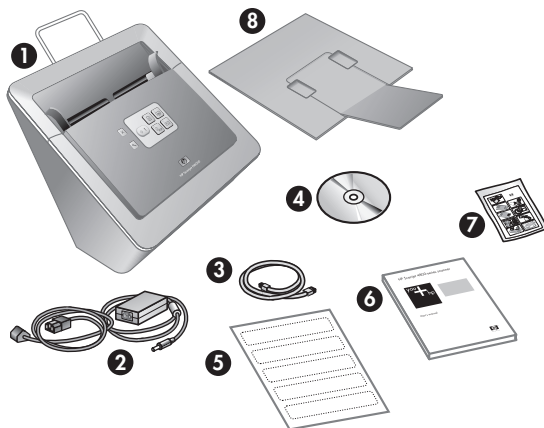
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1 How to get started

Follow these steps to set up the scanner:

Step 1. Check the box contents


Unpack the scanner hardware. Be sure to remove any shipping tape.

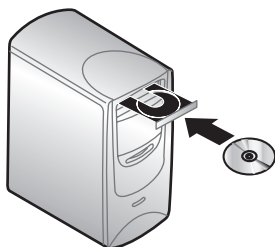


1	HP Scanjet N6010 scanner
2	Power supply
3	USB cable
4	Scanning software CD (For more information, see <i>Scanning software CD</i> on page 11.)
5	Front-panel labels
6	Setup and Support Guide (this book)
7	Paper-path cleaning cloth (for later maintenance use)
8	Output tray

Step 2. Install the software

A number of scanning software programs are included with the scanner. For information about these programs, see *Scanning software CD* on page 11.

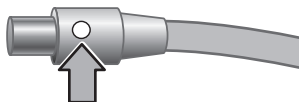
 **Caution** Install the scanning software before connecting the USB cable to the computer.



1. Insert the scanning software CD that came with the scanner into the computer CD drive.
2. Wait for the installation dialog box to display. If the installation dialog box does not display after a few moments, do the following:
 - a. Click **Start** and then click **Run**.
The **Run** dialog box is displayed.
 - b. In the **Open** box, type `d:\setup.exe` (where d: is the letter of your computer's CD drive).
 - c. Click **OK**.
3. In the installation dialog box, select which software programs you want to install. To use all of the features of the scanner, it is recommended that you install all of the programs on the CD.
4. Follow the onscreen instructions to complete the installation.
During the installation process you are asked whether you want to enable Power Save mode or Instant Lamp On mode. For information about these options, see *Power Save mode or Instant Lamp On mode* on page 11.
The install program will also check to see whether you have Adobe Acrobat Reader installed for viewing PDF files. If it is not installed, you are given instructions for installing it.

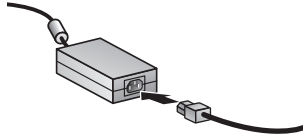
Step 3. Connect the power supply

The power supply has an attached cable that plugs into the back of the scanner. The connector on the end of this cable has a green LED that is on when the power supply is functioning correctly.

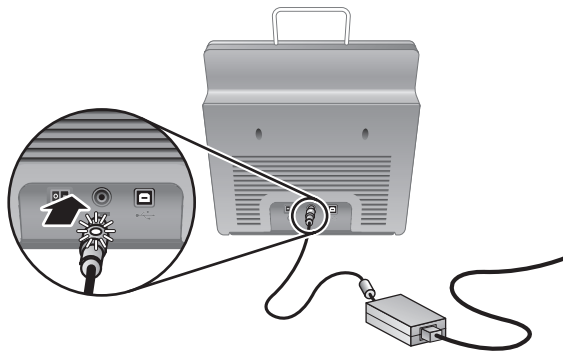


The power supply also has an AC cable that is connected to the power supply on one end and plugged into a power outlet or surge protector on the other end.

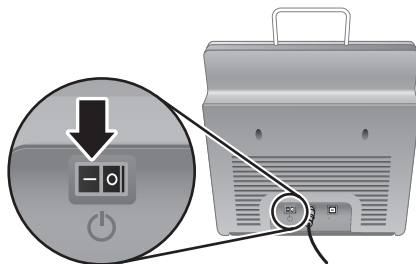
1. Plug the AC cable into the back of the power supply.




2. Plug the other end of the AC cable into a power outlet or a surge protector.
3. Check that the green LED on the power supply cable connector is on.
 - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the AC cable is plugged into.
 - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact HP Support for assistance.
4. If the green LED is on, plug the power supply into the back of the scanner.



5. Turn the scanner on. Facing the back of the scanner, press the **Power** switch on the back of the scanner to the left.

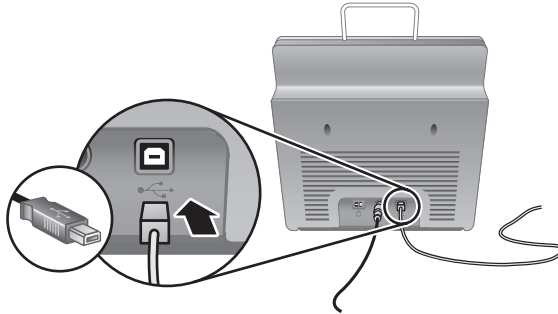


Step 4. Connect the USB cable

 **Caution** Be sure to install the software before connecting the scanner to your computer with the USB cable. See *Step 2. Install the software* on page 5.

Use the USB cable that came with the scanner to connect the scanner to the computer.

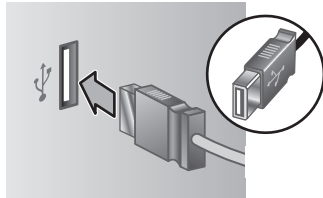
1. Connect the square end of the cable to the scanner.



2. Connect the rectangular end of the cable to the computer.

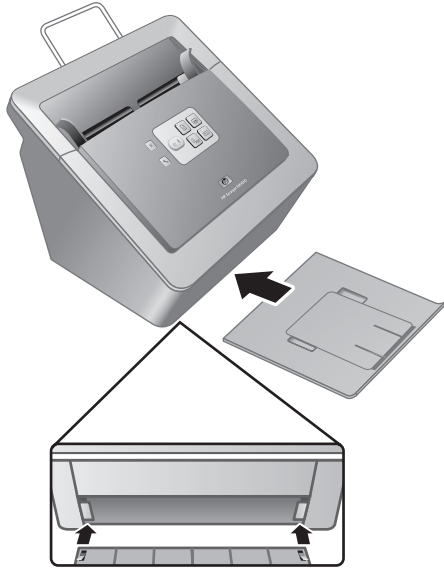


Note If there is a USB port on both the front and the back of the computer, use the USB port that is in the back.

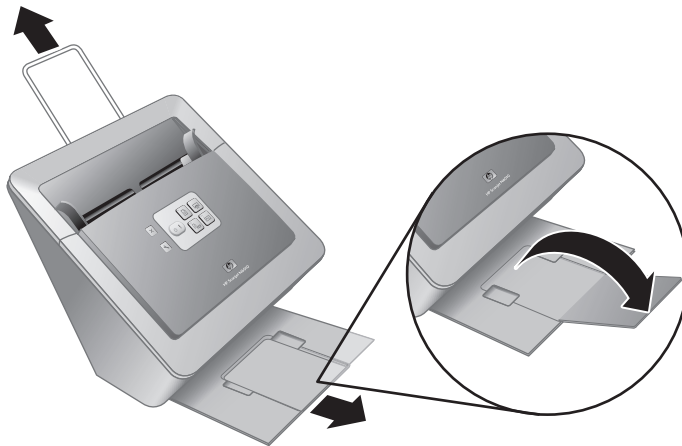


Step 5. Prepare the scanner for use

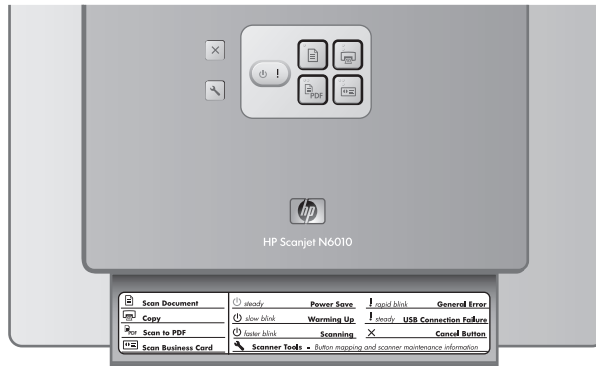
1. Install the output tray. To install it, slide the tray, extension side up, into the guide slots on the bottom of the scanner.




2. Extend the output tray extension.




3. For longer originals, extend the document feeder extension at the top of the scanner.
4. Locate the front-panel label that came in the product box. Remove the backing and place the label on the pull-out tray that is below the HP logo on the front panel. This label provides information about the front-panel buttons and LED indicator lights.

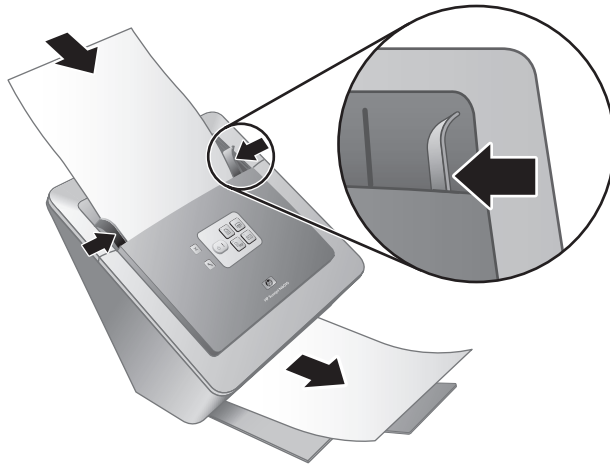


Step 6. Test the installation

-  **Caution** Before placing an item in the document feeder, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the interior of the scanner.

Make sure there are no curls, wrinkles, staples, paper clips, or any other attached material. Sheets should not be stuck together.


1. Place a single page in the document feeder. The page should be face down, with the top of the page pointing down ().



2. Adjust the paper guides. The paper guides must be touching both sides of the page to work properly. Ensure that the page is straight and that the guides are against the edges of the page.



Note To adjust the paper guides, press on the lower part of the guide.

3. Press the **Scan to PDF** () button. The page will feed through the scanner. A scan of the page should appear on your computer screen in the PDF viewer. This confirms that the installation was successful.



Note You must have Adobe Acrobat Reader or another PDF-viewing program installed in order to successfully complete this process. If you do not have a PDF viewer, run this test using the **Scan Document** button.

If a scan of the page does not appear on your computer screen, see *Troubleshooting* on page 18.

Scanning software CD

This section describes the scanning software programs that come with the scanner. All of the programs are supported by Microsoft Windows 2000 and XP operating systems, including x-64.

There are two non-HP software programs included. These software programs are not available for all scanner models or all countries/regions.

Programs	Software use
HP Scanning Software	<p>The HP scanning software includes the Scanner Tools Utility, the HP Document Copy Utility, the HP PDF writer, and the TWAIN scanner drivers.</p> <ul style="list-style-type: none"> • Use the Scanner Tools Utility to configure settings for the Scan to PDF button, to map the scanner buttons to different applications, to disable the scanner buttons, or to view scanner maintenance information. It can be launched from the Scanner Tools front-panel button or from the Start menu. • Use the Document Copy Utility to configure copies sent by the scanner to your default printer. It can be launched from the Copy front-panel button or from the Start menu. • The HP PDF writer takes the scanned image and creates a PDF file. It has no user interface, but the PDF settings can be configured using the Scanner Tools Utility. • The TWAIN drivers are necessary for using the scanner with standard business applications and customized software. They meet the minimum requirement for the scanner to work properly.
NewSoft Presto! PageManager	Use to create scanned images or documents and save them in a wide variety of formats. Provides access to managing documents (archive, reuse), OCR, e-mail and fax.
NewSoft Presto! BizCard	Use to scan business cards and organize your contacts into an easy to use database.

Power Save mode or Instant Lamp On mode

During the installation process you are asked whether you want to enable Power Save mode or Instant Lamp On mode for the scanner. In Power Save mode, the scanner lamp times out and turns off automatically after a period of inactivity (about 15 minutes).

In Instant Lamp On mode, although the scanner lamp times out and turns off automatically after a period of inactivity (about 15 minutes), it remains warm and ready to scan.

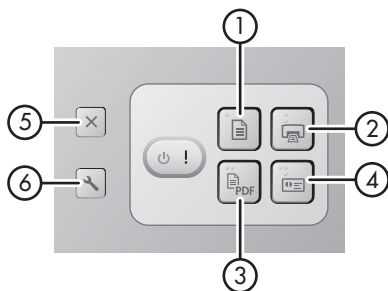
Chapter 1







To switch from Power Save mode to Instant Lamp On mode, select the **Instant Lamp On** option on the **Maintenance** tab of the Scanner Tools Utility. To switch back to Power Save mode, clear the **Instant Lamp On** option.

2 How to use the scanner buttons

Scanner buttons

Use the buttons on the front panel of the scanner to start a scan, cancel a scan, or configure some scanner settings.



Icon	Button name	Description
1 	Scan Document (upper-left button)	Start a scan. By default, this button will scan to the NewSoft Presto! PageManager application.
2 	Copy (upper-right button)	Start a copy and send it to your default printer. The HP Document Copy utility opens and enables you to select options for the copy.
3 	Scan to PDF (lower-left button)	Scan an item and save it as a PDF file for sharing or storing. By default, the PDF is automatically opened in your default PDF viewer.
4 	Scan Business Card (lower-right button)	Scan a business card. By default, this button will scan to the NewSoft Presto! BizCard application.
5 	Cancel (far-left top button)	Cancel a scan or copy in progress.
6 	Scanner Tools (far-left bottom button)	Open the Scanner Tools Utility, which you can use to map the scanner buttons to different applications, configure PDF

Chapter 2

(continued)

			options, or view scanner maintenance information.
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For more information about the scanner buttons than is provided in this chapter, see the scanner user guide. For information about the scanner user guide, see *Where to get additional information* on page 15.

3 Where to get additional information

The scanner comes with several sources of information about using the scanner and the scanning software.

HP Scanjet N6010 User Guide

The scanner user guide is the primary source of information regarding this product and includes the information you need to know for using, maintaining, and troubleshooting the scanner. The user guide is available as a PDF file, so that you can print all or parts of it, and as a screen-readable Help file.

To open the user guide PDF:

- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **User Guide**.

For a PDF version of the user guide in another language:

1. Insert the scanning software CD that came with the scanner into the computer CD drive.
Wait for the installation dialog box to display.
2. Click **View or print guides**.
A list of languages is displayed.
3. Click the language that you want.
A list of guides is displayed.
4. Click **User Guide**.


For an online Help version of the user guide that can be used with screen reader software:

1. Insert the scanning software CD that came with the scanner into the computer CD drive.
Wait for the installation dialog box to display.
2. Click **View or print guides**.
A list of languages is displayed.
3. Click the language that you want.
A list of guides is displayed.
4. Click **Onscreen User Guide**.

Scanner Tools Utility help



To open the utility, do one of the following:

- Double-click the Scanner Tools Utility icon on the desktop.
- Press the Scanner Tools () button on the front panel of the scanner.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **Scanner Tools Utility**.

Click **Help** on the Scanner Tools Utility dialog box to open the Help file.


Additional software help

Each of the software programs included on the scanning software CD includes software Help. To open the software Help, open the program, select the **Help** menu, and then select **Help** or **Using Help**.

4 Care and maintenance

Occasional cleaning of the 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 instructions about maintaining the scanner, see the scanner user guide. For information about the scanner user guide, see *Where to get additional information* on page 15.

 **Caution** Before placing an item in the document feeder, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the interior of the scanner.

Make sure there are no curls, wrinkles, staples, paper clips, or any other attached material. Sheets should not be stuck together.

5 Troubleshooting

Scanner does not work after installation

If the scanner does not work after installation, you might see one of the following messages displayed on the computer:

- The scanner could not be initialized.
- The scanner could not be found.
- An internal error has occurred.
- The computer cannot communicate with the scanner.

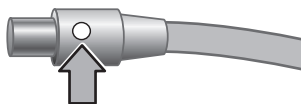
Try the following to fix the problem:

Step 1. Check the cables

Verify that the cable connections are in working order.

Power supply

The power supply has an attached cable that plugs into the back of the scanner. The connector on the end of this cable has a green LED that is on when the power supply is functioning correctly.



The power supply also has an AC cable that is connected to the power supply on one end and plugged into a power outlet or surge protector on the other end.

The power cable is connected between the scanner and a power outlet.

1. Check that the power rocker switch is in the on position.
2. Check that the green LED on the power supply cable connector is on.
3. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the AC cable is plugged into.
4. If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact HP Support for assistance.

USB cable

If the scanner has lost its USB connection, the Error LED is lit with a steady amber light. Try the following:

Check the physical connection to the scanner:

- 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 or USB hub. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.

To troubleshoot the USB connection:

1. Do one of the following tasks, depending on how the scanner is connected to the computer:
 - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable directly to the computer.
 - If the USB cable is directly connected to the computer, plug it into another USB port on the computer.
 - If the USB cable is connected to a USB port on the front of the computer, plug it into a USB port on the back of the computer.
 - Remove all other USB devices from the computer except for the keyboard and the mouse.
2. Turn the scanner off and then on.
3. Restart the computer.
4. After the computer has restarted, try using the scanner.

If the scanner works and you changed the way it was connected to the computer in step 1, the communication problem might involve the USB hub or docking station. Leave the scanner directly connected to the computer.

If the scanner does not work, uninstall and then reinstall the HP scanning software.

Step 2. Uninstall and then reinstall the scanning software

If checking the scanner cable connections did not solve the problem, the problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the scanning software.

1. Disconnect the USB cable from the computer.
2. Do one of the following tasks to open the **Control Panel**:
 - Windows XP: Click **Start**, and then click **Control Panel**.
 - Windows 2000: Click **Start**, point to **Settings**, and then click **Control Panel**.
3. Double-click the **Add/Remove Programs** icon.
A list of currently installed programs is displayed.
4. Select **HP Scanjet N6010 Divers and Tools**, and then click **Remove** or **Change/Remove**.
5. Follow the onscreen instructions.
If prompted to remove or repair the software, click **Remove**.
If prompted to restart the computer, click **No**.
6. After the scanning software is removed, unplug the scanner from the electrical outlet.
7. Restart the computer.
8. Insert the scanning software CD into the computer CD drive.
9. Follow the onscreen instructions to install the scanning software.

10. After the scanning software has installed, connect the scanner to an electrical outlet, turn on the scanner, and then use the USB cable to connect the scanner to the computer.
11. Follow the onscreen instructions.

Scanner buttons are not working correctly

After each step, start a scan to see if the buttons are working. If the problem persists, proceed with the next step.

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.
2. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.
3. Restart your computer.
4. If the problem persists, the buttons might be disabled. Try the following procedure:
 - a. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
 - b. Do one of the following:
 - Windows 2000: Ensure that the **Disable Device Events** option is not selected.
 - Windows XP: Ensure the **Take No Action** option is not selected.
5. The buttons might be disabled in the Scanner Tools Utility. Try the following procedure:
 - a. Open the Scanner Tools Utility. For instructions, see *Scanner Tools Utility help* on page 15 or the device user guide.
 - b. Select the **Buttons** tab.
 - c. Verify that the **Disable scanner buttons** check box is NOT selected.
6. Ensure that there is a software program associated with the scanner button by doing the following:
 - a. Open the Scanner Tools Utility. For instructions, see *Scanner Tools Utility help* on page 15 or the device user guide.
 - b. Select the **Buttons** tab.
 - c. Verify that each button is associated with the correct program. For more information, click **Help** in the Scanner Tools Utility.

Other sources for help

For more troubleshooting help with the scanner hardware or software, see *Where to get additional information* on page 15.

6 Product support

This section describes the options for product support.

Accessibility

To prevent buttons from being accidentally pushed, use the Scanner Tools Utility to disable the front-panel buttons. You can use the same utility to re-enable the buttons.

For more information about the Scanner Tools Utility, see the scanner user guide. For information about the scanner user guide, see *Where to get additional information* on page 15.

Customers with disabilities can get help by visiting www.hp.com/hpinfo/community/accessibility/prodserv/ (US only).

HP Web site

Visit www.hp.com for a variety of information:

- Find solutions to technical issues.
- Learn tips for using your product 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.

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 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/region and language.
 - Fees and policies are subject to change without notice. Please check the web site www.hp.com/support for the latest information.

4. **Post-warranty period**

After the limited warranty period, help is available online at 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** offers at www.hp.com/support.

6. If you already purchased an **HP Care Pack Service**, please check the agreed support conditions on the contract.

7 HP limited warranty

The following information outlines the warranty information for this product.

HP limited warranty statement

Product	Duration of limited warranty
HP Scanjet N6010 Sheetfeed Document Scanner	1 year

A. Extent of limited warranty

1. Hewlett-Packard (HP) warrants to the end-user customer (Customer) that each HP product specified above (Product) shall be free from defects in material and workmanship for the period specified above. The warranty period begins on the date of purchase by Customer.
2. For each software product, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any Product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of a Product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper use, maintenance, storage, handling, or modification;
 - b. Software, media, parts, accessories, supplies, or power adapters or sources not provided or supported by HP; or,
 - c. Operation or other conditions outside a Product's specifications.
4. If HP receives, during the applicable warranty period, notice of a defect in a Product, HP shall at its option either replace or repair the defective Product.
5. If HP cannot replace or repair a defective Product that is covered by HP's limited warranty, HP may, within a reasonable time after being notified of the defect, provide either another product similar in performance or a refund of the purchase price prorated based on usage and other appropriate factors.
6. HP shall have no obligation to replace, repair, or refund until Customer returns the defective Product to HP and provides a valid proof of purchase.
7. Any replacement product may be either new or like-new, provided it has functionality at least equal to that of the Product being replaced.
8. A Product may contain remanufactured parts, components, or materials equivalent to new in performance.
9. HP's limited warranty is valid in any country or locality where HP has a support presence for the Product and has marketed the Product. The level of warranty service may vary according to local standards. Upgraded warranty services, such as next day exchange, on-site service, and accident protection, may be purchased from HP.

B. Limitations of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO A PRODUCT, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Limited Warranty Statement (LWS) are Customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LWS, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

1. This LWS gives Customer specific legal rights. Customer may also have other rights that vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent this LWS is inconsistent with local law, this LWS shall be deemed modified to be consistent with local law. Under local law, certain disclaimers and limitations of this LWS may not apply to Customer. For example, the federal government of the United States, some states in the United States, and some governments outside the United States (including provinces in Canada), may:
 - a. Grant Customer additional warranty rights;
 - b. Preclude the disclaimers and limitations in this LWS from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - c. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations;
 - d. Specify the duration of implied warranties that the manufacturer cannot disclaim; or,
 - e. Disallow limitations on the duration of implied warranties
3. Customer may have additional statutory rights based on its purchase agreement. Those rights are not in any way affected by this LWS.
4. For consumer transactions in the United States, any implied warranties imposed by law are limited in duration to the express warranty period.
5. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS LWS, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF A PRODUCT TO SUCH CUSTOMERS.


You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

You will find on the inside front cover of this book the names and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

8 Regulatory information and product specifications

This section contains regulatory information and product specifications for the HP Scanjet N6010 scanner and accessories.

Scanner specifications

Name	Description
Scanner type	Duplex sheet-feed scanner
Size	Width: 320 mm (12.6 in), Depth: 270 mm (10.63 in), Height: 312 mm (12.28 in)
Weight	5.4 kg (11.8 lbs)
Scanning element	Charge-coupled device (CCD)
Interface	USB 2.0 high-speed
Optical resolution	600 x 600 dpi hardware
AC power	100-240V~, 50/60Hz, 1.5A
Power consumption	Operation: 32W Sleep mode: 5.25W
	Your HP 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.

Environmental specifications

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

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 FCLSD-0601. This regulatory number should not be confused with the marketing name (HP Scanjet N6010) or product number (L1983A). Additional regulatory information about your scanner can be found on the regulatory_supplement.htm file on the scanning software CD.



Note The regulatory label (with the part numbers and serial numbers) is on the bottom of the scanner. However, when you insert the output paper tray on the bottom of the scanner, you will cover up the regulatory label.

Recycling and Restricted Material Information

The following recycling and restricted material policies apply to this product.

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.

Environmental Product Stewardship Program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. For more information, visit HP's Commitment to the Environment Web site at: www.hp.com/globalcitizenship/environment/

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronics recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit: www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Special handling of materials

This HP product contains materials that might require special handling at end-of-life. Mercury in the fluorescent lamp(s) of this product is exempt from the European Union's Directive 2002/95/EC, Restrictions of Hazardous Substances.

Chapter 8

设置和支持指南

简体中文



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商标名单

ENERGY STAR 是美国环保局的注册服务商标。

Microsoft 和 Windows 是 Microsoft Corporation 的注册商标。

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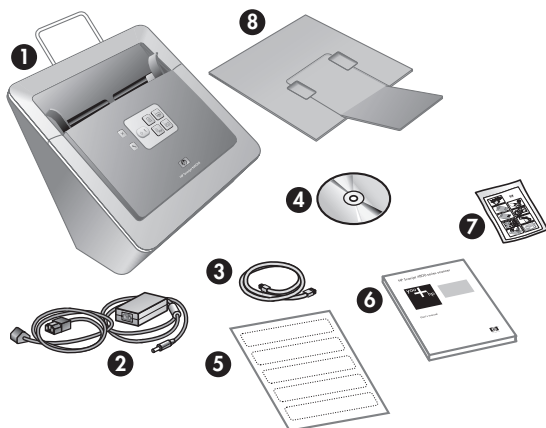
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1 入门指南

按照以下步骤来安装扫描仪：

步骤 1. 检查盒内物品


打开扫描仪的包装。应确保取下所有的包装封带。

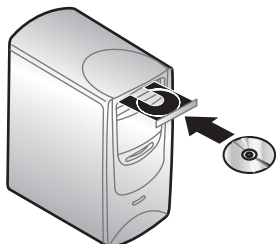


1	HP Scanjet N6010 扫描仪
2	电源
3	USB 电缆
4	HP 扫描软件 CD（有关详细信息，请参见位于第 11 页的“扫描软件 CD”。）
5	前面板标签
6	设置和支持指南（本书）
7	纸张通路清洁布（供以后维护使用）
8	出纸盘

步骤 2. 安装软件

扫描仪附带有多种扫描软件程序。有关这些程序的信息，请参见位于第 11 页的“扫描软件 CD”。

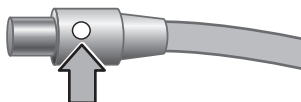
 **小心** 将 USB 电缆连接到计算机之前，请先安装扫描软件。



1. 将扫描仪附带的 HP 扫描软件 CD 插入计算机的 CD 驱动器。
2. 等待显示安装对话框。稍后如果仍未出现安装对话框，请执行下列步骤：
 - a. 单击“开始”，然后单击“运行”。
将显示“运行”对话框。
 - b. 在“打开”框中，键入 `d:\setup.exe`（其中 d:是计算机 CD 驱动器的盘符）。
 - c. 单击“确定”。
3. 在安装对话框中，选择要安装的软件程序。要使用扫描仪的全部功能，建议您安装 CD 上的所有程序。
4. 按照屏幕说明完成安装。
在安装过程中，会询问您是否要启动“省电”模式或“打开快速灯”模式。有关这些选项的信息，请参见位于第 11 页的““省电”模式或“打开快速灯”模式”。
安装程序还将检查您是否安装有查看 PDF 文件的 Adobe Acrobat Reader。如果尚未安装，您将看到安装说明。

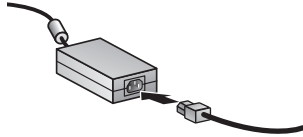
步骤 3. 连接电源

电源有一个附属电缆，可插入扫描仪的后部。该电缆末端的接头处有一个绿色 LED，在电源正常工作时会发亮。

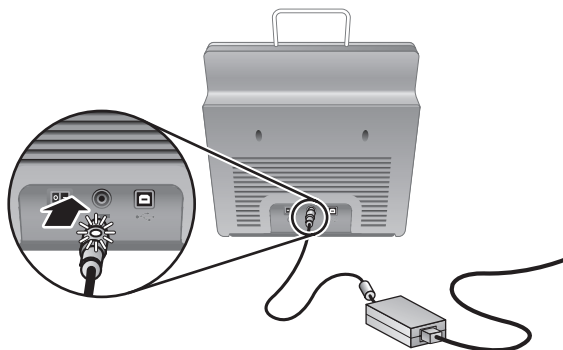


电源还配有一条交流电缆，一端与电源相连，另一端插入电源插座或电涌保护器。

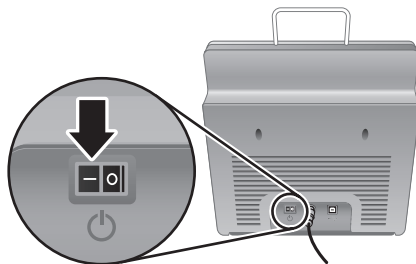
1. 将交流电缆插入电源后部。




2. 将交流电缆的另一端插入电源插座或电涌保护器。
3. 确保电源电缆接头上的绿色 LED 发亮。
 - 如果绿色的 LED 不发亮，请确保交流电源线所连接的电源插座或电涌保护器上有电。
 - 如果电源插座或电涌保护器上有电，但绿色 LED 仍不亮，则可能是电源出现故障。请联系 HP 支持部门以获得帮助。
4. 如果绿色 LED 发亮，请将电源插入扫描仪的后部。



5. 打开扫描仪。面向扫描仪后部，向左按下扫描仪后面的电源开关。

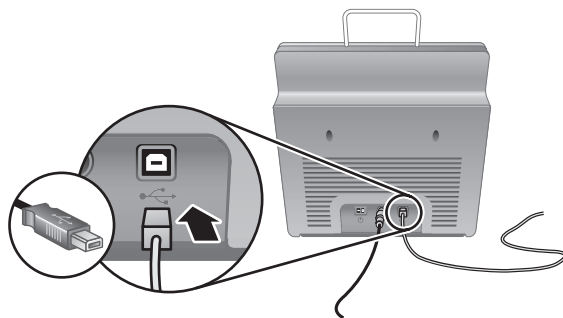


步骤 4. 连接 USB 电缆


 **小心** 用 USB 电缆连接扫描仪与计算机之前，请确保安装了软件。请参阅位于第 5 页的“步骤 2. 安装软件”。

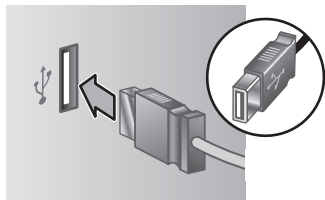
使用扫描仪附带的 USB 电缆将扫描仪与计算机相连。

1. 将电缆的方形一端连接至扫描仪。



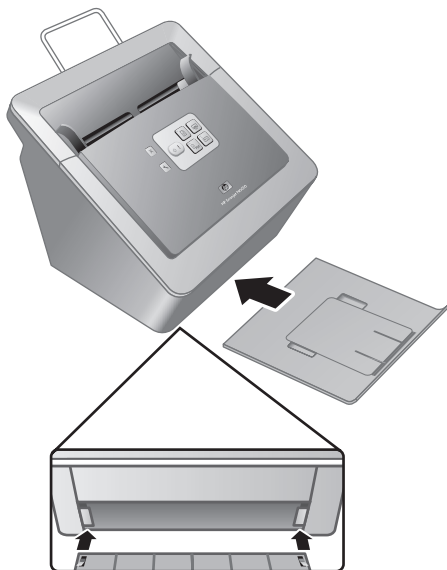
2. 将电缆的矩形一端连接至计算机。

 **注意** 如果计算机前面和后面各有一个 USB 端口，请使用后面的 USB 端口。

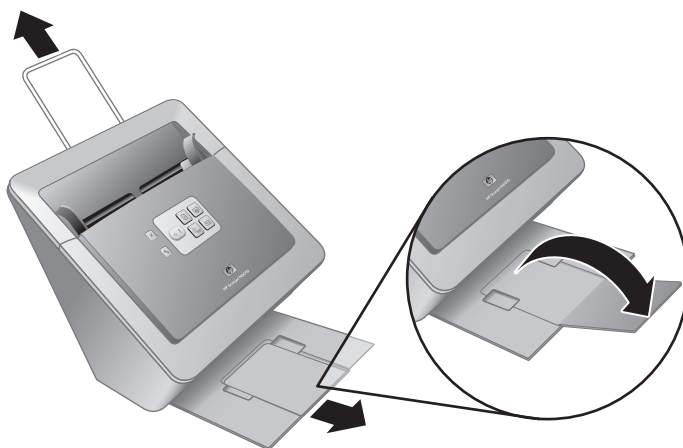


步骤 5. 将扫描仪准备就绪

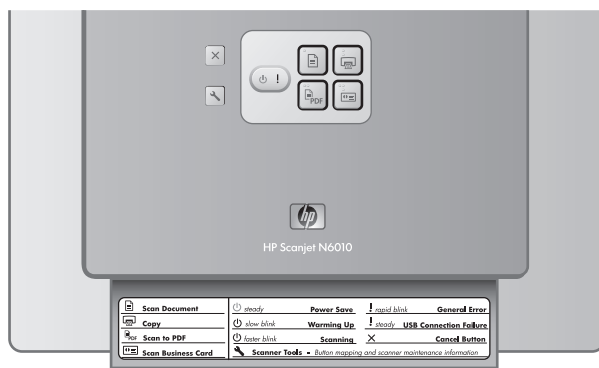
1. 安装出纸盘。安装时，将纸盘的延伸部分一侧向上，滑入到扫描仪底部的导板插槽中。




2. 拉出纸盘延伸部分。




- 对于尺寸较大的原件，请拉出扫描仪顶部的送纸器延伸部分。
- 找到产品盒中的前面板标签。取下标签背面的贴纸，将标签粘贴在前面板上 HP 徽标下面的拉出纸盘上。此标签提供了有关前面板按钮和 LED 指示灯的信息。

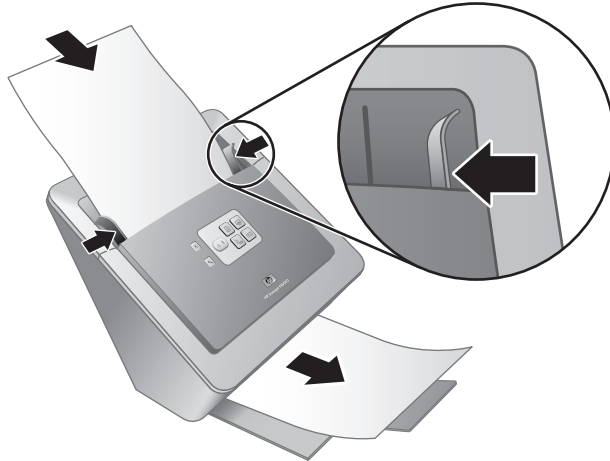


步骤 6. 测试安装的软硬件


 **小心** 在将物品放入送纸器之前，请确保物品上没有未干的胶水、修正液或其它可能落入扫描仪内部的物质。


确保没有卷曲和褶皱、钉书钉、纸夹及其它附着的东西。纸张不应当粘在一起。


1. 将单页纸放入送纸器。页面应当正面朝下且顶部向下（）。



2. 调整纸张导板。纸张导板必须与纸张的侧面接触才能正常工作。确保页面平直放置且纸张导板与页面边缘接触。

 **注意** 要调整纸张导板，按下导板的下方。

3. 按下“扫描到 PDF”（）按钮。
纸张将送入扫描仪。计算机屏幕上的 PDF 查看器中将出现纸张的扫描画面。这表明您的扫描仪已安装成功。

 **注意** 您必须安装 Adobe Acrobat Reader 或其它 PDF 查看程序，才能成功完成此过程。如果您没有 PDF 查看器，请使用“扫描文档”按钮运行此测试。

如果您的计算机屏幕上未出现纸张的扫描画面，请参见位于第 17 页的“故障排除”。

扫描软件 CD

本节介绍扫描仪附带的扫描软件程序。所有程序均可在 Microsoft Windows 2000 和 XP 操作系统上运行，包括 x-64。

附带两种非 HP 软件程序。这些软件程序并非在所有的扫描仪型号或国家/地区中都可得到。

程序	软件用途
HP 扫描软件	<p>HP 扫描软件附带有扫描仪工具实用程序、HP 文档复制实用程序、HP PDF 写入器和 TWAIN 扫描仪驱动程序。</p> <ul style="list-style-type: none"> ● 使用扫描仪工具实用程序配置“扫描到 PDF 按钮”设置，可将扫描仪按钮映射到不同的应用程序，禁用扫描仪按钮或查看扫描仪维护信息。可从“扫描仪工具”前面板按钮或“开始”菜单启动。 ● 使用文档复制实用程序配置从扫描仪发送到默认打印机的复印件。可从“复印”前面板按钮或“开始”菜单启动。 ● HP PDF 写入器将读取扫描的图像并创建 PDF 文件。该程序没有用户界面，但可使用扫描仪工具实用程序配置 PDF 设置。 ● TWAIN 驱动程序是将扫描仪用于标准商业应用和自定义软件时所必需的驱动程序。它们满足扫描仪正常工作的最低要求。
NewSoft Presto! PageManager	用于创建扫描的图像或文档，并以多种格式进行保存。可通过它管理文档（归档，重新使用），或使用 OCR、电子邮件和传真。
NewSoft Presto!BizCard	用于扫描名片并将联系人整理到一个易于使用的数据库中。

“省电”模式或“打开快速灯”模式

在安装过程中，会询问您是否要启用扫描仪的“省电”模式或“打开快速灯”模式。在“省电”模式下，扫描仪灯在一段时间不活动后（大约 15 分钟）将超时并自动关闭。

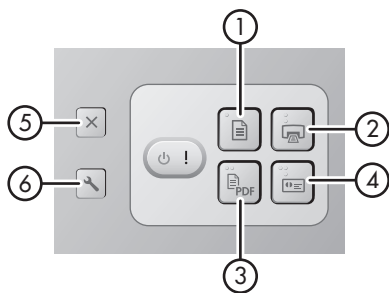
在“打开快速灯”模式下，虽然在一段时间不活动后（大约 15 分钟），扫描仪灯将超时并自动关闭，但它仍然发热并可以随时扫描。







要从“省电”模式切换为“打开快速灯”模式，请选择扫描仪工具实用程序的“维护”选项卡中的“打开快速灯”选项。要切换回“省电”模式，则清除“打开快速灯”选项。

2 如何使用扫描仪按钮

扫描仪按钮

使用扫描仪前面板上的按钮可开始扫描、取消扫描或配置某些扫描仪设置。



图标	按钮名称	说明
1 	扫描文档（左上方按钮）	开始扫描。默认情况下，此按钮将扫描到 NewSoft Presto!PageManager 应用程序。
2 	复印（右上方按钮）	开始复印并将其发送至默认打印机。HP 文档复制实用程序打开，您可以选择复印选项。
3 	扫描到 PDF（左下方按钮）	扫描项目并将其保存为 PDF 文件，用于共享或储存。默认情况下，PDF 将在默认 PDF 查看器中自动打开。
4 	扫描名片（右下方按钮）	扫描名片。默认情况下，此按钮将扫描到 NewSoft Presto!BizCard 应用程序。
5 	取消（最左侧顶部按钮）	取消正在进行的扫描或复印操作。
6 	扫描仪工具（最左侧底部按钮）	打开扫描仪工具实用程序，将扫描仪按钮映射到不同的应用程序，配置 PDF 选项或查看扫描仪维护信息。

本章未提供的其它有关扫描仪按钮的详细信息，请参见扫描仪用户指南。有关扫描仪用户指南的详细信息，请参见位于第 14 页的“从哪里获得其它信息”。

3 从哪里获得其它信息

扫描仪附带了多种有关如何使用扫描仪和扫描软件的信息源。

HP Scanjet N6010 用户指南

扫描仪用户指南是有关此产品的基本信息源，包括您需要了解的有关如何使用、维护以及扫描仪故障排除的信息。用户指南是一个 PDF 文件，因此您可以全部打印或打印其中的一部分，同时还提供了屏幕可读的帮助文件。

要打开 PDF 格式的用户指南：

→ 单击“开始”，指向“程序”或“所有程序”，指向“HP”，指向“Scanjet”，指向“N6010”，然后单击“用户指南”。

其它语言的用户指南 PDF 版本：

1. 将扫描仪附带的 HP 扫描软件 CD 插入计算机的 CD 驱动器中。
等待显示安装对话框。
2. 单击“查看或打印指南”。
显示语言列表。
3. 单击您想使用的语言。
显示指南列表。
4. 单击“用户指南”。

用于屏幕阅读软件的用户指南的联机帮助版本：

1. 将扫描仪附带的 HP 扫描软件 CD 插入计算机的 CD 驱动器中。
等待显示安装对话框。
2. 单击“查看或打印指南”。
显示语言列表。
3. 单击您想使用的语言。
显示指南列表。
4. 单击“屏幕显示的用户指南”。

扫描仪工具实用程序帮助



要打开该实用程序，请执行以下操作之一：

- 在桌面上双击“扫描仪工具实用程序”图标。
- 按下扫描仪前面板上的扫描仪工具 (↘) 按钮。
- 单击“开始”，指向“程序”或“所有程序”，指向“HP”，指向“Scanjet”，指向“N6010”，然后单击“扫描仪工具实用程序”。

单击扫描仪工具实用程序对话框上的“帮助”，打开帮助文件。

其它软件帮助

每个 HP 扫描软件 CD 附带的扫描程序都带有软件帮助。要打开软件帮助，打开程序，选择“帮助”菜单，然后选择“帮助”或“使用帮助”。

4 爱护和维护

时常清洁扫描仪有助于确保更高质量的扫描效果。扫描仪需要什么样的爱护取决于若干因素，包括使用的次数和使用环境。应该按照需要进行日常清洁。

有关如何维护扫描仪的说明，请参见扫描仪用户指南。有关扫描仪用户指南的详细信息，请参见位于第 14 页的“从哪里获得其它信息”。



小心 在将物品放入送纸器之前，请确保物品上没有未干的胶水、修正液或其它可能落入扫描仪内部的物质。

确保没有卷曲和褶皱、钉书钉、纸夹及其它附着的东西。纸张不应当粘在一起。

5 故障排除

安装完毕后扫描仪无法正常工作

如果安装完毕后扫描仪无法正常工作，您可能会在计算机上见到下列任一信息：

- 扫描仪无法初始化。
- 无法找到扫描仪。
- 发生内部错误。
- 计算机无法与扫描仪通信。

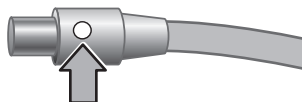
请尝试以下方法解决出现的问题：

步骤 1. 检查电缆

确认电缆连接正确。

电源

电源有一个附属电缆，可插入扫描仪的后部。该电缆末端的接头处有一个绿色 LED，在电源正常工作时会发亮。



电源还配有一条交流电缆，一端与电源相连，另一端插入电源插座或电涌保护器。

电源线连接扫描仪与电源插座。

1. 检查电源翘板开关是否处于“开”的位置。
2. 确保电源电缆接头上的绿色 LED 发亮。
3. 如果绿色的 LED 不发亮，请确保交流电源线所连接的电源插座或电涌保护器上有电。
4. 如果电源插座或电涌保护器上有电，但绿色 LED 仍不亮，则可能是电源出现故障。请联系 HP 支持部门以获得帮助。

USB 电缆

如果扫描仪失去 USB 连接，则错误 LED 将显示黄色。请尝试以下步骤：

请检查与扫描仪之间的物理连接：

- 请使用随扫描仪提供的电缆。其它 USB 电缆可能与扫描仪不兼容。
- 请确保扫描仪和计算机或 USB 集线器之间的 USB 电缆连接牢固。如果 USB 电缆正确连接至扫描仪，电缆上的三叉形图标将朝上。

排除 USB 的连接故障：

1. 根据扫描仪连接至计算机的方式，执行以下操作之一：
 - 如果 USB 电缆连接至 USB 集线器或便携计算机的扩展机座，请断开 USB 电缆与 USB 集线器或扩展机座的连接，然后将 USB 电缆直接连接到计算机。
 - 如果 USB 电缆直接连接至计算机，将它插入计算机的另一个 USB 端口。
 - 如果 USB 电缆连接至计算机前面的 USB 端口，请将其插入计算机后面的 USB 端口。
 - 拔掉计算机上所有的其他 USB 设备，键盘和鼠标除外。
2. 关闭扫描仪电源，然后重新打开。
3. 重新启动计算机。
4. 计算机重新启动后，试用一下扫描仪。

如果您按照步骤 1 中的方法改变了扫描仪与计算机的连接方式后，扫描仪正常工作，通信问题可能就出现在 USB 集线器或扩展机座上。让扫描仪直接连接至计算机。

如果您的扫描仪无法正常工作，请卸载后再重新安装 HP 扫描软件。

步骤 2. 卸载并重新安装扫描软件

如果检查扫描仪电缆连接时没有检查出问题，就可能是因为安装不完全而导致问题。请尝试卸载后重新安装扫描软件。

1. 断开 USB 电缆与计算机的连接。
2. 执行以下操作之一来打开“控制面板”：
 - Windows XP：单击“开始”，然后单击“控制面板”。
 - Windows 2000：单击“开始”，指向“设置”，然后单击“控制面板”。
3. 双击“添加/删除程序”图标。

将显示当前已安装程序的列表。
4. 选择“HP Scanjet N6010 驱动程序和工具”，然后单击“删除”或“更改/删除”。
5. 按照屏幕说明操作。

如果提示需要删除或修复程序，请单击“删除”。

如果提示重新启动计算机，请单击“否”。
6. 当扫描软件删除后，从电源插座上拔下扫描仪的电源。
7. 重新启动计算机。
8. 将 HP 扫描软件 CD 插入计算机的 CD 驱动器中。
9. 请按照屏幕说明安装扫描软件。
10. 安装完扫描软件后，将扫描仪连接至电源插座，打开扫描仪，然后使用 USB 电缆将扫描仪连接至计算机。
11. 按照屏幕说明操作。

扫描仪按钮不能正常工作

完成每个步骤后执行一次扫描，以确定按钮是否可以工作。如果问题仍存在，请继续下一步骤。

1. 电缆可能有些松动。确保 USB 电缆和电源连接牢固。
2. 关闭扫描仪，等待 30 秒，然后再次打开扫描仪。
3. 重新启动计算机。
4. 如果问题仍然存在，可能是按钮被禁用。请尝试以下步骤：
 - a. 打开“控制面板”，选择“扫描仪和照相机”，然后从列表中选择您的扫描仪型号。
 - b. 执行以下操作之一：
 - Windows 2000：确保没有选中“禁用设备事件”选项。
 - Windows XP：确保没有选中“不采取任何操作”选项。
5. 按钮可能会在扫描仪工具实用程序中被禁用。请尝试以下步骤：
 - a. 打开扫描仪工具实用程序。有关说明，请参见位于第 14 页的“扫描仪工具实用程序帮助”或设备的用户指南。
 - b. 选择“按钮”选项卡。
 - c. 确认“禁用扫描仪按钮”复选框未被选中。
6. 执行以下操作，确保软件程序与扫描仪按钮相关：
 - a. 打开扫描仪工具实用程序。有关说明，请参见位于第 14 页的“扫描仪工具实用程序帮助”或设备的用户指南。
 - b. 选择“按钮”选项卡。
 - c. 确认每个按钮都与正确的程序相关。有关详细信息，请单击扫描仪工具实用程序中的“帮助”。

寻求帮助的其他途径

有关扫描仪硬件和软件的更多故障排除方面的帮助，请参见位于第 14 页的“从哪里获得其它信息”。

6 产品支持

本节介绍产品支持选项。

辅助功能

为避免无意中按下按钮，请使用“扫描仪工具实用程序”禁用前面板按钮。您可以使用相同的实用程序重新启用按钮。

有关扫描仪工具实用程序的详细信息，请参见扫描仪用户指南。有关扫描仪用户指南的详细信息，请参见位于第 14 页的“从哪里获得其它信息”。

有行为障碍的客户可以通过访问 www.hp.com/hpinfo/community/accessibility/prodserv/ 获得帮助（仅限美国）。

HP Web 站点

请访问 www.hp.com 以获得更多信息：

- 查找技术问题的解决方案。
- 了解更加富有成效地使用产品的技巧。
- 更新您的 HP 驱动程序和软件。
- 注册产品。
- 预订简讯、驱动程序和软件更新件及支持通知。
- 购买 HP 耗材和附件。

得到帮助

要最大限度地发挥 HP 产品的性能，请了解以下标准的 HP 支持内容：

1. 请参阅产品附带的**产品文档**。
 - 查看本手册的**故障排除部分**或 CD 中的**电子版帮助**。
 - 查看软件中**电子版帮助**部分。
2. 访问 **HP 在线支持**，网址为 www.hp.com/support，或与**出售产品的商家**联系。

HP 在线支持适用于所有 HP 客户。它是获取**最新产品信息**和**专家帮助**的快速通道，包括以下功能：

 - 通过**电子邮件**向资深在线支持专家进行快速咨询
 - 产品的**软件和驱动程序更新**
 - 重要的**产品技术问题和故障排除信息**
 - 产品及时更新、支持通知和 **HP 简讯**（当您注册产品后即可获得）
3. **通过电话联系 HP 支持**
 - 支持选项和费用会因产品、所在国家/地区以及语言的不同而有所差异。
 - 费用及相关政策如有变更，恕不另行通知。请访问 www.hp.com/support 网站以了解最新信息。

4. 保修期过后

过了有限保修期之后，客户可以通过 www.hp.com/support 获得在线帮助。

5. 保修延长或升级

如果想对产品保修进行延长或升级，请与出售产品的商家联系，或在 www.hp.com/support 上查看 **HP Care Pack**。

6. 如果您已经购买了 **HP Care Pack 服务**，请查看合同中的协议支持条件。

7 HP 有限保修

下列内容概述了此产品的保修信息：

HP 有限保修声明

产品	有限保修的期限
HP Scanjet N6010 Sheetfeed 文档扫描仪	1 年

A. 有限保修的范围

1. Hewlett-Packard (HP) 向最终用户（客户）保证，在上述指定的保修期内，上述指定的每种 HP 产品（产品）均无材料及工艺上的缺陷。保修期从客户购买之日算起。
2. 对于每种软件产品，HP 的有限保修仅适用于不能执行其编程指令的情况。HP 不保证任何 HP 产品工作时不会中断或无错误。
3. HP 的有限保修仅适用于由于正常使用产品而造成的缺陷，而不适用于由于以下原因造成的任何其它问题：
 - a. 使用、维护、储存、处理或修改不当；
 - b. 未使用由 HP 提供或支持的软件、介质、零件、附件、耗材、电源适配器或电源；或
 - c. 在产品技术规格以外的情况中或其它条件下操作。
4. 如果 HP 在适用保修期内收到产品缺陷的通知，则将自行决定对有缺陷的产品进行更换或维修。
5. 如果 HP 无法更换或维修符合 HP 有限保修条件的有缺陷产品，HP 将在收到缺陷通知后的合理时间内，提供具有类似性能的其他产品或根据使用情况及其它相关因素按购买价格的比例进行退款。
6. 除非客户将有缺陷的产品返回 HP 并提供有效的购买证明，否则，HP 将不予以更换、维修或退款。
7. 任何更换产品都应当是全新或等同于全新，并拥有至少与要更换产品同等的功能。
8. 产品可能包含性能等同于新部件的再加工零件、部件或材料。
9. HP 的有限保修在任何有本产品技术支持和销售本产品的国家或地区均有效。保修服务的水平可能因当地标准而各异。可从 HP 购买升级保修服务，如第二天更换、现场服务和意外防护。

B. 保修的限制

除非当地法规另有规定，否则，无论 HP 还是其第三方供货商，对有关 HP 产品，无论是以明示或默示的形式，均不提供任何其它保修或条件，并特别声明没有任何用于特定目的适销性、质量满意度以及适用性的默示保修或条件。

C. 有限责任

1. 除非当地法规另有规定，本有限保修声明 (LWS) 中提供的补偿是对客户的唯一补偿。
2. 除非当地法规另有规定，否则除此有限保修声明中特别规定的责任外，无论是根据合同、民事侵权行为或其它法律准则，并且无论是否已被告知此类损失的可能性，HP 或其第三方供货商在任何情况下对直接、间接、特殊、偶发或继发的损失概不负责。

D. 当地法规

1. 此有限保修声明为客户授予特定的合法权利。根据美国州与州之间的不同，加拿大省与省之间的不同，以及世界各地国家与国家之间的不同，客户还可能拥有其它权利。
2. 当此有限保修声明与当地法规不一致时，此有限保修声明应当认为已根据当地法规进行了修改。根据当地法规，某些对此有限保修声明的弃权 and 限制可能不适用于客户。例如，美国联邦政府、某些州及美国以外的某些政府（包括加拿大的省）可以：
 - a. 授予客户其它保修权利；
 - b. 排除此有限保修声明中的弃权和限制，使之不得限制客户的法定权利（如，英国）；
 - c. 或者限制制造商执行弃权或限制的能力；
 - d. 指定制造商无法拒绝的暗示保修期限；或
 - e. 禁止限制暗示保修的期限
3. 根据采购协议，客户可能拥有其它法定权利。此有限保修声明不会以任何方式影响这些权利。
4. 对于美国的客户交易，法律规定的任何暗示保修期限均受到明示保修期限的限制。
5. 对于澳大利亚和新西兰的客户交易，除非另有法律许可，本有限保修声明中的条款不得排除、限制或修改，并且要作为适用于向客户销售产品的强制性法定权利的补充。

根据采购协议，您可能从经销商处获得其它法定权利。此 HP 有限保修不会以任何方式影响这些权利。

您将在此手册的封面内页找到在您国家/地区负责执行 HP 有限保修的 HP 实体名称和地址。

8 法规信息和产品技术规格

本节介绍了 HP Scanjet N6010 扫描仪及其附件的法规信息和产品技术规格。

扫描仪技术规格

名称	说明
扫描仪类型	双面进纸扫描仪
尺寸	宽度：320 毫米（12.6 英寸），深度：270 毫米（10.63 英寸），高度：312 毫米（12.28 英寸）
重量	5.4 千克（11.8 磅）
扫描元件	电荷耦合器 (CCD)
接口	USB 2.0 高速
光学分辨率	600 x 600 dpi 硬件
交流电源	100-240V~、50/60Hz、1.5A
功耗	操作：32W 睡眠模式：5.25W
	您的 HP 扫描仪符合 ENERGY STAR 标准。作为 ENERGY STAR 的合作伙伴，Hewlett-Packard Company 确定本产品已达到 Energy STAR 的能效规范。

环境技术规格

名称	说明
温度	操作扫描仪：10° 至 35° C（50° 至 95° F）
	储存：-40° 至 60° C（-40° 至 140° F）
相对湿度	操作扫描仪：15% 至 80%，非冷凝，10° 至 35° C（50° 至 95° F）
	储存：在 0° 至 60° C 或（32° 至 140° F），最高达 90%

法规信息

法定型号识别码：为了达到法定识别目的，您的产品被指定了一个法定型号识别码。您产品的法定型号识别码为 FCLSD-0601。请不要将此法定号码与商品名

称 (HP Scanjet N6010) 或产品编号 (L1983A) 相混淆。有关您的扫描仪的其他法规信息, 可以在 HP 扫描软件 CD 的 regulatory_supplement.htm 文件中找到。



注意 法规标签 (带有零件编号和序列号) 在扫描仪的底部。但是, 当您把出纸盘插入扫描仪底部时, 会覆盖法规标签。

回收和限制材料信息

下列回收和限制材料政策适用于此产品。

欧盟地区的居民如何处理废弃的设备



产品或产品包装上如果出现这一符号, 表明该产品不应当和您的其他家居废弃物一起处理。您应当负责将这类废弃的设备拿到回收废弃电子和电气设备的指定收集点, 交给他们处理。设备报废时应对废弃的设备进行分开收集和回收, 这样做将有助于保护自然资源, 以及确保回收方式有助于保护人类的健康和环境。有关您可以在何地处置废弃设备以便回收的详细信息, 请与当地的主管部门、家居废弃物处理服务机构联系, 或与出售该产品的商家联系。

环保产品工程项目

Hewlett-Packard 致力于提供高质量的环保产品。此产品包含有回收设计。在确保正常功能和可靠性的同时使材料数量降至最少。不同材料可轻易分开。使用普通工具即可轻易找到、处理和卸下固定件和其它连接。高优先级的零件可快速拆卸和维修。有关详细信息, 访问“HP 对环境的承诺”网站: www.hp.com/globalcitizenship/environment/

塑料部件

重量超过 25 克的塑料部件均按照国际标准做了标记, 这样做是为了便于对塑料部件加以标识, 以便在产品使用寿命终结进行回收。

回收程序

HP 在许多国家/地区提供更多的产品返回和回收程序, 并与世界上一些最大的电子回收中心建立了合作伙伴关系。HP 通过再销售某些最受欢迎的产品来保护资源。有关 HP 产品回收的详细信息, 请访问: www.hp.com/hpinfo/globalcitizenship/environment/recycle/

材料特殊处理

此 HP 产品包含在产品报废时可能需要进行特殊处理的材料。此产品荧光灯中所含的汞不在欧盟有害物质限用指令 2002/95/EC 的限制之内。







Printed in China

中国印刷

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www.hp.com



L1983-90014

