



HP Scanjet 200/300

User Guide

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# 1 How to use the scanner

This section provides an overview of the scanner and how to use it. Follow the instructions for your operating system.

- [How to scan \(Windows\)](#)
- [How to scan \(Mac\)](#)
- [Where to get additional information](#)

## How to scan (Windows)

This section includes the following topics:

- [Scanner and software overview](#)
- [Scan pictures and documents](#)
- [Make copies](#)
- [Scan from other applications](#)





### Scanner and software overview

This section includes the following topics:

- [Overview of the scanner buttons](#)
- [Overview of HP scanning software](#)

#### Overview of the scanner buttons

The following table introduces the scanner buttons.

Icon	Button name	Description
	Scan button	Scans pictures and documents.
	Copy button	Scans the item and sends the scan to a printer to make a copy.
	Scan to E-mail button	Scans one or more pages and attaches the file to a new email message.
	Scan to PDF button	Scans one or more pages and saves them as a PDF file for sharing or storing.



#### Overview of HP scanning software

When you install the HP scanning software, you can choose to add two icons to your desktop. These icons open programs for scanning, editing, and printing your scans.

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 **TIP:** If you did not choose to add desktop icons, click **Start > Programs** (or **All Programs**) > **HP > Scanjet > 200/300 > HP Scanning** (or **HP Copy**) to access the HP scanning software.

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Icon	Feature name	Description
	<b>HP Scanning</b> icon	Use HP Scanning for all of the following: <ul style="list-style-type: none"> <li>• Scan pictures and documents</li> <li>• Access help and troubleshooting information</li> <li>• Access the <b>HP Scanning</b> preview window to edit your scans before saving them</li> <li>• Modify settings and preferences</li> </ul>
	<b>HP Copy</b> icon	Use HP Copy to scan pictures and documents and send the scan to a printer to make a copy.

To scan, double-click the **HP Scanning** icon on your desktop to display the **HP Scanning** shortcuts dialog box and follow the onscreen instructions.

To make a copy of a picture or a document, double-click the **HP Copy** icon on your desktop and follow the onscreen instructions.

You can assign the scanner buttons to other programs as long as Windows recognizes the programs as button-aware. To do so:

1. Double-click the **HP Scanning** icon on the desktop to open the HP scanning software.
2. In the **HP Scanning** shortcuts dialog box, select **Options > Button Settings**, and then change the scan shortcuts for each button.
3. Click **OK**.

## Change scan settings

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

- Button settings for the scanner
- Scan preferences
- Using scan shortcuts

### To view or change the scan settings


1. Double-click the **HP Scanning** icon on the desktop.
2. In the **HP Scanning** shortcuts dialog box, click the **Options** menu, and then select the type of settings you want to view or change.  
To get help with settings, click **Help**.

You can change the **Show a preview** scan setting from the **HP Scanning** shortcuts dialog box.

- To change the setting for a scan shortcut, select the shortcut, select or deselect **Show a preview**, and then click **Save Shortcut**.
- To change the setting for a scanner button, select **Options > Button Settings**, select or deselect **Show a preview**, and then click **OK**.

## Scan pictures and documents

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 **TIP:** To scan or make a copy of a book or other thick originals, you can remove the scanner lid. For more information on how to remove and replace the scanner lid, see [Remove and replace the scanner lid](#)

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- [Scan pictures](#)
- [Scan documents](#)
- [Scan to a PDF file](#)
- [Scan to email](#)
- [Scan to cloud](#)

### Scan pictures


This section includes the following topics:

- [To scan pictures](#)
- [To scan multiple pictures with one scan](#)

#### To scan pictures

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Do one of the following:
  - Press the **Scan** button () on the scanner to display the **HP Scanning** shortcuts dialog box. — Or —
  - Double-click the **HP Scanning** icon on the desktop to display the **HP Scanning** shortcuts dialog box.
4. Select the scan shortcut you want to use.  
The corresponding settings are displayed to the right.

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 **NOTE:** If you want to change scan settings, click **Change Settings** and make the changes you want. For more information, see the scanner software help.

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5. Click **Scan**.
6. If you have selected **Show a preview scan**, the **HP Scanning** preview window opens. You can use the tools in the preview window to edit your scan before saving it.
7. Click **Finish** to save the scan.  
The software saves the scan to a subfolder in the **My Pictures > My Scans** folder. The subfolder is named for the current year and month.

#### To scan multiple pictures with one scan

1. Open the scanner lid, and then place the pictures face down on the scanner glass. For the best results, leave at least 6 mm (0.25 inches) between the edges of the pictures.
2. Close the scanner lid.

3. Do one of the following:
  - Press the **Scan** button () on the scanner to display the **HP Scanning** shortcuts dialog box. — Or —
  - Double-click the **HP Scanning** icon on the desktop to display the **HP Scanning** shortcuts dialog box.
4. Select the scan shortcut you want to use.  
The corresponding settings are displayed to the right.

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 **NOTE:** If you want to change scan settings, click **Change Settings** and make the changes you want. For more information, see the scanner software help.

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5. Click **Scan**.
6. If you selected **Show a preview**, you can click the **Single Image** tab to make changes, such as rotating, to each picture individually.
7. When you are finished with all the pictures, click **Finish** to save the scan.


Each scanned image is saved as a separate picture. If you are scanning to a destination, the scanned image is sent to the destination that you selected in the scanner settings.

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 **NOTE:** To automatically scan multiple pictures using a scanner button, make sure that the destination setting for the **Scan** button () is set to an application that can accept multiple images. For more information about changing scan settings, see [Change scan settings](#).

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### Scan documents

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Do one of the following:
  - Press the **Scan** button () on the scanner to display the **HP Scanning** shortcuts dialog box. — Or —
  - Double-click the **HP Scanning** icon on the desktop to display the **HP Scanning** shortcuts dialog box.
4. Select the scan shortcut you want to use.  
The corresponding settings are displayed to the right.

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 **NOTE:** If you want to change scan settings, click **Change Settings** and make the changes you want. For more information, see the scanner software help.


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5. Click **Scan**.
6. If you selected **Show a preview** and want to scan another document or page, place the page on the glass and click **Add Page(s)**.
7. Click **Finish** to save the scan.


The software saves the scan to the **My Pictures > My Scans** folder.



## Scan to a PDF file

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Do one of the following:
  - Press the **Scan to PDF** button () on the scanner to display the **HP Scanning** shortcuts dialog box. — Or —
  - Double-click the **HP Scanning** icon on the desktop to display the **HP Scanning** shortcuts dialog box.
4. Select the shortcut you want to use.  
The corresponding settings are displayed to the right.

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 **NOTE:** If you want to change scan settings, click **Change Settings** and make the changes you want. For more information, see the scanner software help.


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5. Click **Scan**.
6. If you selected **Show a preview** and want to scan another document or page, place the page on the glass and click **Add Page(s)**.
7. Click **Finish** to save the scan.


The software saves the scan to the **My Pictures > My Scans** folder.

## Scan to email


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 **NOTE:** To scan to email, make sure your computer is connected to the Internet.

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1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Do one of the following:
  - Press the **Scan to E-mail** button () on the scanner to display the **HP Scanning** shortcuts dialog box. — Or —
  - Double-click the **HP Scanning** icon on the desktop to display the **HP Scanning** shortcuts dialog box.
4. Select the shortcut you want to use.  
The corresponding settings are displayed to the right.

---

 **NOTE:** If you want to change scan settings, click **Change Settings** and make the changes you want. For more information, see the scanner software help.


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5. Click **Scan**.
6. If you selected **Show a preview** and you want to scan another document, page, or picture, place the item on the glass and click **Add Page(s)**.
7. When you are finished with all pages, click **Finish** to automatically attach the scan to an email message.
8. Enter the email address, subject and message, and then send the email message.

## Scan to cloud

Follow these instructions to scan pictures or documents from the scanner to your network destinations, such as Google Docs™, HP Snapfish, and Google Picasa™.


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 **NOTE:** To scan to the cloud, make sure your computer is connected to the Internet.

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1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Double-click the **HP Scanning** icon on the desktop to display the **HP Scanning** shortcuts dialog box.
4. From the **Scan Shortcut** list, select a cloud destination.  
If your cloud destination is not in the **Scan Shortcut** list, click **Change Settings**, and then select a cloud destination from the **Scan To** list.
5. Click **Scan**.
6. When prompted, enter your login information for the cloud destination and follow the onscreen instructions.

## Make copies

To duplicate a photo or document and send the scan to a printer, use the **Copy** button () on the scanner or the **HP Copy** icon on your desktop.

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Press the **Copy** button () or double-click the **HP Copy** icon on your desktop.
4. You can use the **HP Copy** dialog to adjust the image and select your printer.  
To adjust the image when starting a scan from the **Copy** button (), click **Cancel** in the copy progress dialog box.
5. Click **Start**.

## Scan from other applications

You can scan an image directly into one of your applications if the application has a menu option such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the application is compliant or what the option is, see the documentation for that application.

## How to scan (Mac)

This section includes the following topics:

- [Scanner and software overview](#)
- [Scan pictures and documents](#)
- [Make copies](#)
- [Scan from other applications](#)





## Scanner and software overview

This section includes the following topics:

- [Scanner buttons](#)
- [Scanning software](#)

### Scanner buttons

Use the buttons on the scanner for basic scanning functions. The following table introduces the scanner buttons.

Icon	Button name	Description
	<b>Scan</b> button	Opens Image Capture so that you can scan and save your pictures and documents.
	<b>Copy</b> button	Automatically scans a full-color representation of the contents on the scanner glass and then displays a <b>Print Images</b> dialog for you to select a printer, the number of copies, and other settings.
	<b>Scan to E-mail</b> button	Automatically scans a full-color representation of the contents on the scanner glass to a JPEG file and attaches the file to a new email message.
	<b>Scan to PDF</b> button	Automatically scans a grayscale representation of the contents on the scanner glass to a searchable PDF file and saves the file to the <b>Documents</b> folder.


### Scanning software

The HP Scanjet 200/300 solution provides a scanner driver for Mac OS X. This allows you to use your HP scanner with any ICA-compliant application, including the Image Capture and Preview applications that are already installed on your computer.




Image Capture provides basic scanning features for scanning photographs and single-page documents. Image Capture is available in your **Applications** folder.

### To scan using Image Capture

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Press the **Scan** button () on the scanner or, in the **Applications** folder, double-click the **Image Capture** icon.  
The **Image Capture** window appears.
4. Make sure your scanner is selected in the **Devices** list.

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

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5. Select a destination in the **Scan To** list, and click **Scan**.

### To change scan settings

- ▲ Use Image Capture to change scan settings, such as resolution, scan size, file format, and brightness/contrast. Click **Show Details** to view all scan settings.

## Scan pictures and documents

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- 💡 **TIP:** To scan or make a copy of a book or other thick originals, you can remove the scanner lid. For more information on how to remove and replace the scanner lid, see [Remove and replace the scanner lid](#)
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This section includes the following topics.

- [Scan pictures](#)
- [Scan documents](#)
- [Scan to a PDF file](#)
- [Scan to email](#)
- [Scan to iCloud Photo Stream via iPhoto](#)


### Scan pictures

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- 💡 **TIP:** For most picture scans, 200 dpi is recommended. You can choose a higher resolution if you want to resize the scanned image to a larger dimension.
- 

Use Image Capture to scan photos and pictures. For more information, see [To scan using Image Capture](#).

### To scan multiple pictures with one scan


1. Place the pictures face down on the scanner glass.  
For better results, leave some space between the edges of the pictures.
2. Press the **Scan** button () on the scanner or, in the **Applications** folder, double-click the **Image Capture** icon.  
The **Image Capture** window appears.
3. Make sure that **Detect Separate Items** is selected (Mac OS X v10.6) or that **Scan Size** is set to **Detect Separate Items** (Mac OS X v10.7).
4. Select a destination in the **Scan To** list, and click **Scan**.  
Each scanned picture is saved to the destination as a separate image file.

### Scan documents


1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Press the **Scan** button () on the scanner or, in the **Applications** folder, double-click the **Image Capture** icon.  
The **Image Capture** window appears.
4. Make sure your scanner is selected in the **Devices** list.

5. If you intend to save the scanned image as searchable PDF or process the page in an optical character recognition (OCR) application for editable text, select an appropriate resolution and file format.
  - Resolution: 300 dpi for most languages; 400 dpi for Asian, Cyrillic, and bidirectional languages.
  - File format: JPEG or TIFF file format is best for most OCR applications. See the Help for your OCR application for more information.
6. Select the destination in the **Scan To** list and click **Scan**.  
Each scanned page is saved to the destination as a separate image file.

### Scan to a PDF file

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Press the **Scan to PDF** button () on the scanner to scan the original to a searchable PDF automatically.


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 **NOTE:** Each page you scan is saved as a separate PDF file. You can merge PDF files into a multiple-page PDF file using **Preview**.


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### Scan to email


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 **NOTE:** To scan to email, make sure your computer is connected to the Internet.

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1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Do one of the following:
  - Press the **Scan to E-mail** button () on the scanner to automatically attach the scan to an email message. — Or —
  - On your computer, double-click the **Image Capture** icon in the **Applications** folder, and choose **Mail** in the **Scan To** list to automatically attach the scan to an email message.

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 **NOTE:** The **Scan to E-mail** button supports only Apple Mail. If you use a different email application, either follow the steps below to configure Image Capture to scan to your email application, or scan to a file and then manually attach it to your email message:

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

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4. Enter the email address, subject and message, and then send the email message.

## Scan to iCloud Photo Stream via iPhoto

### Prerequisites

To scan to iCloud via iPhoto, make sure the following prerequisites are met:

- Mac OS X Lion (v10.7)
- iPhoto '11 (v9.2.1 or later)
- Internet connection
- iCloud account

If you are scanning to iCloud Photo Stream via iPhoto for the first time, configure your iCloud and iPhoto settings first.


### To configure iCloud and iPhoto settings

1. Open **System Preferences** in the **Applications** folder.
2. Click the **iCloud** icon.
3. Make sure that **Photo Stream** is selected.
4. Open iPhoto.
5. Select **Preferences** from the iPhoto menu in the menu bar, view the **Photo Stream** settings, and make sure **Enable Photo Stream** and **Automatic Upload** are selected.

### To scan to iCloud Photo Stream

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Double-click the **Image Capture** icon in the **Applications** folder.
4. Make sure your scanner is selected in the **Devices** list.
5. From the **Scan To** list, select **iPhoto**.

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 **NOTE:** If iPhoto does not appear in the **Scan To** list, select **Other**, select **iPhoto**, and then click **Choose**.

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6. Click **Scan**.

Your scans will be automatically imported into iPhoto and automatically uploaded to your iCloud Photo Stream.


## Make copies

1. Open the scanner lid, and place the original face down on the scanner glass, as indicated by the arrow below the scanner glass.
2. Close the scanner lid.
3. Press the **Copy** button () on the scanner.  
When the scan completes, the **Print Images** dialog is displayed on the computer.
4. In the **Print Images** dialog, select your printer, specify the number of copies, and make any other changes you want.
5. Click **Continue**.

## Scan from other applications

You can scan an image directly into any ICA-compliant application. In your application, look for options to import or acquire images from a scanner.

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 **NOTE:** The HP software does not support TWAIN scanning. If your application has import or acquire functions, but your HP scanner is not listed, the application might only be searching for scanners that support TWAIN.

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## Where to get additional information

For additional information and troubleshooting, go to [www.hp.com/support](http://www.hp.com/support). Select your location, click the **Product Support & Troubleshooting** option, and search for your scanner model number.

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## 2 Care and maintenance

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

- [Clean the scanner glass](#)
- [Remove and replace the scanner lid](#)
- [Order maintenance and scanner supplies](#)

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

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### Clean the scanner glass

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

1. Disconnect the USB cable from the scanner.
2. Clean the glass using a soft, lint-free cloth that has been sprayed with a mild glass cleaner, and dry the glass with a dry, soft, lint-free cloth.

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**⚠ CAUTION:** Use only glass cleaner. Avoid 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.

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Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could run to the edges and damage the scanner.

3. When you have finished, reconnect the USB cable to the scanner.

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**📖 NOTE:** For instructions about how to clean the underside of the scanner glass, visit [www.hp.com/support](http://www.hp.com/support).

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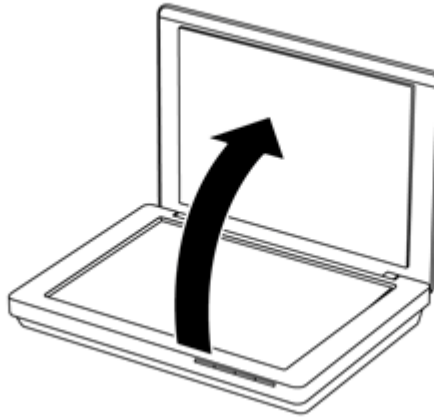


## Remove and replace the scanner lid

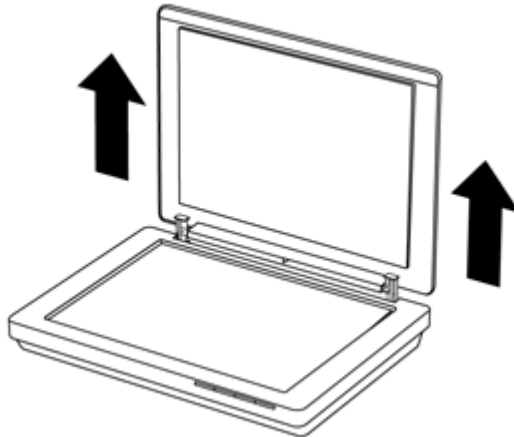
To scan or make a copy of a book or other thick originals, you can remove the scanner lid.

### To remove the scanner lid

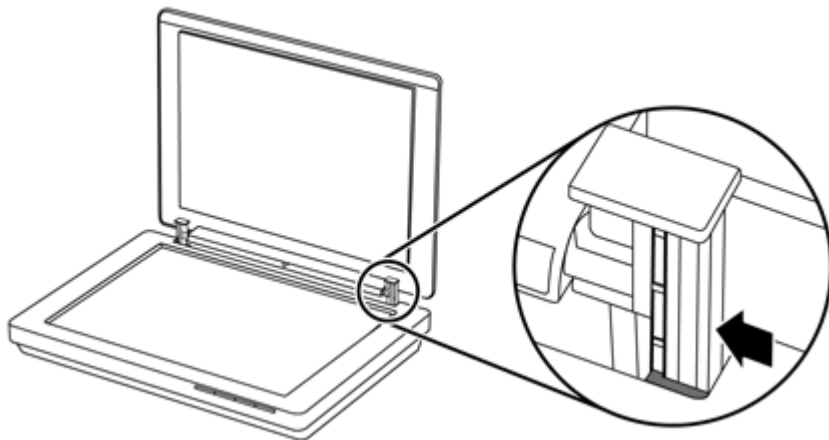
1. Open the scanner lid.



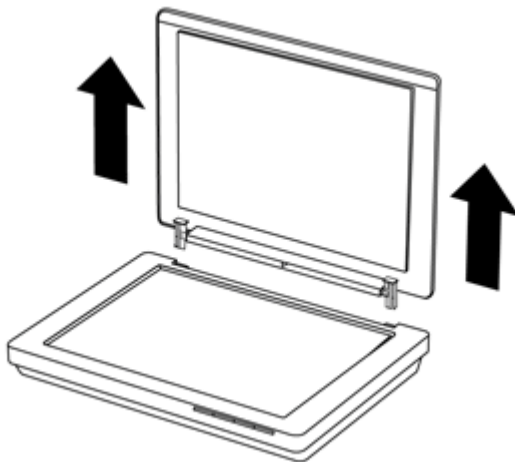
2. Pull up the scanner lid.



3. Press in at the bottom of both hinges on the scanner lid.




4. Further pull up the scanner lid to remove it from the scanner.



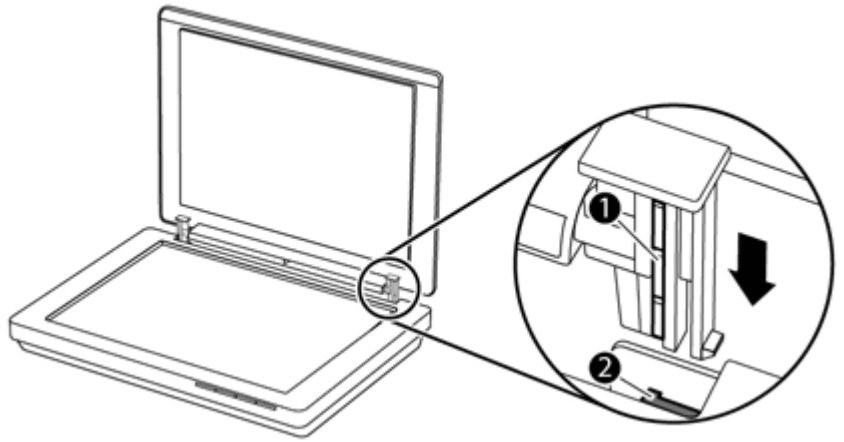
#### To replace the scanner lid

- ▲ Align the inner slot (callout 1) of one hinge on the scanner lid with the black bracket (callout 2) at the back of the scanner, do the same on the other hinge, and then push in the scanner lid.

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 **NOTE:** Make sure that you align the inner slot, not the outer slot, with the black bracket. Otherwise, you will fail to replace the scanner lid.

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## Order maintenance and scanner supplies

You can purchase maintenance parts online at the scanner support website at [www.hp.com/buy/parts](http://www.hp.com/buy/parts) or from your local HP dealer.

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# 3 Troubleshooting

This section provides solutions for common problems with the scanner.

- [Basic troubleshooting tips](#)
- [Scanner installation troubleshooting](#)
- [Scanner initialization or hardware problems](#)
- [Scanner operation problems](#)
- [Additional troubleshooting information](#)

## Basic troubleshooting tips

Simple issues such as smudges on the scanner glass or a loose cable can cause your scanner to produce fuzzy scans, operate in an unexpected manner, or fail to operate. Always check the following items when you encounter scanning problems.

- If scans are fuzzy, check to see if the scanner glass is dirty or smudged. If so, clean the glass.
- If you are scanning a document using an optical character recognition (OCR) shortcut, make sure that the original document is clear and crisp enough to be scanned.
- Make sure that the USB cable is securely connected between the scanner and the computer.
- If you have connected the scanner 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.
- Restart the computer.
- If a program has frozen, close it.
  - **Windows:** Press and hold **CTRL**, **ALT**, and **DELETE** to open the **Windows Task Manager** dialog. In the **Applications** tab, select the application to shut down, and then click **End Task**.
  - **Mac:** Press and hold **Option**, **Command**, and **Esc**. In the **Force Quit** dialog, select the program to shut down, and then click **Force Quit**.

## Scanner installation troubleshooting

This section provides solutions for installation and setup problems.

- [Check the USB cable](#)
- [Uninstall and then reinstall the software \(Windows only\)](#)

## Check the 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/support](http://www.hp.com/support), select your country/region, and then use the search tool to find USB troubleshooting topics.

## Uninstall and then reinstall the software (Windows only)

An incomplete software installation could cause the scanner not to be recognized or the software not to launch correctly. Try uninstalling and then reinstalling the HP scanning software. To reinstall the HP scanning software, you must have the HP scanning software CD.

1. Click **Start > Control Panel**.
2. Do one of the following:
  - Windows XP: Click **Add or Remove Programs**, select **HP Scanjet 200/300**, and click **Remove**.
  - Windows Vista and 7: Click **Programs and Features** or **Uninstall a program**, select **HP Scanjet 200/300**, and click **Uninstall**.
3. Uninstall the HP Imaging Functions program.
  - Windows XP: Select **HP Imaging Device Functions 14.x**, and click **Remove**.
  - Windows Vista and 7: Select **HP Imaging Device Functions 14.x**, and click **Uninstall**.
4. Unplug the scanner USB cable from the computer.
5. Reinstall the software, using the HP scanning software CD that came with your scanner.
6. Reconnect the scanner USB cable when prompted by the software.

## Scanner initialization or hardware problems

If the scanner does not work after installation or if the scanner has stopped working correctly, you might see a message on the computer screen that is similar to one of the following:

- The scanner could not be initialized.
- The scanner could not be found.
- An internal error has occurred.
- The computer cannot communicate with the scanner.
- The scanner is not listed and therefore unavailable for the user to select for scanning.

To fix the problem, check the scanner as described in the following sections:

- [Reset the scanner](#)
- [Test the scanner hardware](#)
- [Scanner has stopped working properly](#)

## Reset the scanner

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

1. Close the HP scanning software, if it is open.
2. Disconnect the cable that connects the scanner to the computer.
3. Reconnect the cable that connects the computer and the scanner.
  - Make sure that you are using the USB cable that came with the scanner.
  - Make sure that the USB cable is connected to the back of the scanner correctly. The USB symbol on the end of the cable (the connector) should be facing up. When connected correctly, the USB connector will feel slightly loose. When connected incorrectly, the USB plug will feel overly tight.
  - Try connecting the USB cable to a different USB port on your computer. If the USB cable is connected to a port on the front of the computer, move it to a port on the back of the computer.
4. Turn the computer off, wait 60 seconds, and then turn the computer on again.

## Test the scanner hardware

If you think that the scanner has a hardware problem, verify that the USB cable is firmly connected to the scanner and the computer. If the cable is correctly connected, test the scanner using the following procedure:

1. Disconnect the USB cable from the scanner.
2. Reconnect the USB cable to the scanner.

The carriage on the scanner will move forward and backward approximately 10 mm (0.39 inch).

If the carriage does not move, a problem might exist with the scanner hardware. Proceed with the next section.

## Scanner has stopped working properly

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

1. Ensure that the USB cable is securely connected.
2. Turn the scanner off by disconnecting the USB cable and then reconnecting it to the scanner and the computer.
3. Restart your computer.
4. Uninstall and then reinstall the scanner software.

If the scanner still does not work, visit [www.hp.com/support](http://www.hp.com/support) or contact HP Customer Support. For more information, see [Getting assistance](#).

## Scanner operation problems

- [Scanner buttons are not working correctly](#)
- [Issues with text recognition \(OCR\) \(Windows\)](#)
- [Issues with text recognition \(OCR\) \(Mac\)](#)
- [Scanned image is fuzzy](#)
- [Scanner is scanning items very slowly](#)
- [Saved scan files are too large](#)
- [Scanner glass needs to be cleaned](#)

### Scanner buttons are not working correctly

After each step, start a scan to see if the buttons are working. If not, proceed with the next step.

- Ensure that the USB cable is securely connected.
- Turn the scanner off by disconnecting the USB cable and then reconnecting it to the scanner and the computer.
- If you are using Mac, make sure all scanning applications are closed. The scanner buttons are only enabled when another scanning application (for example, Image Capture) is not open.
- Restart your computer.

If the problem persists, and you are using Windows, the buttons might be disabled outside of the HP scanning software. Follow the instructions to check the scanner properties:

1. Click **Start > Control Panel**.
2. Select the scanner:
  - Windows XP and Vista: Click **Scanners and Cameras**, and then select your scanner model from the list.
  - Windows 7: Click **Devices and Printers** or **View devices and printers**, and then select your scanner model.
3. Right-click your scanner model, and then click **Properties**.
4. Examine the buttons setting for your scanner:
  - Windows XP and Vista: Ensure the **Take No Action** option is not selected.
  - Windows 7: Click **Hardware > Properties > Driver**, and ensure the **Disable** button is not selected.

## Issues with text recognition (OCR) (Windows)

The scanner uses optical character recognition (OCR) to convert text on a page to text that you can edit on your computer.

- If you scan text but cannot edit it, make sure that you make the following selections during scanning:
  - **HP Scanning** (Select **Document**.)
  - **Scan to** (Select a word-processing program or **Save to File**.)



**NOTE:** If you select **Save to File**, make sure that you select a document type that creates editable text. If text is classified as a graphic, it is not converted to text.

---

- To change text scanning options, click **Scan Document Settings** in the initial **HP Scanning** screen.
- 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 your original has good image quality.
  - Colored backgrounds can cause images in the foreground to blend too much.
- If the scanner glass is dirty, the scan file does not have optimum clarity. Make sure the scanner glass is clean.

## Issues with text recognition (OCR) (Mac)

If you scan text but cannot edit it, check the following:

- Verify the scan resolution setting:
  - 200 dpi is sufficient for storing documents as images (JPEG or TIFF is the best for most OCR applications).
  - For most languages, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.
  - For Asian languages and bidirectional languages, 400 dpi is the recommended resolution.
- 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 your original has good image quality.
  - Colored backgrounds can cause images in the foreground to blend too much.
- If the scanner glass is dirty, the scan file does not have optimum clarity. Make sure the scanner glass is clean.




## Scanned image is fuzzy

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

## Scanner is scanning items very slowly

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

---

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

**Mac:** Integrated OCR is part of the Searchable PDF destination. If you want to process an image file after scanning, use another OCR application.

---

- 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.

## Saved scan files are too large

If the saved scans have very large file sizes, try the following:

- Verify the scan resolution setting:
  - 200 dpi is sufficient for storing documents as images (JPEG or TIFF is the best for most OCR applications).
  - For most languages, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.
  - For Asian languages and bidirectional languages, 400 dpi is the recommended resolution.

Scanning at a higher resolution than necessary creates a larger file with no additional benefit.

- Save the scan to a compressed file format, such as JPEG, instead of uncompressed formats, such as TIFF or BMP.
- Crop the scanned image to just the portion you need.
- Color scans create larger files than black and white scans.
- If you are scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.

## Scanner glass needs to be cleaned

Clean the scanner glass under the following conditions:

- Ink is on the glass.
- Fingerprints are on the glass.
- Items have excessive amount of dust or dirt on them.
- Smudges or other marks appear on scanned images.
- Haze or dust is on the glass.

Allow the glass to dry thoroughly before scanning another image.

## Additional troubleshooting information

For additional information and troubleshooting, go to [www.hp.com/support](http://www.hp.com/support) and select your location.

- For additional troubleshooting information, click the **Product Support & Troubleshooting** option, and search on your scanner model number.
- For updated information about the scanner, enter the scanner model number, and then press **Enter**.

If you do not have Internet access, see [Getting assistance](#).

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# 4 Technical information

This section includes regulatory information and product specifications for the scanner and accessories.

- [Hewlett-Packard limited warranty statement](#)
- [Safety instructions](#)
- [Scanner specifications](#)
- [Environmental specifications](#)
- [Energy information](#)
- [Restriction of Hazardous Substances \(Turkey\)](#)
- [Restriction of Hazardous Substances \(Ukraine\)](#)
- [Recycle and restricted material information](#)
- [Disposal of Waste Equipment by Users in Private Households in the European Union](#)

# Hewlett-Packard limited warranty statement

**Duration of limited warranty:** 90 days in the United States. 1 year in Canada, Latin Americas, Europe, Middle East, Africa and Asia Pacific. **NOTE:** Different warranty regulations might apply per country regarding local laws.

**A. Extent of limited warranty**

1. Hewlett-Packard (HP) warrants to the end-user customer (Customer) that each HP product specified above (Product) shall be free from defects in material and workmanship for the period specified above. The warranty period begins on the date of purchase by Customer.
2. For each software product, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any Product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of a Product, and does not cover any other problems, including those that arise as a result of:
  - a. Improper use, maintenance, storage, handling, or modification;
  - b. Software, media, parts, accessories, supplies, or power adapters or sources not provided or supported by HP; or,
  - c. Operation or other conditions outside a Product's specifications.
4. If HP receives, during the applicable warranty period, notice of a defect in a Product, HP shall at its option either replace or repair the defective Product.
5. If HP cannot replace or repair a defective Product that is covered by HP's limited warranty, HP may, within a reasonable time after being notified of the defect, provide either another product similar in performance or a refund of the purchase price prorated based on usage and other appropriate factors.
6. HP shall have no obligation to replace, repair, or refund until Customer returns the defective Product to HP and provides a valid proof of purchase.
7. Any replacement product may be either new or like-new, provided it has functionality at least equal to that of the Product being replaced.
8. A Product may contain remanufactured parts, components, or materials equivalent to new in performance.
9. HP's limited warranty is valid in any country or locality where HP has a support presence for the Product and has marketed the Product. The level of warranty service may vary according to local standards. Upgraded warranty services, such as next day exchange, on-site service, and accident protection, may be purchased from HP.

**B. Limitations of Warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO A PRODUCT, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

**C. Limitations of Liability**

1. To the extent allowed by local law, the remedies provided in this Limited Warranty Statement (LWS) are Customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LWS, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**D. Local Law**

1. This LWS gives Customer specific legal rights. Customer may also have other rights that vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent this LWS is inconsistent with local law, this LWS shall be deemed modified to be consistent with local law. Under local law, certain disclaimers and limitations of this LWS may not apply to Customer. For example, the federal government of the United States, some states in the United States, and some governments outside the United States (including provinces in Canada), may:
  - a. Grant Customer additional warranty rights;
  - b. Preclude the disclaimers and limitations in this LWS from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - c. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations;
  - d. Specify the duration of implied warranties that the manufacturer cannot disclaim; or,
  - e. Disallow limitations on the duration of implied warranties.
3. Customer may have additional statutory rights based on its purchase agreement. Those rights are not in any way affected by this LWS.
4. For consumer transactions in the United States, any implied warranties imposed by law are limited in duration to the express warranty period.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

# Safety instructions

## Important safety instructions

Read all these instructions, and follow all warnings and instructions marked on the scanner.

- In this document, warning, cautions and notes indicate the following:
  - Warnings must be followed carefully to avoid bodily injury.
  - Cautions must be observed to avoid damage to your equipment.
  - Notes contain important information and useful tips on the operation of this product.
- Place the scanner close enough to the computer for the interface cable to reach it easily. Do not place or store the scanner outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity. Do not use with wet hands.
- Use only the type of power source indicated on the product's label.
- When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- If you use an extension cord with the PC system that the scanner is attached to, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Never disassemble, modify, or attempt to repair the scanner by yourself except as specifically explained in the scanner's guides.
- Do not insert objects into any opening as they may short out parts. Beware of electrical shock hazards.
- If damage occurs to the USB plug, replace the USB cable.
- Unplug the scanner and refer servicing to qualified service personnel under the following conditions: liquid has entered the scanner; the scanner has been dropped or the case has been damaged; the scanner does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- Unplug the scanner before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners.

## Scanner specifications

Name	Description
Scanner type	Document flatbed scanner
Size (H x D x W)	44.5 x 274 x 373 mm (1.75 x 10.78 x 14.68 inches)
Supported size of originals	Minimum size: 0.25 x 0.25 mm (0.01 x 0.01 inches) Maximum size: 215.9 x 297.2 mm (8.5 x 11.7 inches)
Weight	1.76 kg (3.88 lbs.)
Scanning element	Contact image sensor (CIS)
Interface	USB 2.0 Hi-Speed and Full Speed
Hardware resolution	HP Scanjet 300: 4800 x 4800 dpi, 48 bit HP Scanjet 200: 2400 x 4800 dpi, 48 bit
Regulatory information	Regulatory model identification number: For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is FCLSD-1104. This regulatory number should not be confused with the product name (HP Scanjet 200/300) or product number (L2734A for HP Scanjet 200; L2733A for HP Scanjet 300).  Additional regulatory information about your scanner can be found in the Scanjet 200 and Scanjet 300 scanner Regulatory Supplement.pdf file on the HP Scanning Software CD.
Energy information	Tier 2 Energy Star '09 compliant




**NOTE:** For the most current information about supported operating systems and system requirements, visit [www.hp.com/support](http://www.hp.com/support).

## Environmental specifications

Name	Description
Temperature	Operating the scanner: 10° to 35°C (50° to 95°F)
	Storage: -40° to 60°C (-40° to 140°F)
Relative humidity	Operating the scanner: 15% to 80% noncondensing 10° to 35°C (50° to 95°F)
	Storage: up to 90% noncondensing at 0° to 60°C (32° to 140°F)

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 **NOTE:** HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at [www.hp.com/go/reach](http://www.hp.com/go/reach).

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## Energy information

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at: <http://www.hp.com/go/energystar>

## Restriction of Hazardous Substances (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

## Restriction of Hazardous Substances (Ukraine)

**Технічний регламент щодо обмеження використання небезпечних речовин (Україна)**

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

## Recycle and restricted material information

- [Electronic hardware recycling](#)
- [Product restricted material](#)

## Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs, visit: [www.hp.com/recycle](http://www.hp.com/recycle).

This website also contains information about additional environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system

## Product restricted material

This HP product does not contain any material that might require special handling at end of life.

## Disposal of Waste Equipment by Users in Private Households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.



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# 5 Product support

This section describes the options for product support.

- [Accessibility](#)
- [Getting assistance](#)

## Accessibility

Customers with disabilities can get help by visiting [www.hp.com/hpinfo/community/accessibility/prodserv/](http://www.hp.com/hpinfo/community/accessibility/prodserv/) (English only).

## Getting assistance

In order to get the best from your HP product, please consult the following standard HP support offerings:

1. Please consult the product documentation that came with the product.
  - Review the troubleshooting section or electronic Help of this manual/CD.
  - Review the electronic Help section within the software.
2. Visit the **HP online support** at [www.hp.com/support](http://www.hp.com/support) or contact your point of purchase.

HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance, including the following features:

  - Fast email access to qualified online support specialists
  - Software and driver updates for your product
  - Valuable product and troubleshooting information for technical issues
  - Proactive product updates, support alerts, and HP newsletters (available when you register your product)
3. **HP support by phone**
  - Support options and fees vary by product, country and language.
  - Fees and policies are subject to change without notice. Please check the website [www.hp.com/support](http://www.hp.com/support) for the latest information.
4. **Post-warranty period**

After the limited warranty period, help is available online at [www.hp.com/support](http://www.hp.com/support).
5. **Extending or upgrading your warranty**

If you would like to extend or upgrade the product's warranty, please contact your point of purchase or check the HP Care Pack Services at [www.hp.com/support](http://www.hp.com/support).
6. If you already purchased an **HP Care Pack Service**, please check the support conditions in your contract.

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