

# HP Scanjet G2410/G2710

## User Guide





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# 1 How to use the scanner

This manual describes how to use the HP Scanjet G2410 Flatbed Scanner and the HP Scanjet G2710 Photo Scanner.

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](#)
- [Change scan settings](#)
- [Scan pictures and documents](#)
- [Make copies](#)
- [Scan film](#)

## Where to get additional information

To access an online version of the scanner user guide, click **Start**, point to **Programs** or **All Programs**, point to **HP, Scanjet, G2410 or G2710**, and then click **User 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**. Under the **Documentation** section, click **Product Help**.

## Accessibility

This section describes the accessibility options available with this scanner.

- [Accessing the user guide with screen reader software](#)
- [Button Disable Utility](#)

## Accessing the user guide with screen reader software

There is an online Help version of this User Guide on the software CD. This format can be used with most screen reader software programs. To find this guide on the CD, do the following:

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

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

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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\G4000\.
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 programs for scanning and editing your scans.



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

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



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 icon for your device, and then click the task you want to perform.

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 **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**.

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## 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</b> button	Scans pictures, graphics, documents, or objects.
	<b>Copy</b> button	Scans the item and sends it to the printer to make a copy.
	<b>Scan to PDF</b> button (G2710 model only)	Scans one or more pages and saves them as a PDF file for sharing or storing.

## Transparent materials adapter (TMA)

 **NOTE:** This section applies to the HP Scanjet G2710 Scanner only.

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

## 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](#)
- [Preview a scanned image](#)

### 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 information about how to use the front-panel buttons, see the following topics:

- [Front panel and accessories overview](#)
- [Scan film](#)
- [Scan pictures and documents](#)
- [Make copies](#)

### 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 icon for your device. 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.

## 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 **What are you 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 the **Change scan settings** section.

## 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. 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**.

## 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](#)
- [Scan to a PDF file](#)
- [E-mail a document or picture](#)

## 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](#).

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

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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 **What are you 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.

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 **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.

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 **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.

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## 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](#).

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 the destination that is selected in the **HP Scanning** dialog box.

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

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1. Place the original face down on the scanner glass, as indicated by the reference mark.
2. Press the **Scan** button (). The **What are you 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** – This option converts any colored original to grayscale, and creates a smaller file size than the Color option.
  - **Black & White** – This is the best option for scanning a black and white graphic, but it is 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.

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 **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.

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## Scan to a PDF file

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 **NOTE:** This section applies to HP Scanjet G2710 Photo Scanner only.

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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 **What are you 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** – This option converts any colored original to grayscale, and creates a smaller file size than the Color option.
  - **Black & White** – This is the best option for scanning a black and white graphic, but it is 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.

## 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 **What are you 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.

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 **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.

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

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 **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 icon, 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**.

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## 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 to lighten or darken it, or to adjust its size, click **Cancel** in the copy progress 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.

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 **NOTE:** There is no preview image for the copy function.

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## Scan film

 **NOTE:** This section applies to the HP Scanjet G2710 Photo Scanner only.

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

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

### Scan positives (such as 35 mm slides) or negatives

The transparent materials adapter (TMA) in this model enables you to scan two 35 mm slides at one time or two negatives.

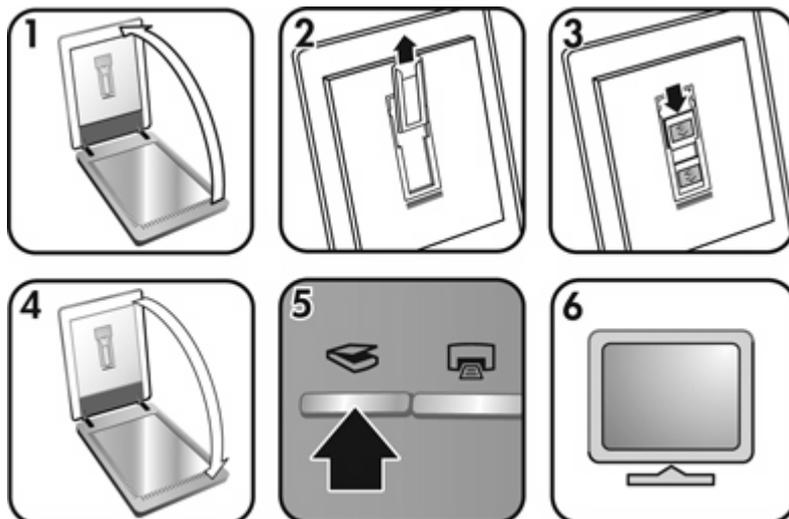
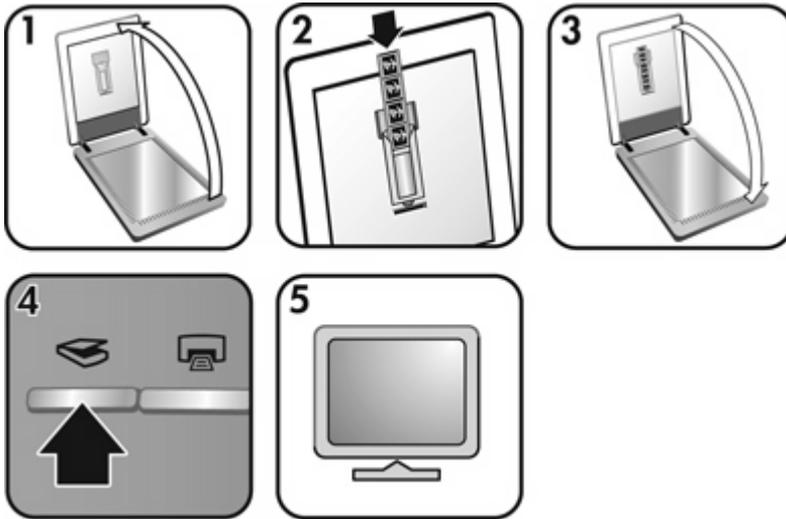


Figure 1-1 Scan slides



**Figure 1-2 Scan negatives**

1. Open the scanner lid.
2. Remove the negative strip holder from the slide holder.
3. Do one of the following to load the slides or negatives:
  - If you are scanning slides, 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. Make sure that the slides are flat and do not overlap.
  - If you are scanning negatives, do the following:
    - a. Slide a negative strip with one or two frames into the negative strip holder so that the shiny side of the negative faces you. Negatives are easily damaged, so you should touch them only on their edges.
    - b. Insert the negative strip holder back into the slide holder.
4. Close the scanner lid.
5. Press the **Scan** (📄) button on the scanner, or click **Scan** in HP Solution Center.
6. In the **What are you scanning?** dialog box, select **Picture**.
7. If you are scanning slides, select **Scan positives, including 35 mm slides, using the TMA**. If you are scanning negatives, select **Scan negatives using the Transparent Materials Adapter (TMA)**.  
If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
8. Click **Scan**.
9. Follow the instructions on the screen to finish scanning.  
The scan is sent to the default destination.
10. When the scan is finished, remove the slides. Place the negative strip holder back into the scanner lid for convenient storage.

## Tips for scanning transparent items

- To scan items larger than those that the transparent materials adapter (TMA) or template accepts, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as described in [Scan pictures](#).
- 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.
- When cropping images, completely remove the borders to reduce excess light interference.



**Figure 1-3 A cropped image from a slide**

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## 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 \(TMA\) — HP Scanjet G2710 Photo Scanner](#)
- [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).

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△ **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.

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### Clean the scanner glass

1. Disconnect the 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.

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△ **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.

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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.

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

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### Clean the transparent materials adapter (TMA) — HP Scanjet G2710 Photo Scanner

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) or from your local HP dealer.

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# 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 installation troubleshooting](#)

## 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. If the USB cable is connected to a port on the front of the computer, move it to a port on the back of the 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](#).

## 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. Restart 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 or Remove Programs** (in Windows Vista, the **Programs and Features** tool) and then select **HP Scanjet G2410** or **HP Scanjet G2710**.
  - c. Click **Remove**.
  - d. Click **Add or Remove Programs** (in Windows Vista, the **Programs and Features** tool) 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**. Under the **Documentation** section, click **Product Help**. The Help system provides information about the 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 might 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 might 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.

To change the lamp warm-up setting, open the HP Solution Center, click **Settings**, and then click **Scan Preferences**.

## 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 button press**.
  - Ensure that the **HP Scanning software** option is selected.
  - **Windows XP and Vista:** Ensure the **Take No Action** option is not selected.
- The Button Disable Utility might have been used to disable the buttons. For more information, see [Button Disable Utility](#).

## 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.

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- 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.
- The OCR software is installed by default when you install the HP Scanning software during scanner setup. If you use the Custom option when installing the software, you can choose not to install the OCR software. Try reinstalling the software using the default install options.

## 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.
- 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**. 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](#).

## Slides, negatives, and TMA issues

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 **NOTE:** This section applies to HP Scanjet G2710 Photo Scanner only.

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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.
- 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 **What are you scanning?** dialog box.
3. The bulb in the TMA might not be working. Click the **Scan** button () and look for illumination. If the bulb is broken, service is required.
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.

## Scanner installation troubleshooting

This section contains solutions for installation and setup problems.

- [Uninstall and reinstall the software](#)
- [Check the cables](#)

### Uninstall and reinstall the software

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

1. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
2. Click **Add or Remove Programs** (in Windows Vista, the **Programs and Features** tool) and then select **HP Scanjet G2410** or **HP Scanjet 2710**.
3. Click **Remove**.
4. Click **Add or Remove Programs** (in Windows Vista, the **Programs and Features** tool) and then select the **HP Photosmart** software.
5. Click **Remove**.
6. Unplug the scanner USB cable from the computer.
7. Reinstall the software, using the HP Photosmart software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the **HP Photosmart** software to install.
8. Reconnect the scanner USB cable after the software is installed. For more information see **Check the cables**.

## Check the cables

Cable type	Action
Power cable	<p>The power cable is connected between the scanner and a power outlet.</p> <ul style="list-style-type: none"><li>• Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.</li><li>• If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.</li><li>• Turn off the scanner power switch and turn off the computer. After 60 seconds, turn the scanner back on and then turn on the computer, in that order.</li></ul>
USB cable	<p>The USB cable is connected between the scanner and the computer.</p> <ul style="list-style-type: none"><li>• Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.</li><li>• Ensure that the USB cable is securely connected between the scanner and the computer.</li><li>• If the USB cable is connected to a USB port on the front of the computer, move it to a USB port on the back of the computer.</li></ul> <p>For additional USB troubleshooting information, see <a href="http://www.hp.com/support">www.hp.com/support</a>, select your country/region, and then use the search tool to find USB troubleshooting topics.</p>
TMA cable	<p>The TMA cable is connected between the TMA in the scanner lid and the scanner base.</p> <p>Ensure the cable is securely connected in the back of the scanner.</p>

# 4 Regulatory information and product specifications

This section contains regulatory information and product specifications for the HP Scanjet G2410/G2710 scanners and accessories.

- [Scanner specifications](#)
- [Transparent materials adapter \(TMA\) specifications](#)
- [Environmental specifications](#)
- [Recycle and restricted material information](#)
- [Disposal of Waste Equipment by Users in Private Households in the European Union](#)

## Scanner specifications

Name	Description
Scanner type	G2410 – Flatbed G2710 – Flatbed with transparent materials adapter (TMA)
Size	G2410 – 280 x 486.5 x 52 mm (11.0 x 19.1 x 2.0inches) G2710 – 287 x 450 x 59 mm (11.3 x 17.72 x 2.32 inches)
Weight	G2410 – 1.7kg (3.74 lbs) G2710 – 3.1 kg (6.8 lbs.)
Scanning element	Charged-coupled device
Interface	G2410 – USB 1.0 G2710 – USB 2.0 Hi-Speed
Hardware resolution	G2410 – 1200 x 1200 dpi hardware resolution G2710 – 2400 x 4800 dpi hardware resolution
Selectable resolution	12 dpi to 999,999 enhanced dpi at 100 percent scaling
AC line voltage	100-120 V 60 Hz – North America 200-240 V 50 Hz – Continental Europe, United Kingdom, Australia 100-240 V 50 Hz/60 Hz – Rest of the world
Regulatory information	Regulatory model identification number: For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is GRLYB-0209 or FCLSD-0512. This regulatory model number should not be confused with the product names (HP Scanjet G2410 or G2710) or product numbers (L2694A and L2696A).
	Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR (MOU v. 1.0), which is a voluntary program established to encourage the development of energy-efficient office products.

(continued)

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

## Transparent materials adapter (TMA) specifications

 **NOTE:** This section applies to the HP Scanjet G2710 Photo Scanner only.

Name	Description
Media types	Two 35 mm slides or two 35 mm negative frames
Power requirements	12.0 VDC, 340 mA, 4.22 watts (supplied by scanner)
Power consumption and regulatory information	For power consumption data, information on power supplies, and regulatory information, see the <code>regulatory_supplement.htm</code> file on the HP Photosmart software CD.

## Environmental specifications

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

## Recycle and restricted material information

- [Recycling](#)
- [Product restricted material](#)

### Recycling

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

### Product restricted material

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

For recycling information, contact [www.hp.com/go/recycle](http://www.hp.com/go/recycle), your local authorities, or the Electronic Industries Alliance at [www.eiae.org](http://www.eiae.org).

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



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

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# 5 Product support

This section describes the options for product support.

- [Accessibility](#)
- [HP Scanjet Web site](#)
- [Getting assistance](#)

## Accessibility

The following accessibility options are available on this scanner:

### Windows environment:

- To prevent buttons from being accidentally pushed, you can use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons. For more information about the Button Disable Utility, see the scanner User Guide.
- The scanner User Guide is also available in a Help format that is readable by most screen readers. To find this file, double-click the **HP Solution Center** icon on your desktop, and then click **Help**. Under the **Documentation** section, click **Product Help**.

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

## HP Scanjet Web site

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

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

## Getting assistance

In order to get the best from your HP product, please consult the following standard HP support offerings:

1. Please consult the product documentation that came with the product.
  - Review the troubleshooting section or electronic Help of this manual/CD.
  - Review the electronic Help section within the software.
2. Visit the **HP online support** at [www.hp.com/support](http://www.hp.com/support) or contact your point of purchase.

HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance, including the following features:

- Fast E-mail access to qualified online support specialists
- Software and driver updates for your product
- Valuable product and troubleshooting information for technical issues
- Proactive product updates, support alerts, and HP newsletters (available when you register your product)

3. **HP support by phone**

- Support options and fees vary by product, country and language.
- Fees and policies are subject to change without notice. Please check the Web site [www.hp.com/support](http://www.hp.com/support) for the latest information.

4. **Post-warranty period**

After the limited warranty period, help is available online at [www.hp.com/support](http://www.hp.com/support).

5. **Extending or upgrading your warranty**

If you would like to extend or upgrade the product's warranty, please contact your point of purchase or check the HP Care Pack Services at [www.hp.com/support](http://www.hp.com/support).

6. If you already purchased an **HP Care Pack Service**, check the support conditions in your contract.

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