HP Scanjet G4000 series

you + hp

Setup and Support Guide

设置和支持指南

hp invent

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
한국	1588-3003
Malaysia	1800 805 405
New Zealand	0800 441 147
Philippines	2 867 3551
Singapore	6 272 5300
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
Viêt Nam	+84 88234530

Setup and Support Guide

English

Contents

1 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.
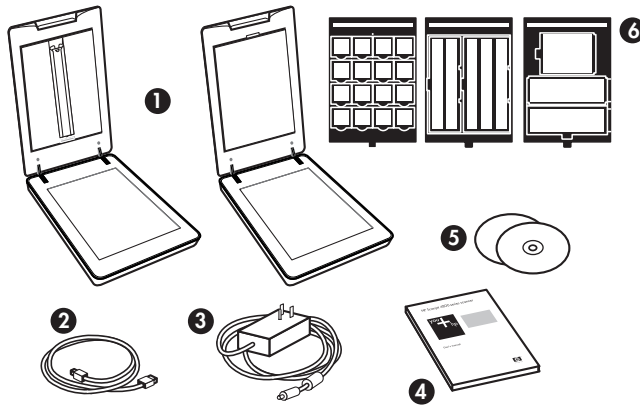
1	HP Scanjet G4010 or G4050 scanner
2	USB cable
3	Power supply
4	Setup and Support Guide (this book)
5	Scanning software CDs
6	TMA templates (HP Scanjet G4050 only)

Step 2. Install the software

⚠ **Caution** If you are installing the software onto a Windows computer, do not connect the USB cable to the computer yet. Install the scanning software before connecting the USB cable. If you are installing the software into a Macintosh computer, you can connect the USB cable either before or after installing the software.

1. Insert the HP Photosmart CD that came with the scanner into the computer CD drive.
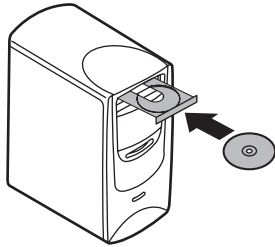
   For Windows installations: Wait for the installation dialog box to display. If the installation dialog box does not display after a few moments, see *Scanner installation troubleshooting* on page 12.
   For Macintosh installations: Double-click on the CD icon that appears on the desktop, and then double click on the HP Scanjet Scanner Install icon to start the installation.

2. Click **Install software** to install the scanning software. Follow the onscreen instructions to complete the scanning software installation.

Step 3. Connect the TMA cable

➔ Connect the TMA cable from the lid to the scanner base.
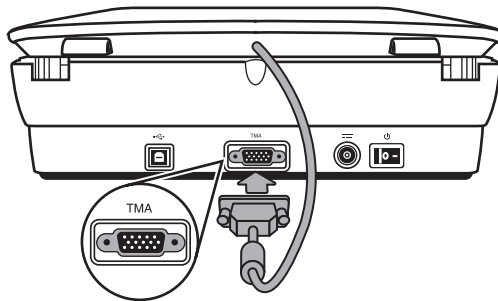
Step 4. Connect the power supply

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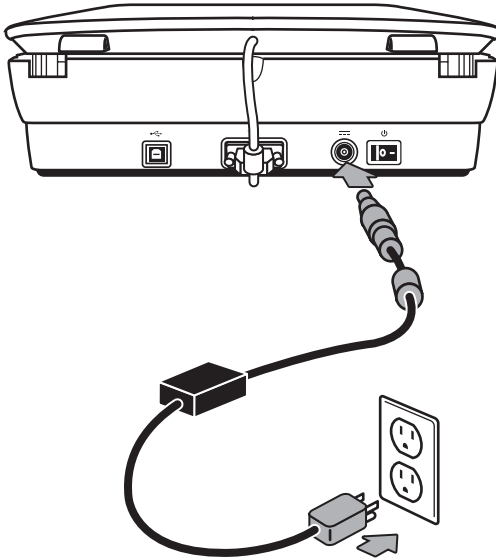
The power supply also has an AC cable that is connected to the power supply on one end and plugged into a power outlet or surge protector on the other end.

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.

Step 5. Connect the USB cable

Caution If you are installing in a Windows environment, be sure you install the HP Photosmart software before connecting the scanner to your computer with the USB cable. See *Step 2. Install the software* on page 5. If you are installing in a Macintosh environment, you can connect the USB cable either before or after installing the software.

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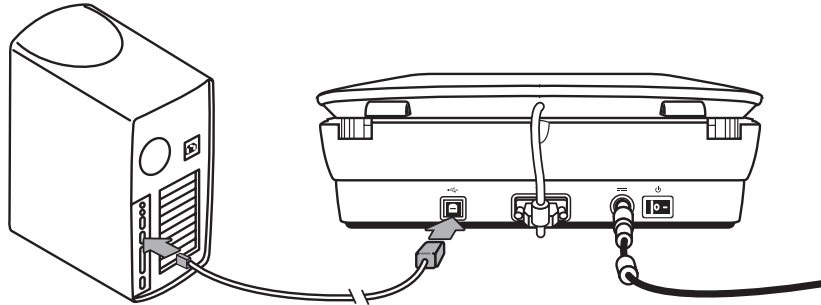
2. Connect the rectangular end of the cable to the computer.

Step 6. Test the installation
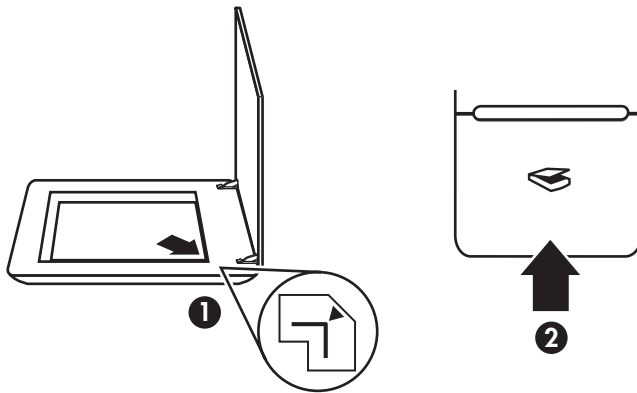
1. Place a photo or document on the scanner glass as indicated by the reference mark on the scanner.
2. Press the **Scan** (⤳) button. If you are scanning using Windows software, the **What are you scanning?** dialog box appears. Follow the onscreen instructions to complete the scan.

   If you are scanning using Macintosh software, the HP Scan Pro application opens and a preview of the scan is displayed. When the preview is accepted, the scanned image is sent to the destination that has been selected in the scanner settings.

   If the **What are you scanning?** dialog box or the HP Scan Pro window does not appear, see *Scanner installation troubleshooting* on page 12.

2 How to use the scanner

This section presents an overview of the scanner and how to use it.

Where to get additional information

More information about the scanner and software can be found in the scanner Help file. If you have installed the HP Photosmart software that came with the scanner, double-click the **HP Solution Center** icon on your desktop, and then click **Help and Support**. Under the **Documentation** section, click **Product Help**.

To access an online version of the scanner user guide, click **Start**, point to **Programs** or **All Programs**, point to **HP**, **Scanjet**, **G4000 series**, and then click **User Guide**.

Macintosh users: For information about scanning procedures, open **HP Device Manager**, and then click on the question mark at the bottom of the dialog box.

HP Photosmart Windows software

When you install the HP Photosmart Windows software, two icons are added to your desktop. These icons open programs for scanning and editing your scans.

For information on how to use **HP Solution Center** and **HP Photosmart** software, see the scanner Help file. Double-click the **HP Solution Center** icon on your desktop, and then click **Help and Support**. Under the **Documentation** section, click **Product Help**.

HP Solution Center is the program that gets you started scanning pictures and documents. Use the HP Solution Center for all of the following:

- Perform scanning and copy functions
- Access help and troubleshooting information
- Access the HP Photosmart software to edit your scans
- Modify settings and preferences

HP Photosmart software is the program to use for manipulating, printing, archiving, and sharing your images after they have been scanned. You can get to the HP Photosmart software from the desktop icon or through HP Solution Center.

To start a scan:

Double-click the **HP Solution Center** icon on the desktop, click the tab for the scanner, and then click the task you want to perform.

Note If the **HP Solution Center** icon is not available on the desktop, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Solution Center**.

HP Photosmart Macintosh software

When you install the HP scanning software on a Macintosh, two software programs are available in the Dock: HP Device Manager and HP Photosmart Studio. These programs are used for scanning and editing your scans.

HP Device Manager is the program that gets you started scanning pictures and documents. Use the Device Manager for all of the following:

- Perform scanning and copy functions
- Access help and troubleshooting information
- Access the HP Photosmart Studio to edit your scans
- Modify settings and preferences

HP Photosmart Studio is the program to use for manipulating, printing, archiving, and sharing your images after they have been scanned. You can open HP Photosmart Studio from the Dock, or from the HP Device Manager **Applications** menu.

Front panel and accessories overview

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

Front-panel buttons

Icon	Feature name	Description
	Scan button	Scans pictures, graphics, documents, or objects.
	Scan Film button	Scans transparent positives (such as 35 mm slides) and negatives. Scanning film requires that you use the transparent materials adapter (TMA) located on the underside of the scanner lid.
	Copy button	Scans the item and sends it to the printer to make a copy.
	Scan to PDF button	Scans one or more pages and saves them as a PDF file for sharing or storing.

Note For more information on the default actions of these buttons in a Macintosh environment, open **HP Device Manager**, and then click on the question mark at the bottom of the dialog box.

Transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives. With the HP Scanjet G4050 TMA you can also scan medium- and large-format film. For more information about the TMA, see the scanner user guide. For

information about how to find the user guide, see *Where to get additional information* on page 9.

3 Scanner installation troubleshooting

This section contains solutions for installation and setup problems.

Uninstall and reinstall the software

An incomplete software installation could cause the scanner not to be recognized or the software not to launch correctly. Try uninstalling and then reinstalling the HP Scanning software. To reinstall the HP Scanning software, you must have the HP Photosmart software CD.

Windows environment:

1. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
2. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select **HP Scanjet G4000 series**.
3. Click **Remove**.
4. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select the **HP Photosmart** software.
5. Click **Remove**.
6. Unplug the scanner USB cable from the computer.
7. Reinstall the software, using the HP Photosmart software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the **HP Photosmart** software to install.
8. Reconnect the scanner USB cable after the software is installed. For more information see *Step 5. Connect the USB cable* on page 6.

Macintosh environment:

1. Go to **Applications/Hewlett-Packard** and open **HP Uninstaller**.

   Note You must have administrative privileges in order to uninstall the software.

2. When prompted, type your username and password. The **HP Uninstaller** window opens and displays the products that are available to be uninstalled.
3. Select the G4000 series product and click **Next**.
4. Follow the onscreen instructions to complete the uninstall process.
5. Reinstall the software, using the HP software CD that came with your scanner. After inserting the CD, click on the CD icon that appears on your desktop to begin the installation.

Check the cables

Cable type	Action
Power cable	The power cable is connected between the scanner and a power outlet. ● Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector. ● If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on. ● Turn off the scanner power switch and turn off the computer. After 60 seconds, turn the scanner back on and then turn on the computer, in that order.
USB cable	The USB cable is connected between the scanner and the computer. ● Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner. ● Ensure that the USB cable is securely connected between the scanner and the computer. ● If the USB cable is connected to a USB port on the front of the computer, move it to a USB port on the back of the computer. For additional USB troubleshooting information, see **www.hp.com/support**, select your country/region, and then use the search tool to find USB troubleshooting topics.
TMA cable	The TMA cable is connected between the TMA in the scanner lid and the scanner base. Ensure the cable is securely connected in the back of the scanner.

4 Regulatory information and product specifications

This section contains regulatory information and product specifications for the HP Scanjet G4000 series Photo Scanner and accessories.

Scanner specifications

Name	Description
Scanner type	Flatbed with transparent materials adapter (TMA)
Size	**G4010:** 303 mm x 5088 mm x 98 mm (11.93 x 20.00 x 3.86 inches)
	G4050: 303 mm x 5088 mm x 108 mm (11.93 x 20.00 x 4.25 inches)
Weight	**G4010:** 4.4 kg (9.6 lbs)
	G4050: 5.3 kg (11.6 lbs)
Scanning element	Charged-coupled device
Interface	USB 2.0 Hi-Speed
Hardware resolution	4800 x 9600 dpi hardware resolution
Selectable resolution	12 dpi to 999,999 enhanced dpi at 100 percent scaling
AC line voltage	100-120 V 60 Hz – North America
	200-240 V 50 Hz – Continental Europe, United Kingdom, Australia
	100-240 V 50 Hz/60 Hz – Rest of the world
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-0605. This regulatory number should not be confused with the product name (HP Scanjet G4010 or G4050) or product numbers (L1956A and L1957A).
	Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR (MOU v. 1.0), which is a voluntary program established to encourage the development of energy-efficient office products.

Name	Description
	ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information on ENERGY STAR guidelines, go to the following Web site: **www.energystar.gov**

Transparent materials adapter (TMA) specifications

Name	Description
Media types	**G4010:** Up to five 35 mm slides or six 35 mm negative frames
	G4050: Up to sixteen 35 mm slides, thirty 35 mm negative frames, up to two medium format film frames (120 roll film), or one large format film frame (220 roll film).
Power requirements	12 Volts/400 mA max
Power consumption and regulatory information	For power consumption data, information on power supplies, and regulatory information, see the regulatory_supplement.htm file on the HP Photosmart software CD.

Environmental specifications

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

Recycle and restricted material information

Recycling

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/**

Product restricted material

This HP product contains the following material that might require special handling at end-of-life: Mercury in the scanner fluorescent lamp and transparent materials adapter (< 5 mg).

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

Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

5 Product support

This section describes the options for product support.

Accessibility

The following accessibility options are available on this scanner:

Windows environment:

● To prevent buttons from being accidentally pushed, you can use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons.

  For more information about the Button Disable Utility, see the scanner User Guide.
● The scanner User Guide is also available in a Help format that is readable by most screen readers. To find this file, double-click the **HP Solution Center** icon on your desktop, and then click **Help and Support**. Under the **Documentation** section, click **Product Help**.

Macintosh environment:

● To prevent buttons from being accidentally pushed, use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons.

  For more information about the Button Disable Utility, see the HP Scanjet Scanner Help.
● The HP Scanjet Scanner Help is available in a format that is readable by most screen readers. To find this file, open **HP Device Manager**, and then click on the question mark at the bottom of the dialog box.

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

HP Scanjet Web site

Visit **www.hp.com** and select your country/language at the top of the page. On the country page, select scanners from the list of products. Use this site for a variety of information:

● Find solutions to technical issues.
● Learn tips for scanning more effectively and creatively.
● Update your HP drivers and software.
● Register your product.
● Subscribe to newsletters, driver and software updates, and support alerts.
● Purchase HP supplies and accessories.

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 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 Services at **www.hp.com/support**.
6. If you already purchased an **HP Care Pack Service**, please check the support conditions in your contract.

6 Hewlett-Packard limited warranty statement

The following information outlines the warranty information for this product.

Product	Duration of limited warranty
HP Scanjet G4000 series 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.

设置和支持指南

简体中文

目录

简体中文

1 使用入门

按照以下步骤来安装扫描仪：

步骤 1. 检查盒内物品

打开扫描仪硬件的包装。应确保取下所有的包装封带。
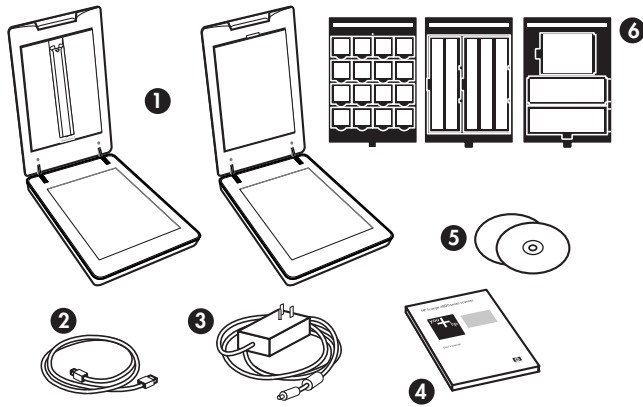
1	HP Scanjet G4010 或 G4050 扫描仪
2	USB 电缆
3	电源
4	设置和支持指南（本书）
5	扫描软件 CD
6	TMA 模板（仅限 HP Scanjet G4050）

步骤 2. 安装软件

⚠ **小心** 如果您是在 Windows 计算机上安装软件，请先不要将 USB 电缆连接到计算机上。在连接 USB 电缆之前，请先安装扫描软件。如果您是在 Macintosh 计算机上安装软件，则可以在安装软件之前或之后连接 USB 电缆。

1. 将扫描仪随附的 HP Photosmart CD 插入计算机的 CD 驱动器。
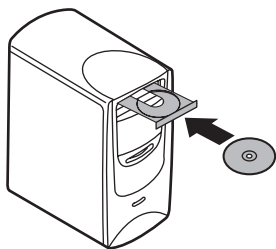
Macintosh 安装： 双击桌面上的 CD 图标，然后双击 HP Scanjet 扫描仪安装图标开始安装。
2. 单击"安装软件"以安装扫描软件。按照屏幕说明完成扫描软件安装。

步骤 3. 连接 TMA 电缆

➔ 将 TMA 电缆从盖板连接至扫描仪底座。

简体中文
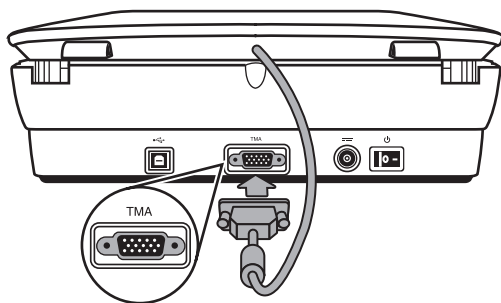
步骤 4. 连接电源

电源有一根附属电缆，可插入扫描仪的后部。
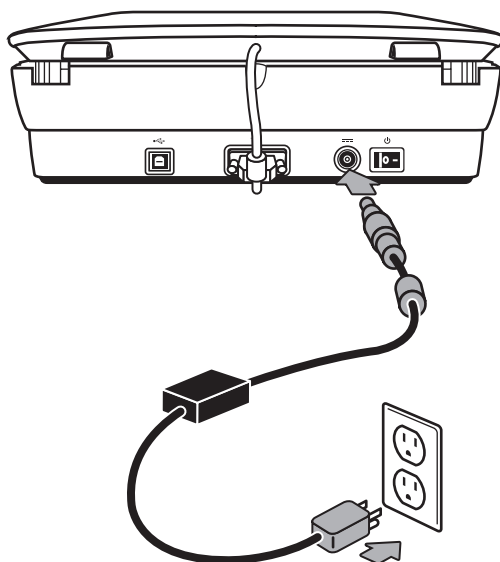
电源还配有一条交流电缆，一端与电源相连，另一端插入电源插座或电涌保护器。

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。

步骤 5. 连接 USB 电缆

⚠ 小心 如果在 Windows 环境下进行安装，请确保先安装 HP Photosmart 软件，然后再用 USB 电缆将扫描仪连接至计算机。请参阅位于第 5 页的"步骤 2. 安装软件"。如果在 Macintosh 环境下进行安装，则可以在安装软件之前或之后连接 USB 电缆。

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。
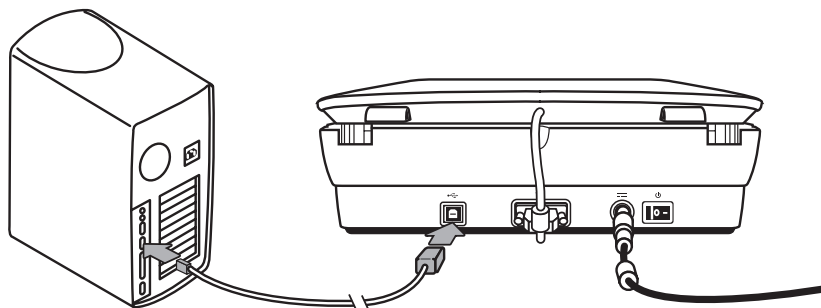
2. 将电缆的矩形一端连接至计算机。

步骤 **6.** 测试安装
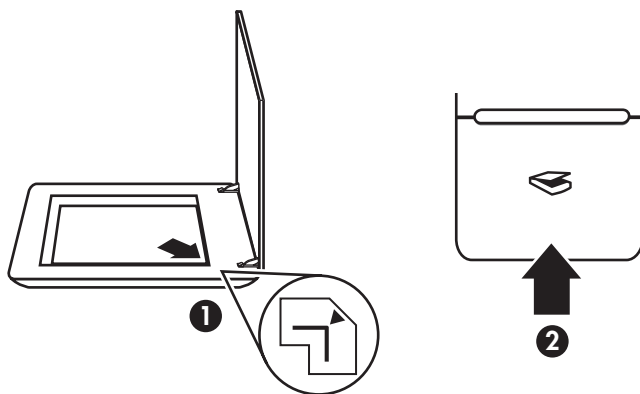
1. 按扫描仪上的参考标记所示,将照片或文档放在扫描仪玻璃板上。
2. 按下**扫描** (⬯) 按钮。如果使用 Windows 软件进行扫描,则将显示"要扫描的内容?"对话框。按照屏幕说明完成扫描。

   如果使用 Macintosh 软件进行扫描,则会打开 HP Scan Pro 应用程序,并且屏幕将显示扫描预览。接受预览后,扫描的图像即被发送至在扫描仪设置中选定的目的地。

   如果没有出现"要扫描的内容?"对话框或 HP Scan Pro 窗口,请参阅位于第 11 页的"排除扫描仪安装故障"。

2 如何使用扫描仪

本节提供扫描仪概述及有关如何使用扫描仪的信息。

从哪里获得其它信息

在扫描仪帮助文件中可以找到更多有关扫描仪和软件的信息。如果您已安装了扫描仪随附的 HP Photosmart 软件，请双击桌面上的 "HP 解决方案中心"图标，然后单击"帮助和支持"。在"文档"部分下单击"产品帮助"。

要访问联机版本的扫描仪用户指南，请单击"开始"，指向"程序"或"所有程序"，依次指向 "HP"、"Scanjet"、"G4000 系列"，然后单击"用户指南"。

Macintosh 用户： 有关扫描程序的信息，请打开 "HP 设备管理器"，然后单击对话框底部的问号。

HP Photosmart Windows 软件

安装 HP Photosmart Windows 软件时，将在桌面上添加两个图标。这些图标可以打开相应程序，以便扫描和编辑扫描件。

有关如何使用 "HP 解决方案中心"和 "HP Photosmart" 软件的信息，请参阅扫描仪帮助文件。双击桌面上的 "HP 解决方案中心"图标，然后单击"帮助和支持"。在"文档"部分下单击"产品帮助"。

您可以从 HP 解决方案中心程序开始扫描图片和文档。使用 HP 解决方案中心可完成以下所有操作：

- 执行扫描和复印功能
- 访问帮助和故障排除信息
- 访问 HP Photosmart 软件以编辑扫描件
- 修改设置和首选项

HP Photosmart 软件是在图像扫描后用于处理、打印、归档和共享图像的程序。您可以从桌面图标或通过 HP 解决方案中心访问 HP Photosmart 软件。

要开始扫描：

双击桌面上的 "HP 解决方案中心"图标，单击扫描仪选项卡，然后单击您要执行的任务。

注意 如果桌面上未显示 "HP 解决方案中心"图标，请单击"开始"，然后依次选择"程序"或"所有程序"、"HP"和 "HP 解决方案中心"。

HP Photosmart Macintosh 软件

在 Macintosh 上安装 HP 扫描软件时，Dock 中有两个可用软件程序：HP 设备管理器和 HP Photosmart Studio。这些程序可用于扫描和编辑扫描件。

您可以从 HP 设备管理器程序开始扫描图片和文档。使用设备管理器可完成以下所有操作：

- 执行扫描和复印功能
- 访问帮助和故障排除信息
- 访问 HP Photosmart Studio 以编辑扫描件
- 修改设置和首选项

HP Photosmart Studio 是在图像扫描后用于处理、打印、归档和共享图像的程序。您可以从 Dock 或从 HP 设备管理器"应用程序"菜单打开 HP Photosmart Studio。

前面板和附件概述

本部分概述了扫描仪前面板和透明材料适配器 (TMA)。

前面板按钮

图标	功能名称	说明
⬇	**扫描**按钮	扫描图片、图形、文档或物体。
🖼	**扫描胶片**按钮	扫描透明正片（例如 35 毫米幻灯片）和底片。扫描胶片需要使用扫描仪盖板下的透明材料适配器 (TMA)。
🖨	**复印**按钮	扫描项目并将其发送到打印机以制作副本。
📄PDF	**扫描至 PDF** 按钮	扫描一页或多页，并将其另存为 PDF 文件以便共享或存储。

注意 有关这些按钮在 Macintosh 环境中的默认操作的更多信息，请打开"HP 设备管理器"，然后单击对话框底部的问号。

透明材料适配器 (TMA)

可以使用透明材料适配器 (TMA) 扫描 35 毫米幻灯片或底片。借助 HP Scanjet G4050 TMA，您还可以扫描中幅面和大幅面胶片。有关 TMA 的更多信息，请参阅扫描仪用户指南。有关如何找到用户指南的信息，请参阅位于第 9 页的"从哪里获得其它信息"。

3 排除扫描仪安装故障

本节包含安装和设置问题的解决方法。

卸载和重新安装软件

如果软件安装不完整，可能导致无法识别扫描仪或不能正确启动软件。尝试卸载并重新安装 HP 扫描软件。要重新安装 HP 扫描软件，您必须有 HP Photosmart 软件 CD。

Windows 环境：

1. 依次单击"开始"、"设置"和"控制面板"（在 Windows XP 中，单击"开始"，然后单击"控制面板"）。
2. 单击"添加/删除程序"（在 Windows XP 中称为"添加或删除程序"），然后选择"HP Scanjet G4000 系列"。
3. 单击"删除"。
4. 单击"添加/删除程序"（在 Windows XP 中称为"添加或删除程序"），然后选择"HP Photosmart"软件。
5. 单击"删除"。
6. 从计算机上拔下扫描仪 USB 电缆。
7. 使用扫描仪随附的 HP Photosmart 软件 CD 重新安装软件。插入 CD 后，将自动启动安装界面。选择要安装的"HP Photosmart"软件。
8. 安装软件后重新连接扫描仪 USB 电缆。有关更多信息，请参阅位于第 6 页的"步骤 5. 连接 USB 电缆"。

Macintosh 环境：

1. 转至**应用程序/Hewlett-Packard** 并打开"HP 卸载程序"。

   📝 **注意** 您必须具有管理权限才能卸载软件。

2. 显示提示时，键入您的用户名和密码。"HP 卸载程序"窗口将打开，并显示可卸载的产品。
3. 选择 G4000 系列产品并单击"下一步"。
4. 按照屏幕说明完成卸载程序。
5. 使用扫描仪随附的 HP 软件 CD 重新安装软件。插入 CD 后，单击桌面上的 CD 图标开始安装。

检查电缆

电缆类型	操作
电源线	电源线连接扫描仪与电源插座。 ● 请确保连接扫描仪和带电插座或电涌保护器的电源线连接牢固。 ● 如果将电源线连接到电涌保护器，请确保电涌保护器插入插座并已接通。 ● 关闭扫描仪电源开关并关闭计算机。60 秒后，再依次打开扫描仪电源和计算机电源。
USB 电缆	USB 电缆连接扫描仪与计算机。 ● 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之间的 USB 电缆连接牢固。 ● 如果 USB 电缆连接至计算机前端的 USB 端口，请将其重新连接至计算机后部的 USB 端口。 有关其它的 USB 故障排除信息，请访问 **www.hp.com/support**，选择您的国家/地区，然后使用搜索工具查找 USB 故障排除主题。
TMA 电缆	TMA 电缆连接在扫描仪盖板中的 TMA 和扫描仪底座之间。 确保电缆牢固地连接在扫描仪的后面。

4 法规信息和产品技术规格

本部分介绍 HP Scanjet G4000 系列照片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	带透明材料适配器 (TMA) 的平板扫描仪
尺寸	**G4010：** 303 x 508 x 98 毫米（11.93 x 20.00 x 3.86 英寸） **G4050：** 303 x 508 x 108 毫米（11.93 x 20.00 x 4.25 英寸）
重量	**G4010：** 4.4 千克（9.6 磅） **G4050：** 5.3 千克（11.6 磅）
扫描元件	电荷耦合器
接口	USB 2.0 高速
硬件分辨率	4800 x 9600 dpi 硬件分辨率
可选择的分辨率	12 dpi 至 999,999 增强 dpi（100% 缩放）
交流线电压	100-120 伏 60 赫兹 - 北美洲 200-240 伏 50 赫兹 - 欧洲大陆、英国、澳大利亚 100-240 伏 50/60 赫兹 - 世界其它国家/地区
法规信息	管制型号识别码：为达到管制识别目的，您的产品指定有管制型号。您的产品的管制型号为 FCLSD-0605。请不要将此管制型号与产品名称（HP Scanjet G4010 或 G4050）或产品编号（L1956A 和 L1957A）相混淆。
ENERGY STAR	在 ENERGY STAR® 模式下可大大降低能耗，从而在不影响本产品高性能的情况下节约自然资源和资金。本产品符合 ENERGY STAR (MOU v. 1.0) 标准，ENERGY STAR 是一项自愿活动，旨在鼓励开发节能高效的办公产品。 ENERGY STAR 是美国环保局在美国的注册服务标记。作为 ENERGY STAR 的合作伙伴，HP 已经确定本产品符合 ENERGY STAR 的能效准则。有关 ENERGY STAR 准则的更多信息，请转至以下网站： **www.energystar.gov**

透明材料适配器 (TMA) 技术规格

名称	说明
介质类型	**G4010**：最多 5 张 35 毫米幻灯片或 6 张 35 毫米底片条 **G4050**：最多 16 张 35 毫米幻灯片、30 张 35 毫米底片条，最多 2 张中幅面胶片条（120 卷装胶片），或 1 张大幅面胶片条（220 卷装胶片）。
电源要求	最大 12 V/400 mA
功耗和法规信息	有关功耗数据、电源信息及法规信息，请参阅 HP Photosmart 软件 CD 上的 regulatory_supplement.htm 文件。

环境规格

名称	说明
温度	操作扫描仪和 TMA：10°至 35°C（50°至 95°F）
	存储：-40°至 60°C（-40°至 140°F）
相对湿度	操作扫描仪和 TMA：在 10°至 35°C（50°至 95°F）时 15% 至 80%，非冷凝
	存储：在 0°至 60°C（32°至 140°F）时最大为 90%，非冷凝

回收和限制材料信息

回收

HP 将在许多国家/地区推出越来越多的产品回收和再利用计划，也会与一些全球最大的电气回收中心展开合作。HP 将通过转售某些最畅销产品来节省资源。有关回收 HP 产品的详细信息，请访问： **www.hp.com/hpinfo/globalcitizenship/environment/recycle/**

产品限制材料

此 HP 产品包含以下材料，这些材料在产品报废时可能需要进行特殊处理：扫描仪荧光灯和透明材料适配器中所含的汞（< 5 毫克）。

有关回收方面的信息，您可以访问 **www.hp.com/go/recycle**，或与当地主管部门联系，或者访问电子工业协会的网站 **www.eiae.org**。

欧盟地区的居民如何处理废弃设备

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。

简体中文

5 产品支持

本部分介绍产品支持选项。

辅助功能

本扫描仪提供了以下辅助功能选项：

Windows 环境：

- 为避免无意中按下按钮，您可以使用"按钮禁用实用程序"以禁用按钮。
  您可以使用相同的实用程序重新启用按钮。
  有关"按钮禁用实用程序"的详细信息，请参阅扫描仪《用户指南》。
- 另外，还提供了帮助格式的扫描仪《用户指南》，可通过大多数屏幕阅读
  器进行查看。要找到此文件，请双击桌面上的"HP 解决方案中心"图
  标，然后单击"帮助和支持"。在"文档"部分下单击"产品帮助"。

Macintosh 环境：

- 要避免无意中按下按钮，请使用"按钮禁用实用程序"禁用按钮。您可以
  使用相同的实用程序重新启用按钮。
  有关"按钮禁用实用程序"的详细信息，请参阅 HP Scanjet 扫描仪帮助。
- HP Scanjet 扫描仪帮助的格式极其常见，可通过大多数屏幕阅读器进行查
  看。要找到此文件，请打开"HP 设备管理器"，然后单击对话框底部的
  问号。

伤残人士可以通过访
问 **www.hp.com/hpinfo/community/accessibility/prodserv/** （仅英文版）
获得帮助。

HP Scanjet 网站

访问 **www.hp.com** 并在页面顶端选择您所在的国家/地区。在国家/地区页面
上，从产品列表中选择扫描仪。在此站点可获得更多信息：

- 查找技术问题的解决方案。
- 了解更有成效和更有创意地进行扫描的技巧。
- 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警报。
- 购买 HP 耗材和附件。

获得帮助

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"。
   - 查看软件中的电子版"帮助"部分。

2. 访问 **HP 在线支持**（ **www.hp.com/support)** 或联系出售产品的商家。
   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
   - 更新产品软件和驱动程序
   - 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。请登录网站 **www.hp.com/support**，了解最新信息。

4. **保修期过后**
   过了有限保修期之后，客户可以通过以下网站获得在线帮助： **www.hp.com/support**。

5. **保修延长或升级**
   如果想延长或升级产品保修，请与出售产品的商家联系，或通过以下网站查看 HP 金牌服务： **www.hp.com/support**。

6. 如果您已经购买了 **HP 金牌服务**，请查看合同中的支持条件。

6 Hewlett-Packard 有限保修声明

以下信息列出了有关本产品的保修信息。

产品	有限保修期限
HP Scanjet G4000 系列扫描仪	1 年

A. 有限保修范围

1. Hewlett-Packard (HP) 向最终用户（客户）保证：上述每个 HP 产品（产品）在以上指定的保修期内无任何材料和工艺上的缺陷，保修期自客户购买产品之日算起。
2. 对于每个软件产品，HP 的有限保修仅适用于执行程序指令时出现的故障。HP 不保证每个产品的运行都不会中断或没有故障。
3. HP 的有限保修仅适用于因正常使用 HP 产品而出现的那些故障，不适用于其它任何问题，包括因下述情况而出现的故障：
    a. 不正确的使用、维护、存储、处理或修改；
    b. 不是由 HP 提供或支持的软件、介质、部件、附件、耗材或电源适配器或其它来源；或者，
    c. 在产品规格外的其它条件下操作。
4. 在保修期内，如果 HP 收到任何产品缺陷通知，将由 HP 决定是更换还是维修有缺陷的产品。
5. 如果有缺陷产品在 HP 保修范围内，但 HP 不能更换或维修，HP 将在收到缺陷通知后的合理时间内，提供性能相似的其它产品或根据使用及其它相关因素按购买价格的一定比例退回货款。
6. 在客户将有缺陷的产品退回 HP 并提供有效的购买凭证之前，HP 并无义务进行更换、维修或退还货款。
7. 所有更换产品都可能是新产品或类似新产品，但其功能至少与被更换产品相当。
8. 产品可能包含性能等同于新部件的再加工部件、组件或材料。
9. HP 的有限保修在任何销售本产品和有本产品技术支持的国家或地区均有效。保修服务水平可能因当地标准而异。客户可以从 HP 购买升级的保修服务，如第二天更换、现场服务及意外保护。

B. 保修限制

在当地法律允许的范围内，HP 及其第三方供应商不对本产品作任何其它的保证或承诺，无论是明示的还是暗示的保证或承诺，并特别声明不对本产品的适销性、质量满意度及对特殊用途的适用性作任何隐含的保证或承诺。

C. 有限责任

1. 在当地法律允许的范围内，本有限保修声明 (LWS) 中所提供的补救方法是客户唯一的专有补偿。
2. 在当地法律允许的范围内，除本有限保修声明 (LWS) 专门所述之义务外，HP 或其第三方供应商不对任何直接、间接、特殊、意外性或随发性损失负责，不论它是基于合约、侵权还是任何其它法律理论，也不论是否建议过此类损失的可能性。

D. 当地法律

1. 本有限保修声明赋予客户特定的法律权利。客户在美国不同的州、加拿大不同的省和世界上不同的国家/地区，还可能有其它的权利。
2. 如果本有限保修声明与当地法律不一致，应将本保修声明修改为与当地法律一致。根据当地法律，本有限保修声明的某些免责声明和限制可能不适用于客户。例如，美国联邦政府、美国的某些州以及美国以外的某些政府（包括加拿大的省）可能：
   a. 授予客户附加保修权利；
   b. 取消本有限保修声明中对消费者法定权利的免责声明和限制（例如英国）；
   c. 限制生产商执行这样的免责声明或限制；
   d. 指定生产商不能排除的有限保修期限；或者，
   e. 不允许限制隐含保修的时间期限。
3. 根据采购协议，客户可能还有其它法定权利。这些权利不受本有限保修声明的影响。
4. 在美国进行消费者事务处理时，法律所强制的任何暗示保修均限制在明示的保修期限内。
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