HP Scanjet N7710

User Guide

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1 Scanner overview

This user guide covers what you need to know about using the HP Scanjet N7710 scanner.

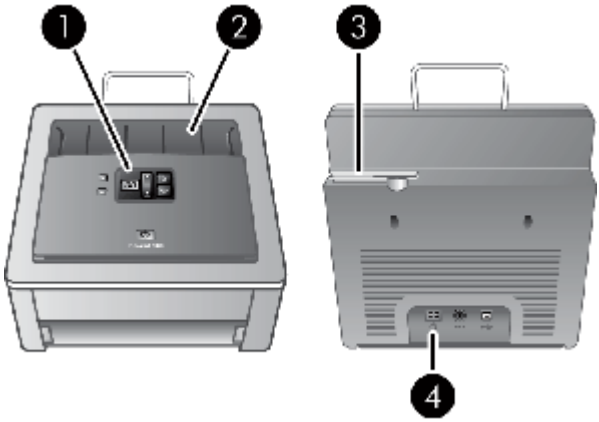
- What you can do with the scanner
- Scanner hardware
- Scanner software
- Where to get additional information
- Accessibility

What you can do with the scanner

The following table summarizes the scanner features. Many of these features are available through the HP Smart Document Scan Software or other included scanning software. For more information, see the HP Smart Document Scan Software Help.

Feature	Description
Card slot	You can use the card slot on the back of the scanner to scan rigid items such as laminated cards and embossed cards.
Wide range of paper sizes	You can scan a stack of originals ranging in size from business cards to legal-size paper. You can also scan originals up to 215.9 mm x 863.6 mm (8.5 inches x 34 inches) one page at a time.
Profiles	You can set up and use profiles that contain all settings necessary for scanning tasks such as: • Document processing • Saving in different file formats (i.e. searchable or non-searchable PDF files) using automatic naming mechanisms • Sending to different destinations such as e-mail, Microsoft SharePoint, or other applications
Page management	You can view, edit, delete, insert, and reorder pages. You can also have the scanner automatically delete blank pages.
File management	You can scan all pages to a single file, scan each page to a separate file, or scan to separate files based on bar codes or blank pages in the original.
Optical Character Recognition (OCR)	With OCR software, you can scan originals as editable text that you can send to your favorite application.
Send Documents To	You can set up profiles to send the scanned documents to a variety of destinations such as a local folder, a network folder, e-mail, or a custom application.

Scanner hardware



1	Front panel. For information, see Scan from the scanner buttons.
2	Document feeder. For information, see Use the document feeder.
3	Card slot. For information, see Load cards.
4	The **Power** rocker switch is located on the back of the scanner.

Scanner lamp setting

The scanner supports two modes of lamp operation:

- In Power Save mode, the scanner lamp times out and turns off automatically after about 15 minutes of inactivity. In this mode, the scanner is Energy Star compliant.
- In Instant Lamp On mode, the scanner lamp times out and turns off automatically after about 15 minutes of inactivity, but it remains warm and ready to scan.

To switch from Power Save mode to Instant Lamp On mode, select the **Enable Instant Lamp On** check box on the **Buttons** tab of the HP Scanner Tools Utility. To switch back to Power Save mode, clear the **Enable Instant Lamp On** check box.

Scanner software

The scanner comes with an assortment of scanning and document-management programs, including:

- HP Smart Document Scan Software
- HP Scanner Tools Utility

For more information and detailed descriptions of the software from other manufacturers that is included with the scanner, see the printed Setup and Support Guide that came with the scanner.

HP Smart Document Scan Software

HP Smart Document Scan Software guides you through the scanning process. To open the software, double-click the **HP Smart Document Scan Software** icon on the desktop. For more information, see Scan from HP Smart Document Scan Software.

Main Window

The Main Window is displayed when you open the HP Smart Document Scan software. Use this window to complete the following tasks:

- **Start a scan:** Load the original in the document feeder, select a profile, and then click **Scan**. The scan will be completed using the settings associated with the selected profile.
- **Work with profiles:** Create and modify profiles to specify the scanner settings and the actions to take on your scanned documents.

Scan Progress Window

The Scan Progress Window opens when you start a scan. Use this window to complete the following tasks:

- View thumbnails of the pages as they are scanned
- Scan more pages
- Rescan pages individually
- Edit pages individually to crop, rotate, and deskew the images.
- Reorganize or delete pages
- Complete the scan and process the document

For more information, click **Help** on the HP Smart Document Scan Software menu bar.

HP Scanner Tools Utility

Use the HP Scanner Tools Utility to assign profiles to numbers, to configure the buttons on the scanner front panel, and to find information about scanner settings, status, and maintenance.

To open the utility, do one of the following:

- Double-click the **HP Scanner Tools Utility** icon on the desktop.
- Press the **Tools** (🔧) button on the scanner front panel.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N7710**, and then click **HP Scanner Tools Utility**.

Use the **Buttons** tab to assign HP Smart Document Scan Software profiles to numbers for quick access from the scanner front panel. For more information, see Set up scan profiles.

Also use the **Buttons** tab to configure the behavior of the buttons on the scanner front panel and to change the lamp setting.

Use the **Maintenance** tab to view the scanner usage and maintenance history, to run a test scan pass, and to change the setting for maintenance alerts.

Where to get additional information

- Setup and Support Guide
- User Guide
- Online help
- Help for other software programs

Setup and Support Guide

Use the printed Setup and Support Guide that came with the scanner to set up and connect the scanner, test the installation, and troubleshoot installation problems.

User Guide

This scanner User Guide is the primary source for scanner information. It provides information about using, maintaining, and troubleshooting the scanner.

To open the User Guide in the installed (system) language, follow these steps:

▲ Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N7710**, and then click **User Guide**.

To open the User Guide in another language, follow these steps:

1. Insert the HP Scanning Software CD that came with the scanner into the computer CD drive.
   Wait for the installation dialog box to display.
2. Click **View guides**.
   A list of languages is displayed.
3. Click the language that you want.

Online help

The following sources of information are available online:

HP Smart Document Scan Software Help

The HP Smart Document Scan Software Help explains how to use HP Smart Document Scan Software features such as creating and editing profiles.

To open HP Smart Document Scan Software Help, double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** on the menu bar.

HP Scanner Tools Utility help

The HP Scanner Tools Utility help explains the scanner settings, information about scanner status and maintenance, and how to assign scanner profiles to numbers that you can select on the scanner front panel.

To open HP Scanner Tools Utility help, press the **Tools** button on the scanner front panel, and then click **Help** in the HP Scanner Tools Utility dialog box.

Help for other software programs

For information about any of the other software programs included with the scanner, open the program, and then click **Help** on the menu bar.

Accessibility

- LCD Reader
- Control of the scanner buttons

LCD Reader

The LCD Reader is a software program that shows the changing contents of the scanner front panel display. The LCD Reader enables accessibility software tools to verbalize what is being shown on the scanner front panel.

To use the LCD Reader, follow these steps:

1. On your hard drive, navigate to the C:\Program Files\Common Files\Hewlett-Packard \Scanjet\N7710 directory.
2. To start the program, double-click **hplcd.exe**.

Control of the scanner buttons

To prevent buttons from being pushed accidentally, you can disable the buttons on the scanner front panel.

When the buttons are disabled, start scans and copies from the computer using scanning software. You can still press the **Cancel** button on the scanner front panel to stop a scan or copy.

To turn off the scanner buttons, follow these steps:

1. Open the HP Scanner Tools Utility.
2. On the **Buttons** tab, select the **Disable scanner buttons** check box.
   To turn on the scanner buttons, clear the **Disable scanner buttons** check box.

   NOTE: You must have administrative privileges on the computer to change the setting of this check box.

2 Use the document feeder

For helpful information on loading your documents properly, refer to the following topics.

- Document loading tips
- Things to avoid
- How to load documents

Document loading tips

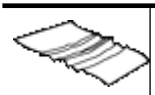
- The document feeder performs best with 60-90 g/m^2 (16-24 lb) paper.
- Use the document feeder to scan flexible items such as paper and small, flexible cards.
- Use the card slot to scan rigid items such as laminated cards, embossed cards, or cards with raised lettering (available on the HP Scanjet 7800 and N7710).
- The maximum capacity of the document feeder is 50 sheets of 75 g/m^2 (20 lb paper). When using heavier paper, the maximum capacity is decreased.
- Be sure that your documents are within these guidelines:

Width:	50.8 mm to 215.9 mm (2.0 inches to 8.5 inches)
Length:	73.7 mm to 355.6 mm (2.9 inches to 14 inches)
Weight:	60 g/m^2 to 120 g/m^2 (16 lb to 32 lb)

- Make sure that there are no staples, paper clips, or any other attached material such as adhesive notes. Sheets should not be stuck together.
- Before placing an item in the document feeder, make sure that the item does not contain wet ink, wet glue, correction fluid, adhesive notes, or other substances that can be transferred to the interior of the scanner. Wait until the document is thoroughly dry before scanning.
- Smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled or folded, it may cause a paper jam.
- When loading paper that is smaller than 73.7 mm (2.9 inches) in one dimension (such as business cards), place the pages lengthwise into the document feeder.
- Make sure that the hatch on the document feeder is securely latched. To properly close the hatch, press until you hear a click.
- Adjust the paper guides to the width of the documents. Make sure that the paper guides touch the edges of the original. If there is any clearance between the paper guides and the edges of the documents, the scanned image might be skewed.
- Clean the scanning rollers if the rollers are visibly dirty or after scanning a document that has pencil writing on it.

Things to avoid

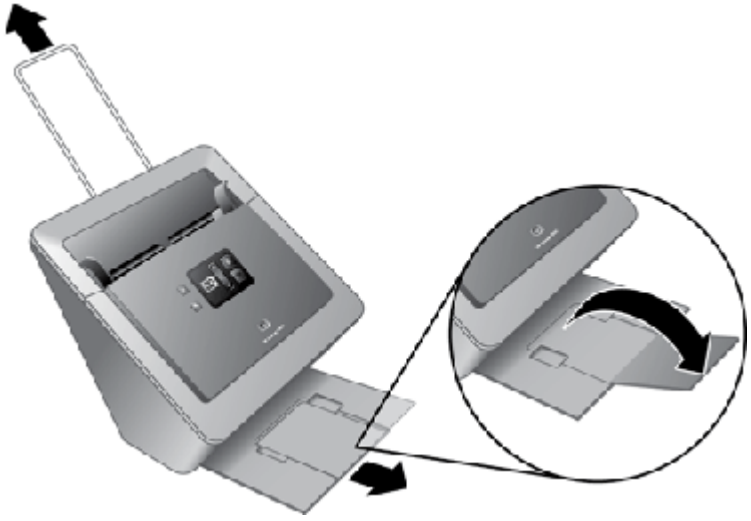
- Scanning the following types of documents might result in paper jams or damage to the documents. To scan these documents, make a photocopy, and then scan the copy instead.

	Wrinkled or creased documents		Curled documents
	Torn documents		Documents with paper clips or staples
	Carbon paper		Coated paper
	Extremely thin, translucent paper		Paper with adhesive notes or flags attached
	Photos		Overhead transparencies

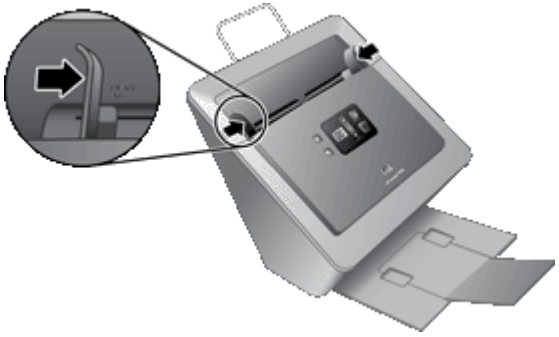
- Do not exceed the maximum capacity of the document feeder: 50 sheets of 75 g/m^2 (20 lb paper). When using heavier paper, the maximum capacity is decreased.
- When placing a stack of documents into the feeder, gently set the stack in the document feeder. Do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed the stack in the document feeder.

How to load documents

1. Pull up the document feeder extension, and fold out the output tray.

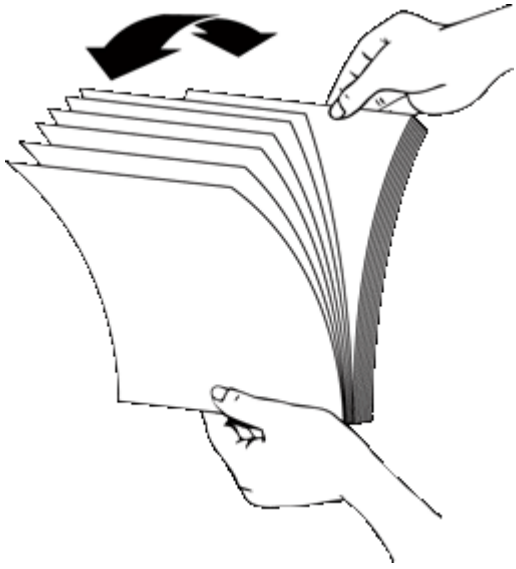


2. Adjust the paper guides to the width of the documents. Take care not to overtighten the guides, which can restrict paper feeding.

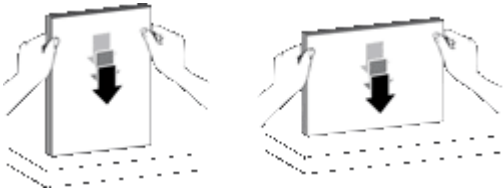


When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original.

3. Fan the stack of document pages to ensure that the pages do not stick together. Fan the edge that will be pointing into the feeder in one direction, and then fan that same edge in the opposite direction.



4. Align the edges of the documents by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.



5. Gently set the stack in the document feeder. Load the pages face down with the top of the pages pointing into the feeder.
   For best results, do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed it in the document feeder.

6. Verify that the paper guides are aligned with the edges of the stack.
7. Begin scanning.

3 Load cards

For information about loading flexible and rigid cards, see the following topics.

- Load flexible cards into the document feeder
- Load a card into the card slot

Load flexible cards into the document feeder

Use the document feeder to scan flexible items such as paper and small, flexible cards. (Use the card slot to scan rigid items such as laminated cards and embossed cards.)

This topic describes the specifications for flexible cards. For paper specifications, see Load cards.

The scanner document feeder can process flexible cards that meet the following specifications:

Minimum size:	50.8 mm x 73.7 mm (2.0 inches x 2.9 inches)
Maximum size:	Business card size
Minimum weight:	253 g/m^2 (12 points or 102 lb)
Maximum weight:	326 g/m^2 (15 points or 120 lb)

The card capacity of the document feeder is 10 flexible cards.

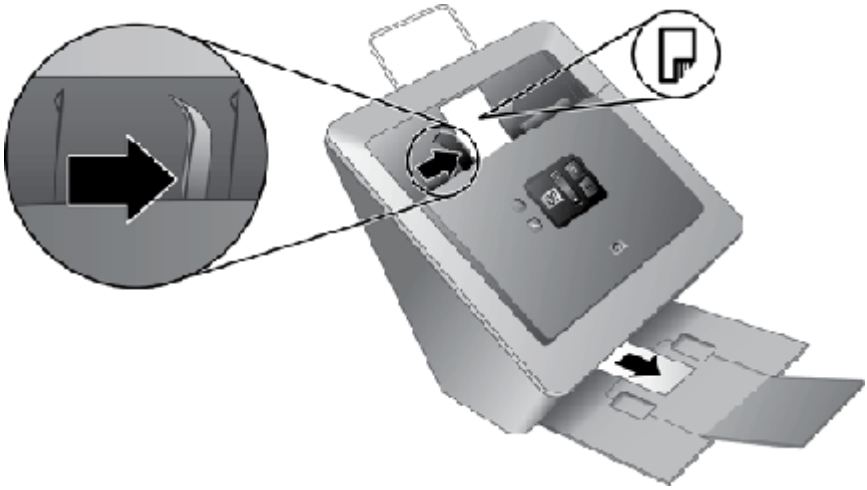
NOTE: Cards with raised characters must be placed into the card slot. For information, see Load cards.

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

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

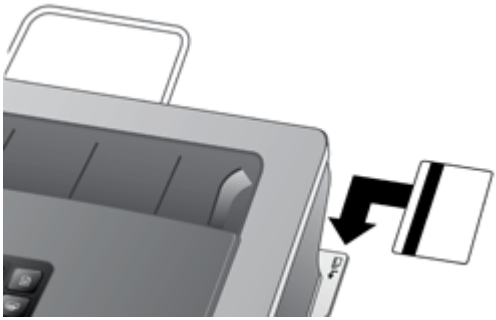
To load flexible cards into the document feeder, follow these steps:

1. Place the stack of cards face down with the long dimension parallel to the paper guides.



2. Adjust the paper guides to center the original. Make sure the paper guides touch the edges of the original.

Load a card into the card slot



Use the card slot of the back of the scanner to scan rigid items such as laminated cards and embossed cards. The card slot accepts cards with raised characters. (Use the document feeder to scan flexible items such as business cards.)

The scanner card slot can process rigid cards that meet the following specifications:

Minimum size:	31.8 mm x 63.5 mm (1.3 inches x 2.5 inches)
Maximum size:	54.3 mm x 85.7 mm (2.1 inches x 3.4 inches)

(continued)

Minimum thickness:	0.10 mm (0.004 inches)
Maximum thickness:	0.84 mm (0.033 inches)

The capacity of the card slot is 1 card at a time.

Load a card into the card slot face down with the long dimension parallel to the side of the scanner and the top of the card toward the left as you face the scanner.

NOTE: Be sure to scan only one card at a time in the card slot.

4 Scan and copy

The following topics describe how to scan or copy originals using the scanner and the scanner software.

- Basic scanning steps
- Basic copying steps
- Scan from the scanner buttons
- Scan from HP Smart Document Scan Software
- Scan from other software programs
- Scan with one button press

Basic scanning steps

The basic steps for scanning are:

1. Load the originals. For more information, see Use the document feeder.
2. Do one of the following:
   - Use the **Select Profile Number** (▲▼) button on the scanner front panel to select a number, and then press the **Scan Document To** (📄) button.
     For information about profiles, see Set up scan profiles.
   - Open HP Smart Document Scan Software. For more information, see Scan from HP Smart Document Scan Software.
   - Open another scanning software program. For more information, see Scan from other software programs.

TIP: If you select duplex scanning or copying, the scanner processes both sides of a two-sided original in a single pass.

Basic copying steps

The basic steps for copying are:

1. Load the originals. For more information, see Use the document feeder.
2. Use the **Number of Copies** (▲▼) button on the scanner front panel to select the number of copies, and then press the **Copy** (🖨) button.
   The copies are printed with the current copy settings.

NOTE: If you want to change the copy settings, start the copy from the HP Document Copy software.

TIP: You can configure HP Document Copy to always prompt for copy settings before starting to print. For information, see the HP Scanner Tools Utility help.

Scan from the scanner buttons

- Scan Document To button
- Copy button
- Tools button
- Cancel button

Scan Document To button

1. Use the **Select Profile Number** button (▲▼) to select a profile. The number (01 through 30) is displayed on the scanner front panel.

   TIP: To increase or decrease the numbers rapidly, press and hold the **Select Profile Number** button.

2. Press the **Scan Document To** ( ) button to start scanning a document using the selected profile.

For information about profiles, see Set up scan profiles.

Copy button

1. Use the **Number of Copies** button (▲▼) to specify the number of copies that you want. The number of copies is displayed on the scanner front panel.

   TIP: To increase or decrease the number of copies rapidly, press and hold the **Number of Copies** button.

2. Press the **Copy** button ( ) to scan an original document and send it to the computer's default printer.

Tools button

Use the **Tools** button to open the HP Scanner Tools Utility where you can configure the scanner front panel buttons, assign profiles, and view maintenance information. For more information, see HP Scanner Tools Utility.

Cancel button

Use the **Cancel** button to cancel a scan in progress.

Scan from HP Smart Document Scan Software

You can start a scan from the HP Smart Document Scan Software.

1. Do one of the following:
   - Double-click the **HP Smart Document Scan Software** icon on the computer desktop.

   - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, and then click **HP Smart Document Scan Software**.
2. Select a profile, and then click **Scan**.

   TIP: A description of the selected profile is displayed below the list. For descriptions of the most commonly used profiles, see the profile label on the pull-down tray on the front of the scanner.
3. Follow the onscreen instructions to complete the scan.

For more information, see the HP Smart Document Scan Software help.

Scan from other software programs

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

HP Smart Document Scan Software is an ISIS application.

ScanSoft PaperPort, I.R.I.S. Readiris Pro, and NewSoft Presto! BizCard are TWAIN applications.

Scan with one button press

The standard process for using the HP Smart Document Scan Software to complete your scans is as follows:

1. Scan document pages.
2. Review the scanned document pages in the HP Smart Document Scan Software **Scan Progress Window**. Reorder, delete, and rescan pages as necessary.
3. Finish the scan by clicking **Done Scanning** in the **Scan Progress Window**.
4. The scanning software processes the scanned document pages according to the profile settings.

You can set up a profile that skips steps 2 and 3 of the standard process. After you select this profile, press the **Scan Document To** button on the scanner front panel or click **Scan** in the HP Smart Document Scan Software **Main Window**. The pages will be scanned and processed without further intervention.

In order for a scan to complete automatically, the selected HP Smart Document Scan Software profile must include the following settings:

- On the **Profile** tab, the **Enable document review and option to scan more pages** check box must be cleared.
- Additional settings on the **Destination** tab, such as disabling the **Show Save As** dialog box, might be required depending on the profile.

5 Set up scan profiles

An HP Smart Document Scan Software profile contains settings for scanning, processing, and saving or sending scanned documents. You can set up profiles for use with the **Scan Document To** button on the scanner front panel. The profiles provide a fast, efficient way to scan. You can configure each profile to perform specific scanning functions that you use often. For example, if you frequently need to scan originals at 200 dpi color to a searchable PDF file and e-mail that file to a co-worker, you can create a profile with the necessary settings to accomplish this task.

Use the HP Smart Document Scan Software to set up and modify profiles. Use the HP Scanner Tools Utility to assign each profile to a number. After you have assigned a profile to a number, you can use the profile settings by selecting that number on the scanner front panel.

NOTE: You can assign up to 30 profiles to numbers that are selectable from the scanner front panel. If you have more than 30 profiles, assign the most frequently used profiles to the numbers. You can access all profiles by scanning from the HP Smart Document Scan Software.

For information on how to configure an HP Smart Document Scan Software profile to complete a scan without user interaction, see Scan with one button press.

- Set up a profile with HP Smart Document Scan Software
- Assign profiles to numbers with the HP Scanner Tools Utility
- Import and export profiles

Set up a profile with HP Smart Document Scan Software

1. To open HP Smart Document Scan Software, do one of the following:
   - Double-click the **HP Smart Document Scan Software** icon on the computer desktop.

   - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, and then click **HP Smart Document Scan Software**.
2. Click **New**.
   The Create New Profile dialog box is displayed.
3. In the **Profile name** box, type the name you want or accept the default name.

   TIP: You might want to set up the new profile based on an existing one. To do so, check the **Copy settings from profile** check box and select an existing profile from the list.

4. Click **Continue**.
   The Profile Settings dialog box is displayed.
5. Select the settings for the profile.

For more information, click **Help** on the HP Smart Document Scan Software menu bar.

Assign profiles to numbers with the HP Scanner Tools Utility

Use the HP Scanner Tools Utility to assign each profile to a number. Numbered profiles are selectable from the scanner front panel.

NOTE: Because the number on the front panel returns to **01** after being idle for 30 seconds, it is a good idea to assign the most frequently used profiles to lower numbers.

1. To open the HP Scanner Tools Utility, do one of the following:
   - Double-click the **HP Scanner Tools Utility** icon on the computer desktop.

   - Press the **Tools** (🔧) button on the scanner front panel.
   - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N7710**, and then click **HP Scanner Tools Utility**.
2. In the **Available Profiles** list, select a profile.
3. In the **Number** list, select the number to receive the profile.
4. Click **Assign Profile to Number**.

Import and export profiles

Profiles can be exported into and imported from an XML file so that administrators can set up profiles for a workgroup, users can transfer their profiles from one machine to another, and users can share custom profiles with each other.

For more information, see the HP Smart Document Scan Software help.

6 Care and maintenance

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

- HP Scanner Tools Utility Maintenance tab
- Order maintenance and scanning supplies
- Clean the scanner glass
- Clean the paper path
- Clean the feed roller
- Replace the feed roller and separation pad

Occasional cleaning of the scanner helps ensure high-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.

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

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

HP Scanner Tools Utility Maintenance tab

The **Maintenance** tab of the HP Scanner Tools Utility displays the scanner usage, maintenance history, and settings. You can record scanner maintenance and change the setting for maintenance alerts.

For detailed information, see the HP Scanner Tools Utility help. To open the help, press the **Tools** button on the scanner front panel, and the click **Help** in the dialog box.

Order maintenance and scanning supplies

You can purchase maintenance parts for your scanner.

1. Visit the HP scanner parts Web site at www.hp.com/buy/parts.
2. Select your language, and then click the arrow.

Clean the scanner glass

Both strips of glass in the scanner should be cleaned periodically. The two small strips of white reflective material should be lightly dusted if debris is present.

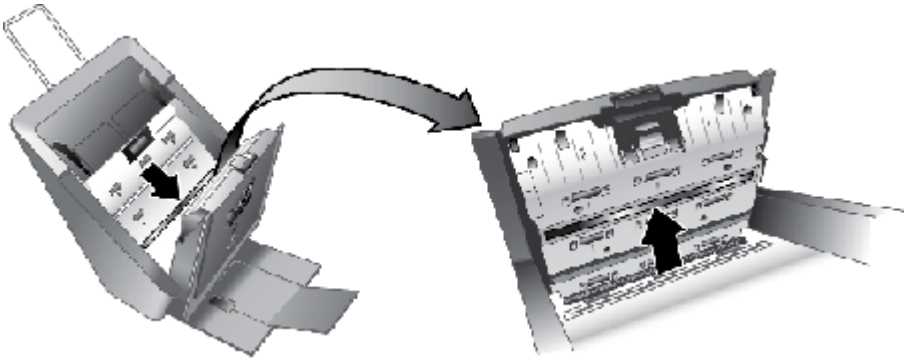
To clean the strips of glass, follow these steps:

1. Press the **Power** switch to the off position, and then disconnect the USB cable and power supply from the scanner.
2. Open the scanner hatch.

3. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

   △ **CAUTION:** Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

   Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could leak under the glass and damage the scanner.



4. Dry the glass with a dry, soft, lint-free cloth.
5. With a light touch, dust the two small strips of white reflective material with a dry, soft, lint-free cloth.
6. Close the scanner hatch, and then reconnect the USB cable and power supply to the scanner.

Clean the paper path

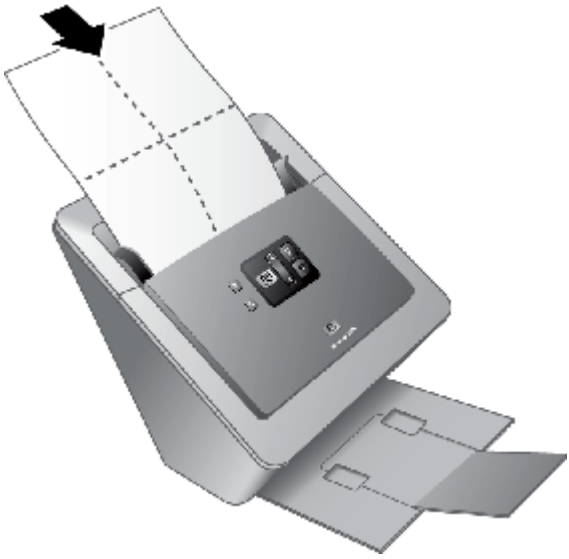
If scanned images have streaks or scratches, use the HP paper-path cleaning cloth to clean the paper path.

To order more HP paper-path cleaning cloths, go to www.hp.com/support.

To clean the paper path, follow these steps:

1. Open the sealed HP paper-path cleaning cloth container, starting at the notch. Take care not to tear the cleaning cloth.
2. Remove the cleaning cloth and unfold it.

3. Place the unfolded cloth into the document feeder.



4. Press the Tools (🔧) button to open the Scanner Tools Utility. Click the **Maintenance** tab.
5. Click the **Clean** button to feed the cloth through the scanner.

   △ **CAUTION:** Wait two minutes for the components to dry before proceeding to the next step.

6. Place up to five pages of printed paper in the scanner. Scan and view the results.
7. If streaks still appear, repeat steps 3 through 5. The cleaning cloth can be cycled through the scanner up to five times within 30 minutes. After that, the cloth will dry out.

   If repeated cycling of the cleaning cloth does not remove the streaks from the scanned images, clean the feed roller.

Clean the feed roller

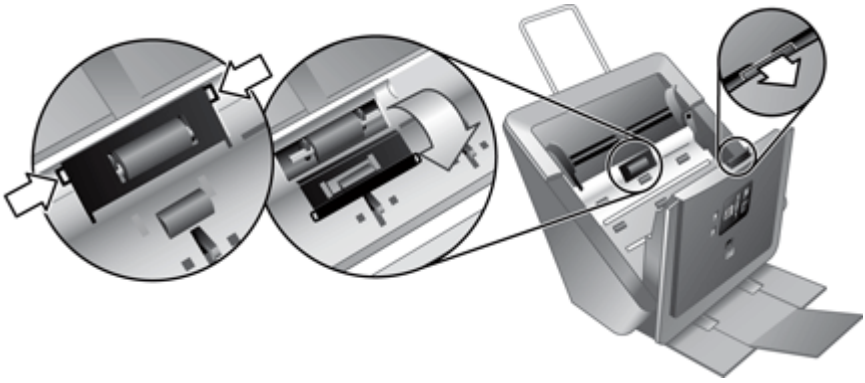
If cleaning the paper path did not remove the streaks or scratches from the scanned images, clean the feed roller.

To order more HP paper-path cleaning cloths, go to www.hp.com/support.

To clean the feed roller, follow these steps:

1. Press the **Power** switch to the off position, and then disconnect the USB cable and power supply from the scanner.
2. Open the scanner hatch.

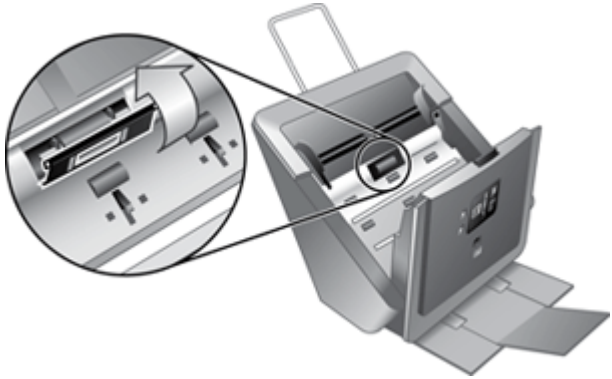
3. Squeeze the tabs on the feed roller cover towards each other, and then lower the feed roller cover.



4. Use an HP paper-path cleaning cloth to clean the feed roller and the small rubber pad that is located below it.

   NOTE: If you do not have an HP paper-path cleaning cloth, use a lint-free cloth that has been dampened with isopropyl alcohol.

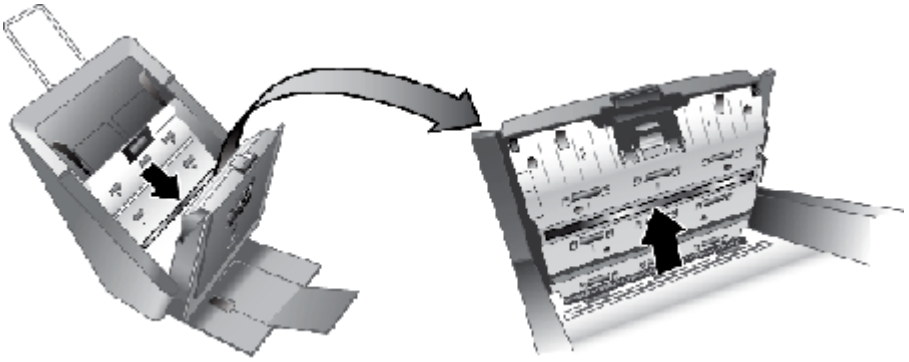
5. Wipe the area around the small rubber pad to remove any paper dust.
6. Raise the feed roller cover to close it.



7. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

   △ **CAUTION:** Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

   Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could leak under the glass and damage the scanner.



8. Dry the glass with a dry, soft, lint-free cloth.
9. With a light touch, dust the two small strips of white reflective material with a dry, soft, lint-free cloth.
10. Close the scanner hatch, and then reconnect the USB cable and power supply to the scanner.
11. Press the **Power** switch to the on position, and then update the scanner maintenance history:
    a. Press the **Tools** (🔧) button on the scanner front panel to open on the HP Scanner Tools Utility.
    b. In the **Feeder Maintenance** section of the **Maintenance** tab, click **Record Cleaning**.
       For more information, see the HP Scanner Tools Utility help.

NOTE: HP recommends that you replace the feed roller and the associated separation pad every 100,000 scans.

The HP Scanner Tools Utility can remind you when service is needed, which depends on many conditions and might be sooner than this replacement interval.

Replace the feed roller and separation pad

If streaks on scans or paper jams occur repeatedly and cleaning the scanner does not help, replace the feed roller.

The feed roller replacement kit contains a feed roller mechanism, a separation pad, and installation instructions. To order the replacement kit, go to www.hp.com/support.

To replace the feed roller and separation pad, follow these steps:

1. Press the **Power** switch to the off position, and then disconnect the USB cable and power supply from the scanner.
2. Replace the feed roller and separation pad as described in the installation instructions that were included with the replacement kit.
3. Close the scanner hatch, and then reconnect the USB cable and power supply to the scanner.
4. Update the scanner maintenance history:
   a. Press the **Tools** (🔧) button on the scanner front panel to open on the HP Scanner Tools Utility.
   b. In the **Feed Roller and Separation Pad Maintenance** section of the **Maintenance** tab, click **Record Replacement**.
      For more information, see the HP Scanner Tools Utility help.

NOTE: HP recommends that you replace the feed roller and the associated separation pad every 100,000 scans.

The HP Scanner Tools Utility can remind you when service is needed, which depends on many conditions and might be sooner than this replacement interval.

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7 Troubleshooting

This section contains solutions for common problems with the scanner.

- Scanner error codes
- Scanner initialization or hardware problems
- Scanner operation problems
- Scanner buttons are not working correctly
- Scanner paper path problems
- Contact HP Support

For additional troubleshooting, see the help for the HP scanning program that you are using. For more information, see Where to get additional information.

Scanner error codes

For help responding to an error code, see the appropriate topics below.

Error Code	Description
Error 02 SDRAM Error	Press the **Power** switch to the off position. Wait 30 seconds, and then press the **Power** switch to the on position. If the message is still displayed, contact HP Support.
Error 03 USB Error	1. Check the USB connection between the scanner and the computer. 2. Use the **Windows Device Manager** tool to verify that the computer recognizes the scanner. The **Windows Device Manager** tool is available on the **Hardware** tab of the **Systems** tool in the **Control Panel**. 3. If the computer does not recognize the scanner, uninstall and then reinstall the scanner software. 4. If the problem persists, contact HP Support.
Error 04 Paper Jam	A document feeder paper jam has been detected. Open the hatch and clear the jam.
Error 08 Hatch Open	The hatch on the document feeder is open or not securely latched. Please close the hatch by pressing until you hear a click, and then rescan.
Error 09 NVRAM ACCESS Error	Press the **Power** switch to the off position. Wait 30 seconds, and then press the **Power** switch to the on position. If the message is still displayed, contact HP Support.
Error 10 Motor Fail	Press the **Power** switch to the off position. Wait 30 seconds, and then press the **Power** switch to the on position. If the message is still displayed, contact HP Support.
Error 18 Multipick Error	The scanner detected that more than one page at a time was fed through the scanner. Follow these steps to resolve the error: 1. Remove the paper from the document feeder. 2. Sort through the stack to make sure the sheets are not stuck together.

(continued)

Error Code	Description
	3. Make sure the paper meets the size and weight specifications, as specified in the scanner User Guide. **4.** Replace the paper into the document feeder. If this error occurs when there is no paper feed error, the misfeed (multipick) detection sensor is not working correctly. Contact HP Support. **NOTE:** You can disable misfeed (multipick) detection in the TWAIN/ISIS **Advanced Settings** dialog box.
Error 23 Lamp Error	Press the **Power** switch to the off position to turn the scanner off. Wait 30 seconds, and then press the **Power** switch to the on position to turn the scanner on. If the message is still displayed, contact HP Support.
Error 24 Pick Failure	The document feeder cannot pick up the paper or the paper is jammed. Follow these steps to resolve the error: **1.** Remove the paper from the document feeder. **2.** Sort through the stack to make sure the sheets are not stuck together. **3.** Make sure the paper meets the size and weight specifications, as specified in the scanner User Guide. **4.** Replace the stack of originals and try again.

Scanner initialization or hardware problems

- Scanner does not start
- Scanner has stopped working correctly

Scanner does not start

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

1. Close the scanning software, if it is open.
2. Disconnect the USB cable that connects the scanner to the computer.
3. Turn the scanner off.
4. Shut down the computer operating system, turn the computer off, wait 60 seconds, and then turn the computer back on.
5. Turn the scanner on.
6. Reconnect the USB cable that connects the computer and the scanner, making sure that the USB cable is connected to the back of the scanner correctly.
   After 30 seconds, the characters on the scanner front panel should stop blinking. If the characters are blinking, see the printed Setup and Support guide that came with the scanner.

Scanner has stopped working correctly

If the scanner stops scanning, follow these steps. After each step, start a scan to see if the scanner is working. If the problem persists, proceed with the next step.

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.
   Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
2. Ensure that the scanner is receiving power.
   a. Check that the green LED on the power supply cable connector is on.
   b. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the AC cable is plugged into.
   c. If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact HP Support for assistance.
3. Unplug the power cable from the power source, wait 60 seconds, and then plug it back in.
4. Restart your computer.
5. Use the **Add/Remove** tool (in Windows Vista, the **Programs and Features** tool) from the **Control Panel** to uninstall the following applications:
   - **HP Scanjet N7710 Document ISIS/TWAIN**
   - **HP Scanjet N7710 Utilities**
6. Reinstall using the HP Scanning Software CD that came with your scanner. When you insert the CD, an installation dialog box launches automatically.

Scanner operation problems

- Scanner will not turn on
- Scanner lamp stays on
- Scanner does not scan right away
- Scanner scans only one side of a double-sided page
- Scanned image is fuzzy
- Scanned pages are out of order at the scan destination
- Scanner is scanning items very slowly
- The scan is completely black or completely white
- Scanned images are not straight
- Vertical white stripes appear on the printed page
- Scan files are too large

Scanner will not turn on

If the scanner will not turn on when you press the front panel scanner buttons, check the following:

- The scanner may be turned off. Be sure the power rocker switch located on the back of the scanner is in the on position.
- The scanner may have been unplugged. Check to see that the power supply has not become disconnected from the scanner or unplugged from the power source.
- The power supply might not be working.
  - Check that the green LED on the power supply cable connector is on.
  - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the AC cable is plugged into.
  - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact HP Support for assistance.

Scanner lamp stays on

To turn the lamp off, turn off the scanner, wait 30 seconds, and then turn the scanner back on.

Scanner does not scan right away

Make sure the power rocker switch on the back of the scanner is in the on position.

If the scanner has not been used for awhile, 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.

You can enable Instant Lamp On mode in the HP Scanner Tools Utility.

Scanner scans only one side of a double-sided page

Select the **Duplex** setting in the scanning or copy software.

Scanned image is fuzzy

Check for any obstructions in the scanner paper path and make sure the paper width guides are positioned appropriately. Try another scan.

Clean the scanner glass as described in the **Care and maintenance** section.

Check the JPEG compression setting as described in the **Advanced technical features** section. If scanner compression is high, scanned data might be lost by the compression.

Scanned pages are out of order at the scan destination

Place the first page of a multiple page document toward the back of the document feeder.

Scanner is scanning items very slowly

The resolution might be set too high. Modify the scan resolution.

The scan is completely black or completely white

The item might not be placed correctly in the document feeder. Make sure that the item you are trying to scan is placed face down.

Scanned images are not straight

Verify that the document feeder guides are centered on the scanner and set to an appropriate width for the original being scanned. Make sure the paper guides touch the edges of the original.

Vertical white stripes appear on the printed page

The destination printer might be out of toner or ink. Scan a different original to the same printer to see if the issue lies with the printer.

If the second original has the same problem, clean the scanner glass as described in the **Care and maintenance** section.

Scan files are too large

If the saved scan files are very large, try the following:

- Verify the scan resolution setting. Resolution of 300 dpi is sufficient for creating editable text. Scanning at a higher resolution creates a larger file with no additional benefit.
- Color scans create larger files than do black and white scans.
- If you are scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.
- Use the Kofax VirtualReScan software to reduce the background “noise” in a document scan to create a smaller file.

Scanner buttons are not working correctly

- Buttons do not work
- An unexpected program opens when a button is pressed
- Wrong HP Smart Document Scan Software profile is used when a button is pressed

Buttons do not work

After each step, press a button to see if it is working correctly. If the problem persists, proceed with the next step.

1. The buttons might be disabled in the HP scanning software. Verify the **Disable front panel buttons** setting in the HP Scanner Tools Utility.
2. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.
3. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.

4. Restart your computer.
5. If the problem persists, the buttons might be disabled outside of the HP scanning software. Try the following procedure:
   a. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
   b. Examine the buttons setting for your scanner:
      - Windows 2000: Ensure that the **Disable Device Events** option is not selected.
      - Windows XP and Vista: Ensure the **Take No Action** option is not selected.

An unexpected program opens when a button is pressed

Depending on the computer operating system and the HP scanning software installed on the computer, an unexpected program might open when a profile is selected and a button is pressed.

After each step, press a button to see if it is working correctly. If the problem persists, proceed with the next step.

1. Verify that the expected program is installed on the computer by looking at the **Start** menu.
   If the program is not installed, then use the program CD to install the program.
2. If the problem persists, the buttons might be disabled outside of the HP scanning software. Try the following procedure:
   a. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
   b. Ensure that the **Start this program** option is selected and that the correct application is selected in the drop-down list.

Wrong HP Smart Document Scan Software profile is used when a button is pressed

Use the HP Scanner Tools Utility to determine which HP Smart Document Scan Software profile is assigned to the selected number. If necessary, change which profile is assigned to that number.

For more information, see the HP Scanner Tools Utility help.

Scanner paper path problems

- Paper jamming, skewing, misfeeds, or multiple-page feeds
- Paper does not feed from the scanner
- The bottom of the scanned image is cut off
- The scanned images have streaks or scratches
- An item loaded in the scanner jams repeatedly
- Clear jams from the scanner paper path

Paper jamming, skewing, misfeeds, or multiple-page feeds

- If the pages look skewed as they feed into the scanner paper path, check the resulting scanned images in the software to ensure that they are not skewed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work properly. Please ensure that the paper stack is straight and the guides are against the paper stack.
- The document feeder or output tray might contain more than the maximum number of pages. Load fewer pages in the document feeder, and remove pages from the output tray.
- Clean the scanner paper path to help reduce misfeeds. If misfeeds still occur, clean the feed roller. If misfeeds still occur, replace the feed roller. For information on how to clean the paper path and how to clean or replace the feed roller, see the **Care and maintenance** section.

Paper does not feed from the scanner

Re-load the pages into the document feeder, ensuring that they make contact with the rollers.

Place small pages, such as business cards, lengthwise into the document feeder.

The scanner hatch might not be securely latched. Open the scanner hatch and then close it by pressing firmly.

A problem with the scanner hardware might exist. Follow this procedure to test the scanner:

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the green LED on the power supply connector is on to verify that the power supply is functional.
2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
3. Disconnect the power supply from the scanner and turn off the computer. After 60 seconds, reconnect the power supply to the scanner and then turn on the computer, in that order.
4. Try to rescan.
5. If the paper still does not feed properly, see the Product Support section of the printed Setup and Support Guide that came with the scanner.

The bottom of the scanned image is cut off

By default, the scanner can scan media that is up to 355.6 mm (14 inches) long. For longer pages, the end of the document is not included in the scanned image.

Verify that you have specified an appropriate page size in the scanning software.

For information on how to enable scanning of media up to 863.6 mm (34 inches), see the **Advanced Technical Features** section.

The scanned images have streaks or scratches

After each step, try another scan to see if the streaks or scratches are still apparent. If so, then try the next step. For information on cleaning the scanner, see the **Care and maintenance** section.

- Check that the originals are clean and unwrinkled.
- Use a cleaning cloth in the scanner paper path.
- Clean the scanner glass.
- Clean the feed roller manually.

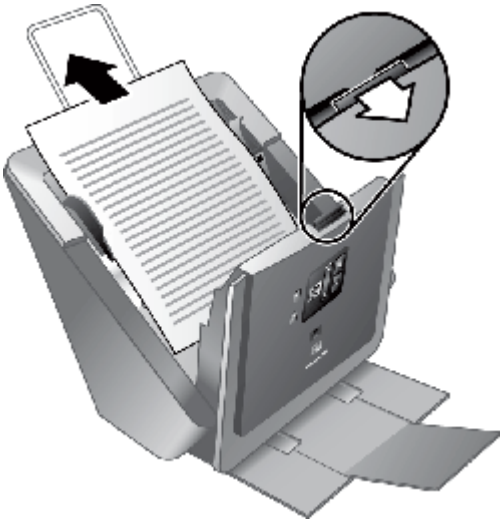
An item loaded in the scanner jams repeatedly

- The item might not meet the guidelines for acceptable originals. For more information, see the **Load originals** section.
- The item might have something on it, such as staples or self-adhesive notes on the original that must be removed.
- Make sure the paper guides touch the edges of the original.

Clear jams from the scanner paper path

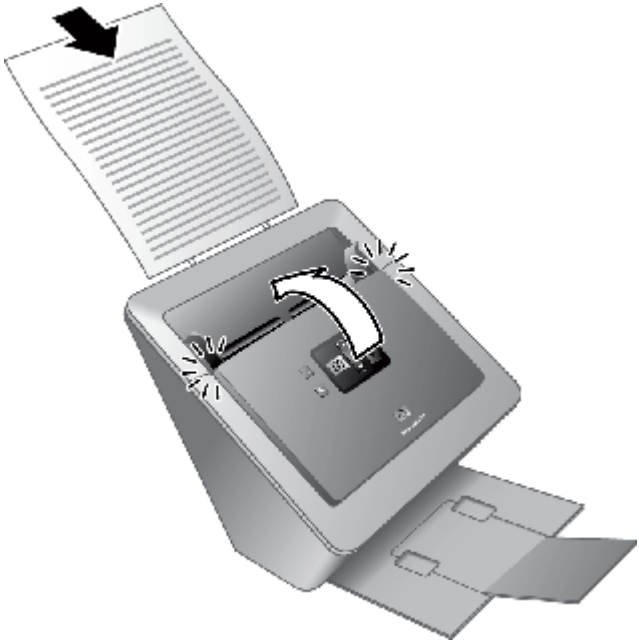
To clear a paper jam:

1. Open the scanner hatch.



2. Remove the originals or any obstructions from the paper path.
3. Remove any debris (paper, staples, clips, etc.) that you see in the paper path.

4. Close the scanner hatch until it snaps into place.



5. Reload the unscanned originals in the document feeder.
6. Resume scanning.

Contact HP Support

For support contact information, see the printed Setup and Support Guide that came with the scanner or visit www.hp.com/support.

8 Advanced technical features

Experienced document management professionals might be interested in the following scan features. These features are available from any document TWAIN or ISIS application that allows you to modify the scan settings in its user interface.

- Long pages
- Scanner hardware compression
- Color dropout
- Misfeed (Multipick) Detection

Long pages

By default, the scanner accepts a stack of originals up to 215.9 mm x 355.6 mm (8.5 inches x 14 inches). You can choose to scan single pages up to 215.9 mm x 863.6 mm (8.5 inches x 34 inches).

NOTE: If the scanner is set to scan long pages and a page jams, up to 864 mm (34 inches) of document pages can be wrinkled as a result of the jam. Therefore, select scan profiles that specify long pages only when you are scanning pages longer than 355.6 mm (14 inches).

To enable long-page scans in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.
2. Select a scan profile, and then click **Edit**.
3. Set the page size:
   - ▲ On the **Scan** tab of the **Profile Settings** dialog box, select **Custom** in the **Size** drop-down list, and then type the actual page dimensions, up to 215.9 mm x 863.6 mm (8.5 inches x 34 inches), in the **Width** and **Height** boxes.

   TIP: Alternatively, you can select **Maximum** in the **Size** drop-down list. The resulting scanned image size will be 215.9 mm (8.5 inches) wide and the actual page length up to 863.6 mm (34 inches) long.

NOTE: Some scanning and destination applications might not support long pages.

Scanner hardware compression

The scanner supports multiple levels of JPEG compression to increase the rate of data transfer from the scanner to the scanning software on the computer. The scanner compresses the data during the scanning process. The scanning software can uncompress the data in order to create scanned images. JPEG compression works on grayscale and color scans.

To enable JPEG compression in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.
2. Select a scan profile, and then click **Edit**.
3. Turn on compression:
   - ▲ On the **Scan** tab of the **Profile Settings** dialog box, select the **Use scanner compression (for optimal speed)** check box.
4. Set how much compression should be performed:
   - **a**. On the **Scan** tab of the **Profile Settings** dialog box, click **Advanced Settings**.
   - **b**. On the **More** tab of the **Properties** dialog box, move the **Scanner JPEG Compression** to the value that you want.

NOTE: To enable JPEG compression in another application, navigate to the TWAIN or ISIS **Advanced Settings** dialog box, and then configure the **Scanner JPEG Compression** setting as described in the previous procedure.

Color dropout

You can filter out a dark background from the image content, for example black text on green paper or red instructions on a form. Removing colors from the scan reduces the scan file size. You can select to filter out a color channel (red, green, or blue) or up to three specific colors. The sensitivity setting controls how closely a scanned color must approximate a specified color in order to be filtered out.

- A sensitivity of 1 creates the largest variable color drop out range. All colors that are similar to the specified colors are eliminated from the scan.
- A sensitivity of 10 creates the smallest variable color drop out range. Only those colors that very closely approximate the specified colors are eliminated from the scan.

To select colors to eliminate from a scan in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.
2. Select a scan profile, and then click **Edit**.
3. Configure color dropout:
   a. On the **Scan** tab of the **Profile Settings** dialog box, click **Advanced Settings**.
   b. On the **Color Dropout** tab of the **Properties** dialog box, select the color dropout option that you want.
   c. Select the channel or color(s) to be dropped out:
      - To filter out a color channel, select that color from the drop-down list.
      - To filter out a specific color, select that color from the color chooser or type the RGB values into the boxes, and then drag the sensitivity slider to the setting that you want.

Misfeed (Multipick) Detection

The Misfeed (Multipick) Detection feature stops the scan or copy process if it senses that multiple pages are fed into the scanner at one time. This feature is enabled by default.

You might want to disable the Misfeed (Multipick) Detection feature if you are scanning multipart forms (a use that HP does not recommend).

To disable the Misfeed (Multipick) Detection feature in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.
2. Select a scan profile, and then click **Edit**.
3. On the **Scan** tab of the **Profile Settings** dialog box, click **Advanced Settings**.
4. On the **More** tab of the **Properties** dialog box, clear the **Enable** check box.

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