

HP Scanjet 8300 series

User Guide



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1 HP Scanjet 8300 series User Guide

This user guide covers what you need to know about using the HP Scanjet 8300 series scanner.

Scanner hardware

- [Automatic document feeder \(ADF\)](#)
- [Transparent materials adapter \(TMA\)](#)
- [Scanner front panel buttons](#)
- [Customizable button labels](#)

Automatic document feeder (ADF)

The automatic document feeder (ADF) is included with the HP Scanjet 8350 Flatbed Document Scanner and the HP Scanjet 8390 Flatbed Document Scanner. The ADF can be purchased separately for the HP Scanjet 8300 Professional Image Scanner.



Transparent materials adapter (TMA)

Use the transparent materials adapter (TMA) to scan film, including slides and negatives. The TMA is mounted underneath the scanner lid or automatic document feeder (ADF).



Use the film scanning templates to place film on the scanner bed. The templates are stored in a slot underneath the scanner bed.

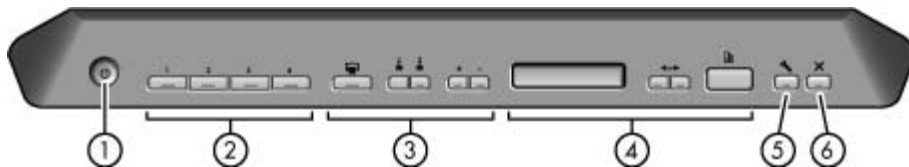




Note In order to use the TMA, you must install HP Photosmart Software or HP Solution Center on the computer. For more information, see the printed Setup and Support Guide that came with the scanner.

Scanner front panel buttons

Use the buttons on the scanner front panel to start a scan, select a destination for a scan, and configure some scanner settings.



1	Power Save button
2	Customizable buttons (1, 2, 3, and 4)
3	Copy buttons
4	LCD display and Scan Document To buttons
5	Button Settings button
6	Cancel button

Customizable button labels

Use the customizable button labels included with the scanner to note which scanning task is associated with each customizable button (**1**, **2**, **3**, and **4**). The label can be attached directly to the scanner or to another object in the scanner working area.

1	_____
2	_____
3	_____
4	_____

The last page of this user guide is a template that you can print if you need more customizable button labels.

For more information about configuring the customizable buttons, see [Customizable buttons](#).

Scanning software




The scanner comes with an assortment of scanning, document-management, and image-editing programs.

There might be several non-HP software programs included with the scanner. These software programs are not offered as substitutes for the HP scanning software. For help with a non-HP software program, see the documentation for that program.

Available scanning software

For help installing the scanning software, see the printed Setup and Support Guide that came with the scanner.

Windows

Program	Purpose	Supported OS
HP Smart Document Scan Software 	This is the optimal document scanning solution. Use HP Smart Document Scan Software to automate document scanning tasks.	Windows 98SE, Me, 2000, and XP This program is not available in Asian languages for Windows 98SE and Me.
HP Scanjet 8300 Series Performance Document Scanning (including ISIS and TWAIN)	This software includes the ISIS/TWAIN drivers necessary for using the scanner with standard business applications and customized software.	Windows 98SE, Me, 2000, and XP
HP Solution Center 	Use HP Solution Center to start and manage scan tasks. This is the minimum software that you must install in order to use the transparent media adapter (TMA) to scan slides and negatives.	Windows 98SE, Me, 2000, and XP
HP Photosmart Software 	Use HP Photosmart Software to edit and manage images. There are two versions of HP Photosmart Software that might be installed on the computer: <ul style="list-style-type: none"> • HP Photosmart Essential: Imaging software with basic editing, printing, and sharing capabilities. • HP Photosmart Premier: Complete imaging software with more viewing, organizing, editing, and printing options. Also 	HP Photosmart Essential: Windows 98SE, Me, 2000, and XP HP Photosmart Premier: Windows 2000 and XP

(continued)

Program	Purpose	Supported OS
	includes photo sharing, projects, and backup features.	
Kofax Virtual Rescan Software	Use Kofax Virtual Rescan Software to create clearer and more readable scans from colored or damaged documents.	Windows 2000 and XP
ScanSoft PaperPort	Use ScanSoft PaperPort to organize, find, and share paper and PDF documents.	Windows 98SE, Me, 2000, and XP This program is not available in Asian languages for Windows 98SE and Me.
IRIS Readiris Pro	Use IRIS Readiris Pro to scan documents for editable text.	Windows 98SE, Me, 2000, and XP
Adobe Photoshop Elements	Use Adobe Photoshop Elements to edit images and digital photos.	Windows 98SE, Me, 2000, and XP



Macintosh

Program	Purpose	Supported OS
HP Photosmart Software	Use HP Photosmart Software to edit and manage images.	Mac OS v10.2.8, v10.3, and v10.4
HP Scan Pro	Use HP Scan Pro for all scanning tasks.	Mac OS v10.2.8, v10.3, and v10.4
Adobe Photoshop Elements	Use Adobe Photoshop Elements to edit images and digital photos.	Mac OS v10.2.8, v10.3, and v10.4
IRIS Readiris	Use IRIS Readiris to scan documents for editable text.	Mac OS v10.2.8, v10.3, and v10.4
NewSoft Presto! PageManager	Use NewSoft Presto! PageManager to organize, find, and share paper and PDF documents.	Mac OS v10.2.8, v10.3, and v10.4

How to determine which software programs are installed on the computer

The functionality of the scanner varies according to what scanning software is installed on the computer. For Windows users, to find out what software is installed on the computer, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, and then look at the software listed there.

Windows

Software	How to see if the software is installed
HP Smart Document Scan Software	<p>Do one of the following:</p> <ul style="list-style-type: none">Look for the HP Smart Document Scan Software icon on the computer desktop.  <ul style="list-style-type: none">Click Start, point to Programs or All Programs, point to HP, point to Scanjet, point to 8350, 8390, and then look for HP Smart Document Scan Software.
HP Photosmart Software	<p>Do one of the following:</p> <p>Look for the HP Photosmart Software icon on the computer desktop.</p>  <p>Click Start, point to Programs or All Programs, point to HP, point to Scanjet, point to 8350, 8390, and then look for HP Photosmart Essential or HP Photosmart Premier.</p>

Macintosh

Software	How to see if the software is installed
HP Device Manager	Look for the HP Device Manager icon in the Dock.
HP Photosmart Studio	Look for the HP Photosmart Studio icon in the Dock.
HP Scan Pro	Open the Applications folder, open the Hewlett-Packard folder, and then look for the HP Scan Pro icon.

Where to get additional information

The scanner comes with several sources of additional information.

HP Scanjet 8300 series Setup and Support Guide

Use the HP Scanjet 8300 series Setup and Support Guide that came with the scanner to set up and connect the scanner hardware, decide what options to install, test the installation, and troubleshoot installation problems.

Windows users

Depending on the scanning software installed on the computer, Windows users have the following sources of additional information:

HP Photosmart Software help



If HP Photosmart Software is installed on the computer, double-click the **HP Solution Center** icon on the computer desktop, click **Onscreen Guide**, and then select the HP Photosmart Software help.

HP Smart Document Scan Software help



If HP Smart Document Scan Software is installed on the computer, double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** in the toolbar menu.

HP Button Settings Utility help



Use the **Configure buttons** tab to manage the scanner customizable buttons if either HP Smart Document Software or HP Photosmart Software is installed on the computer.

Use the **General info** tab to find information about the status of the scanner hardware: scan count, born-on date, scanner model, lamp on, maintenance suggestions, and more.

To open the HP Button Settings Utility help, click **Help** on the dialog box. For help opening the HP Button Settings Utility, see [Open the HP Button Settings Utility](#).

Other programs

For help with another scanning program, open the program and then click **Help** in the toolbar menu.

Macintosh users

Depending on the scanning software installed on the computer, Macintosh users have the following sources of additional information:

HP Device Manager help

Click the **HP Device Manager** icon in the Dock, and then click the **Help** button on the dialog box.

HP Photosmart Studio help

If HP Photosmart Studio is installed on the computer, click the HP Photosmart Studio icon in the Dock, click **Help** in the menubar, and then click **HP Photosmart Studio Help**.

HP Scan Pro help

Open the **Applications** folder on the computer, open the **Hewlett-Packard** folder, and then double-click the **HP Scan Pro** icon. After HP Scan Pro opens, click **Help** in the menubar, and then click **HP Scan Pro Help**.

Other programs

For help with another scanning program, open the program and then click **Help** in the menubar.

Accessibility

For more information on accessibility options, see the readme.txt file on the software CD. There is a screen-readable (JAWS) version of this User Guide on the software CD. It is called SJumDI15.chm. If you did not get this file during software installation, locate the file on the software CD and install it on your desktop.

Button Disable Utility (Windows)

To prevent buttons from being accidentally pushed, you can use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons.

To use the Button Disable Utility, complete the following steps:

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard\Scanjet\8300\hpbdu.exe.
2. Double-click **hpbdu.exe**.
The HP Button Disable Utility dialog box is displayed.
3. Select the scanner, and then click **Enable Buttons** or **Disable Buttons**.

2 How to use the scanner buttons

Use the buttons on the scanner front panel to start a scan, select a destination for a scan, and configure some scanner settings. This chapter contains information about the following topics:

- [Customizable buttons](#)
- [Copy buttons](#)
- [Scan Document To buttons](#)
- [Cancel button](#)
- [Button Settings button](#)
- [Power Save button](#)

Customizable buttons

Use the customizable buttons to start your most frequent scanning tasks.

- [How to determine which software program is controlling the customizable buttons](#)
- [Customizable button 1](#)
- [Customizable button 2](#)
- [Customizable button 3](#)
- [Customizable button 4](#)

How to determine which software program is controlling the customizable buttons

If you are not sure which software program is controlling the customizable buttons, follow the steps appropriate for the computer operating system.

Windows

Windows users can configure all four customizable buttons to work with HP Photosmart Software or HP Smart Document Scan Software, if both scanning programs are installed on the computer. If only one of the programs is installed on the computer, the buttons default to working with that program.

Follow these steps if you are not sure which program is controlling the customizable buttons:

1. To open the Button Settings Utility, do one of the following:
 - Double-click the **HP Button Settings Utility** icon on the desktop.
 - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **8350, 8390**, and then click **Button Settings Utility**.
2. Find the **Select software for customizable buttons** heading. The software that is controlling the buttons is selected.

If the Button Settings Utility is not installed, you must use the HP Solution Center to configure buttons.

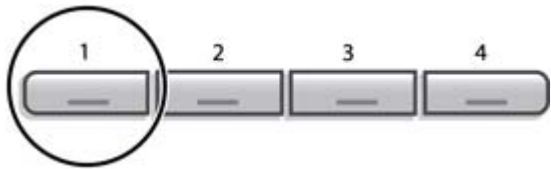
For more information, see [Configure the scanner customizable buttons](#).

If a non-HP program opens when you press one of the customizable buttons, see [An unexpected program opens when a customizable button is pressed](#).

Macintosh

Macintosh users can configure the customizable buttons on the HP Scanjet Scanner pane within System Preferences. With the exception of Make Copies, the customizable buttons operate with HP Scan Pro.

Customizable button 1



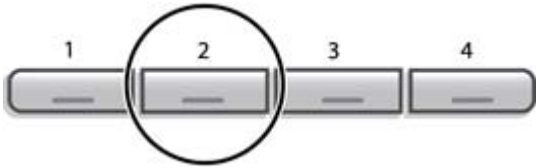
Windows

Program controlling button	Function
HP Smart Document Scan Software	Press customizable button 1 to use an HP Smart Document Scan Software profile to scan a document.
<ul style="list-style-type: none">• HP Photosmart Software• HP Solution Center	Press customizable button 1 to scan pictures, including photographs, graphics, film, and objects, and to scan documents as images.

Macintosh

Press customizable button 1 to perform a Scan Picture function. If HP Photosmart Studio is installed on the computer, the scan opens in HP Photosmart Studio. Otherwise, a preview is shown in the Apple Preview application.

Customizable button 2

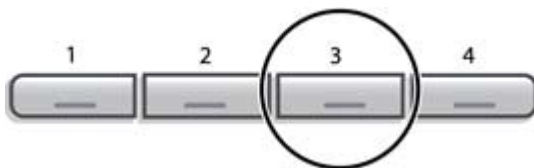


Windows

Program controlling button	Function
HP Smart Document Scan Software	Press customizable button 2 to use an HP Smart Document Scan Software profile to scan a document.
<ul style="list-style-type: none">• HP Photosmart Software• HP Solution Center	Press customizable button 2 to scan a document. The resulting scan contains editable text.

Macintosh

Press customizable button **2** to scan a document for editable text. The default destination for the scan is TextEdit.

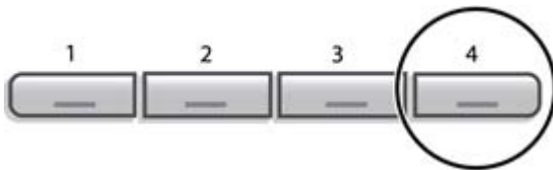
Customizable button 3**Windows**

Program controlling button	Function
HP Smart Document Scan Software	Press customizable button 3 to use an HP Smart Document Scan Software profile to scan a document.
<ul style="list-style-type: none">• HP Photosmart Software• HP Solution Center	Press customizable button 3 button to save scanned documents to a disk, such as a hard drive, or a recordable CD. In some cases the documents are saved to a folder from which they can be written to a CD.

Macintosh

Press customizable button **3** to scan a document to a PDF file.

Customizable button 4



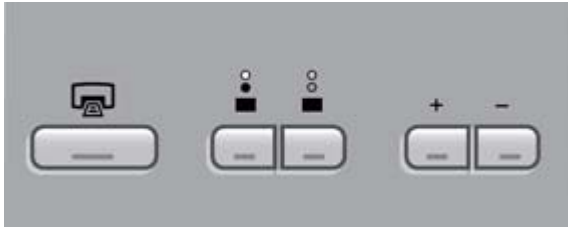
Windows

Program controlling button	Function
HP Smart Document Scan Software	Press customizable button 4 to use an HP Smart Document Scan Software profile to scan a document.
<ul style="list-style-type: none">• HP Photosmart Software• HP Solution Center	Press customizable button 4 to scan documents or pictures and insert them in an e-mail message as an attachment. You must have a supported e-mail software program.

Macintosh

Press customizable button **4** to send a scan to an e-mail program. The scan is added as an attachment to the default e-mail program.

Copy buttons



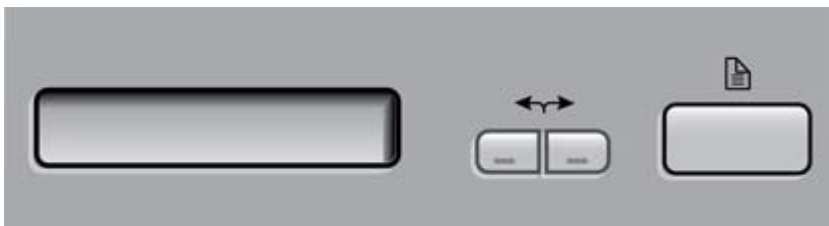
Use the **Copy** button (🖨️) to scan an original and send it to the default printer of the computer.

Use the **Number of Copies** button (+ -) to specify the number of copies that you want. The number of copies will appear on the LCD panel.

Use the **Color** button (🟡🟢) or **Black-and-White** button (⬛⬜) to specify whether you want color copies or black-and-white copies.

For more information, see [Make copies](#).

Scan Document To buttons



Windows

HP software installed on the computer	Function
HP Smart Document Scan Software only	Use the Scan Document To (📄) button to open the HP Smart Document Scan Software so that you can choose a scan profile and start the scan.
HP Photosmart Software (including HP Solution Center) only	<p>Use the Scan Document To (📄) button to scan an original document to the selected destination (an application, such as a word processor) that is displayed on the LCD panel.</p> <p>Use the Select Destination button (↔) to select which destination the scan is sent to.</p> <p>For help adding, deleting, or reordering the scan destinations, see the HP Photosmart Software help.</p>
Both of the following: <ul style="list-style-type: none"> • HP Smart Document Scan Software • HP Photosmart Software (including HP Solution Center) 	Same behavior as the HP Photosmart Software-only installation.

Macintosh

Use the **Scan Document To** (📄) button to scan an original document to the selected destination (an application, such as a word processor) that is displayed on the LCD panel.

Use the **Select Destination** button (↔) to select which destination is displayed on the LCD panel.

Cancel button



Press the **Cancel** button to cancel a scan in progress, or to cancel a series of scans when you are scanning from the ADF.

Button Settings button



Windows

HP software installed on the computer	Function
HP Smart Document Scan Software only	Use the Button Settings button to open the Button Settings Utility. For more information, see Configure the scanner customizable buttons .
HP Photosmart Software (including HP Solution Center) only	Use the Button Settings button to open the Front Panel Button Settings dialog box.
Both of the following: <ul style="list-style-type: none"> HP Smart Document Scan Software HP Photosmart Software (including HP Solution Center) 	Same behavior as the HP Smart Document Scan Software-only installation.

Macintosh

Use the **Button Settings** button to open the HP Scanjet Scanner pane within System Preferences. Click **Scanner Buttons** to work with scanner button settings.

Power Save button



When **not** using the scanner, press the **Power Save** button to put the scanner in power-save mode. When you are ready to begin scanning again, just press one of the front panel scan buttons to turn the lamp back on and begin scanning immediately.

(continued)

	<p>Note There is a power switch on the back of the scanner. Use the power switch if you need to turn the scanner completely off. During normal scanner use, leave the power switch in the On position and use the Power Save button to put the scanner into power-save mode.</p>
--	--

3 How to start a scan

Start a scan in one of the following ways:

- Scan from the scanner front panel buttons
- Scan from the HP scanning software (Windows)
- Scan from the HP scanning software (Macintosh)

Scan from the scanner front panel buttons

Use the front panel buttons on the scanner for basic scanning functions, such as scanning pictures and documents. Depending on what HP scanning software is installed on the computer, the buttons can be configured for certain behaviors. For more information, see [How to use the scanner buttons](#).

Scan from the HP scanning software (Windows)

Depending on what software is installed on the computer and the computer operating system, you can start a scan from one of the following programs:

- HP Smart Document Scan Software
- HP Solution Center
- HP Photosmart Software

Scan from HP Smart Document Scan Software

Use the HP Smart Document Scan Software to scan documents.

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



- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **8350, 8390**, and then click **HP Smart Document Scan Software**.
2. Select the scan profile that you want from the **Select a scan profile list**.
3. Click **Scan**.

Scan from HP Solution Center

Follow these steps to scan from HP Solution Center:

1. Do one of the following:
 - On the desktop, double-click the **HP Solution Center** icon.



- On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Solution Center**.
2. If you have installed more than one HP device, click the tab for the scanner.
3. Click **Scan Picture**, **Scan Document**, **Scan Film** or **Make Copies**, and then follow the onscreen instructions to complete the scan.

Scan from the HP Photosmart Software

1. Do one of the following:
 - On the computer desktop, double-click the **HP Photosmart Essential** or **HP Photosmart Premier** icon.
 - On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Photosmart Essential** or **HP Photosmart Premier**.
2. From the **View** tab, click **Get Images**, and then click **From Scanner**.
3. Follow the onscreen instructions to complete the scan.

Scan from other software programs

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

If you are scanning images, either HP Solution Center (minimal install) or HP Photosmart Software should be installed on the computer. These programs supply the TWAIN driver best suited for image scanning.

Scan from the HP scanning software (Macintosh)

Depending on the software installed on the computer, you can start a scan from one of the following programs:

- HP Device Manager
- HP Scan Pro
- HP Photosmart Studio

Scan from HP Device Manager

1. Click the **HP Device Manager** icon in the Dock.
2. Select the scanner from the **Devices** menu.
3. Click the scanning task that you want, such as **Make Copies** or **Scan Film**.

Scan using HP Scan Pro

1. Open the Applications folder on the computer hard drive.
2. Double-click the **HP Scan Pro** icon.
3. Click **New Scan** to start the scan.
4. Click **Accept** to create the final scan.

Scan from HP Photosmart Studio

1. Click the **HP Photosmart Studio** icon in the Dock.
2. Browse to the folder where you want the scan to be sent.
3. In the toolbar, click the **Scan** button.

Scan from other software programs

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

4 How to scan documents

The options available for scanning documents vary according to the software installed on the computer and the computer operating system.

- Scan with the automatic document feeder (ADF)
- Scan a document for editable text
- Scan a document as an image
- Scan a document to a PDF

Scan with the automatic document feeder (ADF)

This section explains how to use the automatic document feeder (ADF) for the HP Scanjet 8300 series scanner.

- Choose acceptable paper for the ADF
- Load originals in the ADF
- Scan one-sided documents from the ADF
- Scan two-sided documents from the ADF

Choose acceptable paper for the ADF

The ADF works best when the originals meet the following specifications. If the originals do not meet these criteria, scan from the scanner glass.

- A4-, A5-, letter-, or legal-size paper.
- Custom-size paper ranging from 148 mm x 148 mm (5.8 x 5.8 inches) to 216 mm x 356 mm (8.5 x 14 inches).
- Media weights from 60 g/m² (16 lb) to 105 g/m² (28 lb).
- Media that does not contain wet glue, correction fluid, or ink.



Note Avoid putting photos, multipart forms, transparencies, magazine pages, gum-backed pages, and lightweight paper in the ADF.

Load originals in the ADF

Before placing an original in the ADF, check for and remove curls, wrinkles, staples, paper clips, and any other attached material. Make sure that sheets are not stuck together.

1. Place a stack of similarly sized pages face-up in the document input tray, with the first page on top. The top of the page should point towards the document feeder.



2. Adjust the paper guides to center the stack. Pull out the input tray extension for longer paper sizes.

Scan one-sided documents from the ADF

1. Load the originals. For more information, see [Load originals in the ADF](#).
2. Do one of the following:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software	Do one of the following: <ul style="list-style-type: none"> – From HP Solution Center, click Scan Document. – Press customizable button 2. The scan will contain editable text.

Macintosh

Do one of the following:

- From the HP Device Manager, click **Scan Document**. The scan will contain editable text.
 - Press **customizable button 2**. The scan will contain editable text.
3. Follow the onscreen instructions to complete the scan.

Scan two-sided documents from the ADF

1. Load the originals. For more information, see [Load originals in the ADF](#).
2. Do one of the following:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software	Do one of the following: <ul style="list-style-type: none"> – From HP Solution Center, click Scan Document. – Press customizable button 2. The scan will contain editable text.

Program	Procedure
	Note Customizable button 2 must be set up to scan two-sided documents. See Configure the scanner customizable buttons .

Macintosh

Do one of the following:

- From the HP Device Manager, click **Scan Document**. The scan will contain editable text.
- Press **customizable button 2**. The scan will contain editable text.

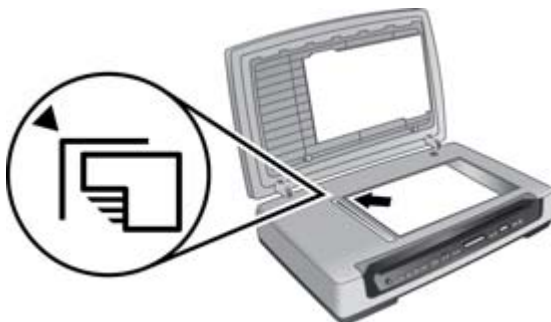


Note If the scanner does not perform a duplex scan, see [Scanner does not perform a two-sided scan \(Macintosh\)](#).

3. Follow the onscreen instructions to complete the scan.

Scan a document for editable text

1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).



2. Do one of the following tasks:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help . You can create a profile to enable a button to automatically save to a PDF file. See Configure the scanner customizable buttons .
HP Photosmart Software	Do one of the following: <ul style="list-style-type: none"> From HP Solution Center, click Scan Document. In the HP Scanning dialog box, select a word-processing program from the Scan to drop-down list. Press customizable button 2. The scan will contain editable text.

Macintosh

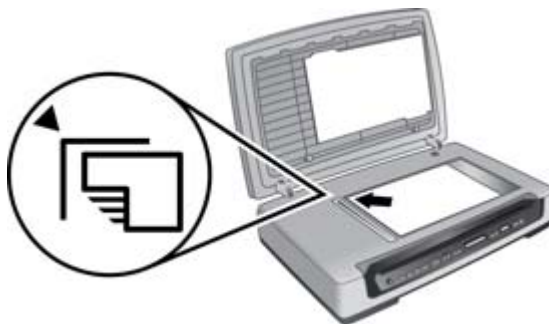
Do one of the following:

- From the HP Device Manager, click **Scan Document**. In the **Destination** menu, select **Text File** or a word-processing program.
 - Press **customizable button 2**.
3. Follow the onscreen instructions to complete the scan.

Scan a document as an image

When you scan a document as an image, the final scan does not contain editable text.

1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).



2. Do one of the following tasks:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software	From HP Solution Center, click Scan Document . From the HP Scanning dialog box, select an image file type from the Scan to drop-down list. Look for the Document scan as Image (no OCR) message on the dialog box.

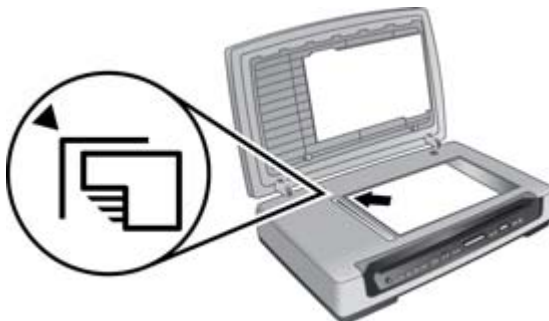
Macintosh

From the HP Device Manager, click **Scan Document**. From the **Destination** menu, select an image file type.

3. Follow the onscreen instructions to complete the scan.

Scan a document to a PDF

1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).



2. Do one of the following tasks:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software	From HP Solution Center, click Scan Document . From the HP Scanning dialog box, select Save as File in the Scan to drop-down list, and then select PDF (searchable) (*.pdf) or PDF (.pdf) from the File Type drop-down list.

Macintosh

Do one of the following:

- From the HP Device Manager, click **Scan Document**. From the **Destination** menu, select **Adobe Reader**.
- Press **customizable button 3**.

5 How to scan pictures and film

The section explains how scan pictures and film.

- [Scan pictures](#)
- [Scan film](#)

Scan pictures

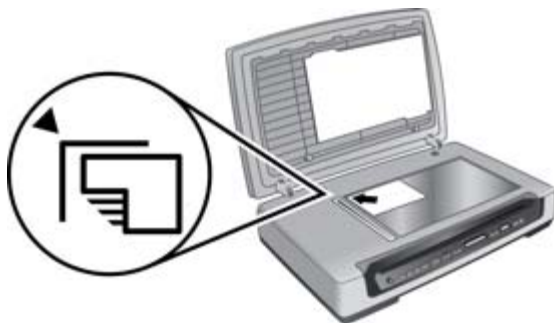
HP recommends that Windows users use HP Photosmart Software to scan pictures. HP Photosmart Software provides higher scan resolution and better color management for pictures than HP Smart Document Scan Software.

- [Scan a picture](#)
- [Scan multiple pictures with one scan](#)

For help scanning slides or negatives, see [Scan film](#).

Scan a picture

1. Place the original face down on the scanner glass, as indicated by the reference marks, and then close the lid.



2. Do one of the following:
Windows
Do one of the following:
 - From HP Solution Center, click **Scan Picture**.
 - Press **customizable button 1**.**Macintosh**
Do one of the following:
 - From the HP Device Manager, click **Scan Picture**.
 - Press **customizable button 1**.Follow the onscreen instructions to complete the scan.

Scan multiple pictures with one scan

You can scan multiple pictures at the same time from the scanner glass.

Arrange the pictures that you want to scan on the HP scanning device glass. For the best results, leave at least 6 mm (0.25 inches) of space between the edges of the pictures. Then follow the steps for scanning a picture. For more information, see [Scan a picture](#).

For more information about scanning multiple pictures with one scan, see the [Macintosh HP Photosmart help](#) or [HP Scan Pro help](#).

Scan film

This section contains information about using the transparent materials adapter (TMA) to scan positives, including 35 mm slides, and negatives. If you scan multiple films, they will automatically be saved in separate files if you have HP Photosmart Software installed on the computer.



Note In order to scan film, HP Photosmart Software must be installed on the computer. For help installing HP Photosmart Software, see the printed Setup and Support Guide that came with the scanner.

Scan positives (such as 35 mm slides)

The TMA is built into the scanner lid. Slides, negatives, and medium- and large-format film have their own unique media holders, called “templates.” The templates are rectangular frames that you can use to optimally place the media for scanning.

1. Open the scanner lid.



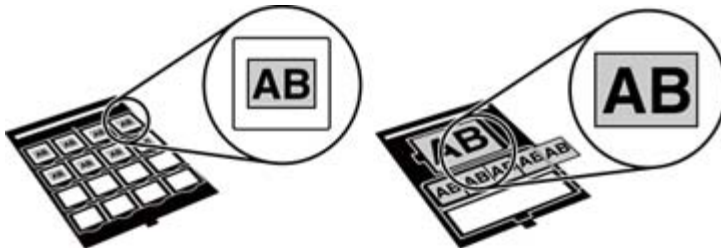
2. Remove the film templates from the scanner storage slot. Select the template appropriate for the original that you want to scan.



3. Remove the TMA cover by gripping one of the tabs on the cover and then pulling the cover toward you.



4. Place positives in the appropriate template, using the icons on the template to guide your film placement.
 - Place slides in the slide template. Start at the top and fill in rows as you go.
 - Place medium-format or large-format film strips in the large-format template.



5. Snap shut any open doors on the template.
6. Place the template containing the film to be scanned onto the scanner glass. Align the arrow on the template with the corner reference mark on the scanner bed.



7. Close the scanner lid.
8. Do one of the following:

Windows

Do one of the following:

- From HP Solution Center, click **Scan Film**.
- Press **customizable button 1**.

Macintosh

From the HP Device Manager, click **Scan Film**.

9. Follow the onscreen instructions to complete the scan.
10. When finished, remove the template from the scanner glass. Remove the film from the template.
11. Replace the TMA cover by pressing the top tab of the TMA cover into place and then pressing the bottom tab into place.



12. Place the film templates in the scanner storage slot.



Note The templates can be placed in the storage in any order. The HP icon on each template should face up.

Scan negatives

The TMA is built into the scanner lid. Slides, negatives, and medium- and large-format film have their own unique media holders, called “templates.” The templates are rectangular frames that you can use to optimally place the film for scanning.

1. Open the scanner lid.



2. Remove the film templates from the scanner storage slot. Select the negative scanning template.



3. Remove the TMA cover by gripping one of the tabs on the cover and then pulling the cover toward you.

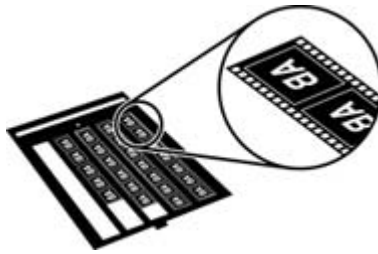


4. Place the negatives into the appropriate template using the icons on the template to guide your film placement.



Note Negatives are easily damaged. Touch them only on their edges.

- Place 35 mm negative frames in the negatives template. Start at the top and fill in rows with the negative strips.
- Place medium- or large-format film strips in the large-format template.



Note Use the negative light shield to cover the remaining area in the negative holder if you are scanning fewer than the maximum number of negative frames with the TMA. This ensures that no extra light leaks into the scan.

5. Snap shut any open doors on the template.
6. Place the template on the scanner glass and close the scanner lid. Align the arrow on the template with the corner reference mark on the scanner bed.



7. Do one of the following tasks:

Windows

Do one of the following:

- From HP Solution Center, click **Scan Film**.
- Press **customizable button 1**.

Macintosh

From the HP Device Manager, click **Scan Film**.

8. Follow the onscreen instructions to complete the scan.
9. When finished, remove the negatives from the template.
10. Replace the TMA cover by pressing the top tab of the TMA cover into place and then pressing the bottom tab into place.



11. Place the film templates in the scanner storage slot.




Note The templates can be placed in the storage in any order. The HP icon on each template should face up.

6 Other scanning functions

You can use the scanner to do the following tasks:

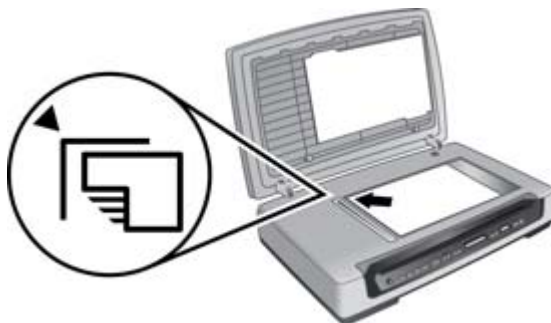
- [Make copies](#)
- [Scan to a destination](#)
- [Save a document or image to a drive or CD](#)
- [Send a scan to an e-mail program](#)

Make copies

Use the **Copy** button () to scan an original and send it to a printer.

The front panel **Copy** button is optimized to scan and print a duplicate of what is on the scanner glass.

1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



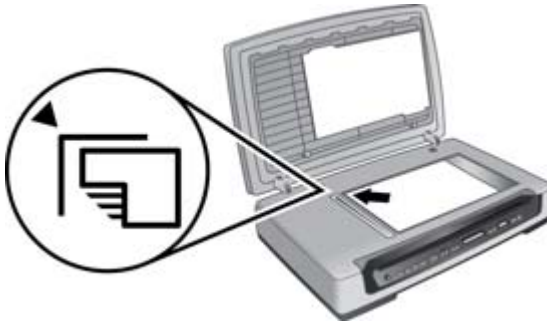
- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).



2. Select the copy options:
 - Select the number of copies by pressing the **Number of Copies** button (+ –). The number of copies is displayed on the scanner LCD panel.
 - Select how the original is scanned by pressing the **Color** button (●) or **Black & White** button (●).
3. Press the **Copy** button (●). Copies are printed on the default printer.

Scan to a destination

- 1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).



- 2. Do one of the following tasks:

Windows

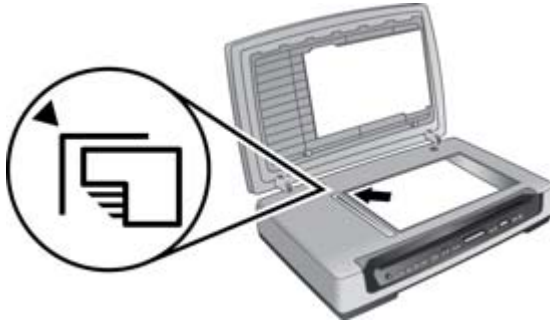
HP software installed on the computer	Procedure
<ul style="list-style-type: none">– HP Smart Document Scan Software only– Both HP Photosmart Software and HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software only	Press the Select Destination button until the destination you want is displayed on the scanner LCD panel, and then press the Scan Document To button.

Macintosh

Press the **Select Destination** button until the destination you want is displayed on the scanner LCD panel, and then press the **Scan Document To** button.

Save a document or image to a drive or CD

1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).
2. Do one of the following tasks:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software	Press customizable button 3 . In some cases the documents are saved to a folder from which they can be written to a CD.

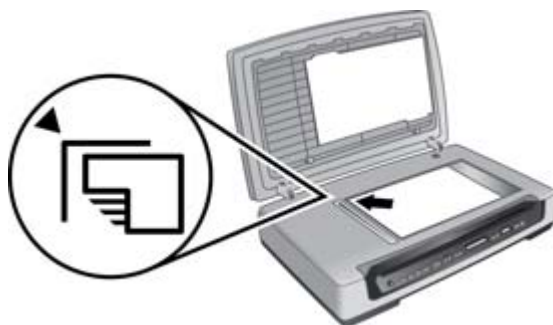
Macintosh

- a. From the HP Device Manager, click the scan task that you want.
 - b. From the **Destination** menu, select **Text File** or **Image File**.
 - c. Click **Accept**, and then select the folder you want to send the scan to.
3. Follow the onscreen instructions to complete the scan.

Send a scan to an e-mail program

You can send a scan directly to an e-mail program (if supported).

1. Do one of the following:
 - Place the original face down on the scanner glass, as indicated by the reference mark.



- Load the originals in the automatic document feeder (ADF). For more information, see [Load originals in the ADF](#).
2. Do one of the following:

Windows

Program	Procedure
HP Smart Document Scan Software	See the HP Smart Document Scan Software help .
HP Photosmart Software	Press customizable button 4 .

Macintosh

Do one of the following:

- From the HP Device Manager, click the scan task that you want. In the **Destination** menu, select the e-mail program.
 - Press **customizable button 4**.
3. Follow the onscreen instructions to complete the scan.

7 Change scan settings

You can change many scan settings from the HP scanning software, including:

- Scan resolution
- Color management
- Scan source
- Output type

Windows

Program	Procedure
HP Smart Document Scan Software	From the HP Smart Document Software, click the scan profile that you want to change, and then click the Edit button.
HP Photosmart Software	<p>From HP Solution Center, click Settings, point to Scan Settings and Preferences, and then click Button Settings.</p> <p>Note If HP Smart Document Scan Software is not installed on the computer, you can press the Button Settings button on the scanner front panel to open the Button Setting dialog box.</p>

Macintosh

1. Click the **HP Device Manager** icon in the Dock.
2. Select the scanner from the **Devices** menu.
3. Click the **Information and Settings** button, and then select **Scanner Preferences**. The HP Scanjet Scanner pane within System Preferences is displayed.
4. Click **Scanner Buttons** to work with button settings.

8 Configure the scanner customizable buttons

The information in this chapter pertains to Windows users only.



Note Macintosh users can change the scan settings, such as scan resolution and color management, for these buttons. For more information, see [Change scan settings](#).

The customizable buttons provide a fast, efficient way to scan that you can configure for specific scanning jobs that you perform often.



Windows users can configure these buttons to work with HP Photosmart Software or HP Smart Document Scan Software, if both HP scanning programs are installed on the computer. If only one of the programs is installed on the computer, the buttons default to working with that program.

- [Open the HP Button Settings Utility](#)
- [Configure buttons tab](#)
- [General info tab](#)

Open the HP Button Settings Utility

Use the HP Button Settings Utility to configure the scanner customizable buttons. The Button Settings Utility has two tabs: the Configure buttons tab and the General info tab.

To open the HP Button Settings Utility, do one of the following:

- Double-click the **Button Settings Utility** icon on the computer desktop.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **8350**, **8390**, and then click **Button Settings Utility**.

Configure buttons tab

Configure the customizable buttons for document scanning

If you plan to primarily scan documents, HP recommends that you configure the buttons to work with HP Smart Document Scan Software.

To configure the customizable buttons to operate with HP Smart Document Scan Software, under the **Select software for customizable buttons** heading, select **HP Smart Document Scan Software**.

Each scanner button is configured for an HP Smart Document Scan Software profile. The **Select button to configure** area of the dialog box displays the profile configured for each button.

HP Smart Document Scan Software scan profiles

An HP Smart Document Scan Software scan profile contains settings for scanning, processing, and saving or sending scanned documents.

For example, if you plan to frequently scan documents from the automatic document feeder (ADF) and send the scans to a certain folder, you can create a scan profile with the necessary setting to accomplish this task. Then you can use the Button Settings Utility to assign that scan profile to one of the customizable buttons on the scanner. After assigning the scan profile to the customizable button, you can load the documents on the scanner and complete the scan job with the touch of a button.

For more information, see the [HP Smart Document Scan Software help](#).

Assign a profile to a customizable button

Follow these steps to assign a scan profile to a customizable button:

1. Select the customizable button in the **Select button to configure** area of the dialog box.
2. Click a profile name in the **Choose profile for selected button** list.

Scan profiles are created using HP Smart Document Scan Software. To create a new profile, click the **New Profile** button. To change an existing profile, click the **Edit Profile** button. The HP Smart Document Scan Software program opens.

Configure the customizable buttons for picture scanning

If you plan to primarily scan photos and graphics, HP recommends that you configure the buttons to operate with HP Photosmart Software.

To configure the customizable buttons to work with HP Photosmart Software, under the **Select software for customizable buttons**, select **HP Photosmart Software**.

The buttons are configured in the following manner:

Button number	Button function
1	Use to scan photographs, film, and graphics.
2	Use to scan documents for editable text using the scanner optical character recognition (OCR) feature.
3	Use to send scanned documents to a specified location.
4	Use to send a scan directly to an e-mail program.

You can further customize the scan settings for these buttons using HP Photosmart Software. Click the button on the dialog box to open HP Solution Center. For more information, see [HP Photosmart Software help](#).

General info tab

The General Info tab of the Button Settings Utility displays important information about the scanner, a link to the scanner maintenance log, and a check box for activating the

instant-on feature of the scanner lamp. For an explanation of the General Info tab, see the [Button Settings utility help](#).

9 Care and maintenance

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

- [Order maintenance and scanning supplies](#)
- [Clean the scanner glass](#)
- [Clean the transparent materials adapter \(TMA\)](#)
- [Clean and maintain the automatic document feeder \(ADF\)](#)

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

Routine cleaning and maintenance should include cleaning the scanner glass, the transparent materials adapter (TMA), and the automatic document feeder (ADF).



Caution Avoid placing items that have sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the glass.

Order maintenance and scanning supplies

You can purchase maintenance parts online. Items such as the HP ADF cleaning cloth or the ADF roller replacement kit are available for worldwide delivery.

1. Visit the HP scanner support Web site at www.hp.com/support.
2. Enter the scanner model number, and then press **Enter**.

Clean the scanner glass

1. Disconnect the universal serial bus (USB) cable and power cable from the scanner.
2. Open the scanner lid.
3. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner. Dry the glass with a dry, soft, lint-free cloth.



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

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

4. When you have finished, reconnect the USB cable and power cable to the scanner.



Note For instructions about how to clean the underside of the scanner glass, visit www.hp.com/support. Follow the online instructions to select your country/region and language, select the option to see support and troubleshooting information, and then enter the scanner product name and model number.

Clean the transparent materials adapter (TMA)

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with a mild glass cleaner and wipe the TMA.

Clean and maintain the automatic document feeder (ADF)

The ADF requires periodic cleaning depending on the amount of use and the type of paper that is fed through it. Use an HP ADF cleaning cloth to clean the ADF when vertical streaks appear in images scanned by the ADF, when paper used in the ADF is dusty or dirty, or when the environment is dusty. If you use the ADF several times per week, monthly cleaning is recommended. Set up a cleaning routine that is appropriate for the scanner.



Note To purchase an HP ADF cleaning cloth, see [Order maintenance and scanning supplies](#).

Use the following methods to clean and maintain the ADF:

- [Use the cleaning cloth in the ADF](#)
- [Clean the ADF window](#)
- [Clean the feed-roller assembly manually](#)
- [Maintain the ADF](#)

Use the cleaning cloth in the ADF

1. Open the sealed container, starting at the notch. Take care **not** to tear the cleaning cloth that is inside.
2. Remove the cleaning cloth and unfold it.
3. Place the unfolded cloth into the paper input tray.
4. Follow the steps for scanning a document through the ADF. For more information, see [Scan one-sided documents from the ADF](#).



Caution Wait two minutes for the components to dry before proceeding to the next step.

5. Place up to five pages of printed paper in the ADF. Scan and view the results.
6. If streaks still appear, repeat steps 3 through 5. The cleaning cloth can be cycled through the ADF up to five times.



Note If the scanned image still has streaks after using the cleaning cloth in the ADF, you might need to clean the ADF window. For more information, see [Clean the ADF window](#).

Clean the ADF window

If streaks exist on scanned images, cleaning the ADF window might solve the problem. Use the following steps to clean the ADF window.

1. Open the scanner lid.



2. Locate the ADF access door on the underside of the ADF.
3. Press the tabs on the door, and then pull the door toward you until it detaches from the ADF.



4. Locate the clear scan window inside the ADF and clean it with the ADF cleaning cloth.
5. Locate the white strip on the inside of the access door and clean it.
6. Replace the ADF access door:
 - a. Position the door over the ADF opening.
 - b. Press the door into place until it both sides click shut.
7. Clean the clear scanning strip on the scanner bed. Wipe the clear area with an HP ADF cleaning cloth, or a clean, dry, lint-free cloth.



8. Close the scanner lid.
9. Use the ADF to scan up to five documents. View the results. If streaks still exist on the scanned images, call HP Customer Support.



Clean the feed-roller assembly manually

1. Open the ADF lid.



2. Lift the green lever to raise the feed-roller assembly to the vertical position.



3. Use an HP ADF cleaning cloth to clean each of the feed rollers and the small rubber pad that is located below the rollers.



Note If you do *not* have an HP ADF cleaning cloth, use a lint-free cloth that has been dampened with isopropyl alcohol.

4. Wipe the area around the small rubber pad to remove any paper dust.
5. Lower the green tab and feed-roller assembly.



6. Close the ADF top lid.

Maintain the ADF

If misfeeds occur frequently, clean the feed-roller assembly manually. For more information, see [Clean and maintain the automatic document feeder \(ADF\)](#).

HP recommends that you replace the feed-roller assembly every 100,000 scans. Use the HP Button Settings Utility to keep track of the ADF scan count. For more information, see [General info tab](#).

10 Troubleshooting

This section contains solutions for common problems with the scanner, transparent materials adapter (TMA), and automatic document feeder (ADF).

- [Scanner initialization or hardware problems](#)
- [Scanner operation problems](#)
- [Scanner buttons are not working correctly](#)
- [Slides, negatives, and TMA issues](#)
- [Automatic document feeder \(ADF\) problems](#)
- [Contact HP Support](#)

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

Scanner initialization or hardware problems

This section contains solutions for initialization and hardware problems.

- [Reset the scanner](#)
- [Scanner has stopped working correctly](#)
- [Check the cables](#)

Reset the scanner

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

1. Close the scanning software, if it is open.
2. Disconnect the USB cable that connects the scanner to the computer.
3. Turn the scanner off.
4. Shut down the computer operating system, turn the computer off, wait 60 seconds, and then turn the computer back on.
5. Turn the scanner on.
6. Reconnect the USB cable that connects the computer and the scanner, making sure that the USB cable is connected to the back of the scanner correctly.

After 30 seconds, the LCD panel should read **Ready**. If the LCD does not display **Ready**, see [Scanner error messages](#).

Scanner has stopped working correctly

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

1. A cable might be loose. Ensure that both the USB cable and power cable are securely connected.
2. Turn off the scanner, wait 60 seconds, and then turn the scanner back on.
3. Restart your computer.
4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software.

Reinstall using the HP software CD that came with your scanner. When you insert the CD, an installation dialog box launches automatically.

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.• Turn off the scanner, wait 60 seconds, and then turn the scanner back on.
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. <p>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.</p>
Accessory cable	<p>The accessory cable is connected between the TMA in the scanner lid and the scanner base.</p> <p>Ensure the cable is securely connected in the back of the scanner.</p>

Scanner operation problems

- Scanner will not turn on
- Scanner lamp stays on
- Scanner does not scan right away
- Scanned image is fuzzy
- Scanner is scanning items very slowly
- The image is completely black or completely white
- Scanned images are not straight
- Vertical white stripes appear on the printed page
- Scanner glass needs to be cleaned
- Scanner does not perform a two-sided scan (Macintosh)

Scanner will not turn on

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

- The scanner power switch might be turned off. Be sure the power switch located on the back of the scanner is turned ON.
- The scanner may have been unplugged. Check to see that the power cable has not become disconnected from the scanner or unplugged from the power source.
- Check to see that the TMA cable has not become disconnected from the scanner.

Scanner lamp stays on

The scanner lamp should time out and turn off automatically after a period of inactivity (about 15 minutes). This is the Power Save mode.

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

Macintosh users can check the settings for the scanner lamp.

1. Open HP Device Manager.
2. Click **Information and Settings**, and then click **Scanner preferences**.
The HP Scanjet Scanner pane is displayed within System Preferences.
3. Click **Scanner Lamp** to work with lamp settings.
4. Click the **Energy Save** option to set the lamp to turn off after not being used for 15 minutes.

Scanner does not scan right away

Make sure the power switch on the back of the scanner is turned ON.

If the scanner has not been used for a while, the scanner lamp might need to go through a warm-up period before scanning can begin. If the scanner lamp needs to warm up, it takes a moment after starting the software or pressing a scanner button for scanning to begin.

You can set the scanner lamp to turn on instantly. For more information, see [Where to get additional information](#).

Scanned image is fuzzy

It is important that the item you scan comes in close contact with the scanner glass. If the resulting scanned image is not clear, check to see that the item is in full contact with the scanner glass.

Scanner is scanning items very slowly

- If you are scanning to edit text, the optical character recognition (OCR) software program causes the scanner to scan more slowly, which is normal. Wait for the item to scan.
- The HP scanning software might be set to scan at the maximum pixel depth. See the help for the HP scanning software to change this setting.
- The resolution might be set too high. Reset the resolution to a lower level. The scanner software automatically selects the resolution to provide the best balance between image quality and file size.

The image is completely black or completely white

The item might not be placed correctly on the scanner glass. Make sure that the item you are trying to scan is placed face down on the glass and the lid is closed. If scanning from the ADF, check the paper orientation.

Scanned images are not straight

The item might have shifted when you closed the lid. Straighten the original on the scanner glass, and then scan again.

Vertical white stripes appear on the printed page

The destination printer might be out of toner or ink. Print a different file from another program to the printer to see if the issue lies with the printer.

Scanner glass needs to be cleaned

Clean the scanner glass under the following conditions:

- Ink is on the glass
- Fingerprints are on the glass
- Documents or other items placed on the glass have an excessive amount of dust or dirt on them
- Smudges or other marks appear on scanned images
- Haze or dust is on the glass

Allow the glass to dry thoroughly before scanning another image.

For more details, see [Care and maintenance](#).

Scanner does not perform a two-sided scan (Macintosh)

If you used a scanner button or a scan option in HP Device Manager to perform a two-sided scan, but the scanner performed a one-sided scan, you might need to configure the scan option for duplex scanning.

1. Open HP Scan Pro.
2. In the menubar, click **HP Scan Pro**, and then click **Preferences**.
3. Select the **Scan both sides of the original when using duplex feeder** check box.

Scanner buttons are not working correctly

- [Buttons do not work](#)
- [An unexpected program opens when a customizable button is pressed](#)
- [Wrong HP Smart Document Scan Software profile is used when a button is pressed \(Windows\)](#)

Buttons do not work

After each step, start a scan to see if the buttons are working. If the problem continues, proceed with the next step.

- A cable might be loose. Ensure that the USB cable, the accessory cable, and the power cable are securely connected.
- Turn off the scanner, wait 30 seconds, and then turn the scanner back on.
- Restart your computer.
- The buttons might be disabled. Windows users should try the following procedure:
 - Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
 - Open **Properties**, and then click the **Events** tab. From the **Scanner events** list, select **Scan Document button press**.
 - Ensure that the **HP Scanning software** option is selected.
 - Windows 98 and Windows 2000: Ensure that the **Disable Device Events** option is not selected.
 - Windows Me and Windows XP: Ensure the **Take No Action** option is not selected.

An unexpected program opens when a customizable button is pressed

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

- [You expect to see either HP Solution Center or HP Smart Document Scan Software](#)
- [A non-HP scanning program opens when a button is pressed](#)

You expect to see either HP Solution Center or HP Smart Document Scan Software

If you expected to see either HP Solution Center or HP Smart Document Scan Software, verify that the program that you want is installed on the computer:

- HP Solution Center: Click **Start**, point to **Programs** or **All Programs**, point to **HP**. You should see **HP Solution Center**.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **8350, 8390**, and then look for **HP Smart Document Scan Software**.

If the program that you want is not installed, then use the appropriate HP scanning software CD to install the program.

If the program that you want is installed, then use the HP Button Settings Utility to configure the buttons for the program. For more information, see [Configure the scanner customizable buttons](#).

A non-HP scanning program opens when a button is pressed

If a non-HP scanning program opens when a button is pressed, follow these steps:

1. Do one of the following:
 - Windows XP: Click **Start**, and then click **Control Panel**.
 - Other Windows versions: Click **Start**, point to **Settings**, and then click **Control Panel**.
2. Click **Scanners and Cameras**.

3. Click the icon for the HP Scanjet 8300 series scanner.
4. On the menu bar, click **File**, and then click **Properties**.
The scanner properties dialog box is displayed.
5. Click the **Events** tab.
6. From the **Select an event** drop-down list, click the button you want to configure.
For example, click **Copy button**.
7. In the Actions area of the dialog box, select **Start this program**, and then select **HP scanning software** from the drop-down list.
8. Click **OK**.

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

Use the HP Button Settings Utility to check which HP Smart Document Scan Software profiles are configured for which buttons. If necessary, reset the profile configured for the button.

For more information, see [Configure the scanner customizable buttons](#).

Slides, negatives, and TMA issues

Use this section to help resolve issues with 35 mm slides or 35 mm negatives that have been scanned by using the TMA.

- [HP image-scanning software is not installed on the computer \(Windows\)](#)
- [HP image-scanning software is not installed on the computer \(Mac\)](#)
- [Incorrect colors print, or the image is too light or dark](#)
- [Dots or streaks appear in the scanned image](#)
- [The scanned images are dark](#)
- [The TMA does not work](#)
- [No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box](#)

HP image-scanning software is not installed on the computer (Windows)

In order to use the transparent materials adapter (TMA) to scan slides and negatives, HP image-scanning software must be installed on the computer. If you do not see an HP Solution Center icon on the computer desktop click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then look for **HP Solution Center**. If HP image scanning software is not installed on the computer, follow the software installation instructions in the printed Setup and Support Guide that came with the scanner to install HP image-scanning software.

HP image-scanning software is not installed on the computer (Mac)

In order to use the transparent materials adapter (TMA) to scan slides and negatives, HP image-scanning software must be installed on the computer. If you do not see an HP Device Manager icon in the dock, click **Applications**, and then look for **HP Device Manager** or **HP Photosmart Studio**. If HP image scanning software is not installed on the computer, follow the software installation instructions in the printed Setup and Support Guide that came with the scanner to install HP image-scanning software.

Incorrect colors print, or the image is too light or dark

- The software might be setting the exposure for the entire area instead of for one slide or negative. Select and drag the handles around the selection area until you see the image area you want to scan.
- If a light shield is provided, use the negative light shield to cover the remaining area in the negative holder if you are scanning fewer than the maximum number of negative frames with the TMA. This ensures that no extra light leaks into the scan.

Dots or streaks appear in the scanned image

- Check the original slide or negative for damage or debris.
- Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with a mild glass cleaner. Allow the glass to dry thoroughly before scanning another image.

The scanned images are dark

- Check to see if the TMA light is on before you click **Scan** or **Accept**.
- The bulb in the TMA light source might be broken. If the bulb is broken, service is required.
- The selection area might not be made correctly. Make a selection area that only includes the photo, without borders.

The TMA does not work

The accessory cable might not be connected correctly. Ensure that the accessory cable is connected securely to the TMA port on the back of the scanner.

No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box

After each step, start a scan to see if the scanner is working. If the problem continues, proceed with the next step.

1. Make sure that the TMA is connected to the scanner.
2. Ensure that the HP scanning software is set to use the TMA.
 - Windows users: Ensure that **Scan negatives using the Transparent Materials Adapter (TMA)** or **Scan positives, including 35mm slides, using the TMA** is selected under **Picture**.
 - Macintosh users: Ensure that either **Slides from TMA** or **Negatives from TMA** is selected in the **Source** menu.
3. The bulb in the TMA might not be working. Start a film scan and look for illumination. If the bulb is broken, service is required.
4. The TMA might take as long as three minutes to warm up.

Automatic document feeder (ADF) problems

Use this section to help resolve issues that might occur when scanning from the ADF.

- [Paper jamming, skewing, misfeeds, or multiple-page feeds](#)
- [Paper does not feed from the ADF](#)
- [The bottom of the scanned image is cut off](#)
- [The scanned images have streaks or scratches](#)

- [An item loaded in the ADF jams repeatedly](#)
- [Clear jams from the ADF](#)
- [Replace the feed-roller assembly](#)

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

- If the pages look skewed as they feed into the automatic document feeder, 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 ADF 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 ADF to help reduce misfeeds. See [Clean and maintain the automatic document feeder \(ADF\)](#) for information about cleaning the ADF. You can also find cleaning information on the Web. See www.hp.com and search for “cleaning and maintaining the ADF,” and “cleaning cloth.”
If that does not help, install the ADF Roller Replacement kit. The ADF Roller Replacement kit contains a roller mechanism, a separation pad, and new screws to replace the separation pad. For more information, see [Replace the feed-roller assembly](#).
- Remove any objects that are on the ADF lid.
- Check to see that the ADF lid is fully closed.

Paper does not feed from the ADF

- The ADF lid might not be securely latched. Open the ADF lid and then close it by pressing firmly.
- A problem with the ADF hardware might exist. 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 accessory cable is connected to the scanner accessory port, and that the ADF has at least two pieces of paper in the input tray.
 - Reconnect the power cable to the scanner, and then turn the scanner on.
 - Try to scan another page through the ADF.
 If the ADF does not feed paper, contact HP Customer Support.

The bottom of the scanned image is cut off

The ADF can handle media that is up to 355.6 mm (14.0 inches) long. If an item is longer, use the scanner glass to scan it in sections.

The scanned images have streaks or scratches

After each step, try another scan to see if the streaks or scratches are still apparent. If so, then try the next step.

1. Check that the originals are clean and unwrinkled.
2. Clean the scanner glass. For more information, see [Clean the scanner glass](#).
3. Use a cleaning cloth in the ADF. For more information, see [Use the cleaning cloth in the ADF](#).

4. Clean the feed-roller assembly manually. For more information, see [Clean the feed-roller assembly manually](#).
5. Clean the ADF window. For more information, see [Clean the ADF window](#).

An item loaded in the ADF jams repeatedly

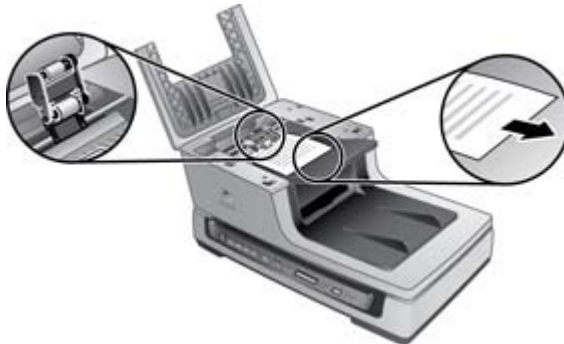
- The item does not meet the guidelines for the ADF. For more information, see [Scan with the automatic document feeder \(ADF\)](#).
- The item might have something on it, such as staples or self-adhesive notes on the original that must be removed.

Clear jams from the ADF

If the ADF jams, look at the scanner LCD panel. The LCD panel indicates where the jam has occurred.

Clear a jam from the start of the paper path

1. Remove any loose pages from the ADF input tray. Remove the input tray from the ADF.
2. Raise the ADF lid.
3. Lift the large green tab located to the left of the feed-roller assembly, and then gently remove the jammed page.



4. Lower the feed-roller assembly to a horizontal position, and then close the ADF lid. Press down firmly until you hear a click.



5. Put the input tray on the ADF. Reload the unscanned pages in the ADF input tray.



6. Resume scanning.

Clear a jam at the end of the paper path

1. Remove any loose pages from the ADF input tray.
2. Gently pull the jammed page out of the ADF in the opposite direction from which the page fed into the ADF.



3. If the jammed page still cannot be removed, lift the lid to its fully open position, loosen the jammed page from the roller on the underside of the lid, and then gently pull the page out of the ADF.



4. Close the ADF lid. Press down firmly on both sides until you hear a click.
5. Re-stack the unscanned pages and reload them into the ADF.



6. Resume scanning.

Remove a paper jam within the ADF

1. Remove any loose pages from the ADF input tray.
2. Open the scanner lid.



3. Locate the ADF access door on the underside of the ADF.
4. Press the tabs on the door, and then pull the door toward you until it detaches from the ADF.



5. Remove any paper inside the ADF.
6. Replace the ADF access door by positioning the door over the ADF opening and pressing the door into place until both sides click.
7. Close the scanner lid.
8. Reload the unscanned pages in the ADF input tray.
9. Resume scanning.

Replace the feed-roller assembly

You can find the feed-roller assembly under the ADF lid.



HP recommends that you replace the feed-roller assembly every 100,000 scans. Use the HP Button Settings Utility to keep track of the ADF scan count. For more information, see [General info tab](#).

If the ADF frequently jams or misfeeds paper, then replace the feed-roller assembly. To obtain an ADF Roller Replacement kit, visit www.hp.com.

Contact HP Support

For support contact information, see the printed Setup and Support Guide that came with the scanner.

A Scanner error messages

The scanner LCD panel displays error messages under certain error conditions. For help responding to an error message, see the appropriate topic:

- [Error 01](#)
- [Error 02](#)
- [Error 03](#)
- [Error 04](#)
- [Error 05](#)
- [Error 06](#)
- [Error 07](#)
- [Error 08](#)
- [Error 09](#)
- [Error 10](#)
- [Error 16](#)
- [Error 17](#)
- [Error 19](#)

Error 01

Press the **Power Save** button to turn the scanner off, and then turn the scanner on again by pressing one of the front panel buttons. If the message is still displayed, contact HP Support. For more information, see [Contact HP Support](#).

Error 02

Press the **Power Save** button to turn the scanner off, and then turn the scanner on again by pressing one of the front panel buttons. If the message is still displayed, contact HP Support. For more information, see [Contact HP Support](#).

Error 03

Press the **Power Save** button to turn the scanner off, and then turn the scanner on again by pressing one of the front panel buttons. If the message is still displayed, contact HP Support. For more information, see [Contact HP Support](#).

Error 04

Follow these steps to resolve the error:

1. Check the USB connection between the scanner and the computer. For more help, see [Check the cables](#).
2. Verify that the scanner is correctly enumerated on the host. If not, try uninstalling and then reinstalling the software. For more information, see the printed Setup and Support Guide that came with the scanner.
3. If the problem persists, contact HP Support. For more information, see [Contact HP Support](#).

Error 05

Press the **Power Save** button to turn the scanner off, and then turn the scanner on again by pressing one of the front panel buttons. If the message is still displayed, contact HP Support. For more information, see [Contact HP Support](#).

Error 06

Check to see that the scanner lamp is turned on. If the lamp is not turned on, contact HP Support. For more information, see [Contact HP Support](#).

Error 07

Press the **Power Save** button to turn the scanner off, and then turn the scanner on again by pressing one of the front panel buttons. If the message is still displayed, contact HP Support. For more information, see [Contact HP Support](#).

Error 08

Follow these steps to resolve the error:

1. Clear any paper jammed in the ADF. For more information, see [Clear jams from the ADF](#).
2. Try performing a scan.
3. If the problem persists, see [Clean and maintain the automatic document feeder \(ADF\)](#).

Error 09

Follow these steps to resolve the error:

1. Close the program you are using to scan.
2. Disconnect the power cable from the scanner.
3. Check the scanner cables to make sure that they are securely attached to the scanner.
4. Reconnect the power cable, and then try to scan. If the problem persists, contact HP Support. For more information, see [Contact HP Support](#).

Error 10

Close the ADF lid.

Error 16

1. Remove any loose pages from the ADF input tray.
2. Open the scanner lid.



3. Locate the ADF access door on the underside of the ADF.
4. Press the tabs on the door, and then pull the door toward you until it detaches from the ADF.