HP Scanjet 7800
User Guide

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Contents

1 HP Scanjet 7800 Scanner User Guide

This user guide covers what you need to know about using the HP Scanjet 7800 scanner.

- What you can do with the scanner
- Scanner hardware
- Scanning software
- Where to get additional information
- Accessibility

What you can do with the scanner

The following table summarizes the scanner features. Many of these features are available through the HP Smart Document Scan Software or other scanning software. For more information, see Scanning software.

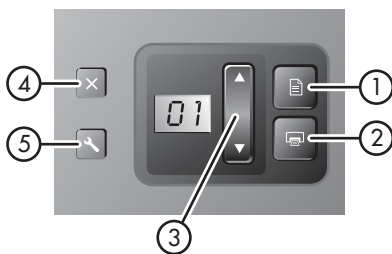| Feature	Description
Profiles	You can set up and use profiles that contain all settings necessary for scanning tasks such as: • Document processing • Saving in different file formats (i.e. searchable or non-searchable PDF files) using automatic naming mechanisms • Sending to different destinations such as FTP, Microsoft SharePoint, or other applications For more information, see Set up profiles.
Preview pages	Using preview pages, you can check the quality of images before accepting and completing a scan. You can also crop images, which is useful when scanning small items such as a drivers license or a photo.
Page management	You can view, edit, delete, insert, and reorder pages. You can also have the scanner automatically delete blank pages.
File management	You can scan all pages to a single file, scan each page to a separate file, or scan to separate files based on bar codes or blank pages in the original.
Optical Character Recognition (OCR)	With OCR software, you can scan originals as editable text that you can send to your favorite application.

(continued)

Links	You can set up profiles to send files to different destinations via local or global network connections.
Wide range of sizes	You can scan originals ranging from legal-size paper to checks. You can use the card slot on the back of the scanner to scan items such as business cards, drivers licenses, identification cards, insurance, and other cards.

Scanner hardware

- Scanner front panel buttons
- Power rocker switch

Scanner front panel buttons

Use the buttons on the scanner front panel to start a scan, select a profile for a scan, and configure some scanner settings. For more information, see Use the scanner buttons.

Icon		Button name	Description
1		**Scan Document To**	Start a scan (after selecting a profile).
2		**Copy**	Start a copy (after selecting the number of copies).
3		**Select Profile Number** or **Number of Copies**	Select a profile (before scanning) or the number of copies (before copying). The selected profile number or number of copies is displayed on the LCD panel.

(continued)

4	✕	**Cancel**	Cancel a scan or copy in progress.
5	🔧	**Button Settings**	Open the Button Settings Utility where you can work with profiles or view maintenance information.

Power rocker switch
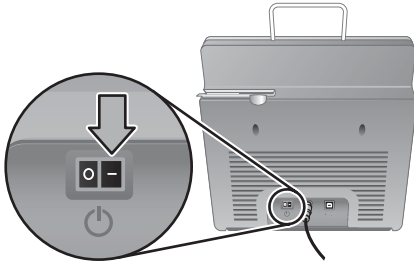
The **Power** rocker switch is located on the back of the scanner.

Scanning software

The scanner comes with an assortment of scanning and document-management programs, including:

- HP Smart Document Scan Software
- Button Settings Utility
- Kofax VirtualReScan (VRS)
- IRIS Readiris Pro
- ScanSoft PaperPort
- NewSoft Presto! BizCard Reader

For more information and detailed descriptions of the software programs, see the printed Setup and Support Guide that came with the scanner.

For PDF version of the guide that you can print:

1. Insert the HP Smart Document Scan Solution CD that came with the scanner into the computer CD drive.
   Wait for the installation dialog box to display.
2. Click **View or print guides**.
   A list of languages is displayed.
3. Click the language that you want.
   A list of guides is displayed.
4. Click **Printable Setup and Support Guide**.

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. For more information, see Scan from HP Smart Document Scan Software.

Main window

When you open the software the main window is displayed. In the main window you can:

- **Start a scan:** Load the original in the document feeder, select **Simplex** or **Duplex** (for one-sided or two-sided printing), select a profile from the list, and then click **Scan**. The scan will be completed using the settings associated with the selected profile.
  For more information, see Scan from HP Smart Document Scan Software.
- **Set up a profile:** Click **New**, and then select the settings for the profile on the **Profile**, **Process**, **Scan**, and **Destination** tabs.
  For more information, see Set up profiles.
- **Modify a profile:** Select a profile from the list, click **Edit**, and then change the settings for the profile on the **Profile**, **Process**, **Scan**, and **Destination** tabs.
  For more information, see Set up profiles.

Second window

In the second window (Executing profiles) you can manage pages. At the top of the window is a thumbnail view where scanned pages are displayed one by one as they are scanned. From this page you can:

- Scan more pages
- Preview pages individually
- Reorganize or delete pages
- Finish scanning

For detailed information, see the HP Smart Document Scan Software help. To open the help, double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** in the toolbar menu.

Button Settings Utility

Use the Button Settings Utility to manage profiles and find information about scanner status and maintenance.

To open the utility, do one of the following:

- Double-click the **Button Settings Utility** icon on the desktop.
- Press the Button Settings (⚲) button on the front panel of the scanner.
- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **7800**, and then click **Button Settings Utility**.

Use the **Configure buttons** tab to manage the profiles if HP Smart Document Scan Software is installed on the computer. For more information, see Set up profiles.

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Use the **General info** tab to find information about the status of the scanner hardware: scan count, scanner model, Instant Lamp Warm-up, maintenance suggestions, and more.

Other software programs

For information about another scanning software program, open the program, and then click **Help** in the toolbar menu.

Where to get additional information

The scanner comes with several sources of additional information:

- Printable version of this guide
- HP Scanjet 7800 Setup and Support Guide
- Online help

Printable version of this guide

For a PDF version of this guide that you can print:

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

HP Scanjet 7800 Setup and Support Guide

Use the printed HP Scanjet 7800 Setup and Support Guide that came with the scanner to set up and connect the scanner hardware, test the installation, and troubleshoot installation problems.

For a PDF version of the setup and support guide that you can print:

1. Insert the HP Smart Document Scan Solution CD that came with the scanner into the computer CD drive.
   Wait for the installation dialog box to display.
2. Click **View or print guides**.
   A list of languages is displayed.
3. Click the language that you want.
   A list of guides is displayed.
4. Click **Printable Setup and Support Guide**.

Online help

The following sources of information are available online:

HP Smart Document Scan Software help

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

Button Settings Utility help

If the Button Settings Utility is installed on the computer, click **Help** on the dialog box. For help opening the Button Settings Utility, see Assign profile numbers with the Button Settings Utility.

Accessibility

This section describes the accessibility options available with this scanner.

- Screen-readable user guide in other languages
- LCD Reader
- Button Disable Utility

Screen-readable user guide in other languages

There is a screen-readable version of this User Guide on the software CD. To get a version of the guide in another language:

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

LCD Reader

The LCD Reader is a software program that displays the contents of the scanner's LCD as it changes. It utilizes accessibility tools installed on your computer to read what is being displayed on the LCD.

To use the LCD Reader, follow these steps:

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard \Scanjet\7800\hplcd.exe.
2. To start the program, double-click **hplcd.exe**.

Button Disable Utility

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

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

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard \Scanjet\7800\hpbdu.exe.
2. Double-click **hpbdu.exe**.
   The HP Button Disable Utility dialog box is displayed.
3. Select the scanner, and then click **Enable Buttons** or **Disable Buttons**.

2 Set up profiles

An HP Smart Document Scan Software profile contains settings for scanning, processing, and saving or sending scanned documents. You can set up profiles for use with the **Scan Document To** button. The profiles provide a fast, efficient way to scan. You can configure each profile to perform specific scanning functions that you use often. For example, if you frequently need to scan originals at 200 dpi color, create a PDF file, and save the file in a folder named Archives within a folder named 2005, you can create a profile with the necessary settings to accomplish this task.

Use HP Smart Document Scan Software to set up and modify profiles. Use the Button Settings Utility to assign a number to each profile. After you have set up a profile, you can use the same settings simply by selecting the profile in the LCD of the front panel.

- Set up a profile with HP Smart Document Scan Software
- Assign profile numbers with the Button Settings Utility
- Modify a profile with HP Smart Document Scan Software
- Import and export profiles

Set up a profile with HP Smart Document Scan Software

1. To open HP Smart Document Scan Software, do one of the following:
   – Double-click the **HP Smart Document Scan Software** icon on the computer desktop.

   – Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **7800**, and then click **HP Smart Document Scan Software**.
2. Click **New**.
   The Create New Profile dialog box is displayed.
3. In the **Profile name** box, type the name you want or accept the default name.

   > **Tip** You might want to set up the new profile based on an existing one. To do so, check the **Copy settings from profile** check box and select an existing profile from the list.

4. Click **Continue**.
   The Profile Settings dialog box is displayed.
5. Use the **Scan**, **Process**, and **Destination** tabs to select the settings for the profile. If you have set up the new profile based on an existing one, the existing profile's settings are displayed. Otherwise, the new profile's settings, such as paper size, target folder, etc., default to the most commonly used values.
6. After completing all settings go back to the **Profile** tab to summarize the most typical characteristics of the profile (such as document types and formats, separation criterion, destination link) in the **Description** box.
7. Click **OK**.

For more information, see the HP Smart Document Scan Software help. Double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** in the toolbar menu.

Assign profile numbers with the Button Settings Utility

Use the Button Settings Utility to assign each profile to a number. Profiles represented as numbers are easily selected from the LCD.

Note Because the profile number in the LCD panel returns to **01** after being idle for 20 seconds, it is a good idea to assign commonly used profiles to lower numbers.

1. To open the Button Settings Utility, do one of the following:
    – Double-click the **Button Settings Utility** icon on the computer desktop.

    – Press the Button Settings (🔧) button on the front panel of the scanner.
    – Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **7800**, and then click **Button Settings Utility**.
2. Select the button number in the **Select button to configure** area of the dialog box.
3. Click a profile name in the **Choose profile for selected button** list.
4. Click **OK**.

Modify a profile with HP Smart Document Scan Software

To modify a profile, follow these steps:

1. To open HP Smart Document Scan Software, do one of the following:
    – Double-click the **HP Smart Document Scan Software** icon on the computer desktop.

    – Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **7800**, and then click **HP Smart Document Scan Software**.
2. Select the profile that you want to modify from the **Select a scan profile list**.
3. Click **Edit**.

For more information, see the HP Smart Document Scan Software help. Double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** in the toolbar menu.

Import and export profiles

Profiles can be exported into 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. Double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** in the toolbar menu.

3 Scan and copy

- Basic scanning steps
- Basic copying steps
- Scan two-sided originals
- Scan a card in the card slot
- Load originals
- Use the scanner buttons
- Scan from HP Smart Document Scan Software
- Scan from other software programs

Basic scanning steps

The basic steps for scanning are:

1. Load the originals. For more information, see Load originals.
2. Do one of the following:
   - Use the **Select Profile Number** (⬍) button on the scanner front panel to select a profile, and then press the **Scan Document To** (📄) button.
     For information about profiles, see Set up profiles.
   - Open HP Smart Document Scan Software. For more information, see Scan from HP Smart Document Scan Software.
   - Open another scanning software program. For more information, see Scan from other software programs.

> **Tip** Descriptions of the profiles can be found in the HP Smart Document Scan Software, on the profile label on the pull-down tray on the front of the scanner, or in the Button Settings Utility.

Basic copying steps

The basic steps for copying are:

1. Load the originals. For more information, see Load originals.
2. Use the **Number of Copies** (⬍) button on the scanner front panel to select the number of copies, and then press the **Copy** (🖶) button.
   Copies are printed on the computer's default printer.

Scan two-sided originals

The steps for scanning or copying two-sided originals are the same as for one-sided originals. In the HP Smart Document Scan Software, select **Duplex** (for two-sided printing). The scanner processes both sides of the original in one pass.

Scan a card in the card slot
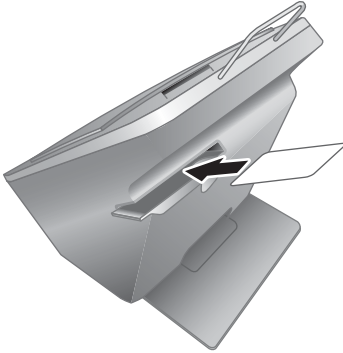
To scan a card using the card slot on the back of the printer, follow these steps:

1. Insert one card, face down with the top of the card facing left, in the card slot on the back of the scanner.

2. Use the NewSoft Presto! BizCard Reader software to read the card and save it to a file or send it to a printer.

⚠ **Caution** Do not load more than one card in the card slot at a time.

Load originals

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

- Choose acceptable paper
- Load originals in the document feeder

Choose acceptable paper

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

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

> ⚠ **Caution** Before placing an item in the document feeder, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the interior of the scanner.
>
> Make sure there are no curls, wrinkles, staples, paper clips, or any other attached material. Sheets should not be stuck together.

Load originals in the document feeder

1. Extend the output tray. For longer paper sizes, extend the document feeder extension.
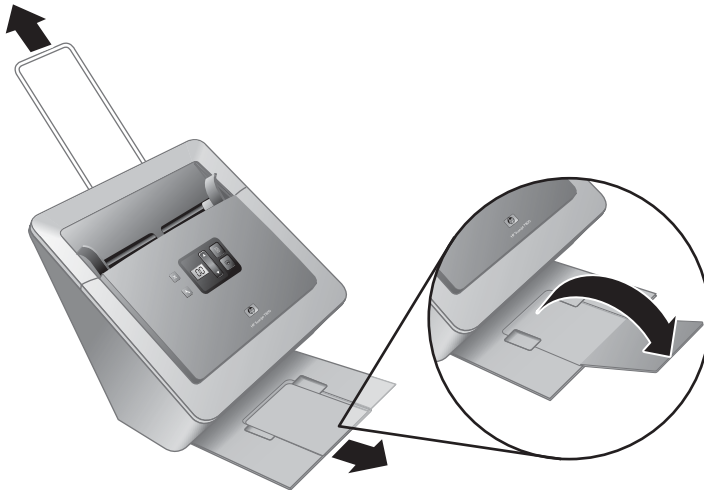
2. Place the stack of pages face down. The top of the pages should point down (🖿).

3. Adjust the paper guides to center the original. Make sure the paper guides touch the edges of the original.
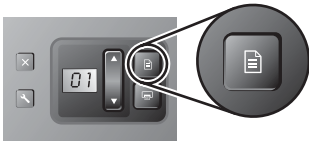
> **Note** When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original.

Use the scanner buttons

- Scan Document To button
- Copy button
- Button Settings button
- Cancel button

Scan Document To button

Use the **Select Profile Number** button (↕) to select a profile. The profile number (01 through 30) is displayed on the LCD panel.

> **Tip 1** Descriptions of the profiles can be found in the HP Smart Document Scan Software, on the profile label on the pull-down tray on the front of the scanner, or in the Button Settings Utility.

> **Tip 2** To increase or decrease the profile numbers rapidly, press and hold the **Select Profile Number** button.

Use the **Scan Document To** (▤) button to scan an original document using the selected profile.

For information about profiles, see Set up profiles.

Copy button

Use the **Number of Copies** button (↕) to specify the number of copies that you want. The number of copies is displayed on the LCD panel.

> **Tip** To increase or decrease the number of copies rapidly, press and hold the **Number of Copies** button.

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

Button Settings button

Use the **Button Settings** button to open the Button Settings Utility. Use the Button Settings Utility to manage profiles and find information about scanner status and maintenance. For more information, see Button Settings Utility.

Cancel button

Use the **Cancel** button to cancel a scan in progress.

Scan from HP Smart Document Scan Software

You can start a scan from the HP Smart Document Scan Software.

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

   – Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **7800**, and then click **HP Smart Document Scan Software**.
2. Select the profile that you want from the **Select a scan profile list**.

   Tip A description of the selected profile is displayed below the list. For descriptions of the most commonly used profiles, see the profile label on the pull-down tray on the front of the scanner.

3. Click **Scan**.
4. Follow the onscreen instructions to complete the scan.

For more information, see the HP Smart Document Scan Software help. Double-click the **HP Smart Document Scan Software** icon on the computer desktop, and then click **Help** in the toolbar menu.

Scan from other software programs

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

4 Care and maintenance

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

- Button Settings Utility General info tab
- Order maintenance and scanning supplies
- Clean the scanner glass
- Use the HP paper-path cleaning cloth
- Clean the feed-roller assembly manually

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

> ⚠ **Caution** Before placing an item in the document feeder, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the interior of the scanner.
>
> Make sure there are no curls, wrinkles, staples, paper clips, or any other attached material. Sheets should not be stuck together.

Button Settings Utility General info tab

The General info tab of the Button Settings Utility displays important information about the scanner, a link to the scanner maintenance suggestions and log, and a check box for activating the Instant Lamp Warm-up feature of the scanner lamp. For an explanation of the General info tab, see the Button Settings Utility help.

Order maintenance and scanning supplies

You can purchase maintenance parts for your scanner.

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

Clean the scanner glass

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

To clean the strips of glass, follow these steps:

1. Disconnect the USB cable and power supply from the scanner.
2. Open the scanner hatch.
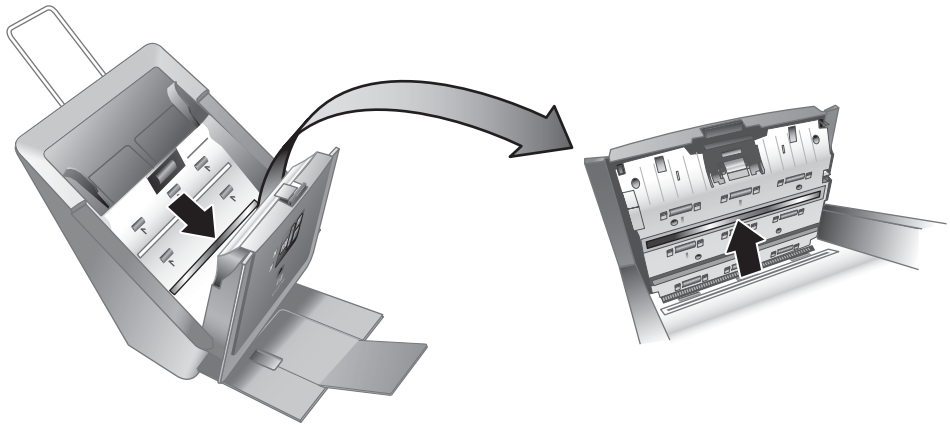
3.   Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

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

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

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

Use the HP paper-path cleaning cloth

If scanned images have streaks or scratches, use the HP paper-path cleaning cloth to clean the paper path. Follow these steps:

1.   Open the sealed container, starting at the notch. Take care not to tear the cleaning cloth that is inside.
2.   Remove the cleaning cloth and unfold it.
3.   Place the unfolded cloth into the document feeder.
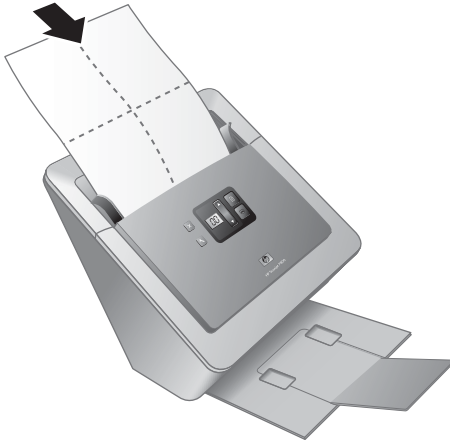
4. Follow the basic scanning steps. For more information, see Basic scanning steps.

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

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

Clean the feed-roller assembly manually

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

1. Open the scanner hatch.
2. Squeeze the tabs on the feed-roller assembly cover towards each other, and then lower the feed-roller assembly cover.
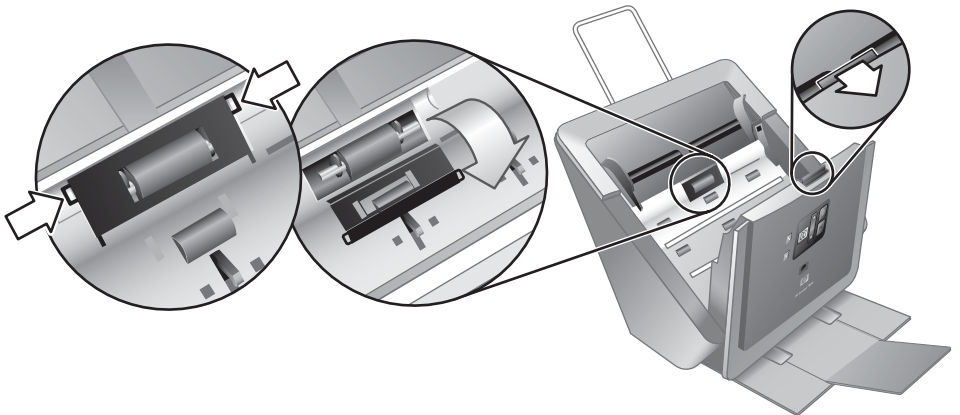
3. Use an HP paper-path cleaning cloth to clean the feed roller and the small rubber pad that is located below it.

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

4. Wipe the area around the small rubber pad to remove any paper dust.
5. Raise the feed-roller assembly cover to close it.
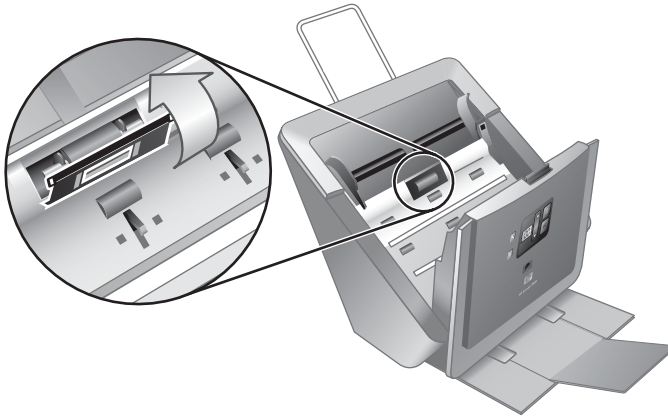
6. Close the scanner hatch.

> **Note** HP recommends that you replace the feed-roller assembly every 100,000 scans. Use the HP Button Settings Utility to keep track of the scan count. For more information, see the General info tab in the Button Settings Utility.

5   Troubleshooting

This section contains solutions for common problems with the scanner.

- Scanner initialization or hardware problems
- Scanner operation problems
- Scanner buttons are not working correctly
- Scanner paper path problems
- Contact HP Support

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

Scanner initialization or hardware problems

This section contains solutions for initialization and hardware problems.

- Reset the scanner
- Scanner has stopped working correctly
- Check the cables

Reset the scanner

If you receive an error message similar to "Scanner initialization failed" or "Scanner not found" when trying to use the scanner, follow these steps:

1. Close the scanning software, if it is open.
2. Disconnect the USB cable that connects the scanner to the computer.
3. Turn the scanner off.
4. Shut down the computer operating system, turn the computer off, wait 60 seconds, and then turn the computer back on.
5. Turn the scanner on.
6. Reconnect the USB cable that connects the computer and the scanner, making sure that the USB cable is connected to the back of the scanner correctly.
   After 30 seconds, the characters in the LCD panel should not be blinking. If the LCD panel characters are blinking, see the printed Setup and Support guide that came with the scanner.
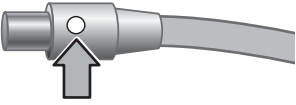
Scanner has stopped working correctly

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

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.
2. Unplug the power cable from the power source, wait 60 seconds, and then plug it back in.
3. Restart your computer.
4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software.

   a. Click **Start**, click **Settings**, and then click **Control Panel**. (In Windows XP, click **Start**, and then click **Control Panel**.)

   b. Click **Add/Remove Programs** (in Windows XP, click **Add or Remove Programs**), and then select the HP Scanjet software.

   c. Click **Remove**.

5. Reinstall using the HP Smart Document Scan Software CD that came with your scanner. When you insert the CD, an installation dialog box launches automatically.

Check the cables

Cable type	Action
Power supply	The power supply has an attached cable that plugs into the back of the scanner. The connector on the end of this cable has a green LED that is on when the power supply is functioning correctly. The power supply also has an AC cable that is connected to the power supply on one end and plugged into a power outlet or surge protector on the other end. 1. Check that the green LED on the power supply cable connector is on. 2. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the AC cable is plugged into. 3. If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact HP Support for assistance.
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. For additional USB troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find USB troubleshooting topics.

Scanner operation problems

● Scanner will not turn on

● Scanner lamp stays on

- Scanner does not scan right away
- Scanned image is fuzzy
- Scanner is scanning items very slowly
- The scan is completely black or completely white
- Scanned images are not straight
- Vertical white stripes appear on the printed page

Scanner will not turn on

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

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

Scanner lamp stays on

To turn the lamp off, turn off the scanner, wait 30 seconds, and then turn the scanner back on.

Scanner does not scan right away

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

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

Scanned image is fuzzy

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

Scanner is scanning items very slowly

- If you are scanning to edit text, the optical character recognition (OCR) software program causes the scanner to scan more slowly, which is normal. Wait for the item to scan.
- The resolution might be set too high in the profile. Modify the profile or select another profile.

The scan is completely black or completely white

The item might not be placed correctly in the document feeder. Make sure that the item you are trying to scan is placed face down.

Scanned images are not straight

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

Vertical white stripes appear on the printed page

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

Scanner buttons are not working correctly

- Buttons do not work
- An unexpected program opens when a button is pressed
- Wrong HP Smart Document Scan Software profile is used when a button is pressed

Buttons do not work

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

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.
2. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.
3. Restart your computer.
4. If the problem persists, the buttons might be disabled. Try the following procedure:
   a. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
   b. Windows 98 and Windows 2000: Ensure that the **Disable Device Events** option is not selected.
   c. Windows Me and Windows XP: Ensure the **Take No Action** option is not selected.

An unexpected program opens when a button is pressed

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

If you expected to see HP Smart Document Scan Software, verify that the program is installed on the computer. Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **7800**, and then look for **HP Smart Document Scan Software**.

If the program is not installed, then use the appropriate HP scanning software CD to install the program. If the program is installed, then use the Button Settings Utility to configure the profile for the program. For more information, see Set up profiles.

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

Use the Button Settings Utility to check which HP Smart Document Scan Software profiles are set up for which number. If necessary, reset the profile set up for the number.

For more information, see Set up profiles.

Scanner paper path problems

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

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

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

- If the pages look skewed as they feed into the scanner paper path, check the resulting scanned images in the software to ensure that they are not skewed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work properly. Please ensure that the paper stack is straight and the guides are against the paper stack.
- The document feeder or output tray might contain more than the maximum number of pages. Load fewer pages in the document feeder, and remove pages from the output tray.
- Check to see that the scanner hatch is fully closed.
- Clean the scanner paper path to help reduce misfeeds. If this does not help, install the feed-roller assembly replacement kit. The feed-roller assembly replacement kit contains a feed-roller mechanism and a separation pad. For more information, see Replace the feed-roller assembly.

Paper does not feed from the scanner

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

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

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

The bottom of the scanned image is cut off

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

The scanned images have streaks or scratches

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

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

An item loaded in the scanner jams repeatedly

- The item might not meet the guidelines for acceptable originals. For more information, see Load originals.
- The item might have something on it, such as staples or self-adhesive notes on the original that must be removed.
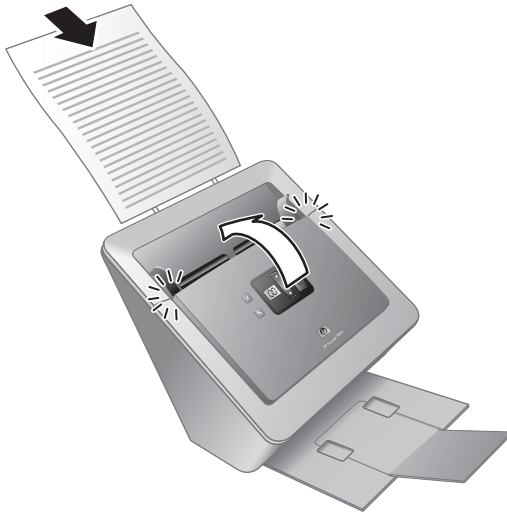- Make sure the paper guides touch the edges of the original.

Clear jams from the scanner paper path

To clear a paper jam:

1. Open the scanner hatch.

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

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

Replace the feed-roller assembly

Occasionally, if streaks on scans or paper jams occur repeatedly, you might have to replace the feed-roller assembly. To order the replacement part, go to www.hp.com/buy/parts. Instructions are included with the replacement part.

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

Contact HP Support

For support contact information, see the printed Setup and Support Guide that came with the scanner or visit www.hp.com/support.

HP Scanjet 7800 Scanner