

# HP Scanjet Professional 3000 Scanner

## User Guide





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# 1 Scanner overview

This User Guide covers what you need to know about using your scanner.

- [Scanner hardware](#)
- [Scanner software](#)

## Scanner hardware



1	Document feeder
2	Front panel
3	USB input
4	Power supply input

See also

[Scanner front panel buttons](#)

## Scanner front panel buttons

Use the Scan button on the scanner front panel to start a scan.



	Button/LED name	Description
1	Power LED	Lights up when the scanner is turned on.
2	Cancel	Cancels a scan in progress.
3	Scan	Starts a scan.
4	Power	<ul style="list-style-type: none"><li>• Turns on the scanner. Press and hold the button for 3 seconds to turn off the scanner.</li><li>• Puts the scanner in sleep mode. Press this button while the scanner in sleep mode to wake the scanner up.</li></ul>

See also

[Useful scanner features](#)

## Scanner lamp setting

The scanner lamp turns off after each scan. After about 15 minutes of inactivity, the scanner automatically enters its Sleep (Power Save) mode. To start a scan when the scanner is in Sleep mode, simply press the **Power** button or load originals into the document feeder.

## Scanner software

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

- HP Scanjet 3000 scanner driver (TWAIN and WIA)
- Nuance OmniPage software application (TWAIN)
- Nuance PaperPort software application (TWAIN)
- NewSoft Presto! BizCard software application (TWAIN)

## How to scan with the HP Scanjet 3000 scanner driver

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To start a scan, you need to install the HP Scanjet 3000 scanner driver and the TWAIN-compliant scanning software applications. HP recommends installing all of the bundled software applications. Start one of the applications. Select the TWAIN data source to display the HP Scanjet 3000 TWAIN user interface. (Different applications provide different methods for displaying the TWAIN user interface. It is often accomplished by selecting "Scanner Settings" or "Acquire".) Click the Scan button on the TWAIN user interface to start a scan. For more information on how to use the TWAIN-compliant software application, please refer to the Software Help provided by the application.

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Use the HP Scanjet 3000 TWAIN user interface to start a scan:

**Start a scan:** Load the original in the auto document feeder, and then click **Scan**. The scan will be completed using the default settings.

### Scan Progress Window

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

- Cancel a scan.
- Complete the scan and process the document

For more information, click **Help** on the HP Scanjet 3000 TWAIN user interface.

See also

[Scan a document](#)

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## 2 Use the scanner

The following topics describe the HP Scanjet scanner as well as how to scan an original document.

- Load originals
- Scan a document

### Load originals

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

- [Document loading tips](#)
- [Load documents](#)
- [Load a card into the auto document feeder](#)

#### Document loading tips

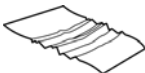

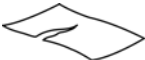
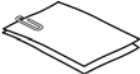
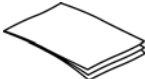





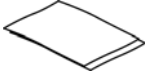

- Be sure that your documents are within these guidelines:

Width:	74 mm to 216 mm (2.9 in to 8.5 in)
Length:	52 mm to 864 mm (2.1 in to 34 in)
Weight:	50 g/m <sup>2</sup> to 120 g/m <sup>2</sup> (13.3 to 32 lb)

- In the HP Scanjet 3000 TWAIN user interface, set the page size to match the width and length of the paper that you are scanning.
- The scanner auto document feeder can process cards that meet the following specifications:

Minimum size:	74 mm x 52 mm (2.9 in x 2.1 in)
Maximum size:	210 mm x 269 mm (8.3 in x 10.6 in)
Minimum weight:	50 g/m <sup>2</sup> (13.3 lbs)
Maximum weight:	120 g/m <sup>2</sup> (32 lbs)

- Scanning the following types of documents might result in paper jams or damage to the documents.

	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
	Papers that are stuck together		Paper with wet substances such as glue or correction fluid

#### How to avoid paper jams

- Smooth out any folds or curls in your documents before placing them into the auto document 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 74 mm (2.9 in) in one dimension (such as business cards), place the pages with the long side parallel to the paper guides.
- To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve no wider than 216 mm (8.5 in) before loading them into the auto document feeder.



**TIP:** If you do not have an appropriately-sized document sleeve, consider using a sleeve intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 216 mm (8.5 in) wide.

- 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.
- 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.



- Clean the scanning rollers if the rollers are visibly dirty or after scanning a document that has pencil writing on it.

See also

[Clean the rollers and the scanner glass](#)

[Scanner paper path problems](#)

## Load documents

1. Unfold the document feeder extension and the output tray extension.



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

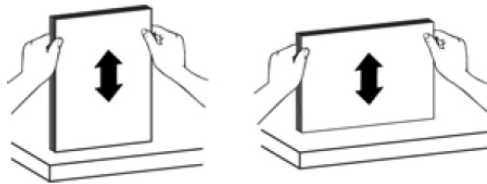


When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original.

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. Load your single-side documents face down with the top of the pages pointing down. Load your double-side documents with the 1<sup>st</sup> page face down and the top of the pages pointing down.

*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.

### **Load cards into the auto document feeder**

To load a card into the auto document feeder, follow these steps:

1. Place the stack of cards face down with the long dimension parallel to the document feeder.



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

## Scan a document

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

- [Tips on scanning](#)
- [Scan from the scanner button](#)
- [Scan from TWAIN-compliant scanning software](#)

### Tips on scanning

- To reduce paper jams, use scan settings that specify the actual dimensions of the page that you are scanning.
- To cancel a scan, press Cancel.

### Scan from the scanner buttons

To scan using the scanner buttons, follow these steps:

1. Load the originals.
2. Press the Scan button to start a scan. The Scan Progress Window will be displayed and the scanned image will be saved in a default location or a user defined location.

### Scan from TWAIN-compliant scanning software

You can scan an image or document directly into a software program if the program is 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.

1. Start the scanning software, and then select the TWAIN data source.
2. Select the settings that are appropriate for the documents that you are scanning.
3. Carry out the appropriate actions to complete the scan.

For more information, see the online help for the scanning software.

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## 3 Useful scanner features

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

- [Scan long documents](#)
- [Filter out color from a document \(color dropout\)](#)

### Scan long documents

By default, the HP Scanjet 3000 scanner accepts originals up to 216mm x 356 mm (8.5 in x 14 in). You can choose to scan a single page up to 216 mm x 864 mm (8.5 in x 34 in).



**NOTE:** To scan pages longer than 355mm(14 in), select Long Page in the Scan size option from the Paper tab of the HP Scanjet 3000 TWAIN user interface. Be sure to enter the width and length of your long document or the scanner will scan a maximum length of 34".

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To enable long-page scan in HP Scanjet 3000 TWAIN user interface, follow these steps:

1. Open your TWAIN-compliant software application.
2. Select your TWAIN data source. Different applications provide different methods for displaying the TWAIN user interface. It is often accomplished by selecting "Scanner Settings" or "Acquire". The HP Scanjet 3000 TWAIN user interface will be displayed.
3. Press the Paper tab, choose Custom from the Cropping drop-down list.
4. Choose Long Page from the Scan Size drop-down list.
5. Enter your width and length in the Size option.
6. Choose your measurement system from the Unit drop-down list box.



**NOTE:** Some scanning and destination software might not support all of the page sizes that the scanner accepts.

**NOTE:** HP recommends scanning long page individually at a resolution of 300 dpi or lower.

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### Filter out a color from a document (color channel dropout)

With HP Scanjet 3000, you can filter out a color channel (red, green, or blue). Removing colors from the scan might reduce the scan file size and improve optical character recognition (OCR) results.

To select colors to eliminate from a scan in the HP Scanjet 3000 TWAIN user interface, follows these steps:

1. Start the scanning software, and then select the TWAIN data source.
2. On the TWAIN user interface, press the Color Dropout tab, choose the color channel you wish to remove from the Color drop-down list.

For information about the color dropout settings, see the online help for the scanning software that you are using.



**NOTE:** The color channel filter only applies to grayscale scans and to black and white scans.

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## 4 Care and maintenance

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

- [Order maintenance and scanning supplies](#)
- [Clean the scanner glass](#)
- [Clean the paper path](#)
- [Clean the rollers and pad assembly](#)
- [Replace the pad assembly](#)
- [Replace the pick roller](#)

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.

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- △ **CAUTION:** Before placing an item in the auto 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.
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### 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](http://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 gray reflective material should be lightly dusted if debris is present.

To clean the strips of glass, follow these steps:

1. Press and hold the **Power** button for 3 seconds to turn off the scanner, 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.

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- △ **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.

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4. Dry the glass with a dry, soft, lint-free cloth.
5. With a light touch, dust the two small strips of gray 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 the scanned images have streaks or scratches, use the HP paper-path cleaning cloth to clean the paper path.



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**NOTE:** If you experience repeated document jams, clean the rollers.

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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 Scan button on the scanner to feed the cloth through the scanner.



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**CAUTION:** Wait two minutes for the components to dry before inserting paper into the document feeder.

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5. Place up to five pages of printed paper in the scanner. Scan and view the results.

6. If streaks still appear, repeat steps 3 through 4. 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 image, clean the rollers.

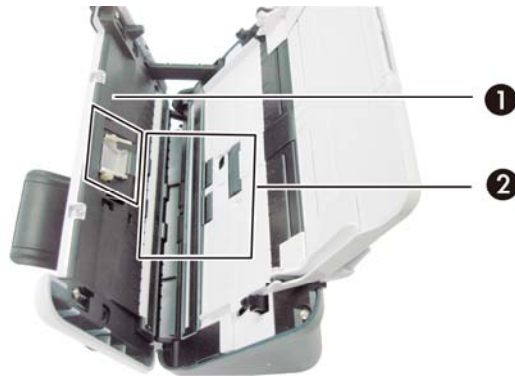
## Clean the rollers and pad assembly

Clean the rollers and pad assembly on the following conditions:

- As a guideline, clean the rollers and pad assembly after every 5,000 scans. Note that this guideline might vary based on the type of documents you are scanning.
- Cleaning the paper path did not remove the streaks or scratches from the scanned images.
- You experience repeated document jams.

To clean the rollers, follow these steps:

1. Press and hold the **Power** button for 3 seconds to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Open the scanner hatch.
3. Remove any visible lint or dust from the rollers and pad assembly using either compressed air or a clean lint-free cloth moistened with isopropyl alcohol.



1	Pad assembly
2	Rollers

4. Close the scanner hatch, and then reconnect the USB cable and power supply to the scanner.
5. Press the **Power** button to turn on the scanner.

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△ **CAUTION:** When cleaning the pad assembly, take care to prevent the cloth from catching on the metal parts.

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## Replace the pad assembly

Replace the pad assembly under the following conditions:

- The **Maintenance Recommended** dialog box indicates it is due for maintenance.
- You experience repeated document jams and cleaning the pad assembly did not help.

Your scanner package includes a pad replacement kit. The pad replacement kit contains a pad assembly and installation instructions. To order additional replacement kit, go to [www.hp.com/support](http://www.hp.com/support).

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**NOTE:** The pad replacement kit is a consumable and is not covered under warranty or standard service agreements.

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To replace the pad assembly, follow these steps:

1. Press and hold the **Power** button for 3 seconds to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
  2. Replace the 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.
- 



**NOTE:** HP recommends that you replace the pad assembly every 30,000 scans.

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## Replace the pick roller

Replace the pick roller under the following conditions:

- The **Maintenance Recommended** dialog box indicates it is due for maintenance.
- You experience repeated document jams and cleaning the pick roller did not help.

The roller replacement kit contains a roller and installation instructions. To order the replacement kit, go to [www.hp.com/support](http://www.hp.com/support).

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**NOTE:** The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.

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To replace the rollers, follow these steps:

1. Press and hold the **Power** button for 3 seconds to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Replace the rollers 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.



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**NOTE:** HP recommends that you replace the pick roller every 100,000 scans.

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# 5 Troubleshooting

This section contains solutions for common problems with the scanner.

- [Basic troubleshooting tips](#)
- [Scanner installation troubleshooting](#)
- [Scanner initialization or hardware problems](#)
- [Scanner operation problems](#)
- [Scanner buttons are not working correctly](#)
- [Scanner paper path problems](#)

For additional troubleshooting, press the Help button of the HP Scanjet 3000 TWAIN user interface.

## Basic troubleshooting tips

Simple issues such as smudges on the scanner glass or loose cables can cause your scanner to produce fuzzy scans, operate in an unexpected manner, or fail to operate. Always check the following items when you encounter scanning problems.

- If scans are fuzzy, check to see if the glass strips inside the document feeder are dirty or smudged. If so, clean the glass strips.
- If you are scanning a document for OCR (Optical Character Recognition), the text must be clear and legible to enable good OCR results.
- Make sure that the USB and power cables are firmly seated in their respective connectors on the back of the scanner, and that the power cord is plugged into a working electrical outlet.
- If you have connected the scanner to the computer through a USB hub or through a USB port on the front of the computer, disconnect the scanner and then reconnect it to a USB port on the back of the computer.
- Make sure that the scanner buttons are enabled.
- Turn off the scanner, wait 60 seconds, and then turn on the scanner.
- Make sure the scanner latch is closed.
- Restart the computer.

If you continue to have problems, it is possible that your HP scanner firmware, or associated driver are out of date or have become corrupted. See [www.hp.com/support](http://www.hp.com/support) to locate firmware, and driver updates for your scanner.

*See also*

- [Clean the rollers and pad assembly](#)
- [Reset the scanner](#)
- [Check that the scanner has power](#)
- [Check the cables](#)
- [Scanner front panel buttons](#)

## Scanner Installation troubleshooting

If the scanner does not work after installation, you might see a message on the computer screen that is similar to one of the following:

- The computer cannot communicate with the scanner. To fix the problem, check the scanner cables and software as described here.
- The scanner could not be initialized.
- The scanner could not be found.
- An internal error has occurred.
- The computer cannot communicate with the scanner.

To fix the problem, check the scanner cable and software as described here.

- Check the USB cable.
- Uninstall and then reinstall the HP Scanjet 3000 scanner driver.

### 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>• Press and hold the <b>Power</b> button for 3 seconds to turn off the scanner 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. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.</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>

### Uninstall and then reinstall the HP Scanjet 3000 scanner driver

If checking the scanner cable connection did not solve the problem, the problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the HP Scanjet 3000 scanner driver.

1. Press and hold the **Power** button for 3 seconds to turn off the scanner, and then disconnect the USB cable and power cable from the scanner.

2. Use the **Add/Remove** tool (in Windows Vista or Windows 7, the **Programs and Features** tool) from the **Control Panel** to uninstall the HP Scanjet 3000 scanner driver.
3. Restart the computer.
4. Use the HP Software CD that came with the scanner to reinstall the HP Scanjet 3000 scanner driver.
5. Reconnect the USB cable and power cable to the scanner, and then press the **Power** button to turn on the scanner.

## Scanner initialization or hardware problems

- [Check the USB connection](#)
- [Check that the scanner has power](#)
- [Reset the scanner](#)
- [Scanner has stopped working correctly](#)

### Check the USB connection

Check the physical connection to the scanner.

- Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
- Ensure that the USB cable is securely connected between the scanner and the computer. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.

If the problem persists after verifying the above items, try the following:

1. Do one of the following tasks depending on how the scanner is connected to the computer:
  - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable to a USB port on the back of the computer.
  - If the USB cable is directly connected to the computer, plug it into another USB port on the back of the computer.
  - Remove all other USB devices from the computer except for the keyboard and the mouse.
2. Press and hold the Power button for 3 seconds to turn off the scanner, wait 30 seconds, and then press the Power button to turn on the scanner.
3. Restart the computer.
4. After the computer has restarted, try using the scanner.
  - If the scanner works, reconnect any additional USB devices one at a time; try the scanner after connecting each additional device. Disconnect any USB devices that prevent the scanner from working.
  - If the scanner does not work, uninstall and then reinstall the HP scanner driver.

*See also*

[Uninstall and then reinstall the HP Scanjet 3000 scanner driver](#)

## Check that the scanner has power

The power cable is connected between the scanner and a power outlet.

- Ensure that the power cable is securely connected between the scanner and a live electrical outlet.
- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.

If the problem persists after verifying the above items, follow these steps:

- Press and hold the **Power** button for 3 seconds to turn off the scanner, and then disconnect the power cable from the scanner.
- Wait 30 seconds.
- Reconnect the power cable to the scanner, and then press the **Power** button to turn on the scanner.

*See also*

[Check the cables](#)

## Reset the scanner

If you receive an error message similar to **Scanner initialization failed** or **Scanner not found** when trying to use the scanner, you should reset the scanner. To reset the scanner, follow these steps:

1. Close your TWAIN-compliant software, if it is open.
2. Disconnect the USB cable that connects the scanner to the computer.
3. Turn the computer off, wait 60 seconds, and then turn on the computer.
4. Reconnect the USB cable to a USB port on the back of the computer.
  - Make sure that the USB cable is connected to the back of the scanner correctly. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.
  - Try connecting the USB cable to a different USB port on the back of the computer.

## 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 case is on.
  - b. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply 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 [www.hp.com/support](http://www.hp.com/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.  
Use the Windows Device Manager tool to verify that the computer recognizes the scanner.
  - **Windows 2000/XP/XP, 64 bit:** The **Windows Device Manager** tool is available on the **Hardware** tab of the **Systems** tool in the **Control Panel**.
  - **Vista/Vista, 64 bit/Windows 7:** If you have the categorized Control Panel view, select **Control Panel**, select **Hardware and Sound**, and then select **Device Manager**. If you have the Classic view, select **Control Panel**, then select **Device Manager**.
5. Disconnect the USB cable.
6. Restart your computer.
7. Use the **Add/Remove** tool (in Windows Vista or Windows 7, the **Programs and Features** tool) from the **Control Panel** to uninstall the HP Scanjet 3000 scanner driver.
8. Reinstall using the HP Software CD that came with your scanner.
9. Reconnect the USB cable and power cable to the scanner, and then press the **Power** button to turn on the scanner.

## 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 two-sided page](#)
- [Scanned image is fuzzy](#)
- [Scanned pages are out of order](#)
- [Optimize scanning and task speeds](#)
- [The scan is completely black or completely white](#)
- [Scanned images are not straight](#)
- [Vertical black strips appear on the scanned image](#)
- [Scan files are too large](#)

### Scanner will not turn on

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

- 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 may not be working.
  - Check that the green LED on the power supply case is on.
  - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply 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 the manufacturer of your computer for assistance.

### **Scanner lamp stays on**

The scanner lamp turns off after each scan. After about 15 minutes of inactivity, the scanner automatically enters its Sleep (Power Save) mode.

If the scanner lamp remains on after a long period of inactivity, turn off the scanner, wait 30 seconds, and then turn the scanner back on.

### **Scanner does not scan right away**

Make sure the scanner hatch is closed, and that the scanner is turned on.

If the scanner is in sleep mode, press the Power button to wake the scanner up.

### **Scanner scans only one side of a two-sided page**

Verify the TWAIN-compliant application supports duplex scanning and that the duplex option has been selected.

### **Scanned image is fuzzy**

- Verify that the original document is not 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 glass strips inside the scanner.

See also

[Clean the scanner glass](#)

### **Scanned pages are out of order**

- Verify that the page order of the original document is correct before inserting into the document feeder.
- Make sure that there are no staples, paper clips, or any other attached material (such as adhesive notes) that may cause the pages to feed incorrectly.
- Verify that pages are not stuck together.
- Place the first page of a multiple page document toward the back of the document feeder.

### **Optimize scanning and task speeds**

Several settings influence the total time for a scanning job. When you want to optimize scanning performance, consider the following information.

- To optimize performance, make sure your computer meets the recommended system requirements. To view minimum and recommended system requirements, see [www.hp.com](http://www.hp.com), select your country/region, search on your scanner model, and then search on **datasheet**.
- In the scanning software, choose the layout setting that matches the orientation of the originals in the document feeder.
- If you are scanning to editable text, the optical character recognition (OCR) software requires more processing time than for non-OCR scans, which is normal. Wait for the item to scan.





**NOTE:** For the best OCR results, scanner compression should be set to a low compression level or disabled. Resolution should be set to 300 ppi (dpi) for English and European languages and 400 ppi (dpi) for Chinese or Korean character recognition.

---

- Scanning at a higher resolution than necessary increases scanning time and creates a larger file with no additional benefit. If you are scanning at a high resolution, set the resolution to a lower level to increase scanning speed.

*See also*

[Scan files are too large](#)

### **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. In addition, the application used for scanning may support "deskew" to straighten the scanned images. Note that performance may be negatively affected but the results may be superior.

### **Vertical black stripes appear on the scanned image**

There is dirt on the scanner glass. Clean the scanner glass.

*See also*

[Clean the scanner glass](#)

### **Scan files are too large**

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

- Verify the scan resolution setting:
  - 200 dpi is sufficient for storing documents as images.
  - For most fonts, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.
  - For Asian fonts and small fonts, 400 dpi is the recommended resolution.

Scanning at a higher resolution than necessary 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.
- Most scanning applications allow users to control the compression used for output files. Refer to the documentation for the scanning application for more information.

## Scanner buttons are not working correctly

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

1. A cable might be loose. Ensure that the USB cable is securely connected.
2. The HP Scanjet Button Utility might have been used to disable the buttons. If so, use the HP Scanjet Button Utility to re-enable the button. (The HP Scanjet Button Utility is part of the scanner driver. When the HP Scanjet 3000 driver is successfully installed, the HP Scanjet Button Utility icon will be displayed at the bottom-right corner of your system tray.)
3. Press and hold the Power button for 3 seconds to turn off the scanner, wait 30 seconds, and then press the Power button to turn the scanner back on.
4. Restart your computer.
5. If the problem persists, the buttons might be disabled outside of the HP Scanjet Button Utility. Try the following procedure:
  - a. Open **Control Panel**, select **Scanners and Cameras (In Windows 7, the Devices and Printers tool)**, and then select your scanner model from the list.
  - b. Display the scanner properties:
    - **Windows 2000:** Click **Properties**.
    - **Windows XP and Vista:** Right-click your scanner model, and then click **Properties**.
  - c. Examine the buttons setting for your scanner:
    - **Windows 2000:** Ensure that the **Disable Device Events** option is not selected.
    - **Windows XP, Vista, and 7:** Ensure the **Take No Action** option is not selected.
  - d. Make sure that the application selected for the scan button is installed and functioning on your system.

*See also*

[HP Scanjet 3000 scanner driver](#)

## Scanner paper path problems

- [Paper jamming, skewing, misfeeds](#)
- [Scanning fragile originals](#)
- [Paper does not feed successfully](#)
- [Originals are curling up in the scanner output tray](#)
- [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

- Check that all rollers are in place and that the roller doors and scanner hatch are closed.

- If the page looks skewed as they feed into the scanner paper path, check the resulting scanned image in the software to ensure that it is 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 rollers. If misfeeds still occur, replace the rollers.

See also

- [Document loading tips](#)
- [Clean the paper path](#)
- [Clean the rollers](#)
- [Replace the pick roller](#)

## Scanning fragile originals

To safely scan fragile originals (photographs or documents on wrinkled or very lightweight paper) place originals in a clear, heavyweight document sleeve that is no more than 216 mm (8.5 in) wide before inserting into the document feeder.



**TIP:** If you do not have an appropriately-sized document sleeve, consider using a sheet protector intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 216 mm (8.5 in) wide.

---

## Paper does not feed successfully

Re-load the pages into the document feeder, ensuring that it makes contact with the rollers.

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 case 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.

See also

- [Clean the rollers](#)
- [Replace the pick roller](#)

### **Originals are curling up in the scanner output tray**

Under dry conditions, lightweight originals such as those printed on carbonless copy paper may curl in the output tray. To minimize curl, flatten curled edges on the originals before placing them in the document feeder. If you cannot flatten curled edges, make sure the curled edges are facing down when you place the originals in the document feeder.

### **The bottom of the scanned image is cut off**

By default, the scanning software can scan media that is up to 356 mm (14 in) 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.

*See also*

[Scan long documents](#)

### **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.
- Clean the glass strips inside the document feeder.
- Clean the rollers.

*See also*

[Care and maintenance](#)

### **An item loaded in the scanner jams repeatedly**

- The item might not meet the guidelines for acceptable originals.
- 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.

*See also*

[Load originals](#)

### **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. Smooth out any wrinkles caused by the jam.
4. Remove any debris (paper, staples, clips, etc.) that you see in the paper path.
5. Close the scanner hatch until it snaps into place.
6. Reload the unscanned originals in the document feeder.
7. Resume scanning.

*See also*

- [Clean the rollers and pad assembly](#)
- [Document loading tips](#)

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## 6 Product support

Accessibility options on this scanner include the ability to enable and disable scanner buttons.

See also

[Control of the scanner buttons](#)

[Getting assistance](#)

[Where to get additional information](#)

### 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, you always start scans from the computer using scanning software. You can press the Cancel (X) button on the scanner front panel to stop a scan and press the Power button to put the scanner into Power Save mode.

To turn off the scanner buttons, follow these steps:

1. After the HP Scanjet 3000 scanner driver has been installed successfully, the HP Button Utility icon will be displayed on the bottom-right corner of your system tray.
2. Right-click the HP Button Utility icon and check Disable. To enable scanner buttons, uncheck Disable.

### Getting assistance

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

1. Review the troubleshooting chapter in this guide.
2. See the HP online support website 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:
  - Online chat and email access to qualified online support specialists
  - Software, firmware, 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/region, and language.
  - Fees and policies are subject to change without notice. Please see [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 see 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, please check the support conditions in your contract.

## Where to get additional information

There are several sources of information that describe using the scanner and the scanning software.

### HP Scanjet 3000 driver help

The HP Scanjet 3000 Scanner Driver Help explains how to use HP Scanjet 3000 scanner driver features such as removing color and changing basic scanning settings.

To open HP Scanjet 3000 Scanner Driver Help, follow these steps:

1. Start your TWAIN-compliant scanning software application.
2. Select the HP Scanjet 3000 TWAIN data source. Different applications provide different methods for displaying the TWAIN user interface. It is often accomplished by selecting "Scanner Settings" or "Acquire". The HP Scanjet 3000 TWAIN user interface will be displayed.
3. Click the help button (the question mark in the upper right corner of the title bar) or press the F1 function key.

### Technical resources


See [www.hp.com/support](http://www.hp.com/support) for updated information about the scanner.

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# 7 Specifications

This section contains regulatory information and product specifications for your scanner.

## Scanner Specifications

Name	Description
Scanner type	Duplex sheetfed scanner
Size	Width: 285 mm (11.22 in), Depth: 157 (6.18), Height: 163 mm (6.42 in)
Weight	2.5 kgs
Scanning element	Contact image sensor (CIS)
Interface	USB 2.0 high speed (compatible with USB 1.1)
Optical resolution	600 x 600 dpi hardware
Power consumption	For power consumption information, see the regulatory_supplement.pdf file on the HP Scanning Software CD.
Energy information	<p>Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:</p>  <p>Additional ENERGY STAR qualified imaging product model information is listed at: <a href="http://www.hp.com/go/energystar">http://www.hp.com/go/energystar</a></p>
System requirements	To view minimum and recommended system requirements, go to <a href="http://www.hp.com">www.hp.com</a> , select your country/region, search on your scanner model, and then search on datasheet.



## Document specifications

Name	Description
Minimum paper size	74 x 52 mm (2.9 x 2.1 in)
Maximum paper size	215.9 x 864 (8.5 x 34 in)
Minimum paper weight	50 g/m <sup>2</sup> (13.3 lbs)
Maximum paper weight	120 g/m <sup>2</sup> (32 lbs)

## Environmental specifications

Name	Description
Temperature	Operating the scanner: 10° to 35° C (50° to 95° F)
	Storage: -40° to 65° C (-40° to 149° F)
Relative humidity	Operating the scanner: 10% to 80° C noncondensing 10° to 35° C(50° to 95° F)
	Storage: up to 90% at 0° to 65° C (32° to 149° F)



**NOTE:** In the presence of high electromagnetic fields, it is possible the output from the HP scanner may be slightly distorted.

**NOTE:** HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No. 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at [www.hp.com/go/reach](http://www.hp.com/go/reach).

## Regulatory information

**Regulatory Model Identification Number:** For regulatory identification purposes your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is FCLSD-1001. This regulatory number should not be confused with the marketing name (HP Scanjet Professional 3000 Sheet Feed Scanner) or product number (L2723A). Additional regulatory information about your scanner can be found on the regulatory\_supplement.pdf file on the CD shipped with your product.

## 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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