



ScanJet Pro 2000 s1 and 3000 s3

User Guide



2000 s1



3000 s3



www.hp.com/go/sj2000s1
www.hp.com/go/sj3000s3



HP ScanJet Pro 2000 s1 and 3000 s3

User Guide

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1 Product overview

This user guide covers important information about the scanner.

- [Product views](#)
- [Product specifications](#)
- [Product hardware setup and software installation](#)
- [Scanner software \(Windows\)](#)
- [Scanner software \(OS X\)](#)
- [Sleep Mode and auto-off settings](#)

The following information is correct at the time of publication. For current information, see www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3.

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

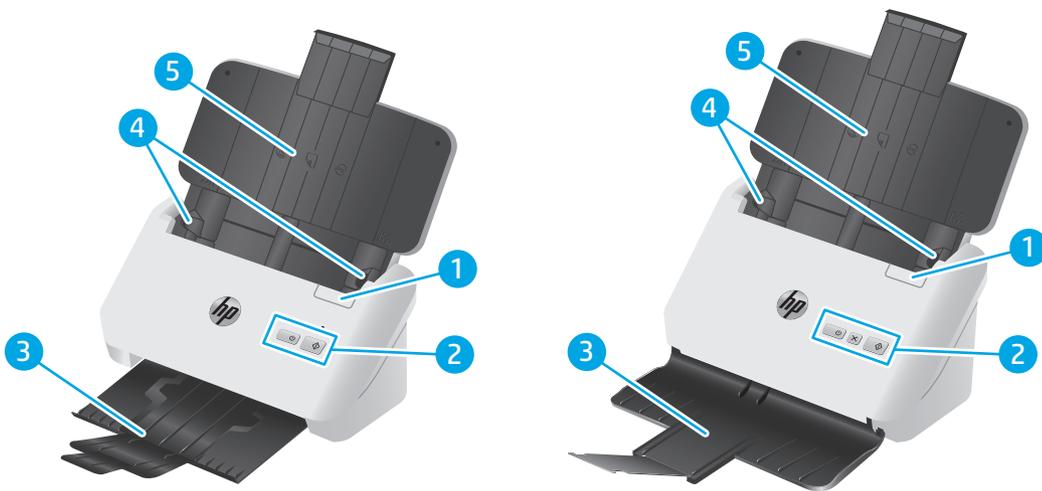
- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

Product views

This section describes the physical components of the HP ScanJet Pro 2000 s1 and 3000 s3.

- [Front view](#)
- [Back view—2000 s1 models](#)
- [Back view—3000 s3 models](#)
- [Serial number and product number location](#)
- [Control-panel view—2000 s1 models](#)
- [Control-panel view—3000 s3 models](#)

Front view



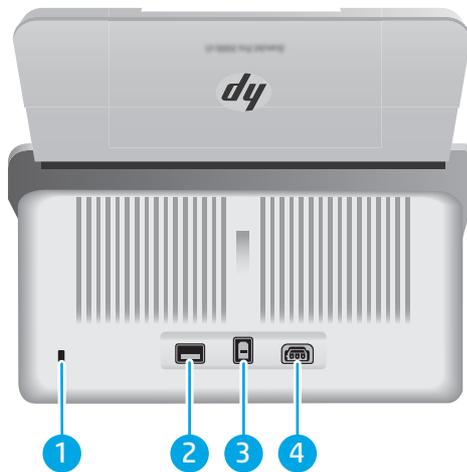
1	Document feeder latch
2	Control panel
3	Document output tray with extension
4	Paper guides
5	Document input tray with extension

Back view—2000 s1 models



1	USB 2.0 interface port
2	Power supply input

Back view—3000 s3 models



1	Slot for a cable-type security lock
2	Wi-Fi adapter port for Wi-Fi accessories
3	USB 3.0 interface port
4	Power supply input

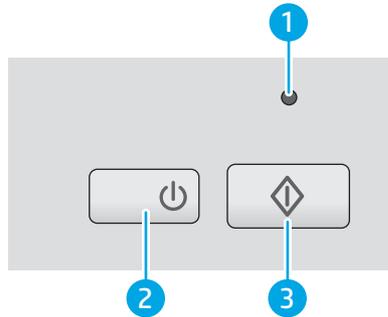
Serial number and product number location

The serial and product numbers label is located on the rear cover.



Control-panel view—2000 s1 models

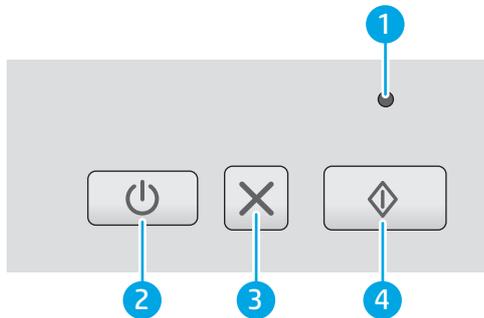
Use the buttons on the control panel to start a scan, and to turn the scanner on and off.



1	Error LED	A blinking or lit Error LED indicates that an error has occurred.
2	Power  button and LED	Press the Power  button to turn on the scanner. Press and hold the Power  button for three seconds to turn off the scanner. A lit Power LED indicates that the scanner is turned on.
3	Scan  button	Press the Scan  button to initiate a scan.

Control-panel view—3000 s3 models

Use the buttons on the control panel to start or cancel a scan, and to turn the scanner on and off.



1	Error LED	A blinking or lit Error LED indicates that an error has occurred.
2	Power  button and LED	Press the Power  button to turn on the scanner. Press and hold the Power  button for three seconds to turn off the scanner. A lit Power LED indicates that the scanner is turned on.
3	Cancel  button	Press the Cancel  button to cancel a scan in progress.
4	Scan  button	Press the Scan  button to initiate a scan.

Product specifications

- [Technical specifications](#)
- [Supported operating systems](#)
- [Product dimensions](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Operating environmental range](#)

Technical specifications

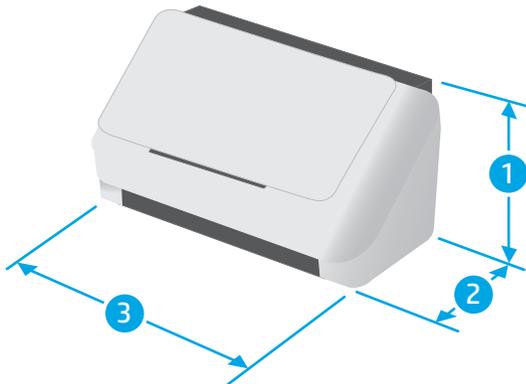
Feature	Specification
Input tray capacity	50 sheets of 75g/m ² (20 lb)
Minimum paper size	2000 s1: 51 x 51 mm (2 x 2 in) 3000 s3: 51 x 74 mm (2 x 2.9 in)
Maximum paper size	3100 x 216 mm (122 x 8.5 in)
Minimum paper weight	2000 s1: 50 g/m ² (13 lb) 3000 s3: 40 g/m ² (10.7 lb)
Maximum paper weight	2000 s1: 180 g/m ² (48 lb) 3000 s3: 413 g/m ² (110 lb)
Minimum paper guiding space	51 mm (2 in)
Resolution	600 pixels per inch (ppi) for scanning
Environmental features	<ul style="list-style-type: none">• By default, scanner enters Sleep Mode prior to 15 minutes of inactivity• ENERGY STAR® qualified
Paper-handling	<ul style="list-style-type: none">• Two-sided scanning: Two-sided documents scan in a single pass• HP EveryPage with Ultrasonic multi-feed sensor: Detects when multiple pages feed through simultaneously (3000 s3 models only)

Supported operating systems

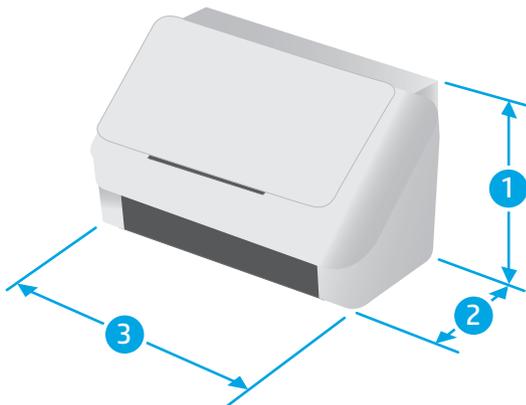
The scanner supports the following operating systems.

Windows	Windows 7
	Windows 8
	Windows 8.1
	Windows 10
OS X	OS X 10.9 Mavericks (2000 s1 models only)
	OS X 10.10 Yosemite (2000 s1 models only)
	OS X 10.11 El Capitan

Product dimensions



Model	1. Height	2. Depth	3. Width	Weight
HP ScanJet Pro 2000 s1	152 mm (6 in)	173 mm (6.8 in)	300 mm (11.8 in)	2.6 kg (5.7 lb)



Model	1. Height	2. Depth	3. Width	Weight
HP ScanJet Pro 3000 s3	190 mm (7.5 in)	198 mm (7.8 in)	310 mm (12.2 in)	3.4 kg (7.5 lb)

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/ for current information.

⚠ CAUTION: Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

Operating environmental range

Environment	Recommended	Allowed
Temperature	17.5° to 25°C (63.5° to 77°F)	10° to 35°C (50° to 95°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH
Altitude	Not applicable	0 to 3048 m (0 to 10,000 ft)

Product hardware setup and software installation

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

Go to www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3 for HP's all-inclusive help for the product. Find the following support:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Scanner software (Windows)

The scanner comes with a variety of Windows scanning software and drivers, including HP Scan.

- [HP Scan software](#)
- [HP Scanner Tools Utility](#)
- [HP TWAIN](#)
- [ISIS \(3000 s3 models only\)](#)
- [WIA](#)

HP Scan software

Perform scans using the HP ScanJet Pro 2000 s1 and 3000 s3 scanner.

HP Scanner Tools Utility

Use the HP Scanner Tools Utility to complete the following tasks:

- Set maintenance and status update notification options
- Change the scanner's power management settings
- View scanner information (firmware version, serial number, total number of pages scanned)

To open the utility, do one of the following:

- Windows 7: Double-click the **HP Scanner Tools Utility** icon on your desktop.
- Windows 8, 8.1, and 10: On the **Start** screen, click the **HP Scanner Tools Utility** tile.
- Click **Start**, select **Programs** or **All Programs**, select **HP**, select **Scanjet**, select **2000 s1** or **3000 s3**, and then click **Scanner Tools Utility**.

For more information, click the **Help** button at the bottom of the HP Scanner Tools Utility.

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 (3000 s3 models only)

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)

The 3000 s3 model 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](#)
- [HP Utility](#)

HP Easy Scan

Scan documents and photos, and manage scan shortcuts.

HP Utility

You can use the HP Utility when the scanner is connected with a USB cable.

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.

HP Utility allows you to configure the scanner and assign the Scan \diamond button workflow on a Mac. HP Utility is available in the **Applications > HP** folder.

Sleep Mode and auto-off settings

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

Windows: To change the default sleep and auto-off settings, use the HP Scanner Tools Utility.

1. Start the HP Scanner Tools Utility.
2. Click the **Settings** tab.
3. Select the desired values from the **Auto-Off: Turn off the scanner after:** drop-down list and the **Put the scanner to sleep after:** drop-down list.

OS X: To change the default auto-off setting use the HP Utility **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.

2 Use the scanner

The following topics describe how to load and scan originals.

- [Load originals](#)
- [Start a scan from the hardware](#)
- [Use the scanning software \(Windows\)](#)
- [Use the scanning software \(OS X\)](#)
- [Mobile scanning \(wireless 3000 s3 models only\)](#)
- [Scanning tips](#)

Load originals

The following topics describe how to load originals into the input tray.

- [Document loading tips](#)
- [Supported paper sizes and types](#)
- [Load documents](#)
- [Load cards](#)

Document loading tips

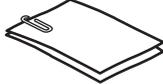
- The maximum capacity of the input tray is 50 sheets of 75 g/m² (20 lb) paper. When using heavier paper, the maximum capacity is decreased.

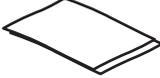
 **TIP:** Use the lines on the input tray paper guides to help you to not exceed the input tray capacity.

- The maximum name card capacity is approximately 9 or 10 cards. For rigid cards, bank cards, and embossed cards, load only one card at a time.
- Be sure that original documents are within these guidelines:

Width:	51 to 216 mm (2 to 8.5 in)
Length:	2000 s1: 51 to 3100 mm (2 to 122 in)
	3000 s3: 74 to 3100 mm (2.9 to 122 in)
Weight:	2000 s1: 50 g/m ² (13 lb) to 180 g/m ² (48 lb)
	3000 s3: 40 g/m ² (10.7 lb) to 413 g/m ² (110 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 your documents before placing them into the feeder. If the leading edge of a document is curled or folded, it might cause a paper jam.
 - 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 input tray.
-
-  **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. Also, disable multipick detection before scanning, as the document sleeve will trigger a multipick error.
-
- Make sure that the document feeder hatch is securely latched. To properly close the hatch, press firmly on both sides of the hatch.
 - 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 input tray. Do not drop the stack into the tray and do not tap the top edge of the stack after you have placed the stack in the input tray.
 - Clean the scan rollers if the rollers are visibly dirty or after scanning a document written with or written on with pencil.

Supported paper sizes and types

Supported paper types and sizes for the product are shown below.

Size and dimensions	Supported
U.S.-Letter: 215.9 x 279.4 mm (8.5 x 11 in)	✓
U.S.-Legal: 215.9 x 355.6 mm (8.5 x 14 in)	✓
U.S.-Executive: 184.2 x 266.7 mm (7.25 x 10.5 in)	✓
ISO A4: 210 x 297 mm (8.3 x 11.7 in)	✓
JIS B5: 182 x 257 mm (7.2 x 10.1 in)	✓
ISO B5: 176 x 250 mm (7 x 9.9 in)	✓
ISO A5: 148 x 210 mm (5.8 x 8.3 in)	✓
ISO A6: 105 x 148 mm (4.1 x 5.8 in)	✓
ISO A7: 74 x 104 mm (2.9 x 4.1 in)	✓
ISO A8: 52 x 74 mm (2 x 2.9 in)	✓
Custom	✓
<ul style="list-style-type: none">• Minimum:<ul style="list-style-type: none">2000 s1: 51 x 51 mm (2 x 2 in)3000 s3: 74 x 51 mm (2.9 x 2 in)• Maximum: 216 x 3100 mm (8.5 x 122 in)	

Load documents

1. Open the document input and output trays, and then extend the tray extensions.



3000 s3 models: For the output tray, slide the tray out from underneath the scanner, unfold the first extension, slide the second extension outward, and then rotate the small third tab 90 degrees.

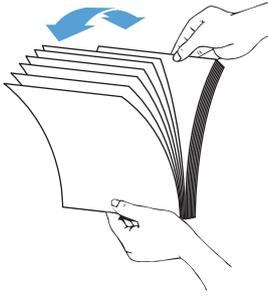
 **NOTE:** **3000 s3 models:** For sheets longer than Letter or A4, such as Legal, leave the small tab folded.

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

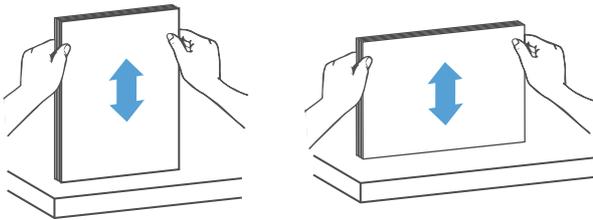


When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original yet not restrict paper feeding.

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



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



5. Gently set the stack in the input tray. Load the pages face down with the top of the pages pointing into the feeder.

For best results, do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed it in the input tray.



 **TIP:** Avoid feeding a document with a leading edge that has been folded or frayed.

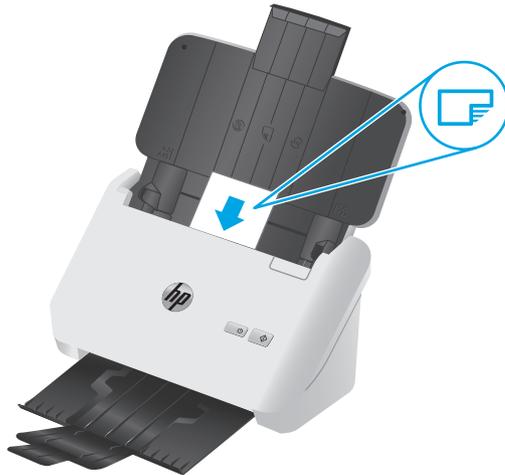
6. Verify that the paper guides are aligned with the edges of the stack.



Load cards

To load cards into the input tray, follow these steps:

1. Load the stack of cards face down in landscape orientation, with the short dimension parallel to the paper guides.



 **NOTE:** To ensure the best scan quality, load rigid or embossed cards in this orientation, and load only one at a time.

2. Adjust the paper guides to center the cards, making sure the paper guides touch the edges of the cards.



3. **3000 s3 models:** Set the output tray small media guide, and disable the multi-feed detection setting.



Start a scan from the hardware

Scan from the control panel buttons

To scan from the control panel, follow these steps:

1. Load the originals.
2. Press the Scan \diamond button.

2000 s1 models: To cancel a scan, click the **Cancel** button in the HP Scan software.

3000 s3 models: To cancel a scan, press the control-panel Cancel \times button.

Use the scanning software (Windows)

The following topics describe how to use the scanning software.

- [Scan to a picture](#)
- [Scan to a PDF](#)
- [Scan text for editing \(OCR\)](#)
- [Scan to email](#)
- [Scan to cloud](#)
- [Scan long or extra-long documents](#)
- [Detect multi-feeds \(3000 s3 models only\)](#)
- [Everyday Scan](#)
- [Filter out color from a document \(color dropout\)](#)
- [Automatically detect page size](#)
- [Automatically crop or pad scanned image to selected page size](#)
- [Automatically detect color](#)
- [Automatically straighten scanned images](#)
- [Scan by using other scan software](#)

Scan to a picture

1. Load the document into the input tray.
2. Open the 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

1. Load the document into the input tray.
2. Open the 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)

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



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

1. Load the document into the input tray.
2. Open the 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**.

Scan to cloud



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

1. Load the document into the input tray.
2. Open the HP Scan software.
3. Select **Send to Cloud**, and then select the file destination, such as Google Drive or DropBox.
4. Select **Scan**.

Scan long or extra-long documents

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 in)** or **Extra Long (8.5 x 122 in)** 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 (3000 s3 models only)

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)

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 HP Scan software, 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

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 crop or pad scanned image to selected page size

To automatically crop or pad a scanned image to a selected page size, follow these steps:

1. Open the HP Scan software.
2. Select a scan shortcut, and then click **Edit shortcut**.
3. Select your crop options.
 - To automatically crop to the content of the document, click the **Image Processing** tab of the **Edit** dialog box, select the **Crop to content on page** check box, and then click **Crop settings**.
 - To automatically crop to the dimensions of the document, click the **Scan Settings** tab of the **Edit** dialog box, click **Page Size**, and then select the **Auto detect size** check box.



NOTE: Use the ISIS or TWAIN user interface to set crop options when scanning from non-HP scanning software.

For information about the auto-crop settings, see the online help for the scanning software that you are using.

Automatically detect color

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



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.

Automatically straighten scanned images

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

The following third-party applications are also supported by the scanner:

- Readiris Pro: OCR application.
- Cardiris: Business card application.
- PaperPort: Personal document management 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.

- [Scan to email](#)
- [HP Easy Scan](#)
- [Scan from other applications](#)
- [Advanced configuration with HP Utility for OS X](#)

Scan to email

The computer must be connected to the Internet to complete this task.

To scan to an email, complete these steps:

1. Load the document into the input tray.
2. In the **Applications** folder, double-click the **Apple Image Capture** icon.
3. In the **Image Capture** window, select your scanner from the **Devices** list.

 **TIP:** For more Apple Image Capture scanning options, click **Show Details**.

4. Select **Mail** in the **Scan To** list to automatically attach the scan to an email message.

 **NOTE:** If you use an email application other than Apple Mail, you can scan the document to a file and manually attach it to an email, or you can add your email application to the **Scan To** list.

To add your email application to the list, select **Other**, select your email application, and then click **Choose**.

5. On the resulting email message, enter the email address, subject, and any message text, and then send the email.

HP Easy Scan

1. Load the document into the input tray.
2. In the **Applications** folder, double-click the **HP Easy Scan** icon.
3. Confirm that the HP ScanJet Pro 2000 s1 or 3000 s3 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

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.

Advanced configuration with HP Utility for OS X

Use the HP Utility to check scanner status or to view or change scanner settings from your computer.

You can use the HP Utility when the scanner is connected with a USB cable.

Open HP Utility

1. At the computer, open the **Applications** folder.
2. Select **HP**, and then select **HP Utility**.

HP Utility features

The HP Utility toolbar includes these items:

- **Devices:** Click this button to show or hide Mac products found by the HP Utility.
- **All Settings:** Click this button to return to the HP Utility main view.
- **HP Support:** Click this button to open a browser and go to the HP support website.
- **Supplies:** Click this button to open the HP SureSupply website.
- **Registration:** Click this button to open the HP registration website.
- **Recycling:** Click this button to open the HP Planet Partners Recycling Program website.

HP Utility consists of pages that you open by clicking in the **All Settings** list.

Mobile scanning (wireless 3000 s3 models only)

HP offers multiple mobile solutions to enable easy scanning to an HP scanner from a tablet, smart phone, or other mobile device. For more information, go to www.hp.com/go/sj3000s3.



NOTE: Purchase the HP ScanJet Wireless Adapter 100 (L2761A) from HP.com in order to enable mobile scanning. Follow the installation guide to install the Wi-Fi accessory.

Scanning tips

- [Optimize scanning and task speeds](#)
- [Scanning fragile originals](#)

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 a clear, heavyweight document sleeve before loading it into the input tray.

3 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/go/sj2000s1 or www.hp.com/go/sj3000s3.

- [Clean the product](#)
- [Replace parts](#)
- [Order parts and accessories](#)

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 scanning strips](#)
- [Clean the paper path](#)
- [Clean the rollers](#)

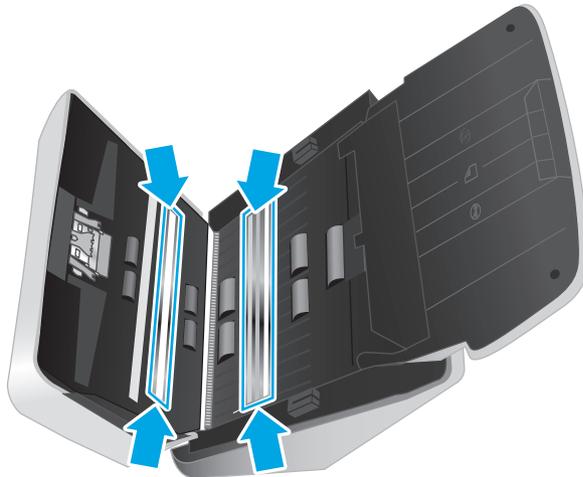
Clean the scanning strips

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. Pull forward on the latch to open the document feeder hatch.



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.

Clean the paper path

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

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

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. Load the unfolded cloth into the input tray.



4. Windows: Launch the HP Scanner Tools Utility, and then click the **Maintenance** tab.

5. Feed the cloth through the scanner.

Windows: Under **Clean Paper Path**, click **Clean** to feed the cloth through the scanner.

OS X: Press the Scan ⬠ button to feed the cloth through the scanner.

 **NOTE:** In addition to feeding the cloth through the scanner, the Mac will perform the scan shortcut assigned to the Scan ⬠ button.

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

6. Place up to five pages of printed paper in the scanner. Scan and view the results.
7. If streaks still appear, repeat steps 3 through 6.

The cleaning cloth can be cycled through the scanner up to five times within 30 minutes. After that, the cloth will dry out. If repeated cycling of the cleaning cloth does not remove the streaks from the scanned images, clean the rollers.

8. Windows: Under **Record Cleaning Paper Path**, click **Record Cleaning** to log this cleaning activity and update the paper path cleaning history.

Clean the rollers

Clean the rollers under the following conditions:

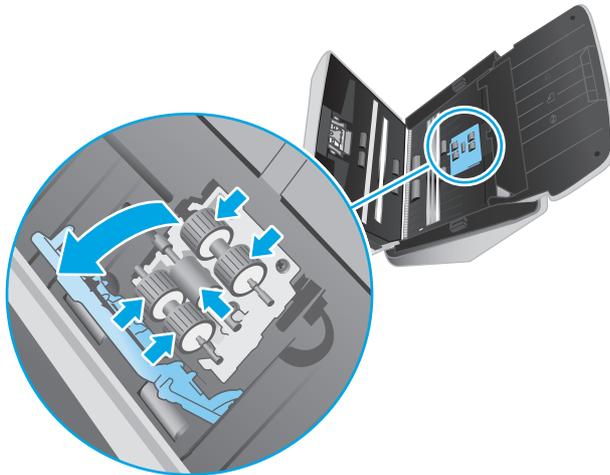
- Windows: The HP Scanner Tools Utility indicates that cleaning is needed.
- You experience repeated document jams.
- The document feeder does not pull pages into the paper path.
- The scanned images are elongated.
- You frequently scan any of the following types of documents: coated paper, chemically treated documents such as carbonless paper, documents with a large amount of calcium carbonate, documents written with or written on with pencil, documents on which the toner has not fused.

To clean the 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. Pull forward on the latch to open the document feeder hatch.

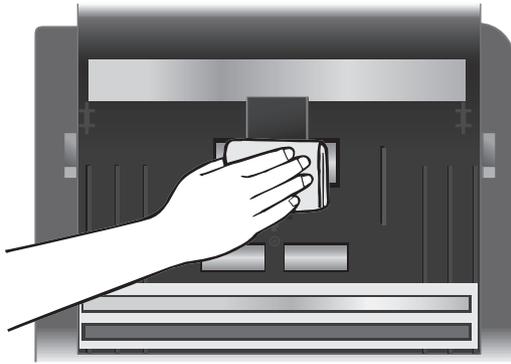


3. On the rear of the open document feeder, use a fingertip to press the tab at the upper right corner of the pickup roller cover, and then forward to open the cover and expose the pickup rollers.

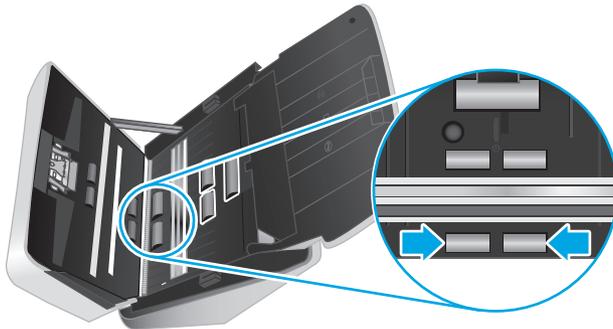


4. Using an HP paper path cleaning cloth or a clean, lint-free cloth moistened with isopropyl alcohol, wipe the pickup rollers.

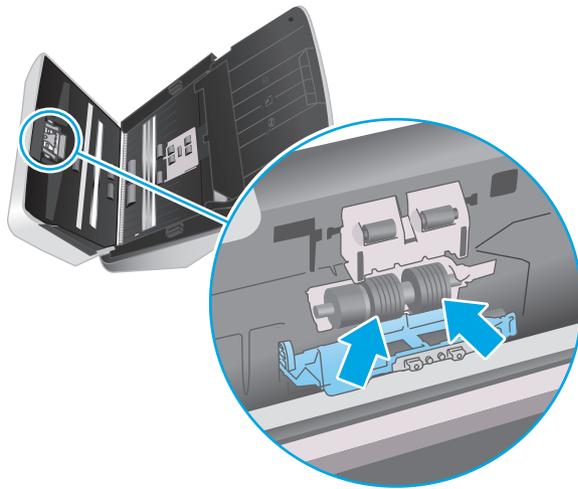
Wipe the rollers from the top down, rotating the rollers a full 360 degrees to ensure that you wipe the complete surface, and then close the roller cover.



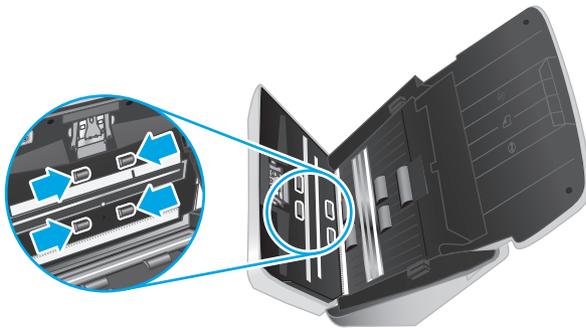
5. Below the pickup rollers, wipe the rollers above and below the scanning strip.



6. Open the separation rollers cover, and then wipe the separation rollers.



7. Close the separation rollers cover. Below the separation rollers, wipe the rollers above and below the scanning strip.



8. Press on both sides of the document feeder hatch at the same time to close the hatch, and then reconnect the USB cable and power supply to the scanner.

CAUTION: Wait two minutes for the feed rollers to dry before loading documents into the document feeder.

9. Press the Power  button to turn on the scanner.
10. Windows: Update the scanner maintenance history.
 - a. Launch the HP Scanner Tools Utility, and then click the **Maintenance** tab.
 - b. Under **Record Cleaning Rollers**, click **Record Cleaning** to log this cleaning activity and update the roller cleaning history.

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

Replace parts

Replacing parts when necessary helps ensure high-quality scans. Parts might need to be replaced when indicated by the HP Scanner Tools Utility, or if the scanner is not working correctly. The roller replacement kit includes the following replacement parts:

- Pickup rollers
- Separation rollers

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

- [Replace the roller kit \(2000 s1 models\)](#)
- [Replace the roller kit \(3000 s3 models\)](#)

Replace the roller kit (2000 s1 models)

Replace the 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:** HP recommends replacing the rollers every 100,000 scans.

Windows: The HP Scanner Tools Utility can provide a reminder when service is needed, which depends on many conditions and might be sooner than this replacement interval.

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

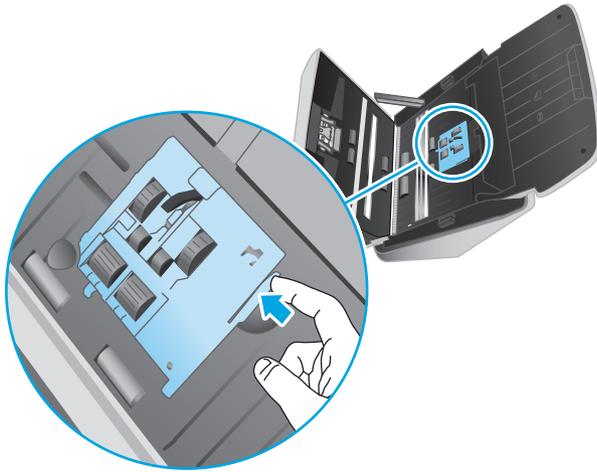
Replace the pickup roller module

To replace the roller module, follow these steps:

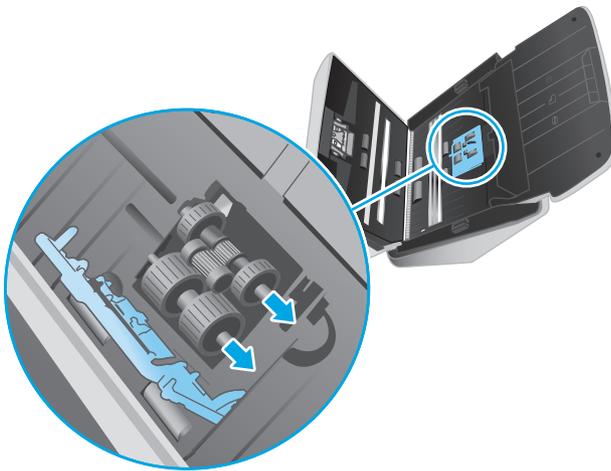
1. Press the Power  button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Pull forward on the latch to open the document feeder hatch.



3. Release the pickup roller cover tab.

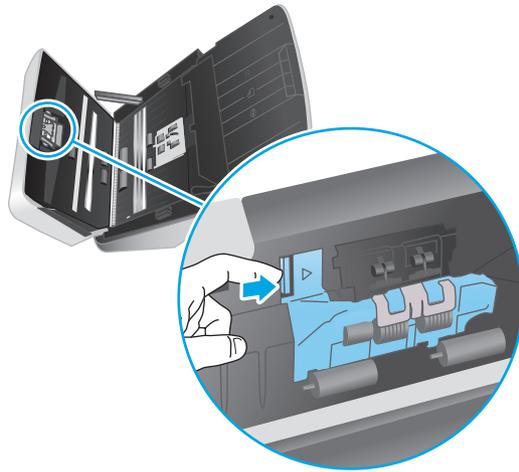


4. Remove and replace the rollers as described in the instructions that were included with the replacement kit.

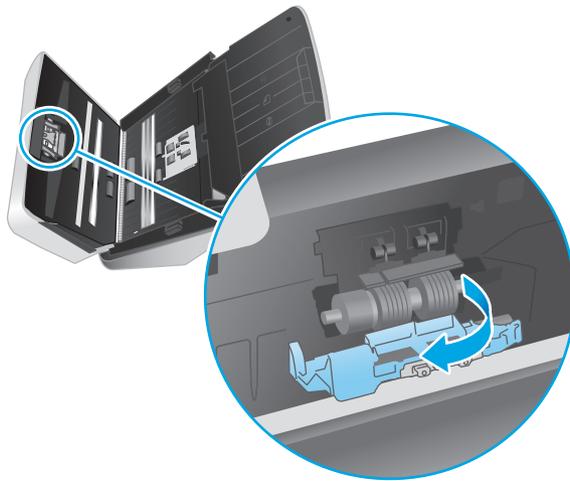


Replace the separation rollers

1. Release the separation roller cover tab.



2. Remove and replace the rollers as described in the instructions included with the replacement kit.



3. Press firmly on both sides of the document feeder hatch at the same time to close the hatch.
4. Press the Power  button to turn on the scanner.
5. Windows: Update the scanner maintenance history.
 - a. Open the HP Scanner Tools Utility.
 - b. Under **Record Replacement**, click **Record Replacement** to log this replacement activity and update the roller replacement history.

Replace the roller kit (3000 s3 models)

Replace the 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:** HP recommends replacing the rollers every 100,000 scans.

Windows: The HP Scanner Tools Utility can provide a reminder when service is needed, which depends on many conditions and might be sooner than this replacement interval.

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

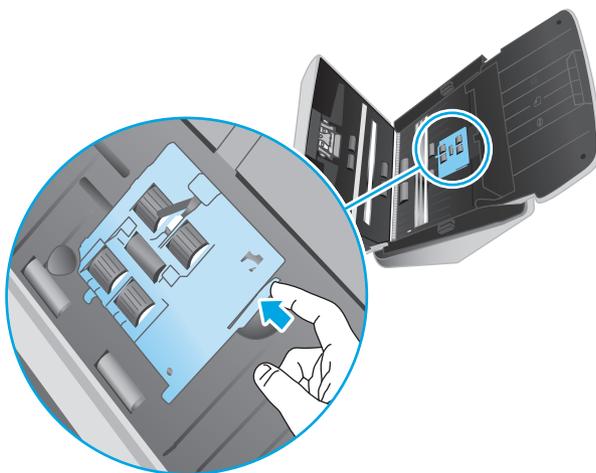
Replace the pickup roller module

To replace the roller module, follow these steps:

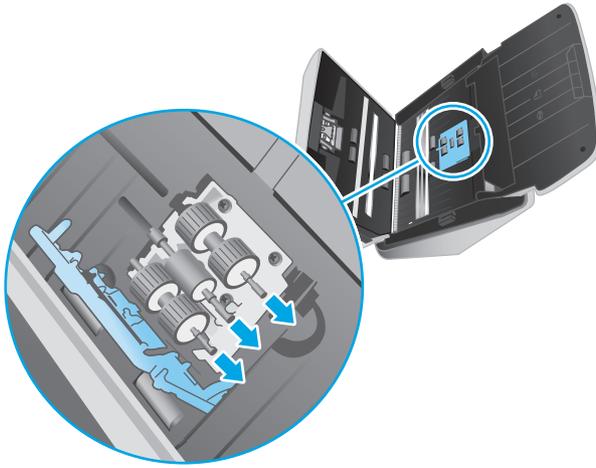
1. Press the Power  button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Pull forward on the latch to open the document feeder hatch.



3. Release the pickup roller cover tab.

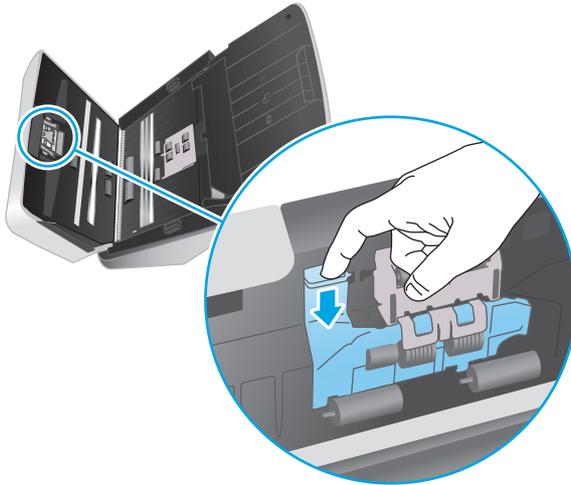


4. Remove and replace the rollers as described in the instructions that were included with the replacement kit.

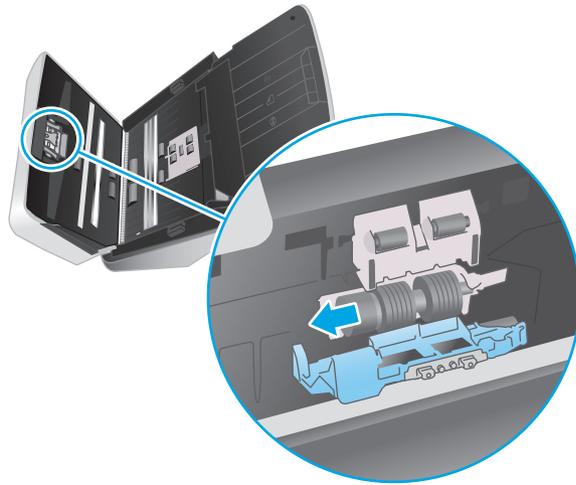


Replace the separation rollers

1. Release the separation roller cover tab.



2. Remove and replace the rollers as described in the instructions included with the replacement kit.



3. Press firmly on both sides of the document feeder hatch at the same time to close the hatch.
4. Press the Power  button to turn on the scanner.
5. Windows: Update the scanner maintenance history.
 - a. Open the HP Scanner Tools Utility.
 - b. Under **Record Replacement**, click **Record Replacement** to log this replacement activity and update the roller replacement history.

Order parts and accessories

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

Item	Description	Part number
Roller replacement kit	Replacement pickup and separation rollers for the HP ScanJet Pro 2000 s1	L2759-60001
Roller replacement kit	Replacement pickup and separation rollers for the HP ScanJet Pro 3000 s3	L2753-60001

4 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](#)
- [Interpret control panel lights and patterns](#)
- [Scanner installation problems](#)
- [Power issues](#)
- [Paper jams](#)
- [Paper feed issues](#)
- [Image quality problems](#)
- [Scanner operation problems](#)
- [Additional troubleshooting](#)

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 Power LED on the control panel is on.
 - If the Power 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 Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3 for assistance.
- If the scanning software displays a **Scanner not found** message 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 might 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/go/sj2000s1 or www.hp.com/go/sj3000s3 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 Power LED on the control panel 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.

Interpret control panel lights and patterns

If the scanner requires attention, the Error light either blinks or is solidly lit on the control-panel display.

Error light status	State of the scanner	Action
Error LED is blinking	The user pressed the Scan  button while the USB cable was disconnected.	<ol style="list-style-type: none">1. Turn off the scanner.2. Reconnect the USB cable.3. Turn on the scanner.
	The image sensor is not properly calibrated.	<ol style="list-style-type: none">1. Turn off the scanner.2. Turn on the scanner.
	There is a jam in the document feeder.	<ol style="list-style-type: none">1. Turn off the scanner.2. Pull forward on the latch to open the document feeder hatch.3. Clear the jam.4. Turn on the scanner.
	The document feeder hatch is not properly closed.	<ul style="list-style-type: none">▲ Press firmly on both sides of the document feeder hatch at the same time to close the hatch.

Scanner installation problems

- [Check the cables](#)
- [Uninstall and then reinstall the HP ScanJet drivers and tools \(Windows\)](#)

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">• Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.• If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.• 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	<p>The USB cable is connected between the scanner and the computer.</p> <ul style="list-style-type: none">• 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.• 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. <p>For additional USB troubleshooting information, see www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3, select your country/region, and then use the search tool to find USB troubleshooting topics.</p>

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 2000 s1 or 3000 s3 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

- [Check that the scanner has power](#)
- [Scanner will not turn on](#)
- [The scanner has paused or shut down](#)
- [Scanner keeps turning 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 Power LED on the control panel is on.
 - If the Power 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 Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3 for assistance.

Scanner will not turn on

If the scanner will not turn on after pressing the Power  button, check the following:

- The scanner might 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 Power LED on the control panel is on.
 - If the Power 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 Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3 for assistance.

The scanner has paused or shut down

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 Power LED on the control panel is on.
 - b. If the Power 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 Power LED is still not on, unplug the power cable from the power source, wait 30 seconds, and then plug it back in.
 - d. If the issue is not fixed, the power supply might be defective. Go to www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3 for assistance.
3. Restart your computer.
4. Windows: On the computer, open Control Panel and use the **Add/Remove** tool (in Vista, Windows 7, and Windows 8, the **Programs and Features** tool) to uninstall the following applications:
 - HP ScanJet Pro 2000 s1 or 3000 s3
 - HP ScanJet Pro 3000 s3 ISIS Driver
 - HP ScanJet Plugin
 - HP Scan
5. Reinstall the applications by doing one of the following.
 - Reconnect the USB cable and power supply to the scanner, and then press the Power (⏻) button to turn on the scanner. Reinstall the HP ScanJet Pro 2000 s1 or HP ScanJet 3000 s3 software and drivers.
 - Reinstall the applications using the HP scanning software CD that came with your scanner.

Scanner keeps turning off

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

Windows: To change the defaults, complete these steps:

1. Launch the HP Scanner Tools Utility.
2. Click the **Settings** tab, and then select the appropriate Sleep Mode and Auto-Off settings.
 - To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **59 minutes** from the **Sleep: Put the scanner to sleep after:** drop-down list.
 - To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **8 hours**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

OS X: Use HP Utility to change these defaults.

Paper jams

- [Clear jams from the document feeder](#)
- [An item loaded in the scanner jams repeatedly](#)



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

Clear jams from the document feeder

To clear a paper jam, complete these steps:

1. Pull forward on the latch to open the document feeder hatch.



2. Remove any pages from the input tray.
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 four rollers on the front and five rollers on the rear of the document feeder hatch, and remove any visible debris.
6. Press firmly on both sides of the document feeder hatch at the same time to close the hatch.
7. Reload all originals in the input tray 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](#)
- [Paper does not feed from the scanner](#)

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

- Scanning damp or wet pages can cause paper jams. Make sure that the pages you are feeding 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 input tray or output tray might contain more than the maximum number of pages. Load fewer pages in the input tray, 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 input tray, 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 Power LED on the control panel 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.

Image quality problems

- [Vertical white or colored stripes appear on the printed page](#)
- [Scanned images are not straight](#)
- [The scanned images have streaks or scratches](#)
- [Scanned image is fuzzy](#)
- [The scan is completely black or completely white](#)
- [The bottom of the scanned image is cut off](#)
- [The image cannot be enlarged](#)

Vertical white or colored stripes appear on the printed page

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

If the second scan has the same problem, try scanning to a different printer.

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 paper 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 strips.

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 input tray. Make sure that the item being scanned is placed face down in the input tray.
- 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.

The image cannot be enlarged

The software might be setting the exposure for the entire scan area instead of for one small original. Select and drag the handles around the selection area until you see the image area you want to scan.

Scanner operation problems

- [Connection issues](#)
- [Buttons are not working properly](#)
- [Scanning performance issues](#)
- [Issues with text recognition \(OCR\) \(Windows\)](#)

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 software.

Buttons are not working properly

If the buttons are not working properly, complete the following steps.

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 might be a problem with the control panel. Contact HP Support at www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3.

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 down into the input tray.
- Make sure that there are no staples, paper clips, or any other attached material (such as adhesive notes) that might 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) (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)**
 - **Searchable PDF (*.pdf)**

 **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 strips are dirty, the scan file does not have optimum clarity. Make sure the scanner strips are clean.

Additional troubleshooting

Get telephone support for your country/region

Country/region phone numbers are on the flyer that was in the box with the product or at www.hp.com/support/.

Have the product name, serial number, date of purchase, and problem description ready.

Get 24-hour Internet support, and download software utilities, drivers, and electronic information

www.hp.com/go/sj2000s1 or www.hp.com/go/sj3000s3

Order additional HP service or maintenance agreements

www.hp.com/support/

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