HP ScanJet Enterprise Flow 9000 s1
HP ScanJet Enterprise Flow N9000 sn1

User Guide

support.hp.com

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SUMMARY

This guide provides configuration, use, maintenance, troubleshooting, safety and environmental information.

Legal information

Table of contents

1 Product overview

Before getting started, check product features, specifications, software, and more.

The following information is correct at the time of publication. For current information, visit the support home page for the scanner: support.hp.com.

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 scanners.

Potential shock hazard

Review this important safety information.

- Read and understand these safety statements to avoid an electrical shock hazard.

- Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the user guide.

- Observe all warnings and instructions marked on the product.

- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.

- Unplug this product from wall outlets before cleaning.

- Do not install or use this product near water or when you are wet.

- Install the product securely on a stable surface.

- Install the product in a protected location where no one can step on or trip over the power cord.

- Do not place anything on top of the product. (For example, water, small metal or heavy objects, candles, lit cigarettes, etc.).

    This could result in electric shock or fire.

Front view

Identify the parts on the front of the scanner.
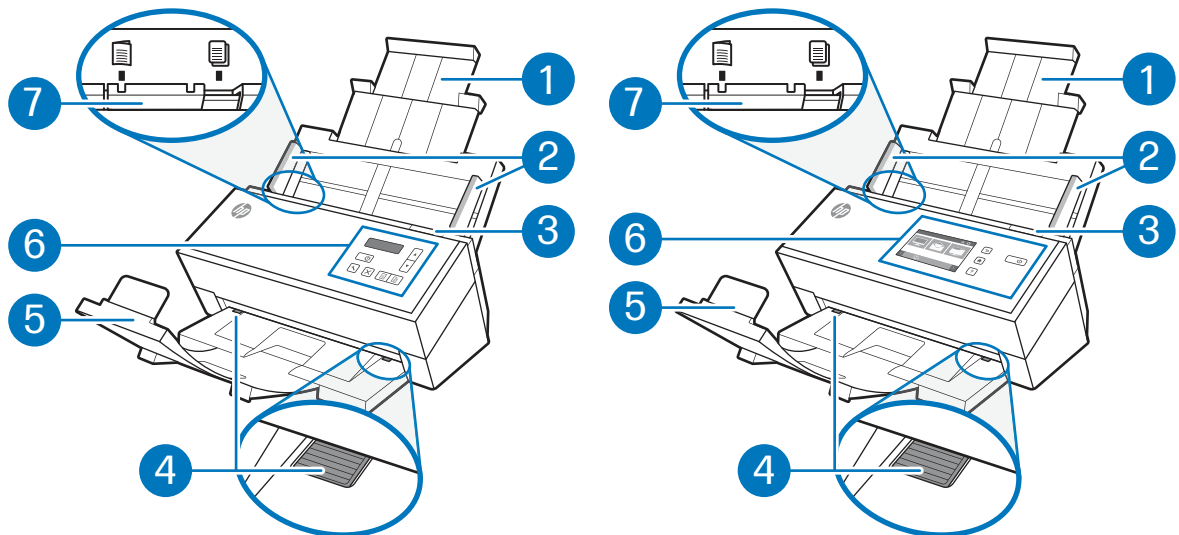
Table 1-1 Front view (9000 s1 and N9000 sn1 models)

Callout	Description
1	Automatic document feeder (ADF) and input tray extension
2	ADF paper guides
3	Door latch
4	Hidden function levers
5	Document output tray with extension
6	Control panel
7	Feed selection switch • When the button is in the unfolded position ⊟, the scanner is set to scan unfolded media, which is the default setting. • When the button is in the folded position ⊟, the scanner is set to scan folded media or heavier, smaller media, such as embossed cards.

Back view

Identify the parts on the back of the scanner.
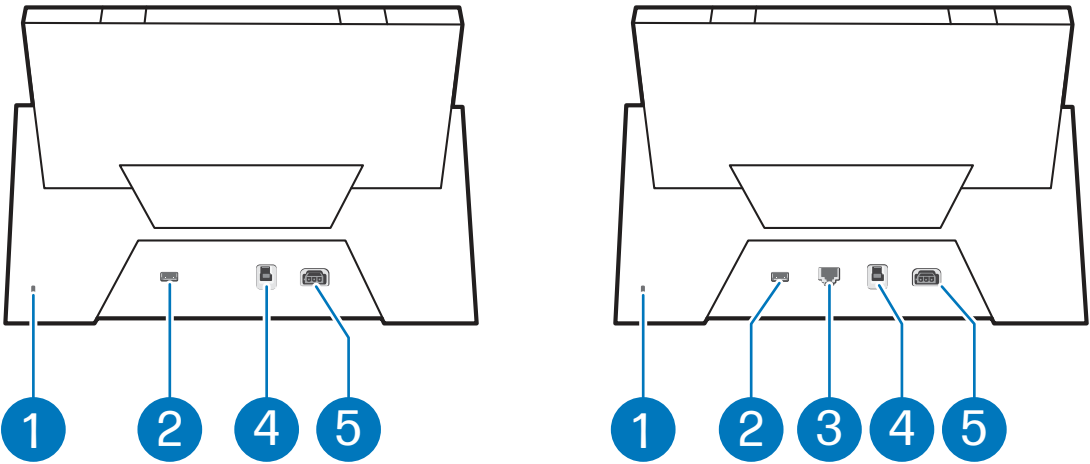
Table 1-2 Back view (9000 s1 and N9000 sn1 models)

Callout	Description
1	Slot for a cable-type security lock
2	USB host for USB flash drive
3	LAN port (network model only)
4	USB 3.0 interface port
5	Power supply input

Inside view

Identify the parts inside the scanner.
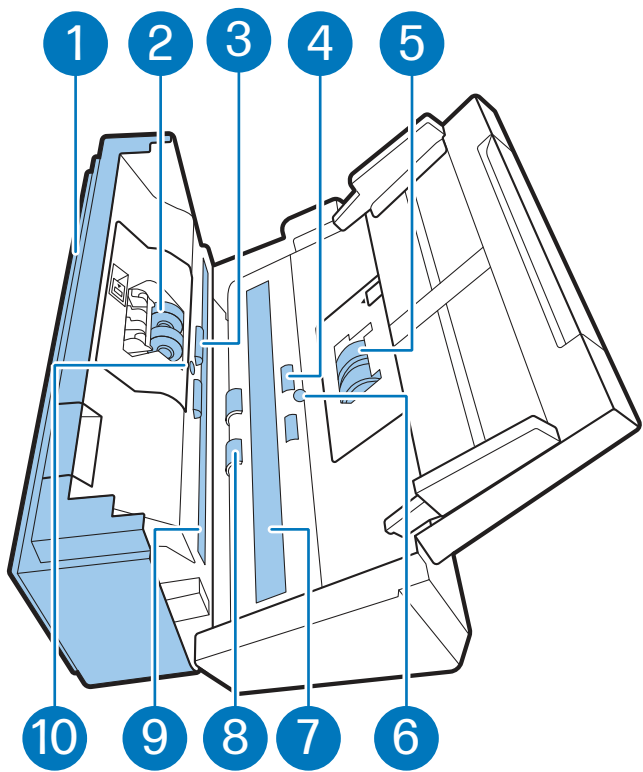
Table 1-3 **Inside view**

Callout	Description
1	Jam cover
2	Separation roller
3	Scan pinch roller
4	Scan roller
5	Pickup roller
6/10	Ultrasonic sensor
7/9	Contact image sensor (CIS) module
8	Eject roller

Serial number and product number location

The serial and product numbers label is located on the back of the scanner.
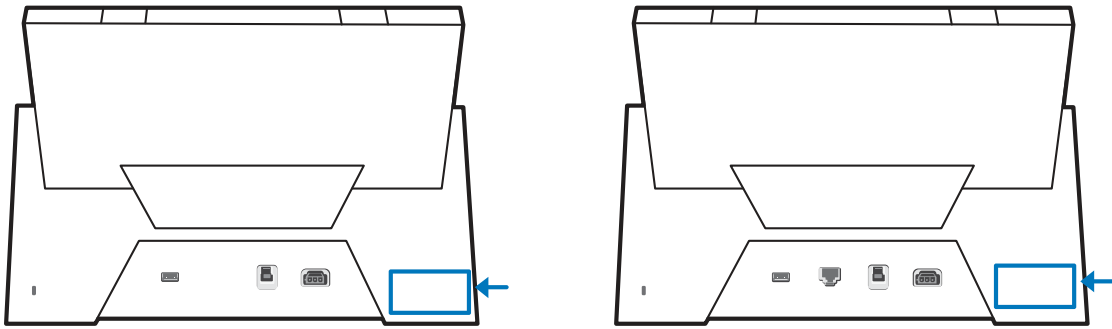
PIN location (N9000 sn1 model)

Access to the Embedded Web Server (EWS) menus or changing the scanner settings requires a personal identification number (PIN).

The default PIN for this scanner is located on a sticker inside the scanner. Use this PIN to sign in when prompted. The default PIN can be changed by a user or administrator.

1. Pull forward on the latch to open the jam cover.
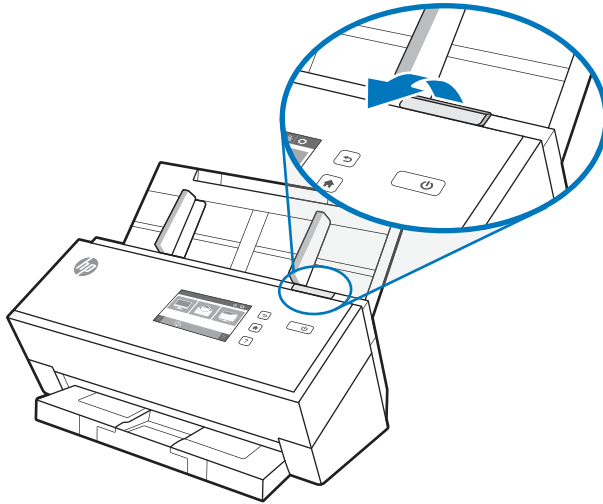
2. The PIN is located at the edge of the open scanner.
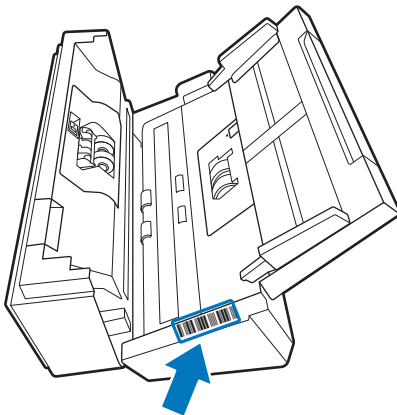
Control panel view (9000 s1 model)

Use the buttons on the control panel to start or cancel a scan, and to turn the unit on and off.
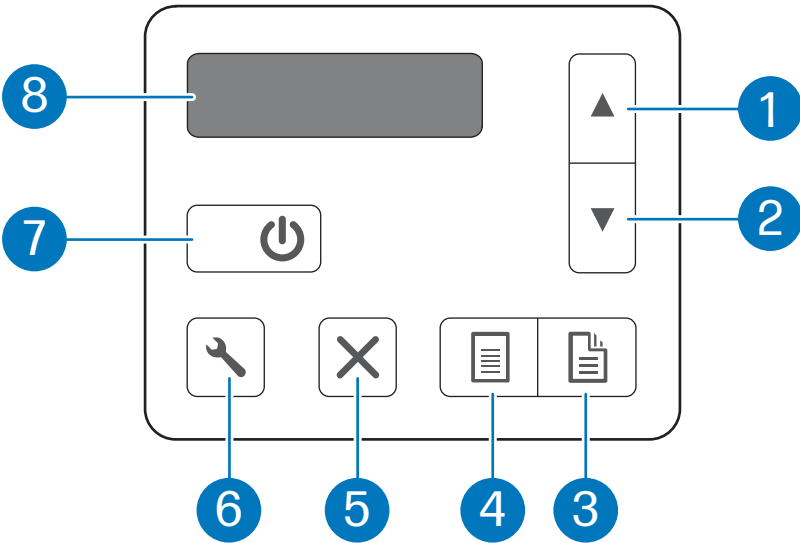
Table 1-4 Control panel view (9000 s1 model)

Callout	Name	Description
1	Up arrow button	Use the Up arrow button to increase settings values or navigate menu items.
2	Down arrow button	Use the Down arrow button to decrease settings values or navigate menu items.
3	Duplex Scan button	Press the Duplex Scan button to initiate a two-sided scan.
4	Simplex Scan button	Press the Simplex Scan button to initiate a one-sided scan.
5	Cancel button ✕	Press the Cancel button ✕ to cancel a scan in progress.
6	Tools button	Press the Tools button to open the HP Scanner Tools Utility.
7	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.
8	LCD area	Watch the two-line display to view product status and error messages.

Touch panel view (N9000 sn1 model)

Identify the buttons on the control panel.

Touch screen menu structure

Identify the features on the touch panel.
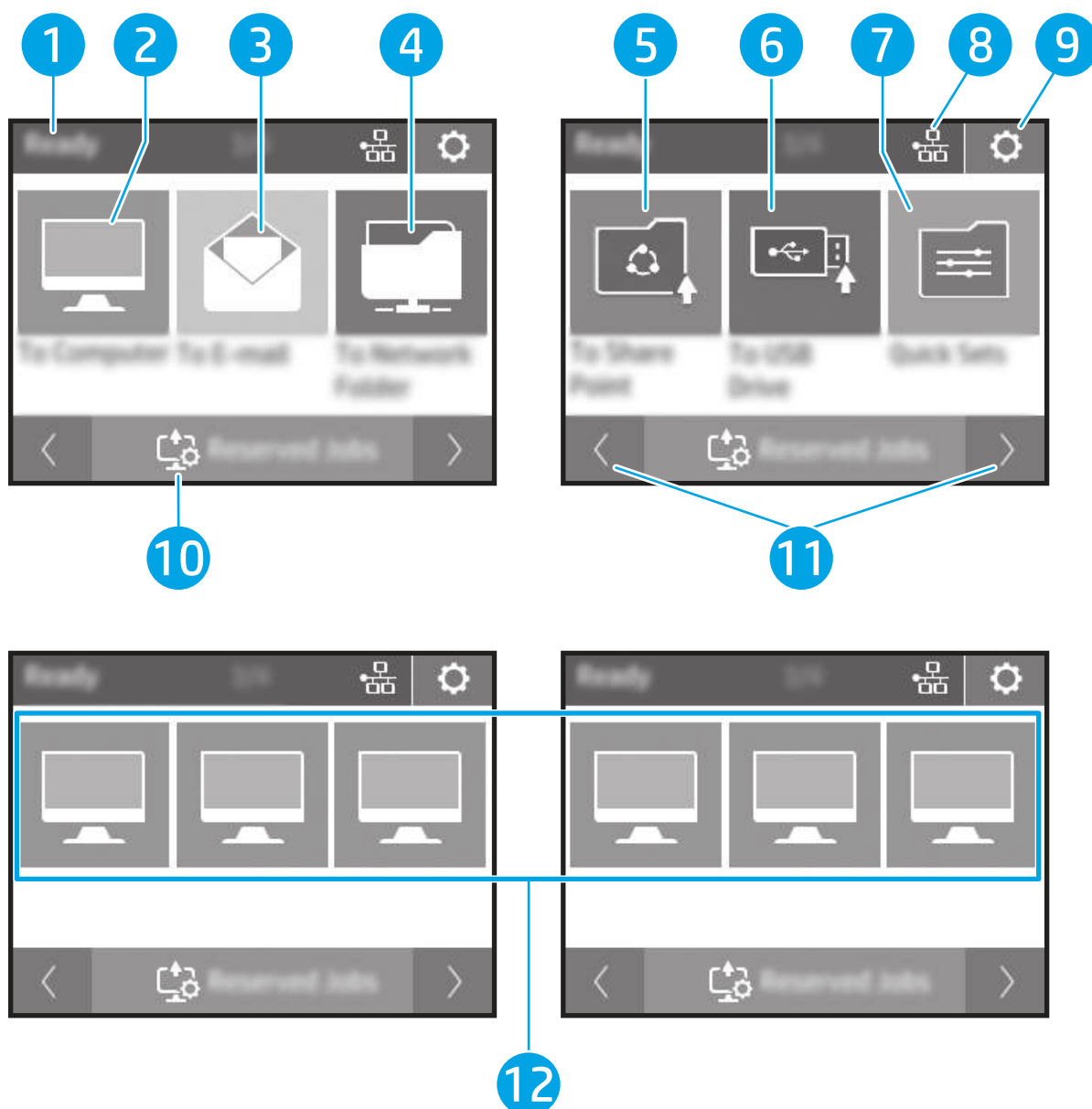
Table 1-5 Touch screen menu

Callout	Description
1	Ready
2	Starts a scan to a connected computer
3	Starts a scan to an email address
4	Starts a scan to a network folder
5	Starts a scan to SharePoint
6	Starts a scan to a USB flash drive
7	Select a scan Quick Set
8	Network connection status

Callout	Description
9	Settings
10	Reserved jobs
11	Go to previous or next page
12	Favorite shortcuts

NOTE: The features that appear on the Home screen can vary, depending on the scanner configuration.

Buttons on the touch panel

Use the buttons on the touch panel to start or cancel a scan, and to power the unit on and off.
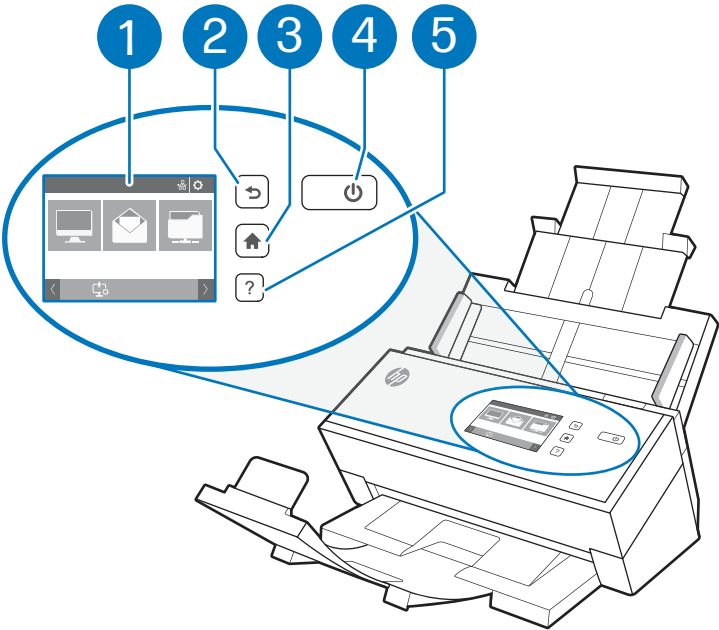
Table 1-6 Buttons on the touch panel

Callout	Description
1	Touch panel
2	Back ↰
3	Home ⌂
4	Power/Sleep ⏻
5	Help ?

Menu map (N9000 sn1 model)

Review the scan menus, options, or settings on the control panel.

Touch To Computer to view its related scan options.

Table 1-7 Scan to computer options

Option	Description
Ready to Scan	Starts a scan with the predefined settings.
Shortcut	Selects a shortcut to start scan.
Save to Home	Saves the scan to the Home computer as predefined.

Touch To Email to view its related scan options.

Table 1-8 Scan to email options

Option	Description
Select Email Address	Selects an email address.
Ready to Scan	Starts a scan with the predefined settings.
Options	Changes the following scan settings if needed: • File Type • Resolution(DPI) • Color • Advanced
Save as Quick Set > Select a shortcut	Saves the current scan settings to a scan shortcut.

Touch To Network Folder to view its related scan options.

Table 1-9 Scan to network folder options

Option	Description
Select a Folder	Selects a network folder to save the scan.
Ready to Scan	Starts a scan with the predefined settings.
Options	Changes the following scan settings if needed: • File Type • Resolution(DPI) • Color • Advanced
Save as Quick Set > Select a shortcut	Saves the current scan setting to a scan shortcut.

Touch To SharePoint to view its related scan options.

Table 1-10 Scan to SharePoint options

Option	Description
Select a Folder	Selects a SharePoint folder to save the scan.
Ready to Scan	Starts a scan with the predefined settings.
Options	Changes the following scan settings if needed: ● File Type ● Resolution(DPI) ● Color ● Advanced
Save as Quick Set > Select a shortcut	Saves the current scan setting to a scan shortcut.

Touch To USB Disk to view its related scan options.

Table 1-11 Scan to USB disk options

Option	Description
Ready to Scan	Starts a scan with the predefined settings.
Options	Changes the following scan settings if needed: ● File Type ● Resolution(DPI) ● Color ● Advanced
Save as Quick Set > Select a shortcut	Saves current scan setting as a scan shortcut.

Touch Quick Sets to view a list of Quick Sets options.

Table 1-12 Quick Sets options

Option	Description
Edit	Edits the current Quick Sets for the following menu items. ● Ready to Scan: Defines its default settings. ● Options: Changes the scan file type, resolution, color, or other advanced settings.
Shortcut X	Changes the saved scan shortcut if needed for the following menu items: ● Ready to Scan: Defines its default settings. ● Options: Changes the scan file type, resolution, color, or other advanced settings.
Save as Quick Set > Select a shortcut	Saves current scan setting as a scan shortcut.

Touch Setting to view a list of scanner settings.

Table 1-13 Scanner settings

Setting	Description
About this scanner	Shows the information about this scanner.
Connectivity	Shows or changes connectivity settings for the following menu items. ● Network Service ● Wired Network(LAN)
Display	Shows display settings.
Energy Savings	Sets energy savings, such as: auto-off, or power save mode.
Default Home Screen	Sets the Home screen.
Add Page Timeout	Sets page timeout.
Low Speed Mode	Turns on or off the low speed mode.
Language	Sets the language of the display.
Maintenance	Shows the maintenance information for the following menu items. ● Total Scan Count ● Clean Roller Count ● Replace Roller Count
Reset	Resets the scanner settings to the factory default.

Product specifications

This section introduces the product specifications.

Technical specifications

Review the technical specifications for the scanner.

Table 1-14 Technical specifications

Feature	Specification
Input tray capacity	100 sheets of 80 g/m^2 (24 lb)
Minimum paper size(width x length)	50.8 x 69 mm (2 x 2.7 in)
Maximum paper size(width x length)	297 x 5,842 mm (11.7 x 230 in)
Minimum to maximum paper weight	28 - 420 g/m^2 (7.5 - 112.5 lb)[a]
Maximum paper thickness	Plastic card: up to 1.24 mm (0.05 in) or less
Minimum paper guiding space	51 mm (2 in)
Maximum optical resolution	600 x 600 dpi
Environmental features	• By default, scanner enters Sleep Mode prior to 15 minutes of inactivity. • ENERGY STAR® qualified.
Paper-handling	• **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.

[a] For 420 g/m^2 media, loading it in portrait orientation is recommended.

Supported operating systems

The following information applies to the scanner-specific Windows and HP scan drivers for macOS and to the software installer.

Windows: See the software installation notes for more information.

macOS: Mac computers are supported with this scanner. Download the software from the product support home page, and then use it to install the HP scan driver.

1. Go to the product support home page support.hp.com.

2. Follow the steps provided to download the scanner software.

Linux: For information and scan drivers for Linux, go to www.hp.com/go/linuxprinting.

📝 NOTE: For a current list of supported operating systems, go to the product support home page for HP's all-inclusive help for the scanner: support.hp.com.

Table 1-15 Minimum system requirements

Windows 8.1, 10, 11	macOS 10.10 and newer	Linux 3.1 and newer
• 32-bit or 64-bit • 2 GB of available hard disk space • Microsoft® Internet Explorer or any browser • Internet connection • USB port	• 2 GB of available hard disk space • Internet connection • USB port	• 2 GB of available hard disk space • Internet connection • USB port

Product dimensions

Make sure your scanner environment is large enough to accommodate the scanner.

Figure 1-1 Product dimensions (9000 s1 model)
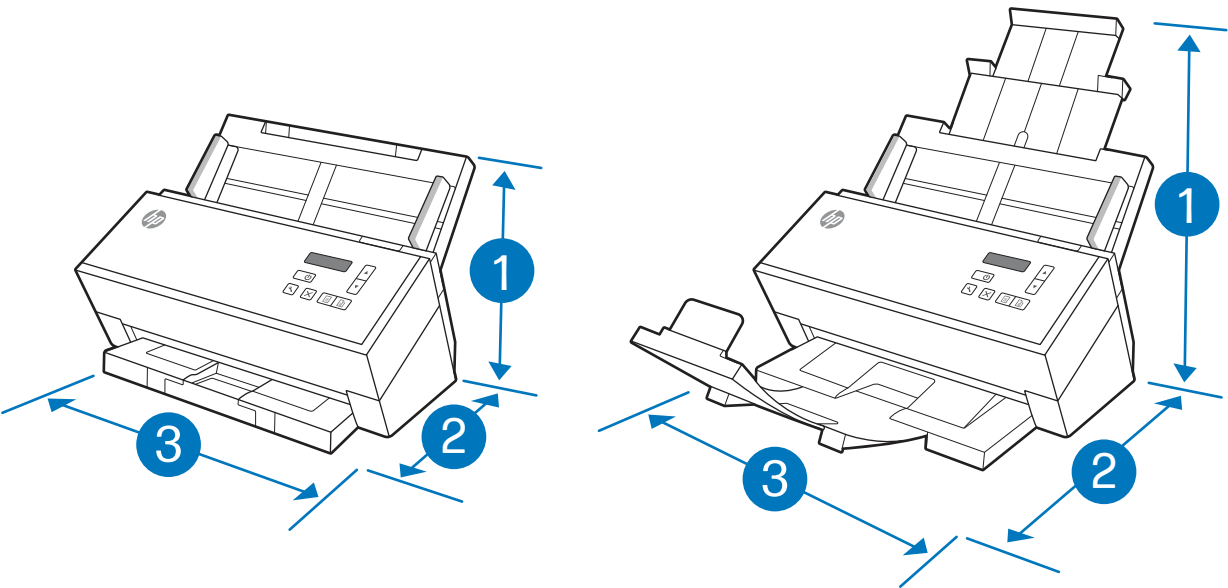
Figure 1-2 Product dimensions (N9000 sn1 model)
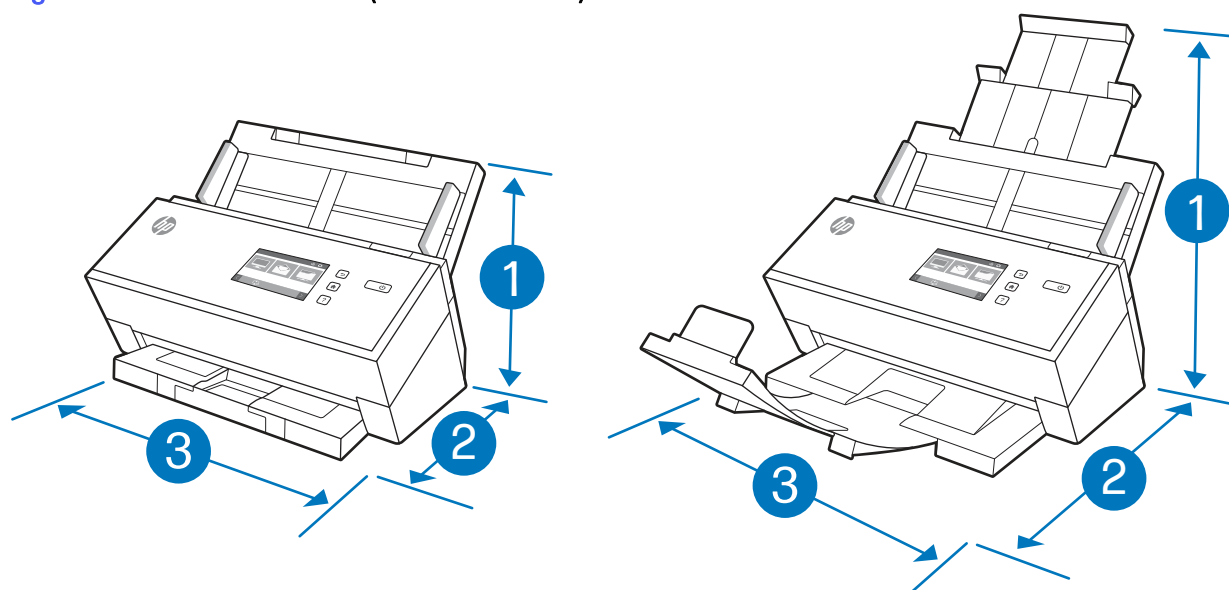
Table 1-16 Product dimensions (9000 s1 and N9000 sn1 models)

State	1. Height	2. Depth	3. Width	Weight
Scanner tray installed	253 mm (10 in)	280 mm (11 in)	389 mm (15.3 in)	4.9 kg (10.8 lb)
Scanner fully opened	386 mm (15.2 in)	660 mm (26 in)	389 mm (15.3 in)	4.9 kg (10.8 lb)

Electrical specification

In order to operate properly, the scanner must be in an environment that meets certain power specifications.

Specification of power supply: Power supply is rated AC 100 - 240 V, 50/60 Hz, 1300 mA, and has a DC output of 32 V, 1560 mA, 50 W.

⚠ 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

Review the recommended operating-environment specifications for your scanner.

Table 1-17 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 non-condensing
Altitude	Not applicable	0 to 3048 m (0 to 10,000 ft)

Operating conditions: Ordinary office or home conditions.

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 the product support home page for HP's all-inclusive help for the product: support.hp.com.

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

- 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

Use the HP Scan software to complete the following tasks:

- Scan to a PDF
- Scan to a JPEG
- Email as a PDF
- Email as a JPEG
- Scan text for editing (OCR)
- Scan to cloud
- Everyday scan

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)
- Modify properties of Scan to USB Drive

To open the utility, do one of the following:

- Windows 8.1, 10, and 11: On the **Start** screen, click the **HP Scanner Tools Utility** tile.
- Launch **HP Scan Assistant** from your desktop, and then select **Tools**.

HP TWAIN

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

ISIS

ISIS (Image and Scanner Interface Specification) provides a software interface between imaging/scanning hardware and ISIS-based 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 (macOS)

The product is compliant with Apple AirScan functionality. Without installing any additional software, you can scan using Image Capture or other ICA-compliant applications.

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

HP Easy Scan

Scan documents and photos, and manage scan shortcuts.

HP Utility

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

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

Embedded Web Server (N9000 sn1 model only)

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

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

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

HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP products, including printers, multifunction printers, and digital senders. This single solution allows you to remotely install, monitor, maintain, troubleshoot, and secure your printing and imaging environment — ultimately increasing business productivity by helping you save time, control costs, and protect your investment.

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

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 20 minutes of inactivity to conserve power.

Change the default sleep and auto-off settings using the HP Scanner Tools Utility

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 **Turn off the scanner after** drop-down list and the **Put the scanner to sleep after** drop-down list.

   NOTE: Configuring longer time for these settings or turning off these features will increase energy consumption.

Change the default auto-off setting using the HP Utility

macOS: To change the default auto-off setting use the HP Utility **Energy** pane.

1. Start HP Utility.

2. Click the **Energy** icon.

3. 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 set up and use the scanner.

Load originals

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

Document loading tips
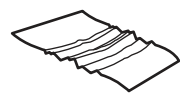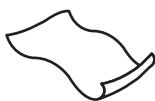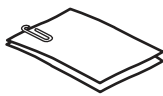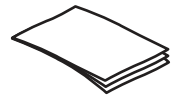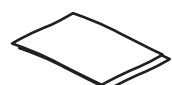
Use the following tips to load originals correctly.

- The maximum capacity of the input tray is 100 sheets of 80 g/m^2 (24 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.

- Be sure that original documents are within these guidelines: See Supported paper sizes and types on page 21.

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

Table 2-1 Inappropriate types of documents

Example	Document type	Example	Document type
	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.

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

- Adjust the paper guides to the width of the documents. Make sure that the paper guides touch the edges of the original. If there is any clearance between the paper guides and the edges of the documents, the scanned image might be skewed.

Supported paper sizes and types

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

Table 2-2 Supported paper size and weight limit for the ADF

Name	Description
Minimum paper size	50.8 x 69 mm (2 x 2.7 in)
Maximum paper size	297 x 5,842 mm (11.7 x 230 in)[a]
Minimum to maximum paper weight	28 - 420 g/m^2 (7.5 - 112.5 lb)[b]

[a] In 200 dpi simplex scan mode.
[b] For 420 g/m^2 media, loading it in portrait orientation is recommended.

Table 2-3 Supported paper sizes

Size and dimensions	ADF
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 A3: 297 x 420 mm (11.7 x 16.6 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)	✓

Load documents in the ADF

To scan same-sized documents, use the ADF to load them.

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

- Use the recommended paper type and size in the input tray. Refer to Supported paper sizes and types on page 21 for paper capacities and capabilities.

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

1. Open the ADF and output tray, and then extend the tray extensions.
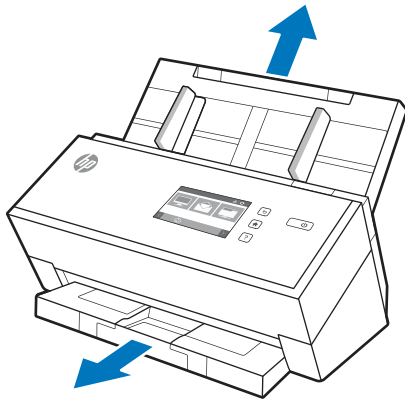
2. Verify that the feed selection switch is set to the unfolded media icon.

    - When the button is in the unfolded position ▤, the scanner is set to scan unfolded media, which is the default setting.

    - When the button is in the folded position ▤, the scanner is set to scan folded media or heavier, smaller media, such as embossed cards.
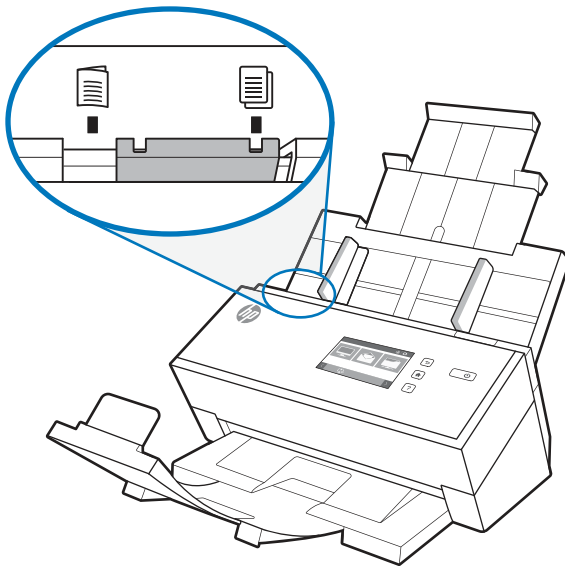
3. Adjust the paper guides on the ADF to the width of the documents. Take care not to overtighten the guides, which can restrict paper feeding.
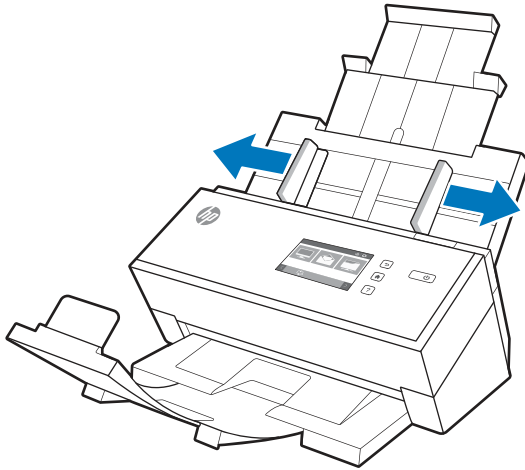
When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original yet not restrict paper feeding.

4. 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.
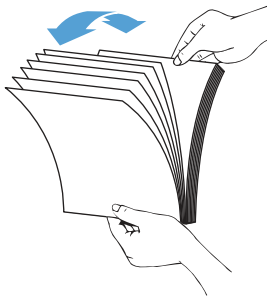
5. Align the edges of the documents by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.
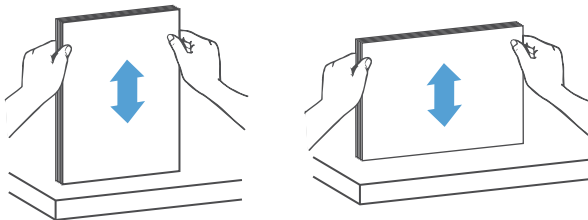
6. Gently set the stack in the ADF. Load the pages face down with the top of the pages pointing into the feeder. For best results, do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed it in the ADF.
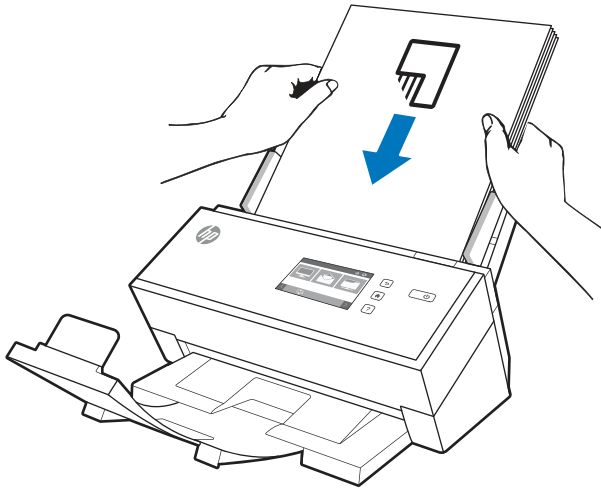
☼ TIP:

● Avoid feeding a document with a leading edge that has been folded or frayed.

● Angle the leading edge of the stack as shown below to assist paper feeding.
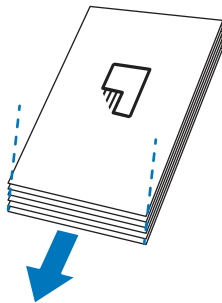
7. Verify that the paper guides are aligned with the edges of the stack.
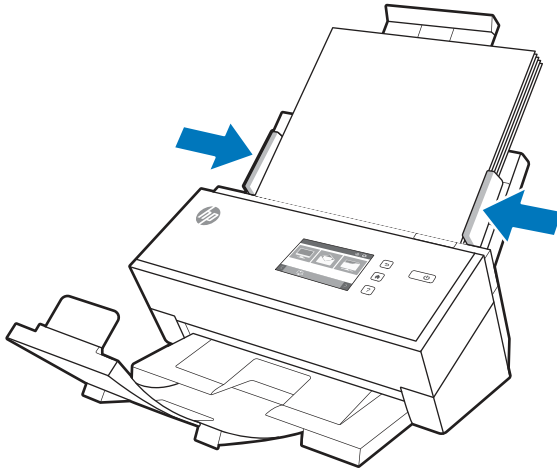
8. If you want to improve the output tray alignment of A3 documents, press the hidden function levers on both sides of the output tray and pull it forward to extend the output tray.

   This feature is useful for stacking A3 paper.
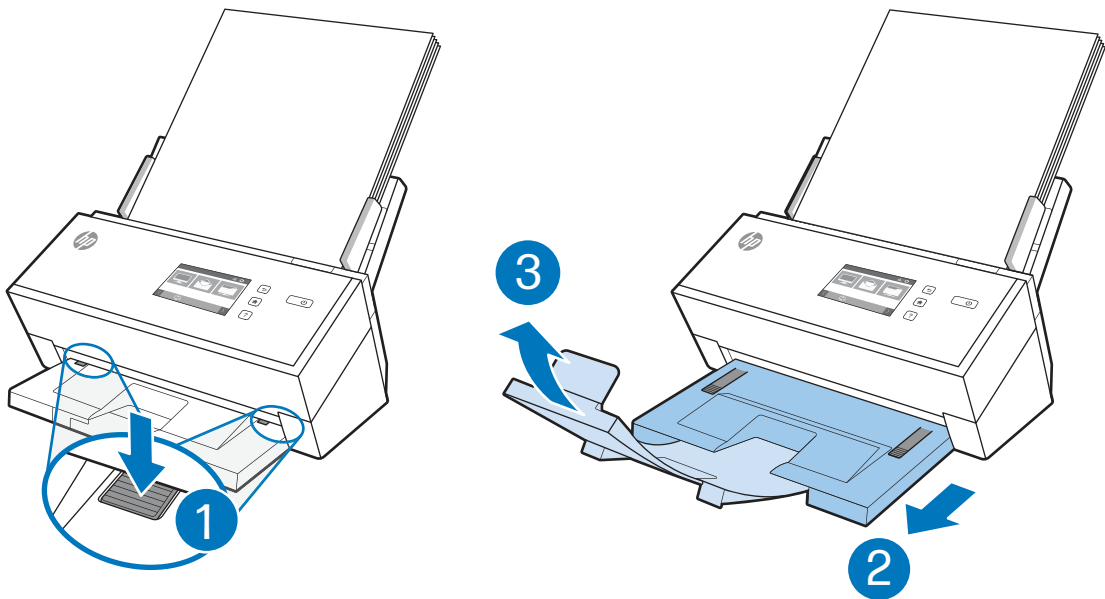
Start a scan from the hardware

Learn how to start a scan from the control panel.

Scan from the control panel buttons (9000 s1 model)

To scan from the control panel, follow these steps:

1. Load the original into the ADF.

2. Use the arrow buttons to select the scan profile you want. If you refrain from selecting a profile, the scanner will use the default scan profile.

3. Press the Simplex Scan button 🗐 or the Duplex Scan button 🗈.

☼ TIP: To cancel a scan, press the Cancel button ✕ on the control panel.

The feed selection switch is a mechanical switch on the scanner to enable or disable paper separation.

- When the button is in the unfolded position 🗐, the scanner is set to scan unfolded media, which is the default setting.

- When the button is in the folded position 🗐, the scanner is set to scan folded media or heavier, smaller media, such as embossed cards.

Figure 2-1 Feed selection switch
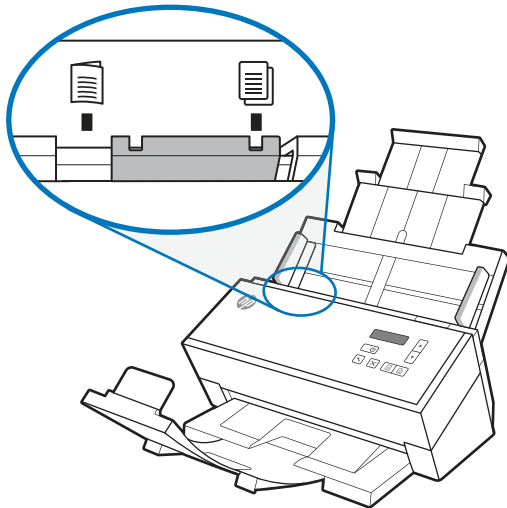
By default, it is enabled for most media. It should be disabled before scanning folded sheets or fragile originals placed in a plastic carrier sheet. Only one folded page or plastic carrier sheet can be loaded at any one time.

📝 NOTE: Disabling this switch might cause multi-pick errors or a paper jam.

Enabling this switch with folded paper might cause damage to the sheet.

Scan from the touch screen (N9000 sn1 model)

The following topics describe how to scan from the touch screen.

Scan to a computer

To scan to a computer, follow these steps:

1. Load the original into the ADF.

2. From the Home screen on the product control panel, touch To Computer.

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

4. If you want to change scan settings:

   - Touch Shortcut to select a different scan shortcut.

   - Touch Sides to switch among default, one-sided, and two-sided settings. (Default: one-sided or two-sided, depending on which one you have set as default for the Scan To Computer shortcut.)

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

Scan to a network location

To scan to a network location, follow these steps:

1. Load the original into the ADF.

2. From the Home screen on the product control panel, touch To Network Folder.

3. If you have set up multiple network destinations, the scanner displays a list of network folders. Select a network folder to receive the scan.

4. If you want to configure scan settings:

   - Touch Options to change file type, resolution, color, or other advanced settings.

   - Touch Sides to switch between one-sided and two-sided settings.

5. Touch Scan.

Scan to email

To scan to an email, follow these steps:

1. Load the original into the ADF.

2. From the Home screen on the product control panel, touch To Email.

3. Follow the onscreen instructions to select or enter an email address.

4. If you want to configure scan settings:

   - Touch Options to change file type, resolution, color or other advanced settings.

   - Touch Sides to switch between one-sided and two-sided settings.

5. Touch Scan.

Scan to a Microsoft SharePoint site

Use Save to SharePoint to scan documents directly to a Microsoft SharePoint site. This feature eliminates the need to scan the documents to a network folder, USB flash drive, or email message, and then manually upload the files to the SharePoint site.

1. Load the original into the ADF.

2. From the Home screen on the product control panel, touch Scan to SharePoint.

3. If you have set up multiple SharePoint destinations, the scanner displays a list of SharePoint folders. Select a SharePoint folder to receive the scan.

4. If you want to configure scan settings:

   ● Touch Options to change file type, resolution, color, or other advanced settings.

   ● Touch Sides to switch between one-sided and two-sided settings.

5. Touch Scan.

Scan to a USB flash drive

The product can scan a file and save it on a USB flash drive.

1. Load the original into the ADF.

2. Insert the USB flash drive into the USB port.

3. From the Home screen on the product control panel, touch Scan to USB Drive.

4. If you want to configure scan settings:

   ● Touch Options to change file type, resolution, color, or other advanced settings.

   ● Touch Sides to switch between one-sided and two-sided settings.

5. Touch Scan.

Use the scanning software (Windows)

The following topics describe how to use the scanning software.

Work with scan shortcuts

Scan shortcuts provide a fast, efficient way to select the settings for frequently performed scanning tasks. Use HP Scan software to create and modify scan shortcuts.

View scan shortcuts

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

Create scan shortcuts

To create a scan shortcut, follow these steps:

1. Open the HP Scan software.

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

3. Enter a name for the new shortcut.

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

5. Click **Create**.

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

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

Modify shortcuts

To modify a scan shortcut, follow these steps:

1. Open the HP Scan software.

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

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

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

Scan to a picture

To save your scan as a picture, follow these steps:

1. Load the original into the ADF.

2. Open the HP Scan software.

3. Follow one of the steps:

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

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

Scan to a PDF

To save your scan as a PDF, follow these steps:

1. Load the original into the ADF.

2. Open the HP Scan software.

3. Follow one of the steps:

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

   - Choose any other scan shortcut and select **PDF**, **Searchable PDF (.PDF)**, or **PDF/A (.PDF)** from the **File Type** drop-down list, and then click **Scan**.

Scan text for editing (OCR)

The HP Scan 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 software. For information about using the OCR software, see **scan text for editing** in the online Help.

Scan to email

Learn how to scan to email by using the HP Scan software.

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

1. Load the original into the ADF.

2. Open the HP Scan software.

3. Follow one of the steps:

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

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

Scan to cloud

Learn how to scan to cloud by using the HP Scan software.

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

1. Load the original into the ADF.

2. Open the HP Scan software.

3. Select **Send to Cloud**, and then select the file destination.

4. Select **Scan**.

Scan long or extra-long documents

By default, the scanner automatically detects page size using the **Detect Size** selection for page lengths less than or equal to 420 mm (16.5 in).

For long or extra-long documents, select **Long (8.50 x 34 inches)** or **Extra Long (8.50 x 122 inches)** from the page size drop-down list in the scan shortcut settings.

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

If the scanner is set to scan long or extra-long pages, it will scan one page at a time. Using this setting to scan regular pages will slow down the process and should only be used to scan pages longer than 420 mm (16 in).

Scan to SFTP

You can upload a scanned image to an SFTP folder by using the HP Scan software.

1. Load the original into the ADF.

2. Open the HP Scan software.

3. Select a scan shortcut. From the **Destination** area, select **Send to.**

4. Select an SFTP folder as destination. If this is the first time you have used this feature, click **Add** to set up an SFTP destination first.

5. Click **OK**, and then click **Scan.**

Scan to SharePoint

You can upload a scanned image to a SharePoint site directly by using the HP Scan software.

1. Load the original into the ADF.

2. Open the HP Scan software.

3. Select a scan shortcut. From the **Destination** area, select **Send to.**

4. Select a SharePoint site as destination. If you haven't set up this feature before, click **Add** to set up a SharePoint site destination first.

5. Click **OK**, and then click **Scan.**

Detect multi-feeds

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

Disabling this feature might be helpful when scanning:

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

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

> **NOTE:** Use the ISIS, WIA, or TWAIN 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

Automatically delete blank pages

When the **Delete blank pages** feature is enabled, scanned pages are evaluated for content. Pages detected as blank show up in the viewer with a delete notation on them. These detected blank pages are deleted automatically when the scan is saved to the destination.

1. Open the HP Scan software.

2. Select a scan shortcut.

3. Click **More**. Select the **Document** tab, select **Delete blank pages** from the **Adjust documents** drop-down box, and then click **OK**.

> **TIP:** The **Sensitivity** slider allows you to adjust the sensitivity value on how blank pages are detected and deleted. At the lower end of the slider, more pages are detected as blank and deleted. At the upper end of the slider, pages must be almost completely blank to be detected and deleted. The sensitivity value can be also set by entering a value or clicking the arrow buttons.

Automatically adjust page orientation

Use this feature to automatically adjust page orientation by language.

1. Open the HP Scan software.

2. Select a scan shortcut.

3. Click **More**. Under the **Scan** tab, select the **Page Orientation** drop-down box, and then select the **Auto Orient** check box.

4. Select a document language, click **OK**, and then start scan.

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 **Detect Size** option. When the **Detect Size** option is selected from the **Page Size** drop-down list, the scanned image is cropped to the size of the detected page and any skewed content is straightened.

Automatically crop or pad scanned image to selected page size

Use this feature to crop or pad a scanned image to a 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 **More** for more settings.

3. Select your crop option from the **Input Page Size** drop-down list.

    - To automatically crop to the content of the document, select **Detect Content on Page**.

    - To automatically crop to the dimensions of the document, select **Detect Size**.

    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.

4. Make sure the **Same as Input** option is selected for **Output Page Size**, and then click **Scan**.

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**.

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

5. Select the **Auto Detect Color** drop-down box, change settings, and then click **OK**.

6. Click **Scan**.

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

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

Scan using text-enhanced black and white mode

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

1. Open the HP Scan software.

2. Select a scan shortcut.

3. Click **More**, select the **Image** tab, and then select **Black/White (1 bit)** from the **Color Mode** drop-down box.

4. Select **Threshold for Black/White**, select **Enhance Content**, and then click **OK**.

Automatically straighten scanned images

Use the **Straighten Content** feature to straighten content that is skewed relative to the page dimensions in the source document. Use the **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**.

Add or remove a device

You can use the HP Scan software to add or remove a device on the computer.

1. Open the HP Scan software.

2. Click the Settings icon ⚙ to open the **Device Settings** window.

3. Do one of the following:

    *   To add a device, click the Plus icon +, click **Connect a new device**, and then follow the onscreen instructions.

    *   To remove a device, select the scanner name from the existing scanner list, and then click the **Delete** button.

        💡 **TIP:**   You can select multiple scanners to delete them at once.

💡 **TIP:**   You can also use HP Scan Assistant to add a new device. Launch **HP Scan Assistant** from the computer desktop, click **Tools**, click **Device Setup & Software**, and then select **Connect a new device**.

Scan by using other scan software

Third-party applications that support TWAIN, ISIS, and WIA are also supported by the scanner.

Use the scanning software (macOS)

The following topics describe how to scan by using the scanning software.

Scan to email

To scan to an email, complete these steps:

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

1. Load the original into the ADF.

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

To scan from HP Easy Scan:

1. Load the original into the ADF.

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

3. Find the product by its name and ensure it 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 (macOS)

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

To open HP Utility, follow these steps:

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.

Scanning tips

Use the following tips to optimize scanning performance and scan 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 support.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.

Scan fragile originals

To scan fragile document (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear carrier sheet before loading it into the ADF.

Before starting scan, slide the feed selection switch to the disabled position (to the left side).

Low Speed mode

The Low Speed mode reduces the scanning speed to ensure more stable paper feeding and scanning.

It is useful for scanning the following types of documents:

- Fragile documents such as thin or wrinkled paper

- Long documents

- Documents that require high-resolution scanning

To enable the Low Speed mode, follow these steps:

1. Run the Scanner Tools Utility

2. Click the **Settings** tab

3. Click the **Speed Management** tab.

4. Select **Low Speed** checkbox.

5. Click **Apply**.

3 Care and maintenance

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

For the latest maintenance information, visit the product support home page: support.hp.com.

Test and calibrate the touch screen

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

1. Select the Settings icon.

2. Select Display.

3. Scroll down and select Screen Recalibration.

4. Follow the onscreen instructions to perform the calibration.

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

Clean the product

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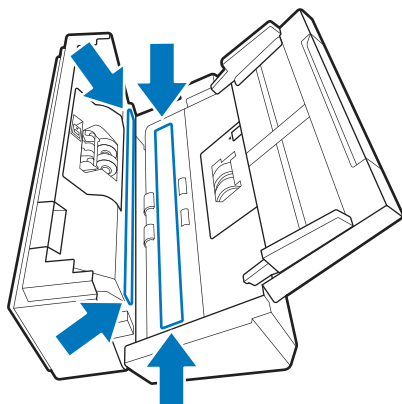
Clean the CIS modules

To clean the contact image sensor (CIS) modules, 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 jam cover.
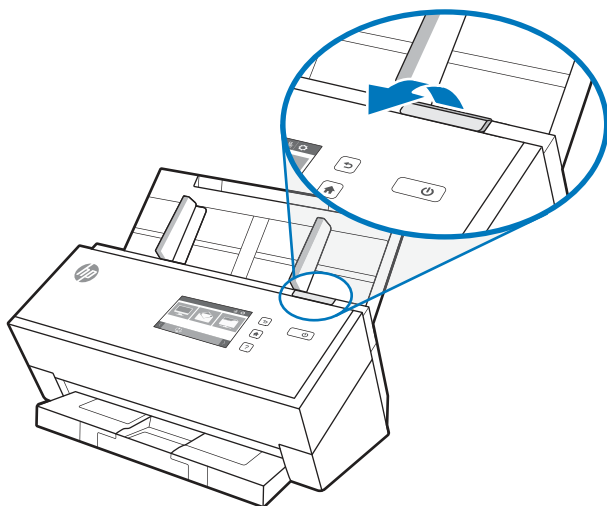
3. Clean the CIS modules with a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

⚠ **CAUTION:** Use only glass cleaner to clean the CIS modules. 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 CIS modules.

Do not spray the glass cleaner directly on the CIS modules.

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

5.   Close the jam cover, 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.
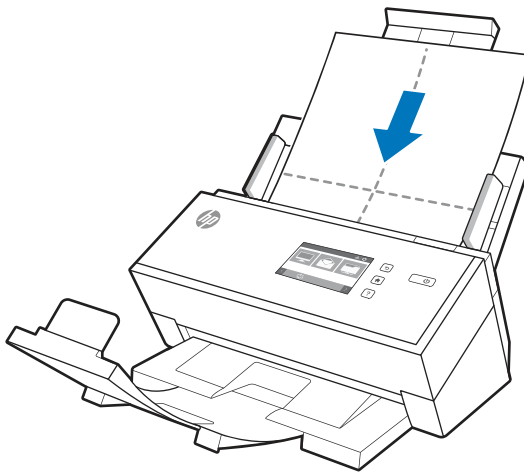
Clean the paper path

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 ADF.

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.

macOS: 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.
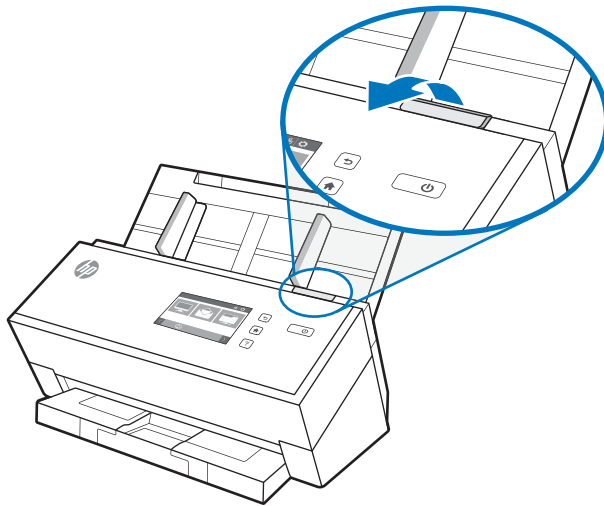
Clean the rollers

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 jam cover.


3. On the rear of the open document feeder, locate the pickup rollers.

   You do not need to open the roller cover when cleaning the rollers.
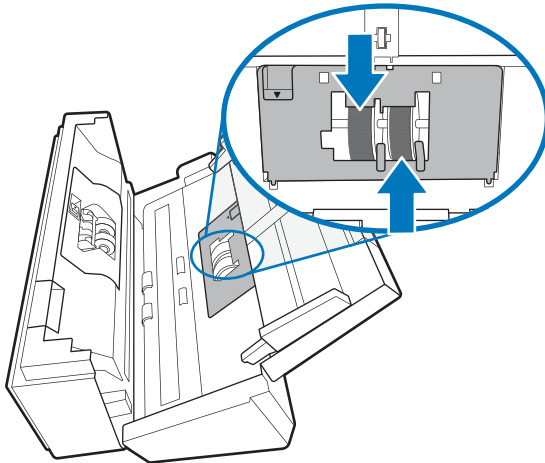
4. Using an HP paper path cleaning cloth or a clean, lint-free cloth moistened with isopropyl alcohol, wipe the pickup rollers.

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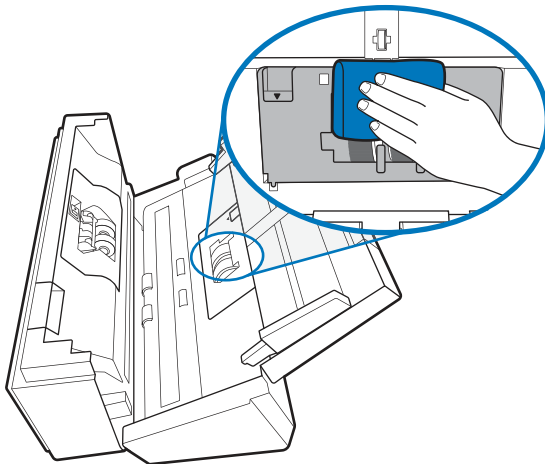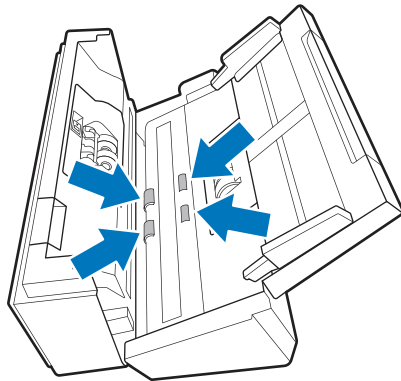

5. Locate the separation rollers, and wipe the separation rollers.

   You do not need to open the roller cover when cleaning the rollers.
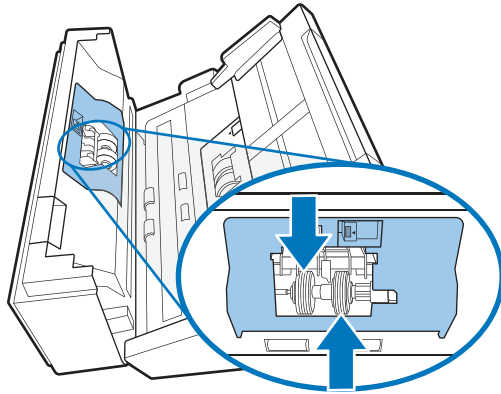
6. Below the pickup and separation rollers, wipe the scan rollers around the CIS module.

7. Close the jam cover, and then reconnect the USB cable and power supply to the scanner.

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

8. Press the Power button ⏻ to turn on the scanner.

9. 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

The following topics describe how to replace the roller kit.

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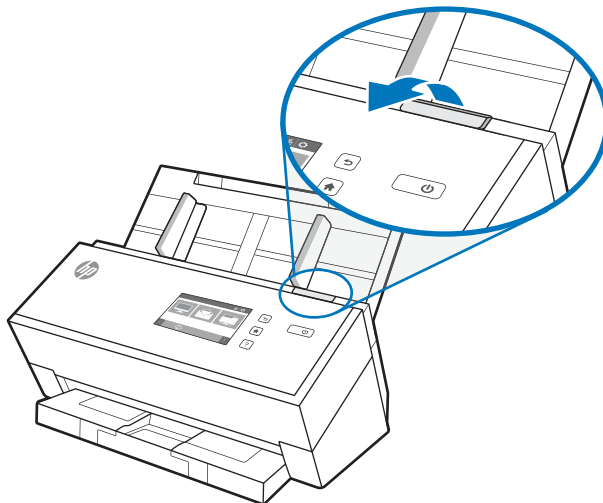
> **NOTE:** The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.
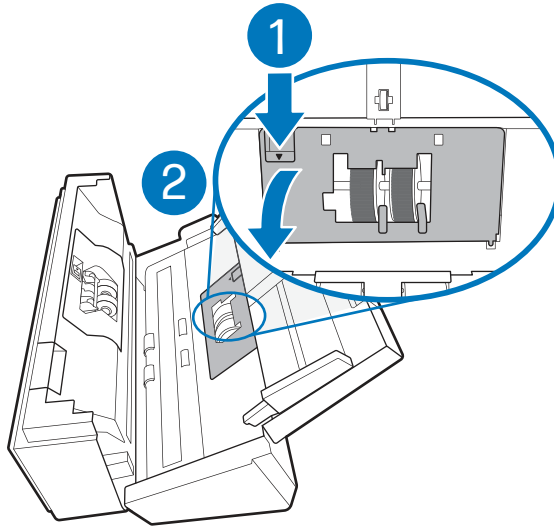
Replace the pickup rollers

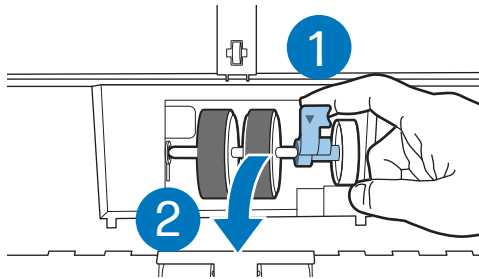To replace the pickup rollers, follow these steps:

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

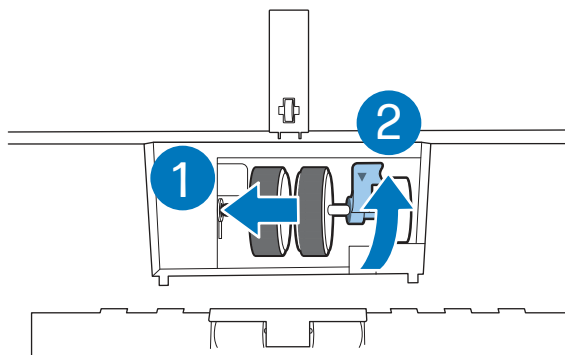2. Pull forward on the latch to open the jam cover.

3. Locate the roller cover latch, and then press down and pull forward out the latch to open the roller cover.
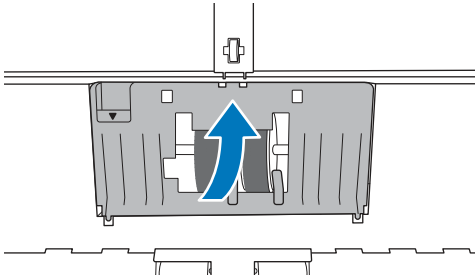

4. Pull down the blue tab to release the rollers, and then take out the rollers.
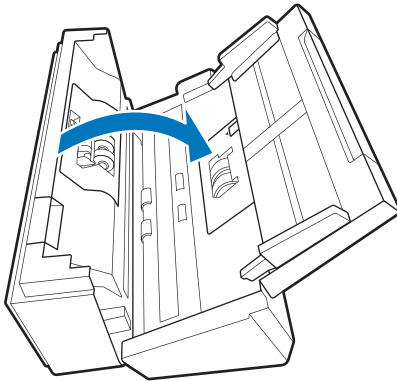

5. Remove the new rollers from the replacement kit package. Insert the new rollers into position, and then pull up the blue tab to lock the rollers.

6. Close the roller cover until it clicks into place.

7. Close the jam cover, reconnect the USB cable and power supply to the scanner, and then press the Power button ⏻ to turn on the scanner. The scanner is now ready to use.

Replace the separation rollers

To replace the separation rollers, follow these steps:

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

2. Pull forward on the latch to open the jam cover.

3. Locate the roller cover latch, and then press the latch towards left and pull the edge out to open the roller cover.

4. Squeeze the edge of the right roller and the end of the left roller shaft, and then pull it out.
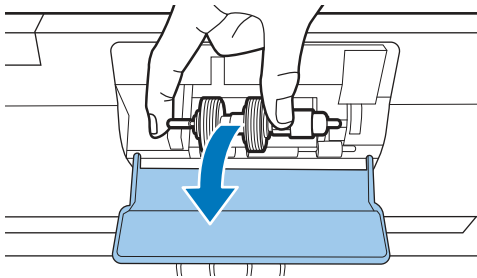
5. Remove the new rollers from the replacement kit package. Align the new roller ends with the roller clips on the scanner, insert the right end of the roller shaft to the clip on the scanner, and then push forward the left end into the clip.
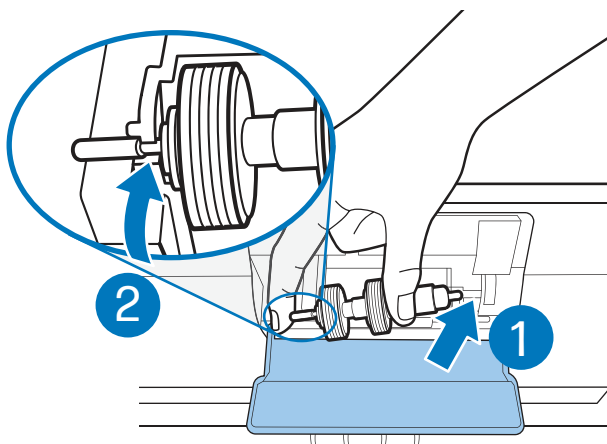
6. Close the roller cover until it clicks into place.
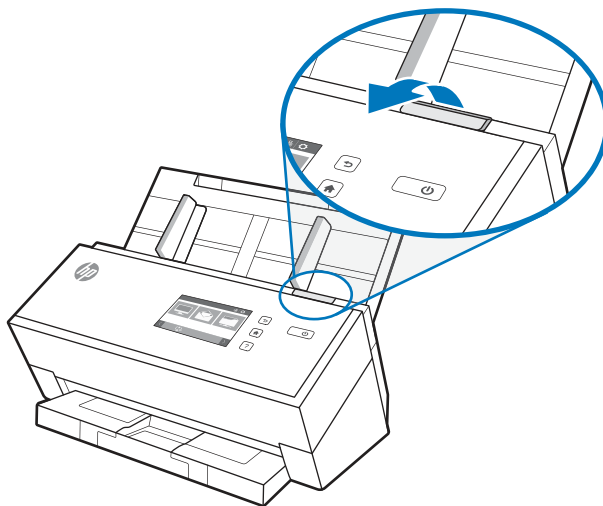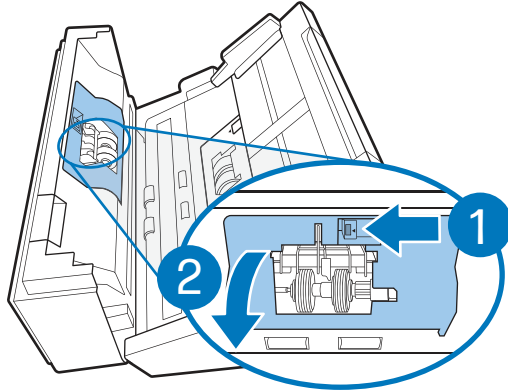
7. Close the jam cover, reconnect the USB cable and power supply to the scanner, and then press the Power button ⏻ to turn on the scanner.
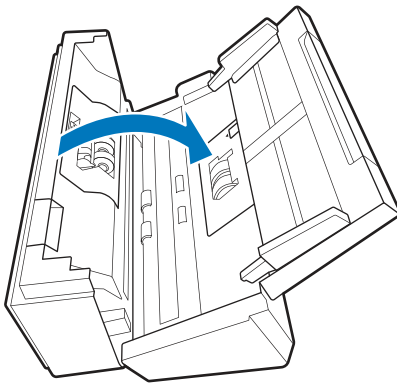
8. Windows: Update the scanner maintenance history.

   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
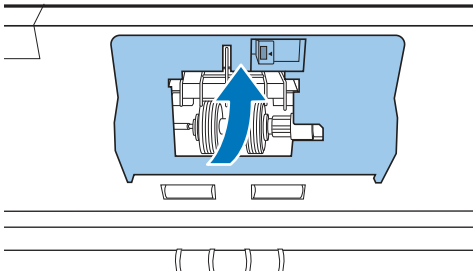
The maintenance parts in the following table can be ordered online.

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

Table 3-1 Roller replacement kit

Item	Description	Part number
Roller replacement kit	Replacement pickup and separation rollers.	9Y0J9A

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

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 the product support home page for assistance: support.hp.com.

- 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 ◇, or the Default/Duplex Toggle button 📄 is enabled from the HP scanning software.

- 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. Visit the product support home page to locate software, firmware, and driver updates for the scanner: support.hp.com.

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.

Reset the scanner

To reset the scanner, follow these steps:

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

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

3. Wait 30 seconds. Reconnect the power supply, and then turn on the scanner. The scanner resets.

   You might need to turn the computer off, wait 60 seconds, and then turn the computer on again.

Scanner installation problems

Review the following information about resolving scanner installation problems.

Check the cables

Learn how to check the power cable, USB cable, or Ethernet cable.

Table 4-1 Check cables

Cable type	Action
Power cable	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 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	The USB cable is connected between the scanner and the computer. • 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. For additional USB troubleshooting information, visit the product support home page, select your country/region, and then use the search tool to find USB troubleshooting topics.
Ethernet cable (N9000 sn1 model)	Ensure that the Ethernet cable is securely connected between the scanner and your network port. For additional Ethernet troubleshooting information, see support.hp.com, select your country/region, and then use the search tool to find Ethernet troubleshooting topics.

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

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

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

2. On the computer, open Control Panel and use the **Programs and Features** tool to uninstall the following applications:

   • HP ScanJet Basic Device Software

   • HP ScanJet ISIS Driver

   • HP Scan

   • HP ScanJet Plugin

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 manually.

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

Power issues

Review the following information about resolving power issues.

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 the product support home page for assistance: support.hp.com.

The 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 the product support home page for assistance: support.hp.com.

The scanner keeps turning off

If the scanner keeps turning off, try these steps according to your operating system.

By default, the scanner will enter Sleep Mode prior to 15 minutes of inactivity, and will turn off automatically after 20 minutes 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 **1 hour** from the **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 (**Never**, **20 minutes**, **120 minutes**, **480 minutes**, or **640 minutes**) from the **Turn off the scanner after** drop-down list.

3. Click **Apply**.

macOS: Use HP Utility to change these defaults.

Paper jams

Review the following information about clearing paper jams.

> **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 scanner paper path

To clear a paper jam, complete these steps:

1. Pull forward on the latch to open the jam cover.
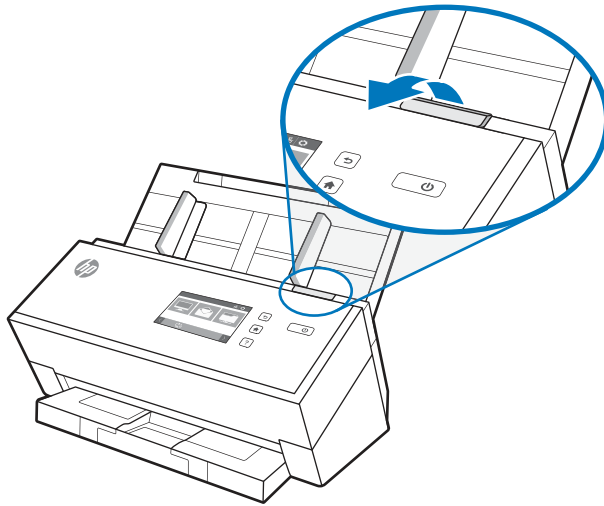
2. Remove any pages from the ADF.

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 scan, eject, separation, or pickup rollers inside the document feeder, 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 ADF and scan again.

An item loaded in the scanner jams repeatedly

Check the following for resolving the issue.

- 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

Review the following information about resolving paper feed issues.

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

Review the following information for resolving the issue.

- 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. If you are not in ordinary office or at home, 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.

- Curled pages might cause misfeeds. All pages must be flat on the leading edge. Make sure that curls on the leading edge of all pages are within the following range.
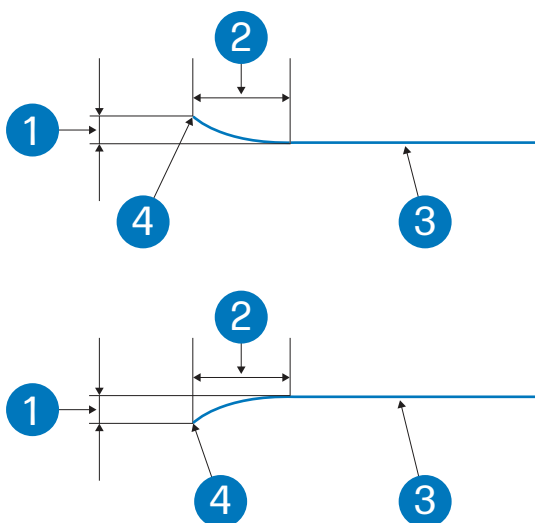

Table 4-2 Curls on the leading edge range

Callout	Description
1	Up curls: 3 mm (0.12 in) or less
	Down curls: 5 mm (0.2 in) or less
2	30 mm (1.18 in) or more

Table 4-2 Curls on the leading edge range (continued)

Callout	Description
3	Leading edge
4	Scanning side

Paper does not feed from the scanner

If paper does not feed from the scanner, try the following:

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

4. Try to rescan.

Image quality problems

Review the following information about resolving image quality problems.

The scanned images are not straight

Check the following to resolve the issue.

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

The scanned images have streaks or scratches

Try the following to resolve the issue.

- Check that the originals are clean and unwrinkled.

- Clean the scanner strips. See <u>Clean the CIS modules on page 39</u> for more information.

The scanned image is fuzzy

Check the following to resolve the issue.

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

- Verify that the document is not fuzzy.

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

The scanned image is completely black or completely white

Check the following to resolve the issue.

- 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 neither the black nor the white threshold is set to extreme. Setting the threshold to an extreme will result in an image that is all white or all black.

- **macOS**: 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 420 mm (16 in) long.

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

Scanner operation problems

Review the following information about resolving scanner operation problems.

Connection issues

Review the following information about resolving connection issues.

Check the USB connection

Follow these steps to 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.

Check the ethernet connection (N9000 sn1 model)

Follow these steps to check the ethernet connection.

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

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

3. Press the Power button ⏻ to turn off the scanner, wait 30 seconds, and then turn on the scanner.

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: support.hp.com.

LCD issues

Review the following information to resolving LCD issues.

The LCD is having display issues

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

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

- LED issues: LEDs are not working, or are staying in the wrong state.

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

The scanner buttons are not working as expected

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

- Button issues: Buttons are unresponsive, or the wrong action occurs when you press a button. For example, you get a single-sided scan when you press the Default/Duplex Toggle button 📄 to set a two-sided scan.

- LED issues: LEDs are not working, or are staying in the wrong state.

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

The touch panel display issues (N9000 sn1 model)

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

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

- Button issues: Buttons are unresponsive, or the wrong action occurs when you press a button (for example, you get a single-sided scan when you press the Default/Duplex Toggle button 📄 to set a two-sided scan.

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

Scanning performance issues

Review the following information about resolving scanning performance issues.

The scanner does not scan immediately

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

The 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.

The 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

If scanned pages are out of order at the scan destination, check the following.

- 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.

Scanned files are too large

If scan files are too large, check the following.

- 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)

        ○ Word (.doc, .docx)

        ○ Excel (.xls, .xlsx)

        ○ CSV (.csv)

        ○ XML (.xml)

        ○ Searchable PDF (.pdf)

        ○ PDF/A (.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.

Email problems

To resolve email problems, try the following.

Validate the SMTP gateway address

Open the Embedded Web Server to confirm that the SMTP gateway address is correct. Also confirm that the email address being used is valid.

Validate the LDAP gateway (Windows)

Use the following procedure to validate the LDAP gateway in Windows.

1. Open Windows Explorer. In the address bar, type `LDAP://` immediately followed by the LDAP gateway address. For example, type `LDAP://12.12.12.12` where "12.12.12.12" represents the LDAP gateway address.

2. Press the Enter key. If the LDAP gateway address is valid, the **Find People** dialog box opens.

3. If the LDAP gateway address is not valid, contact the network administrator.

5 Additional troubleshooting

Table 5-1 Additional troubleshooting support

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

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