HP

ScanJet Enterprise Flow 5000 s4 and 7000 s3

User Guide

5000 s4

7000 s3

www.hp.com/go/sj5000s4
www.hp.com/go/sj7000s3

HP ScanJet Enterprise Flow 5000 s4 and 7000 s3

User Guide

Table of contents

1 Product overview

This user guide covers important information about the scanner.

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

The following information is correct at the time of publication. For current information, see www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3.

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

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

Product views

This section describes the physical components of the HP ScanJet Enterprise Flow 5000 s4 and 7000 s3.

Front view

1	Document feeder latch
2	Control panel
3	Document output tray with extension
4	Separation Page (SP) 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.
5	Paper guides
6	Document input tray with extension

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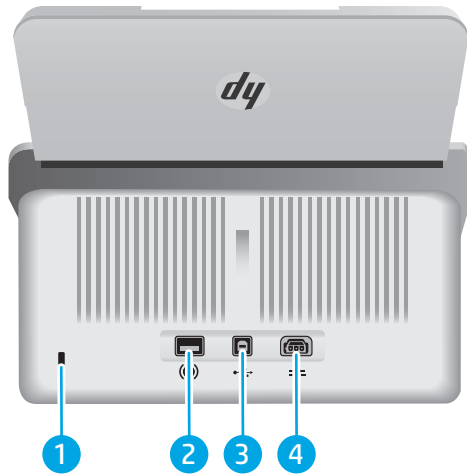
1	Slot for a cable-type security lock
2	Wi-Fi adapter port for Wi-Fi accessories
3	USB 3.0 interface port
4	Power supply input

Serial number and product number location

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

Control-panel view

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

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. A lit Power LED indicates that the scanner is turned on.
8	LCD area	Watch the two-line display to view product status and error messages.

Product specifications

- Technical specifications
- Supported operating systems
- Product dimensions
- Power consumption, electrical specifications, and acoustic emissions
- Operating environmental range

Technical specifications

Feature	Specification
Input tray capacity	80 sheets of 75g/m² (20 lb)
Minimum paper size	51 x 51 mm (2 x 2 in)
Maximum paper size	3100 x 216 mm (122 x 8.5 in)
Minimum paper weight	40 g/m² (10.7 lb)
Maximum paper weight	413 g/m² (110 lb)
Minimum paper guiding space	51 mm (2 in)
Resolution	600 pixels per inch (ppi) for scanning
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

Supported operating systems

The scanner supports the following operating systems.

Windows	Windows 7
	Windows 8
	Windows 8.1
	Windows 10

Product dimensions
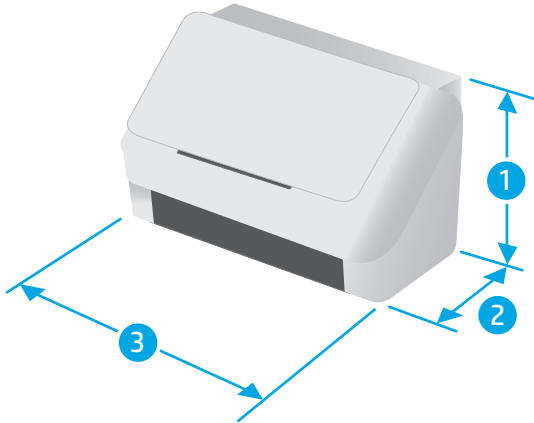
Model	1. Height	2. Depth	3. Width	Weight
HP ScanJet Enterprise Flow 5000 s4 and 7000 s3	190 mm (7.5 in)	198 mm (7.8 in)	310 mm (12.2 in)	3.8 kg (8.4 lb)

Power consumption, electrical specifications, and acoustic emissions

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

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

Operating environmental range

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

Product hardware setup and software installation

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

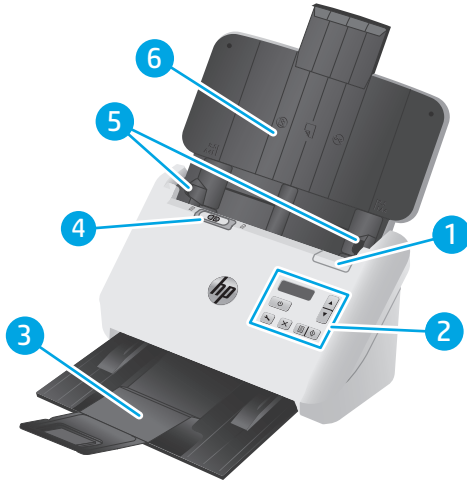Go to www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3 for HP's all-inclusive help for the product. Find the following support:

●   Install and configure

●   Learn and use

●   Solve problems

●   Download software and firmware updates

●   Join support forums

●   Find warranty and regulatory information

Scanner software (Windows)

The scanner comes with a variety of Windows scanning software and drivers, including the following:

- HP Smart Document Scan Software
- HP Scanner Tools Utility
- HP TWAIN
- ISIS
- WIA

HP Smart Document Scan Software

HP Smart Document Scan Software guides you through the scanning process. To open the software, double-click the HP Smart Document Scan Software icon on the desktop.

Main Window

The Main Window is displayed when you open the HP Smart Document Scan Software. Use this window to complete the following tasks:

- **Start a scan**: Load the original in the document input tray, select a profile, and then click **Scan**. The scan will be completed using the settings associated with the selected profile.

- **Work with profiles**: Create and modify profiles to specify the scanner settings and the actions to take on your scanned documents.

Scan Progress Window

The Scan Progress Window opens when you start a scan. Use this window to complete the following tasks:

- View thumbnails of the pages as they are scanned
- Scan more pages
- Rescan pages individually
- Edit pages individually to crop, rotate, and deskew the images
- Reorganize or delete pages
- Complete the scan and process the document

For more information, click **Help** on the HP Smart Document Scan Software menu bar.

HP Scanner Tools Utility

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

- Configure the list of scan profiles on the scanner control panel
- Create scan profiles that use non-HP scanning software
- Set maintenance and status update notification options

- Change the scanner's power management settings

- View scanner information (firmware version, serial number, total number of pages scanned)

To open the utility, do one of the following:

- On the scanner control panel, press the Tools ⚒ button.

- Windows 7: Double-click the **HP Scanner Tools Utility** icon on your desktop.

- Windows 8, 8.1, and 10: On the **Start** screen, click the **HP Scanner Tools Utility** tile.

- Click **Start**, select **Programs** or **All Programs**, select **HP**, select **Scanjet**, select **5000 s4** or **7000 s3**, and then click **Scanner Tools Utility**.

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

HP TWAIN

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

ISIS

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

WIA

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

Sleep Mode and auto-off settings

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

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

1. Start the HP Scanner Tools Utility.

2. Click the **Settings** tab.

3. Select the desired values from the **Auto-Off: Turn off the scanner after:** drop-down list and the **Put the scanner to sleep after:** drop-down list.

2 Use the scanner

The following topics describe how to load and scan originals.

- Load originals
- Start a scan from the hardware
- Use the scanning software (Windows)
- Mobile scanning (wireless models only)
- Scanning tips

Load originals

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

- Document loading tips
- Supported paper sizes and types
- Load documents
- Load cards
- Load folded media

Document loading tips
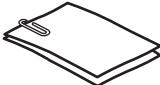
- The maximum capacity of the input tray is 80 sheets of 75 g/m² (20 lb) paper. When using heavier paper, the maximum capacity is decreased.
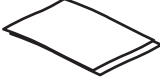
  ☼ **TIP:** Use the lines on the input tray paper guides to help you to not exceed the input tray capacity.

- The maximum name card capacity is approximately 9 or 10 cards. For rigid cards, bank cards, and embossed cards, load only one card at a time.

- Be sure that original documents are within these guidelines:

Width:	51 to 216 mm (2 to 8.5 in)
Length:	51 to 3100 mm (2 to 122 in)
Weight:	40 g/m² (10.7 lb) to 413 g/m² (110 lb)

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

	Wrinkled or creased documents		Curled documents
	Torn documents		Documents with paper clips or staples
	Carbon paper		Coated paper
	Extremely thin, translucent paper		Paper with adhesive notes or flags attached

	Photos		Overhead transparencies
	Papers that are stuck together		Paper where the toner has not fully dried, or with wet substances such as glue or correction fluid

- Smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled or folded, it might cause a paper jam.

- To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve no wider than 216 mm (8.5 in) before loading them into the input tray.

☼ **TIP:** If you do not have an appropriately-sized document sleeve, consider using a sleeve intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 216 mm (8.5 in) wide. Also, disable multipick detection before scanning, as the document sleeve will trigger a multipick error.

- Make sure that the hatch on the document feeder is securely latched. To properly close the hatch, press firmly on both sides of the hatch.

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

- When placing a stack of documents into the feeder, gently set the stack in the input tray. Do not drop the stack into the tray and do not tap the top edge of the stack after you have placed the stack in the input tray.

- Clean the scan rollers if the rollers are visibly dirty or after scanning a document written with or written on with pencil.

Supported paper sizes and types

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

Size and dimensions	Supported
U.S.-Letter: 215.9 x 279.4 mm (8.5 x 11 in)	✓
U.S.-Legal: 215.9 x 355.6 mm (8.5 x 14 in)	✓
U.S.-Executive: 184.2 x 266.7 mm (7.25 x 10.5 in)	✓
ISO A4: 210 x 297 mm (8.3 x 11.7 in)	✓
JIS B5: 182 x 257 mm (7.2 x 10.1 in)	✓
ISO B5: 176 x 250 mm (7 x 9.9 in)	✓
ISO A5: 148 x 210 mm (5.8 x 8.3 in)	✓
ISO A6: 105 x 148 mm (4.1 x 5.8 in)	✓
ISO A7: 74 x 104 mm (2.9 x 4.1 in)	✓
ISO A8: 52 x 74 mm (2.0 x 2.9 in)	✓
Custom	✓

- **Minimum**: 51 x 51 mm (2 x 2 in)

- **Maximum**: 216 x 3100 mm (8.5 x 122 in)

Load documents

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

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

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

2. Verify that the Separation Page (SP) switch is set to the unfolded media icon.

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

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

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.
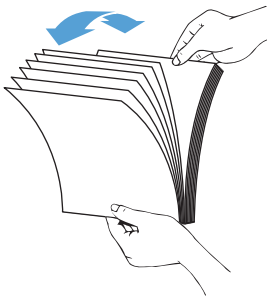
5. Align the edges of the documents by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.
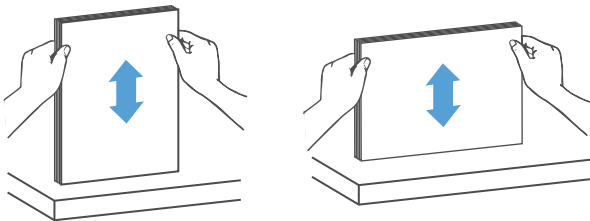
6. Gently set the stack in the input tray. Load the pages face down with the top of the pages pointing into the feeder.

    For best results, do not drop the stack into the feeder and do not tap the top edge of the stack after you have placed it in the input tray.
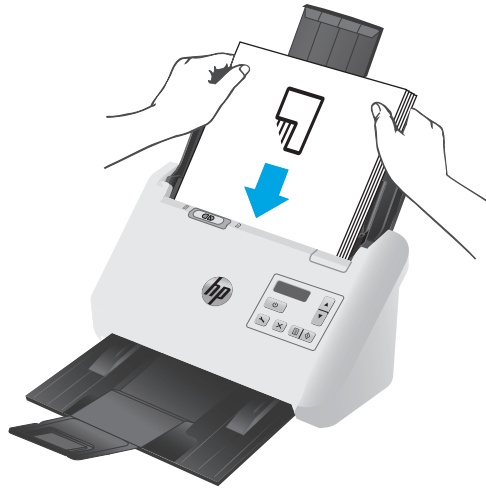
☼ **TIP:** Avoid feeding a document with a leading edge that has been folded or frayed.

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

Load cards

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

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

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

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

3. Set the output tray small media guide.

4. For thicker, more rigid cards, slide the SP switch to the disabled position to avoid causing a multipick error.
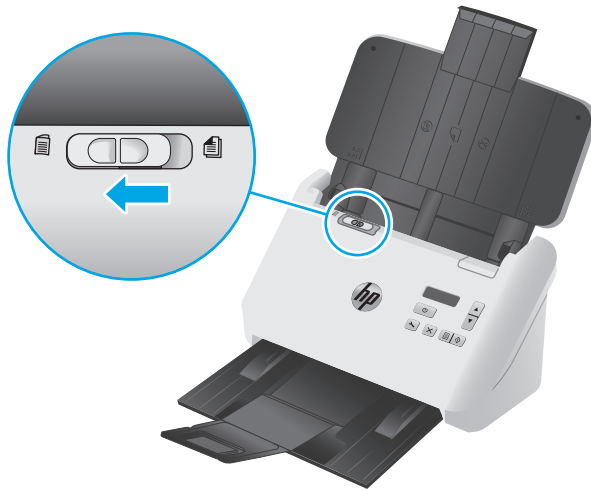
Load folded media

The scanner supports A3 merging by folding an A3 page into A4 size and then feeding the page through scanner using the scanning software on the computer. The scanning software can merge the two A4 scanned images into one A3 scanned image.

When using the A3 merging feature, follow these general guidelines:

● Feed only one folded A3 sheet at any one time. Feeding more than one folded A3 page will cause the paper jam or will prevent a successful final merged A3 scanned image.

● Do not use thicker, heavier paper. Using thicker A3 folded paper might result in skew in the final scanned images.

To enable A3 merging with HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Image Processing** tab of the **Profile Settings** dialog box, click **Adjust Scanned Document**.

4. Select or check **Merge sides of each 2-sided (duplex) scan into a single page** box.

5. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Hardware Options**, and then clear the **Misfeed (multipick) detection** check box.

6. Click **Save**, and then, in the **Scan from** drop-down list, select a duplex scan method.

7. Load the folded A3 media, which is now an A4 size, onto the scanner input tray.

8. Make sure that the folded edge of the A3 media is aligned to the scanner right paper guide.

9. Slide the SP switch to the disabled position (to the left side) before scanning the folded A3 media.

📝 **NOTE:** If the SP switch is not set correctly, it will cause the scanner to damage the folded A3 paper.

NOTE: Content that is located where the document is folded might appear missing or corrupted in the final merged A3 scanned image.

Start a scan from the hardware

Scan from the control-panel buttons

To scan from the control panel, follow these steps:

1. Load the originals.

2. 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.

   To cancel a scan, press the Cancel ✕ button.

Separation Page (SP) switch

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

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.

Enable or disable the scanner buttons

You have the ability to enable and disable the control-panel scan buttons using the button settings feature in HP Smart Document Scan Software.

NOTE: You must have administrative privileges on the computer to perform this task.

Use the scanning software (Windows)

The following topics describe how to use the scanning software.

- Work with scan profiles
- Create scan profiles that use non-HP scanning software
- Scan to a picture
- Scan to a PDF
- Scan text for editing (OCR)
- Scan to email
- Scan to cloud
- Scan long or extra-long documents
- Detect multi-feeds
- Faster scanning with hardware compression
- Faster scanning with Fast B&W mode
- Filter out color from a document (color dropout)
- Automatically detect page size
- Automatically crop or pad scanned image to selected page size
- Automatically detect color
- Automatically straighten scanned images
- Scan by using other scan software

Work with scan profiles

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

- Use HP Smart Document Scan Software to create and modify scan profiles.
- Use the HP Scanner Tools Utility to create profiles associated with ISIS- or TWAIN-compliant non-HP applications.
- Use the ISIS and TWAIN interfaces to create profiles for use with non-HP software applications, and then use the HP Scanner Tools Utility to send the profiles to the scanner profile list.

View scan profiles

To view existing scan profiles, open HP Smart Document Scan Software. Existing scan profiles will display in a list to the left.

Create scan profiles

To create a scan profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Click **Create new profile**.

3. Enter a name for the new profile.

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

5. Click **Continue**.

6. Modify the settings for the new scan profile.

7. Click **Save** to save the profile, or click **Cancel** to undo modifications.

Modify profiles

To modify a scan profile, follow these steps:

1. Open the HP Smart Document Scan Software.

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

3. Click **Edit profile**.

4. Modify the settings for the scan profile.

5. Click **Save** to save changes.

Create scan profiles that use non-HP scanning software

If you have scanning software that you want to use with your scanner, you can create profiles that use your software.

To create a scan profile that uses non-HP scan software, follow these steps:

1. Turn on the scanner and start the HP Scanner Tools Utility.

2. Click the **Profiles** tab.

3. In the **Other application profiles** area, click **Create**.

4. Complete the fields in the **Create/Edit other Application** dialog box.

    *   **Application**: Enter the complete path and filename of the scanning software you want to use, or click **Browse** to locate and select it.

    *   **Name**: Enter a name for this profile as you want it to display in the scanner LCD list. You can enter up to 32 characters (16 characters for double-byte languages such as Chinese and Asian-character languages such as Korean).

    *   **Details**: Enter a description of up to 24 characters (12 characters for double-byte and Asian-character languages).

5. **Command Line for Simplex Button** and **Command Line for Duplex Button**: If your scanning application supports specific command line parameters for scanning, enter them here.

6. When you are done, click **OK**.

7. Send the new profile to the scanner LCD list.

    a. Highlight the profile in the **Other application profiles** area, and then click **Add**.

    b. To change the location of the profile in the scanner LCD list, highlight the profile in the **Scanner LCD profiles** area, and then use the **Move Up** and **Move Down** buttons to reposition the profile.

    c. Click **OK** or **Apply** to send the updated profile list to the scanner LCD list.

☼ **TIP:** If you later want to edit or delete the non-HP software profile you created, click either **Edit** or **Delete** in the **Other application profiles** area on the **Profiles** tab.

Import and export TWAIN scan profiles

Profiles can be exported to and imported from TWAIN-compliant non-HP software. This allows administrators to set up profiles for a workgroup, users to transfer their profiles from one machine to another, and users to share custom profiles with each other.

For more information, see the HP Smart Document Scan Software Help.

Import and export ISIS scan profiles

Profiles can be exported to and imported from an XML file so that administrators can set up profiles for a workgroup, users can transfer their profiles from one machine to another, and users can share custom profiles with each other.

For more information, see the HP Smart Document Scan Software Help.

Scan to a picture

1. Load the document into the input tray.

2. Open the HP Smart Document Scan Software.

3. Select a scan profile that saves the document as an image, and then click **Scan**.

    -or-

    Click **Create new profile**, name the new profile, click **Continue**, select the **Destinations** tab, and then select the desired image file type in the **File type** drop-down list.

    Click **Scan**.

Scan to a PDF

1. Load the document into the input tray.

2. Open the HP Smart Document Scan Software.

3. Select a scan profile that saves the document as a PDF, and then click **Scan**.

    -or-

    Click **Create new profile**, name the new profile, click **Continue**, select the **Destinations** tab, and then select **PDF (*.pdf)** in the **File type** drop-down list.

    Click **Scan**.

Scan text for editing (OCR)

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

Scan to email

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

1. Load the document into the input tray.

2. Open the HP Smart Document Scan Software.

3. Select a scan profile that saves the document and sends it via email, and then click **Scan**.

    -or-

    Click **Create new profile**, name the new profile, click **Continue**, select the **Destinations** tab, select **Send to**, and then click **Add**.

    In the **Add Destination** dialog box, in the **Destination** drop-down list, select **E-mail**, and then click **Next**.

    Provide the necessary information for the email destination, click **OK**, and then click **Scan**.

Scan to cloud

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

1. Load the document into the input tray.

2. Open the HP Smart Document Scan Software.

3. Select a scan profile that saves the document and sends it to a cloud destination, such as Google Drive or DropBox, and then click **Scan**.

   -or-

   Click **Create new profile**, name the new profile, click **Continue**, select the **Destinations** tab, select **Send to**, and then click **Add**.

   In the **Add Destination** dialog box, in the **Destination** drop-down list, select a cloud destination, such as Google Drive or DropBox, and then click **Next**.

   Provide the necessary information for the cloud destination, click **OK**, and then click **Scan**.

Scan long or extra-long documents

By default, the scanner will automatically detect your page size using the **Auto detect size** selection in the page size drop-down list. If you select **Auto detect standard size**, the scanner will identify the page size based upon one of the standard sizes in the list. These auto-detect selections work on any page size up to 356 mm (14 in) in length.

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 and a page jams, the entire page could be wrinkled as a result of the jam. Therefore, select scan profiles that specify long or extra-long pages only when you are scanning pages longer than 356 mm (14 in).

To enable long or extra-long page scans in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Page Size**.

4. Select the appropriate long-page option.

   - **Long** scans pages with a length between 356 mm (14 in) and 864 mm (34 in).

   - **Extra Long** scans pages with a length between 864 mm (34 in) and 3100 mm (122 in).

     NOTE: Extra Long scans are supported for simplex scan jobs only.

   The maximum resolution for a **Long** document is 600 dpi. The maximum resolution for an **Extra Long** document is 200 dpi.

NOTE: Use the ISIS or TWAIN user interface to set the page size when scanning from non-HP applications.

Some scanning and destination software might not support all of the page sizes that the scanner accepts.

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.

You might want to disable this feature if you are scanning:

- Multipart forms (HP does not recommend scanning multipart forms).

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

- Folded A3 media during a merge process.

To change this setting in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Hardware Options**, and then select or clear the **Misfeed (multipick) detection** check box.

   For detailed information on this feature and its options, see the HP Smart Document Scan Software Help.

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

Faster scanning with hardware compression

The scanner supports multiple levels of JPEG compression to increase the rate of data transfer from the scanner to the scanning software on the computer. The scanning software can uncompress the data in order to create scanned images. JPEG compression works on grayscale and color scans.

To enable faster data transfer in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Hardware Options**.

4. Use the **Data transfer** slider to set the level of compression.

   - Higher quality sets compression to a lower value, resulting in slower data transmission.

   - Lower quality sets compression to a higher value, resulting in faster data transmission.

NOTE: Use the ISIS or TWAIN user interface to control compression when scanning from non-HP software.

Faster scanning with Fast B&W mode

The scanner supports a fast black-and-white (B&W) mode which can be selected from HP Smart Document Scan Software.

1. Open the HP Smart Document Scan Software.

2. Select the **Fast B&W to Image PDF** profile.

3. Click **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 an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Color Dropout**.

4. Under **Color dropout**, specify the color dropout settings.

   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.

NOTE: The color channel filter only applies to grayscale, halftone, and black and white scans. Specific color filters apply to all color modes.

Use the ISIS or TWAIN user interface to filter out color when scanning from non-HP scanning software.

Automatically detect page size

By default, the scanner will automatically detect your page size using the **Auto detect size** option, and will crop the scanned image to the size of the detected page and straighten any skewed content.

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

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

Automatically crop or pad scanned image to selected page size

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

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. Select your crop options.

- To automatically crop to the content of the document, click the **Image Processing** tab of the **Edit** dialog box, select the **Crop to content on page** check box, and then click **Crop settings**.

- To automatically crop to the dimensions of the document, click the **Scan Settings** tab of the **Edit** dialog box, click **Page Size**, and then select the **Auto detect size** check box.

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

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

For more information about cropping or padding a scanned image to a selected page size, see the HP Smart Document Scan Software Help.

Automatically detect color

You can 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 Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Image Options**, and then select **Auto detect color** from the **Mode** drop-down list.

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

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

Automatically straighten scanned images

Use the **Straighten page content** feature to correct images that might have become skewed during the scanning process.

1. Open the HP Smart Document Scan Software.

2. Select a scan profile.

3. Click **Edit profile**, select the **Image Processing** tab, and then select **Straighten page content**.

4. Click **Save** to save the profile settings.

Scan by using other scan software

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

- Readiris Pro: OCR application.

- Cardiris: Business card application.

- PaperPort: Personal document management application.

- Kofax VRS Pro (7000 s3 models only): Automatic image quality application.

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

Mobile scanning (wireless models only)

HP offers multiple mobile solutions to enable easy scanning to an HP scanner from a tablet, smart phone, or other mobile device. For more information, go to www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3.

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

Scanning tips

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

Optimize scanning and task speeds

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

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

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

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

Scanning fragile originals

To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve before loading it into the input tray.

Before pressing the Simplex Scan ▤ button, slide the SP switch to the disabled position (to the left side).

3 Care and maintenance

This section presents information about how to care for and maintain the scanner. For the latest maintenance information, see www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3.

- Clean the product

- Replace parts

- Order parts and accessories

Clean the product

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

Clean the scanning strips

To clean the scanning strip components, follow these steps:

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

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

3. Clean the scanning strips with a soft, lint-free cloth that has been sprayed with a mild glass cleaner.
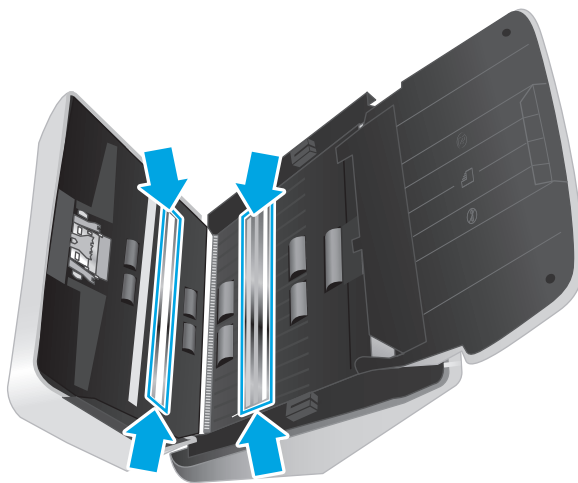
⚠ **CAUTION:** Use only glass cleaner to clean the scanning strips. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanning strips. Avoid isopropyl alcohol because it can leave streaks on the scanning strips.

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

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

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

Clean the paper path

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

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

To clean the paper path, follow these steps:

1. Open the sealed HP paper path cleaning cloth container, starting at the notch. Take care not to tear the cleaning cloth.

2. Remove the cleaning cloth and unfold it.

3. Load the unfolded cloth into the input tray.

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

5. Feed the cloth through the scanner.

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

    ⚠ 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. 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:

- The HP Scanner Tools Utility indicates that cleaning is needed.

- You experience repeated document jams.

- The document feeder does not pull pages through the paper path.

- The scanned images are elongated.

- You frequently scan any of the following types of documents: coated paper, chemically treated documents such as carbonless paper, documents with a large amount of calcium carbonate, documents written with or written on with pencil, documents on which the toner has not fused.

To clean the rollers, follow these steps:

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

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

3. On the rear of the open document feeder, use a fingertip to press the tab at the upper right corner of the pickup roller cover, and then forward to open the cover and expose the pickup rollers.
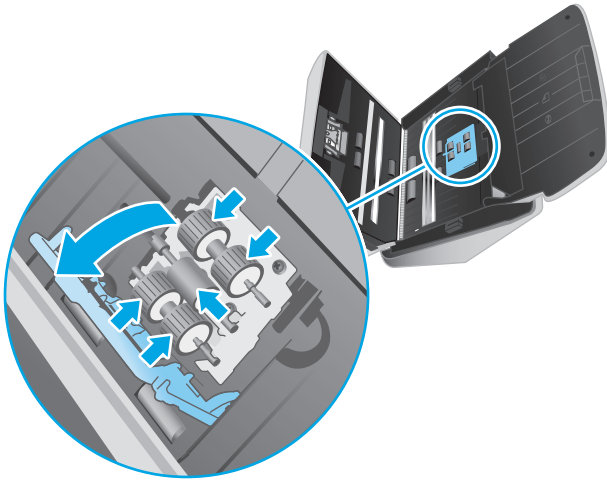
4. Using an HP paper path cleaning cloth or a clean, lint-free cloth moistened with isopropyl alcohol, wipe the pickup rollers.

Wipe the rollers from the top down, rotating the rollers a full 360 degrees to ensure that you wipe the complete surface, and then close the roller cover.
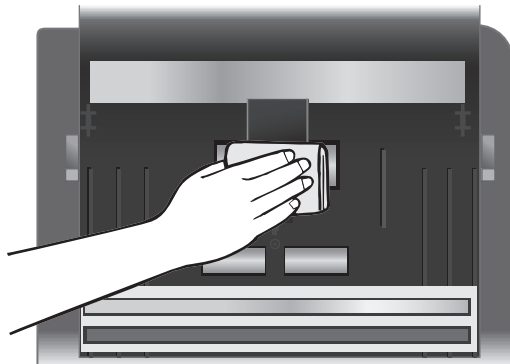
5. Below the pickup rollers, wipe the rollers above and below the scanning strip.
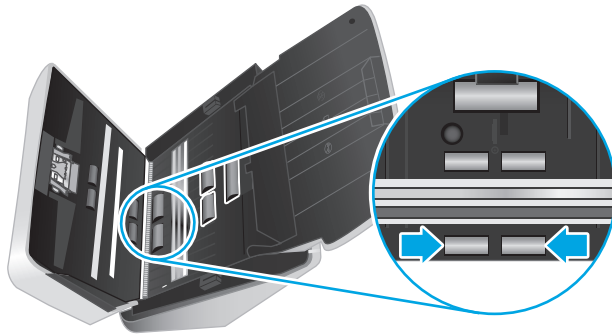
6. Open the separation rollers cover, and then wipe the separation rollers.
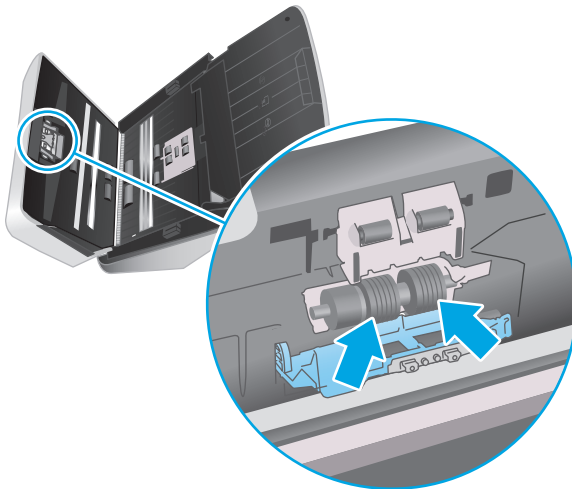
7. Close the separation rollers cover. Below the separation rollers, wipe the rollers above and below the scanning strip.
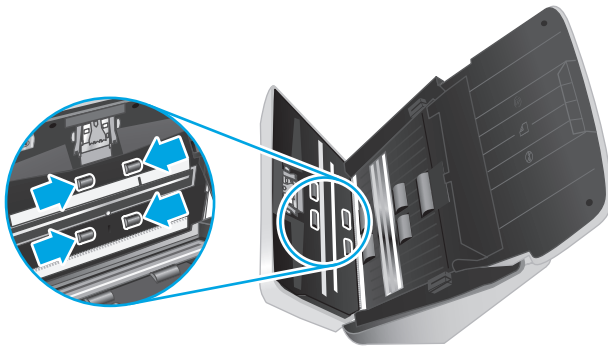
8. Press on both sides of the document feeder hatch at the same time to close the hatch, and then reconnect the USB cable and power supply to the scanner.

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

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

10. 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 roller module

- Separation rollers

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

Replace the roller kit

Replace the rollers under the following conditions:

- 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.

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

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

Replace the pickup roller module

To replace the rollers, follow these steps:

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

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

3. On the rear of the open document feeder, use a fingertip to press the tab at the upper right corner of the pickup roller cover, and then forward to open the cover and expose the pickup rollers.
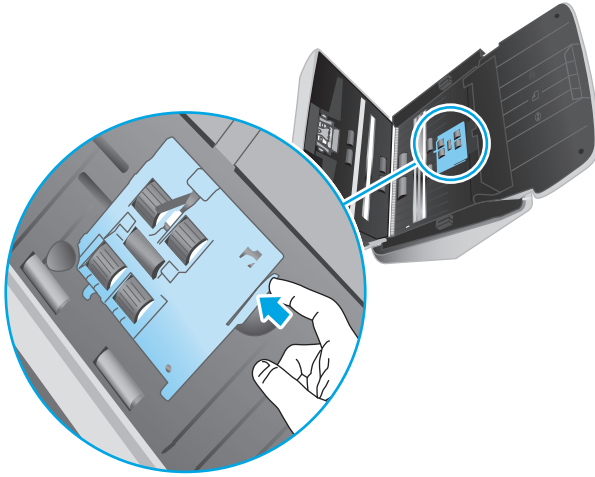
4. Remove and replace the rollers as described in the instructions that were included with the replacement kit.
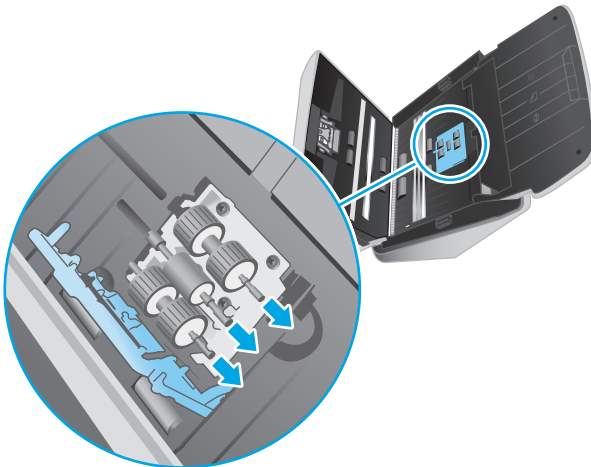
Replace the separation rollers

1. Release the separation roller cover tab.
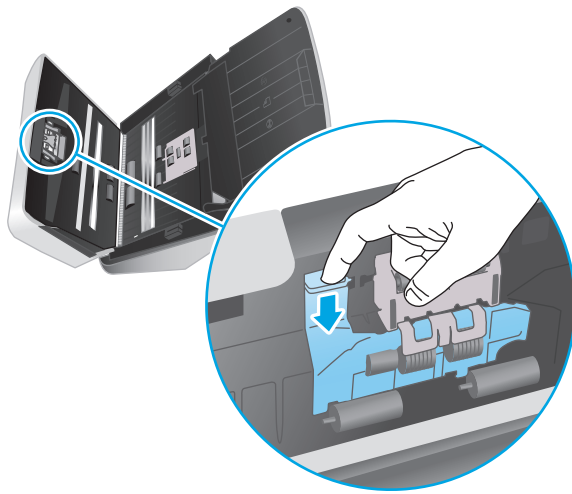
2. Remove and replace the rollers as described in the instructions included with the replacement kit.
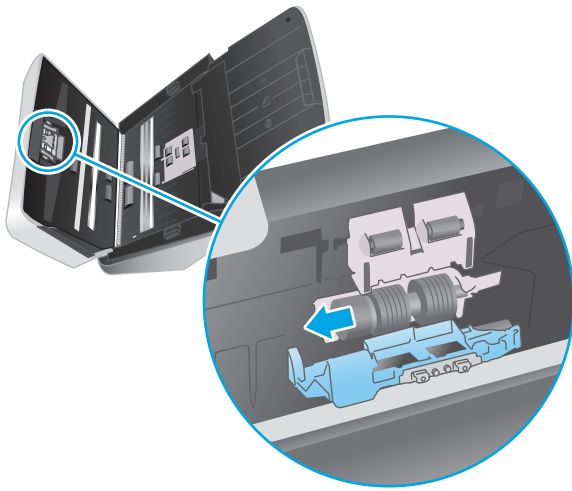
3. Use both hands to close the document feeder hatch.

4. Press the Power ⏻ button to turn on the scanner:

5. Update the scanner maintenance history.

   a. Open the HP Scanner Tools Utility.

   b. Under **Record Replacement**, click **Record Replacement** to log this replacement activity and update the roller replacement history.

Order parts and accessories

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

Item	Description	Part number
Roller replacement kit	Replacement pickup and separation rollers for the HP ScanJet Enterprise Flow 5000 s4 and 7000 s3	L2755-60001

4 Solve problems

This section contains solutions for common problems with the scanner.

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

- Basic troubleshooting tips
- Control-panel messages
- Scanner installation problems
- Power issues
- Paper jams
- Paper feed issues
- Image quality problems
- Scanner operation problems
- Additional troubleshooting

Basic troubleshooting tips

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

- If scanning a document that will be analyzed using optical character recognition (OCR), make sure that the original document is clear enough to be analyzed.

- Make sure that the USB and power cables are firmly seated in their respective connectors on the back of the scanner, and that the power cord is plugged into a working electrical outlet or surge protector.

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

- Ensure that the scanner is receiving power.

  — Check that the Power LED on the control panel is on.

  — If the Power LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

  — If power is available to the power outlet or surge protector but the Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3 for assistance.

- If the scanning software displays a **Scanner not found** message when trying to use the scanner, perform the following steps. After each step, relaunch the scan application to see if the scanner is working. If the problem persists, proceed with the next step.

  — Verify that the USB cable is correctly connected.

  — 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.

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

  — Restart the computer, and then try to launch the application again.

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

- 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.

- Make sure that the Simplex Scan ▤ button or the Duplex Scan ▤ button is enabled (see "Product accessibility" for more information).

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

- Make sure that the document feeder hatch is closed. Check the control-panel display for a **Hatch Open** error message.

- Restart the computer.

If problems continue, it is possible that the HP scanning software, firmware, or associated drivers are out of date or have become corrupted. See www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3 to locate software, firmware, and driver updates for the scanner.

Test the scanner

Follow this procedure to test the scanner:

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the Power LED on the control panel is on to verify that the power supply is functional.

2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.

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

4. Try to rescan.

Control-panel messages

The control-panel messages indicate the current product status or situations that might require action.

Error	Description
Hardware Error	A hardware failure occurred.
Hatch Open	The document feeder hatch is open or not securely latched.
Lamp Error	The product lamp failed.
Paper Error	- No document was detected in the document feeder input tray. - The product has detected a document feeder page mispick (for example, no pages fed through the product). - The product has detected a multiple-page feed error.
Paper Jam	The product has detected a paper jam.
USB Error	A scanner communication failure occurred.

Scanner installation problems

- Check the cables
- Uninstall and then reinstall the HP ScanJet drivers and software

Check the 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, see www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3, select your country/region, and then use the search tool to find USB troubleshooting topics.

Uninstall and then reinstall the HP ScanJet drivers and software

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 software.

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

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

    - HP ScanJet Enterprise Flow 5000 s4 or 7000 s3
    - HP ScanJet Enterprise Flow 5000 s4 or 7000 s3 ISIS Driver
    - HP ScanJetPlugin
    - HP Smart Document Scan Software

3. Restart the computer.

4. Reinstall the HP ScanJet drivers and software.

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

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

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

Power issues

Check that the scanner has power

The power cable is connected between the scanner and a power outlet.

- Ensure that the power cable is securely connected between the scanner and a live electrical outlet.

- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.

- Ensure that the scanner is receiving power.

  — Check that the Power LED on the control panel is on.

  — If the Power LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

  — If power is available to the power outlet or surge protector but the Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3 for assistance.

Scanner will not turn on

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

- The scanner might have been unplugged. Check to see that the power supply has not become disconnected from the scanner or unplugged from the power source.

- The power supply might not be working.

  — Check that the Power LED on the control panel is on.

  — If the Power LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

  — If power is available to the power outlet or surge protector but the Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3 for assistance.

The scanner has paused or shut down

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

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.

   Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.

2. Ensure that the scanner is receiving power.

   a. Check that the Power LED on the control panel is on.

   b. If the Power LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

> **c.** If power is available to the power outlet or surge protector but the Power LED is still not on, unplug the power cable from the power source, wait 30 seconds, and then plug it back in.

> **d.** If the issue is not fixed, the power supply might be defective. Go to www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3 for assistance.

3. Restart your computer.

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

- HP ScanJet Enterprise Flow 5000 s4 or 7000 s3

- HP ScanJet Enterprise Flow 5000 s4 or 7000 s3 ISIS Driver

- HP ScanJetPlugin

- HP Smart Document Scan Software

5. Reinstall the applications by doing one of the following.

- Reconnect the USB cable and power supply to the scanner, and then press the Power ⏻ button to turn on the scanner. Reinstall the HP ScanJet Enterprise Flow 5000 s4 or 7000 s3 software and drivers.

- Reinstall the applications using the HP scanning software CD that came with your scanner.

Scanner keeps turning off

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

To change the defaults, complete these steps:

1. Launch the HP Scanner Tools Utility.

2. Click the **Settings** tab, and then select the appropriate Sleep Mode and Auto-Off settings.

- To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **59 minutes** from the **Sleep: Put the scanner to sleep after:** drop-down list.

- To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **8 hours**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

Paper jams

- Clear jams from the document feeder

- An item loaded in the scanner jams repeatedly

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

Clear jams from the document feeder

To clear a paper jam, complete these steps:

1. Remove any pages from the input tray.

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

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

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

5. Inspect the four rollers on the front and five rollers on the rear of the document feeder hatch, and remove any visible debris.

6. Press firmly on both sides of the document feeder hatch at the same time to close the hatch.

7. Reload all originals in the input tray and scan again.

An item loaded in the scanner jams repeatedly

- The item might not meet the guidelines for acceptable originals.

- The item might have something on it, such as staples or self-adhesive notes on the original that must be removed.

- Make sure the paper guides touch the edges of the original.

Paper feed issues

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

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

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

- If the pages look skewed as they feed into the scanner paper path, check the resulting scanned images in the software to ensure that they are not skewed.

- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

- The paper guides must be touching the sides of the paper stack to work properly. Please ensure that the paper stack is straight and the guides are against the paper stack.

- The input tray or output tray might contain more than the maximum number of pages. Load fewer pages in the input tray, and remove pages from the output tray.

- Clean the scanner paper path to help reduce misfeeds. If misfeeds still occur, clean the rollers. If misfeeds still occur, replace the rollers.

Paper does not feed from the scanner

Reload the pages into the input tray, ensuring that they make contact with the rollers.

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

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

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the Power LED on the control panel is on to verify that the power supply is functional.

2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.

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

4. Try to rescan.

Image quality problems

Vertical white or colored stripes appear on the printed page

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

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

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

Scanned images are not straight

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

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

The scanned images have streaks or scratches

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

- Check that the originals are clean and unwrinkled.

- Clean the scanner strips.

Scanned image is fuzzy

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

- Verify that the document is not fuzzy.

The scan is completely black or completely white

- The item might not be placed correctly in the input tray. Make sure that the item being scanned is placed face down in the input tray.

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

The bottom of the scanned image is cut off

By default, the scanning software can scan media that is up to 356 mm (14 in) long.

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

The image cannot be enlarged

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

Scanner operation problems

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

Connection issues

Check the USB connection

Check the physical connection to the scanner.

- Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.

- Ensure that the USB cable is securely connected between the scanner and the computer. The trident icon on the USB cable faces down when the cable is properly connected to the scanner.

If the problem persists after verifying the above items, try the following:

1. Do one of the following tasks depending on how the scanner is connected to the computer:

    - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable to a USB port on the back of the computer.

    - If the USB cable is directly connected to the computer, plug it into a different USB port on the back of the computer.

    - Remove all other USB devices from the computer except for the keyboard and the mouse.

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

3. Restart the computer.

4. After the computer has restarted, try using the scanner.

    - If the scanner works, reconnect any additional USB devices one at a time; try the scanner after connecting each additional device. Disconnect any USB devices that prevent the scanner from working.

    - If the scanner does not work, uninstall and then reinstall the HP ScanJet drivers and software.

Buttons are not working properly

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

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.

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

3. Restart the computer.

4. If the problem still persists, there might be a problem with the control panel. Contact HP Support at www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3.

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 Duplex Scan ⧉ button.

- 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.

Scanning performance issues

Scanner does not scan immediately

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

Scanner is scanning items very slowly

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

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

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

Scanner scans only one side of a two-sided page

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

Scanned pages are missing at the scan destination

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

Scanned pages are out of order at the scan destination

- Verify that the page order of the original document is correct before placing the document face down into the input tray.

- Make sure that there are no staples, paper clips, or any other attached material (such as adhesive notes) that might cause the pages to feed incorrectly.

- Verify that pages are not stuck together.

Scan files are too large

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

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

  — 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)

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**

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

    ○ **Text (*.txt)**

    ○ **Rich Text (*.rtf)**

    ○ **Searchable PDF (*pdf)**

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

- Check the originals

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

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

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

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

Additional troubleshooting

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 www.hp.com/support/.
Get 24-hour Internet support, and download software utilities, drivers, and electronic information	www.hp.com/go/sj5000s4 or www.hp.com/go/sj7000s3
Order additional HP service or maintenance agreements	www.hp.com/support/

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