

# HP Scanjet G3010

## User Guide





# Contents

- 1 How to use the scanner**.....2
  - Where to get additional information .....2
  - Accessibility .....2
  - How to use the HP Photosmart software .....3
  - Front panel and accessories overview .....3
  - Scanning overview .....4
  - Scan pictures and documents .....5
  - Scan film .....7
  - Preview a scanned image .....10
  - Make copies .....10
  - Scan to a PDF file .....11
  - E-mail a document or picture .....12
  - Change scan settings .....12
- 2 Care and maintenance**.....14
  - Clean the scanner glass .....14
  - Clean the transparent materials adapter (TMA) .....14
  - Order maintenance and scanner supplies .....14
- 3 Troubleshooting**.....15
  - Scanner initialization or hardware problems .....15
  - Scanner operation problems .....16
  - Slides, negatives, and TMA issues .....19
- Index**.....21

# 1 How to use the scanner

This manual describes how to use the HP Scanjet G3010 Photo Scanner and its accessories.

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

- [Where to get additional information](#)
- [Accessibility](#)
- [How to use the HP Photosmart software](#)
- [Front panel and accessories overview](#)
- [Scanning overview](#)
- [Scan pictures and documents](#)
- [Scan film](#)
- [Preview a scanned image](#)
- [Make copies](#)
- [Scan to a PDF file](#)
- [E-mail a document or picture](#)
- [Change scan settings](#)

## Where to get additional information

The scanner Setup and Support Guide provides information about scanner software installation. To access this guide, click **Start**, point to **Programs** or **All Programs**, point to **HP, Scanjet, G3010**, and then click **Setup and Support Guide**.

You can get additional information about using this product from the HP Solution Center. 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**.

## Accessibility

This section describes the accessibility options available with this scanner.

- [Screen-readable user guide in other languages](#)
- [Button Disable Utility](#)

## Screen-readable user guide in other languages

There is a screen-readable version of this User Guide on the software CD. To get a version of the guide in another language:

1. Insert the HP CD that came with the scanner into the computer CD drive. Wait for the installation dialog box to display.



**Note** If the installation dialog box does not display, double-click the **scanner.htm** file on the root of the installation CD.

2. Click **View or print guides**.  
A list of languages is displayed.

3. Click the language that you want.  
A list of guides is displayed.
4. Click **Onscreen User Guide**.

## Button Disable Utility

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

To use the Button Disable Utility, complete the following steps:

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard\Scanjet\g3010\hpbdu.exe.
2. Double-click **hpbdu.exe**.  
The HP Button Disable Utility dialog box is displayed.
3. Select the scanner, and then click **Enable Buttons** or **Disable Buttons**.

## How to use the HP Photosmart software

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



HP Solution Center is the program that gets you started scanning pictures and documents. From the HP Solution Center you can:

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



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

To start a scan:

Double-click the **HP Solution Center** icon on the desktop, click the 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**.

## Front panel and accessories overview

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

- [Front panel buttons](#)
- [Transparent materials adapter \(TMA\)](#)

## Front panel buttons

Icon	Feature name	Description
	<b>Scan button</b>	Scans pictures, graphics, documents, or objects.
	<b>Scan Film button</b>	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.
	<b>Copy button</b>	Scans the item and sends it to the printer to make a copy.
	<b>Scan to PDF button</b>	Scans one or more pages and saves them as a PDF file for sharing or storing.

### Transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives. For more information about the TMA, see [Scan film on page 7](#).

## Scanning overview

Start scanning in one of these ways:

- [Scan from the scanner front panel buttons](#)
- [Scan from the HP Solution Center](#)
- [Scan from other software programs](#)

### Scan from the scanner front panel buttons

Use the front panel buttons on the scanner for basic scanning functions, such as scanning pictures and documents. Instructions for using the front panel buttons are located in this manual. For more advanced functions, see the onscreen Help in the HP Solution Center.

The front panel buttons on the scanner provide shortcuts to frequently used, basic scanning functions, such as scanning pictures and documents.

For more information about how to use the front panel buttons, see the following topics:

- [Front panel and accessories overview on page 3](#)
- [Scan pictures and documents on page 5](#)
- [Scan film on page 7](#)
- [Make copies on page 10](#)
- [Scan to a PDF file on page 11](#)

### Scan from the HP Solution Center

Scan from the HP Solution Center when you want more control during the scanning process, such as when you want to preview the image before the final scan, use more advanced features, or change scan settings.

To start the HP Solution Center:

1. Do one of the following:
  - a. On the Windows desktop, double-click the **HP Solution Center** icon.
  - b. On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Solution Center**.
2. If you have installed more than one HP device, click the tab for the scanner. The HP Solution Center shows only the functions, settings, and support options that are appropriate for the selected HP device.

## Scan from other software programs

You can scan an image directly into one of your software programs if the program is TWAIN compliant. Generally, the program is compliant if it has a menu option such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the program is compliant or what the option is, see the documentation for that program.

## Scan pictures and documents

Use the Scan button to scan pictures or documents quickly.

- [Select original type — document or picture](#)
- [Scan pictures](#)
- [Scan multiple pictures with one scan](#)
- [Scan documents](#)

### Select original type — document or picture

You have two choices for original type: **Document** or **Picture**. The scanner optimizes settings based on your choice. Use the following guidelines to determine the best original type for your needs.

If your original consists of	Select this original type
Text, or both text and graphics	Document
A printed photograph or graphic	Picture

## Scan pictures

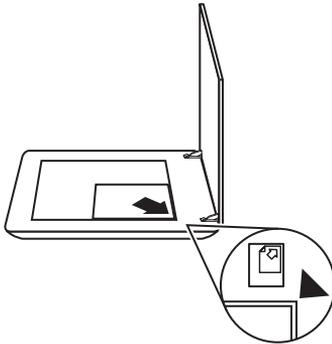
Use the **Scan** button () to scan photos and graphics.

For scanning slides or negatives, see [Scan film on page 7](#).



**Note** If you want to preview scans before they are sent to their destination, select **Show Preview** in the **HP Scanning** dialog box. Also see [Preview a scanned image](#).

1. Place the original face down on the scanner glass, as indicated by the reference marks, and then close the lid.



2. Press the **Scan** button (📄).  
The **HP Scanning** dialog box appears.
3. Under the **What are you scanning?** heading, click **Picture**.
4. Select **Scan originals from glass**.
5. Click **Scan**.
6. When the scan is finished, place an item on the scanner glass and then click **Scan** to scan another picture, or click **Done**. The software saves the scan to a subfolder in the **My Scans** folder. The subfolder is named for the current year and month. The scanned image is also sent to the HP Photosmart software by default.



**Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pictures, or click **No** to send the scanned image(s) to the specified location.



**Tip** The HP Scanning software can automatically correct your pictures or restore faded colors in old pictures. To turn picture correction on or off, select **Auto Correct Photos** from the **Basic** menu of the HP Scanning software, and then choose the options you want. To use this feature, **Show Preview** must be selected.

## Scan multiple pictures with one scan

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

Arrange the pictures that you want to scan on the HP scanning device glass. For the best results, leave at least 0.25 inches (6 mm) of space between the edges of the pictures. Then follow the steps for scanning a picture. For more information, see [Scan pictures on page 5](#).

For more information, go to the **Index** tab in the onscreen Help. Type **multiple** in the keyword field and click **multiple items, scan** in the list.

## Scan documents

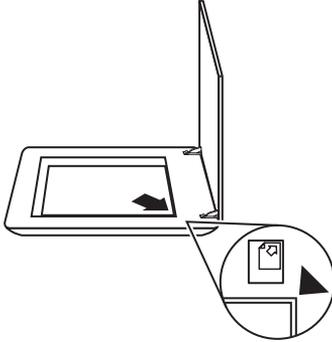
Use the **Scan** button (📄) to scan documents.

The scanner scans an original document to whatever destination is selected in the HP Scanning dialog box.



**Note** If you want to preview scans before they are sent to their destination, select **Show Preview** in the **HP Scanning** dialog box, or begin your scan from the HP Solution Center. Also see [Preview a scanned image](#).

1. Place the original face down on the scanner glass, as indicated by the reference mark.



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



**Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pages, or click **No** to send the scanned page(s) to the specified location.

## Scan film

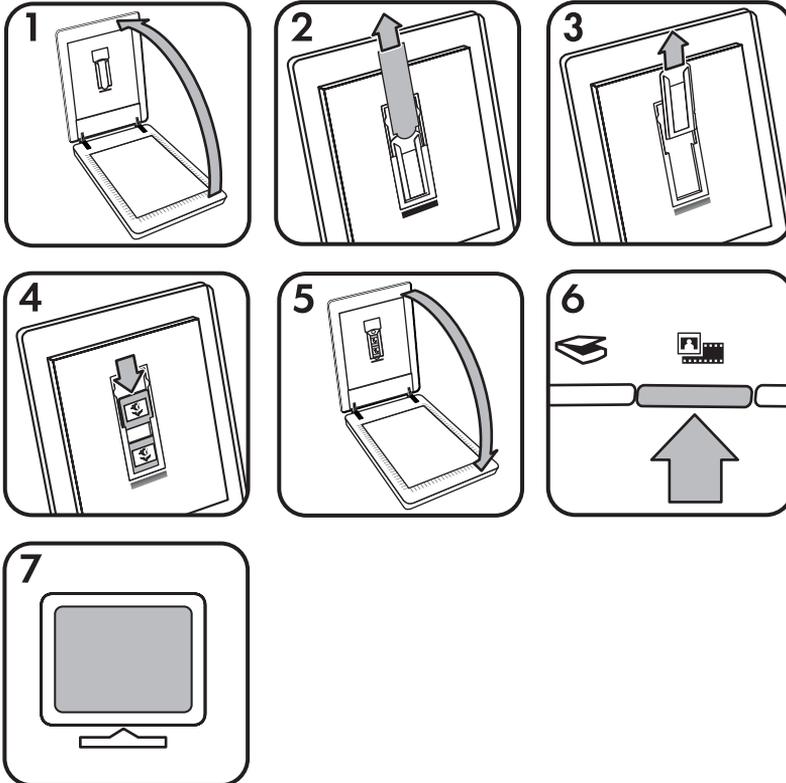
This section contains information about using the transparent materials adapter (TMA) to scan positives, including 35 mm slides, and negatives.

For tips about scanning film, see [Tips for scanning transparent items on page 10](#).

- [Scan positives \(such as 35 mm slides\)](#)
- [Scan negatives](#)
- [Tips for scanning transparent items](#)

## Scan positives (such as 35 mm slides)

The transparent materials adapter (TMA) in this model enables you to scan as many as two 35 mm slides at one time, depending on orientation. To scan 35 mm slides, use the slide holder that is part of the built-in TMA.



1. Open the scanner lid.
2. Remove the TMA cover.
3. Remove the negative strip holder, if present, from the slide holder.
4. Place the slides into the slide holder. Insert the slides with the top of the slides pointing up and with the front of the slides facing you.
5. Close the scanner lid.



**Note** Make sure that the slides are flat and do not overlap. Do not press the **Scan Film** button until the slides are loaded and the lid is closed.

6. Press the **Scan Film** (  ) button on the scanner, or click **Scan Film** in the HP Solution Center.
7. In the **HP Scanning** dialog box, select **Picture**.
8. Select **Scan positives, including 35 mm slides, using the TMA**.  
If you want to preview the scanned image, select the **Show Preview** check box on the screen, or begin the scan from the HP Solution Center.

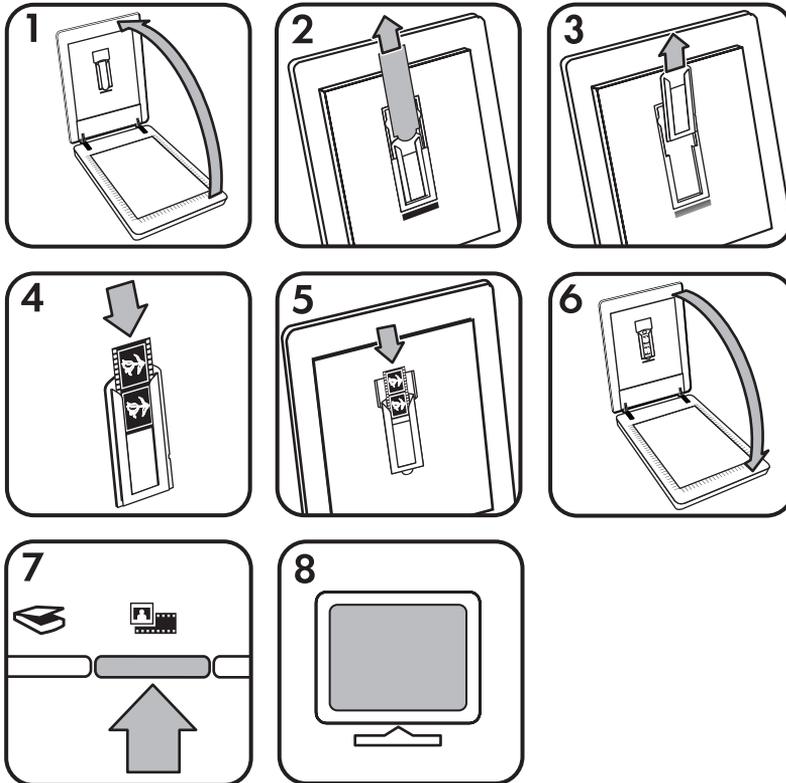
9. Click **Scan**.
10. Follow the instructions on the screen to finish scanning.  
The scan is sent to the destination selected in the HP Scanning dialog box.
11. When finished, remove the slides. Place the negative strip holder back into the scanner lid for convenient storage.
12. Replace the TMA cover and close the scanner lid.

## Scan negatives

To scan 35 mm negatives, use the negative strip holder. The negative strip holder is stored within the slide holder that is part of the built-in transparent materials adapter (TMA).



**Note** You must use the negative strip holder to scan 35 mm negatives. Always return the negative strip holder to its storage place inside the slide holder in the scanner lid when done.



1. Open the scanner lid.
2. Remove the TMA cover.
3. Remove the negative strip holder from the slide holder.

- Slide a negative strip into the negative strip holder so that the shiny side of the negative faces you.



**Note** Negatives are easily damaged. Touch them only on their edges.

- Insert the negative strip holder back into the slide holder.



**Note** If there is unused space in the negative strip holder, push the negatives all the way to the bottom of the holder and slide the TMA cover in to fill in the empty space.

- Close the scanner lid.
- Press the **Scan Film** button () on the scanner, or click **Scan Film** in the HP Solution Center.
- In the **HP Scanning** dialog box, select **Picture**.
- Select **Scan negatives using the Transparent Materials Adapter (TMA)**.  
If you want to preview the scanned image, select the **Show Preview** check box on the screen, or begin the scan from the HP Solution Center.
- Click **Scan**.
- Follow the instructions on the screen to finish scanning.  
The scan is sent to the destination selected in the HP Scanning dialog box.
- When finished, remove the negative strip. Place the negative strip holder back into the scanner lid for convenient storage.
- Replace the TMA cover and close the scanner lid.

## Tips for scanning transparent items

- To scan items larger than those that the transparent materials adapter (TMA) accepts, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as usual.
- When scanning a 35 mm slide or negative, the scanner software automatically enlarges the image to approximately 10 cm x 15 cm (4 x 6 inches). If you want the final image to be larger or smaller, use the **Resize** tool in the scanner software to set the scaling to the final size that you select. The scanner will scan the item to the size that you select and adjust the scan resolution as appropriate.  
For more information, go to the **Index** tab in the onscreen Help. Type **resize** in the keyword field and click **images in HP Scanning software** in the list.
- To scan positives, such as 35 mm slides, or negatives by using the TMA, press the **Scan Film** button () , or click **Scan Film** in the HP Solution Center.

## Preview a scanned image

If you want to preview the scanned image, either begin the scan from the HP Solution Center, or click **Show Preview** in the **HP Scanning** dialog box.

To change the button settings for the scanner so that the software always prompts you with a preview of the picture or document, see [Change scan settings on page 12](#).

## Make copies

Use the **Copy** button () to scan an original and send it to a printer.

The front panel **Copy** button is optimized to scan and print a duplicate of what is on the scanner glass. If you want to change the image, such as lighten, darken, or adjust size, click **Cancel** in the **hp copying** dialog box. Adjust the settings, and then complete the scan. If you use the HP Solution Center, you can also click the **Make Copies** button and adjust the settings in the preview screen.

1. Place the original face down on the scanner glass, as indicated by the reference marks.
2. Press the **Copy** button (). The copy is printed on the default printer.

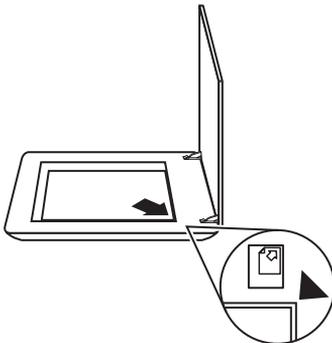


**Note** There is no preview image for the copy function.

## Scan to a PDF file

Use the **Scan to PDF** button () to scan a document or picture and save it as a PDF file.

1. Place the original face down on the scanner glass, as indicated by the reference mark.

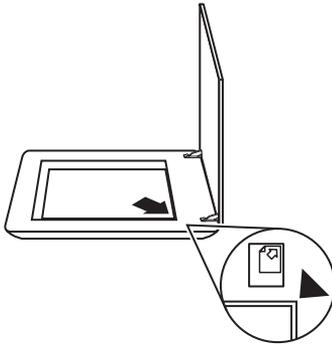


2. Press the **Scan to PDF** button (). The **HP Scanning** dialog box appears.
3. Under the **What are you scanning?** heading, click **Document**, and then select one of the following options:
  - **Color** – the default setting.
  - **Grayscale** – converts any colored original to grayscale, and creates a smaller file size than the Color option.
  - **Black & White** – the best setting for scanning a black and white graphic, but not suitable for color or grayscale originals if you want to preserve detail.
4. In the **Scan to** drop-down box select **Save to file** or select a different option such as **E-mail**. Verify that **PDF** is selected in the **File Type** drop-down box. To select a location for the saved file, click the **Save to file Save Options** button.
5. Click **Scan**.
6. When you are finished with that page, place the next page on the glass and click **Scan** to scan another document or page.
7. When you are finished with all pages, click **Done**. After you click **Done**, the software sends the scanned file to the specified location.

## E-mail a document or picture

Follow these instructions to scan pictures or documents from the scanner glass and send the scans to a supported e-mail program as an attachment.

1. Place the original face down on the scanner glass, as indicated by the reference mark.



2. Press the **Scan** button (📄). The **HP Scanning** dialog box appears.
3. Under the **What are you scanning?** heading, click either **Document** or **Picture**, and then select the appropriate options for the document or picture you are scanning.
4. In the **Scan to** area, select **E-mail**.
5. Click **Scan**.
6. When you are finished with the first document page or picture, place the next page on the glass and click **Scan** to scan another document page or picture.
7. When you are finished with all pages, click **Done**. After you click **Done**, the software sends the scanned file to your default e-mail program.



**Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pages, or click **No** to send the scanned page(s) to the specified location.

8. Use your default e-mail program to complete and send the e-mail with your scanned image attached. To view the scanned image before you send the e-mail, double-click the attachment.



**Note** To change the e-mail program, open the HP Solution Center software from your desktop icon or from the **Start** menu, click the scanner tab, click the **Settings** button, and then select **E-mail Settings**. The **E-mail Settings** dialog box appears. Select the e-mail program that you want to use, and then click **OK**.

## Change scan settings

You can change many scan settings from the HP Solution Center, including:

- Button settings for the scanner front panel
- Settings for the HP Solution Center scan buttons
- Scan preferences, such as automatic exposure

To view or change the scan settings, open the **HP Solution Center** and select the device tab. Click **Settings**, point to **Scan Settings**, and then select the type of settings you want to view or change. To get help with settings, click **Help**.

# 2 Care and maintenance

This section presents information about how to care for and maintain the scanner.

- [Clean the scanner glass](#)
- [Clean the transparent materials adapter \(TMA\)](#)
- [Order maintenance and scanner supplies](#)

Occasional cleaning of your scanner helps ensure higher-quality scans. The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary.

For all care and maintenance procedures required for the scanner, please see the Care and maintenance section for your scanner in the onscreen Help. In the HP Solution Center, click **Help**, and then select the Help section for your scanner model.

Routine cleaning and maintenance should include cleaning the scanner glass and the transparent materials adapter (TMA).



**Caution** Avoid placing items that have sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the glass.

## Clean the scanner glass

1. Disconnect the universal serial bus (USB) cable and power cable from the scanner.
2. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner, and dry the glass with a dry, soft, lint-free cloth.



**Caution** Use only glass cleaner. Avoid abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. 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. When you have finished, reconnect the USB cable and power cable to the scanner.



**Note** For instructions about how to clean the underside of the scanner glass, visit [www.hp.com/support](http://www.hp.com/support).

## Clean the transparent materials adapter (TMA)

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with glass cleaner and wipe the TMA.

## Order maintenance and scanner supplies

You can purchase maintenance parts online at the scanner support Web site at [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

# 3 Troubleshooting

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

- [Scanner initialization or hardware problems](#)
- [Scanner operation problems](#)
- [Slides, negatives, and TMA issues](#)

## Scanner initialization or hardware problems

This section contains solutions for initialization and hardware problems.

- [Reset the scanner](#)
- [Test the scanner hardware](#)
- [Scanner has stopped working properly](#)
- [Additional troubleshooting information](#)

### Reset the scanner

If you receive an error message similar to “Scanner initialization failed” or “Scanner not found” when trying to use the scanner, use the following procedure:

1. Close the HP Photosmart software, if it is open.
2. Disconnect the cable that connects the scanner to the computer.
3. Turn the computer off, wait 60 seconds, and then turn the computer on again.
4. Reconnect the cable that connects the computer and the scanner.
  - Make sure that the USB cable is connected to the back of the scanner correctly. The USB symbol on the end of the cable (the connector) should be facing up. When connected correctly, the USB connector will feel slightly loose. When connected incorrectly, the USB plug will feel overly tight.
  - Try connecting the USB cable to a different USB port on your computer.

### Test the scanner hardware

If you think that 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, verify that the scanner is turned on, and then test the scanner by using the following 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 might exist with the scanner hardware. See [Scanner has stopped working properly](#) on page 16.

## Scanner has stopped working properly

If the scanner stops scanning, complete the following steps, in order. After each step, start a scan to see if the scanner is working. If the problem continues, proceed with the next step.

1. A cable might be loose. Ensure that both the USB cable and power cable are securely connected.
2. Turn the scanner off using the power switch, wait 60 seconds, and then turn it back on.
3. Reboot your computer.
4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software.
  - a. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
  - b. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select **HP Scanjet G3010**.
  - c. Click **Remove**.
  - d. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select the **HP Photosmart** software.
  - e. Click **Remove**.
5. Reinstall 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.

If the scanner still does not work, visit [www.hp.com/support](http://www.hp.com/support) or contact HP Customer Support.

## Additional troubleshooting information

If you have the HP Photosmart software installed, you can use the onscreen Help to solve other problems with the scanner. To gain access to the Help, double-click the **HP Solution Center** icon on your desktop, and then click **Help and Support**. Under the **Documentation** section, click **Product Help**. The Help system provides information about the HP Scanjet G3010 Photo Scanner hardware as well as information about the HP Photosmart software and HP Scanning software. Also, see **Scan troubleshooting** in the general **Troubleshooting and support** section of the Help.

## Scanner operation problems

- [Scanner will not turn on](#)
- [Scanner does not scan right away](#)
- [Buttons appear not to work](#)
- [Issues with scanning documents or text \(OCR\)](#)
- [Scanned image is fuzzy](#)
- [Scanner is scanning items very slowly](#)
- [Scanner glass needs to be cleaned](#)

## Scanner will not turn on

If the scanner will not turn on when you press the front panel scanner buttons, check for these possible problems:

- The scanner may have been unplugged. Check to see that the power cable has not become disconnected from the scanner or unplugged from the power source.
- The scanner may be turned off. Check to see that the scanner power switch is in the On position.
- Check to see that the TMA cable has not become disconnected from the scanner.

## Scanner does not scan right away

If the scanner has not been used for a while, the scanner lamp might need to go through a warm-up period before scanning can begin. If the scanner lamp needs to warm up, it takes a moment after starting the software or pressing a scanner button for scanning to begin.

## Buttons appear not to work

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

- A cable might be loose. Ensure that the USB cable, the TMA cable, and the power cable are securely connected.
- Turn the scanner off using the power switch, and then turn it back on again.
- Restart your computer.
- The buttons might be disabled. Try the following procedure:
  - Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
  - Open **Properties**, and then click the **Events** tab. From the **Scanner events** list, select **Scan Document button press**.
  - Ensure that the **HP Scanning software** option is selected.
  - **Windows 98 and Windows 2000:** Ensure that the **Disable Device Events** option is not selected.
  - **Windows Me and Windows XP:** Ensure the **Take No Action** option is not selected.

## Issues with scanning documents or text (OCR)

The scanner uses optical character recognition (OCR) to convert text on a page to text that you can edit on your computer.

- If you scan text but cannot edit it, make sure that you make the following selections during scanning:
  - **HP Scanning** (Select **Document**.)
  - **Scan to** (Select a word-processing program or **Save to File**.)



**Note** If you select **Save to File**, select a text file type from the **File Type** drop-down list.

- Scanned text might not appear on your computer exactly as it appeared on the original, especially if the original contains faint or smudged text. For example, some characters might be incorrect or missing. As you edit the text, compare the scanned text against the original, and then make corrections as necessary.
- To change text scanning options, click the **Scan Document Settings** button in the initial **What are you scanning?** screen.



**Note** The OCR software is installed automatically when you install the HP Scanning software during scanner setup.

## Scanned image is fuzzy

It is important that the item you scan comes in close contact with the scanner glass. If the resulting scanned image is not clear, check to see that the item is in full contact with the scanner glass.

## Scanner is scanning items very slowly

- If you are scanning to edit text, the optical character recognition (OCR) software program causes the scanner to scan more slowly, which is normal. Wait for the item to scan.
- Some default settings can cause the scanner to scan more slowly. Open the HP Solution Center, click **Settings**, click **Scan Settings and Preferences**, and then click **Scan Preferences**. On the **Quality vs. Speed** tab, clear the **Scan at maximum pixel depth** check box.
- The resolution might be set too high. Reset the resolution to a lower level. The scanner software automatically selects the resolution to provide the best balance between image quality and file size.  
To change the resolution, open the HP Solution Center, and then click **Settings**. Select **Scan Settings and Preferences**, and then click **Button Settings**. The **Button Settings** dialog box is displayed. Click the tab for **Scan Document button (Solution Center)** or **Scan Document To button**, and then click the **Scan Document Settings** button. The **Scan Document Settings** dialog box is displayed. Use the drop-down list to change the resolution.

## Scanner glass needs to be cleaned

Clean the scanner glass under the following conditions:

- Ink is on the glass.
- Fingerprints are on the glass.

- Items have excessive amount of dust or dirt on them.
- Smudges or other marks appear on scanned images.
- Haze or dust is on the glass.

Allow the glass to dry thoroughly before scanning another image.

For more details, see *Care and maintenance* on page 14.

## Slides, negatives, and TMA issues

Use this section to help resolve issues with 35 mm slides or 35 mm negatives that have been scanned by using the TMA.

- The image cannot be enlarged
- Incorrect colors print, or the image is too light or dark
- Dots or streaks appear in the scanned image
- The scanned images are dark
- The TMA does not work at all
- No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box

### The image cannot be enlarged

You might have used **Zoom in**, which only changes the view on the screen. Use **Resize** to change the size of the final scanned image. For more information, go to the **Index** tab in the onscreen Help. Type **resize** in the keyword field and click **images in HP Scanning software** in the list.

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

- The software might be setting the exposure for the entire area instead of for one slide or negative. Select and drag the handles around the selection area until you see the image area you want to scan.
- Use the TMA cover to cover the remaining area in the slide holder if you are scanning fewer than the maximum number of slides with the TMA. This ensures that no extra light leaks into the scan.
- Use the TMA cover to cover the remaining area in the negative holder if you are scanning fewer than the maximum number of negative frames with the TMA. This ensures that no extra light leaks into the scan.
- The settings for transparent materials are reversed. Make sure that you have selected **Scan positives, such as 35 mm slides, using the TMA** for slides, or **Scan negatives using the Transparent Materials Adapter (TMA)** for negatives.

### Dots or streaks appear in the scanned image

- Check the original slide or negative for damage or debris.
- Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with a mild glass cleaner. Allow the glass to dry thoroughly before scanning another image.

### The scanned images are dark

- Check to see if the TMA light is on before you click **Scan** or **Accept**.
- The bulb in the TMA light source might be broken or not working. If the bulb is broken, service is required.
- The selection area might not be made correctly. Make a selection area that only includes the photo, without borders.

### The TMA does not work at all

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

### No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box

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

1. Make sure that the TMA is connected to the scanner.
2. Ensure that **Scan positives, including 35 mm slides, using the TMA** or **Scan negatives using the Transparent Materials Adapter (TMA)** is selected in the HP Scanning dialog box.
3. The bulb in the TMA might not be working. Click the **Scan Film** button  and look for illumination. If the bulb is broken, service is required. See the Setup and Support Guide. To access this guide, click **Start**, point to **Programs** or **All Programs**, point to **HP, Scanjet, G3010**, and then click **Setup and Support Guide**.
4. The TMA has a short warm-up mode. Wait a few seconds to see if the light turns on. For the best scanning quality, let the TMA light warm up for at least 30 seconds.

# Index

- A**
  - accessibility 2
  - attachments, e-mail 12
- B**
  - blurry images, troubleshoot 18
  - Button Disable Utility 3
  - buttons, front panel
    - about 3
    - scan from 4
    - settings 12
    - troubleshoot 17
- C**
  - clean
    - scanner glass 14
    - TMA 14
  - copy
    - from scanner glass 10
  - Copy button 3, 10
- D**
  - documents
    - e-mail 12
    - scan 6
  - drawings
    - original types 5
    - scan 5
- E**
  - E-mail button 3
  - e-mail scans 12
  - editable text
    - troubleshoot 18
- F**
  - film
    - scan 7, 9, 10
    - troubleshoot 19
  - front panel buttons
    - about 3
    - scan from 4
    - settings 12
    - troubleshoot 17
  - fuzzy images, troubleshoot 18
- G**
  - glass, clean 14
- H**
  - hardware test 15
  - Help 2
  - HP Photosmart
    - about 3
    - settings 12
  - HP Solution Center
    - about 3
- M**
  - multiple picture scans 6
- N**
  - negatives
    - scan 7, 9, 10
    - troubleshoot 19
- O**
  - OCR
    - troubleshoot 18
  - onscreen Help 2
  - order maintenance supplies 14
  - originals
    - types of 5
- P**
  - parts, order 14
  - PDF files, scan to 3
  - PDF, scan to 11
  - photographs
    - original types 5
    - scan 5
  - Photosmart
    - about 3
    - settings 12
  - pictures
    - e-mail 12
    - original types 5
    - scan 5
    - scan multiple 6
  - power-on, troubleshoot 17
  - preview image 10
- R**
  - reset scanner 15
- S**
  - scan
    - documents 6
    - e-mail 12
    - from front panel buttons 4
    - from the HP Solution Center 4
    - from TWAIN software 5
    - multiple pictures 6
    - original types 5
    - pictures 5
    - preview image 10
    - transparent items 7, 10
  - Scan button 3, 5, 6
  - Scan Film button 3
  - Scan to PDF button 11
  - Scan to Share button 3
  - scanner
    - hardware test 15
    - reset 15
    - troubleshoot 16
  - scanner glass, clean 14
  - settings, scan 12
  - slides
    - scan 7, 8, 10
    - troubleshoot 19
  - software
    - Help 2
    - scan from 5
    - settings 12
  - Solution Center
    - about 3
    - Help 2
    - scan from 4
    - settings 12
  - speed, troubleshoot 17, 18
  - supplies, maintenance 14
- T**
  - test scanner hardware 15
  - text, editable
    - troubleshoot 18
  - TMA
    - clean 14

- scan negatives 9
- scan slides 7
- scan slides or negatives  
10
- troubleshoot 19
- transparencies, scan 10
- troubleshoot
  - buttons 17
  - fuzzy images 18
  - negatives 19
  - power 17
  - reset scanner 15
  - scanner 16
  - slides 19
  - speed 17, 18
  - test scanner hardware 15
- turn on, troubleshoot 17
- TWAIN
  - scan from 5

## **W**

- Web sites
  - order maintenance
  - supplies 14