

# HP Scanjet N6310

## User Guide





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# 1 Use the scanner

The following topics describe the HP Scanjet scanner as well as how to scan or copy original documents.

- [HP scanning software overview](#)
- [Scanner overview](#)
- [Scanner settings](#)
- [Load originals](#)
- [Start a scan](#)
- [Make copies](#)

## HP scanning software overview

When you install the HP scanning software, the following icons are added to your desktop. These icons open programs for scanning, copying, and editing your scans.



HP Scanning is the program to use for scanning pictures and documents. Use HP Scanning for all of the following:

- Perform scanning functions
- Access help and troubleshooting information
- Access the **HP Scanning** preview window to edit your scans before saving them
- Scan slides and negatives with the transparent materials adapter (TMA)
- Modify settings and preferences




HP Copy is the program to use for printing copies on a printer.



HP Scanner Tools Utility is the program to use for configuring the buttons on the scanner control panel and recording maintenance information.

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




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 **NOTE:** You can modify scan settings in the **HP Scanning** shortcuts dialog box. For more information, click **Help** in the **HP Scanning** shortcuts dialog box.

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To start a copy, double-click the **HP Copy** icon and follow the onscreen instructions.

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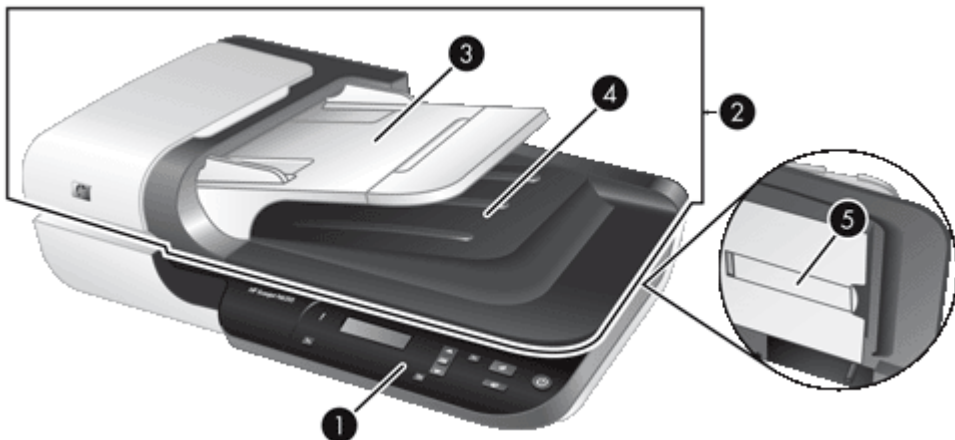
 **NOTE:** You can assign the **Scan** () or **Copy** () buttons to other applications as long as Windows recognizes the application as button-aware. To do so, use the HP Scanner Tools Utility.

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See also

- [“Load originals”](#) on page 7
- [“Use the HP scanning software”](#) on page 14
- [“Make copies”](#) on page 16

## Scanner overview



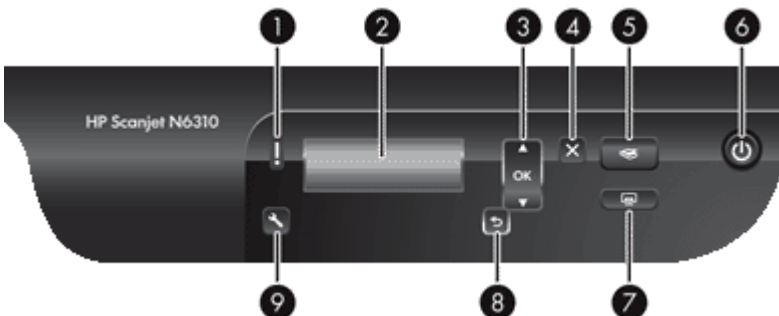
1	Scanner control panel
2	Automatic document feeder (ADF)
3	ADF input tray
4	ADF output tray
5	Transparent materials adapter (TMA)












See also

- [Scanner control panel](#)
- [Automatic document feeder \(ADF\)](#)
- [Transparent materials adapter \(TMA\)](#)

## Scanner control panel

Use the buttons on the scanner control panel to start a scan and to configure some scanner settings.



Icon	Button name	Description
1	 <b>Attention LED</b>	In combination with the Power LED, indicates scanner functions and error conditions.
2	 <b>LCD</b>	<ul style="list-style-type: none"> <li>Displays available scan shortcuts that users can select.</li> <li>Shows menu options and status and error messages.</li> </ul>
3	 <b>OK/Select</b>	<p>Allows you to scroll through and select options in the <b>LCD</b>.</p> <ul style="list-style-type: none"> <li>Press  and  to scroll through the menu options.</li> <li>Press <b>OK</b> to select the option.</li> </ul>
4	 <b>Cancel</b>	Cancels a scan or copy in progress.
5	 <b>Scan</b>	Starts a scan.
6	 <b>Power</b>	Turns the scanner on and off.
7	 <b>Copy</b>	Starts a copy, displaying the <b>HP Copy</b> dialog box on the computer.
8	 <b>Back</b>	Displays the previous menu on the LCD.
9	 <b>Setup</b>	Allows you to set preferences for the behavior of the scanner.

See also

- [“Start a scan”](#) on page 13
- [“Make copies”](#) on page 16
- [“Scanner settings”](#) on page 6
- [“Scanner LEDs”](#) on page 27

## Automatic document feeder (ADF)

You can use the automatic document feeder (ADF) to scan multipage documents quickly and easily.

See also

- [“Use the automatic document feeder \(ADF\)”](#) on page 7
- [“Start a scan”](#) on page 13
- [“Make copies”](#) on page 16


## Transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives.

See also

- [“Use the transparent materials adapter \(TMA\)”](#) on page 12
- [“Start a scan”](#) on page 13

## Scanner settings


The **Setup** () button allows you to modify the following scanner settings:

- [Language](#)
- [Energy consumption](#)
- [Tools](#)








**NOTE:** You can change additional settings through the HP scanning software. Double-click the **HP Scanning** icon on the desktop, and then select an option from the **Options** menu. For more information, click **Help** in the **HP Scanning** shortcuts dialog box.



**TIP:** If you change settings and later want to restore them to their defaults, press the **Setup** () button on the scanner control panel and select **Restore Defaults**.

## Language

To select the language shown on the LCD, follow these steps:

1. Press the **Setup** () button, use  and  to select **Language**, and then press **OK**.
2. Use  and  until the language you want is selected, press **OK** to confirm the language selection, and then press **OK** to exit.

## Energy consumption

You can reduce the scanner's energy consumption with the following settings:


- **Instant Warm-up:** By default, this setting reduces the time it takes for the lamp to turn on, allowing you to scan or copy more quickly. Setting **Instant Warm-up** to **OFF** increases the time required for the lamp to warm up, but reduces energy consumption.
- **Energy Savings:** By default, this setting reduces scanner power consumption after a period of time. Setting **Energy Savings** to **OFF** increases power consumption, but reduces the time required when you begin scanning or copying.

If you set **Instant Warm-up** to **OFF** or **Energy Savings** to **ON**, pressing the **Power** button restores full power to the scanner.

To change energy consumption settings, follow these steps:

1. Press the **Setup** (⚙️) button, use ▲ and ▼ until the energy consumption setting you want is selected, and then press **OK**.
2. Use ▲ and ▼ until the setting you want (**ON** or **OFF**) is selected, press **OK**, and then press ↻ twice.

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 **NOTE:** Setting **Energy Savings** to **ON** reduces power to all parts of the scanner, including the scanner lamp. As a result, setting **Instant Warm-up** to **OFF** when **Energy Savings** is set to **ON** has no effect.

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## Tools

This menu option starts the HP Scanner Tools Utility on the connected computer. This utility allows you to associate any button-aware application with the **Scan** (📄) or **Copy** (📄) buttons and to monitor usage of certain scanner parts for maintenance purposes.

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 **NOTE:** You can also start the HP Scanner Tools Utility through the Windows taskbar. To do so, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **HP Scanjet N6310**, and then click **Scanner Tools Utility**.

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See also

- [“Control of the scanner buttons”](#) on page 42
- [“HP Scanner Tools Utility scanner maintenance information”](#) on page 24

## Load originals

You can load your originals into your scanner using one of the following methods:

- [Use the automatic document feeder \(ADF\)](#)
- [Use the scanner glass](#)
- [Use the transparent materials adapter \(TMA\)](#)

### Use the automatic document feeder (ADF)

For helpful information on loading your documents properly, refer to the following topics.











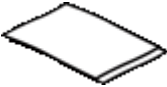

- [Document loading tips](#)
- [How to load documents](#)

#### Document loading tips

- The automatic document feeder (ADF) supports the following paper types.

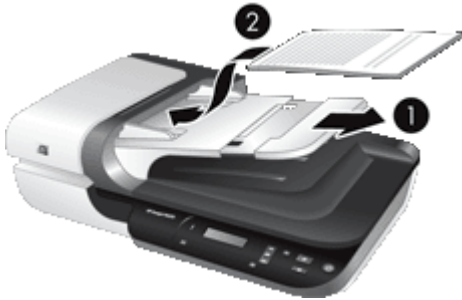
Width:	148-216 mm (5.8-8.5 in)
Length:	148-356 mm (5.8-14 in)
Weight:	50-120 g/m <sup>2</sup> (13-32 lb)

- Scanning the following types of documents with the ADF might result in paper jams or damage to the documents. To scan these documents, use the scanner glass instead of the ADF.

	Wrinkled or creased documents		Curled documents
	Torn documents		Documents with paper clips or staples
	Carbon paper		Coated paper
	Extremely thin, translucent paper		Paper with adhesive notes or flags attached
	Photos		Overhead transparencies
	Papers that are stuck together		Paper with wet substances such as glue or correction fluid

- Before loading documents, make sure that the ADF access door is securely latched.
- When loading a stack of documents, make sure that all of the documents are the same width.
- When loading pages in landscape orientation, make sure that the top of the pages point toward the back of the scanner. Doing so ensures that the scanner automatically rotates the page correctly, if you have set the HP scanning software to rotate landscape pages automatically.
- The maximum capacity of the ADF is 50 sheets of 75 g/m<sup>2</sup> (20 lb) paper. When using heavier paper, the maximum capacity is decreased.

- When loading small pages, such as A5 paper size (148 x 210 mm or 5.8 x 8.3 in), load a stack of at least five pages to ensure that the ADF properly detects and feeds the stack. When scanning fewer than five small pages, scan the pages by placing them on the scanner glass.
- When loading long documents that hang over the end of the input tray, pull out the input tray extender (1), and then load the documents (2).



### How to load documents

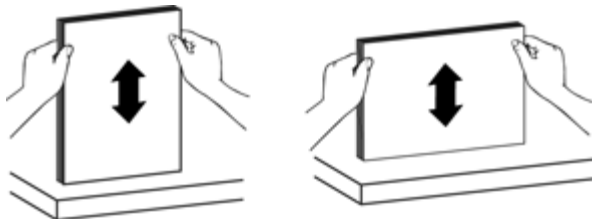
1. If the original pages are long, pull out the input tray extender.



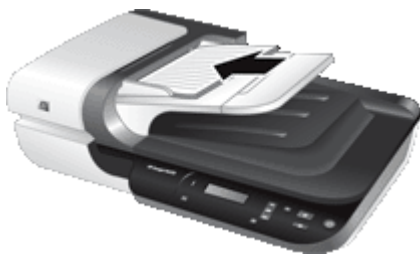
2. Fan the stack of document pages to ensure that the pages do not stick together. Fan the edge that will be pointing into the ADF in one direction, and then fan that same edge in the opposite direction.



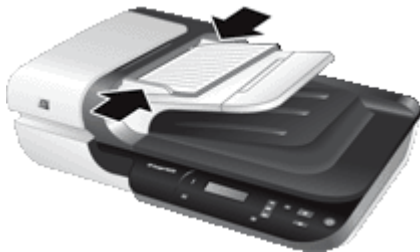
3. Align the edges of the documents by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.



4. Place the stack in the middle of the input tray. Load the stack face up.



5. Adjust the paper guides to the width of the documents. Take care not to overtighten the guides, which can restrict paper feeding, but make sure that the paper guides touch the edges of the documents.



6. Gently push the stack forward to activate the tray sensor.


See also

- [“Document loading tips”](#) on page 7
- [“Automatic document feeder \(ADF\) problems”](#) on page 36
- [“Start a scan”](#) on page 13

## Use the scanner glass


Place items that do not meet the specifications for the automatic document feeder (ADF) directly onto the scanner glass.

Minimum size:	No minimum size
Maximum size:	216 x 300 mm (8.5 x 11.8 in)

 **NOTE:** Not all the length of the scanner glass is in the active imaging area, so make sure to position your originals as indicated by the reference mark on the edge of the scanner glass.

Place the original face down on the scanner glass, as indicated by the reference mark. For landscape pages, place the pages face down with the top of the page pointing toward the back of the scanner.



 **TIP:** To scan multiple pictures at the same time, arrange the pictures that you want to scan on the scanner glass with at least 6 mm (0.25 in) of space between items.


See also

[“Start a scan” on page 13](#)

## Use the transparent materials adapter (TMA)

This section contains information about using the transparent materials adapter (TMA) to scan slides, including 35 mm slides, and negatives.

- [Load slides or negatives](#)
- [Tips for scanning transparent items](#)

 **NOTE:** You must use the HP scanning software to scan slides and negative frames using the TMA.

### Load slides or negatives

The transparent materials adapter (TMA) enables you to scan two 35 mm slides or three negative frames at one time.

Figure 1-1 Load slides



Figure 1-2 Load negatives



To load slides or negatives in the TMA, follow these steps:

1. Open the scanner lid.
2. Remove the negative strip holder from the slide holder.
3. Do one of the following to load the slides or negatives:
  - If you are scanning slides, place the slides into the slide holder. Insert the slides with the top of the slides pointing up and with the front of the slides facing you, making sure that the slides are flat and do not overlap.
  - If you are scanning negatives, do the following:
    - a. Remove the light-shield from the negative strip holder.
    - b. Slide a negative strip into the negative strip holder so that the shiny side of the negative faces you. Negatives are easily damaged, so you should touch them only on their edges.

- c. If the negative strip has fewer than three frames, insert the negatives light-shield into the negative strip holder, making sure the edge of the light-shield touches the last frame.
  - d. Insert the negative strip holder back into the slide holder.
4. Close the scanner lid.

See also

- [“Start a scan” on page 13](#)
- [“Slides, negatives, and TMA issues” on page 40](#)

### Tips for scanning transparent items


- To scan transparent items larger than those that the transparent materials adapter (TMA) accepts, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan.
- When scanning a negative, the default scan shortcut automatically enlarges the image to approximately 6.7 x 10 cm (2.64 x 4 in). If you want the final image to be larger or smaller, start the scan with the HP scanning software and then use the **Resize** tool in the **HP Scanning** preview window to set the scaling to the final size that you want. The scanner will scan the item to the size that you select and adjust the scan resolution as appropriate. For more information, see the scanner software help.





## Start a scan

Start scanning in one of these ways:

- [Use the Scan button](#)
- [Use the HP scanning software](#)
- [Use other software programs](#)

### Use the Scan button

To scan using the **Scan** () button on the scanner, follow these steps:

1. Load the originals.
2. If the scanner LCD indicates there are no scan shortcuts on the scanner, press the **Scan** () button. The **Scan To...Setup** dialog box displays on the computer screen, allowing you to transfer the scan shortcuts you want to use to the scanner control panel scan shortcuts list.
  - a. In the **Available Scan Shortcuts** list, select a shortcut, and then click **Add**.
  - b. Use the **Move** (up) and **Move** (down) arrows in the dialog box to arrange the shortcut sequence in the **Front Panel List**.  
The shortcuts will appear in this order as you scroll through the list on the front panel of your scanning device.
  - c. When the list is complete, click **Update the Device**. For more information about uploading scan shortcuts, see the printed Getting Started Guide.
3. Use  and  to select the scan shortcut.
4. Press the **Scan** () button on the scanner control panel. The scanner starts the scan and sends the scan to the location specified in the scan shortcut.

### Tips on using the Scan button

- Before you use the **Scan** (📄) button for the first time, you must select the shortcuts you want displayed in the scan shortcuts menu.
- To cancel a scan, press the **Cancel** (X) button.
- You can associate the **Scan** (📄) and **Copy** (📄) buttons with any button-aware scanning software. For more information, see the printed Getting Started Guide.
- If you want to preview and edit your scan before sending it, double-click the **HP Scanning** icon on the desktop, click **Change Settings...**, and select **Show a preview scan**. You can also set the **Scan** button to show a preview before sending the scan. For more information, see the scanner software help.
- If you are scanning 35 mm slides or negatives, select a scan shortcut for slides or negatives. If you do not, the transparent materials adapter light does not turn on.
- If you want to create a custom scan shortcut, double-click the **HP Scanning** icon on your computer. In the **HP Scanning** shortcuts dialog box, highlight the scan shortcut that is most like the one you want to create, and then click **Change Settings**. Modify the settings, and then save the scan shortcut. For more information, see the scanner software help. You can also specify a scan shortcut as the default so that you do not need to select it from the list each time.

#### See also

- [“Load originals” on page 7](#)
- [“Use the HP scanning software” on page 14](#)
- [“Use other software programs” on page 15](#)

### Use the HP scanning software


Start the scan from the HP scanning software when you want more control during the scanning process, such as when you want to preview the image before the final scan, use more advanced features, or change scan settings.

To scan using the HP scanning software, follow these steps:

1. Load the originals.
2. Double-click the **HP Scanning** icon.

3. In the **HP Scanning** shortcuts dialog box:
  - a. Select the scan shortcut you want to use.
  - b. If you want to change scan settings or show a preview before you scan, click **Change Settings...** and make the changes you want. For more information, see the scanner software help.
  - c. Click **Scan**.
4. If you chose to show a preview, the **HP Scanning** preview window is displayed. Make the changes you want. When you are done, click **Finish**. For more information, see the scanner software help.


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 **NOTE:** If you did not select **Show a preview**, you might be prompted to scan additional documents. Click **Yes** to scan additional documents, or click **No** to send the scanned image(s) to the specified location.

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When you click **Finish**, the HP scanning software sends the scanned page(s) to the specified location.

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 **TIP:** The **HP Scanning** shortcuts dialog box continues to display after you scan so that you can scan additional originals. When you are done scanning, click **Close**.

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See also

- [“Load originals” on page 7](#)
- [“Useful scanning features” on page 17](#)

## Use other software programs


You can scan an image or document directly into a software program if the program is WIA- 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.

To scan using WIA- or TWAIN-compliant scanning software, follow these steps:

1. Start the scanning software, and then select the WIA or TWAIN data source.
2. Complete the appropriate actions to complete the scan.
3. Select the settings that are appropriate for the originals that you are scanning.

For more information, see the online help for the scanning software.

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 **NOTE:** If your application is ISIS-compliant or you want streamlined document scanning when using TWAIN-compliant software programs, you can install the EMC ISIS/TWAIN driver. To do so, insert the installation CD that came with your scanner and select the EMC ISIS/TWAIN option. When scanning documents, select the HP Scanjet N6310 Doc TWAIN driver from the application. However, when scanning images from other software programs, select the HP Scanjet N6310 TWAIN driver.

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See also

- [“Load originals” on page 7](#)


## Make copies

Use the **Copy**  button to scan an original and send it to a printer.

To make copies, follow these steps:

1. Load the originals.
2. Press the **Copy**  button. The copy is sent to the printer and the **HP Copy** dialog box displays on the connected computer.
3. If you want to change the settings, such as number of copies or output type, follow these steps:
  - a. Click **Cancel** in the progress dialog box.
  - b. Make the changes you want in the **HP Copy** dialog box.
  - c. Click **Start**. The copy is sent to the printer.

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 **TIP:** You can also make copies by clicking the **HP Copy** icon on the desktop.

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## 2 Useful scanning features

Experienced document management professionals might be interested in the following scan features. Many of these features are also available from any ISIS- or TWAIN-compliant document scanning software that allows you to modify the scan settings.

- [Work with scan shortcuts](#)
- [Automatically rotate landscape pages](#)
- [Automatically remove blank pages](#)
- [Automatically straighten scanned images](#)
- [Filter out color from a document \(color channel dropout\)](#)
- [Scan without reviewing](#)

### Work with scan shortcuts

Scan shortcuts provide a way to store a set of scan settings for tasks that you perform regularly.

You can create, delete, and modify scan shortcuts in the **HP Scanning** shortcuts dialog box. For information about using and managing scan shortcuts, see the scanner software help.


### Automatically rotate landscape pages

By default, document pages fed through the automatic document feeder (ADF) or placed on the scanner glass appear in the scan output in the same orientation as the originals. The scanner can rotate the scan data to produce portrait orientation output for landscape orientation originals.

To enable portrait output of landscape document originals, follow these steps:

1. Double-click the **HP Scanning** icon on the desktop, and then select **Scan Preferences** on the **Options** menu.
2. On the **Document** tab of the **Scan Preferences** dialog box, select **Automatically rotate landscape pages**, then click **OK**.

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 **NOTE:** In other scanning software, the options for rotating pages are on the **Layout** tab of the ISIS or TWAIN **Advanced Settings** dialog box.

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## Automatically remove blank pages

To set your scan preferences to automatically remove blank pages from the automatic document feeder (ADF) output scan, follow these steps:

1. Double-click the **HP Scanning** icon on the desktop, select a document scan shortcut, click **Change Settings...**, select **Document (Glass or Feeder)** as the scan type under **Scan Shortcut Settings**, and then click **Advanced Document Settings...**
2. Select **Automatically remove blank pages (from feeder)** on the **Advanced Document Settings** dialog box, and then click **OK**.
3. Click **Save Shortcut...**, accept the default shortcut name or enter a new shortcut name, and then click **Save** to save this as a new scan shortcut.

## Automatically straighten scanned images

Items fed through the automatic document feeder (ADF) or placed on the scanner glass may not be aligned with the scanner glass. The software can automatically detect skewed items, and correct for up to 20 degrees of skew in the output image.

To automatically straighten the scan output, follow these steps:

1. Double-click the **HP Scanning** icon on the desktop, select a document scan shortcut, then select **Scan Preferences** on the **Options** menu.
2. On the **Document** tab of the **Scan Preferences** dialog box, select **Automatically straighten scanned images**, and then click **OK**.
3. Click **Save Shortcut...**, accept the default shortcut name or enter a new shortcut name, and then click **Save** to save this as a new scan shortcut.

## Filter out color from a document (color channel dropout)

You can filter out a color channel (red, green, or blue) from a scan, which might reduce the scan file size and improve optical character recognition (OCR) results.

To select a color channel to eliminate from a scanned image, follow these steps:

1. Double-click the **HP Scanning** icon on the desktop and initiate a scan.
2. In the **Final Images** area, select the thumbnail to adjust.
3. Under **Output Type** in the **HP Scanning** preview window, select **Black and White**.
4. In the image toolbar, select **Adjust Black and White**, select the color to drop out, and then click **Finish**.

For more information on dropping out colors, see the scanner software help.

## Scan without reviewing

The standard process for using the HP scanner software to complete your scans is as follows:

1. Scan document pages.
2. Review the scanned document pages in the **HP Scanning** preview window. Delete and rescan pages as necessary.

3. Finish the scan by clicking **Finish** in the **HP Scanning** preview window.
4. Wait for the scanning software to process the scanned document pages according to the profile settings.

You can set up a scan shortcut that skips Steps 2 and 3 of the standard process. After you select this shortcut, press the **Scan** button on the scanner front panel or click **Scan...** in the **HP Scanning** shortcuts dialog box. The pages will be scanned and processed without further intervention.

For a scan to complete automatically, the selected scan shortcut must have the **Show a preview scan** cleared on the **HP Scanning** shortcuts dialog box.

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## 3 Care and maintenance

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

- [Clean the scanner glass](#)
- [Clean the transparent materials adapter \(TMA\)](#)
- [Clean the automatic document feeder \(ADF\)](#)
- [HP Scanner Tools Utility scanner maintenance information](#)
- [Replace the feed roller and separation pad](#)
- [Order maintenance and scanner supplies](#)

Occasional cleaning of your scanner helps ensure higher-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.

Routine cleaning and maintenance should include cleaning the automatic document feeder (ADF), the scanner glass, and the transparent materials adapter (TMA).

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△ **CAUTION:** Avoid placing items that have sharp edges, paper clips, staples, wet glue, correction fluid, or other substances in the scanner. Document pages should not be curled, wrinkled, or stuck together.

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### Clean the scanner glass

Clean the scanner glass under the following conditions:

- Streaks, scratches, or spots appear in images.
- After scanning a document that is dusty or dirty.
- The environment is dusty.

To clean the scanner glass, follow these steps:

1. Turn off the scanner and then disconnect the USB cable and power cable from the scanner.
2. Open the scanner lid.
3. Clean the glass by 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 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 you apply too much glass cleaner, the cleaner might leak under the glass and damage the scanner.

---

4. When you have finished, reconnect the USB cable and power cable to the scanner.

---

 **NOTE:** If cleaning the top surface of the glass does not remove all dirt and smudges from the glass, you can also clean the underside of the glass. Cleaning the underside of the glass requires that you disassemble the scanner. For instructions on how to clean the underside of the scanner glass, see [www.hp.com/support](http://www.hp.com/support).

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## Clean the transparent materials adapter (TMA)

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with glass cleaner and wipe the TMA.


## Clean the automatic document feeder (ADF)

The automatic document feeder (ADF) requires periodic maintenance depending on the amount of use and the type of paper that is fed through it. Clean the ADF under the following conditions:

- The ADF rollers are visibly dirty.
- The ADF has trouble feeding documents.
- Vertical streaks appear in images scanned by the ADF.
- After scanning a document that is dusty, dirty, or has pencil writing on it through the ADF.
- The environment is dusty.

If you use the ADF several times per week, monthly cleaning is recommended. Set up a cleaning routine that is appropriate for the scanner.

---

 **NOTE:** If cleaning the automatic document feeder does not improve performance, you might need to replace the feed roller. To order a Roller Replacement Kit, see [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

To clean the ADF, follow these steps:

1. Turn off the scanner and then disconnect the USB cable and power cable from the scanner.
2. Open the scanner lid.



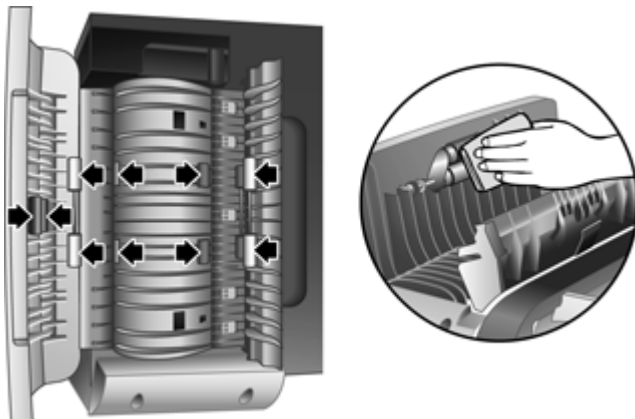
3. Clean the white strip on the inside of the scanner cover and the clear scanning strip on the scanner bed. Wipe these items with a clean, damp, lint-free cloth.



4. Open the ADF access door (1) and the roller cover (2) inside the ADF.



5. Wipe the ADF rollers with a clean, damp, lint-free cloth.



6. Wait several minutes for the rollers to dry, and then close the ADF roller cover and access door.
7. Reconnect the USB cable and power cable to the scanner.




## HP Scanner Tools Utility scanner maintenance information

The **Maintenance** tab of the HP Scanner Tools Utility displays the scanner usage and maintenance history. You can use this tab to record ADF feed roller and separation pad replacement. The utility tracks the number of pages fed through the ADF since the last replacement and notifies you when you should replace the feed roller and separation pad.

To view the **Maintenance** tab, follow these steps:

1. On the Windows taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **HP Scanjet N6310**, and then click **Scanner Tools Utility**.
2. Click the **Maintenance** tab on the **HP Scanner Tools Utility** dialog box.

---

 **TIP:** You can also start the HP Scanner Tools Utility from the scanner control panel. Press the **Setup** () button, press  until **Tools** is highlighted, and then press **OK**.

---

For detailed information on using the HP Scanner Tools Utility, see the HP Scanner Tools Utility help.

## Replace the feed roller and separation pad

Replace the feed roller and separation pad under either of the following conditions:

- Streaks on scans or paper jams occur repeatedly and cleaning the automatic document feeder does not help.
- The HP Scanner Tools Utility **Maintenance** tab indicates that maintenance is due.

The feed roller replacement kit contains a feed roller, separation pad, and installation instructions. To order replacement kits, go to [www.hp.com/support](http://www.hp.com/support).

To replace the feed roller and separation pad, follow these steps:

1. Turn off the scanner, and then disconnect the USB cable and power cable from the scanner.
2. Open the ADF access door and roller cover, and then replace the feed roller and separation pad as described in the installation instructions that were included with the replacement kit.
3. Close the roller cover and ADF access door, and then reconnect the USB cable and power cable to the scanner.
4. Turn on the scanner, and then update the scanner maintenance history:
  - a. Press the **Setup** (⚙️) button on the scanner control panel to open the HP Scanner Tools Utility. Click the **Maintenance** tab.
  - b. In the **Feed Roller and Separation Pad Maintenance** area, click **Record Replacement** and then click **Yes**.

For more information, see the HP Scanner Tools Utility help.

## 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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# 4 Troubleshooting

This section contains solutions for common problems with the scanner, automatic document feeder (ADF), and transparent materials adapter (TMA).

- [Basic troubleshooting tips](#)
- [Scanner LEDs](#)
- [Scanner installation troubleshooting](#)
- [Scanner initialization or hardware problems](#)
- [Scanner operation problems](#)
- [Buttons do not work](#)
- [Automatic document feeder \(ADF\) problems](#)
- [Slides, negatives, and TMA issues](#)
- [Additional troubleshooting information](#)

For additional troubleshooting, see the online help for the scanning software that you are using or see [www.hp.com/support](http://www.hp.com/support) for updated information about the scanner.

## Basic troubleshooting tips

Simple issues such as smudges on the scanner glass or loose cables 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 or TMA is dirty or smudged. If so, clean the glass or TMA.
- If you are scanning a document using an OCR shortcut, make sure that the original document is clear and crisp enough to be scanned.
- Make sure that the TMA/ADF, USB, and power cables are firmly seated in their respective connectors on the back of the scanner, and that the power cord is plugged into a working electrical outlet.
- 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.
- Make sure that the scanner buttons are enabled.
- Turn off the scanner, wait 60 seconds, and then turn on the scanner.
- Test the scanner hardware.
- Restart the computer.

If you continue to have problems, it is possible that your HP scanning software, firmware, or associated drivers are out of date or have become corrupted. See [www.hp.com/support](http://www.hp.com/support) to locate software, firmware, and driver updates for your scanner.








*See also*

- [“Care and maintenance”](#) on page 20
- [“Control of the scanner buttons”](#) on page 42
- [“Reset the scanner”](#) on page 30

- [“Check that the scanner has power”](#) on page 30
- [“Check the cables”](#) on page 28
- [“Check the USB connection”](#) on page 29

## Scanner LEDs

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

 <p>The Attention LED quickly blinks amber.</p>	 <p>The Power LED is lit with a steady green light.</p>	<p>Error condition. Check the scanner LCD for an error message.</p>
 <p>The Attention LED is lit with a steady amber light.</p>	 <p>The Power LED is lit with a steady green light.</p>	<p>Fatal error condition. The scanner LCD indicates that you should turn off the scanner, then turn it on after 60 seconds.</p>
	 <p>The Power LED slowly blinks green.</p>	<p>The scanner is warming up or scanning an original.</p>
	 <p>The Power LED is lit with a steady, dim amber light.</p>	<p>The scanner is in Sleep mode.</p>
	 <p>The Power LED is lit with a steady green light.</p>	<p>The scanner is on and ready to scan.</p>
<p>Both LEDs are off.</p>		<p>There is no power to the scanner.</p>

## Scanner installation troubleshooting

This section contains solutions for installation and setup problems.

- [Check the cables](#)
- [Uninstall and reinstall the software](#)

## Check the cables

Cable type	Action
Power cable	<p>The power cable is connected between the scanner and a power outlet.</p> <ul style="list-style-type: none"> <li>• Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.</li> <li>• If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.</li> <li>• Turn off the scanner power switch and turn off the computer. After 60 seconds, turn the scanner back on and then turn on the computer, in that order.</li> </ul>
USB cable	<p>The USB cable is connected between the scanner and the computer.</p> <ul style="list-style-type: none"> <li>• Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.</li> <li>• Ensure that the USB cable is securely connected between the scanner and the computer.</li> <li>• 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.</li> </ul> <p>For additional USB troubleshooting information, see <a href="http://www.hp.com/support">www.hp.com/support</a>, select your country/region, and then use the search tool to find USB troubleshooting topics.</p>
TMA/ADF cable	<p>The TMA/ADF cable is connected between the scanner lid and the scanner base.</p> <p>Ensure the cable is securely connected in the back of the scanner.</p>

## Uninstall and reinstall the software

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.

To uninstall and reinstall the software, follow these steps:

1. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP and Vista, click **Start**, and then click **Control Panel**).
2. Click **Add or Remove Programs** (in Windows Vista, the **Programs and Features** tool) and then select **HP Scanjet N6310 11.5**.
3. Click **Remove**.
4. Unplug the scanner USB cable from the computer.
5. Reinstall the software using the HP Scanning Software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the software to install.
6. Reconnect the scanner USB cable after the software is installed.

See also

[“Check the cables” on page 28](#)

# 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.


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

- [Check the USB connection](#)
- [Check that the scanner has power](#)
- [Reset the scanner](#)
- [Test the scanner hardware](#)
- [Scanner has stopped working properly](#)
- [Additional troubleshooting information](#)

## Check the USB connection

Check the physical connection to the scanner.

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 **TIP:** Always connect the scanner to the computer through a USB port on the back of the computer.

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- Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
- Ensure that the USB cable is securely connected between the scanner and the computer. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.

If the problem persists after verifying the above items, follow these steps:

1. Do one of the following tasks depending on how the scanner is connected to the computer:
  - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable to a USB port on the back of the computer.
  - If the USB cable is directly connected to the computer, plug it into a different USB port on the back of the computer.
  - Remove all other USB devices from the computer except for the keyboard and the mouse.
2. Press the **Power** button to turn off the scanner, wait 30 seconds, and then turn on the scanner.
3. Restart the computer.
4. When the computer is restarted, try using the scanner.

If the scanner works and you changed the way it was connected to the computer in Step 1, the communication problem might involve the USB hub, the docking station, a USB

port, or another USB device. Leave the scanner directly connected to the computer through a USB port on the back of the computer. Try using the scanner after reconnecting each additional USB device, and disconnect any USB devices that prevent the scanner from working correctly.

If the scanner does not work, uninstall and then reinstall the HP scanning software.

*See also*

[“Uninstall and reinstall the software” on page 28](#)

## Check that the scanner has power

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

- Ensure that the power cable is securely connected between the scanner and a live electrical outlet.
- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
- Ensure that the **Power** button on the scanner panel is on; when on and no error or attention conditions exist, the Power LED is lit with a steady green light.

If the problem persists after verifying the above items, follow these steps:

1. Press the **Power** button to turn off the scanner, and then disconnect the power cable from the scanner.
2. Wait 30 seconds.
3. Reconnect the power cable to the scanner, then turn on the scanner.  
After 30 seconds, the Power LED is lit with a steady green light and the Attention LED is off.

*See also*

- [“Basic troubleshooting tips” on page 26](#)
- [“Scanner LEDs” on page 27](#)
- [“Check the cables” on page 28](#)

## Reset the scanner

If you receive an error message similar to **Scanner initialization failed** or **Scanner not found** when trying to use the scanner, you should reset the scanner.

To reset the scanner, follow these steps:

1. Close the HP scanning software, if it is open.
2. Disconnect the USB cable that connects the scanner to the computer.
3. Turn the computer off, wait 60 seconds, and then turn on the computer.
4. Reconnect the USB cable to a USB port on the back of the computer.
  - Make sure that the USB cable is connected to the back of the scanner correctly. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.
  - Try connecting the USB cable to a different USB port on the back of the computer.
5. Ensure that the TMA/ADF cable is securely connected.

## Test the scanner hardware

If you think that the scanner has a hardware problem, verify that the cables are firmly connected to the scanner, the computer, and the power source. If the cables are correctly connected, verify that the scanner is turned on.

To test the scanner hardware, follow these steps:

1. Disconnect the USB, power, and TMA/ADF cables from the scanner.
2. Reconnect the USB, power, and TMA/ADF cables to the scanner.

The carriage on the scanner will move forward and backward approximately 25 mm (1 inch), and the lamp will turn on.

If the carriage does not move and the scanner lamp does not turn on, a problem might exist with the scanner hardware.

See *also*

- “[Scanner has stopped working properly](#)” on page 31
- “[Check the cables](#)” on page 28
- “[Check the USB connection](#)” on page 29

## 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. A cable might be loose. Ensure that the USB, power, and TMA/ADF cables are securely connected.
2. Turn off the scanner, wait 60 seconds, and then turn on the scanner.
3. Restart your computer.
4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the HP scanning software.
  - a. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP and Vista, click **Start**, and then click **Control Panel**).
  - b. Click **Add or Remove Programs** (in Windows Vista, the **Programs and Features** tool) and then select **HP Scanjet N6310 11.5**.
  - c. Click **Remove**.
  - d. Click **Add or Remove Programs** (in Windows Vista, the **Programs and Features** tool) and then select the **HP Photosmart** software.
  - e. Click **Remove**.
5. Reinstall using the HP Scanning Software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the software to install.

If the scanner still does not work, see [www.hp.com/support](http://www.hp.com/support) or contact HP Customer Support.

## Additional troubleshooting information

If you have the HP scanning software installed, you can use the onscreen help to solve other problems with the scanner. To gain access to the help, start the HP scanning

software, and then click **Help** in the **HP Scanning** shortcuts dialog box menu. The help system provides information about the scanner hardware as well as information about the and HP scanning software. Also, see **Scan troubleshooting** in the general **Troubleshooting and support** section of the help.

## Scanner operation problems

- [Scanner will not turn on](#)
- [Scanner lamp stays on](#)
- [Scanner does not start scan right away](#)
- [Scanner is scanning items very slowly](#)
- [Custom scan shortcut names do not display correctly on the LCD](#)
- [Vertical white stripes appear on the printed page](#)
- [Scan files are too large](#)
- [The bottom of the image is cut off when scanning from the scanner glass](#)
- [Issues with scanning documents or text \(OCR\)](#)

### Scanner will not turn on

If the scanner will not turn on when you press the scanner buttons, verify the following:

- Verify that the power cable has not become disconnected from the scanner or unplugged from the power source.
- Ensure that the scanner is turned on.

See also

[“Check the cables” on page 28](#)

### Scanner lamp stays on

The scanner lamp should time out and turn off automatically after 14 minutes of inactivity.

If the scanner lamp remains on after a long period of inactivity, turn off the scanner, wait 30 seconds, and then turn on the scanner.



**NOTE:** The scanner lamp does not turn off when paper is in the automatic document feeder (ADF) input tray, when **Instant Warm-up** is turned on, and when **Energy Savings** is turned off.

### Scanner does not start scan right away

Make sure the scanner is turned on.

If the scanner has not been used recently, 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.

You can enable **Instant Warm-up** mode in the HP Scanner Tools Utility, or by a **Scan Preferences (Device tab)** setting.

## Scanner is scanning items very slowly

- If you are scanning to edit text, the optical character recognition (OCR) software requires more processing time than for non-OCR scans, which is normal. Wait for the item to scan.



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

---

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

## Custom scan shortcut names do not display correctly on the LCD

In some languages, you might see blank characters instead of certain special characters in your custom scan shortcut names. To solve this problem, use English/Basic Latin characters to enter the abbreviated LCD name for your custom shortcuts. Alternatively, you can preface the abbreviated LCD name with a numeral, which you can then use to reference the shortcut.

## Vertical white stripes appear on the printed page

The destination printer might be out of toner or ink. Print a non-scanned item such as a file, or scan the same original to a scan destination other than the printer.

If you still see the problem, clean the automatic document feeder, scanner glass, or TMA (if scanning slides or negatives).

*See also*

- [“Clean the automatic document feeder \(ADF\)” on page 21](#)
- [“Clean the scanner glass” on page 20](#)
- [“Clean the transparent materials adapter \(TMA\)” on page 21](#)

## 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.
  - For most fonts, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.
  - For Asian fonts and small fonts, 400 dpi is the recommended resolution.

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

- Color scans create larger files than do black and white scans.
- If you are scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.

## The bottom of the image is cut off when scanning from the scanner glass

Not all the length of the scanner glass is in the active imaging area. When scanning from the scanner glass, make sure to position your originals as indicated by the reference mark on the edge of the scanner glass.

## Issues with scanning documents or text (OCR)

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:
  - From the HP scanning software, select **Document**.
  - On the **HP Scanning** shortcuts dialog box, select a word-processing program or **Save to File** from the **Scan to... Setup** dialog box.



**NOTE:** If you select **Save to File**, select a text file type from the **File Type** drop-down list.

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- Scanned text might not appear on your computer exactly as it appeared on the original, especially if the original contains faint or smudged text. For example, some characters might be incorrect or missing. As you edit the text, compare the scanned text against the original, and then make corrections as necessary.
- To change text scanning options, click **Change Settings...** in the **HP Scanning** shortcuts dialog box.
- The OCR software is installed by default when you install the HP scanning software during scanner setup. If you use the Custom option when installing the software, you can choose not to install the OCR software. Try reinstalling the software using the default install options.

## Buttons do not work

- [Buttons do not work](#)
- [An unexpected program opens when a button is pressed](#)
- [Wrong shortcut is used when the Scan button is pressed](#)

## Buttons do not work

After each step, press a button to see if it is working correctly. If the problem persists, proceed with the next step.

1. The HP Scanner Tools Utility might have been used to disable the buttons. If so, use the HP Scanner Tools Utility to re-enable the buttons.
2. A cable might be loose. Ensure that the TMA/ADF, USB, and power cables are securely connected.
3. Turn off the scanner, wait 30 seconds, and then turn on the scanner.
4. Restart your computer.

If the problem persists, the buttons might be disabled outside of the HP Scanner Tools Utility. Try the following procedure:







1. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
2. Display the scanner properties:
  - Windows 2000: Click **Properties**.
  - Windows XP and Vista: Right-click your scanner model, and then click **Properties**.
3. Examine the buttons setting for your scanner:
  - Windows 2000: Ensure that the **Disable Device Events** option is not selected.
  - Windows XP and Vista: Ensure the **Take No Action** option is not selected.

See also

[“Control of the scanner buttons” on page 42](#)

## An unexpected program opens when a button is pressed

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 **NOTE:** The **Scan** () and **Copy** () button settings can be changed in the HP Scanner Tools Utility. You cannot change the settings for the **Cancel** (), **Setup** (), **Back** (), or **Power** buttons.

---


After each step, press a button to see if it is working correctly. If the problem persists, proceed with the next step.


1. On the **Buttons** tab of the HP Scanner Tools Utility, determine the associations for the **Scanner Front Panel Buttons**.  
If necessary, change the software that is assigned to a button.
2. Verify that the expected program is installed on the computer by looking at the **Start** menu.  
If necessary, install the program.

If the problem persists, the buttons might be assigned outside of the HP Scanner Tools Utility. Try the following procedure:

1. Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
2. Display the scanner properties:
  - Windows 2000: Click **Properties**.
  - Windows XP and Vista: Right-click your scanner model, and then click **Properties**.
3. Ensure that the **Start this program** option is selected and that the correct application is selected in the drop-down list.

## Wrong shortcut is used when the Scan button is pressed

If you are using the HP scanning software, you can change the scan shortcut assigned to the **Scan** () button.

See the scanner software help for information on assigning scan shortcuts to the **Scan** () button.

## Automatic document feeder (ADF) problems

Use this section to help resolve issues that might occur when scanning from the automatic document feeder (ADF).

Paper jams usually result from inappropriate paper being fed into the ADF. Review the tips for using the ADF. If misfeeds occur frequently, perform ADF maintenance.

This section contains the following topics:

- [Scanned image is fuzzy](#)
- [Scanned images contain streaks or scratches](#)
- [Scanner scans only one side of a double-sided page](#)
- [Scanned pages are out of order at the scan destination](#)
- [Scanned pages are missing at the scan destination](#)
- [The image is completely black or completely white](#)
- [Scanned images are not straight](#)
- [Clear a jam from the automatic document feeder \(ADF\)](#)
- [Automatic document feeder \(ADF\) does not feed paper](#)
- [The bottom of the scanned image is cut off](#)

See also

- [“How to load documents”](#) on page 9
- [“Care and maintenance”](#) on page 20

### Scanned image is fuzzy

When scanning with the automatic document feeder (ADF), follow these steps:

1. Verify that the document original is not fuzzy.
2. Check for any obstructions in the scanner paper path and make sure that the paper guides are positioned appropriately. Try another scan.
3. If the scanned image is still of poor quality, clean the ADF.

#### When scanning from the scanner glass, follow these steps:

1. Verify that the document original is not fuzzy.
2. Check to see that the item is in full contact with the scanner glass.
3. If the scanned image is still of poor quality, clean the scanner glass.

When scanning from the transparent materials adapter (TMA), follow these steps:

1. Verify that the slide or negative is not damaged or dirty.
2. Verify that the slide or negative is properly installed in the holder. Try another scan.
3. If the scanned image is still of poor quality, clean the TMA.

See also

- [“Clean the automatic document feeder \(ADF\)”](#) on page 21
- [“Clean the scanner glass”](#) on page 20
- [“Clean the transparent materials adapter \(TMA\)”](#) on page 21

## Scanned images contain streaks or scratches

When scanning with the automatic document feeder (ADF), follow the steps below. After each step, try another scan to see if the streaks or scratches are still apparent. If so, try the next step.

1. Check that the originals are clean and unwrinkled.
2. Clean the ADF or the scanner glass.
3. Replace the separation pad and the feed roller.

See also

- [“Clean the automatic document feeder \(ADF\)”](#) on page 21
- [“Clean the scanner glass”](#) on page 20
- [“Replace the feed roller and separation pad”](#) on page 24

## Scanner scans only one side of a double-sided page

- Scan double-sided pages through the ADF.
- Select the **Duplex** setting in the scanning or copy software.

## Scanned pages are out of order at the scan destination

- Verify that the page order of the original document is correct before inserting into the automatic document feeder (ADF).
- Make sure that there are no staples, paper clips, or any other attached material (such as adhesive notes) that may cause the pages to feed incorrectly.
- Verify that pages are not stuck together.

See also

[“Document loading tips”](#) on page 7

[“How to load documents”](#) on page 9

## Scanned pages are missing at the scan destination

When scanning with the ADF, pages that stick together are scanned as one item. The hidden pages are not scanned.

To minimize the chance of pages sticking together, fan the pages in a multipage document before placing the document in the ADF input tray.

## The image is completely black or completely white

When scanning with the ADF, check the paper orientation.

When scanning from the scanner glass, the item might not be placed correctly on the scanner glass. Make sure that the item you are trying to scan is placed face down on the glass and the lid is closed.

See also

[“Load originals”](#) on page 7

### Scanned images are not straight

When scanning with the automatic document feeder (ADF), make sure that the paper guides touch the edges of the original. Make sure that all documents are of the same width.

When scanning from the scanner glass, the item might have shifted when you closed the lid. Straighten the original on the scanner glass, and then scan again.

See also

[“Automatically straighten scanned images”](#) on page 18

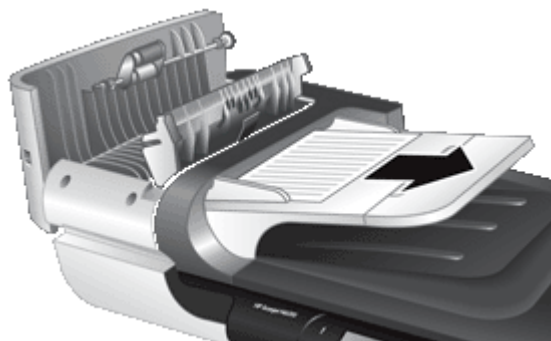
### Clear a jam from the automatic document feeder (ADF)

To clear a jam from the automatic document feeder (ADF), follow these steps:

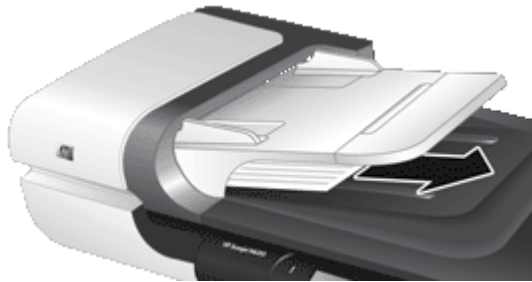
1. Remove any loose pages from the ADF input tray.
2. Open the ADF access door (1) and the roller cover (2) inside the ADF.



3. Remove any jammed pages from inside the ADF.



4. Remove any jammed pages from the ADF output tray.



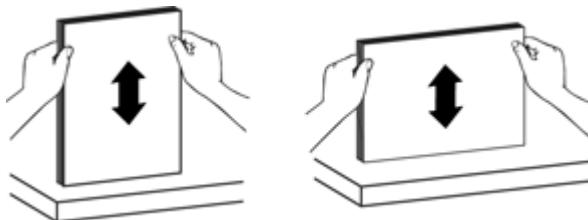
5. Close the ADF roller cover and access door.
6. At the scan destination, examine the scan output to determine which page was the last to be completely scanned.
7. Reload the unscanned pages in the ADF input tray. If any pages are damaged, do one of the following:
  - Scan the damaged page from the scanner glass.
  - Reprint the original document.

Prepare the stack as follows:

- a. Fan the stack of document pages to ensure that the pages do not stick together. Fan the edge that will be pointing into the ADF in one direction, and then fan that same edge in the opposite direction.



- b. Align the edges of the documents by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.



8. Resume scanning.

### Automatic document feeder (ADF) does not feed paper

- The automatic document feeder (ADF) access door might not be securely latched. Open the ADF access door, and then close the door by pressing firmly.
- There might be a problem with the ADF hardware. Use the following procedure to test the ADF:
  - Disconnect the USB cable and the power cable from the scanner. Check that the power cable is still connected to the power source.
  - Ensure that the ADF has at least one piece of paper in the input tray.
  - Reconnect the power cable to the scanner, and then turn on the scanner.
  - Try to scan another page through the ADF.

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

By default, the scanner can scan paper that is up to 356 mm (14 in) long. For longer pages, the end of the document is not included in the scanned image.

Verify that you have specified an appropriate page size in the scanning software.

## Slides, negatives, and TMA issues

Use this section to help resolve issues with 35 mm slides or 35 mm negatives that have been scanned by using the TMA.

- [The image cannot be enlarged](#)
- [Incorrect colors print, or the image is too light or dark](#)
- [The scanned images are dark](#)
- [The TMA does not work at all](#)
- [No light or only dim light is visible in the TMA after selecting a slides or negatives scanning shortcut](#)

### The image cannot be enlarged

Use **Resize** to change the size of the final scanned image. For more information, go to the **Index** tab in the onscreen help. Type **resize** in the keyword field and click **scanned images**.

### **Incorrect colors print, or the image is too light or dark**

- The software might be setting the exposure for the entire area instead of for one slide or negative. Select and drag the handles around the selection area until you see the image area you want to scan.
- Verify that you are using a scan shortcut appropriate for the transparent media type (slides or negatives).

### **The scanned images are dark**

- Check to see if the TMA light is on before you click **Scan** or **Finish**.
- The bulb in the TMA light source might be broken or not working. If the bulb is broken, service is required.
- The selection area might not be correct. Make a selection area that only includes the image, without borders.

### **The TMA does not work at all**

The cable might not be connected correctly. Ensure that the TMA/ADF cable is connected securely to the TMA port on the back of the scanner.

### **No light or only dim light is visible in the TMA after selecting a slides or negatives scanning shortcut**

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

1. Make sure that the TMA is connected to the scanner.
2. The bulb in the TMA might not be working. Press the **Scan** (🖨️) button and look for illumination. If the bulb is broken, service is required.
3. The TMA might need to warm up. Wait a few seconds to see if the light turns on. For the best scanning quality, let the TMA light warm up for at least 30 seconds.

## **Additional troubleshooting information**

For additional troubleshooting information, see the following resources:

- To look for updated information about the scanner, see the HP scanner support website at [www.hp.com/support](http://www.hp.com/support).
  - Select your country/region, and then select your language.
  - Enter the scanner model number, and then press **Enter**.
- If you do not have Internet access, see the information about getting assistance in the printed Getting Started Guide for information on contacting HP support.


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# 5 Product support

The following accessibility options are available on this scanner:

- [Control of the scanner buttons](#)
- [Getting assistance](#)

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 **NOTE:** The scanner User Guide is available in a help format that is readable by most screen readers. To find this file, click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6310**, and then click **User Guide**.

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## Control of the scanner buttons


To prevent buttons from being pushed accidentally, you can disable the buttons on the scanner front panel.

When the buttons are disabled, you always start scans and copies from the computer using scanning software. You can still press the button on the scanner panel to stop a scan or copy.

To turn off the scanner buttons, follow these steps:

1. Open the HP Scanner Tools Utility.
2. On the **Buttons** tab, select the **Disable front panel buttons** check box.  
To re-enable the scanner buttons, clear the **Disable front panel buttons** check box.

---

 **NOTE:** You must have administrative privileges on the computer to change the setting of this check box.

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## Getting assistance

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

1. See the product documentation that came with the product.
  - Review the troubleshooting section in this user guide.
  - Review the scanner software help (click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **N6310**, point to **User Guide**, and then select your preferred format).
2. See the HP online support website 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:

- Online chat and email access to qualified online support specialists
- Software, firmware, 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
  - See the phone list in the printed Getting Started Guide for support numbers for your country or region.
  - Support options and fees vary by product, country/region, and language.
  - Fees and policies are subject to change without notice. Please see [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 see 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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