# ScanJet Pro 4500 fn1 Network Scanner

# User Guide

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User Guide

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# Table of contents

# 1 Product overview

This User Guide covers important information about the HP ScanJet Pro 4500 fn1 network scanner.

● Product views

For more information, go to www.hp.com/support/. Click **Troubleshooting**. Enter the scanner name (HP ScanJet Pro 4500 fn1 network scanner), and then click **Search**.

HP's all-inclusive help for this product includes the following:

● Install and configure

● Learn and use

● Solve problems

● Download software updates

● Join support forums

● Find warranty and regulatory information

## Product views

This section describes the physical components of the HP ScanJet Pro 4500.

### Front view
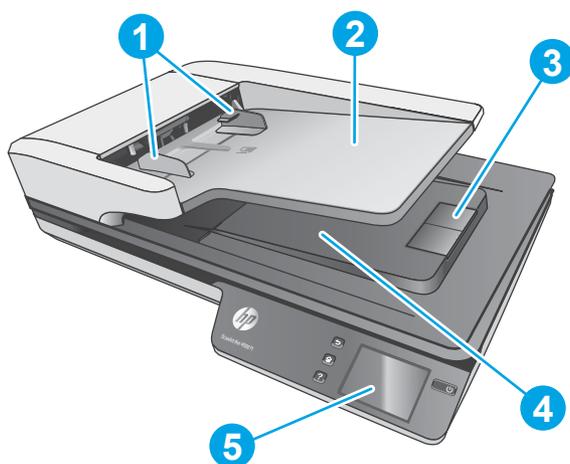
1. Paper guides

2. Document input tray

3. Output stopper

4. Document output tray

5. Touch panel

## Back view
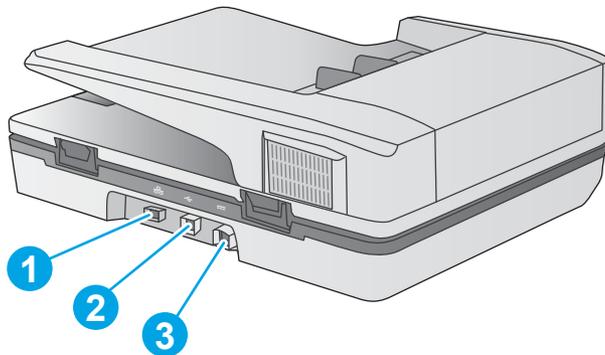


1. LAN port

2. USB port

3. Power connector

## Serial number and product number location

The serial and product numbers are located on the bottom of the scanner.

**Figure 1-1** Serial number and product number
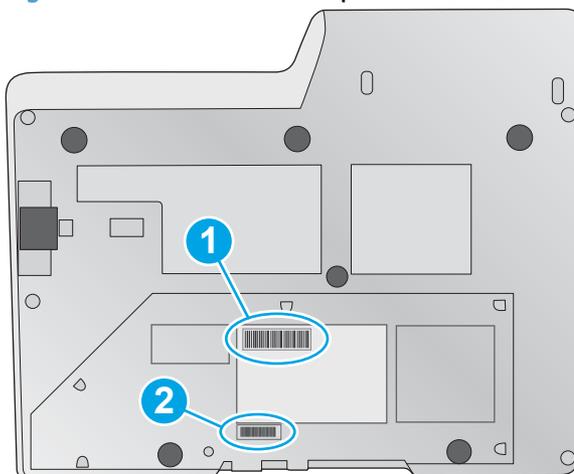


1. Product number                                        2. Serial number

# Touch-panel view

## Touch screen menu structure

Use the buttons on the touch panel to start or cancel a scan, and to power the unit on and off.
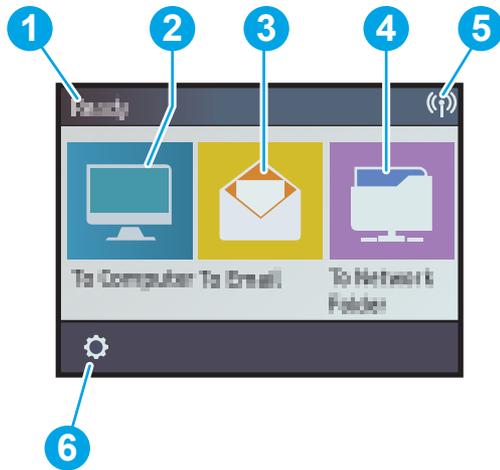


| Callout | Description |
| --- | --- |
| 1 | Ready |
| 2 | Starts a scan to a connected computer |
| 3 | Starts a scan to an email address |
| 4 | Starts a scan to a network folder |
| 5 | Network connection status |
| 6 | Settings |

## Buttons on the touch panel

Use the buttons on the touch panel to start or cancel a scan, and to power the unit on and off.
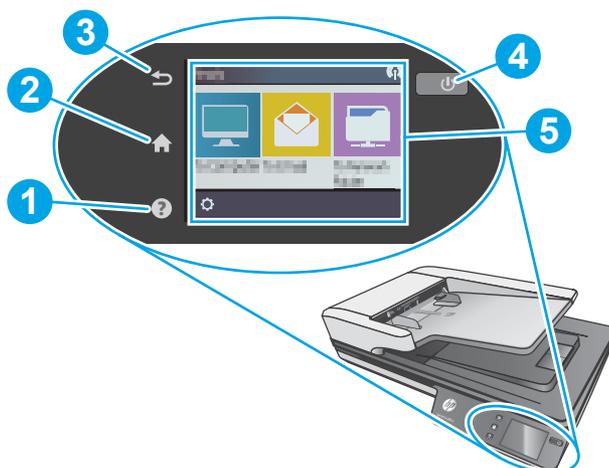
| Callout | Name | Description |
|---------|------|-------------|
| 1 | | Help |
| 2 | | Home |
| 3 | | Back |
| 4 | | Power/Sleep |
| 5 | Touch panel | |

# 2 Product specifications

## Technical specifications

Automatic document feeder specifications:

| Name | Description |
| --- | --- |
| Input tray capacity | 50 sheets of 75g/m$^2$ (20 lb) |
| Minimum paper size | 148 x 51 mm (5.8 x 2 in) |
| Maximum paper size | 3100 x 216 mm (122 x 8.5 in) |
| Minimum paper weight | 45 g/m$^2$ (12 lb) |
| Maximum paper weight | 120 g/m$^2$ (32 lb) |
| Minimum paper guiding space | 51 mm (2 in) |

# Supported operating systems

| Supported operating systems | Windows 7 |
| --- | --- |
| | Windows 8 |
| | Windows 8.1 |
| | Windows 10 |
| | OS X El Capitan 10.11 |

# Product dimensions

**Table 2-1  Product dimensions**

| Product | Height | Depth | Width | Weight |
| --- | --- | --- | --- | --- |
| HP ScanJet Pro 4500 fn1 | 145 mm (5.7 in) | 387 mm (15.2 in) | 520 mm (20.5 in) | 5.97 kg (13.16 lb) |

# Power consumption, electrical specifications and acoustic emissions

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product.

| AC power | FB scan | | Duplex ADF scan | |
| --- | --- | --- | --- | --- |
| | 300dpi | 600dpi | 300dpi | 600dpi |
| AC110V | 8.47 W | 8.26 W | 15.2 W | 10.5 W |
| AC230V | 8.80 W | 8.70 W | 15.3 W | 11.9 W |

| Power | Sleep mode | Off |
| --- | --- | --- |
| AC110V | 1.64 W | 0.052 W |
| AC230V | 1.66 W | 0.062 W |

# Operating environment range

This product is intended to be supplied by a Listed Power Unit, marked with **LPS** or **Limited Power Source**. The power supply is rated 100–240V~, and has a DC output of 32 Vdc, 1.56 A, 50 W.

| Name | Description |
| --- | --- |
| Temperature | Operating the scanner: 10° to 35° C (50 to 95° F) |
| | Storage: -40° to 60° C (-40° to 140° F) |

| Name | Description |
|---|---|
| Relative humidity | Operating the scanner: 15% to 80% non-condensing 10° to 35° C (50° to 95° F) |
| | Storage: up to 90% at 30° to 60° C (86° to 149° F) |

# Product hardware setup and software installation

## Hardware setup

For basic setup instructions, see the Installation Guide that came with the scanner. For additional instructions, go to HP support on the Web.

Go to www.hp.com/support for HP's all-inclusive help for the scanner. Find the following support:

- Install and configure

- Learn and use

- Solve problems

- Download software updates

- Join support forums

- Find warranty and regulatory information

## How to get software updates

For the latest software updates, see www.hp.com/support, select your location, click **Drivers and Downloads**, and then search on your product name or number.

# Product Features

| | |
|---|---|
| **Resolution** | • 1200 pixels per inch (ppi) for Flatbed scanning |
| | • 600 pixels per inch (ppi) for Automatic Document Feeder scanning |
| **Memory** | • 1 GB |
| **Environmental features** | • By default, device enters Sleep Mode after 15 minutes of inactivity |
| | • High content of recyclable components and materials |
| | • ENERGY STAR® qualified |
| **Paper-handling** | • **Document feeder:** Holds up to 50 sheets of 75 g/m$^2$ (20 lb) paper |
| | • **Two-sided scanning:** Two-sided documents scan in a single pass |
| | • **HP EveryPage Ultrasonic:** Detects when multiple pages feed through simultaneously |

# Scanner software (Windows)

The HP ScanJet Pro 4500 fn1 comes with a variety of Windows scanning software and drivers, including HP Scan.

## HP Scan software

Perform scans using your HP ScanJet Pro 4500 fn1 scanner.

## HP Scanner Tools Utility

Use the HP Scanner Tools Utility to search the scanner's power management settings and status. To find information about scanner settings, please refer to the Help file.

## HP TWAIN

HP TWAIN provides a software interface between imaging/scanning hardware and TWAIN compliant software applications. Not all TWAIN-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

## ISIS

ISIS (Image and Scanner Interface Specification) provides a software interface between imaging/scanning hardware and software applications. ISIS drivers provide a consistent interaction with all ISIS-compliant scanners.

## WIA

WIA provides a software interface between imaging/scanning hardware and WIA-compliant software applications. Not all WIA-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

# Scanner software (OS X)

This scanner is compliant with Apple AirPrint-Scan functionality. Without installing any additional software, you can scan using Image Capture or other ICA-compliant applications.

To take advantage of all features of your scanner, HP recommends installing the HP provided scan solution, including HP Easy Scan and HP Utility.

## HP Easy Scan

Scan documents and photos, and manage scan shortcuts.

## HP Utility

The **Maintenance** pane in HP Utility displays the scanner usage, maintenance history, and notifies the user when maintenance is due. The notification displays in HP Utility when the **Maintenance** pane is selected.

# Embedded Web Server

The product is equipped with an Embedded Web Server, which provides access to information about product and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Mozilla Firefox, or Google Chrome.

The Embedded Web Server resides on the product. It is not hosted on a network server.

The Embedded Web Server provides an interface to the product that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the Embedded Web Server, type the IP address for the product in the address line of the browser. (To find the IP address, touch the **Network** icon in the top right corner of the home screen, and then touch **Wired (LAN)**.

# Sleep Mode and auto-off settings

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power.

**Windows:** To change the default auto-off settings, use the Touch Panel or Embedded Web Server.

**OS X:** To change the default auto-off setting use the Energy Pane.

1.  Start HP Utility.

2.  Click the **Energy** icon.

3.  Select a **Lamp Mode** setting.

4.  Select an auto-off time setting from the **Automatically power off the scanner:** drop down box.

# 3 Use the scanner

The following topics describe how to load and scan originals.

## Load originals

The following topics describe how to load originals into the document feeder and on the scanner glass.

### Document loading tips

- 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 the documents are within these guidelines:

| | |
|---|---|
| Width: | 51 mm to 216 mm (2 in to 8.5 in) |
| Length: | 148 mm to 3100 mm (5.8 in to 122 in) |
| Weight: | 45 gsm to 120 gsm  (12 lb to 32 lb) |

- 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 where the toner has not fully dried, or with wet substances such as glue or correction fluid |
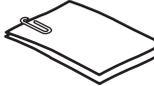
- Smooth out any folds or curls in the documents before placing them into the feeder. If the leading edge of a document is curled or folded, it may cause a paper jam.

- To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document on the flatbed scanner glass.

- Make sure that the hatch on the document feeder is securely latched.

- 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.

# Supported paper sizes

Supported paper sizes for the automatic document feeder:

| Name | Description |
| --- | --- |
| Minimum paper size | 148 x 51 mm (5.8 x 2 in) |
| Maximum paper size | 216 x 356 mm (8.5 x 14 in) |

Supported paper sizes for the flatbed scanner:

| Name | Description |
| --- | --- |
| Maximum paper size | 216 x 356 mm (8.5 x 14 in) |

| Size and dimensions | Flatbed scanner | Automatic document feeder |
| --- | --- | --- |
| U.S.-Letter: 215.9 mm x 279.4 mm (8.5 inches x 11 inches) | ✓ | ✓ |
| U.S.-Legal: 215.9 mm x 355.6 mm (8.5 inches x 14 inches) | ✓ | ✓ |
| U.S.-Executive: 184.2 mm x 266.7 mm (7.25 inches x 10.5 inches) | ✓ | ✓ |
| ISO A4: 210 mm x 297 mm (8.3 inches x 11.7 inches) | ✓ | ✓ |
| JIS B5: 182 mm x 257 mm (7.2 inches x 10.1 inches) | ✓ | ✓ |
| ISO B5: 176 mm x 250 mm (7.0 inches x 9.9 inches) | ✓ | ✓ |
| ISO A5:148 mm x 210 mm (5.8 inches x 8.3 inches) | ✓ | ✓ |
| ISO A6:105 mm x 148 mm (4.1 inches x 5.8 inches) | ✓ | ✓ |

# Load paper in the Automatic Document Feeder (ADF) input tray

## Introduction

This document provides instructions on how to load same-sized and mixed-sized documents into the Automatic Document Feeder (ADF) input tray of an HP ScanJet flatbed scanner.

- Documents with the same paper size and width are same-sized documents.

- Documents with different paper width or length are mixed sized documents, for example, legal size, letter size, and a check.

## Required guidelines before loading documents

Before loading the documents in the ADF input tray, make sure to follow these guidelines:

- Use the recommended paper type and size in the ADF input tray. Refer to the Supported paper types section for paper capacities and capabilities.

- Smooth any folds or curls in the pages to avoid paper jams.

- Fan through the pages to remove any staples, paper clips, or sticky notes.

**Figure 3-1** Fan the pages of the document
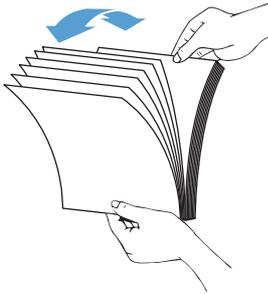
- Slide the paper guides to fit the width of the document. If there is any gap between the paper guides and the edges of the documents, the scanned image might be skewed.

**NOTE:** When loading small documents like checks, place the longest edge parallel to the paper width guides.

**Figure 3-2** Adjust paper guides
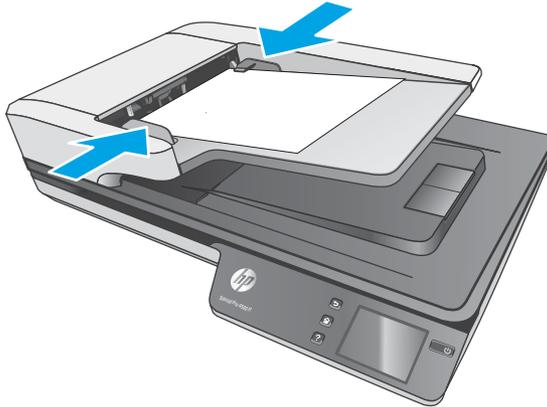


## Method to load documents

Determine the type of documents to load in the ADF input tray, and then use one of the following methods:

- Load same-sized documents

- Load documents on the scanner glass

**NOTE:** To scan fragile documents (such as photos or documents on wrinkled or very light paper), place the document face down on the scanning glass.

## Load same-sized documents

Make sure to refer the section Required guidelines before loading documents, and then follow the following steps to load same-sized documents in the ADF input tray:

1. Tap the long edge of the pages on a flat surface, then rotate and tap the top edge of the document pages to align the edges of the document pages.
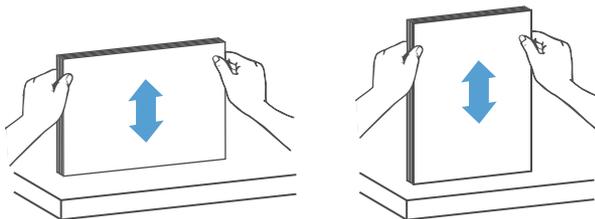
**2.** Load the pages with the face up and the top edge of the pages into the ADF input tray.

📝 **NOTE:** Do not tap the edge of the document stack or drop the paper stack into the ADF input tray.

**Figure 3-3** Load same-sized pages in the ADF input tray
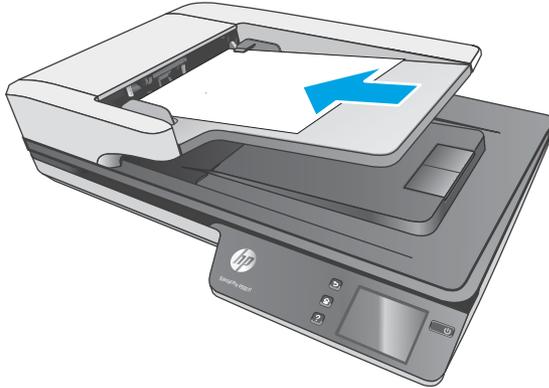


**3.** Adjust the paper guides to the width of the document.

📝 **NOTE:** Make sure not to push the paper guides so tightly as they bend the documents.

The documents are now ready to be scanned.

## Load documents on the scanner glass

**1.** Open scanner lid.

**2.** Load the document on the scanner glass face down according to the indicators on the product.

**3.** Close the scanner lid. The document is now ready to scan.

# Start a scan from the hardware

## Scan to a computer

To scan to a computer, follow these steps:

1. Place the document on the flatbed glass or in the automatic document feeder.

2. Press **To Computer** on the scanner touch panel.

3. The scanner displays a list of computers that have the HP software installed and are enabled to receive scans from the scanner. Select a computer to receive the scan.

4. Select the scan shortcut to be performed (e.g. Scan to PDF) on the scanner touch panel.

5. Press **Scan**. The scan will be sent to the selected computer.

**NOTE:** If there is paper loaded in one source but not the other, the scanner will only scan from that source. For example, if there is paper loaded in the automatic document feeder but not on the scanner glass, the scanner will scan from the automatic document feeder.

## Scan to a network location

To scan to a network location, follow these steps:

1. Load the document on the flatbed glass or in the automatic document feeder.

2. Select **To Network Folder** from the home screen.

3. Follow the on screen scan destination options.

4. Select **Scan**.

**NOTE:** If there is paper loaded in one source but not the other, the scanner will only scan from that source. For example, if there is paper loaded in the automatic document feeder but not on the scanner glass, the scanner will scan from the automatic document feeder.

# Use the scanning software (Windows)

The following topics describe how to use the scanning software.

## Work with scan shortcuts

Scan shortcuts provide a fast, efficient way to select the settings for frequently performed scanning tasks.

- Use HP Scan software to create and modify scan shortcuts.

## View scan shortcuts

To view existing scan shortcuts, open HP Scan. Existing scan shortcuts will display in a list to the left.

## Create scan shortcuts

To create a scan shortcut, follow these steps:

1. Open the HP Scan Software.

2. Click **Create New Scan Shortcut**.

3. Enter a name for the new shortcut.

4. Choose to create the new shortcut from current settings, or a pre-existing shortcut.

5. Click **Create**.

6. Modify the settings for the new scan shortcut. Click **More** for more settings.

7. Click to the **Save** icon next to the name of the new shortcut in the shortcut list to save the modifications to the shortcut, or click the **Undo** icon to undo modifications.

## Modify shortcuts (Windows only)

To modify a scan shortcut, follow these steps:

1. Open the HP Scan Software.

2. Select the shortcut to be modified from the list to the left.

3. Choose settings on the right side of the screen. Click **More** for more settings.

4. Click the **Save** icon to the right of the shortcut name to save changes.

## Scan to a picture (Windows)

1. Load the document into the document feeder or place on flatbed scanner glass.

2. Open HP Scan Software.

3. Select **Save as JPEG** or **Email as JPEG**, and then click **Scan**.

   **-or-**

   Choose any other scan shortcut, change the **Item Type** to **Photo**, select a picture file from the **File Type** drop down list, and then click **Scan**.

## Scan to a PDF (Windows)

1. Load the document into the document feeder or place on flatbed scanner glass.

2. Open HP Scan Software.

3. Select **Save as PDF** or **Email as PDF**, and then click **Scan**.

   **-or-**

   Choose any other scan shortcut and select PDF from the **File Type** drop down list, and then click **Scan**.

# Scan text for editing (OCR) (Windows)

The HP scanner software uses optical character recognition (OCR) to convert text on a page to text that can be edited on a computer. The OCR software comes with the HP Scan and ReadIris Pro software. For information about using the OCR software, see **scan text for editing** in the online Help.

# Scan to Email (Windows)

**NOTE:** To scan to email, make sure there is an Internet connection.

1. Load the document into the document feeder or on the flatbed scanner glass according to the indicators.

2. Open HP Scan Software.

3. Select **Email as PDF** or **Email as JPEG**, and then click **Scan**.

   **-or-**

   Choose any other scan shortcut and select **Email** from the **Send To** drop down list, and then click **Scan**.

# Send to cloud (Windows)

**NOTE:** To scan to the cloud, make sure there is an Internet connection.

1. Load the document into the document feeder, or place the document on the flatbed scanner glass according to the indicators.

2. Open HP Scan Software.

3. Select **Send to Cloud**, and then select the file destination, such as OneDrive, Google Drive, or DropBox.

4. Select **Create Scan**.

## Scan long or extra-long documents (Windows)

By default, the scanner automatically detects page size using the **Auto Detect Size** selection for page lengths less than or equal to 356 mm (14 in).

For long or extra-long documents, select **Long (8.5 x 34 inches)** or **Extra Long (8.5 x 122 inches)** from the page size drop-down list in the scan shortcut settings.

**NOTE:** Only one page at a time can be scanned when using a long or extra-long page setting.

If the scanner is set to scan long or extra-long pages, it will scan one page at a time. Using this setting to scan regular pages will slow down the process and should only be used to scan pages longer than 356 mm (14 in).

## Detect multi-feeds

The multi-feed detection feature stops the scan process if it senses that multiple pages are fed into the scanner at one time. This feature is enabled by default.

Disabling this feature might be helpful when scanning:

- Multipart forms (a use that HP does not recommend).

- Documents which have labels or sticky notes attached to them.

**NOTE:** Use the ISIS or WIA user interface to enable multi-feed detection when scanning from non-HP software.

## Everyday Scan

The **Everyday Scan** shortcut allows users to define and save a scan shortcut for their everyday needs. The following **Scan Shortcut Settings** are customizable when the **Everyday Scan** shortcut is selected:

- **Item Type**

- **Page Sides**

- **Page Size**

- **Color Mode**

- **Destination/File Type**

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

You can filter out a color channel (red, green, or blue) or up to three individual colors. For specific colors, the sensitivity setting controls how closely a scanned color must approximate the specified color.

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 an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Scan Software.

2. Scan a sample page, which has the colors to be dropped, into the viewer.

3. Click the **More** button, and then click the **Image** tab and select the **Color Dropout** feature.

4. Enable a color to drop and select the color from the preview using the eyedropper tool. Be sure to save the colors.

Only the color dropout options available for your scanner are selectable.

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

## Automatically detect page size (Windows)

The HP Scan Software is capable of automatically detecting page size using the **Auto Detect Size** option. When the **Auto Detect Size** option is used, the scanned image is cropped to the size of the detected page and straighten any skewed content.

## Automatically detect color (Windows)

Use this feature to reduce the size of the scanned file by only saving pages that contain color as color scans, and saving all other pages as black and white.

To automatically detect color in a scanned image, follow these steps:

1. Open the HP Scan Software.

2. Select a scan shortcut.

3. Click on the **Color Mode** drop down box, and then select **Auto Detect Color**.

4. To adjust the **Auto Detect Color** sensitivity and output mode settings, click **More**, select **Image**, and then click the **Auto Detect Color** drop down box.

📝 **NOTE:** For information about the automatic color detection settings, see the online help for the scanning software that you are using.

Use the ISIS or WIA user interface to automatically detect color when scanning from non-HP scanning software.

## Scan using text-enhanced black and white mode (Windows)

Use this feature to enhance the scanned image when scanning black and white text. To use this feature, complete the following steps:

1. Open the HP Scan Software.

2. Select a scan shortcut.

3. Click **More**, select the **Image** tab, and then select **Threshold**.

4. Select **Enhance Content**, and then click **OK**.

## Automatically straighten scanned images (Windows)

Windows: Use the **Auto-Straighten** feature to straighten content that is skewed relative to the page dimensions in the source document. Use the **Auto Detect Size** feature to deskew page images that might have become skewed during the scanning process.

1. Open the HP Scan Software.

2. Select a scan shortcut.

3. Click **More**, select the **Document** tab, and then select **Straighten Content**.

## Scan by using other scan software (Windows)

The following third-party applications are also supported by the HP ScanJet Pro 4500 fn1 network scanner:

- Readiris Pro–OCR application.

- Cardiris–Business card application.

- Third party applications that support TWAIN, ISIS, and WIA.

# Use the scanning software (OS X)

The following topics describe how to scan using HP Easy Scan.

## HP Easy Scan (OS X)

1. Place the document on the scanner glass or in the document feeder.

2. In the **Applications** folder, double click the **HP Easy Scan** icon.

3. Confirm that ScanJet Pro 4500 fn1 is the selected scanner.

4. Select a scan preset appropriate for the scan job.

5. Click the **Scan** button.

6. Once all the pages have been scanned, click **File** and then **Save**.

7. Specify how and where the file is to be saved, and then click **Save**.

## Scan from other applications (OS X)

An image can be scanned directly into any ICA-compliant application. In the application, look for options to import or acquire images from a scanner.

**NOTE:** The HP software does not support TWAIN scanning. If the application has import or acquire functions but your HP scanner is not listed, the application might only be searching for scanners that support TWAIN.

# Scanning tips

## Optimize scanning and task speeds

Several settings influence the total time for a scanning job. To optimize scanning performance, consider the following information.

- To optimize performance, make sure the computer meets the recommended system requirements. To view minimum and recommended system requirements, see www.hp.com, and then search for the scanner model plus the word **specifications**.

- Saving a scanned image to a searchable format (for example, searchable PDF) takes more time than saving to an image format because the scanned image is analyzed using Optical Character Recognition (OCR). Verify the need for a searchable output file before selecting a searchable scan format.

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

## Scanning fragile originals

To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in face down on the flatbed scanner glass.

# 4 Care and maintenance

This section presents information about how to care for and maintain the scanner. For the latest maintenance information, see www.hp.com/support.

- Test and calibrate the touch screen
- Clean the product
- Replace parts
- Order maintenance and scanning supplies

# Test and calibrate the touch screen

To test and calibrate the touch screen, do the following:

1. Select **Settings**.

2. Select **Display**.

3. Scroll down and select **Screen Recalibration**.

4. Follow the on screen instructions to perform the calibration.

5. **Recalibration complete** will display when the process is completed.

# Clean the product

Occasional cleaning of the scanner helps ensure high-quality scans. The amount of care necessary depends on several factors, including the amount of use and the environment. Perform routine cleaning as necessary.

## Clean the scanner glass

Clean the scanner glass periodically, including any time dust or debris is present.

Make sure to have the following items before cleaning:

- Clean, lint-free or micro-fiber cloths

- Glass Cleaner or clean water

⚠ **CAUTION:** Do not use cleaners that contain abrasives, acetone, benzene, or carbon tetrachloride as these chemicals can damage the scanning glass.

Avoid using isopropyl alcohol as it can leave streaks on the glass.

To clean the scanning glass, follow these steps:

**1.** Lift up the document feeder.



**2.** Use a clean, lint-free cloth moistened with water or spray the glass cleaner on a clean, lint-free cloth, and then thoroughly clean the flatbed scanner glass.

⚠ **CAUTION:** Do not spray the glass cleaner directly on the scanner glass as this might cause permanent damage.

**3.** Dry the scanner glass with a dry, soft, lint-free cloth.

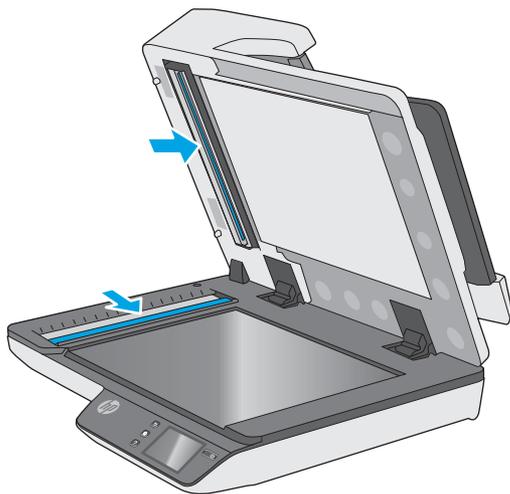📝 **NOTE:** Make sure to dry the scanner glass completely.

**4.** Turn on the scanner.

The scanner is now ready to use.

## Clean the scanning strips

To clean the scanning strip components, follow these steps:

1. Press the Power button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

2. Lift up the document feeder.

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



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

Do not spray the glass cleaner directly on the scanning strips.

4. Dry the scanning strips with a dry, soft, lint-free cloth. Wipe the strips of gray, reflective material on each strip.

5. Close the document feeder, reconnect the USB cable and power supply to the scanner, and then press the Power button to turn on the scanner. The scanner is now ready to use.

# Replace parts

Replacing parts when necessary helps ensure high-quality scans. Parts might need to be replaced when indicated by the Embedded Web Server or Touch Panel, or if the scanner is not working correctly. The HP ScanJet Pro 4500 fn1 ADF Roller Replacement Kit includes the following replacement parts:

- Roller cover
- Separation rollers
- Pickup roller module

The replacement kit also includes detailed instructions for replacing each of these parts.

## Replace the separation rollers and cover
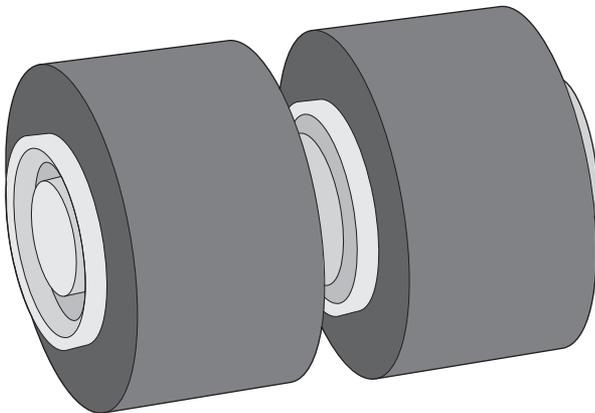
Replace the separation rollers under the following conditions:

- Windows: When the **Maintenance Recommended** dialog indicates they are due for maintenance.
- If the scanner experiences repeated document jams.

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

To replace the separation rollers, follow these steps:

1. Press the Power button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

**2.** Open the document feeder hatch.
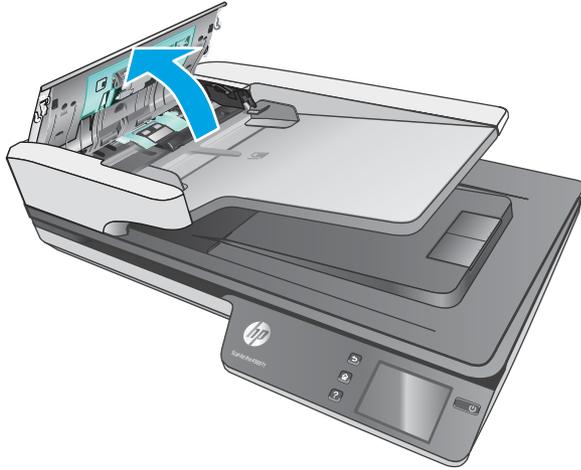


**3.** Squeeze the tabs on the sides of the roller cover, and then lift it up the roller cover to remove.
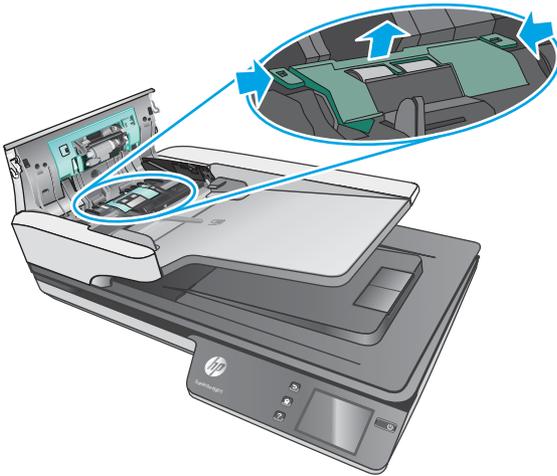
**4.** Remove and replace the rollers as described in the instructions included with the replacement kit.
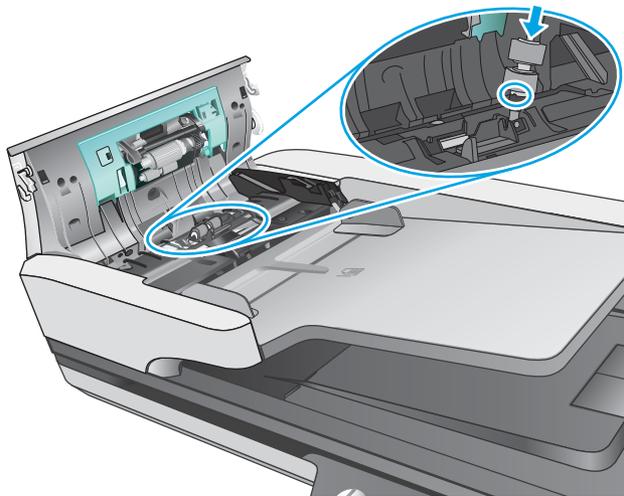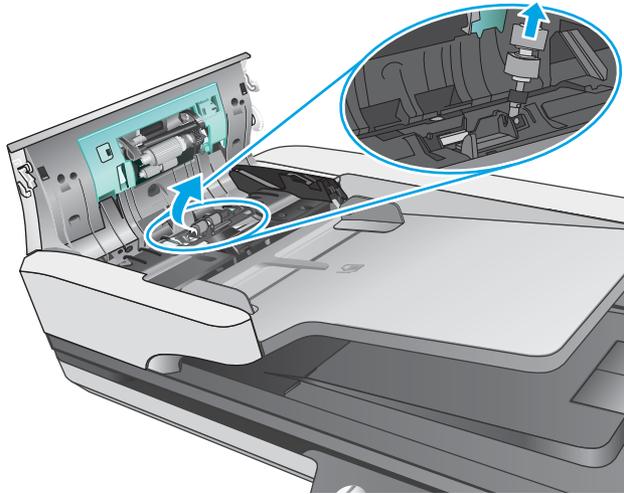




**5.** Replace the roller cover, and then continue with replacing the pick up roller module.

## Replace the pick up roller module

**1.** Squeeze the tabs on the sides of the roller cover, and then lower roller cover.
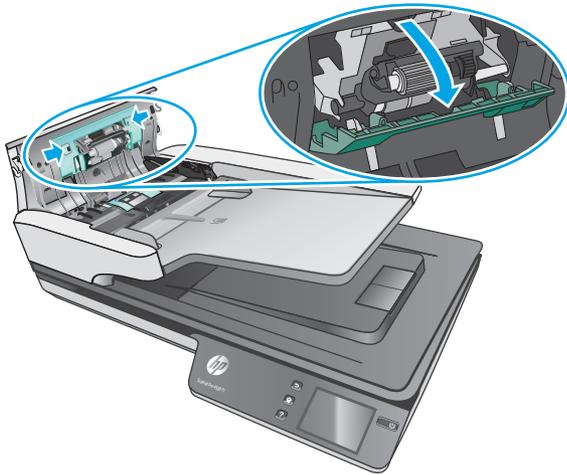
2. Remove the roller shaft from the holder, and then remove the roller module.
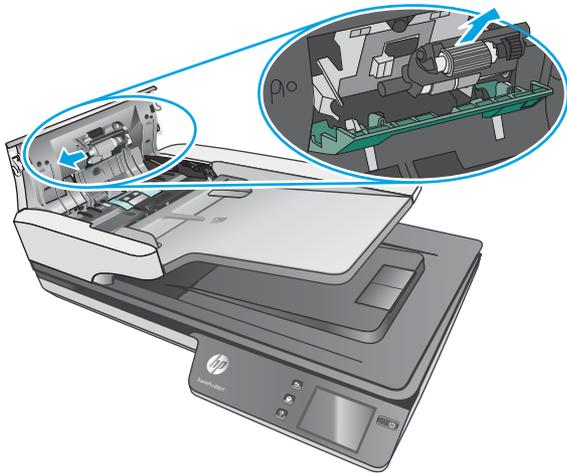


3. Replace the pickup roller module as described in the instructions included with the replacement kit.

4. Close document feeder hatch. Reconnect the USB cable and power supply to the scanner.

5. Press the Power button to turn on the scanner.

# Order maintenance and scanning supplies

To order maintenance parts for the scanner, see the HP scanner parts Web site at www.hp.com/buy/parts.

# 5    Solve problems

This section contains solutions for common problems with the scanner.

For additional troubleshooting, see the Help for the HP scanning program being used.

# Basic troubleshooting tips

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

- If scanning a document that will be analyzed using Optical Character Recognition (OCR), make sure that the original document is clear enough to be analyzed.

- 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 or surge protector.

- Make sure the scanner has not automatically powered off. If it has, press the Power button to turn on the scanner.

- Ensure that the scanner is receiving power.

    - 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 www.hp.com/support for assistance.

- If a **Scanner not found** message displays when trying to use the scanner, turn off the scanner, wait 30 seconds, and then turn on the scanner. If the message still displays, the scanner may need to be reset.

- If the scanner is connected 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.

- Windows: Make sure that the Scan button is enabled (see "Product accessibility" for more information).

- Turn off the scanner, wait 30 seconds, and then turn on the scanner.

- Make sure the document feeder hatch is closed.

- Restart the computer.

If problems continue, it is possible that the HP scanning software, firmware, or associated drivers are out of date or have become corrupted. See www.hp.com/support to locate software, firmware, and driver updates for the scanner.

# Test the scanner

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. Press the Power button to turn off the scanner, disconnect the power supply from the scanner, and then turn off the computer to which the scanner is connected. Wait 30 seconds, reconnect the power supply to the scanner, press the Power button to turn on the scanner, and then turn on the computer.

4. Try to rescan.

# Reset the scanner

To reset the scanner, follow these steps:

1. Close the HP Scan Software if it is open.

2. Press the Setting icon on the touch panel, press Reset and then select Reset.

3. Wait 30 seconds. The scanner resets.

# Scanner installation troubleshooting

- Check the cables

- Uninstall and then reinstall the HP ScanJet drivers and tools (Windows)

## Check the cables

| Cable type | Action |
| --- | --- |
| Power cable | The power cable is connected between the scanner and a power outlet.<br><br>- Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.<br><br>- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.<br><br>- Press the Power button to turn off the scanner, and then turn off the computer. After 30 seconds, turn on the scanner and then turn on the computer, in that order. |
| USB cable | The USB cable is connected between the scanner and the computer.<br><br>- Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.<br><br>- Ensure that the USB cable is securely connected between the scanner and the computer.<br><br>- 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.<br><br>For additional USB troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find USB troubleshooting topics. |
| Ethernet cable | The Ethernet cable is connected between the scanner and the network port.<br><br>Ensure that the Ethernet cable is securely connected between the scanner and your network port.<br><br>Make sure the Orange LED light on scanner network port is blinking. This will ensure there is communication within your local network and device.<br><br>For additional Ethernet troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find Ethernet troubleshooting topics. |

## Uninstall and then reinstall the HP ScanJet drivers and tools (Windows)

If checking the scanner cable connections did not solve the problem, the problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the HP ScanJet drivers and tools.

1. Press the Power button to turn off the scanner, and then disconnect the USB cable and power cable from the scanner.

2. On the computer, open Control Panel and use the **Add/Remove** tool (in Windows 7, Windows 8, Windows 8.1, and Windows 10 use the **Programs and Features** tool) to uninstall the following applications:

- HP ScanJet Pro 4500 fn1 network scanner

- HP Scan

3. Restart the computer.

4.	Reinstall the HP ScanJet Drivers and Tools.

- Turn off the scanner, wait 30 seconds, and then turn on the scanner. The required software and drivers should install automatically.

- If the drivers and tools do not install automatically, install them from the HP scanning software CD.

5.	Reconnect the USB cable and power cable to the scanner, and then press the Power button to turn on the scanner.

# Power issues

## Scanner lamp stays on

The scanner lamp should time out and turn off automatically after 14 minutes of inactivity. If the scanner lamp remains on after a long period of inactivity, turn off the scanner, wait 30 seconds, and then turn on the scanner.

📝 **NOTE:** The scanner lamp does not turn off when paper is in the automatic document feeder (ADF) input tray, when Instant Warm-up is turned on, and when **Energy Savings** is turned off.

## 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.

- Ensure that the scanner is receiving power.

  - 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 www.hp.com/support for assistance.

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

1. Press the Power button to turn off the scanner, and then disconnect the power supply from the scanner.

2. Wait 30 seconds.

3. Reconnect the power supply, and then press the Power button to turn on the scanner.

## Scanner will not turn on

If the scanner will not turn on after pressing the Power button, 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 might 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 www.hp.com/support for assistance.
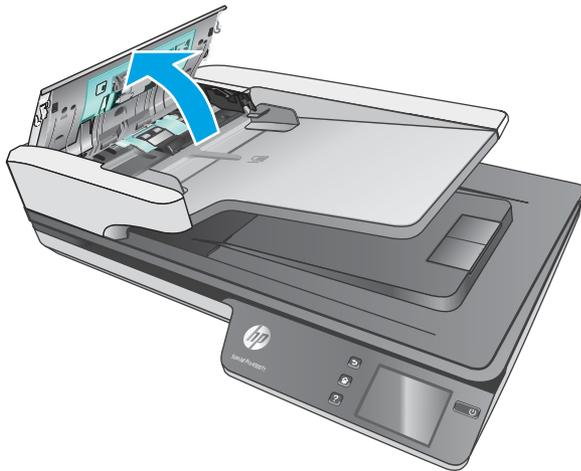
# Paper jams

- Clear paper jams in the automatic document feeder (ADF)
- An item loaded in the scanner jams repeatedly

## Clear paper jams in the automatic document feeder (ADF)

To clear a paper jam, complete these steps:

1. Remove any pages from the document feeder.

2. Pull up the document feeder hatch to open.



3. Remove the originals or any obstructions from the paper path.

4. Remove any visible debris (for example, paper, staples, or clips) from the paper path.

5. Inspect the rollers in the document feeder hatch, and remove any visible debris.

6. Remove any originals from output tray. Lift up input tray to check that there is no paper still inside the paper path. If there is still paper in the paper path, carefully pull the paper out.

   📝 **NOTE:** This step also applies to multi-feed.
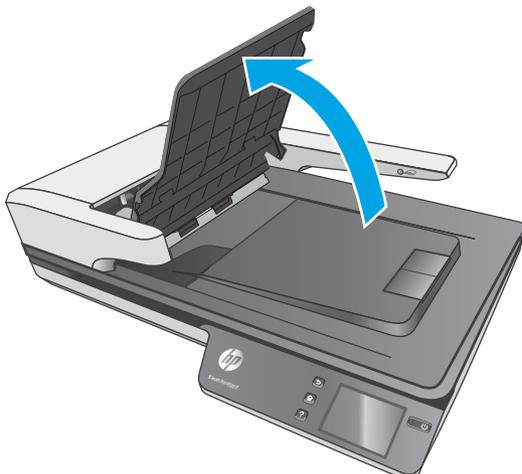
7. Close the document feeder hatch.

8. Reload all originals in the document feeder and scan again.

## 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.

# Paper feed issues

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

- Scanning damp or wet pages can cause paper jams. Make sure that the pages being fed are completely dry (toner is dry, there are no wet substances such as glue or correction fluid).

- Check that all rollers are in place and that the roller door and document feeder hatch are closed.

- 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 rollers. If misfeeds still occur, replace the rollers.

## Paper does not feed from the scanner

Reload the pages into the document feeder, ensuring that they make contact with the rollers.

The document feeder hatch might not be securely latched. Open the hatch and then close it, pressing firmly on both sides to ensure the hatch is closed.

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. Press the Power button to turn off the scanner, disconnect the power supply from the scanner, and then turn of the computer to which the scanner is connected. Wait 30 seconds, reconnect the power supply to the scanner, press the Power button to turn on the scanner, and then turn on the computer.

4. Try to rescan.

## Automatic document feeder (ADF) does not feed paper

- The automatic document feeder (ADF) access door might not be securely latched. Open the ADF access door, and then close the door by pressing firmly.

- There might be a problem with the ADF hardware. Use the following procedure to test the ADF:

  - Disconnect the USB cable and the power cable from the scanner. Check that the power cable is still connected to the power source.

  - Ensure that the ADF has at least one piece of paper in the input tray.

— Reconnect the power cable to the scanner, and then turn on the scanner.

— Try to scan another page through the ADF.

## 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.

# Image quality problems

## Vertical colored stripes appear on the printed page

Dust can build up on the scanning strips inside the document feeder and cause artifacts in scanned images. Clean the scanning strips with a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

## 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.

- Windows: Use the **Auto-Straighten** feature to straighten content that is skewed relative to the page dimensions in the source document. Use the **Auto Detect Size** feature to deskew page images that might have become skewed during the scanning process.

## The scanned images have streaks or scratches

For information on cleaning the scanner, see the **Care and maintenance** section of the User Guide.

- Check that the originals are clean and unwrinkled.

- Clean the scanner glass.

## 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.

- Verify that the document is not fuzzy.

## The scan is completely black or completely white

- The item might not be placed correctly in the document feeder. Make sure that the item being scanned is placed face up in the document feeder.

- Windows: If scanning to a black and white image, make sure the black and white threshold is not set to either extreme . Setting the threshold to an extreme will result in an image that is all white or all black.

- OS X: If scanning to a text image using the Image Capture application, set **Image Correction** to **Manual** and use the **Threshold** slider bar to adjust the threshold.

## 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.

Verify that the page size selected in the scanning software (or the scan shortcut selected) will accommodate the length of the document being scanned.

# Scanner operation problems

- Connection issues
- Buttons are not working properly
- Touch screen display issues
- Scanning performance issues
- Issues with text recognition (OCR)
- E-mail problems

## Connection issues

### 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 down 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 a different 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 the Power button to turn off the scanner, wait 30 seconds, and then 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.

    - Windows: If the scanner does not work, uninstall and then reinstall the HP ScanJet drivers and tools:

        – HP ScanJet Pro 4500

        – HP Scan

## Check the ethernet connection

1. Ensure that the Ethernet cable is firmly connected between the product and a router, Ethernet jack, or Ethernet switch.

2. If the Ethernet cable is connected to a network router or Ethernet switch, try connecting it to a different port on the router or switch.

3. Press the Power button to turn off the product, wait 30 seconds, and then press the Power button again to turn on the product.

## Check the wireless connection

- Verify that the network cable is not connected.

- Verify that the scanner and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.

- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.

- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.

- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.

- Verify that the encryption method (AES or TKIP) is the same for the scanner as it is for the wireless access point (on networks using WPA security).

- Verify that the scanner is within the range of the wireless network. For most networks, the scanner must be within 30 m (100 ft) of the wireless access point (wireless router).

- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the scanner and wireless access point.

- Verify that the scanner is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- Verify that the scan driver is installed on the computer.

- Verify that the computer and scanner connect to the same wireless network.

- For OS X, verify that the wireless router supports Bonjour.

# Buttons are not working properly

## Scanner buttons are not working correctly

After each step, press the Scan 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 and the power supply are securely connected.

2. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.

3. Restart the computer.

4. If the problem still persists, there may be a problem with the touch panel. Contact HP Support at www.hp.com/support.

## Touch screen display issues

### The touch panel is having display issues or scanner buttons are not working as expected

The following symptoms indicate a problem with the scanner front panel.

- Touch panel issues: The display is blank, or part of the display content is missing.

- Button issues: Buttons are unresponsive, or the wrong action occurs when you press a button (for example, you get a single-sided scan when you press the Scan Duplex button.

If the scanner exhibits any of these problems, contact HP support at www.hp.com/support.

## Scanning performance issues

### Scanner does not scan immediately

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

### Scanner is scanning items very slowly

When scanning to edit text, the optical character recognition (OCR) causes the scanner to scan more slowly, which is normal. Wait for the item to scan.

**NOTE:** **Windows:** For the best OCR results, scanner compression should be set to the minimum compression level or be disabled.

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.

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

Verify that the selected scan shortcut specifies two-sided scanning.

### Scanned pages are missing at the scan destination

When scanning, pages that stick together are scanned as one item. Check to confirm that scanned pages are not stuck together.

### Scanned pages are out of order at the scan destination

- Verify that the page order of the original document is correct before placing the document face up 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.

## Scan files are too large

- Most scanning software allows a smaller file size to be selected when selecting the output file type. For more information, see the Help for the scanning software being used.

- Verify the scan resolution setting (for more information, see the Help for the scanning software being using):

    – 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, choosing a higher resolution is recommended.

    **NOTE:**  For some special black dot background scans, saving the image as a .tif file might make the image smaller.

    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 scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.

# Issues with text recognition (OCR)

## Issues with text recognition (OCR) (Windows)

The scanner uses optical character recognition (OCR) to convert text on a page to text that can be edited on a computer.

- If text can be scanned but cannot be edited, make the following selections before scanning:

    – Select a scan shortcut that supports OCR. The following scan shortcuts support OCR:

        ○ **Save as PDF**

        ○ **Email as PDF**

        ○ **Save as Editable Text (OCR)**

        ○ **Send to Cloud**

        ○ **Everyday Scan**

    – Select one of the following OCR-based, output-file types from the **File Type** drop-down box:

        ○ **Text (.txt)**

        ○ **Rich Text (.rtf)**

    **NOTE:**  If an OCR-based, output-file type is not selected, the document is scanned as a graphic and the text is not editable.

- Check the originals

–    The software might not recognize text that is tightly spaced. For example, if the text that the software converts has missing or combined characters, "rn" might appear as "m".

–    The accuracy of the software depends on the image quality, text size, and structure of the original and the quality of the scan itself. Make sure that the original has good image quality.

–    Colored backgrounds can cause images in the foreground to blend too much.

● If the scanner glass is dirty, the scan file does not have optimum clarity. Make sure the scanner glass is clean.

# E-mail problems

## Validate the SMTP gateway address

Open the **Embedded Web Server** to confirm that the SMTP gateway address is correct. Also confirm that the e-mail address being used is valid.

# Additional troubleshooting

| | |
|---|---|
| Get telephone support for your country/region<br><br>Have the product name, serial number, date of purchase, and problem description ready. | Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/ |
| Get 24-hour Internet support, and download software utilities, drivers, and electronic information | www.hp.com/support/ |
| Order additional HP service or maintenance agreements | www.hp.com/support/ |

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