

**EN** HP Designjet T1120 SD-MFP  
Quick reference guide



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# 1 Introduction

## Using this guide

This guide is organized into the following chapters.

1. **Introduction:** This chapter provides a brief introduction to the software, scanner device and available documentation.
2. **Basic operations:** This chapter helps you to carry out various common procedures.
3. **Maintenance:** This chapter helps you to carry out various calibration and maintenance procedures.
4. **Troubleshooting:** This chapter helps you to solve problems that may occur while scanning.
5. **Index:** In addition to the table of contents, there is an alphabetical index to help you to find topics quickly.

## Warnings and cautions

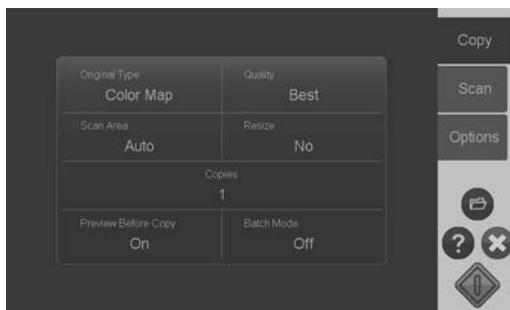
Symbols are used in this manual to ensure the proper use of the printer and to prevent printer damage. Follow the instructions that are marked with these symbols.

-  **WARNING!** Failure to follow the guidelines that are marked with this symbol could result in serious personal injury or death.
  -  **CAUTION:** Failure to follow the guidelines that are marked with this symbol could result in minor personal injury or damage to the product.
-

## Scanner software

The scanner software runs automatically when you turn on the touch screen. The main screen is divided into the following sections:

- Main menu area
- Right bar, top: the task buttons
- Right bar, bottom: the function buttons



### Task buttons



Press this button to set the program in the copy (scan to printer) task mode.



Press this button to set the program in the scan (scan to file) task mode.



Press this button to open program settings and preference menus.

### Function buttons



**File manager:** Opens the File Manager dialog box.



**Online help:** Provides detailed information on many topics. Opens instructions related to your current task.

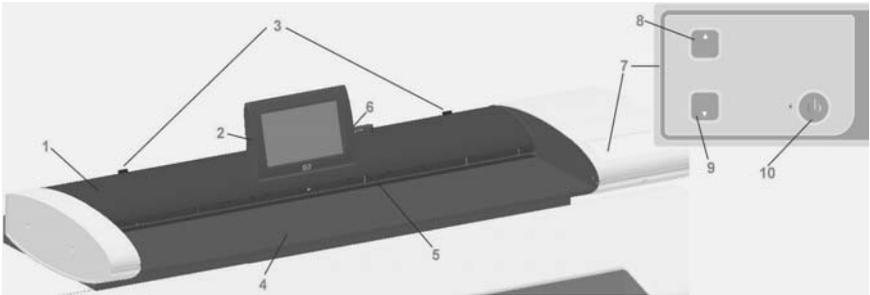


**Stop:** Cancels the current activity.



**Start scan/copy:** Initiates the copy or scan, depending on which task button has been selected.

## Scanner



- |  |                                |
|--|--------------------------------|
| 1. Scanner lid                             | 6. USB port                    |
| 2. Touch screen for scan/copy application  | 7. Operator's panel            |
| 3. Release buttons for opening scanner lid | 8. Paper forward button        |
| 4. Scanner bed: paper feed area            | 9. Paper backward button       |
| 5. Insertion slot for document feeding     | 10. Power button and indicator |

## Documentation and help

This *Quick Reference Guide* provides a brief overview of the system and software. The Online Help function button  opens the online help window and displays general help on the current task (Scan, Copy, Options).

The online help window's Home button  will take you to a table of contents with links to online help sections and topics.

In many dialogs you will find a Context-sensitive Help button  that will open instructions specifically related to the current dialog and its options.

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## 2 Basic operations

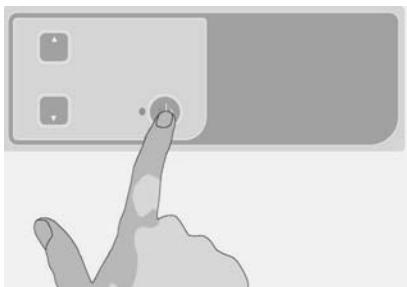
### Turn the scanner on or off

The system (scanner, screen and software) can be turned on or off by pressing the power button on the scanner operation panel.

 **NOTE:** The printer has a separate power on/off button. Normally this button is always left turned on and is not pressed in connection with restarting the system.

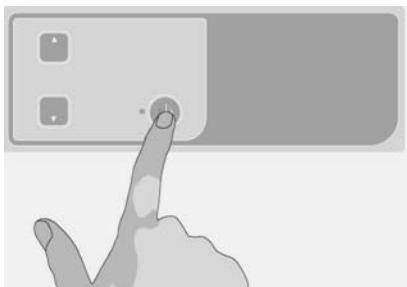
#### Turn on

Press the power button. The power LED shows a green light.



#### Turn off

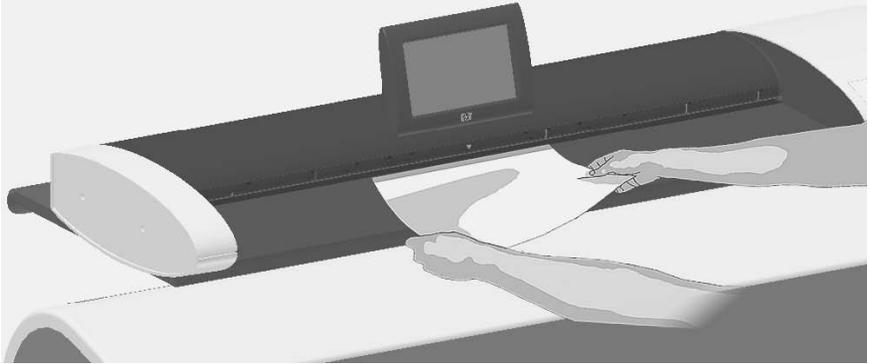
Press the power button. The power LED blinks and then turns off.



#### Restart

Press the power button to turn the system off and then press it again to turn the system on.

## Load and eject documents



### Load document

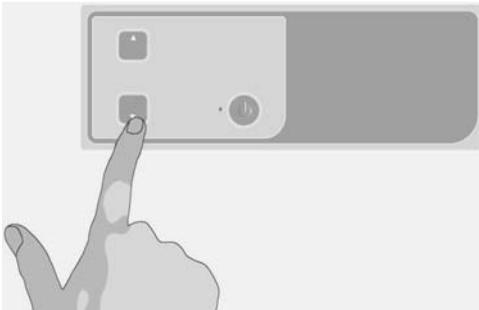
1. Load your document with the image side facing upwards. Align the center of the document with the center arrow mark on and above the scanner bed.



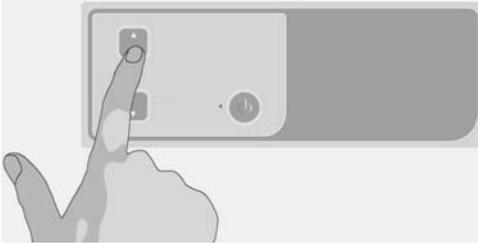
2. Use the standard size markings to help align the document for a straight scan path.
3. Push the original into the insertion slot until you feel it contact the rollers.
4. The scanner will automatically grab the original and move it into start-scan position.

### Eject document

- Press the Paper Backward button to eject the original back to the scanner feeding bed (towards you).



- Press the Paper Forward button if you wish to eject the original out the back of the scanner.



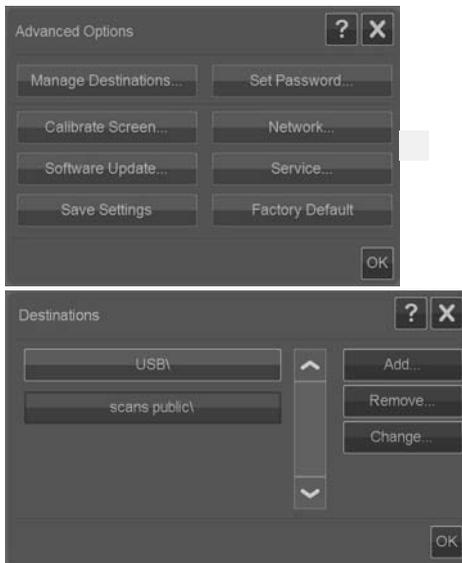
## Set a destination folder for scans

The instructions below describe how to set up and select a destination folder in which you will save your scan-to-file output. Destinations are folders on computers known to your system through the local network (LAN) or folders on a USB flash drive inserted in the touch screen.

1. Make sure your system and any intended destination computers are correctly set up on your local network (LAN). Configuration of your system on the LAN is carried out through the **Options > Advanced Options > Network** menu. This is a system administrator option that may require a password.
2. If you wish to save your scans on a USB flash drive, press the **Scan** button and insert the drive into the USB port on the touch screen. The system will detect the drive and enquire whether you want to set/change the destination to USB.



3. To access the destination setup options, press **Options > Advanced Options > Manage Destinations**. From there you can select, add and change destinations.



## Select a destination

Select a destination from the list of destinations previously created and saved on the system. If there are no destinations available, or you want to use a destination that is not on the list, you will have to add a new destination. Press the **USB** destination if you want to scan to an inserted USB flash drive.

## Add a new destination

Press the **Add** button to enter destination details. Enter values in the Label, Network Path, Domain, Username and Password fields. Select **Remember** if you want to save the destination password in the system. Leave **Remember** unselected if you want users to enter the password to connect to the destination. Press **Test Connection** to check your settings.

## Change (edit) a destination

Press the **Change** button and edit the Label, Network Path, Domain, Username and Password fields. Select **Remember** if you want to save the destination password in the system. Leave **Remember** unselected if you want users to enter the password to connect to the destination. Press **Test Connection** to check your settings.

## Remove a destination

Select a destination from the Destinations list and press the **Remove** button.

## Copy a document

Follow the steps below to make a copy (scan to print).

1. Insert and feed your document into the scanner, with the side to be scanned facing upwards.
2. Make sure the printer is turned on and the intended media is loaded.



**NOTE:** To copy, you need a media profile for the loaded media. The system comes with a set of media profiles for the most commonly-used media. If you need to create a new media profile, see [Create a media profile on page 19](#).

3. Press the **Copy** button to access the copy (scan to print) settings and buttons. The Copy dialog is shown below.



4. Press the **Original Type** button and select the type that matches your document and required output. See [Specify the original type and make image adjustments on page 11](#).
5. Press the **Quality** button and select the desired quality of your output.
6. Press the **Scan Area** button to set the size of the image capture area. If you wish to capture the whole image, select **Auto** and the system will measure and set the size for you.
7. Press the **Resize** button to determine the size of the printed copy. Set to **No** if you want a 1:1 copy.
8. Press the **Copies** button to select how many copies you want printed with the job.
9. Toggle the **Preview before Copy** button to **On** if you want to control settings before committing the job to the printer. See [Preview copies and scans on page 15](#).
10. When you have made your settings, press the Start Scan/Copy button  to start copying.

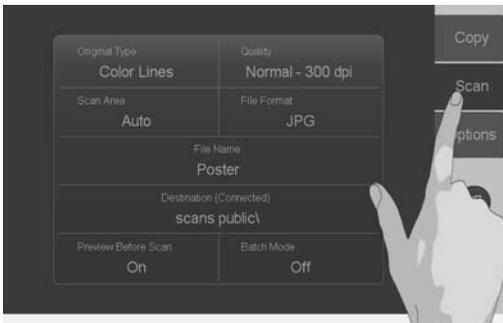
See also:

- [Set and preview image adjustments on page 15](#)
- [Set input and output sizes on page 13](#)
- [Set the output quality on page 17](#)

## Scan to a file

Follow the steps below to scan to file.

1. Insert and feed your document into the scanner with the side to be scanned facing upwards.
2. Press the **Scan** button to access the scan to file settings and buttons. The Scan dialog is shown below.



3. Press the **Original Type** button and select the type that matches/describes your document. See [Specify the original type and make image adjustments on page 11](#).
4. Press the **Quality** button and select the scan resolution.
5. Press the **Scan Area** button to set the size of the image capture area. If you wish to capture the whole image, select **Auto** and the system will measure and set the size for you.
6. Press the **File Format** button to determine the file format, such as JPG or TIFF.
7. Press the **File Name** button to enter a name for the destination file.
8. The **Destination** button shows where your scan output file will be created. Press the **Destination** button if you want to select a different destination.
9. Toggle the **Preview before Scan** button to **On** if you want to control your settings before saving to file. See [Preview copies and scans on page 15](#).
10. When you have made your settings, press the Start Scan/Copy button  to start scanning.

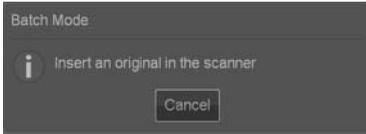
See also:

- [Set and preview image adjustments on page 15](#)
- [Set input and output sizes on page 13](#)
- [Set the output quality on page 17](#)
- [Set a destination folder for scans on page 6](#)

## Batch scan and batch copy

With batch scanning and batch copying you can continuously feed new originals into the scanner and the system will start processing right away without waiting for you to press the Start Scan/Copy button. The system will apply the current settings to all documents. If you are scanning to file, your files will automatically be named with increasing numbers.

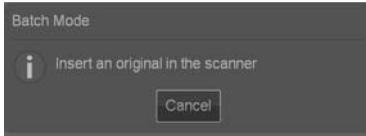
1. Lay your originals face up, near the scanner so they are easily reached.
2. Make your scan or copy settings. These will apply for all the originals in the batch.
3. Press the **Batch Mode** button to turn batch mode to **On**.
4. Press the Start Scan/Copy button .
5. If you have already loaded the first original, the system will start scanning or copying. If not, the Batch Mode dialog will ask you to insert the first original into the scanner.



6. When you insert the first original, the system will start scanning it right away.



- When an original is scanned, it is ejected. The Batch Mode dialog returns and asks for the next original.



- Remove the ejected original and feed the next one.
- Continue to feed originals until finished with the batch.
- Press the Batch Mode dialog's **Cancel** button to abort batch mode.



**NOTE:** Previewing is disabled when in Batch Mode.

**NOTE:** To ensure fast loading in batch mode, the scanner will automatically eject each original after it is scanned. The setting in **Options > Basic Options > Rewind after scan** will determine the direction. If the option is selected, scanned originals will be ejected towards the front and if the option is not selected, scanned originals will be ejected out the back.

## Specify the original type and make image adjustments

Basic capture parameters are set when you select **Original Type**. You can then adjust specific factors such as image brightness, sharpening and background cleaning level. The adjustments available will depend on the **Original Type** selection.

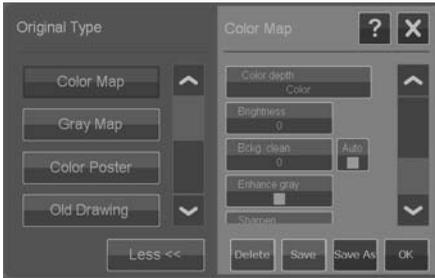
- Press the **Scan** or **Copy** button and then the **Original Type** button to reach the Original Type selection list.



- Select an Original Type that best describes your original.

Original Type	Description
Color Lines	Suitable for color CAD drawings and graphics with a high level of detail. Applies image processing to clean the background and sharpen lines. 24-bit color scan.
Gray Lines	Suitable for grayscale CAD drawings and graphics with a high level of detail. Applies image processing to clean the background and sharpen lines. 8-bit grayscale scan.
B&W Lines	Suitable for clean B&W CAD drawings and graphics with a high level of detail. Especially useful for scan-to-file as file sizes are minimal compared to color and gray original types. Minimal application of image processing for a neutral and fast scan. 1-bit B&W scan.
Color Map	Suitable for color maps such as topographic maps, road maps or other document types that contain fill areas and a high level of detail. Applies image processing to sharpen details. 24-bit color scan.
Gray Map	Suitable for grayscale maps such as topographic maps, road maps or other document types that contain fill areas and a high level of detail. Applies image processing to sharpen details. 8-bit grayscale scan.
Color Poster	Suitable for color photos and posters of good quality. Minimal application of image processing for a neutral and fast scan. 24-bit color scan.
Old Drawing	Suitable for faded and creased drawings with low contrast between the foreground and background. Applies image processing to clean the background and sharpen lines. 8-bit grayscale scan.

3. You can fine-tune the Original Type settings (optional): Press the **More** button  to expand the Original Type dialog and make adjustment options relevant to the selected Original Type. Press **OK** when done.



4. Press the Context-sensitive Help button  for additional information about each setting and about saving your settings as a new custom Original Type.

 **NOTE:** You can press the **Preview Before Scan/Copy** button and then the **Adjustment** button to make image adjustments and view the effects on your screen. See [Preview copies and scans on page 15](#).

## Set input and output sizes

The "Scan Area" is your input size and defines how much of the image is captured. Often, this will be equal to the total size of the original. However, there may be cases when you only want to scan a portion of the original or wish the capture area to be equal to a certain standard size.

When copying, you can also determine the output size (the size of the image in your printed copy) through the **Resize** setting. You can choose **No** resize to use the current Scan Area size for a 1:1 copy, or you can select a different size in order to reduce or enlarge the printed image in relation to the Scan Area size.

 **NOTE:** When scanning, the image's size in the output file is always equal to the Scan Area size (1:1).

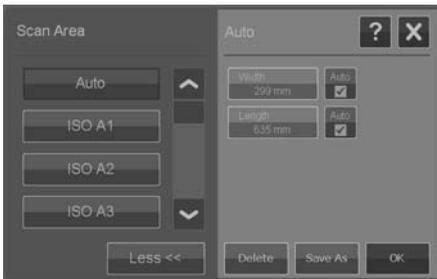
## Set the Scan Area (input size) for Copy and Scan

When in the Scan or Copy screens, press the **Scan Area** button to view the Scan Area size list.



The list offers different methods you can use to determine the Scan Area size:

- **Auto:** The program will automatically detect the size of the full document loaded in the scanner. You can use the preview to check that the scanner has detected the size correctly.
- **Use a standard or custom size:** The dialog contains a list of standard sizes and custom sizes saved on the system. Scroll through the list and select the size you want to use. To create a new custom size, follow the instructions below.
- **Set size values for width and length:** Press the **More** button  to expand the Scan Area dialog. Make your width and length size settings in the fields or set **Auto** on width or length separately. You can save your changes to create a new custom size or use them for the current job only.



**NOTE:** You can also set the Scan Area visually on the screen through a preview. See [Preview copies and scans on page 15](#).

## Set the Resize value (output size) for Copy only

1. Press the **Resize** button.
2. Select **No** if you do not want to resize the image: that is, you want the end result to be the same size as the Scan Area.
3. Press the **Size** button to select a standard size (such as A2 or A4) from a list.
4. Select **Scale** to resize according to a scale factor (such as 50% or 32%).

## Preview copies and scans

You can preview your copies and scans before committing them to the printer or file system. With previewing you can:

- Make image adjustments that are relevant for your selected Original Type, such as brightness and sharpening, and view the effects of these on your screen.
- Visually set the Scan Area (input size) using handles to drag and position a Scan Area frame on the image.
- Zoom in and out to evaluate specific image areas and the effects of your settings.

### Load a preview scan or copy

1. Load your original and press the **Preview Before Scan/Copy** button to turn preview mode to **On**.
2. Press the **Scan** or **Copy** button to load the preview.
3. You can at any time press the Cancel button  to close the preview.



### Set and preview image adjustments

1. Press the Adjustment button  at the top left corner of the preview screen.
2. Make your settings in the adjustments dialog.
3. Press the **OK** button to close the adjustments dialog and see the effects of your settings on the preview. Use the zoom tools to inspect details and areas of interest.
4. Repeat steps 1–3 if you need to readjust your settings.



**NOTE:** The effects of the image adjustment settings are applied and displayed in the low-resolution preview and hence do not fully represent the final image in the destination file or printed copy.

## Set and preview the scan area

The preview shows the image inside a white frame. The frame represents the current Scan Area (input) size. Changing the frame's size before scanning will change the Scan Area settings. The frame's size can be adjusted by moving its borders and corners. To do so you can:

- Drag the resize handles  on the frame's sides and corners.
- Press with your finger on the place where you wish to reposition the nearest border edge or corner. The border will jump to that place.
- Use the image zoom and positioning tools to assist you in setting the frame size and positioning the image inside of it. The image zoom and positioning tools are:



**Zoom crop:** Snaps to the image as cropped by the borders.



**Zoom in:** Enlarge the image size in the preview. Zooming is targeted on the center of the window.



**Zoom out:** Reduce the image size in the preview. Zooming is targeted on the center of the window.



**Zoom all:** Displays the whole capture area without cropping. The borders positions are defined by the current Original size setting.



**Image panning tools:** Use these arrows to center the captured image in the window.



**Frame center handle (blue circle):** Use this to drag the whole size frame and reposition it on the captured image.

Press the Start Scan/Copy button  when you are finished previewing and want to commit the job.

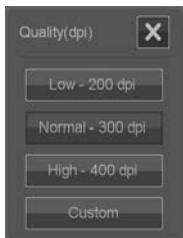
Press the Cancel button  if you want to abort the preview process without committing the job.

## Set the output quality

### Set quality when scanning to file

You apply quality settings to scanning (scan to file) in terms of the scan resolution measured in dots per inch (dpi).

1. Press the **Scan** button and then the **Quality** button to open the Quality(dpi) dialog.



2. Use the scroll bar to view available resolutions.
3. Press the button displaying the scan resolution you want to use.  
The **Custom** button opens a list with alternative resolutions.

## Set quality when scanning to print

When copying (scan-to-print), you set general print-quality parameters (Fast, Normal, Best) that apply for the whole copy process (scan and print).

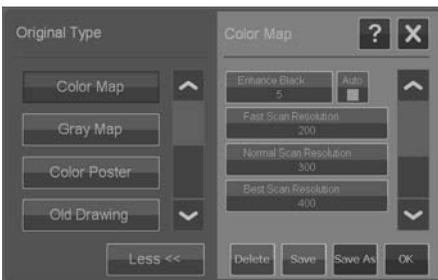
- The **scan** quality is defined by resolution (dpi). You can select the scan resolution you want tied to each quality setting (Fast, Normal, Best). This is done through the Original Type adjustment options (see below).
  - The **print** quality parameters that are tied to a quality setting (Fast, Normal, Best) are defined in the printer.
1. Press the **Copy** button and then the **Quality** button to open the print Quality dialog.



2. Select the required quality setting from the list.
  - **Fast** is for making a quick draft with minimum use of ink.
  - **Normal** is good for most copy jobs that require an average quality level.
  - **Best** is for high-quality prints.

## Tie scan resolutions to the Fast, Normal, Best quality settings (scan-to-print)

1. Press the **Original Type** button and then the **More** button to open the Original Type's adjustment options.



2. Scroll down the list of adjustments to reach the buttons **Fast Scan Resolution**, **Normal Scan Resolution** and **Best Scan Resolution**.

3. Press a button to open a list of resolution selections.
4. Select the scan resolution you want applied when you choose the named quality setting (Fast, Normal, Best) with the current Original Type.

**Example:** Select the **Color Poster** original type and press the **More** button to make adjustments. Press the **Best Scan Resolution** button and then select 400 dpi. This means that, thereafter, 400 dpi will be applied as the scan resolution whenever you use the **Color Poster** original type and the quality setting **Copy > Quality > Best**.

## Create a media profile

Your system supports color matching between scanner, printer and media type through media profiles. A media profile must exist for each media type (such as glossy or coated paper) used with your printer.

In most cases, color matching and media profiles are administrated by the system and their application is transparent for the user. Right after you load new media on your printer, you select the media type in the printer's settings menus. If a media profile for the media type exists, your system automatically loads it for optimal color matching of your copy.

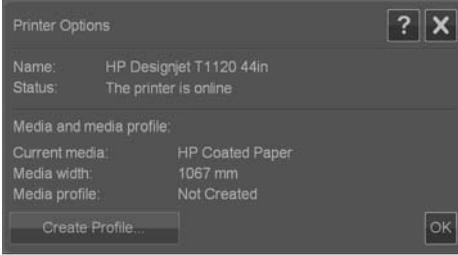
There are, however, two cases that will require your attention:

- **No media profile found:** If the system does not already contain a media profile for the current media, you will need to create one. A message dialog will inform you when you need to create a media profile and display a button that takes you to the Create Media Profile wizard (see below).
- **Colors not optimal:** Some of the default media profiles supplied with the system are generic and may not be optimal with all media types. Also, current conditions may not be optimal for even specific media profiles. If your trials show the need for improved color matching, you should update (renew) the current media profile through the Create Media Profile wizard (see below).

## Update (renew) the current media profile

1. Make sure your printer's media type setting corresponds to the loaded media.
2. Make a trial copy with the current media profile to evaluate whether it needs to be updated.

3. Press **Options > Printer Options**.



4. The Printer Options dialog displays information about your printer and shows the Current media which is the media setting made on the printer's main menu. The Media profile value may show:

- **Default:** The media profile for the current media was supplied with the program and has not been updated.
- **Created dd-mm-yyyy:** The current media profile has been created or updated on the date specified.
- **Not Created:** The system has not found a media profile for the current media.

5. If you see the status **Not Created**, you need to create a media profile in order to make a copy. Press the **Create Profile** button to start the Create Media Profile wizard.

6. If you are satisfied with the media profile status and color matching results in your trials, press **OK** to close the dialog.

7. If your colors are not optimal in your trials, press the **Update Profile** button to start the Create Media Profile wizard.

## The Create Media Profile wizard

The wizard is both for creating a new media profile and for updating an existing one. Follow the wizard's instructions on your screen.

The process will require that you print a system-stored color patch sheet and then scan it. The system will take care of the rest.

 **TIP:** The wizard prints two pages; you should discard the first page and scan the second.

The media profile creation date will be updated when you complete the process.

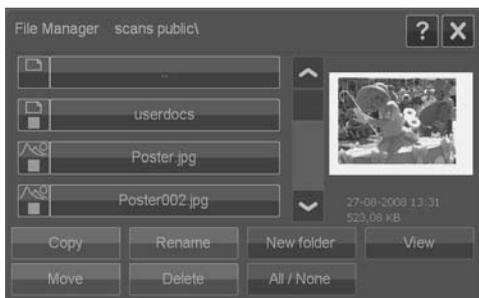


## View, move, rename or delete scanned files

Your system's scan destinations, on the LAN and on your USB drive, will contain image files that you will need to access and manage. Access to your image files takes place through the File Manager dialog.

### Open the File Manager

Press the File Manager button .



### Browse the file system

- The File Manager is limited to folders that are defined on your system as scan destinations. The file list defaults to the root of your current destination folder.
- The Folder Up button (marked ..) will move you up a level until you reach the list of created destination folders.
- Click a folder name to move onto its level.
- Click an image name to display an image thumbnail and basic information about the image.
- Select image files for a file action (see below) by checking the box to the left of the image file name.

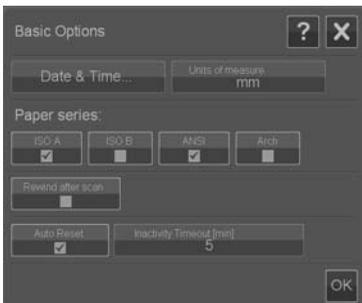
## File action buttons

To use the action buttons, check one or more boxes next to file names and then press the relevant action button.

- **Copy:** To copy one or more selected (check-marked) files to another folder.
- **Move:** To move one or more selected (check-marked) files to another folder.
- **Rename:** To change the name of a selected (check-marked) file.
- **Delete:** To delete one or more selected (check-marked) files from the system.
- **New folder:** To create a new subfolder in the current folder.
- **All / None:** will toggle between checking and un-checking the boxes to the left of all the file names in the current folder being viewed.
- **View:** Opens a separate window with a larger view of the image file currently displayed.

## System setup and options

### Basic options



### Set date and time

Local date and time parameters are entered through the configuration program that is run the first time the system is turned on. If needed you can change the local date and time settings through the **Options** menu.

1. Press **Options > Basic Options > Date & Time**.
2. Enter the correct local date and time values and time zone. The date and time settings will be used with various program actions.

### Units of measure

1. Press **Options > Basic Options > Units of measure**.
2. Select the preferred unit (such as inch or mm) to use when defining document sizes.

## Paper series preference

1. Press **Options > Basic Options**.
2. Select/tick the Paper series fields that represent the paper series you wish displayed in the size dialogs (Scan Area and Resize). You can select one or more paper series to display.

## Rewind after scan

1. Press **Options > Basic Options**.
2. Select/tick the **Rewind after scan** option if you want the document to return to the paper feed area after it is scanned so that you can eject it backwards by pressing the paper backward button on the scanner's panel. Leave the option unselected if you want the document to hang behind the scanner so that you can eject towards the back with the paper forward button.

## Auto reset and inactivity timeout

Press **Options > Basic Options**.

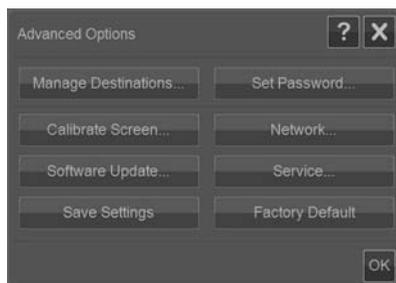
These two options tell the system to return automatically to default parameters after a defined idle period—by default, five minutes—so that users will always start with the system's basic settings even if a previous user has changed them. The system returns to the saved system parameters: those set when the **Options > Advanced > Save Settings** button was last pressed (see below).

Select/tick the **Auto Reset** option if you want to apply the function. Use **Inactivity Timeout** to set the idle time before Auto Reset is triggered.



**NOTE:** New destinations and media profiles are not affected or lost when **Auto Reset** is applied.

## Advanced options



## Set password for advanced options

Press **Options > Advanced Options > Set Password** to apply password-protected access to the Advanced Options dialog.

## Network settings

Network parameters are entered through the configuration program that is run the first time the system is turned on. If the system is moved or the network parameters have changed, new network settings can be entered through the **Options** menu.

1. Press **Options > Advanced Options > Network**.
2. Select **Auto IP address** if you know that your network has a DHCP server and thus your system can automatically retrieve its network connection parameters. Otherwise, enter the IP address, subnet mask and default gateway manually.

## Save settings

Press **Options > Advanced Options > Save Settings**.

This will save the current settings as the new system default settings. The saved settings will be reapplied when an Auto Reset is triggered (see above).

## Reset settings to the factory defaults

Press **Options > Advanced Options > Factory Default**.

This will restore all settings to their factory defaults. The standard Original Types that came with the program are restored to their original settings. Resetting to factory defaults is an administrator function and may require a password.

## Other advanced options

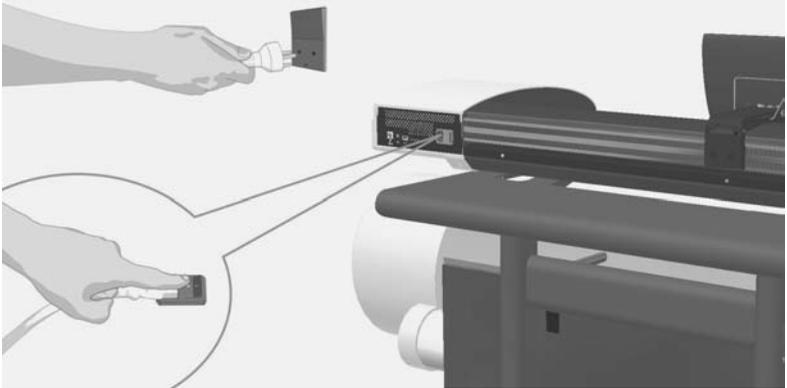
- **Manage Destinations** is described under [Set a destination folder for scans on page 6](#).
- **Calibrate Screen** is described under [Calibrate the touch screen pointer on page 29](#).
- **Software Update** is described under [Install new system software on page 37](#).
- **Service** is an option for service technicians and not within the scope of this guide.

---

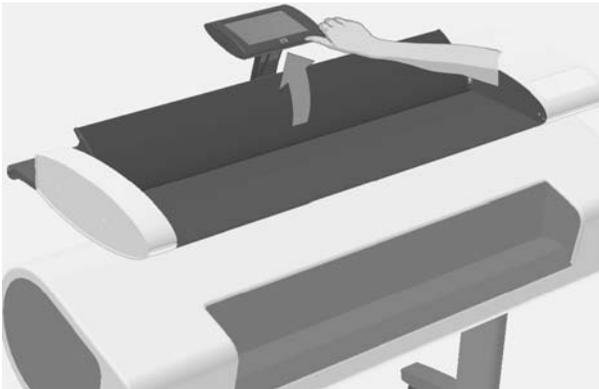
## 3 Maintenance

### Clean the glass plate and the scanning area

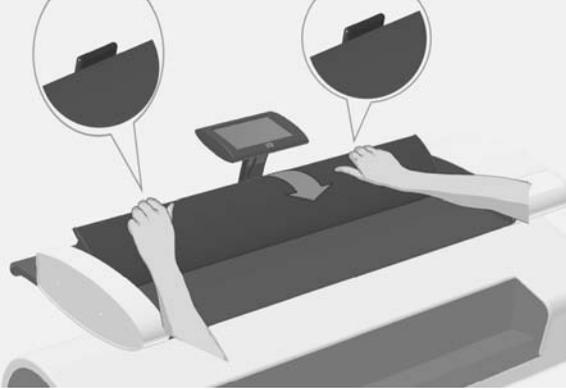
1. Turn off the scanner and disconnect the power cable.



2. Flip the touch screen backwards.



3. There are two lid release buttons on the backside of the scanner. Simultaneously slide the lid release buttons towards the scanner's center until you feel them unlock, and pull the lid backwards towards your body. Open the scanner lid all the way back.

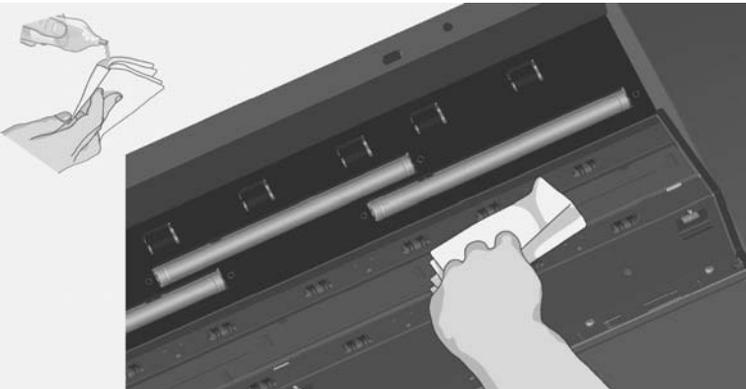


4. Gently wipe the glass plate and the three rows of rollers with a lint-free cloth dampened with a mild, streak-free glass cleaner.  

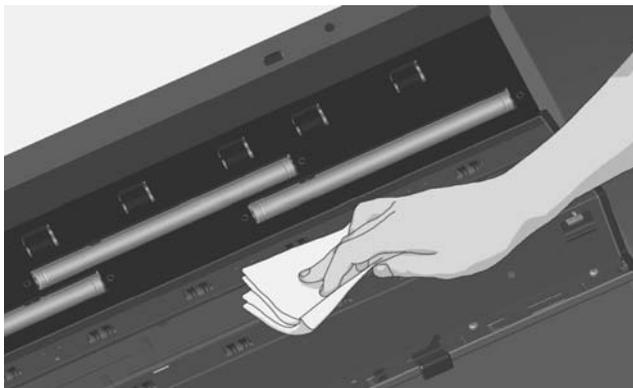
---

**△ CAUTION:** Do not use abrasives, acetone, benzene or fluids that contain these chemicals. Do not spray liquids directly onto the scanner glass plate or anywhere else in the scanner.

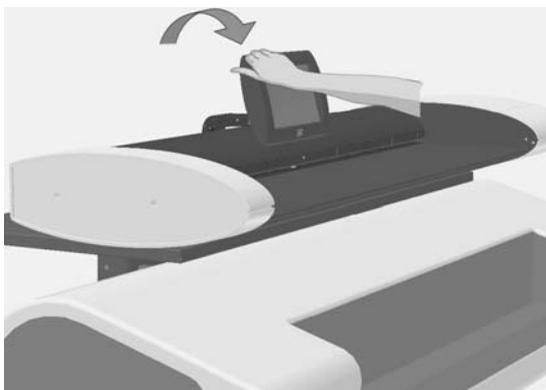
---



5. Dry the glass fully using a separate clean, dry lint-free cloth. When done, use the cloth to dry the rollers.



6. Close the scanner lid and gently push it down to lock it into place. Return the touch screen to its normal position.



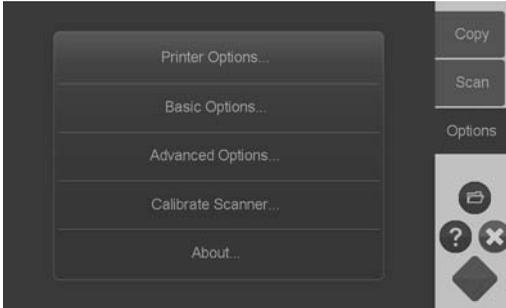
## Calibrate the scanner

HP recommends that you calibrate the scanner if your output is not optimal and cleaning the scan area does not remedy the problem. Calibration will renew the scanner's original color and BW precision.



**NOTE:** It is important that you clean the glass before calibrating the scanner.

1. Turn the scanner off and clean the scan area. Calibration works best with a clean scanner.
2. When you have finished cleaning the scan area, turn the scanner on. The scanner is ready for calibration when the power LED on the scanner's panel lights green.
3. Press **Options > Calibrate Scanner** to start the Scanner Calibration Wizard.



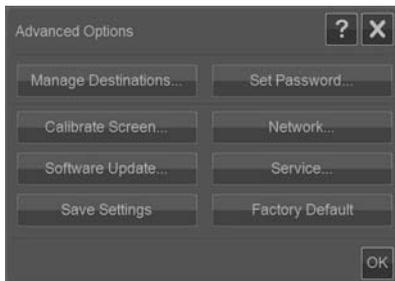
4. The Scanner Calibration Wizard guides you through the procedure for scanner calibration. To calibrate the scanner, you need the maintenance sheet that came with your scanner.



## Calibrate the touch screen pointer

1. Press **Options > Advanced Options > Calibrate Screen**.

 **NOTE:** Access to the Advanced Options may require the system's administrator password.



2. Follow the instructions on the screen. Calibration is done by pressing target-points that appear in different positions on the screen. Press the target-points until they no longer appear.
3. Press the **OK** button in the final dialog to confirm and conclude screen calibration.

## Replace the scanner glass plate

Over time, the condition of the glass plate can deteriorate. Small scratches on the glass surface can reduce image quality. Call HP Support to order a new glass plate. Step-by-step instructions on replacing the glass plate are supplied with the new glass plate.

---

## 4 Troubleshooting

### The system reports an error

The system will report an error message on your screen when an error is detected.

#### Correcting common errors

The actual nature and cause of the error will be reported through a message on your screen.

The information on your screen may include instructions and actions to remedy the error. If this is the case, follow the instructions on your screen.

If your screen does not display a solution, look for a description of the error and remedy in the troubleshooting sections of this quick guide, or in the system's on-line-help. Follow the instructions provided.

Most scan-quality errors can be resolved by cleaning and calibrating the scanner.

If your error is not resolved in that way:

- Try restarting the system by turning the scanner off and then on.
- Try resetting the system's factory defaults through **Options > Advanced Options > Factory Defaults**.
- Try to recover the last system image known to work satisfactorily. See [I need to update or recover the system on page 35](#).

If the above actions fail to resolve the problem, contact technical assistance (see below).

#### Technical assistance

In some cases you may need technical assistance. You should contact HP support if one or more of the following cases is true:

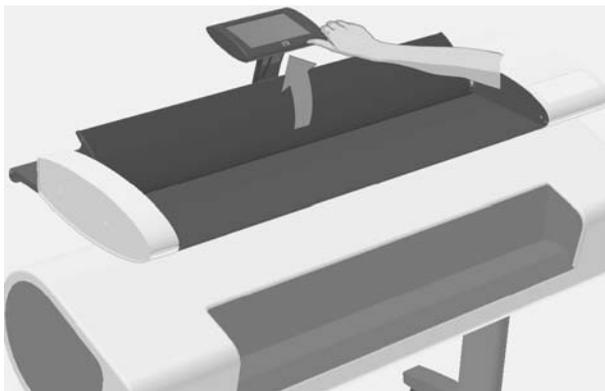
- The error cannot be remedied through the action suggested on your touch screen nor through any of the steps described above under "Correcting common errors".
- The error and its remedy is not described in this guide and cannot be remedied through any of the steps described above under "Correcting common errors".
- The system fails to report the error on your screen and it cannot be remedied through any of the steps described above under "Correcting common errors".

#### There is a paper jam

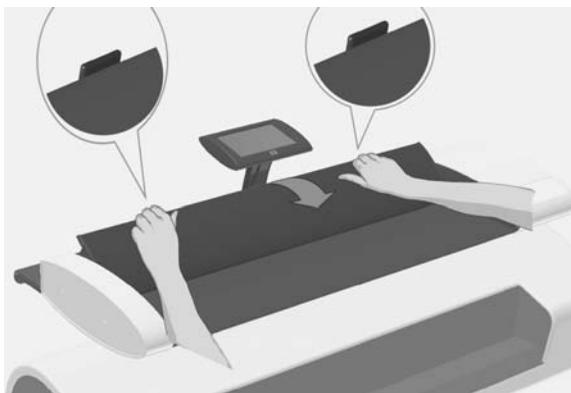
You know a paper jam has occurred when the scanner stops scanning while the document is still engaged in the drive system. Your system will report the paper jam. To remedy this, try to eject the document from the scanner: press and hold

down the Paper Backward or the Paper Forward key. If the document will not respond to these keys, remove it manually in the following way.

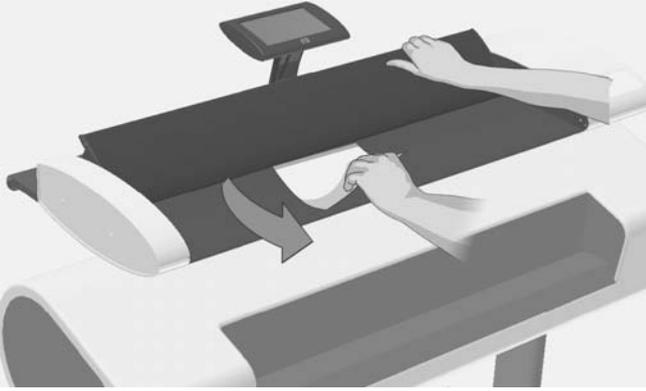
1. Flip the touch screen backwards.



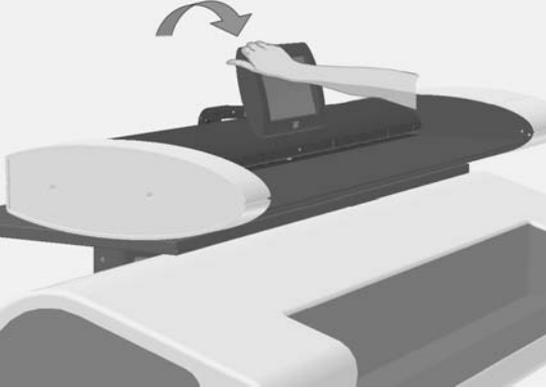
2. Simultaneously slide the lid release buttons towards the scanner's center until you feel them unlock.



3. With one hand, pull the lid backwards to open and use the other hand to pull out the document so it comes completely free of the scanning area.



4. Close the lid.
5. Return the touch screen to its normal position.



When the scanner is ready again, reload the document to scan.

## Streaks in the scanned image

In most cases, streaks are caused by dust particles on the document and in the scanner's environment. The scanner's very high precision and capture of fine detail means that even tiny dust particles can be noticed. Cleaning the document usually remedies the problem. First, check the original document to make sure that it is clean and free of creases or other impediments that may drag across the glass. If the document is clean and in good condition, try cleaning the glass: see [Clean the glass plate and the scanning area on page 25](#). If the problem persists, try calibrating

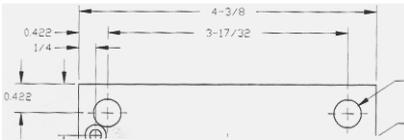
the scanner: see [Calibrate the scanner on page 27](#). If the problem still persists, you may need to replace the glass: see [Replace the scanner glass plate on page 29](#).

## Lines in the scanned image appear too thin or discontinuous

When scanning documents with thin lines such as CAD drawings, a scan resolution setting of less than 300 dpi can result in disproportionately thin or discontinuous lines. HP recommends that you set the scan resolution to a minimum of 300 dpi when scanning CAD drawings and other documents with thin lines. Scanning with higher resolution lengthens the overall scan time, but it ensures greater image quality. This issue is not as noticeable when scanning photos and area fills. For more information on setting the scan resolution, see [Set the output quality on page 17](#).

The images below help to illustrate the issue:

**Figure 4-1** CAD drawing scanned at 150 dpi



**Figure 4-2** CAD drawing scanned at 300 dpi

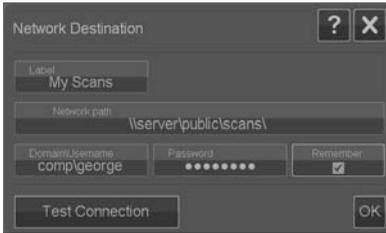


## Cannot connect or scan to a destination folder on the LAN

Ensure that you have carried out all the following steps in order to connect and scan to a specific destination folder on the LAN:

1. Make sure your system is set up on the LAN. See [System setup and options on page 22](#).

2. Destination folder setup is carried out when you install the system and afterwards through **Options > Advanced Options > Manage Destinations > Add or Change**. Make sure you have entered the full network path correctly.



3. Make sure you have entered the correct login information – **Domain Username** and **Password**. Remember to enter the backslash character '\' between the domain and username.
4. Press the **Test Connection** button to check that your parameters are correct.

If you have performed all of the above, and still cannot connect or scan to the destination folder, contact your local network administrator.

## Image cropped—not whole image scanned

- Your size settings may be wrong. Press the **Scan Area** button to check your size settings. Your Scan Area should be set to either **Auto** for automatic detection of the size, or to a standard or custom size that corresponds to the size of the whole original loaded in the scanner.
- Ensure that you are loading the original correctly. Be sure to align the center of the original with the scanner's center arrow marking.

## A media profile cannot be generated

If the Create Media Profile wizard stops running or reports errors:

1. Ensure that the scanner and the printer are both turned on and ready for normal operation.
2. Ensure that your scanner is functioning. Scan a small document (to file) to test the scanner.
3. Ensure that media is loaded in the printer.
4. Ensure that the printer's media type setting corresponds to the actual media loaded.
5. Ensure that the color sheet you printed with the Create Media Profile wizard is inserted and aligned correctly in the scanner.

6. Ensure that you scanned the second page printed by the Create Media Profile wizard, and not the first.
7. Check that the scanner is clean and recently calibrated. If in doubt, clean the scanning area and calibrate the scanner: see [Clean the glass plate and the scanning area on page 25](#) and [Calibrate the scanner on page 27](#).

## My color matching results are not optimal

1. Try using the Color Poster original type. This is a neutral original type that does not apply special image processing that could affect color matching.
2. Check your Original Type settings in the **Copy > Original Type** dialog. Press the **More** button to view and adjust the specific settings relevant to the Original Type.
3. Press **Options > Printer Options > Update Profile** and follow the steps on your screen to ensure your media profile is optimal for the current media and printer conditions.
4. If the above does not help, check that the scanner is clean and recently calibrated. If in doubt, clean the scanning area and calibrate the scanner: see [Clean the glass plate and the scanning area on page 25](#) and [Calibrate the scanner on page 27](#).

## I need to update or recover the system

Perform a system recovery if the scanner hangs in boot mode and the system cannot start normally, or if you want to return to an earlier or the initial program version. System recovery will reformat the system's program partition and reinstall a fresh program image.

To perform system recovery, you need to activate the Software Update & Recovery mode. There are two ways to activate the Software Update & Recovery mode:

1. If the program on your touch screen is running, press **Options > Advanced Options > Software Update**.
2. If your system is hanging and the program interface on your touch screen cannot be accessed, follow the instructions below to activate the Software Update & Recovery menu on your screen.
  - a. Connect a USB-driven keyboard to the USB port on the side of the system's touch screen.
  - b. Turn off the scanner with the On/Off switch at the back of the scanner.
  - c. Turn on the scanner with the On/Off switch at the back of the scanner.

- d. Follow closely the messages that appear on your touch screen as the system restarts. When the option for starting the system in Software Update & Recovery mode appears, select the option with your keyboard.
- e. The Software Update & Recovery screen will appear and can be controlled from your touch screen.

Once in the Software Update & Recovery mode, you can recover your system by reinstalling a complete image of the software. Follow the instructions below:

1. Choose the **System Update/Recover** option in the Software Update & Recovery menu.
2. Choose the program image to install from the list. The default image is the initial version that was delivered with your system and the active image is the version currently installed. Other listed images are versions you installed prior to the active version.
3. Confirm your selection when asked. The system will proceed to update the system with the selected program image. This takes about two minutes. Press the **OK** button to return to the Software Update & Recovery menu.
4. Select the **Return to normal scanner operation** button and confirm. The system will load and initialize all its parameters. **Do not turn off the scanner or interrupt the load process. This step can take up to ten minutes to complete.**
5. At the end of the system load process, you will be asked to calibrate the touch screen. Press the arrows and **OK** button when prompted.
6. Select the language for your system software.
7. Accept the HP license agreement.
8. Your system will complete the recovery process and start up your scan and copy program interface.

## The system software is in the wrong language

Your system's language is set up during installation; to change the language, you must reinstall the software with a new language selection.

1. Press **Options > Advanced Options > Software Update**.
2. Choose the **System Update/Recover** option in the Software Update & Recovery menu.
3. In the program version image list, choose to install the "active" program image.
4. Confirm your selection when asked. The system will proceed to update the system with the program image. This takes about two minutes. Press the **OK** button to return to the Software Update & Recovery menu.
5. Select the **Return to normal scanner operation** button and confirm. The system will load and initialize all its parameters. **Do not turn off the scanner**

**or interrupt the load process. This step can take up to ten minutes to complete.**

6. At the end of the system load process, you will be asked to calibrate the touch screen. Press the arrows and **OK** button when prompted.
7. Select the new language for your system software.
8. Accept the HP license agreement.
9. Your system will complete the update process and start up your scan and copy program interface in the new language you selected in step 7.

## Install new system software

A new software version for your system can be supplied in the following ways:

- On a USB flash memory
- Through a network PC: Internet download, CD-ROM, other

### To install a new software version from a USB flash memory

1. Press **Options > Advanced Options > Software Update**.
2. Be sure to wait for the Software Update & Recovery menu to appear before proceeding with the next step.
3. Insert the USB flash memory into the USB port on the side of the touch screen.
4. Choose the **System Update/Recover** option in the Software Update & Recovery menu.
5. The new program version image will appear in the program version image list. It can be identified by the text "USB" in the list.
6. Select this image to install it.
7. Select the **Return to normal scanner operation** button and confirm. The system will load and initialize all its parameters. **Do not turn off the scanner or interrupt the load process. This step can take up to ten minutes to complete.**
8. At the end of the system load process, you will be asked to calibrate the touch screen. Press the arrows and **OK** button when prompted.
9. Select the language for your system software.
10. Accept the HP license agreement.
11. Your system will complete the installation process and start up your scan and copy program interface.

## To install a new software version from a PC

The following requirements must apply:

- Your scan/copy system must be connected and set up (recognized) on the local network.
- You need access to a PC that is set up on the network.
- A Web browser must be installed on the PC.

To install from the CD-ROM:

1. Write down your scan/copy system's IP address. The IP address can be seen through the **Options > Advanced Options > Network** dialog.
2. Save the new software installation file on the PC; either from an inserted CD-ROM, or downloaded from the Internet.
3. Open a Web browser on the PC and enter the scan/copy system IP in the address field. This will open the scan/copy system's network accessed **Upgrading Scanner Software** interface.
4. Use the browse option to locate and select the installation file on the CD-ROM.
5. Install the software. This will upload the software to your scan/copy system. You can now shut down the PC. The remaining steps take place on the scan/copy system's touch screen.
6. Press **Options > Advanced Options > Software Update** to start the Software Update & Recovery menu.
7. Choose the **System Update/Recover** option in the Software Update & Recovery menu.
8. The new program version image you uploaded from the CD-ROM will appear in the program version image list.
9. Select this image to install it.
10. Select the **Return to normal scanner operation** button and confirm. The system will load and initialize all its parameters. **Do not turn off the scanner or interrupt the load process. This step can take up to ten minutes to complete.**
11. At the end of the system load process, you will be asked to calibrate the touch screen. Press the arrows and **OK** button when prompted.
12. Select the language for your system software.
13. Accept the HP license agreement.
14. Your system will complete the installation process and start up your scan and copy program interface.

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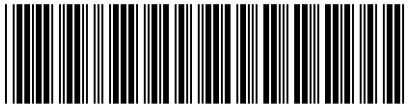




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Sant Cugat del Valles  
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**CM719-90001**