

# HP Scanjet N6010

## User Guide





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# 1 Introduction to the HP Scanjet N6010 scanner

This user guide tells you what you need to know about using the HP Scanjet N6010 scanner.

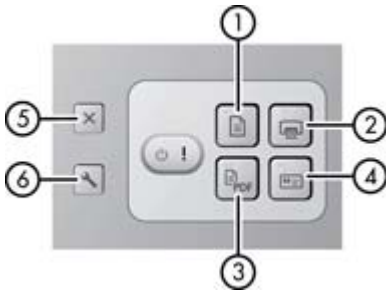
- [Scanner hardware](#)
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- [Where to get additional information](#)
- [Accessibility](#)




## Scanner hardware

- [Scanner front-panel buttons](#)
- [Power switch](#)




### Scanner front-panel buttons

Use the buttons on the front panel of the scanner to start a scan and to configure some scanner settings. For more information, see [Use the scanner buttons](#).

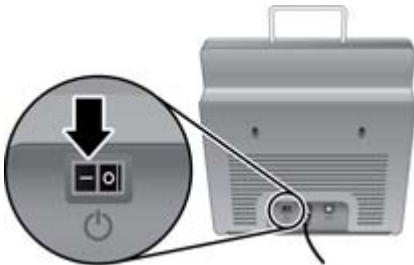


Icon	Button name	Description
1 	<b>Scan Document</b> (upper-left button)	Starts a scan. By default, this button will scan to the NewSoft Presto! PageManager application.
2 	<b>Copy</b> (upper-right button)	Starts a copy and send it to a default printer.
3 	<b>Scan to PDF</b> (lower-left button)	Scans an item and saves it as a PDF file for sharing or storing. By default, the PDF is automatically

(continued)

			opened in your default PDF viewer.
4		<b>Scan Business Card</b> (lower-right button)	Scans a business card. By default, this button will scan to the NewSoft Presto! BizCard application.
5		<b>Cancel</b> (far-left top button)	Cancels a scan or copy in progress.
6		<b>Scanner Tools</b> (far-left bottom button)	Opens the Scanner Tools Utility, which you can use to map the scanner buttons to different applications, configure PDF options, or view scanner maintenance information.

## Power switch



The **Power** switch is located on the back of the scanner. When facing the back of the scanner, push it to the left to turn the scanner on.

## Scanning software

The scanner includes a CD with scanning and document-management programs, as shown in the following table.

Programs	Software use
HP Scanning Software	<p>The HP scanning software includes the Scanner Tools Utility, the HP Document Copy Utility, the HP PDF writer, and the TWAIN scanner drivers.</p> <ul style="list-style-type: none"> <li>• Use the Scanner Tools Utility to configure PDF settings, map the scanner buttons to different applications, disable the scanner buttons, or view scanner maintenance information. It can be launched from the <b>Scanner Tools</b> front panel button or from the <b>Start</b> menu.</li> <li>• Use the Copy Utility to configure copies sent by the scanner to your default printer. It can be launched from the <b>Copy</b> front-panel button or from the <b>Start</b> menu.</li> <li>• The HP PDF writer takes the scanned image and creates a PDF file. Use the Scanner Tools Utility to configure the PDF settings.</li> <li>• The TWAIN drivers are necessary for using the scanner with standard business applications and customized scanning software.</li> </ul>
NewSoft Presto! PageManager	Use to create scanned images or documents and save them in a wide variety of formats. Provides access to managing documents (archive, reuse) for optical character recognition (OCR), e-mail and faxing.
NewSoft Presto! BizCard	Use to scan business cards and organize your contacts into an easy-to-use database.

### Scanner Tools Utility

Use the Scanner Tools Utility to set up options for the **Scan to PDF** button, to disable or change the default behavior of the scanner front-panel buttons, to map the scanner buttons to different applications, or to view scanner maintenance information.



To open the utility, do one of the following:

- Double-click the **Scanner Tools Utility** icon on the desktop.
- Press the **Scanner Tools** (🔧) button on the front panel of the scanner.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **Scanner Tools Utility**.





The Scanner Tools Utility has the following three tabs:

- [Buttons tab](#)

- [PDF Settings tab](#)
- [Maintenance tab](#)

## Buttons tab

You can use the Scanner Tools Utility to change the default scan applications used by the front-panel buttons. Use the steps that follow to change the default application for any of these buttons:

1. Select the **Buttons** tab.
2. Select the drop-down box for the button that you want to change. The buttons are numbered 1 through 4 as follows:
  - **1: Scan Document** button ()
  - **2: Copy** button ()
  - **3: Scan to PDF** button ()
  - **4: Scan Business Card** button ()

The drop-down box for each button is automatically populated with the scanning applications on your computer that support scanning from hardware device buttons.

3. Click **OK** to save the new button mappings.

To change the default behavior of the **Copy** button, so that the HP Document Copy utility prompts for settings before continuing with the copy, clear the **Copy to printer...** check box on the **Buttons** tab, and then click **OK**.

To prevent buttons from being accidentally pushed, you can also use the Scanner Tools Utility to disable the front-panel buttons.

To disable the front-panel buttons, select the **Disable scanner buttons** check box on the **Buttons** tab, and then click **OK**. This disables all of the front-panel buttons except for the **Cancel** button. After disabling the front-panel buttons, you must use the **Start** button or the desktop icon to open the Scanner Tools Utility.

## PDF Settings tab

Use the **PDF Settings** tab of the Scanner Tools Utility to configure the settings that are used to scan originals and create PDFs using the **Scan to PDF** front-panel button.

In the **Scan settings** area of the **PDF Settings** tab, configure the default settings for resolution, color or black and white, page size, and single- or double-sided scanning.

In the **Save As settings** area, set up the default file name and location that is used when saving a PDF file. The following settings can be specified:

- **File name:** Select one or more of the check boxes to specify the default file name for PDFs. The following options can be used:
  - **File Name:** Type in the default name of the PDF file.
  - **Date:** If you want to use the date as part of the file name, select this check box and then select the format for the date.
  - **Suffix:** This setting adds a numerical suffix to the file name to make it unique. From the **Suffix** drop-down list, select whether you want the numerical suffix to be one, two, or three digits. If you select one digit, the suffix will still change from 9 to 10 when you store your tenth PDF, in order to prevent overwriting a file.
- **File type:** Select either **Image PDF** or **Searchable PDF** as the default file type. An image PDF is just a picture of the scanned document, whereas a searchable PDF uses optical character recognition (OCR) to create a PDF that can be searched for words or phrases. If you choose **Searchable PDF**, click the **OCR** button to select a language for the OCR process.
- **Destination folder:** Click the **Browse** button to select the default destination for the scanned PDF files.

If you want to be prompted for a file name and location every time you scan to PDF, select the **Prompt for these Save As settings at the time of scan** check box.

By default when you scan to PDF, the PDF file is automatically opened and displayed in your default PDF reader when the scan is complete. If you do not want the PDF to automatically be opened, clear the **View PDF after save** check box at the bottom of the **PDF Settings** tab.

## Maintenance tab

The **Maintenance** tab displays important information about the scanner, including routine maintenance status and suggestions for preventive maintenance. The following information is displayed:

- **Scanner firmware version:** Indicates the scanner firmware version number. If you contact HP support, you might be asked for this number.
- **Number of pages scanned over lifetime of scanner:** Indicates the total number of scans over the life of the scanner.
- **Feeder Maintenance:** This section indicates when the automatic document feeder was last cleaned and lets you know when it is time for it to be cleaned. The recommended cleaning interval will vary based on number of pages scanned, number of paper jams, and paper errors. Click the **Record Maintenance** button to reset the scanned pages count and record the date when the feeder is cleaned.



- **Feed-Roller Assembly Maintenance:** This section indicates when the scanner feed rollers were last replaced and lets you know when it is time for them to be replaced. The recommended replacement interval will vary based on number of pages scanned, number of paper jams, and paper errors. Click the **Record Maintenance** button to reset the scanned pages count and record the date when the feed rollers are replaced.
- **Instant Lamp On:** Select the **Instant Lamp On** check box to keep the scanner lamp warm when the scanner is turned on.  
Clearing this check box saves energy when the scanner is not in use. Because the scanner lamp turns off after a period of inactivity, it will need to warm up before scanning again.

For more information about scanner maintenance, see [Care and maintenance](#).

## Where to get additional information

The scanner comes with several sources of additional information:

- [Printable version of this guide](#)
- [HP Scanjet N6010 Setup and Support Guide](#)
- [Online help](#)

### Printable version of this guide

For a PDF version of this guide that you can print, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **User Guide**. Or, use the instructions that follow:

1. Insert the HP Scanning Software CD that came with the scanner into the computer CD drive.  
Wait for the installation dialog box to display.
2. Click **View or print guides**.  
A list of languages is displayed.
3. Click the language that you want.  
A list of guides is displayed.
4. Click **User Guide**.

### HP Scanjet N6010 Setup and Support Guide

Use the printed HP Scanjet N6010 Setup and Support Guide that came with the scanner to set up and connect the scanner hardware, test the installation, and troubleshoot installation problems.

For a printable PDF version of the guide, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **Setup and Support Guide**. Or, use the instructions that follow:

1. Insert the HP Scanning Software CD that came with the scanner into the computer CD drive.  
Wait for the installation dialog box to display.
2. Click **View or print guides**.  
A list of languages is displayed.

3. Click the language that you want.  
A list of guides is displayed.
4. Click **Setup and Support Guide**.

## Online help

The following sources of information are available online:

- [Scanner Tools Utility help](#)
- [Additional software help](#)

### Scanner Tools Utility help



If the Scanner Tools Utility is installed on the computer, click **Help** on the dialog box. For help opening the Scanner Tools Utility, see [Scanner Tools Utility](#).

### Additional software help

Each of the software programs included on the HP Scanning Software CD includes software Help. To open the software Help, open the program, select the **Help** menu and then select **Help** or **Using Help**.

## Accessibility

This section describes the accessibility options available with this scanner.

- [Accessing the user guide with screen reader software](#)
- [Disabling the scanner buttons](#)
- [LED Reader](#)

### Accessing the user guide with screen reader software

You can access an online Help version of this user guide by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Scanjet**, pointing to **N6010**, and then clicking **Onscreen User Guide**. This format can be used with most screen reader software programs.


This version of the user guide can also be found on the HP Scanning Software CD. To get a version of the guide in the language you prefer, use the instructions that follow:

1. Insert the HP Scanning Software CD that came with the scanner into the computer CD drive.  
Wait for the installation dialog box to display.
2. Click **View or print guides**.  
A list of languages is displayed.
3. Click the language that you want.  
A list of guides is displayed.
4. Click **Onscreen User Guide**.

## Disabling the scanner buttons

To prevent buttons from being accidentally pushed, you can use the Scanner Tools Utility to disable the buttons. Use the same utility to re-enable the buttons.

To disable the scanner buttons, complete the following steps:

1. Open the Scanner Tools Utility by doing one of the following:
  - Double-click the **Scanner Tools Utility** icon on the desktop.
  - Press the **Scanner Tools** () button on the front panel of the scanner.
  - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **Scanner Tools Utility**.
2. Select the **Buttons** tab.
3. Select the **Disable scanner buttons** check box.

## LED Reader

The LED Reader is a software program that displays the front-panel LED indications as they change. It utilizes accessibility tools installed on your computer to read what is being displayed by the LEDs. For more information about the LED indications, see [Scanner LEDs](#).

To use the LED Reader, follow these steps:

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard\Scanjet\6010\.
2. To start the program, double-click **hpled.exe**.



**Note** The LED Reader is not able to display the LED indications when there is a USB connection error or the device is off.

# 2 Scan and copy

This section contains the following topics:

- Load originals
- Basic scanning
- Basic copying steps
- Use the scanner buttons
- Scan from other software programs

## Load originals

This section explains how to load originals in the document feeder.

- Choose acceptable paper
- Load originals in the document feeder

### Choose acceptable paper

Originals can range from legal-size paper to business cards or checks. The scanner works best when the originals meet the following specifications:

- A4-, A5-, letter-, or legal-size paper
- JIS B5 182 mm x 257 mm (7.2 x 10.1 inches)
- B5 176 mm x 250 mm (7.0 x 9.9 inches)
- Custom-size paper ranging from 73.7 mm x 53.3 mm (2.9 x 2.1 inches) to 216 mm x 356 mm (8.5 x 14 inches), including business cards
- Media weights from 60 g/m<sup>2</sup> (16 lb) to 120 g/m<sup>2</sup> (32 lb)
- Magazine pages that are heavier than 60 g/m<sup>2</sup> (16 lb)
- No cards with raised characters, such as credit cards
- No photos, multipart forms, transparencies, gum-backed pages, or lightweight paper

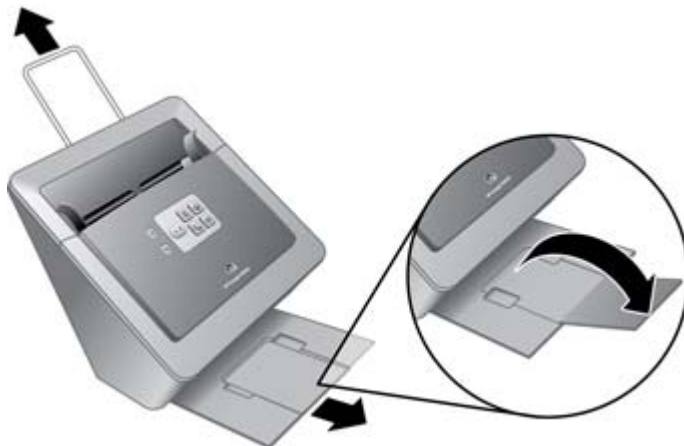


**Caution** Before placing an item in the document feeder, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the interior of the scanner.

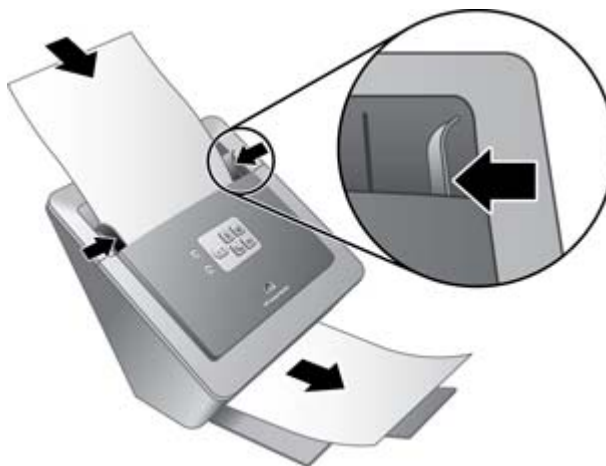
Make sure there are no curls, wrinkles, staples, paper clips, or any other attached material. Sheets should not be stuck together.

## Load originals in the document feeder

1. Extend the output tray. For longer paper sizes, extend the document feeder extension at the top of the scanner.



2. Place the stack of pages face down. The top of the pages should point down (⏏).



3. Adjust the paper guides to center the original. Press the bottom of the paper guides to adjust them. Make sure the paper guides touch the edges of the original.



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

## Basic scanning

1. Load the originals. For more information, see [Load originals](#).
2. Do one of the following:
  - Press the scanner button for the task you want to perform. For more information see [Use the scanner buttons](#).
  - Open a scanning software program and start the scan from the software. For more information, see [Scan from other software programs](#).

## Basic copying steps

1. Load the originals. For more information, see [Load originals](#).
2. Press the **Copy** (📄) button.

The document is scanned and one copy is printed on your default printer.

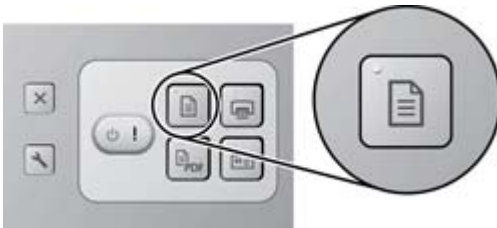
Use the HP Document Copy program to change the copy settings, such as number of copies, single- or double-sided output, paper size, darkness, and black and white or color. To open the HP Document Copy program, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6010**, and then click **HP Document Copy**. After you make changes in the HP Document Copy program, those settings will be used when you press the **Copy** button.

## Use the scanner buttons

The following topics describe the front-panel scanner buttons. The default actions described are those that occur if all of the software included on the HP Scanning Software CD is installed.

- [Scan Document button](#)
- [Copy button](#)
- [Scan to PDF button](#)
- [Scan Business Card button](#)
- [Scanner Tools button](#)
- [Cancel button](#)

### Scan Document button



Use the upper-left **Scan Document** (📄) button to scan an original document. The default mode is to scan to the NewSoft Presto! PageManager software, using the settings selected for the scan that was done most recently in that application.



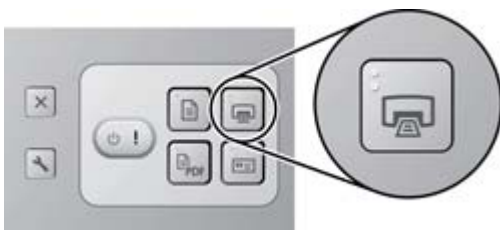
**Note** If you do not have NewSoft Presto! PageManager installed, you are prompted for which program to use for the scan.


When the scan is complete, the scanned image is displayed on the screen. You can save the scan by dragging it to a location in the folder tree on the left-hand side of the screen. Or you can choose one of the program icons at the bottom of the screen to launch that program and open the scanned image within that program.

By default, the NewSoft Presto! PageManager software uses the settings that were used for the most recent scan. You can use the PageManager menu options to change the default settings as needed. See the PageManager online Help to learn about these menu options.

If you want to map the **Scan Document** button to a different scanning software program, use the Scanner Tools Utility. See the Scanner Tools Utility online Help for details. For information about opening the Scanner Tools Utility, see [Scanner Tools Utility](#).

## Copy button



Use the upper-right **Copy** button () to scan an original document and send it to the computer's default printer.

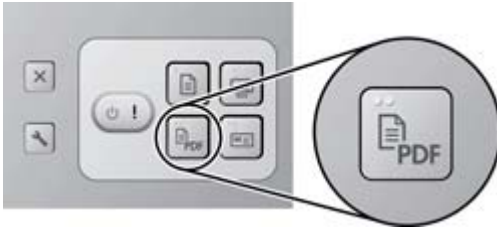
When you press the **Copy** button, the HP Document Copy utility automatically sends the scanned document to your default printer with the following default settings, or whatever settings have most recently been configured in the HP Document Copy program.

- **Color**: If you have a color printer, the copy will be printed in color.
- **Simplex** (single-sided): The scanner will scan and print only the front side of the original.

If you want to make changes to these default settings, you can click **Cancel** in the **Copying...** dialog box that displays after you press the **Copy** button on the scanner to access the HP Document Copy program. You can then select the number of copies you want to make, select double-sided (duplex) copies, and configure other copy settings. If you are connected to a network with more than one printer, you can also select a different printer. Click **Start** when you are ready to make the copies.

If you want the HP Document Copy utility to always prompt for your settings whenever the **Copy** button is pressed, open the Scanner Tools Utility and clear the **Copy to printer...** check box on the **Buttons** tab.

## Scan to PDF button

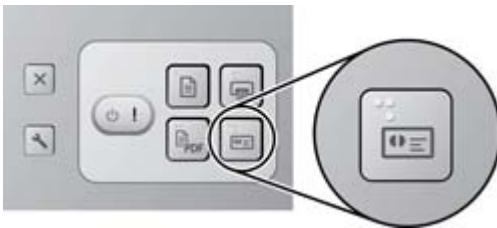


Use the lower-left **Scan to PDF** (PDF) button to scan an item and save it as a PDF file. The file is automatically opened into Adobe Acrobat or your default PDF reader. The following default settings are used:

- Non-searchable (image-only) PDF file
- Black and white
- Single-sided (simplex)
- Saved in your **My Documents** folder

You can change the default PDF settings for resolution, single- or double-sided scanning, file name, or location at any time by using the Scanner Tools Utility. For information about opening this program see [Scanner Tools Utility](#).

## Scan Business Card button



Use the lower-right **Scan Business Card** (BizCard) button to scan a business card and save it to the NewSoft Presto! BizCard application. The card is scanned using the settings selected for the scan that was done most recently in that application.

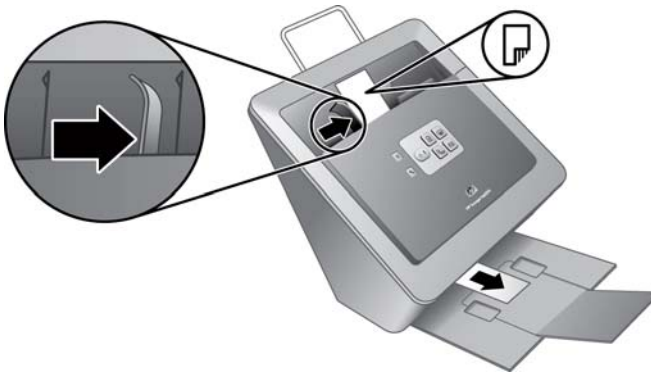


**Note** If you do not have NewSoft Presto! BizCard installed, you are prompted for which program to use for the scan.



To scan a business card, adjust the paper guides to the width of the card and insert it as follows:

- vertically
- face down into the document feeder



When you press the **Scan Business Card** button, the NewSoft Presto! BizCard program automatically launches and scans the card. The following settings are used by default the first time you scan to this program:

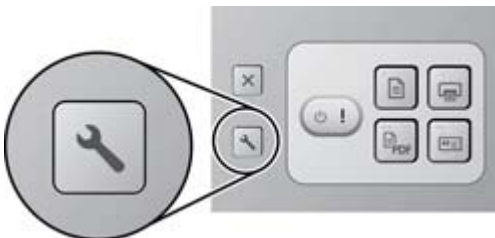
- Single-sided (simplex)
- Gray-scale

After the scan is complete, the NewSoft Presto! BizCard program reads the data from the card and enters it into the database. The progress dialog is displayed at the bottom of the screen. After the data is displayed, read and correct it if necessary.

To scan multiple business cards, feed them into the scanner one by one and then either press the **Scan Business Card** button on the scanner or press the scan toolbar button in the BizCard program to scan each one.

If you want to map the **Scan Business Card** button to a different scanning software program, you can do so by using the Scanner Tools Utility. See the Scanner Tools Utility online Help for details. For information about opening the Scanner Tools Utility, see [Scanner Tools Utility](#).

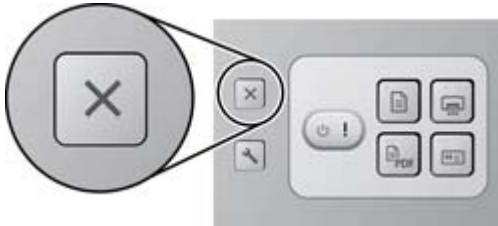
## Scanner Tools button



Use the far-left lower **Scanner Tools** (🔧) button to open the Scanner Tools Utility. Use the Scanner Tools Utility to set up options for scanning to PDF, to disable the scanner

front-panel buttons, to map the scanner buttons to different applications, or to view scanner maintenance information. For more information, see [Scanner Tools Utility](#) or the Scanner Tools Utility online Help.

## Cancel button



Use the far-left upper **Cancel** (X) button to cancel a scan that is in progress.

## Scan from other software programs

You can scan an image or document directly into a software program if the program is TWAIN compliant. Generally, the program is compliant if it has a menu option such as **Acquire**, **Scan**, or **Insert**. If you are unsure whether the program is compliant or what the option is, see the documentation for that program. To see a list of all of the scanning-compliant software that you have installed, open the Scanner Tools Utility and click the **Buttons** tab. The drop-down list boxes on this tab contain all of the installed software programs that are recognized as supporting scanning from hardware device buttons. You can use this dialog to map the scanner front-panel buttons to use different scanning software, or you can simply launch any of the compatible software programs on your computer and perform the scan from the software interface.

# 3 Care and maintenance

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

- [Scanner Tools Utility](#)
- [Order maintenance and scanning supplies](#)
- [Clean the scanner glass](#)
- [Use the HP paper-path cleaning cloth](#)
- [Clean the feed-roller assembly](#)

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.



**Caution** Before placing an item in the document feeder, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the interior of the scanner.

Make sure there are no curls, wrinkles, staples, paper clips, or any other attached material. Sheets should not be stuck together.

## Scanner Tools Utility

The **Maintenance** tab in the Scanner Tools Utility displays important information about the scanner, and a check box for activating the Instant Lamp On feature of the scanner lamp. For more information, see [Scanner Tools Utility](#) or the Scanner Tools Utility help.

## Order maintenance and scanning supplies

You can purchase maintenance parts for your scanner from the HP Web site or from your local HP dealer.

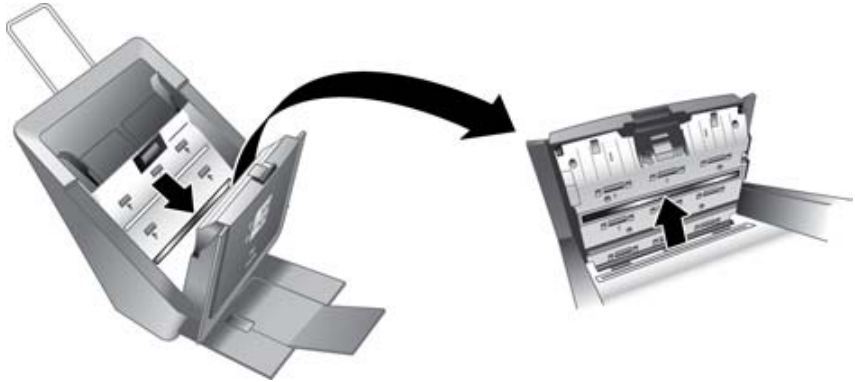
1. Visit the HP scanner parts Web site at [www.hp.com/buy/parts](http://www.hp.com/buy/parts).
2. Select your language, and then click the arrow.

## Clean the scanner glass

Both strips of glass in the scanner should be cleaned periodically. The two small strips of white reflective material should be lightly dusted if debris is present.

To clean the strips of glass, follow these steps:

1. Disconnect the USB cable and power supply from the scanner.
2. Open the scanner hatch.



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



**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. Dry the glass with a dry, soft, lint-free cloth.
5. When you have finished, reconnect the USB cable and power supply to the scanner.

## Use the HP paper-path cleaning cloth

If scanned images have streaks or scratches, use the HP paper-path cleaning cloth to clean the paper path. A paper-path cleaning cloth is included in the box with the device. To order a new cleaning cloth see [Order maintenance and scanning supplies](#).

Follow these steps to clean the paper path:

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 document feeder.



4. Press the **Scan Document** button.



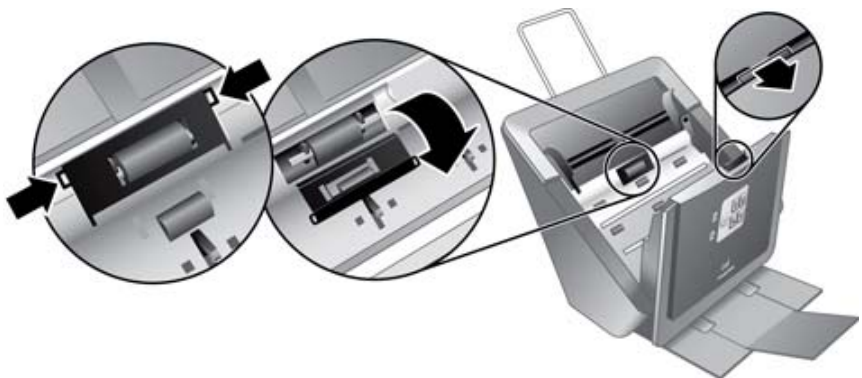
**Caution** Wait two minutes for the components to dry before proceeding to the next step.

5. Place up to five pages of printed paper in the scanner. Scan and view the results.
6. If streaks still appear, repeat steps 3 through 5. The cleaning cloth can be cycled through the scanner up to five times within 30 minutes. After that, the cloth will dry out.

## Clean the feed-roller assembly

If scanned images have streaks or scratches, clean the feed-roller assembly. Follow these steps:

1. Open the scanner hatch.
2. Squeeze the tabs on the feed-roller assembly cover towards each other, and then lower the feed-roller assembly cover.

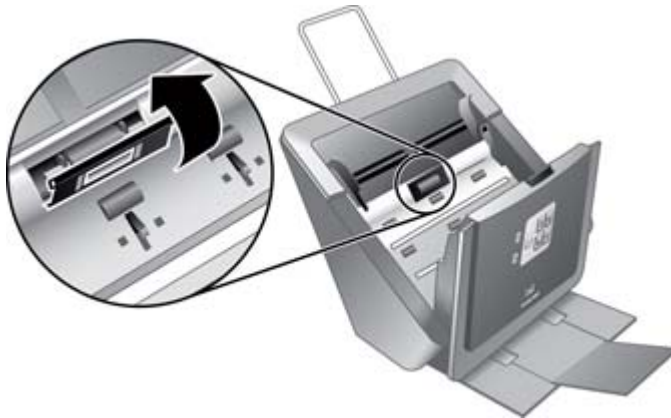


3. Use an HP paper-path cleaning cloth to clean the feed roller and the small rubber pad that is located below it.



**Note** If you do not have an HP paper-path 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. Raise the feed-roller assembly cover to close it.



6. Close the scanner hatch.



**Note** HP recommends that you replace the feed-roller assembly every 75,000 scans. Use the Scanner Tools Utility to keep track of the scan count. For more information, see [Replace the feed-roller assembly](#) or the Scanner Tools Utility help.

# 4 Troubleshooting

This section contains solutions for common problems with the scanner.






- [Scanner LEDs](#)
- [Scanner initialization or hardware problems](#)
- [Scanner operation problems](#)
- [Scanner paper path problems](#)
- [Contact HP Support](#)

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




## Scanner LEDs

The scanner has two LED lights on the front panel that indicate scanner functions and error conditions. The LED on the left is the Power LED, and the LED on the right in the shape of an exclamation point (!) is the Error LED. The table below explains how to interpret the indicator LEDs.



LED indication		Scanner action or condition
 The Power LED is lit with a steady green light.	 The Error LED quickly blinks amber.	Error condition. When you see an error indication, check your computer screen to see if an error message is being displayed. This can help you find out what caused the error.
 The Power LED is lit with a steady green light.	 The Error LED is lit with an steady amber light.	USB cable is not connected.
 The Power LED slowly blinks green.		The scanner is warming up.

(continued)

LED indication		Scanner action or condition
 The Power LED is lit with a steady, dim amber light.		The scanner is in Power Save mode.
 The Power LED is lit with a steady green light.		The scanner is on and ready to scan.
 The Power LED blinks green at a medium speed.		The scanner is scanning an original.
Both LEDs are off		There is no power to the scanner.

## 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, follow these steps:

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.

### Scanner has stopped working correctly


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

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.
2. Unplug the power cable from the power source, wait 60 seconds, and then plug it back in.
3. Restart your computer.



4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software.
  - a. Click **Start**, click **Settings**, and then click **Control Panel**. (In Windows XP, click **Start**, and then click **Control Panel**.)
  - b. Click **Add/Remove Programs** (in Windows XP, click **Add or Remove Programs**), and then select the HP scanning software.
  - c. Click **Remove**.
5. Using the HP Scanning Software CD that came with your scanner, reinstall the software. When you insert the CD, an installation dialog box launches automatically. If the software fails to start automatically, go to the CD drive folder on your computer and double-click **setup.exe**.

## Check the cables

Cable type	Action
Power supply	<p>The power supply has an attached cable that plugs into the back of the scanner. The connector on the end of this cable has a green LED that is on when the power supply is functioning correctly.</p>  <p>The power supply also has an AC cable that is connected to the power supply on one end and plugged into a power outlet or surge protector on the other end.</p> <ol style="list-style-type: none"> <li>1. Check that the green LED on the power supply cable connector is on.</li> <li>2. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the AC cable is plugged into.</li> <li>3. If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact HP Support for assistance.</li> </ol>
USB cable	<p>The USB cable is connected between the scanner and the computer.</p> <ul style="list-style-type: none"> <li>• Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.</li> <li>• Ensure that the USB cable is securely connected between the scanner and the computer.</li> </ul> <p>For additional USB troubleshooting information, see <a href="http://www.hp.com/support">www.hp.com/support</a>, select your country/region, and then use the search tool to find USB troubleshooting topics.</p>

## Scanner operation problems

- Scanner will not turn on
- Scanner does not scan right away
- Scanned image is fuzzy
- Scanner is scanning items very slowly
- Scanned images are not straight
- Vertical white stripes appear on the printed page
- Scanner buttons are not working correctly

### Scanner will not turn on

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

- The scanner may be turned off. Be sure the power rocker switch located on the back of the scanner is in the on position.
- The scanner may have been unplugged. Check to see that the power supply has not become disconnected from the scanner or unplugged from the power source.
- The power supply might not be working. For more information, see [Check the cables](#).

### Scanner does not scan right away

Make sure the power rocker switch on the back of the scanner is in the on position.

If the scanner has not been used for awhile, 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.

### Scanned image is fuzzy

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

### 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 resolution might be set too high. Modify the setting in the scanning software.

### Scanned images are not straight

Verify that the document feeder guides are centered on the scanner and set to an appropriate width for the original being scanned. Make sure the paper guides touch the edges of the original.

### Vertical white stripes appear on the printed page

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

## Scanner buttons are not working correctly

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

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.
2. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.
3. Restart your computer.
4. If the problem persists, the buttons might be disabled. Try the following procedure:
  - a. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
  - b. Do one of the following:
    - Windows 2000: Ensure that the **Disable Device Events** option is not selected.
    - Windows XP: Ensure the **Take No Action** option is not selected.
5. The buttons might be disabled in the Scanner Tools Utility. Try the following procedure:
  - a. Open the Scanner Tools Utility. For instructions, see [Scanner Tools Utility](#).
  - b. Select the **Buttons** tab.
  - c. Verify that the **Disable scanner buttons** check box is NOT selected.
6. Ensure that there is a software program associated with the scanner button by doing the following:
  - a. Open the Scanner Tools Utility. For instructions, see [Scanner Tools Utility](#).
  - b. Select the **Buttons** tab.
  - c. Verify that each button is associated with the correct program. For more information, click **Help** in the Scanner Tools Utility.

## Scanner paper path problems

Use this section to help resolve paper path issues that might occur when scanning.

- [Paper jamming, skewing, misfeeds, or multiple-page feeds](#)
- [Paper does not feed from the scanner](#)
- [The bottom of the scanned image is cut off](#)
- [The scanned images have streaks or scratches](#)
- [An item loaded in the scanner jams repeatedly](#)
- [Clear jams from the scanner paper path](#)
- [Replace the feed-roller assembly](#)

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

- 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. Ensure that the paper stack is straight and the guides are against the paper stack.

- The document feeder or output tray might contain more than the maximum number of pages. Load fewer pages in the document feeder, and remove pages from the output tray.
- Check to see that the scanner hatch is fully closed.
- Clean the scanner paper path to help reduce misfeeds. If this does not help, install the feed-roller assembly replacement kit. The feed-roller assembly replacement kit contains a feed-roller mechanism and a separation pad. For more information, see [Replace the feed-roller assembly](#).

### **Paper does not feed from the scanner**

The scanner hatch might not be securely latched. Open the scanner hatch and then close it by pressing firmly.

A problem with the scanner hardware might exist. Follow this procedure to test the scanner:

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the green LED on the power supply connector is on to verify that the power supply is functional.
2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
3. Disconnect the power supply from the scanner and turn off the computer. After 60 seconds, reconnect the power supply to the scanner and then turn on the computer, in that order.
4. Try to rescan.
5. If the paper still does not feed properly, see the Product Support section of the printed Setup and Support Guide that came with the scanner.

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

The scanner can scan an original that is up to 355.6 mm (14.0 inches) long. If an item is longer, the end of the document will not be included in the scanned image.

### **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.

- Check that the originals are clean and unwrinkled.
- Use a cleaning cloth in the scanner paper path. For more information, see [Use the HP paper-path cleaning cloth](#).
- Clean the scanner glass. For more information, see [Clean the scanner glass](#).
- Clean the feed-roller assembly manually. For more information, see [Clean the feed-roller assembly](#).

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

- The item might not meet the guidelines for acceptable originals. For more information, see [Load 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.

## Clear jams from the scanner paper path

1. Open the scanner hatch.



2. Remove the originals or any obstructions from the paper path.
3. Remove any debris (paper, staples, clips, etc.) that you see in the paper path.
4. Close the scanner hatch.



5. Reload the unscanned originals in the document feeder.
6. Resume scanning.

## Replace the feed-roller assembly

If streaks on scans or paper jams occur repeatedly, you might have to replace the feed-roller assembly. HP recommends that you replace the feed-roller assembly every 75,000 scans or less, depending on usage. Use the **Maintenance** tab in the Scanner Tools Utility to keep track of the scan count and find out when the feed roller assembly needs to be replaced. For more information, see [Scanner Tools Utility](#).

To order the replacement part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts). Select your country/region. The next Web page will ask you for a part number, a product name or a model number.

If you have your product name or model number, you can enter it here. A list displays of available parts for that device that you can order. If you do not find what you are looking for, return to the first Web page and look for the list of available part services or resellers in your region, or contact your local HP dealer. Instructions are included with the replacement part.

## Contact HP Support

For support contact information, see the printed Setup and Support Guide that came with the scanner or visit [www.hp.com/support](http://www.hp.com/support). For information about getting the Setup and Support Guide see [HP Scanjet N6010 Setup and Support Guide](#).

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