hp scanjet 2400, 3670, 3690, 3970 digital flatbed scanners

user's manual

invent

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product restricted material

This HP product contains the following materials that might require special handling at end-of-life:

- mercury in the scanner fluorescent lamp and transparent materials adapter (< 5 mg)
- lead in solder

For recycling information, contact **www.hp.com/go/recycle**, your local authorities, or the Electronic Industries Alliance at **www.eiae.org**.

For information about HP's environmental stewardship program, see **environmental stewardship program** on page 18. For product warranty information see **hewlett-packard limited warranty statement** on page 17.

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1 where do I find…?

This manual describes the operation of HP Scanjet 2400, 3670, 3690, and 3970 scanners for a computer using a Microsoft® Windows® operating system.

You can find information about using the scanner with Apple® Macintosh® systems in the following locations:

- Setup Poster
- **scanner installation or setup problems** on page 9
- HP Photo & Imaging software help

where do I find information about…?

Use the following table to locate the information you need about using the scanner, transparent materials adapter (TMA), software, troubleshooting, and more.

Subject	Location
Installation	• Setup Poster • HP Photo & Imaging Software Help, see HP Scanjet Scanner Help, then Install the Scanner
Overview of the scanner	• This manual, see **front panel overview** on page 3 (also in the HP Scanjet Scanner Help) • HP Photo & Imaging Software Help, see HP Scanjet Scanner Help, then Product Introduction
Using the scanner	• This manual, see **how to use the scanner** on page 3 and **scan from the transparent materials adapter (TMA)** on page 13 • HP Photo & Imaging Software Help, see How to Use the Software
Troubleshooting	• This manual, see **scanner installation or setup problems** on page 9, **scanner initialization problems** on page 10, and **frequently asked questions** on page 11 • HP Photo & Imaging Software Help, see HP Scanjet Scanner Help, then Troubleshooting • HP Photo & Imaging Software Help, see Troubleshooting
Uninstalling software	• HP Photo & Imaging Software Help, see HP Scanjet Scanner Help, then Troubleshooting, then Uninstall the Software

Subject	Location
Maintenance and warranty	• This manual, see **care and maintenance** on page 9 • This manual, see **warranty** on page 17 • This manual, see **upgraded warranty options** on page 24 (also in HP Scanjet Scanner Help)
Product registration, updates, newsletters	• **www.scanjet.hp.com**
Support details, phone numbers, e-mail	• This manual, see **product support** on page 20 (also in the HP Scanjet Scanner Help) • **www.hp.com/support**

where do I find documentation?

Use the following table to locate documentation that is provided with your scanner.

Document	Location
Setup Poster	Inside your scanner box, a single fold-out page that provides installation and setup instructions.
User's Manual	The User's Manual is available in PDF format from a Help menu in the scanning software and on the HP Photo & Imaging software CD. You may also have received a printed manual.
HP Photo & Imaging Software Help	View the electronic help, which contains information about using the software and scanner, in one of these ways: • From the Start menu, point to **Programs** or **All Programs**, point to **Hewlett-Packard**, point to the name of your scanner or to **Scanners**, and click **HP Photo & Imaging Software Help**. • Start HP Director, select your scanner, then click **Help**. • In the HP Photo & Imaging software, click **Help**, then click **HP Photo & Imaging Help**.
HP Scanjet 2400, 3670, 3690, and 3970 Scanner Help (also referred to as HP Scanjet Scanner Help)	Open HP Photo & Imaging Help (see above), then click HP Scanjet 2400, 3670, 3690, and 3970 Scanner Help.
Documentation for additional software	See the documentation for additional software that came with your scanner.

2 how to use the scanner

This section presents an overview of the scanner front panel and the transparent materials adapter (TMA), and also contains information about how to use and care for the scanner.

front panel overview

Feature		Description
	SCAN button	Scans the picture or document so you can preview or change the scanned image.
	COPY button	Scans the item and sends it to the default printer to make copies.
	HP INSTANT SHARE button (HP Scanjet 3670, 3690, and 3970 scanners only)	Scans the item and allows you to send it in e-mail, create an album on the HP Photo website, or order high-quality prints. (Not all services are available in all locations.)
	MEMORIES DISC CREATOR button (HP Scanjet 3970 scanner only)	Scans the item to the Memories Disc Creator software, where you can create a photo show on a CD, along with background music and titles.

transparent materials adapter (TMA) overview

The TMA scans slides or negatives to the HP Scanning software, where you can preview or change the scanned image.

Scanner model	Transparent materials adapter
HP Scanjet 2400 scanner	None
HP Scanjet 3670 scanner	Scans one 35 mm slide or two frames from a 35 mm negative strip
HP Scanjet 3690 scanner	
HP Scanjet 3970 scanner	

scanning overview

You can start scanning in one of three ways:

- from the front panel buttons
- from the HP Director
- from other applications

Note: The HP Scanning software can prompt you to scan additional items. This allows you to scan multiple items and send them to the final destination all at one time.

For Macintosh users, see **where do I find…?** on page 1 for information about scanning procedures.

scan from the front panel buttons

The front panel buttons on the scanner provide shortcuts to often-used scanning functions, such as scanning documents and pictures. Descriptions for using all the front panel buttons are located in this chapter of the manual and the next chapter.

scan from the hp director

Double-click the HP Director icon ( ) on the desktop to start the HP Photo & Imaging software. The HP Director window appears. From this window you can scan, view, or print images, get help, and more.

If the HP Director icon is not on the desktop, on the **Start** menu, point to **Programs** or **All Programs**, point to **Hewlett-Packard**, point to the name of your scanner or to **Scanners**, and then click **HP Photo & Imaging Director**.

scan from other applications

You can bring an image directly into an open file in one of your applications if the application is TWAIN-compliant. Generally, the application is compliant if it has an option such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the application is compliant or what the option is, see the documentation for that application.

scanning with high resolutions

An important consideration when scanning images is what resolution to use. Should you scan at the highest possible resolution available? Should you always scan at the same resolution as your printer? The answers to these questions depend on a variety of factors, including what type of computer you have and how you will use the scanned image.

Note: High resolution is usually only necessary when attempting to increase the size of very small images (for instance, scanning a stamp-sized image, or scanning 35 mm negatives or color slides and enlarging them to A4 size). In most cases, optimal scanning can be achieved by adjusting the resolution of the scan to a resolution appropriate for the intended use of the image.

Scanning at a resolution higher than necessary only increases your file size, slows down printing, and in some cases makes the image impossible to print on a particular printer.

For more information, open HP Director, select your scanner in the **Select Device** list, click **Help**, and in the HP Photo & Imaging software help, see the **hp scanjet scanner help** section.

scan pictures and documents

Use the **SCAN** button ( ) to scan pictures and documents.

Note: You can also use the **SCAN** button to scan slides or negatives from the TMA. For more information, see **scan from the transparent materials adapter (TMA)** on page 13.

1. Place the original face down on the scanner glass as indicated by the reference marks on the scanner, and close the lid.
2. Press the **SCAN** button ( ).
3. In the dialog box that appears, select:
   - **Picture** if you are scanning a printed photograph, graphic, slide, or negatives.
   - **Document** if you are scanning text, both text and graphics, or any text that you want to edit later. (For more information on scanning documents or text, see **how do I resolve issues with scanning documents or text?** on page 12.)
4. Select a destination.
5. Click **Scan**.
6. If you are prompted to select what you are scanning, select **Original from Glass**, then click **Scan**.
7. In the preview that appears, select the final scan area (the area inside the dotted lines) in the preview image.
8. Make adjustments to the preview image if needed.
9. Click **Accept**.
10. A dialog box appears, asking if you want to scan another image. If you have more originals to scan, click **Yes**.
    - Place another original on the glass and close the lid. In the preview window, click **New Scan**, make adjustments, and then click **Accept**.

      OR
    - Select another image within the preview window, make adjustments, and then click **Accept**.
11. When you have finished scanning your items, click **No** when you receive the prompt for another scan.

    The final scan area is scanned and appears in the specified destination in Step 4.

print copies

Use the **COPY** button ( ) to scan an original and send it directly to a printer to make copies.

1. Place the original face down on the scanner glass as indicated by the reference marks on the scanner, and close the lid.
2. Press the **COPY** button ( ) on the scanner.

   A message appears that shows the copy progress.
3. If you want to increase the number of copies, lighten or darken the copies, reduce or enlarge them, or change printer settings, click **Cancel** in the Copy in Progress dialog box. You can then make changes to settings in the HP Copying software.

You can also make copies from the HP Copying software in HP Director. For more information, see the HP Photo & Imaging software help.

share a scanned item with friends and family using HP Instant Share

Use the **HP INSTANT SHARE** button ( ) on the front panel of your HP Scanjet 3670, 3690, or 3970 scanner to share your scanned items. Share items by sending them in e-mail without having to attach multiple photos, creating an album on the HP Photo website, or by ordering high-quality prints. (Not all services are available in all locations.)

If you have an HP Scanjet 2400 scanner, you can access HP Instant Share using the software. For more information, see the HP Photo & Imaging software help.

Note: Macintosh users, for information about how the HP Instant Share button on your HP Scanjet scanner works, see the HP Photo & Imaging software help, and see the help section for your scanner.

You must have an Internet connection to use HP Instant Share.

1. Place your original face down on the scanner glass as indicated by the reference marks on the scanner, and close the lid.
2. Press the **HP INSTANT SHARE** button ( ).
3. If you are prompted to select what you are scanning, select **Original from Glass**, then click **Scan**.

   A preview image of the scanned original appears.
4. Select the final scan area (the area inside the dotted lines) in the preview image.
5. Make adjustments to the preview image if needed. For more information, see the HP Photo & Imaging software help.
6. Click **Accept**.

7 A dialog box appears, asking if you want to scan another image. If you have more originals to scan, click **Yes**.
   – Place another original on the glass and close the lid. In the preview window, click **New Scan**, make adjustments, and then click **Accept**.
   OR
   – Select another image within the preview window, make adjustments, and then click **Accept**.

8 Follow the instructions on the screen to share your scanned item.

Note: You can also use the **HP INSTANT SHARE** button to scan slides or negatives from the TMA. For more information, see **scan from the transparent materials adapter (TMA)** on page 13.

create a photo show and save it on CD

Use the **MEMORIES DISC CREATOR** button ( ) on the front panel of your HP Scanjet 3970 scanner to create personalized photo shows with music and titles. Then you can watch the photo show on your television using a compatible digital versatile disc (DVD) or video compact disc (VCD) player. You can also make photo reprints from the CD. (You must have an Intel® Pentium II processor or above, 700MB of free disk space, a read/write CD-ROM drive and writable CDs to use Memories Disc Creator.)

If you have an HP Scanjet 2400, 3670, or 3690 scanner, you can create a memories disc using the software. For more information, see the HP Photo & Imaging software help.

1 Place the original face down on the scanner glass as indicated by the reference marks on the scanner, and close the lid.

2 Press the **MEMORIES DISC CREATOR** button ( ) on the scanner.

3 If you are prompted to select what you are scanning, select **Original from Glass**, then click **Scan**.
   A preview image of the scanned original appears.

4 Select the final scan area (the area inside the dotted lines) in the preview image.

5 Make adjustments to the preview image if needed.

6 Click **Accept**.

7 A dialog box appears, asking if you want to scan another image. If you have more originals to scan, click **Yes**.
   – Place another original on the glass and close the lid. In the preview window, click **New Scan**, make adjustments, and then click **Accept**.
   OR
   – Select another image within the preview window, make adjustments, and then click **Accept**.

8 Follow the instructions on the screen.

Note: You can also use the **MEMORIES DISC CREATOR** button to scan slides or negatives from the TMA. For more information, see **scan from the transparent materials adapter (TMA)** on page 13.

change settings

You can customize some features of the HP Scanjet scanner, including the front panel button settings, previewing of images, and other preferences. If you have an HP Scanjet 3970 scanner, you can choose whether scanning takes place immediately or waits for the warm-up cycle to complete.

change settings from the hp director

When you use the scanner buttons or the HP Director, the scanner uses settings optimized for the scanned original type, such as a photograph. The Settings menu in the HP Director provides a means of changing all scanning settings. It includes button settings, scanning preferences, and other settings that you can change. To change settings start the HP Director, and click **Settings**.

turn preview image on or off

You can change whether a preview image appears or does not appear. For more information, see the HP Photo & Imaging software help.

enable instant scanning

If you have an HP Scanjet 3970 scanner, use the instant scanning feature to set the scanner to begin scanning immediately, without waiting for the lamp to warm up.

1. Open the HP Director, click **Settings**, and click **Scan Preferences**.
2. Click the **Quality vs. Speed** tab.
   - To eliminate the lamp warm-up time and enable instant scanning, select the **Instant Lamp Warm-up** check box.
   - To reduce power consumption, clear the **Instant Lamp Warm-up** check box.

select picture or document

When the software prompts you for an original type, you have two choices: Picture or Document. The scanner optimizes settings based on your choice. Use the following guidelines to determine the best original type for your needs.

If your original consists of	Select this original type
A printed photograph, graphic, slide, or negatives, or objects, such as framed photos, artwork, or fabric **Note:** Avoid placing items with sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure the item is free of wet glue, correction fluid, or other substances that can be transferred to the glass.	Picture
Text, both text and graphics, or any text that you want to edit later	Document

To change the original types, see **change settings** on page 8.

care and maintenance

Occasional cleaning of your scanner helps ensure optimal performance. 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 should include cleaning the scanner glass and the TMA.

clean the scanner glass

1. Disconnect the power cable from the scanner.
2. Open the scanner lid.
3. Clean the glass using a soft, lint-free cloth sprayed with a mild glass cleaner.

   Caution! Use only glass cleaner. Avoid abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

   Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could run to the edges and damage the scanner.
4. Dry the scanner glass using a dry, soft, lint-free cloth.
5. When finished, reconnect the power cable to the scanner.

For instructions on cleaning the underside of the scanner glass, go to **www.hp.com/support**, select your country or region, navigate to the support page for your scanner, then click the link to view information about cleaning the underside of the glass.

clean the TMA

If you have an HP Scanjet 3670, 3690, or 3970 scanner, clean the TMA using a dry, soft, lint-free cloth. If necessary, lightly spray the cloth with glass cleaner and wipe the TMA.

scanner installation or setup problems

check your computer

- Ensure that your computer meets the minimum system requirements that are listed on the scanner box.
- If you do not have enough hard-disk space, remove unnecessary files or install the software on a different disk drive.

use a valid folder

On a Microsoft Windows computer, if you receive a message, such as "Destination Directory Is Invalid" or "Program Folder Is Invalid," during installation, you may not have read/write permissions to that folder.

check the cables

Cable type	Action
Power cable	• Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector. • If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on. • Disconnect the power cable from the scanner and turn off the computer. After 30 seconds, reconnect the power cable to the scanner and then turn on the computer, in that order.
USB cable	• Make sure you use the USB 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.

Note: On a Macintosh computer, use the Apple System Profiler to ensure that the scanner is connected to the computer correctly.

scanner initialization problems

reset the scanner

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

1. Close the error message dialog box and close the application that was open when you received the error message.
2. Disconnect the USB cable from the scanner and then reconnect it. (Try to do a scan to see if the scanner is working now. If not, proceed with the next step.)
3. Shut down your computer and turn it off.
4. Unplug the scanner from the power source.
5. Disconnect the USB cable from the scanner and the computer.
6. Reconnect the power cable to an electrical outlet or surge protector.
7. Check the USB cable for any visible, external damage.
8. Firmly reconnect the USB cable directly to the scanner. Remove any USB hub, if present.
9. Firmly reconnect the USB cable to the computer using another USB port, if possible. The cable must be inserted completely into the computer's USB port.

   Note: It is important that the scanner and computer be turned off for at least 60 seconds before being restarted.
10. Restart the computer.

run the repair utility

If the scanner still fails to initialize, run the Repair utility (Windows computers only). For more information, open HP Director, select your scanner in the **Select Device** list, and click **Help**. Then in the HP Photo & Imaging software help, open the **hp scanjet scanner help** section, open the **troubleshooting** section and see **scanner has stopped working properly**.

frequently asked questions

how do I test my scanner hardware if I think there may be a problem?

1. Disconnect the USB cable and power cable from the scanner.
2. Ensure that the scanner power cable is still connected to the power source.
3. Press **SCAN** ( ) and **COPY** ( ) on the scanner at the same time while reconnecting the power cable to the scanner.

   The carriage in the scanner should move forward and backward, and the lamp should turn on.
4. To end the test, disconnect the power cable.

If the scanner lamp does not turn on or the carriage does not move, a problem exists with the scanner hardware. See **product support** on page 20.

how do I turn off the lamp?

The scanner lamp should time out and turn off automatically after a period of inactivity (about 14 minutes). If it does not turn off automatically, do the following:

1. From the HP Director, click **Settings**, and click **Scan Preferences**.
2. From the **Quality vs. Speed** tab, turn off **Extend lamp timeout** to turn the scanner lamp off after 14 minutes of inactivity. If this option is on, the scanner lamp turns off after 1 hour of inactivity.

If the scanner lamp problems continue, see **product support** on page 20.

how do I turn off the scanner?

Normally you do not need to turn off the scanner because after a period of inactivity (about 14 minutes), the scanner reduces to a low-power mode.

If you need to turn off the scanner completely, disconnect it from the power source (electrical outlet or surge protector).

how do I resolve issues with scanning documents or text?

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 you make the following selections during scanning:
  - **What are you scanning?**: Select **Document**.
  - **Scan for editable text?**: Select **Yes**.
- Scanned text may not appear on your computer exactly as it appeared on the page. For example, some characters may be incorrect or missing. As you edit the text, verify the scanned text and make corrections as necessary.
- To change text scanning options, from the HP Director, click **Settings**, and click **Scan Document Settings**.

  Note: OCR is installed automatically when you install the scanning software during scanner setup.

troubleshooting

To solve other problems with the scanner, open HP Director and click **Help**. Then in the HP Photo & Imaging software help, open the **hp scanjet scanner help** section and see the **troubleshooting** section.

To solve problems with the scanner software, see the HP Photo & Imaging software help.

3 scan from the transparent materials adapter (TMA)

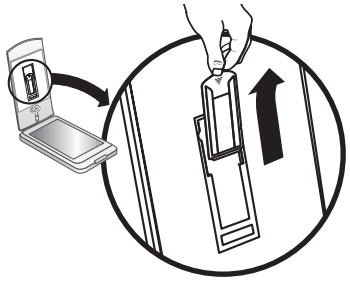
If you have an HP Scanjet 3670, 3690, and 3970 scanner, you can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives.

Note: To scan large transparent items, such as a presentation transparency, place the item on the scanner glass under a piece of white paper and scan as usual.

scan slides

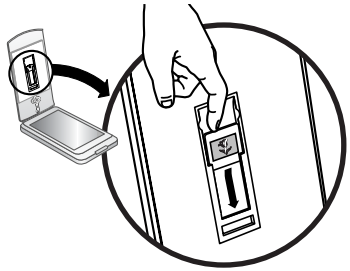
To scan 35 mm slides, use the slide holder that is part of the built-in TMA.

1. Open the scanner lid.
2. Remove the negative strip holder, if present, from the slide holder.



remove the negative strip holder

3. Place one slide into the slide holder. Insert the slide with the top up and with the front of the slide facing you.



insert the slide

4. Close the scanner lid.

   Note: Do **not** click **SCAN** until the slide is loaded and the lid is closed.
5. Press the **SCAN** button ( ).
   A dialog box appears asking what you are scanning.
6. Select **Picture**.
7. Click **Scan**.
8. Select **Slides from a Transparent Materials Adapter (TMA)**.

9 Click **Scan**.

The scanner performs a preview scan, and the preview image appears.

10 Select a final scan area within the slide. Click and drag a border around the area you want for a final scan (final scan area).

select a final scan area

11 Make any adjustments you want to the preview image. When the image adjustments are complete, click **Accept**.

12 A dialog box appears asking if there are more originals to scan. If you have more slides to scan:

a. Click **Yes**.
b. Place a new slide in the TMA and close the lid.
c. In the preview window, click **New Scan**, make adjustments, and then click **Accept**.

13 When you have finished scanning your items, click **No** when you receive the prompt for another scan.

The images appear in the HP Photo & Imaging Gallery or other selected destination.

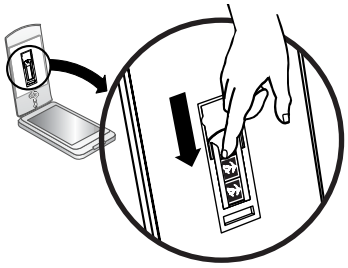
14 When finished, remove the slide. Place the negative strip holder back into the scanner lid.

Note: You can scan a slide in other ways. For example, in HP Director, click **Scan Picture**. Or, if you know you'll be sharing an item using HP Instant Share or creating a memories disc using Memories Disc Creator, use one of these front panel buttons if included on your scanner.

scan negatives

To scan 35 mm negatives use the negative strip holder that is part of the built-in TMA.

1. Open the scanner lid.
2. Slide a negative strip into the negative strip holder so that the shiny side faces you.



insert a negative strip

Note: Negatives are easily damaged. Touch them only on their edges.

3. Close the scanner lid.

   Note: Do **not** click **SCAN** until the negatives are loaded and the lid is closed.

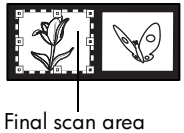
4. Press the **SCAN** button ( ).

   A dialog box appears asking what you are scanning.

5. Select **Picture**.
6. Click **Scan**.
7. Select **Negatives from a Transparent Materials Adapter (TMA)**.
8. Click **Scan**.

   The scanner performs a preview scan, and the preview image appears.

9. Select a final scan area. Click and drag a border around the area you want for a final scan (final scan area).



select a final scan area

10. Make any adjustments you want to the preview image. When the image adjustments are complete, click **Accept**.

11 A dialog box appears asking if there are more originals to scan. If you have more negatives to scan, click **Yes**, and then perform one of the following steps:
   – Select another negative frame within the preview window, make adjustments, and then click **Accept**.

     OR
   – To scan other frames from within the negative strip, remove the negative strip from the holder and position it so that the frames you want to scan are in front of the TMA light. Remember that the shiny side must face you. Close the lid. Then click **New Scan**, make adjustments, and then click **Accept**.

     OR
   – Place a new negative strip in the TMA and close the lid. In the preview window, click **New Scan**, make adjustments, and then click **Accept**.

12 When you have finished scanning your items, click **No** when you receive the prompt for another scan.

   The images appear in the HP Photo & Imaging Gallery or other selected destination.

13 When finished, remove the negative strip. Place the negative strip holder back into the scanner lid.

   Note: You can scan a negative in other ways. For example, in HP Director, click **Scan Picture**. Or, if you know you'll be sharing an item using HP Instant Share or creating a memories disc using Memories Disc Creator, use one of these front panel buttons if included on your scanner.

4 warranty

This topic contains warranty, regulatory, and environmental stewardship program information.

hewlett-packard limited warranty statement

HP products	Duration of limited warranty
HP Scanjet 2400 scanner HP Scanjet 3670 scanner HP Scanjet 3690 scanner HP Scanjet 3970 scanner	United States, Canada, and Latin America: 90 days Europe and Asia Pacific: 1 year

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 either new or equivalent in performance to new.
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 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. This 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. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED, AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. 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 HP's limited warranty is valid in any country or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter the form, fit, or function of the product to make it operate in a country in which it was never intended to function for legal or regulatory reasons.

8 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.

9 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.

regulatory information

Regulatory information is located on the HP Photo & Imaging software CD that comes with the scanner. On the CD, browse for the file named regulatory_supplement.htm.

environmental stewardship program

protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with attributes to minimize impacts on our environment.

energy consumption

Energy usage drops significantly while the scanner is in low-power mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR®, which is a voluntary program to encourage the development of energy-efficient office products. As an ENERGY STAR Partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR guidelines for energy efficiency.

plastics

Plastic parts over 25 g (0.88 oz) are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

disassembly/end of life

This HP product (the HP Scanjet 2400, 3670, 3690, or 3970 scanner) is designed for ease of disassembly and to provide end-of-life disposal options by use of common fasteners and snap-fitting parts.

product restricted material

This HP product contains the following materials that might require special handling at end-of-life:

- mercury in the fluorescent lamp in the scanner and transparent materials adapter (< 5 mg)
- lead in solder

For recycling information, contact **www.hp.com/go/recycle** or contact your local authorities or the Electronic Industries Alliance at **www.eiae.org**.

recycling materials

HP offers a variety of product end-of-life return programs in a number of geographic areas. To determine if a program is available in your area, please contact your nearest HP sales office.

Products returned to HP are reused, recycled, or disposed of in a responsible manner. Each month, HP reuses or recycles more than 1.6 million kg (3.5 million pounds) of material at our product recovery centers in Grenoble, France; Boeblingen, Germany; and Roseville, California, USA. This represents 99 percent by weight of all the material we receive from customers and HP operations.

5 product support

This section contains support information including phone numbers and website information.

For regulatory information, see the regulatory_supplement.htm file on the CD that comes with the scanner.

accessibility website

Customers with disabilities can get help by visiting **www.hp.com/hpinfo/community/accessibility/prodserv/**.

hp scanjet website

Visit **www.scanjet.hp.com** to:

- learn tips for scanning more effectively and creatively
- access HP Scanjet driver updates and software
- register your product
- subscribe to newsletters, driver and software updates, and support alerts

support process

The HP support process works most effectively if you perform the following steps in the order specified:

1. Review the electronic help for the software and scanner, including the troubleshooting section.
2. Access the HP Customer Care Center website for support. If you have access to the Internet, you can obtain a wide range of information about your scanner. Visit the HP website for product help, drivers, and software updates at **www.hp.com/support**. Customer Care is available in the following languages: Dutch, English, French, German, Italian, Portuguese, Spanish, Swedish, Traditional Chinese, Simplified Chinese, Japanese, Korean. (Danish, Finnish, and Norwegian support information is available in English only.)
3. Access HP e-support. If you have access to the Internet, connect with HP via e-mail by going to **www.hp.com/support**. You will receive a personal reply from an HP Customer Care technician. E-mail support is available in the languages listed at that website.
4. Contact your local HP dealer. If your scanner has a hardware failure, take it to your local HP dealer for a solution. Service is free during your scanner's limited warranty period. After the warranty period, the dealer will quote a service charge.

5 Contact the HP Customer Care Center for support by phone. Please consult the following website to check the details and conditions of phone support in your country/region: **www.hp.com/support**. As a part of HP's continuing efforts to improve phone support information services, we advise you to check the HP website on a regular basis for new information regarding service features and delivery. If you cannot solve the problem by using the above options, call HP while you are in front of your computer and scanner. For faster service, please be prepared to provide the following information:
   – the scanner's model number (located on the scanner's lid)
   – the scanner's serial number (located on the bottom of the scanner)
   – the computer's operating system
   – the version of the scanner software (located on the scanner's CD label)
   – messages displayed at the time the situation occurred

   The applicable conditions for HP phone support are subject to change without notice.

   Telephone support is free from the date of purchase for the period specified unless otherwise noted.

Locations	Free phone support period
Africa	30 days
Asia Pacific	1 year
Canada	90 days
Europe	1 year
Latin America	90 days
Middle East	30 days
United States	90 days

phone support in the United States

Support is available both during and after the warranty period.

Within the period of your warranty, telephone support is provided free of charge. Call (208) 323-2551. If this is a long-distance call for you, long-distance charges will apply.

U.S. phone support is available in both English and Spanish 24 hours a day, 7 days a week (days and hours of support may change without notice).

After the warranty period, call (208) 323-2551. Charges are $25.00 U.S. per issue, and are charged to your credit card. If you think your HP product needs service, call HP Customer Care Center, which can help determine if service is required.

phone support in Europe, Middle East, and Africa

HP Customer Care Center phone numbers and polices may change. Visit the following website to check the details and conditions of phone support in your country/region: **www.hp.com/support**.

Algeria	+213 (0) 61 56 45 43
Austria	+43 (0) 0820 87 4417
Bahrain	800 728
Belgium	070 300 005 (Dutch) 070 300 004 (French)
Czech Republic	+42 (0) 2 6130 7310
Denmark	+45 70202845
Egypt	02 532 5222
Finland	+358 (0)203 66 767
France	+33 (0) 8 92 69 60 22 (Euro 0.34/min)
Germany	0180 5652 180 (Euro 0.12/min)
Greece	+30 10 60 73 603
Hungary	+36 (0) 1 382 1111
Ireland	+353 (0) 1 662 5525
Israel	+972 (0) 9 830 4848
Italy	+39 (0)848 800 871
Luxembourg	900 40 006 (French) 900 40 007 (German)
Middle East/Africa	+44 (0) 207 512 52 02
Morocco	+212 224 04747
Netherlands	0900 2020165 (Euro 0.10 per minute)
Norway	815 62 070
Poland	+48 22 865 98 00
Portugal	+351(0) 808 201 492
Saudi Arabia	800 897 14440
Slovakia	+421 2 6820 8080
South Africa	086 000 1030 (RSA) +27-11 258 9301 (Outside RSA)
Spain	+34 902 010 059
Sweden	+46 (0) 77-120 4765

Switzerland	0848 672 672 (German, French, Italian) Peak time 0.08 CHF/Outside peak 0.04 CHF
Tunisia	+216 1 891 222
Turkey	+90 216 579 71 71
Ukraine	+7 (380 44) 490-3520
United Arab Emirates	971 4 883 8454
United Kingdom	44 (0)870 010 4320

other phone support worldwide

HP Customer Care Center phone numbers and polices may change. Visit the following website to check the details and conditions of phone support in your country/region: **www.hp.com/support**.

Argentina	0 810 555 5520
Australia	+63 (3) 8877 8000 (or local (03) 8877 8000)
Brazil	(11) 3747 7799 (Grande São Paulo) 0800 157751 (Outside Grande São Paulo)
Canada	905 206 4663 (During the warranty period) 877 621 4722 (After the warranty period)
Central America and the Caribbean	1 800 711 2884
Chile	800 22 5547 (Post-sales Business Computing) 800 360 999 (Post-sales Home Computing)
China	+86 (10) 6564 5959
Colombia	9 800 114 726
Guatemala	1 800 999 5105
Hong Kong SAR	+852 3002 8555
India	1 600 112267 or +91 11 682 6035 (Hindi & English)
Indonesia	+62 (21) 350 3408
Japan	0570 000 511 (Inside Japan) +81 3 3335 9800 (Outside Japan)
Korea, Republic of	+82 (2) 3270 0700 (Seoul) 0 80-999-0700 (Outside Seoul)
Malaysia	1 800 805 405
Mexico	52 58 9922 (Mexico City) 01 800 472 6684 (Outside Mexico City)
New Zealand	+64 (9) 356 6640
Peru	0 800 10111

Philippines	+ 63 (2) 867 3551
Puerto Rico	1 877 2320 589
Romania	+40 1 315 44 42
Russian Federation	+ 7 095 797 3520 (Moscow) + 7 812 346 7997 (St Petersburg)
Singapore	+65 6272 5300
Slovakia	+421 (0) 2 68208080
Taiwan	0 800 010055
Thailand	+66 (2) 661 4000
United States	(208) 323-2551
Venezuela	0 800 4746 8368
Viet Nam	+84 (0) 8 823 4530

upgraded warranty options

You can select one of the following upgraded warranty options (available in the U.S. only):

- Standard Next Day Exchange
- Accidental Damage Protection with Next Day Exchange

Upgrade your standard factory warranty to three years with the HP SupportPack. Service coverage begins on product purchase date, and the pack must be purchased within the first 180 days of product purchase. HP will determine the hardware service offering based upon the outcome of system self-test programs run by the customer through the initial call to the HP Customer Care Center. If during your technical support call it is determined that your product needs replacement, HP will ship you this replacement product next business day free of charge.

Optional Accidental Damage Protection is also available. This warranty upgrade protects against accidental breakage such as spills, drops, or falls. Both of these warranty upgrades offer maximized uptime and productivity, the convenience of door-to-door pickup with delivery, packaging, and freight prepaid by HP.

For more information call 1-888-999-4747 or visit **www.homeandoffice.hp.com** and select **warranty upgrades** under **product support**.

a appendix a – product specifications and options

This section contains the product specifications for the HP Scanjet 2400, 3670, 3690, and 3970 scanners and accessories.

scanner specifications

Name	Description	
Scanner type	Flatbed	
Weight (without lid)	HP Scanjet 2400 scanner	1.7 kg (3.74 pounds)
	HP Scanjet 3670 scanner HP Scanjet 3690 scanner	2.1 kg (4.62 pounds)
	HP Scanjet 3970 scanner	2.3 kg (5.06 pounds)
Maximum item size (without lid)	HP Scanjet 2400 scanner	280 x 486.5 x 52 mm (11.0 x 19.1 x 2.0 inches)
	HP Scanjet 3670 scanner HP Scanjet 3690 scanner	286 x 464 x 53 mm (11.2 x 18.2 x 2.1 inches)
	HP Scanjet 3970 scanner	297.7 x 476.5 x 65 mm (11.7 x 18.7 x 2.6 inches)
Scanning element	Charged-coupled device	
Interface	HP Scanjet 2400 scanner HP Scanjet 3670 scanner HP Scanjet 3690 scanner	USB
	HP Scanjet 3970 scanner	Hi-Speed USB
Optical resolution	HP Scanjet 2400 scanner HP Scanjet 3670 scanner HP Scanjet 3690 scanner	1200 dpi
	HP Scanjet 3970 scanner	2400 dpi
Selectable resolution	12 dpi to 999,999 dpi at 100 percent scaling	
AC line voltage	100-120 V 60 Hz – North America 200-240 V 50 Hz – Continental Europe, United Kingdom, Australia 100-240 V 50 Hz/60 Hz – rest of the world	
Power consumption	For power consumption data, see the regulatory_supplement.htm file on the HP Photo & Imaging software CD.	
	All HP Scanjet 2400, 3670, 3690, and 3970 scanners are ENERGY STAR compliant. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR guidelines for energy efficiency.	

transparent materials adapter (TMA) specifications

Note: The following specifications refer to the document lid transparent materials adapter (TMA) and not the scanner.

Name	Description	
Media types	1 slide/up to 2 frames of a 35 mm negative	
Media capacity	Slide: 1.05 to 1.9 mm thick and 49.8 to 50.8 mm on any side	
Size	HP Scanjet 3670 scanner	244 x 430 x 34 mm (9.6 x 16.9 x 1.3 inches)
	HP Scanjet 3690 scanner	244 x 430 x 39 mm (9.6 x 16.9 x 1.5 inches)
	HP Scanjet 3970 scanner	255 x 430 x 39 mm (10.0 x 16.9 x 1.5 inches)
Weight	HP Scanjet 3670 scanner	0.65 kg (1.43 pounds)
	HP Scanjet 3690 scanner	0.85 kg (1.87 pounds)
	HP Scanjet 3970 scanner	0.90 kg (1.98 pounds)
Power requirements	12.0 VDC, 340 mA, 4.22 watts (supplied by scanner)	

environmental specifications for the scanner and TMA

Name	Description
Temperature	Operating: 10° to 35° C (50° to 95° F)
	Storage: -40° to 70° C (-40° to 158° F)
Relative humidity	Operating: 15 percent to 80 percent noncondensing 10° to 35° C (50° to 95° F)
	Storage: up to 90 percent at 0° to 65° C or (32° to 149° F)

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