

How to use your HP documentation

This guide

Use this guide to quickly and easily set up and install the software for your new HP ScanJet 4300C/3400C scanner. You can find the following information in this guide:

- Opening the box
- System requirements
- Scanner installation
- Front panel
- Troubleshooting
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- Warranty

Opening the box

What's on the HP Scanning Software CD-ROM

Your HP ScanJet scanner comes with an HP Scanning Software CD-ROM that includes the following files and programs:

- HP ScanJet scanner installation program (SETUP.EXE)
- HP ScanJet scanning software (HP PrecisionScan LTX, HP ScanJet Copy Utility, OCR Libraries)
- Online Support Supplement file
- Adobe® ActiveShare™ image management and Internet sharing software
- ArcSoft™ PhotoMontage™
- Corel® Print House™ (HP ScanJet 4300C only)
- Trellix Web™ personal Web site creation software

System Requirements

For Windows 95 (parallel scanner only) or Windows 98:

- Pentium computer with 90 MHz processor
- 32 MB RAM
- 4x CD-ROM speed
- VGA 800 x 600, 16 bit
- 100 MB for scanning software (310 MB for solution, including third-party software)

For Windows 2000 (USB scanner only):

- Pentium computer with 166 Mhz processor
- 32 MB RAM
- 4x CD-ROM speed
- VGA 800 x 600, 16 bit
- 100 MB for scanning software (310 MB for solution, including third-party software)

Scanner installation

Install the software BEFORE the hardware

- 1 Close all applications (except Windows).
- 2 Insert the HPCD-ROM into your CD-ROM drive. The Installer starts.

Note

If the Installer does not start, select **Start > Run** and type **D:\setup.exe** where D is the letter of your CD-ROM drive.

- 3 Follow the instructions on your PC screen.
- 4 For more information, click Registration and Additional Help.

Installing the scanner

Installing the HP ScanJet scanner is quick and easy. In just a short time, you can scan and copy documents. The steps required to install the scanner are listed below.

- 1 Unlock the scanner by sliding the plastic lock on the bottom of the scanner up to the unlocked position.
- 2 Choose the cable you will use to connect your scanner.
 - Two cables have been included with your scanner: a USB cable and a Parallel cable. You will use only ONE of these cables.
 - For best performance, connect the USB cable unless:
 - You are running Windows 95.
 - Your computer does NOT have a USB port.
 - You chose parallel during scanning software installation.

WARNING!

Only use the power supply, cables, and accessories supplied with this equipment or expressly approved by Hewlett-Packard Company.

- 3 Connect your scanner.
 - USB
 - a Connect the USB cable to the USB port on the back of the scanner, then to one of the USB ports on your PC.
 - b Do not connect the parallel cable.
 - Parallel:
 - a Make sure your PC is off. If you do NOT have a printer, go to step d.
 - b Disconnect the printer's parallel cable from the PC.
 - c Connect the printer cable to the scanner's parallel port.
 - d Use the parallel cable that came with the scanner to connect the scanner to your PC.
 - e Do not connect the USB cable.
- 4 Connect the power supply to the scanner and plug the power cord into an electrical outlet. This turns on power to the scanner.

Note

If you installed Parallel, you must now restart your PC.

The scanner does NOT have an on/off switch.

Congratulations! Your scanner is now installed.

Front panel

Use the Scanner Buttons

Place a document on the scanner glass, and then press one of the following scanner buttons:

- **SCAN:** Starts the HP scanning software.
- **E-MAIL:** Scans and attaches your document to a new e-mail message from your installed e-mail software.
- **COPY PANEL:** Scans and prints copies of your document.

Troubleshooting

Installation Troubleshooting

Cable Selection

Check to see that you have connected the scanner using the correct cable for your operating system.

- **Windows 95:** USB is not supported for this scanner in Windows 95. You must connect your scanner using the parallel interface.
- **Windows 98:** Your computer may or may not have a USB port. HP recommends that you connect your scanner using the USB interface if you have a USB port. If your computer does not have a USB port, connect the scanner using the parallel interface.
- **Windows 2000:** Parallel is not supported for this scanner in Windows 2000. You must connect your scanner using the USB interface.
- **Any other operating system** (Windows NT, Unix, OS/2): The HP ScanJet scanner is designed to work under the Windows 95 (parallel scanner only), Windows 98, or Windows 2000 (USB scanner only) operating systems. HP recommends that you return the scanner and purchase a scanner that is compatible with your system.

Note

See Scanner installation (page 3) for installation instructions on the parallel or USB interface.

Software Troubleshooting

Use the steps below to address problems related to the installation of your scanner software.

If the installation program ran completely: Run the HP Scanning Software to determine what the scanner is doing.

- 1 If the software does not find the scanner, make sure the power connections are secure by checking the following components:
 - Make sure the power cord is firmly attached to the scanner and plugged into an outlet.
 - If the power cord is attached to a surge protector, make sure the surge protector is plugged into an outlet and turned on.
 - Make sure the USB cable is firmly connected to both the scanner and the computer.

- 2 If the scanner looks like it is ready to scan, but it is making a loud clicking noise, then the scanner was probably not unlocked properly. Refer to the Setup poster that came with the scanner.

The installation program did not run completely: If you encountered installation errors, follow the steps below.

- **Installation file errors:** Make sure all applications are closed and reinstall the software. If the reinstallation does not work, call the HP Customer Care Center.
- **Your computer does not meet the minimum system requirements:** See page 2 for minimum system requirements.
- **Not Enough Hard Disk Space:** Either remove unnecessary files from your hard disk to create more space, or install the software on a different disk drive. If you still get a hard disk error after reinstalling the software, call the HP Customer Care Center.
- **Not Enough RAM:** See page 2 for minimum system requirements.
- **Destination Directory Is Invalid or Program Folder Is Invalid:** If you typed an invalid destination directory in the Confirm Installation Settings or the Select Program Folder dialog box, the scanning software will notify you. Remember the destination cannot contain the following characters: /, \, :, ?, <, >, or |. To enter a valid directory, find a valid destination directory by clicking on the Browse button, or restore the defaults.

Specifications

Scanner specifications

Scanner Feature	Specification
Scanner type	Flatbed
Maximum document size	8.5 in by 11.66 in (216 mm by 297 mm), letter width by A4 length
Scanning element	Charged-coupled device
Interface	Universal Serial Bus Enhanced Parallel
Optical resolution	600 x 1200 dpi
Selectable resolution	12 dpi to 9600 dpi at 100% scaling
Image processing (options)	Dithering, thresholding, scaling, interpolation, gamma adjustment, matrix adjustment
AC line voltage	100 - 120 VAC, 50 - 60 Hz 200 - 240 VAC, 50 - 60 Hz 100 - 240 VAC, 50 - 60 Hz
Power consumption	23 W maximum, 10 W idle mode, ENERGY STAR compliant. As an ENERGY STAR Partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR guidelines for energy efficiency.
Weight	3.7 kg (8.2 lbs)

Environmental specifications

Temperature

- Operating: 5 degrees C to 40 degrees C
- Storage: -40 degrees C to 70 degrees C

Humidity

- Operating: 15% to 85% noncondensing
5 degrees C to 40 degrees C
- Storage: up to 90%
0 degrees C to 70 degrees C

Regulatory statements

EU Declaration of Conformity

According to ISO/IEC Guide 22 and EN45014:

Supplier's Name	Hewlett-Packard Company
Supplier's Address	Greeley Hardcopy Division 700 71st Avenue Greeley, Colorado 80634 USA

Declares that the product:

Product Name	HP ScanJet 4300C/3400C (may contain suffix)
Product Numbers	C7730A, C7732A, C7733A, C7737A

Conforms to the following Product Specifications:

Safety	IEC 950: 1991 + A1: 1992 + A2: 1993 + A3: 1995 + A4: 1996 EN 60825-1: 1994
EMC	CISPR 22: 1993+A1+A2, Class B / EN 55022: 1994+A1+A2, Class B IEC 1000-3-2: 1995 / EN 61000-3-2: 1995 IEC 1000-3-3: 1994 / EN 61000-3-3: 1995 EN 50082-1: 1992 / EN55024: 1998 IEC 1000-4-2, 4kV CD, 8 kV AD IEC 1000-4-3, 3 V/m IEC 1000-4-4, 1kV Power Lines IEC 1000-4-5, Surge Immunity

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE-marking accordingly. LEDs in this product are Class 1 in accordance to EN60825-1.

Greeley, Colorado, USA
October 1999

Service and support

Getting help with scanner problems

At Hewlett-Packard, we do everything we can before you purchase your scanner to make sure that you will never have trouble with it. However, should you encounter a problem, just follow the steps outlined here.

- 1 Consult information provided with the scanner.
- 2 Consult the README.DOC file provided with the software installation.
- 3 Contact HP directly.

Review the information in the support supplement

The fastest way to solve problems is to refer to the online troubleshooting guide, which outlines corrective steps that should solve common problems you may encounter when installing your HP ScanJet scanner.

Use online help

The software programs that come with your HP ScanJet scanner have online help. The HP scanning software has a Help button to provide you with information and answers to your questions.

Read Readme.doc

A Readme.doc file, which contains late-breaking information about your scanner, is also included in the support supplement.

Accessing Customer Care Online

Click your way to a quick solution! All at www.hp.com/cposupport/eschome.html

Customer Care is a great place to go for answers to questions about your HP products. You'll get instant access to helpful tips and tricks, downloadable drivers, and the latest product and software updates—24 hours a day, 7 days a week—all without picking up the phone.

Visiting the HP ScanJet Information Web Site

Looking for software upgrades, accessories, demos and tutorials, or creative project ideas for your scanner? Wondering how to find more ways to use your present scanner, achieve more professional results, or even comparison shop for a scanner? Visit the HP ScanJet Education and Assistance Center on the World Wide Web at: <http://www.scanjet.hp.com>

Hardware repair services

To speak to someone to verify that your scanner needs repair, please call the HP Customer Care Center. If your scanner requires repair, the HP Support Agent will coordinate the process. This service is free of charge during the warranty period of your scanner. Beyond the warranty period, repairs will be charged on a time and materials basis.

HP Driver Distribution Program

As upgrades to your application software occur, or more functionality from the scanner is needed, it may be necessary for you to update your scanning software.

To obtain the latest revision of our scanner drivers and software, either:

- 1 Check the Customer Care Online at www.hp.com/cposupport/eschome.html.
- 2 Call (661) 257-5565 (U.S. and Canada only)
Monday through Friday: 6 am to 10 pm Mountain Time Zone
Saturday: 9 am to 4 pm Mountain Time Zone
Acquisition charges apply.

HP Customer Care Center phone numbers

Hewlett-Packard products are sold and supported worldwide through Hewlett-Packard Sales and Service Offices and through authorized HP dealers. To find a service-authorized HP dealer, select one of the countries listed below.

Note

Please have your scanner serial number and date of purchase ready when calling.

Note

There is a fee for phone support in some regions. Prices and coverage may vary by country, and are subject to change without notice.

HP Customer Care Center phone numbers

Canada

(905) 206-4663

Czech Republic

42 (2) 471 7321

Greece

30 1 689 64 11

Hungary

+36 1 382-1111

Middle East/Africa

+27 (0)11 8061030

Poland

(++48) 22 519 06 00

Russia

(+7) 095 797 3520

(+7) 812 239 3618

South Africa

(++27-) 086 000 1030

Turkey

+90 212 2216969

FCC Compliance

FCC Declaration of Conformity

Supplier's Name	Hewlett-Packard Company
Supplier's Address	Greeley Hardcopy Division 700 71st Avenue Greeley, Colorado 80634 USA
Contact Person	GHC Regulatory Manager
Telephone	970-350-5600
Product Name	HP ScanJet 4300C/3400C (may contain suffix)
Product Numbers	C7730A, C7732A, C7733A, C7737A

The supplier listed above declares that this product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modification of this equipment not expressly approved by Hewlett-Packard could void the user's authority to operate this equipment. Only use the cables, connectors, power cords and accessories supplied with this equipment or expressly approved by Hewlett-Packard.

Test reports on file: C6290-1

Date: February 2000

Warranty

HEWLETT-PACKARD LIMITED WARRANTY STATEMENT

HP PRODUCT

DURATION OF LIMITED WARRANTY

HP ScanJet 4300C/3400C Scanner 90 day hardware warranty

- 1 HP warrants to you, the end-user customer, that HP hardware, accessories and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be new, like-new, or a functionally equivalent or upgraded product.
- 2 HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.
- 3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.
- 4 HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

- 5 Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.
- 6 HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL. TO THE EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some countries, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.
- 7 TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND: THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

