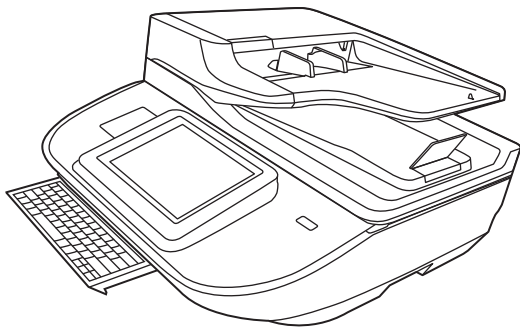


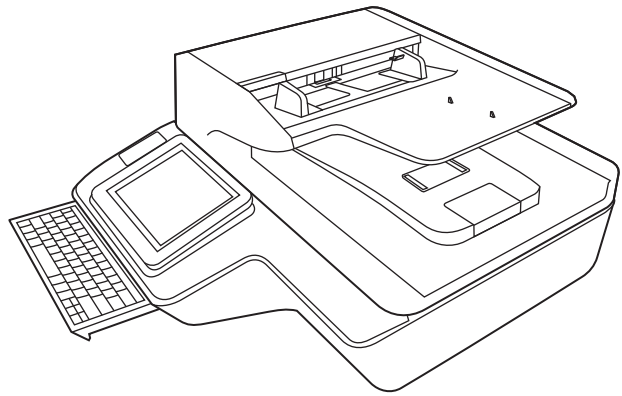


HP Digital Sender Flow 8500 fn2 Document Capture Workstation,
HP ScanJet Enterprise Flow N9120 fn2 Document Scanner

User Guide



8500 fn2



N9120 fn2



www.hp.com/go/DSFlow8500fn2
www.hp.com/support/sjflowN9120fn2



HP Digital Sender Flow 8500 fn2 Document
Capture Workstation, HP ScanJet Enterprise
Flow N9120 fn2 Document Scanner

User Guide

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Edition 2, 10/2017

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1 Product overview

This User Guide covers important information about the HP Digital Sender Flow 8500 fn2 Document Capture Workstation and HP ScanJet Flow N9120 fn2 document scanner.

- [Product views \(HP Digital Sender Flow 8500 fn2 Document Capture Workstation\)](#)
- [Product views \(HP ScanJet Enterprise Flow N9120 fn2 Document Scanner\)](#)
- [Product specifications](#)
- [Product hardware setup and software installation](#)
- [Scanner software \(Windows\)](#)
- [Sleep Mode and auto-off settings](#)

For more information, go to www.hp.com/support/. Click **Troubleshooting**. Enter the scanner name (HP Digital Sender Flow 8500 fn2 Document Capture Workstation or HP ScanJet Flow N9120 fn2 document scanner), and then click **Search**.


HP's all-inclusive help for this product includes the following:

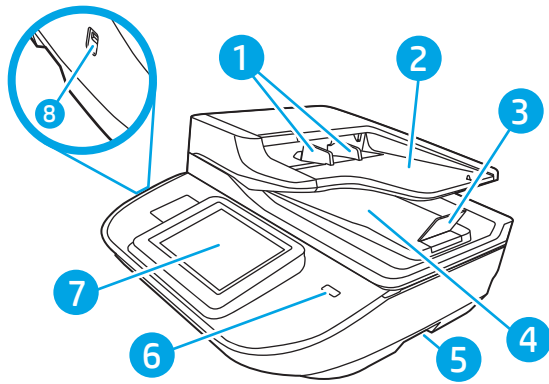
- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

Product views (HP Digital Sender Flow 8500 fn2 Document Capture Workstation)

This section describes the physical components of the HP Digital Sender Flow 8500 fn2 Document Capture Workstation.

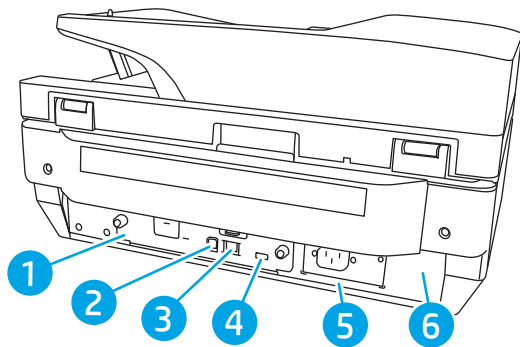
Front view

 **CAUTION:** Always lift the product from the handles. Do not lift the product from the keyboard or Automatic Document Feeder (ADF).



Callout	Description
1	Paper guides
2	Document input tray
3	Output stopper
4	Document output tray
5	Handles
6	Power button
7	Control panel
8	Walk-up USB

Back view



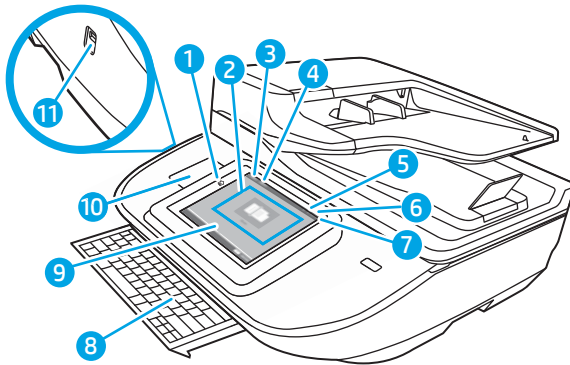
Callout	Description
1	Formatter LED
2	Device USB port
3	LAN port
4	Host USB port
5	Power connector
6	Serial and product number location




Control-panel view

The Home screen provides access to the product features and indicates the current status of the product.

Return to the Home screen at any time by selecting Home.

 **NOTE:** The features that appear on the Home screen can vary, depending on the product configuration.

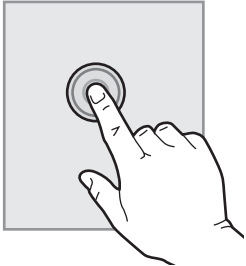
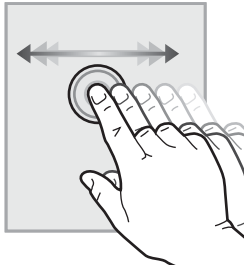
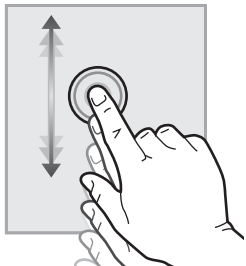


1	Home 	Select Home to return to the Home screen.
2	Applications area	Select the scan icon to open the application. Swipe the screen sideways to access more applications. NOTE: The available applications vary by product. The administrator can configure which applications appear and the order in which they appear.
3	Reset	Select the Reset option to clear changes, release the product from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout).
4	Sign In or Sign Out	Select Sign In to access secured features. Select Sign Out to sign out of the product. The product restores all options to the default settings. NOTE: This option displays only if the administrator has configured the product to require permission for access to features.
5	Information 	Select the information option to access a screen that provides access to several types of product information. Select the options at the bottom of the screen for the following information: <ul style="list-style-type: none">• Display Language: Change the language setting for the current user session.• Sleep Mode: Place the product into sleep mode.• Ethernet: View or change Ethernet connection settings.• HP Web Services
6	Help 	Select Help to open the embedded help system or HP Web Services.
7	Current time	Displays the current time.
8	Keyboard	The product includes a retractable keyboard. The keys are mapped to a language in the same way the virtual keyboard on the product touchscreen is mapped. Whenever the keyboard layout for the virtual keyboard changes, the keys on the physical keyboard are remapped to match the new settings. NOTE: In some locations, the product comes with adhesive keyboard overlays to customize the keys for different languages.
9	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

10	Hardware integration pocket (HIP)	NOTE: An administrator must enable this port before using for scan features. A firmware upgrade does not require that the port be enabled. For connecting accessory and third-party devices.
11	Easy-access USB port	Insert a USB flash drive for scanning without a computer or to update the product firmware.

How to use the control panel

Use the following actions to use the product touchscreen control panel.

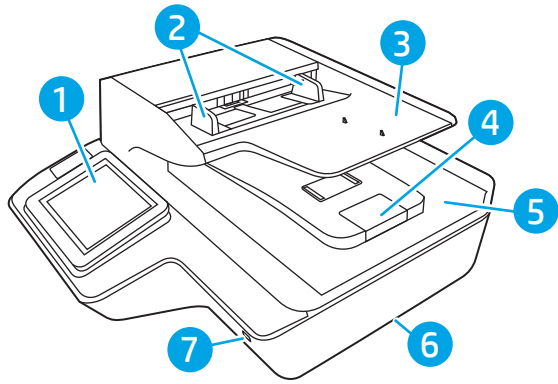
Action	Description	Example
Touch 	Select an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Select the Settings icon to open the Settings app.
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll 	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.

Product views (HP ScanJet Enterprise Flow N9120 fn2 Document Scanner)

This section describes the physical components of the HP ScanJet Enterprise Flow N9120 fn2 Document Scanner.

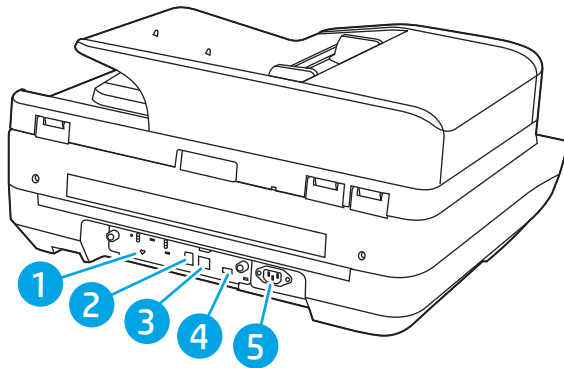
Front view

CAUTION: Always lift the product from the base. Do not lift the product from the keyboard or Automatic Document Feeder (ADF).



Callout	Description
1	Control panel
2	Paper guides
3	Document input tray
4	Output stopper
5	Document output tray
6	Handles
7	Power button

Back view



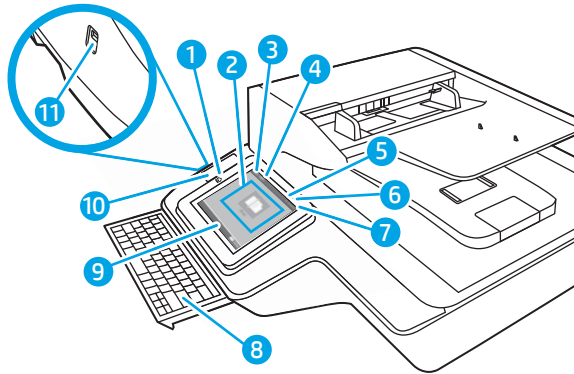
Callout	Description
1	Formatter LED
2	Device USB port
3	LAN port
4	Host USB port
5	Power connector/serial and product number location




Control-panel view

The Home screen provides access to the product features and indicates the current status of the product.

Return to the Home screen at any time by selecting Home.

 **NOTE:** The features that appear on the Home screen can vary, depending on the product configuration.

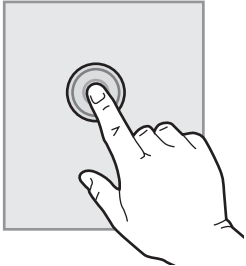
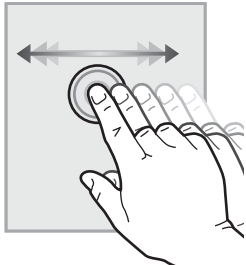
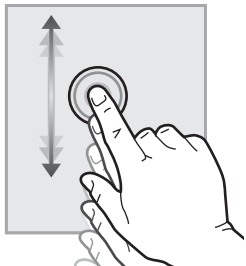


1	Home 	Select Home to return to the Home screen.
2	Applications area	Select the scan icon to open the application. Swipe the screen sideways to access more applications. NOTE: The available applications vary by product. The administrator can configure which applications appear and the order in which they appear.
3	Reset	Select Reset to clear changes, release the product from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout).
4	Sign In or Sign Out	Select Sign In to access secured features. Select Sign Out to sign out of the product. The product restores all options to the default settings. NOTE: This option displays only if the administrator has configured the product to require permission for access to features.
5	Information 	Select Information to access a screen that provides access to several types of product information. Select the options at the bottom of the screen for the following information: <ul style="list-style-type: none"> • Display Language: Change the language setting for the current user session. • Sleep Mode: Place the product into sleep mode. • Ethernet: View or change Ethernet connection settings. • HP Web Services
6	Help 	Select Help to open the embedded help system or HP Web Services.
7	Current time	Displays the current time.
8	Keyboard	The product includes a retractable keyboard. The keys are mapped to a language in the same way the virtual keyboard on the product touchscreen is mapped. Whenever the keyboard layout for the virtual keyboard changes, the keys on the physical keyboard are remapped to match the new settings. NOTE: In some locations, the product comes with adhesive keyboard overlays to customize the keys for different languages.
9	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

10	Hardware integration pocket (HIP)	NOTE: An administrator must enable this port before using for scan features. A firmware upgrade does not require that the port be enabled. For connecting accessory and third-party devices.
11	Easy-access USB port	Insert a USB flash drive for scanning without a computer or to update the product firmware.

How to use the control panel

Use the following actions to use the product touchscreen control panel.

Action	Description	Example
Touch 	Select an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Select the Settings icon to open the Settings app.
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll 	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.

Product specifications

Supported operating systems (HP Digital Sender Flow 8500 fn2 Document Capture Workstation)

Supported operating systems	Windows 7
	Windows 8
	Windows 8.1
	Windows 10
	OS X 10.10 Yosemite
	OS X 10.11 El Capitan
	OS X 10.12 Sierra

Supported operating systems (HP ScanJet Enterprise Flow N9120 fn2 Document Scanner)

Supported operating systems	Windows 7
	Windows 8
	Windows 8.1
	Windows 10
	OS X 10.10 Yosemite
	OS X 10.11 El Capitan
	OS X 10.12 Sierra

Product dimensions (HP Digital Sender Flow 8500 fn2 Document Capture Workstation)

Figure 1-1 Product dimensions

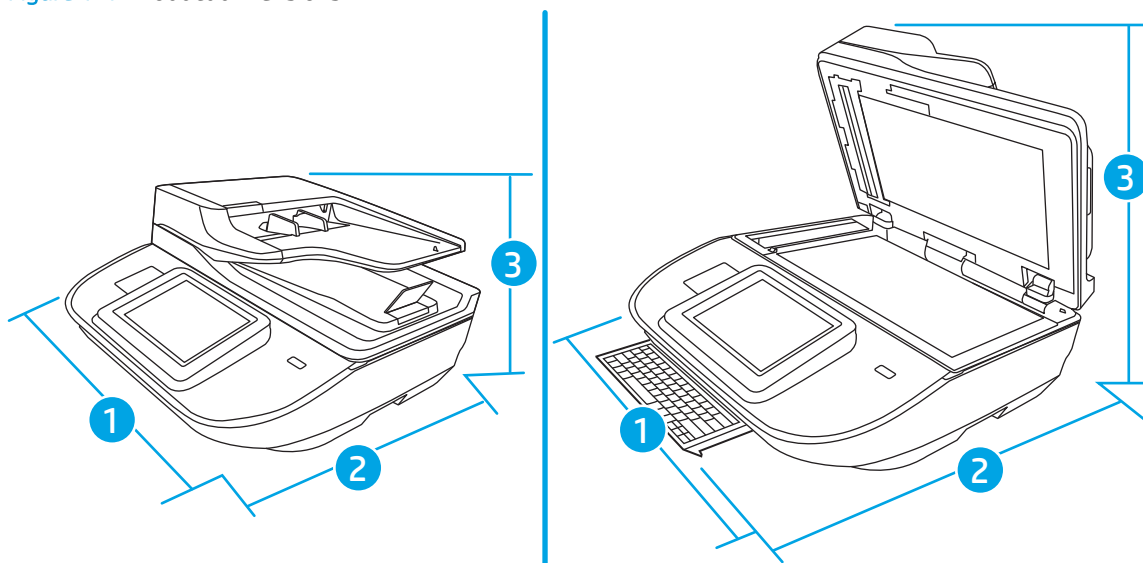


Table 1-1 Product dimensions

Product	Width	Depth	Height	Weight
HP Digital Sender Flow 8500 fn2 Document Capture Workstation (closed)	512 mm (20.2 in)	585.3 mm (23.04 in)	263.4 mm (10.4 in)	17.46 kg (38.5 lb)
HP Digital Sender Flow 8500 fn2 Document Capture Workstation (open)	512 mm (20.2 in)	717 mm (28.23 in)	515 mm (20.28 in)	17.46 kg (38.5 lb)

Product dimensions (HP ScanJet Enterprise Flow N9120 fn2 Document Scanner)

Figure 1-2 Product dimensions

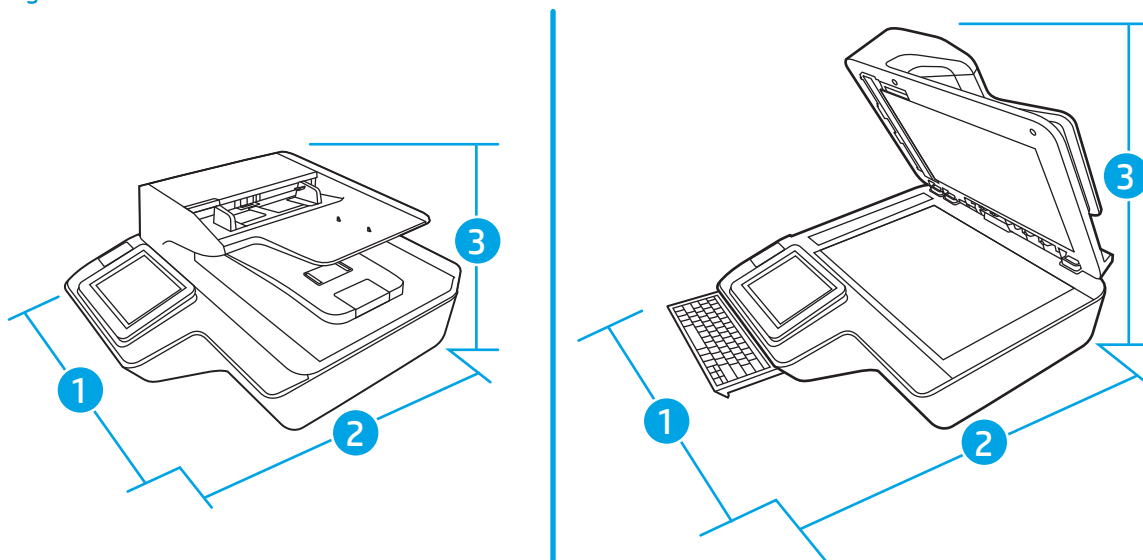


Table 1-2 Product dimensions

Product	Width	Depth	Height	Weight
HP ScanJet Enterprise Flow N9120 fn2 Document Scanner (closed)	601.98 mm (23.7 in)	635 mm (25 in)	287.02 mm (11.3 in)	21.4 kg (47.18 lb)
HP ScanJet Enterprise Flow N9120 fn2 Document Scanner (open)	601.98 mm (23.7 in)	754.38 mm (29.7 in)	622.3 mm (24.5 in)	21.4 kg (47.18 lb)

Power consumption, electrical specifications and acoustic emissions

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product.

AC power	FB scan		Duplex ADF scan	
	300 dpi	600 dpi	300 dpi	600 dpi
AC110V	< 30 W	< 30 W	< 60 W	< 50 W
AC230V	< 30 W	< 30 W	< 60 W	< 50 W

Power	Sleep mode	Off
AC110V	< 2 W	< 0.2 W
AC230V	< 2 W	< 0.2 W

Operating environment range (HP Digital Sender Flow 8500 fn2 Document Capture Workstation)

This product is intended to be supplied by a Listed Power Unit, marked with **LPS** or **Limited Power Source**. The power supply is rated 100–240V~, and has a DC output of 32 Vdc, 1.56 A, 50 W.

Name	Description
Temperature	Operating the scanner: 10° to 35° C (50° to 95° F)
	Storage: -40° to 60° C (-40° to 140° F)
Relative humidity	Operating the scanner: 15% to 80% non-condensing 10° to 35° C (50° to 95° F)
	Storage: up to 90% at 30° to 60° C (86° to 149° F)

Operating environment range (HP ScanJet Enterprise Flow N9120 fn2 Document Scanner)

This product is intended to be supplied by a Listed Power Unit, marked with **LPS** or **Limited Power Source**. The power supply is rated 100–240V~, and has a DC output of 32 Vdc, 1.56 A, 50 W.

Name	Description
Temperature	Operating the scanner: 10° to 35° C (50° to 95° F) Storage: -40° to 60° C (-40° to 140° F)
Relative humidity	Operating the scanner: 15% to 80% non-condensing 10° to 35° C (50° to 95° F) Storage: up to 90% at 30° to 60° C (86° to 149° F)

Product hardware setup and software installation

Hardware setup

For basic setup instructions, see the Installation Guide that came with the scanner. For additional instructions, go to HP support on the Web.

Go to www.hp.com/support for HP's all-inclusive help for the scanner. Find the following support:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

How to get software updates

For the latest software updates, see www.hp.com/support, select your location, click **Software and Drivers**, and then search on your product name or number.

Scanner software (Windows)

The scanner comes with a variety of Windows scanning software and drivers, including HP Scan.

- [HP Scan software](#)
- [HP TWAIN](#)
- [ISIS](#)
- [WIA](#)

HP Scan software

Use the HP Scan software to complete the following tasks:

- Scan to a PDF
- Scan to a JPEG
- Email as a PDF
- Email as a JPEG
- Scan text for editing (OCR)
- Scan to cloud
- Everyday scan

HP TWAIN

HP TWAIN provides a software interface between imaging/scanning hardware and TWAIN-compliant software applications. Not all TWAIN-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

ISIS

ISIS (Image and Scanner Interface Specification) provides a software interface between imaging/scanning hardware and software applications. ISIS drivers provide a consistent interaction with all ISIS-compliant scanners.

WIA

WIA provides a software interface between imaging/scanning hardware and WIA-compliant software applications. Not all WIA-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

Sleep Mode and auto-off settings

By default, the scanner will enter Sleep Mode after 10 minutes of inactivity.

Windows: To change the default auto-off settings, use the control panel or Embedded Web Server.

2 Use the scanner

The following topics describe how to load and scan originals.

Set up the scanner

- [Set up Scan to Email](#)
- [Set up Scan to Fax](#)
- [Set up Scan to Network Folder](#)
- [Set up Scan to USB Drive](#)
- [Set up Scan to SharePoint®](#)
- [Create a Quick Set](#)

Set up Scan to Email

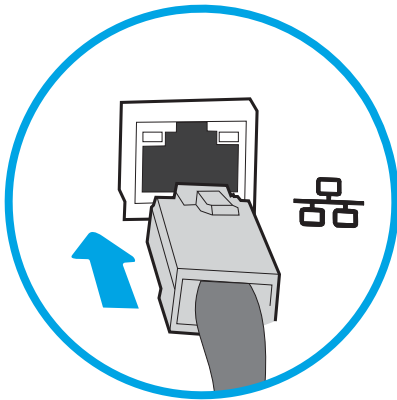
- [Introduction](#)
- [Before you begin](#)
- [Step one: Access the HP Embedded Web Server \(EWS\)](#)
- [Step two: Configure the Network Identification settings](#)
- [Step three: Configure the Send to Email feature](#)
- [Step four: Configure the Quick Sets \(optional\)](#)
- [Step five: Set up Send to Email to use Office 365 Outlook \(optional\)](#)

Introduction

The product has a feature that enables it to scan a document and send it to one or more email addresses. To use this scan feature, the product must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to Email, the **Scan to Email Setup Wizard** for basic and **Email Setup** for advanced. Use the following information to set up the Scan to Email feature.


Before you begin

To set up the Scan to Email feature, the product must have an active network connection.




Administrators need the following information before beginning the configuration process.



- Administrative access to the product
- DNS suffix (e.g., companyname.com)
- SMTP server (e.g., smtp.mycompany.com)

 **NOTE:** If you do not know the SMTP server name, SMTP port number, or authentication information, contact the email/Internet service provider or system administrator for the information. SMTP server names and port names are typically found by doing an Internet search. For example, use terms like "Gmail smtp server name" or "Yahoo smtp server name" to search.

- SMTP server authentication requirements for outgoing email messages, including the user name and password used for authentication, if applicable.

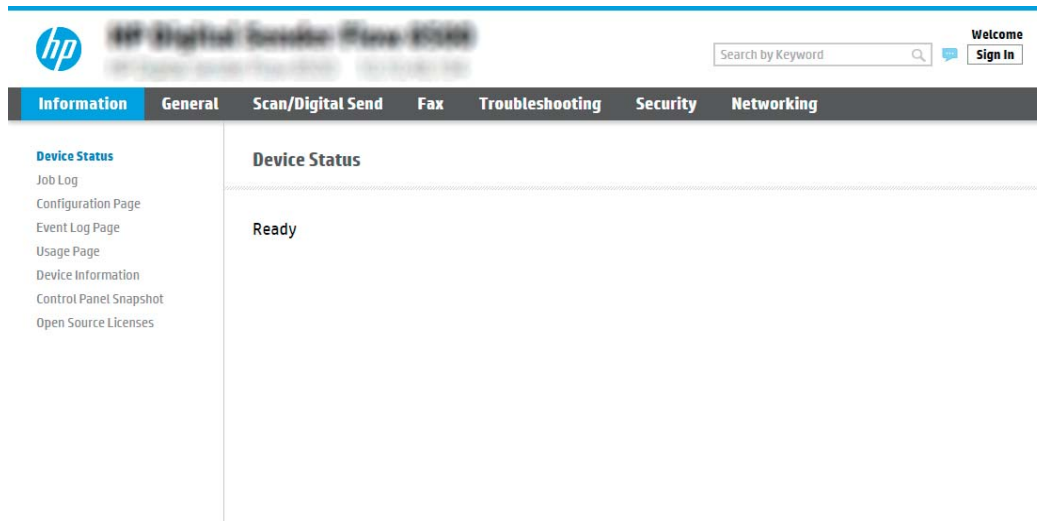
 **NOTE:** Consult your email service provider's documentation for information on digital sending limits for your email account. Some providers may temporarily lock your account if you exceed your sending limit.

Step one: Access the HP Embedded Web Server (EWS)


1. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>


 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.



Step two: Configure the Network Identification settings

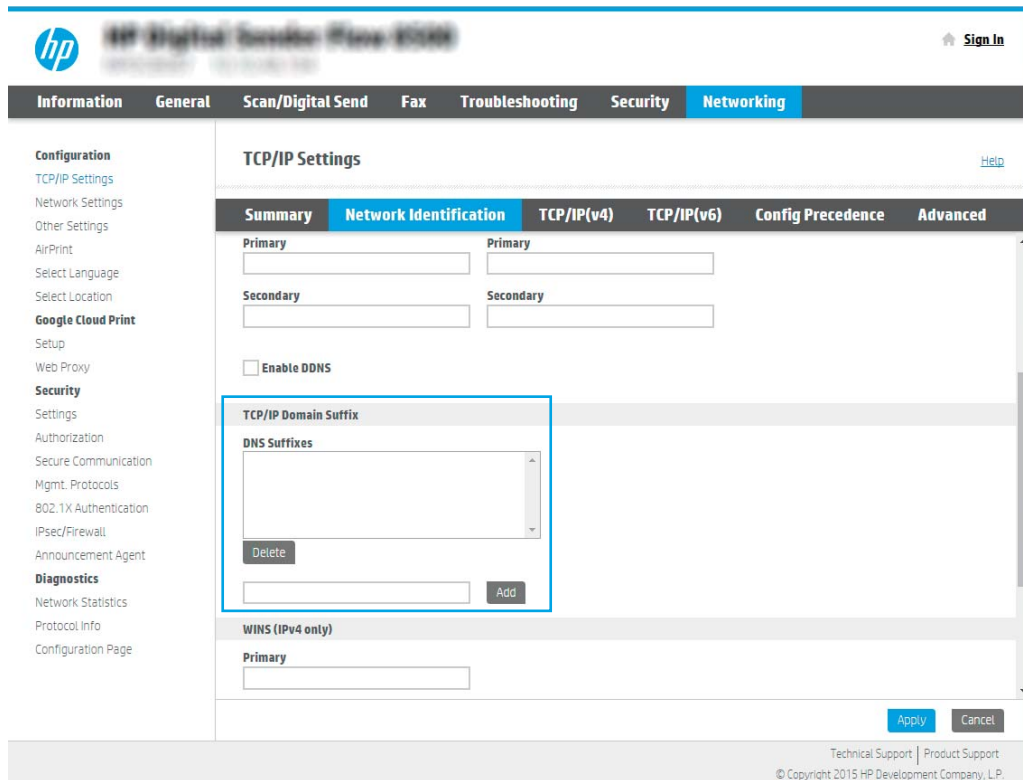
 **NOTE:** Configuring email setup on the **Networking** tab is an advanced process and might require the assistance of a system administrator.

1. Using the EWS top navigation tabs, click **Networking**.

 **NOTE:** For configuring the network settings for use with Office 365, [Step five: Set up Send to Email to use Office 365 Outlook \(optional\) on page 29](#)

2. On the **TCP/IP Settings** dialog, click the **Network Identification** tab.

3. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, *gmail.com*, etc.



 **NOTE:** If the Domain Name suffix is not set up, use the IP address.

4. Click **Apply**.
5. Click **OK**.

Step three: Configure the Send to Email feature

The two options for configuring Send to Email are the **Email Setup Wizard** for basic configuration and **Email Setup** for advanced configuration. Use the following options to configure the Send to Email feature:


- [Method one: Basic configuration using the Email Setup Wizard](#)
- [Method two: Advanced configuration using the Email Setup](#)

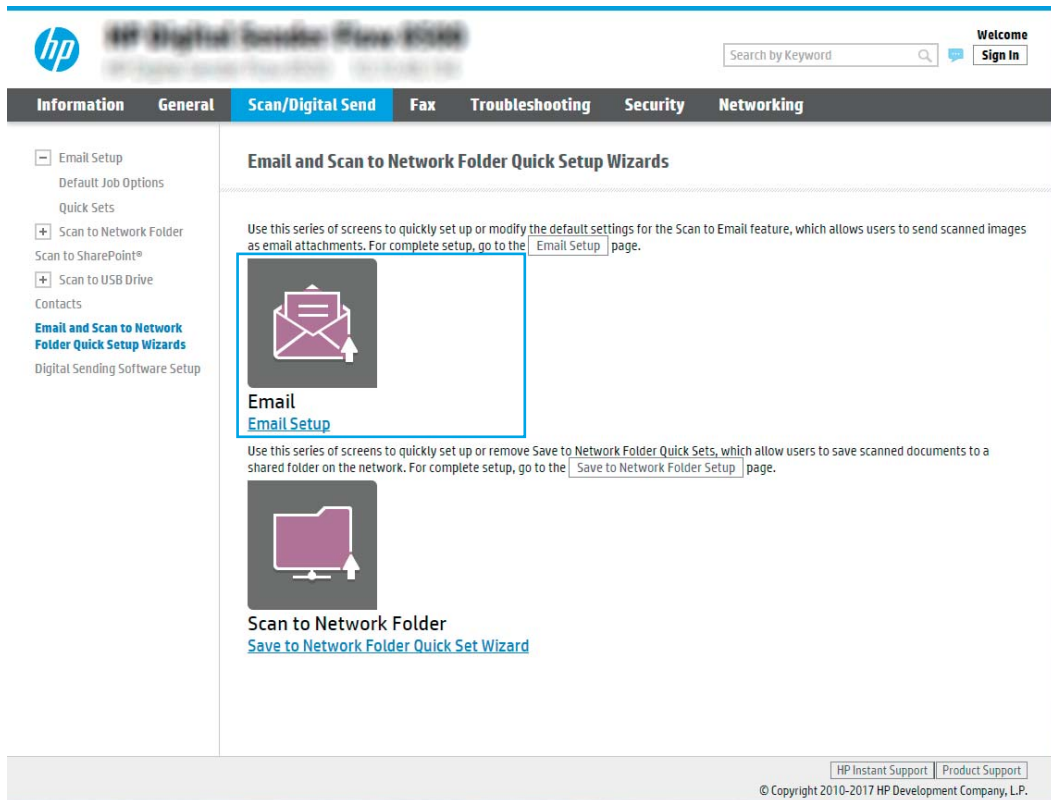
Method one: Basic configuration using the Email Setup Wizard

This option opens the **Email Setup Wizard** in the HP Embedded Web Server (EWS) for basic configuration.

1. Using the EWS top navigation tabs, click **Scan/Digital Send**.
2. In the left-navigation pane, click **Email and Scan to Network Folder Quick Setup Wizards**.

3. In the **Email and Scan to Network Folder Quick Setup Wizards** dialog, click the **Email Setup** link.

 **NOTE:** If a message displays indicating that the Scan to Email feature is disabled, click **Continue** to proceed with the configuration and enable the Scan to Email feature upon completion.



4. On the **Configure Email Servers (SMTP)** dialog, select one of the following options and complete the steps:


Search network for outgoing email server


 **NOTE:** This option finds outgoing SMTP servers inside your firewall only.

- a. Select **Search network for outgoing email server**, and then click **Next**.
- b. Select the appropriate server from the **Configure Email Server (SMTP)** list, and then click **Next**.
- c. Select the option that describes the server's authentication requirements:
 - **Server does not require authentication:** Select **Server does not require authentication**, and then click **Next**.
 - OR–
 - **Server requires authentication:** From the drop-down list, select an authentication option:
 - **Use credentials of user to connect after Sign In at the control panel:** Select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.
 - OR–
 - **Always use these credentials:** Select **Always use these credentials**, enter the **User name** and **Password**, and then click **Next**.

Option three: Add SMTP server

- a. Select **Add SMTP server**
- b. Enter the **Server Name** and **Port Number**, and then click **Next**.

 **NOTE:** In most cases, the default port number does not need to be changed.

 **NOTE:** If you are using a hosted SMTP service such as Gmail, verify the SMTP address, port number, and SSL settings from the service provider's website or other sources. Typically, for Gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

Please refer to online sources to confirm these server settings are current and valid at the time of configuration.

- c. Select the appropriate server authentication option:
 - **Server does not require authentication:** Select **Server does not require authentication**, and then click **Next**.
 - OR–
 - **Server requires authentication:** Select an option from the **Server requires authentication** drop-down list:
 - **Use credentials of user to connect after Sign In at the control panel:** Select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.
 - OR–
 - **Always use these credentials:** Select **Always use these credentials**, enter the **User name** and **Password**, and then click **Next**.

 **NOTE:** When setting up the **From**, **Subject**, and **Message** fields, if the **User editable** check box is unchecked, users will not be able to edit those fields at the product control panel when sending an email.

Option	Description
From (Required)	Select one of the following options from the From drop-down list: <ul style="list-style-type: none">• User's address (sign-in required)• Default From: Enter a default email address and display name in the Default From Email Address and Default Display Name fields <p>NOTE: Create an email account for the product, and use this address for the default email address.</p> <p>NOTE: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.</p>
Subject (Optional)	Provide a default subject line for the email messages.
Message (Optional)	Create a custom message. To use this message for all emails sent from the product, clear the User editable check box for Message .

5. In the **Configure File Scan Settings** area, set the default scanning preferences, and then click **Next**.

Option	Description
File Type	Select the default file type for the scanned document: <ul style="list-style-type: none"> • PDF • JPEG • TIFF • MTIFF • XPS • PDF/A
Color/Black	Select the default color setting for the scanned document: <ul style="list-style-type: none"> • Color • Gray • Halftone • Black/White • Auto Detect Color
Quality and File Size	Select the default output quality for the scanned document: <ul style="list-style-type: none"> • Low (small file) • Medium • High (large file)
Resolution	Select the default scan resolution for the scanned document: <ul style="list-style-type: none"> • 75 dpi • 150 dpi • 200 dpi • 300 dpi • 400 dpi • 600 dpi

6. Review the **Summary** area, and then click **Finish** to complete the setup.

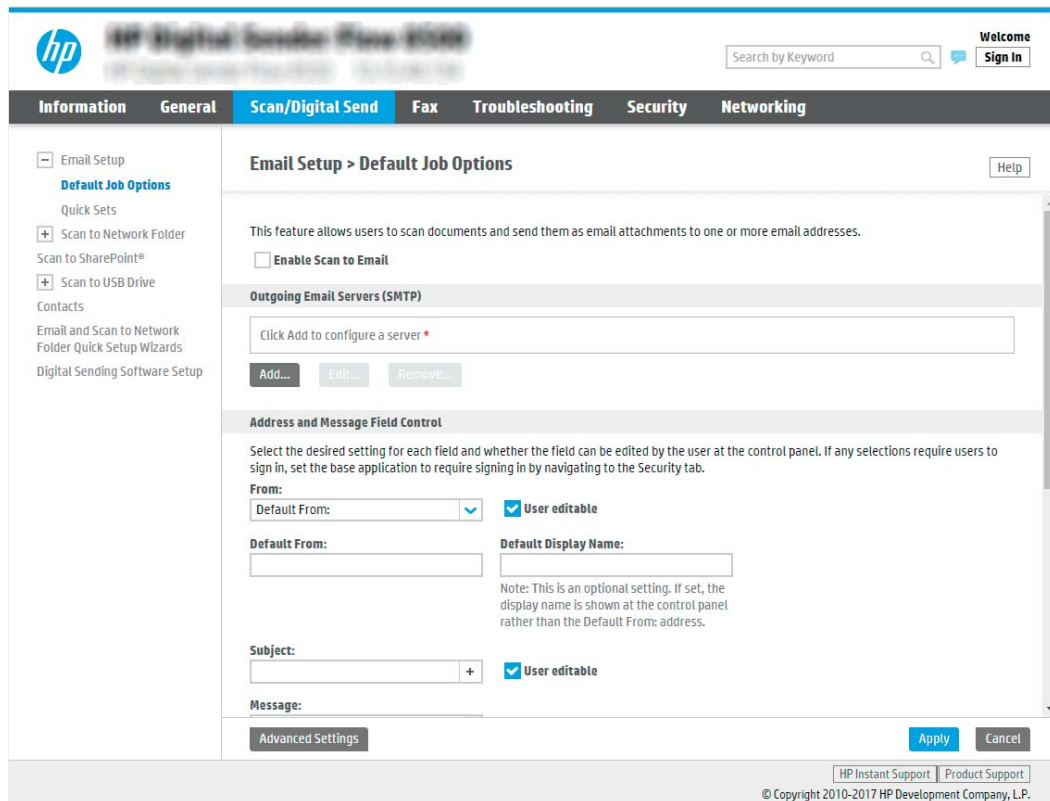
Method two: Advanced configuration using the Email Setup

1. Using the EWS top navigation tabs, click **Scan/Digital Send**, and then click **Email Setup** in the left navigation pane.




NOTE: By default, the Email Setup page displays the basic settings for Scan to Email setup. To access additional settings, click **Advanced Settings** at the bottom of the page.


2. On the **Email Setup** dialog, select the **Enable Send to Email** check box. If this check box is not selected, the feature is unavailable at the product control panel.





3. In the **Outgoing Email Servers (SMTP)** area, complete the steps for one of the following options:

- Select one of the displayed servers
- Click **Add** to start the SMTP wizard.
 - ▲ In the SMTP wizard, select one of the following options:
 - **Option one: I know my SMTP server address or host name:** Enter the address of an SMTP server, and then click **Next**
 - **Option two:** If you do not know the address of the SMTP server, select **Search network for outgoing email server**, and then click **Next**. Select the server, and then click **Next**.

 **NOTE:** If an SMTP server was already created for another product function, the **Use a server already in use by another function** option displays. Select this option, and then configure it to be used for the email function.

 **NOTE:** Some servers have problems sending or receiving emails that are larger than 5 megabytes (MB). These problems can be prevented by entering a number in **Split emails if larger than (MB)**.

 **NOTE:** In most cases, the default port number does not need to be changed. However, when using the Enable SMTP SSL Protocol option, port 587 must be used.

 **NOTE:** If you are using Google™ Gmail for email service, select the **Enable SMTP SSL Protocol** check box. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

Please refer to online sources to confirm these server settings are current and valid at the time of configuration.


4. In the **Address and Message Field Control** area, enter a **From:** setting and any of the other optional settings.

Address and Message Field Control settings:

Feature	Description
Address Field Restrictions¹	<p>Specify whether users must select an email address from an address book or whether users are allowed to enter in an email address manually.</p> <p>CAUTION: If Users must select from address book is selected, and any of the address fields are also set as User editable, changes to those editable fields also change the corresponding values in the address book.</p> <p>To prevent users from changing contacts in the Address Book at the product control panel, go to the Access Control page on the Security tab, and deny Device Guest access to address book modifications.</p>
Allow invalid email address formats¹	Select to allow an invalid email address format.
User editable	<p>To use the Default From address and Default Display Name for all emails sent from this product (unless a user is signed in), do not select the User editable check box.</p> <p>When setting up the address fields, if the User editable check box is unchecked, users will not be able to edit those fields at the product control panel when sending an email. For send-to-me functionality, clear the User editable check boxes for all of the address fields, including the From:, To:, CC:, and BCC: fields, and then set that user's send email From: their own email address and To: their own email address.</p>
Default From: and Default Display Name:	<p>Provide an email address and name to use for the From: address for the email message.</p> <p>NOTE: Create an email account for the product, and use this address for the default email address.</p> <p>NOTE: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.</p>
To:¹	Provide a To (recipient) email address for emails.
CC:¹	Provide a CC email address for emails.
BCC:¹	Provide a BCC email address for emails.
Subject:	Provide a default subject line for the email messages.
Message:	Create a custom message. To use this message for all emails sent from the product, clear or do not select the User editable check box for Message: .

¹ This setting is available only on the Advanced Settings page.

5. In the **Signing and Encryption** area, set the signing and encryption preferences.

 **NOTE:** These settings are available only on the Advanced Settings page.

Signing and Encryption settings:

Feature	Description
Signing	Select whether to sign the security certificate. Select the User editable check box to make this setting editable at the product control panel.
Hashing Algorithm	Select the algorithm to use for signing the certificate.
Encryption	Select whether to encrypt the email. Select the User editable check box to make this setting editable at the product control panel.
Encryption Algorithm	Select the algorithm to use for encrypting the email.
Attribute for Recipient Public Key	Enter which attribute to use to retrieve the recipient's public key certificate from LDAP.
Use the recipient public key certificate to verify the recipient	Select this setting to use the recipient's public key certificate to verify the recipient.

- In the **Notification Settings** area, select when users will receive notifications about sent emails. The default setting is using the signed in user's email address. If the recipient email address is blank, no notification is sent.
- In the **Scan Settings** area, set the default scanning preferences.



NOTE: These settings are available only on the Advanced Settings page.

Scan settings:

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: Portrait or Landscape .
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

- In the **File Settings** area, set the default file settings preferences.

File settings:

Feature	Description
File Name Prefix ¹	Set the default file name prefix used for files saved to a network folder.

Feature	Description
File Name	Default file name for the file to be saved. Select the User editable check box to make this setting editable at the product control panel.
File Name Suffix¹	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Name Preview¹	Enter a file name, and then click Update Preview .
File Numbering Format¹	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1-1)¹	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file. Select the User editable check box to make this setting editable at the product control panel.
High Compression (smaller file)¹	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption¹	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be scanned in color, black and gray, or black only.
Suppress blank pages¹	If the Suppress blank pages option is enabled, blank pages will be ignored.
Create Multiple Files¹	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

¹ This setting is available only on the Advanced Settings page.

- Review the selected options to verify that they are accurate, and then click **Apply** to complete the setup.

Step four: Configure the Quick Sets (optional)

Quick Sets are optional short-cut jobs that can be accessed on the main Home screen or within the Quick Sets application at the product.

- In the **Email Setup** area of the left navigation pane, click **Quick Sets**.
- Select one of the following options:
 - Select an existing Quick Set under Quick Sets Application in the table.
 - OR-
 - Click **Add** to start the Quick Set Wizard.
- If you selected **Add**, the **Quick Sets Setup** page opens. Complete the following information:

- **Quick Set Name:** Enter a title for the new Quick Set.
 - **Quick Set Description:** Enter a description of the Quick Set.
 - **Quick Set Start Option:** To set how the Quick Set starts, click either **Enter application, then user presses Start** or **Start instantly when selected from the Home Screen**.
4. Define the following settings for the Quick Set: Address and Message Field Control, Signing and Encryption, Notification Settings, Scan Settings, File Settings.
 5. Click **Finish** to save the Quick Set.

Step five: Set up Send to Email to use Office 365 Outlook (optional)

Introduction

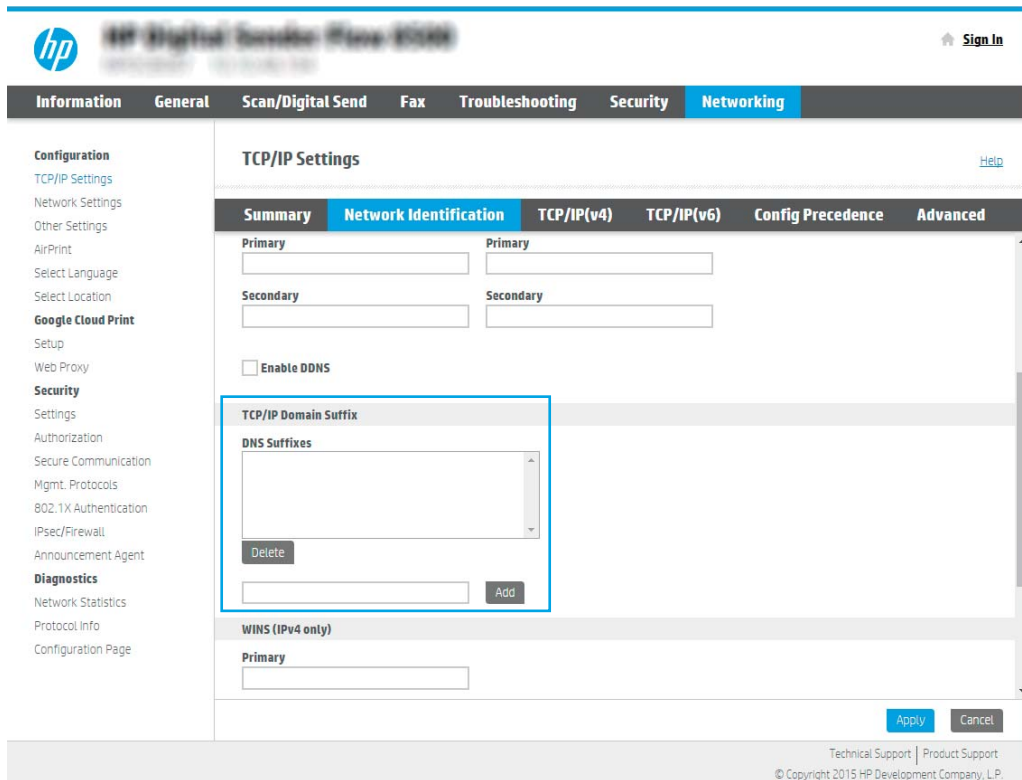
Microsoft Office 365 Outlook is a cloud-based email system provided by Microsoft which uses Microsoft's Simple Mail Transfer Protocol (SMTP) server to send or receive emails. Complete the following to enable the product to send an email with an Office 365 Outlook account from the control panel.

 **NOTE:** You must have an email address account with Office 365 Outlook to configure the settings in the EWS.

Configure the outgoing email server (SMTP) to send an email from an Office 365 Outlook account

1. Using the EWS top navigation tabs, click **Networking**.
2. In the left navigation pane, click **TCP/IP Settings**.
3. In the **TCP/IP Settings** area, click the **Network Identification** tab.

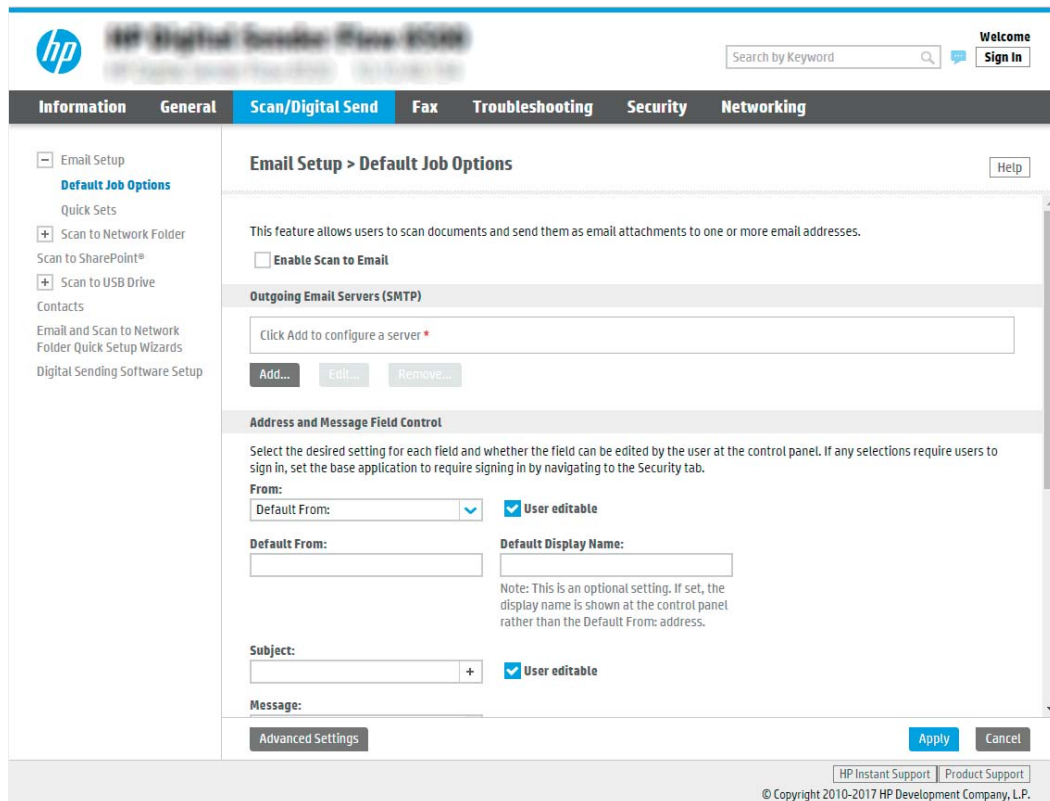
4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, Gmail.com, etc.



 **NOTE:** If the Domain Name suffix is not set up, use the IP address.

5. Click **Apply**.
6. Click the **Scan/Digital Send** tab.
7. On the left navigation pane, click **Email Setup**.

- On the **Email Setup** page, select the **Enable Send to Email** check box. If this check box is not available, the feature is unavailable at the product control panel.



- In the **Outgoing Email Servers (SMTP)** area, click **Add** to start the SMTP wizard.
- In the **I know my SMTP server address or host name** field, type smtp.onoffice.com, and then click **Next**.
- On the **Set the basic information necessary to connect to the server** dialog, in the **Port Number** field, type 587.





NOTE: Some servers have problems sending or receiving emails that are larger than 5 megabytes (MB). These problems can be prevented by entering a number in **Split emails if larger than (MB)**.

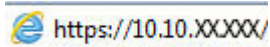
- Select the **Enable SMTP SSL Protocol** check box, and then click **Next**.
- On the **Server Authentication Requirements** dialog, complete the following information:
 - Select **Server requires authentication**.
 - From the drop-down list, select **Always use these credentials**
 - In the **Username** field, type the Office 365 Outlook email address.
 - In the **Password** field, type the Office 365 Outlook account password, and then click **Next**.
- On the **Server Usage** dialog, choose the product functions that will send email through this SMTP server, and then click **Next**.

15. On the **Summary and Test** dialog, enter a valid email address in the **Send a test email to:** field, and then click **Test**.
16. Verify that all of the settings are correct, and then click **Finish** to complete the outgoing email server set up.

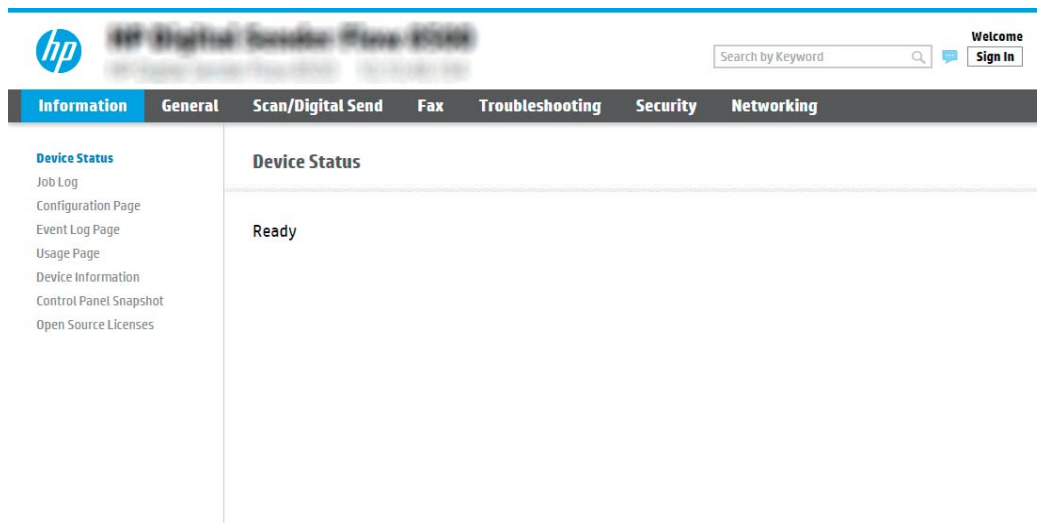
Set up Scan to Fax

Step one: Access the HP Embedded Web Server

1. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>

 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.



Step two: Set up Scan to Fax

Method one: LAN Fax Setup

1. Using the EWS top navigation tabs, click the **Fax** tab.
2. Navigate to **LAN Fax Setup**.
3. Select the **Enable Fax Send** checkbox.
4. Fill out appropriate **Folder Settings** information.

 **NOTE:** You may need to set up the network share folder prior to LAN fax set up.

Method two: Internet Fax Setup

1. Using the EWS top navigation tabs, click the **Fax** tab.
2. Navigate to **Internet Fax Setup**.
3. Select the **Enable Fax Send** checkbox.
4. In the **Outgoing Email Servers (SMTP)** section, click **Add** to add an outgoing email server.
5. In the **Internet Fax Service Settings** section, click **Add** to add an Internet Fax Provider Domain.
6. Enter the appropriate information for all following fields, and then click **Apply**.


Set up Scan to Network Folder

- [Introduction](#)
- [Before you begin](#)
- [Step one: Access the HP Embedded Web Server](#)
- [Step two: Set up Scan to Network Folder](#)

Introduction

This document explains how to enable and configure the Scan to Network Folder function. The product has a feature that enables it to scan a document and save it to a network folder. To use this scan feature, the product must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to Network Folder, the **Save to Network Folder Setup Wizard** for basic setup and **Save to Network Folder Setup** for advanced setup.

Before you begin



 **NOTE:** To set up the Scan to Network Folder feature, the product must have an active network connection.

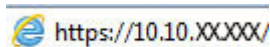
Administrators need the following items before beginning the configuration process.

- Administrative access to the product
- The fully-qualified domain name (FQDN) (e.g., \\servername.us.companyname.net\scans) of the destination folder OR the IP address of the server (e.g., \\16.88.20.20\scans).

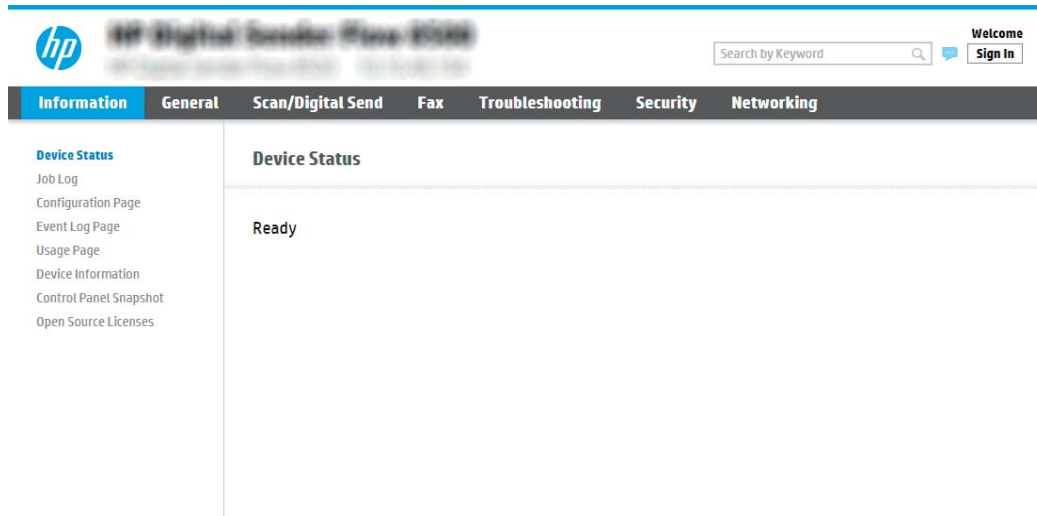
 **NOTE:** The use of the term "server" in this context refers to the computer where the shared folder resides.

Step one: Access the HP Embedded Web Server

1. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.





 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.



Step two: Set up Scan to Network Folder


Method one: Use the Scan to Network Folder Wizard

This option opens the setup wizard that is in the HP Embedded Web Server (EWS) for the product. The setup wizard includes the options for basic configuration.


 **NOTE:** Before you begin: To display the product's IP address or host name, select the Information  icon, and then select the Network  icon on the product's control panel.

1. Using the EWS top navigation tabs, click **Scan/Digital Send** tab.
2. In the left-navigation pane, click **Email and Scan to Network Folder Quick Setup Wizards**.
3. Click the **Save to Network Folder Quick Set Wizard** link.
4. On the **Add or Remove a Save to Network Folder Quick Set** dialog, click **Add**.

 **NOTE:** Quick Sets are short-cut jobs that can be accessed on the product Home screen or within the Quick Sets application.

 **NOTE:** The Save to Network Folder feature can be minimally configured without creating a quick set. However, without the quick set, users must enter the destination folder information at the control panel for each scan job. A quick set is required to include Save to Network Folder metadata.


5. On the **Add Folder Quick Set** dialog, complete the following information:
 - a. In the **Quick Set Title** field, type a title.

 **NOTE:** Name the Quick Set something that users can understand quickly (e.g., "Scan and save to a folder").

- b. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.
 - c. Click **Next**.
6. On the **Configure Destination Folder** dialog, complete the following information:


- a. In the **UNC Folder Path** field, type a folder path where the scan will go.

The folder path can either be the fully-qualified domain name (FQDN) (e.g., \\servername.us.companyname.net\scans) or the IP address of the server (e.g., \\16.88.20.20\scans). Be sure that the folder path (e.g., \scans) follows the FQDN or IP address.

 **NOTE:** The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change. However, the connection with an IP address might be faster because the product does not need to use DNS to find the destination server.

- b. From the **Authentication Settings** drop-down, select one of the following options:

- **Use credentials of user to connect after Sign In at the control panel**
- **Always use these credentials**

 **NOTE:** If **Always use these credentials** is selected, a user name and password must be entered in the corresponding fields, and the product's access to the folder must be verified by clicking **Verify Access**.

- c. In the **Windows Domain** field, type the Windows domain.

 **TIP:** To find the Windows domain in Windows 7, click **Start**, click **Control Panel**, click **System**.

To find the Windows domain in Windows 8, click **Search**, enter **System** in the search box, and then click **System**.




The domain is listed under **Computer name, domain, and workgroup settings**.

- d. Click **Next**.

7. On the **Configure File Scan Settings** dialog, set the default scanning preferences for the Quick Set, and then click **Next**.
8. Review the **Summary** dialog, and then click **Finish**.

Method two: Use Scan to Network Folder Setup

This option enables advanced configuration of the Save to Network Folder feature using the HP Embedded Web Server (EWS) for the product.

 **NOTE:** Before you begin: To display the product's IP address or host name, select the Information  icon, and then select the Network  icon on the product's control panel.


Step one: Begin the configuration

1. Click the **Scan/Digital Send** tab.
2. On the left navigation menu, click the **Scan to Network Folder Setup** link.

Step two: Configure the Scan to Network Folder settings

1. On the **Scan to Network Folder Setup** page, select the **Enable Scan to Network Folder** check box. If this box is not selected, the feature is unavailable at the product control panel.
2. In the Scan to Network Folder area of the left navigation pane, click **Quick Sets**. Click **Add** to open the **Quick Sets Setup** dialog.

 **NOTE:** Quick Sets are short-cut jobs that can be accessed on the product Home screen or within the Quick Sets application.


 **NOTE:** The **Scan to Network Folder** feature can be minimally configured without creating a quick set. However, without the quick set, users must enter the destination folder information at the control panel for each scan job. A quick set is required to include Scan to Network Folder metadata.

Complete all of the settings in the Quick Set Setup to fully configure the Scan to Network Folder feature.

Dialog one: Set the Quick Set name, description, and options for user interaction at the control panel

Use the **Set the location for the Quick Set and options for user interaction at the control panel** dialog to configure where **Quick Set** will display on the product control panel and to configure the level of user interaction at the product control panel.

1. In the **Quick Set Name** field, type a title.

 **NOTE:** Name the Quick Set something that users can understand quickly (e.g., "Scan and save to a folder").

2. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.
3. From the **Quick Set Start Option** list, select one of the following options:

- Option one: **Enter application, then user presses Start**
- Option two: **Start instantly upon selection**

Select one of the following prompt options :

- **Prompt for original sides**
- **Prompt for additional pages**
- **Require Preview**

 **NOTE:** If **Start instantly upon selection** is selected, the destination folder must be entered in the next step.

4. Click **Next**.

Dialog two: Folder Settings

Use the **Folder Settings** dialog to configure the types of folders where the scanned documents are sent.

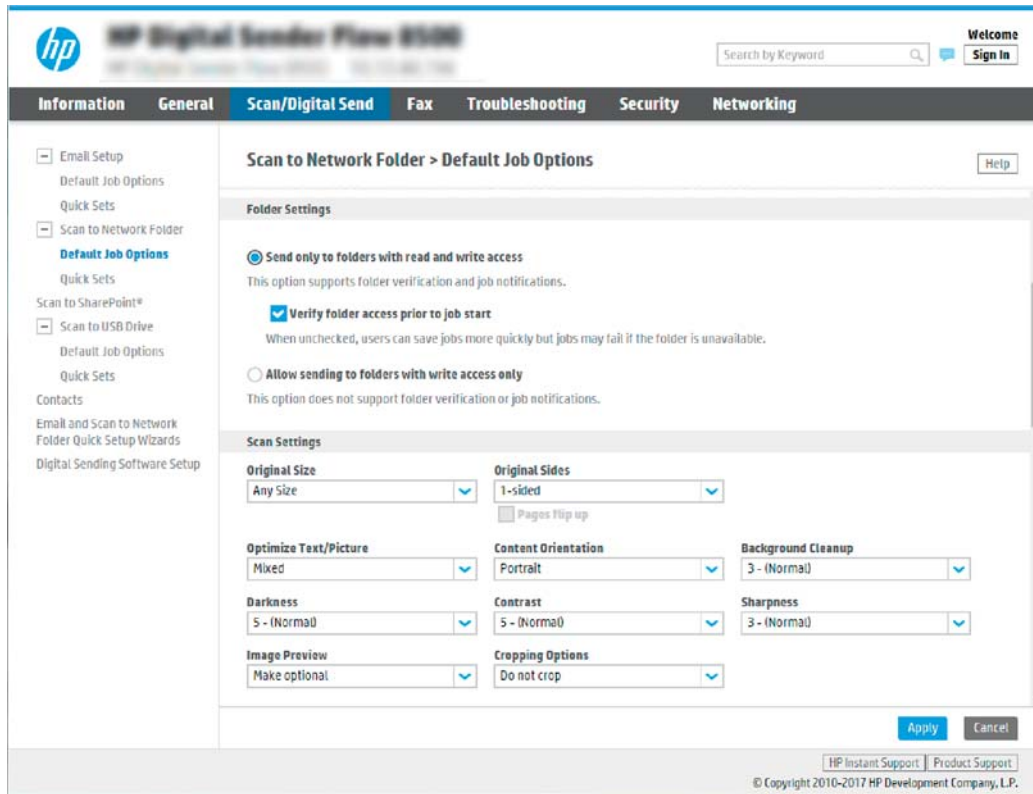
There are two types of destination folders to select from:

- Shared folders or FTP folders
- Personal shared folders

There are two types of folder permissions to select from:

- Read and write access
- Write access only

The following information describes how to configure the folder settings.

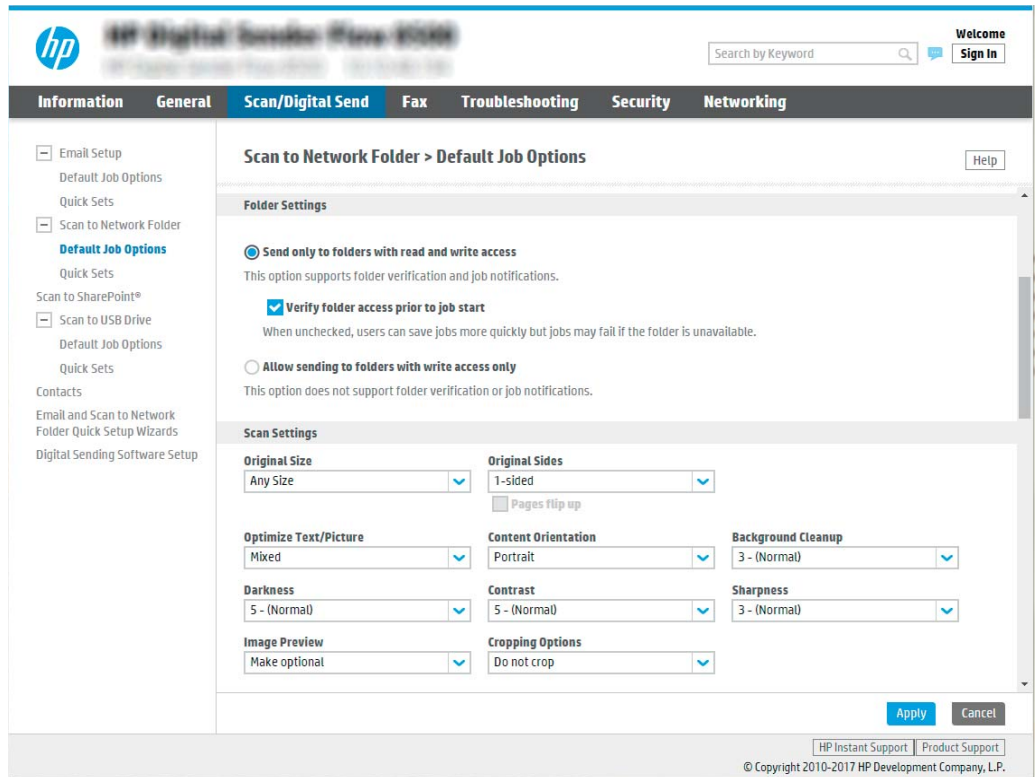


Configure the destination folder for scanned documents

Option 1: Shared folders or FTP folders

To save scanned documents to a standard shared folder or an FTP folder, complete the following steps:


1. If it is not already selected, select **Save to shared folders or FTP folders**.
2. Click **Add...**. The **Add Network Folder Path** dialog opens.
3. On the **Add Network Folder Path** dialog, select one of the following options:
 - Option one: **Save to a standard shared network folder**



 **NOTE:** For more information about creating shared network folders, see [Set up a shared folder](#) (c04431534).

1. If it is not already selected, select **Save to a standard shared network folder**.
2. In the **UNC Folder Path** field, type a folder path.


The folder path can either be the fully-qualified domain name (FQDN) (e.g., `\servername.us.companyname.net\scans`) or the IP address of the server (e.g., `\16.88.20.20\scans`). Be sure that the folder path (e.g., `\scans`) follows the FQDN or IP address.

 **NOTE:** The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change. However, the connection with an IP address might be faster because the product does not need to use DNS to find the destination server.

3. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.
To restrict the subfolder access to the user who creates the scan job, select **Restrict subfolder access to user**.
4. To view the complete folder path for scanned documents, click **Update Preview**.
5. From the **Authentication Settings** list, select one of the following options:
 - **Use credentials of user to connect after Sign In at the control panel**
 - **Always use these credentials**


 **NOTE:** If **Always use these credentials** is selected, a user name and password must be entered in the corresponding fields.


- In the **Windows Domain** field, type the Windows domain.

 **NOTE:** To find the Windows domain in Windows 7, click **Start**, click **Control Panel**, click **System**.

To find the Windows domain in Windows 8, click **Search**, enter **System** in the search box, and then click **System**.

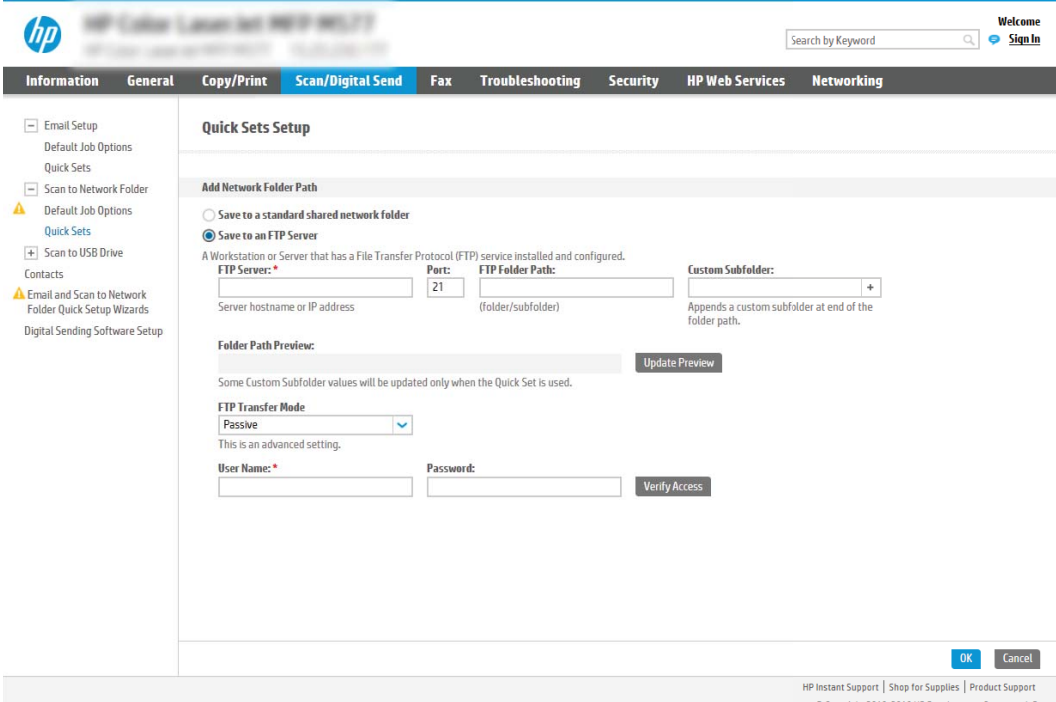
The domain is listed under **Computer name, domain, and workgroup settings**.

 **NOTE:** If a shared folder is set to be accessed by everyone, values for a workgroup name (default is “Workgroup”), a user name and password must be entered in the corresponding fields. However, if the folder is within a particular user’s folders and not Public, the user name and password of that user must be used.

 **NOTE:** An IP address might be necessary instead of a computer name. Many home routers do not handle computer names well, and there is no Domain Name Server (DNS). In this case, it is best to set up a static IP address on the shared PC to alleviate the problem of DHCP assigning a new IP address. On a typical home router, this is done by setting a static IP address that is on the same subnet, but outside the DHCP address range.

- Click **OK**.

- Option two: **Save to an FTP Server**



The screenshot shows the HP EWS interface for 'Quick Sets Setup'. The 'Scan/Digital Send' tab is active. Under 'Add Network Folder Path', the 'Save to an FTP Server' option is selected. The form includes fields for 'FTP Server' (with a hint 'Server hostname or IP address'), 'Port' (set to 21), 'FTP Folder Path' (with a hint '(folder/subfolder)'), and 'Custom Subfolder'. Below these are 'Folder Path Preview' and 'Update Preview' buttons. The 'FTP Transfer Mode' is set to 'Passive'. There are also 'User Name' and 'Password' fields with a 'Verify Access' button. The footer contains 'OK' and 'Cancel' buttons, and copyright information: '© Copyright 2010-2016 HP Development Company, L.P.'

 **NOTE:** If an FTP site is outside the firewall, a proxy server must be specified under the network settings. These settings are located in the **EWS Networking** tab, under the **Advanced** options.


- Select **Save to an FTP Server**.
- In the **FTP Server** field, type the FTP server name or IP address.
- In the **Port** field, type the port number.

 **NOTE:** In most cases, the default port number does not need to be changed.

4. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.
5. To view the complete folder path for scanned documents, click **Update Preview**.
6. From the **FTP Transfer Mode** list, select one of the following options:
 - **Passive**
 - **Active**
7. In the **Username** field, type the user name.
8. In the **Password field**, type the password.
9. Click **Verify Access** to confirm the destination can be accessed.
10. Click **OK**.

Option 2: Personal shared folders

To save scanned documents to a personal shared folder, complete the following steps:

 **NOTE:** This option is used in domain environments where the administrator configures a shared folder for each user. If the Save to a personal shared folder feature is configured, users will be required to sign in at the product control panel using Windows credentials or LDAP authentication.

1. Select **Save to a personal shared folder**.
2. In the **Retrieve the device user's home folder using this attribute** field, type the user's home folder in the Microsoft Active Directory.

 **NOTE:** Verify that the user knows where this home folder is located on the network.

3. To add a user name subfolder at the end of the folder path, select **Create subfolder based on user name**.
To restrict the subfolder access to the user who creates the scan job, select **Restrict subfolder access to user**.


Select the destination folder permissions

Option 1: Read and write access

To send scanned documents to a folder configured for read and write access, complete the following steps:

 **NOTE:** **Send only to folders with read and write access** supports folder verification and job notification


1. If it is not already selected, select **Send only to folders with read and write access**.
2. To require the product to verify folder access before starting a scan job, select **Verify folder access prior to job start**.

 **NOTE:** Scan jobs can complete more quickly if **Verify folder access prior to job start** is not selected; however, if the folder is unavailable, the scan job will fail.

3. Click **Next**.

Option 2: Write access only

To send scanned documents to a folder configured for write access only, complete the following steps:

 **NOTE:** **Allow sending to folders with write access only** does not support folder verification or job notification


 **NOTE:** If this option is selected, the product cannot increment the scan filename. It sends the same filename for all scans.

Select a time-related filename prefix or suffix for the scan filename, so that each scan is saved as a unique file, and does not overwrite a previous file. This filename is determined by the information in the File Settings dialog in the Quick Set Wizard.

1. Select **Allow sending to folders with write access only**.
2. Click **Next**.

Dialog three: Notification settings

▲ On the **Notification Settings** dialog, complete one of the following tasks:

 **NOTE:** In order to send notification emails, the product must be set up to use an SMTP server for sending email jobs. For more information about setting up the SMTP server for sending emails see [Set up Scan to Email](#) (c05173714).

- Option one: **Do not notify**
 1. Select **Do not notify**.
 2. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.
- Option two: **Notify when job completes**
 1. Select **Notify when job completes**.
 2. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

If the method of notification selected is **Email**, type the email address in the **Notification Email Address** field.
 3. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.
 4. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.
- Option three: **Notify only if job fails**
 1. Select **Notify only if job fails**.
 2. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

If the method of notification selected is **Email**, type the email address in the **Notification Email Address** field.
 3. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.
 4. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

Dialog four: Scan Settings

On the **Scan Settings** dialog, set the default scanning preferences for the Quick Set, and then click **Next**.

Scan settings:

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: Portrait or Landscape .
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Dialog five: File Settings

On the **File Settings** dialog, set the default file settings for the Quick Set, and then click **Next**.

File settings:

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name	Default file name for the file to be saved. Select the User editable check box to make this setting editable at the product control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder.
File Name Preview	Enter a file name, and then click Update Preview .
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1-1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file. Select the User editable check box to make this setting editable at the product control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.

Feature	Description
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be scanned in color, black and gray, or black only.
Suppress blank pages	If the Suppress blank pages option is enabled, blank pages will be ignored.
Meta Data File Format	Use the drop-down list to select the file format for meta-data information.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

Dialog six: Summary

On the **Summary** dialog, review the **Summary** dialog, and then click **Finish**.

Step three: Complete the configuration

1. In the left-navigation pane, click **Scan to Network Folder**.
2. On the **Scan to Network Folder** page, review the selected settings, and then click **Apply** to complete the setup.



Set up Scan to USB Drive

- [Introduction](#)
- [Step one: Access the HP Embedded Web Server](#)
- [Step two: Enable Scan to USB Drive](#)
- [Step three: Configure the Quick Sets \(optional\)](#)
- [Default scan settings for Scan to USB Drive setup](#)
- [Default file settings for Save to USB Setup](#)


Introduction

The product has a feature that enables it to scan a document and save it to a USB flash drive. The feature is not available until it has been configured through the HP Embedded Web Server (EWS).

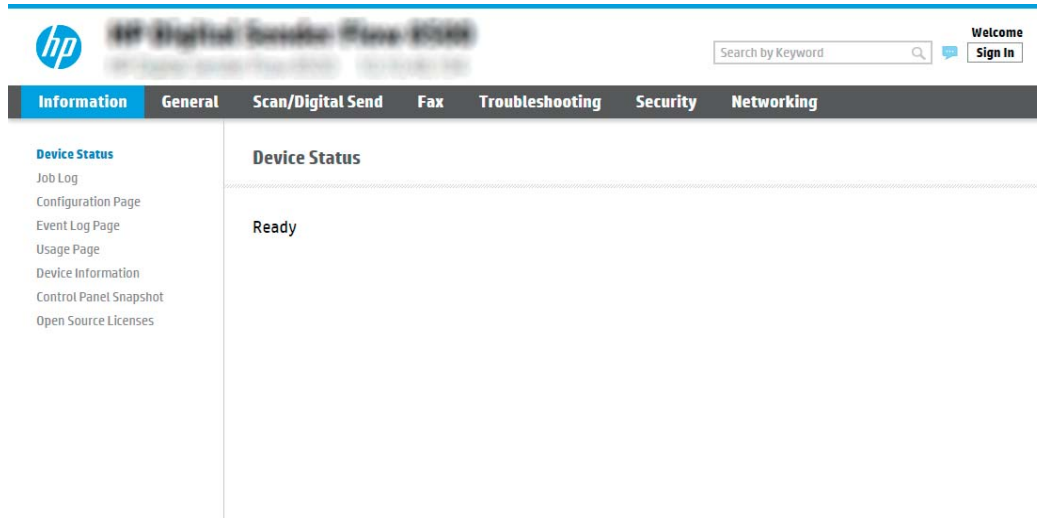
Step one: Access the HP Embedded Web Server

1. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.


 <https://10.10.XX.XXX/>

 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.



Step two: Enable Scan to USB Drive

1. Select the **Security** tab.
2. Scroll to **Hardware Ports** and make sure that **Enable Host USB plug and play** is enabled.
3. Select the **Scan/Digital Send** tab and the select **Default Job Options** from the left menu.
4. Select the **Enable Scan to USB** check box.


 **NOTE:** Most devices ship with Hard disk drives (HDDs) already installed. In some cases, additional storage devices can be added via USB. Verify whether the Save to USB feature needs to be expanded to USB and Hard drive

Step three: Configure the Quick Sets (optional)


 **NOTE:** Quick Sets are short-cut jobs that can be accessed on the product Home screen or within the Quick Sets application.

1. In the **Scan to USB Drive** area of the left navigation pane, click **Quick Sets**.
2. Select one of the following options:
 - Select an existing Quick Set under Quick Sets Application in the table.
 - OR-
 - Click **Add** to start the Quick Set Wizard.
3. If you selected **Add**, the **Quick Sets Setup** page opens. Complete the following information:

- **Quick Set Name:** Enter a title for the new Quick Set.
 - **Quick Set Description:** Enter a description of the Quick Set.
 - **Quick Set Start Option:** To set how the Quick Set starts, click either **Enter application, then user presses Start** or **Start instantly when selected from the Home Screen**.
4. Select a default location where scanned files are saved on USB storage devices inserted into the USB port near the control panel, and then click **Next**. The default location options are:
 - **Save at root directory of the USB storage device**
 - **Create or place in this folder on the USB Storage Device** — The path to the folder on the USB storage device must be specified when using this file location option. A backslash \ must be used to separate folder\subfolder names in the path.
 5. Select an option from the **Condition on Which to Notify:** drop-down list, and then click **Next**.
 This setting determines if, or how, users are notified when a Save To USB Quick Set job completes or fails. The options for the **Condition on Which to Notify:** setting are:
 - **Do not notify**
 - **Notify when job completes**
 - **Notify only if job fails**
 6. Choose the **Scan Settings** for the Quick Set, and then click **Next**.

 **NOTE:** For more information on the available scan settings, see [Default scan settings for Scan to USB Drive setup on page 45](#)

 7. Choose the **File Settings** for the Quick Set, and then click **Next**.

 **NOTE:** For more information on the available file settings, see [Default scan settings for Scan to USB Drive setup on page 45](#)

 8. Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

Default scan settings for Scan to USB Drive setup

Table 2-1 Scan settings for Scan to USB Drive Setup:

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: Portrait or Landscape .
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.

Table 2-1 Scan settings for Scan to USB Drive Setup: (continued)

Feature	Description
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Default file settings for Save to USB Setup

Table 2-2 File settings for Save to USB Setup:

Option name	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name	Default file name for the file to be saved. Select the User editable check box to make this setting editable at the product control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Name Preview	Enter a file name, and then click Update Preview .
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1-1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file. Select the User editable check box to make this setting editable at the product control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be scanned in color, black and gray, or black only.
Suppress blank pages	If the Suppress blank pages option is enabled, blank pages will be ignored.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

Set up Scan to SharePoint®

- [Introduction](#)
- [Before you begin](#)

- [Step one: Access the HP Embedded Web Server \(EWS\)](#)
- [Step two: Enable Scan to SharePoint® and create a Scan to SharePoint Quick Set](#)
- [Scan and save a file directly to a Microsoft® SharePoint site](#)
- [Quick set scan settings and options for Save to SharePoint®](#)

Introduction

Use Save the SharePoint® to scan documents directly to a Microsoft® SharePoint site. This feature eliminates the need to scan the documents to a network folder, USB flash drive, or email message, and then manually upload the files to the SharePoint site.



Save to SharePoint® supports all scanning options, including the ability to scan documents as images or use the OCR features to create text files or searchable PDFs.

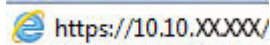
The feature is disabled by default. Enable Save to Sharepoint® in the HP Embedded Web Server (EWS).

Before you begin

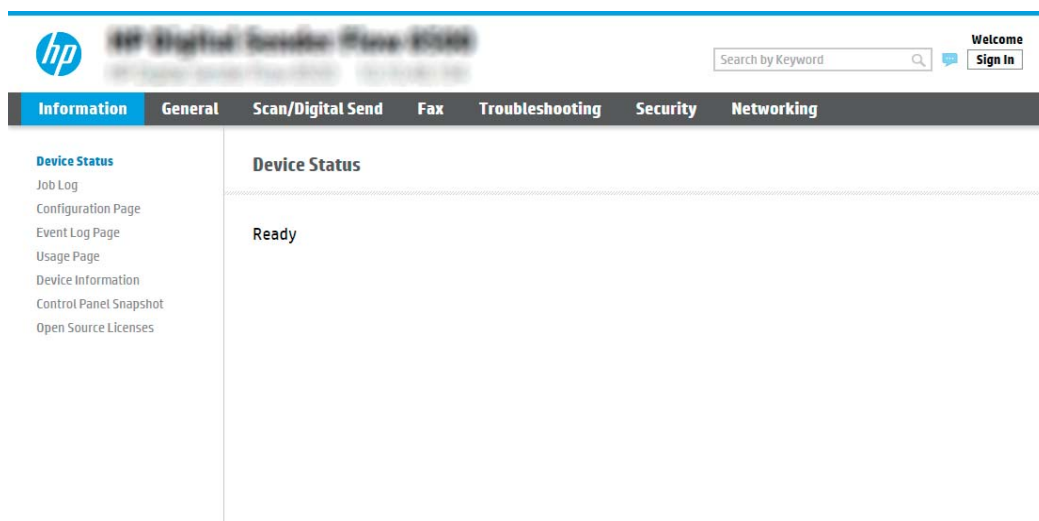
Before this procedure can be completed, the destination folder that the scanned files will be saved to must exist on the SharePoint site, and write access must be enabled to the destination folder. Save to SharePoint® is disabled by default.

Step one: Access the HP Embedded Web Server (EWS)

1. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 https://10.10.XX.XXX/

 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.



Step two: Enable Scan to SharePoint® and create a Scan to SharePoint Quick Set


Follow these steps to enable the feature **Scan to SharePoint** feature and create a Save to SharePoint Quick Set:

1. Using the top navigation tabs, click **Scan/Digital Send**.
2. In the left navigation pane, click **Scan to SharePoint®**.

 **NOTE:** Quick Sets are short-cut jobs that can be accessed on the product Home screen or within the **Quick Sets** application.

3. Select **Enable Scan to SharePoint®**, and then click **Apply**.
4. In the **Quick Sets List** area, click **Add** to launch the Quick Set Wizard.
5. Enter a **Quick Set Name** (for example, “Scan to Sharepoint”) and a **Quick Set Description**.
6. Select a **Quick Set Start Option** to determine what occurs after selecting a Quick Set on the product control panel, and then click **Next**.
7. Use the following steps to add the path to the SharePoint folder.
 - a. Click **Add** on the **SharePoint® Settings** page to open the **Add SharePoint® Path** page.
 - b. Open another browser window, navigate to the SharePoint folder to use, and then copy the folder path for the SharePoint folder from that browser window.
 - c. Paste the SharePoint folder path into the **SharePoint® Path:** field.
 - d. By default, the product overwrites an existing file that has the same file name as the new file. Clear **Overwrite existing files** so that a new file with the same name as an existing file is given an updated time/date stamp.
 - e. Select an option from the **Authentication Settings** drop-down menu. Select whether it is necessary to sign in to the SharePoint site with credentials, or store the credentials within the Quick Set.

 **NOTE:** Use **credentials of user to connect after Sign In at the control panel** is selected in the **Authentication Settings** drop-down menu, the logged-in user must have permissions to write to the specified SharePoint site.


 **NOTE:** For security purposes, the product does not display credentials entered in the Quick Set Wizard.


- f. Click **OK** to complete the SharePoint path setup and navigate back to the **SharePoint Destination Settings** page.
8. Select **Verify folder access prior to job start** to ensure that the SharePoint folder specified as the destination folder is accessible each time the Quick Set is used. If this option is not selected, jobs can be saved to the SharePoint folder more quickly. However, if this option is not selected *and* the SharePoint folder is inaccessible the job will fail.
 9. Click **Next**.
 10. Set a **Condition on Which to Notify:** on the **Notification Settings** page. This setting configures the Quick Set to either not notify, or to send email messages if a job either completes successfully or fails. Select one of the following options from the **Condition on Which to Notify:** drop-down menu:

- Select **Do not notify** for the Quick Set to not perform any notification action when a job completes successfully or fails.
- Select **Notify when job completes** for the Quick Set to send a notification when a job completes successfully.
- Select **Notify only if job fails** for the Quick Set to send a notification only when a job fails.

Selecting either **Notify when job completes** or **Notify only if job fails** requires the **Method Used to Deliver Notification**: to be set. Select from the following options:

- **Email**: Use this option to send an email when the selected notification condition occurs. This option requires a valid email address in the **Notification Email Address**: field.

 **NOTE:** To use the email notification feature, first configure the email feature on the product.

 **NOTE:** Select **Include Thumbnail** for either notification option to include a thumbnail image of the first page of the scanned page of the job.

11. Click **Next**.
12. Select options from the **Scan Settings** page, and then click **Next**. For more information, see [Table 2-3 Scan settings for Save to SharePoint® on page 50](#).
13. Select options from the **File Settings** page, and then click **Next**. For more information, see [Table 2-4 File settings for Save to SharePoint on page 51](#).
14. Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

Scan and save a file directly to a Microsoft® SharePoint site










1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, select **Scan**, and then select **Scan to SharePoint®**.

 **NOTE:** It might be necessary to sign in to the product to use this feature.

3. To select a Quick Set, in the **Quick Sets and Defaults** area select **Load**. Select a Quick Set, and then select **Load**.
4. Select the **File Name**: text field to open a keyboard, and then type the name for the file using either the on-screen keyboard or the physical keyboard. Select Enter **↵**.
5. Select **Options** to view and configure settings for the document.
6. Select the right pane of the screen to preview the document. In the preview screen, use the options on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.



Use these options to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.

	Use these options to zoom in or out on the selected page. NOTE: Select only one page at a time to use these options.
	
	Use this option to rotate the page 180 degrees. NOTE: This option is available only in the thumbnail view.
	Use this option to delete the selected pages. NOTE: This option is available only in the thumbnail view.
	Use these options to rearrange the pages within the document. Select one or more pages and move them to the left or right. NOTE: These options are available only in the thumbnail view.
	
	Use this option to add a page to the document. The product prompts to scan additional pages.
	Use this option to clear the changes made in the preview and start over.
	Select this option to collapse the preview screen and return to the Copy screen.

7. Select Start  to save the file.

Quick set scan settings and options for Save to SharePoint®

The following tables list the settings and options available in the Quick Set Wizard when adding, editing, or copying a Save to SharePoint® Quick Set.

Table 2-3 Scan settings for Save to SharePoint®

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: Portrait or Landscape .

Table 2-3 Scan settings for Save to SharePoint® (continued)

Feature	Description
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Table 2-4 File settings for Save to SharePoint

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name	Default file name for the file to be saved. Select the User editable check box to make this setting editable at the product control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Name Preview	Enter a file name, and then click Update Preview .
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1-1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file. Select the User editable check box to make this setting editable at the product control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be scanned in color, black and gray, or black only
Suppress blank pages	If the Suppress blank pages option is enabled, blank pages will be ignored.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

Create a Quick Set

- [Introduction](#)
- [Step one: Access the HP Embedded Web Server \(EWS\)](#)
- [Step two: Add and manage Quick Sets](#)

Introduction



Quick Sets are short-cut jobs that are available from the Home screen or within the [Quick Sets](#) feature on the product control panel and do not impact the defaults set for the base application. To use a Quick Set on the product control panel, enable the base application.

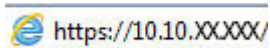
Create Quick Sets for the following base applications to improve job accuracy and decrease the time to complete a job:

- **Email** — Use email Quick Sets to configure and save commonly used settings for sending jobs from the product via email as email attachments.
- **Scan to Network Folder** — Use Save to Network Folder Quick Sets to configure and save commonly used settings for saving jobs to a network folder.
- **Scan to USB** — Use Save to USB Quick Sets to configure and save commonly used settings for saving jobs to a USB device.
- **Scan to SharePoint®** — Use Save to SharePoint Quick Sets to configure and save commonly used settings for saving jobs to a SharePoint site.

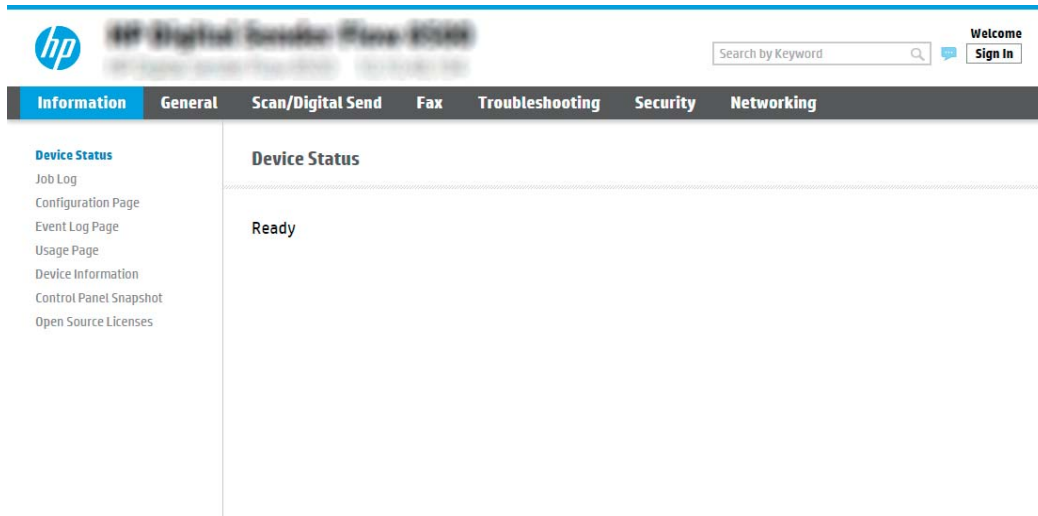
Select from various job options, such as starting a job immediately upon selection of a quick set or requiring an image preview before starting a job.

Step one: Access the HP Embedded Web Server (EWS)

1. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the [Enter](#) key on the computer keyboard. The EWS opens.



 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.




Step two: Add and manage Quick Sets

Add a Quick Set

Use the following steps to add a new Quick Set.

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets**.
3. Click **Add**. The **Quick Sets Setup** page opens.

 **NOTE:** Click **Cancel** on any page of **Quick Sets Setup** to cancel the current changes, exit **Quick Sets Setup**, and return to the **Quick Sets** page.

4. Select a **Quick Set Type**, and then click **Next**. The following Quick Set types are available for selection, depending on your product:

 **NOTE:** A **Quick Set Type** only needs to be determined when a quick set is created by using the **General** EWS tab.

- Scan to Email
- Scan to Fax
- Scan to Network Folder
- Scan to USB Drive
- Scan to SharePoint®

5. Enter a title for the Quick Set in the **Quick Set Name** (required) field.
6. Enter a description of the Quick Set in the **Quick Set Description** field.
7. Select a **Quick Set Start Option** to determine what occurs after selecting a Quick Set on the product control panel, and then click **Next**.
8. Select settings and complete tasks in **Quick Sets Setup**. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.


 **NOTE:** The settings available in **Quick Sets Setup** vary by the type of Quick Set being added. Refer to the tables in [Quick Set settings and options on page 55](#) to see the available settings and options for each type of Quick Set.

9. Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

Edit a Quick Set

Use the following steps to edit the settings of an existing Quick Set.

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets**.
3. In the **Quick Sets List** area, click the check box next to the appropriate Quick Set, and then click **Edit**. The **Quick Sets Setup** page opens.

 **NOTE:** Click **Cancel** on any page of **Quick Sets Setup** to cancel the current changes, exit **Quick Sets Setup**, and return to the **Quick Sets** page.


4. If necessary, modify the following settings, and then click **Next**:
 - **Quick Set Name**
 - **Quick Set Description**
 - **Quick Set Start Option**
5. Select settings and complete tasks in **Quick Sets Setup**. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.

 **NOTE:** The settings available in **Quick Sets Setup** vary by the type of Quick Set being edited. Refer to the tables in [Quick Set settings and options on page 55](#) to see the available settings and options for each type of Quick Set.

6. Review the **Summary** page, and then click **Finish** to save changes made to the Quick Set.

Copy a Quick Set

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets**.
3. In the **Quick Sets List** area, click the check box next to the appropriate Quick Set, and then click **Copy**. The **Quick Sets Setup** page opens.

 **NOTE:** Click **Cancel** on any page of **Quick Sets Setup** to cancel the current changes, exit **Quick Sets Setup**, and return to the **Quick Sets** page.

4. If necessary, modify the following settings, and then click **Next**:
 - **Quick Set Name**
 - **Quick Set Description**
 - **Quick Set Start Option**

5. Select settings and complete tasks in **Quick Sets Setup**. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.



NOTE: The settings available in **Quick Sets Setup** vary by the type of Quick Set being copied. Refer to the tables in [Quick Set settings and options on page 55](#) to see the available settings and options for each type of Quick Set.

6. Review the **Summary** page, and then click **Finish** to save the Quick Set.

Remove a Quick Set

Use the following steps to remove a Quick Set.

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets**.
3. In the **Quick Sets List** area, click the check box next to the appropriate Quick Set, and then click **Remove**.
4. When the **Confirmation Page** opens, click **Remove** to finish removing the Quick Set.

Quick Set settings and options

The following tables list the settings and options available in the Quick Set Wizard when adding, editing, or copying a Quick Set.

Table 2-5 Address and Message Field Control — Scan to Email Quick Sets

Option	Description
Address Field Restrictions	Use the Address Field Restrictions drop-down list to specify whether users can type an email address or select an email address from an address book
From:	Use the From: drop-down list to set the email address that displays in the From: field of the email. If Default From: is selected, the email address listed in the Default From: field is used. If User's address (sign-in required) is selected, the user is required to sign in to the product with their email address when using the Quick Set. This field can be set to be user-editable.
Default From:	The Default From: field is used to define the email address used when Default From: is selected in the From: drop-down list.
Default Display Name:	Use this field to set the name displayed on the product's control panel. If this field is not set, the value in the Default From: displays on the product's control panel. This field is optional.
To: CC: BCC:	Use these drop-down lists to set the email recipient, CC (carbon copy) and BCC (blind carbon copy) values. The options for each of these fields are: <ul style="list-style-type: none"> • User's address (sign-in required) • Blank • Specify address These fields can be set to be user-editable

Table 2-5 Address and Message Field Control — Scan to Email Quick Sets (continued)

Option	Description
Subject:	Use this field to set the value that appears in the subject line of the email. This field can be set to be user-editable.
Message:	Use this field to set the value for the body of the email. This field can be set to be user-editable.

Table 2-6 Signing and Encryption — Scan to Email Quick Sets

Option	Description
Signing	Use the Signing drop-down list to specify whether the email sent using the Quick Set is digitally signed. This field can be set to be user-editable.
Hashing Algorithm	Use the Hashing Algorithm drop-down list to set the type hashing algorithm used with signed emails. The following hashing algorithms are available: <ul style="list-style-type: none"> • SHA-1 • SHA-256 (recommended) • SHA-384 • SHA-512
Encryption	Use the Encryption drop-down list to specify whether the email sent using the Quick Set is encrypted. This field can be set to be user-editable.
Encryption Algorithm	Use the Encryption Algorithm drop-down list to set the encryption algorithm used for encrypted emails sent using the Quick Set.
Attribute for Recipient Public Key	The Attribute for Recipient Public Key field is used to set the attribute used for retrieving the email recipient's public key from LDAP for signed or encrypted emails.
Use the recipient public key certificate to verify the recipient	Select this setting to use the recipient's public key certificate to verify the recipient.

Table 2-7 Scan settings — Scan to Email, Scan to Fax, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Quick Sets

Option	Description
Original Size	Specify the size for the original document.
Original Sides	Select whether the original document is single-sided or double-sided.

Table 2-7 Scan settings — Scan to Email, Scan to Fax, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Quick Sets (continued)

Option	Description
Optimize Text/Picture	<p>Optimize the job for the type of image being scanned: text, graphics, or photos.</p> <p>Select from the following options:</p> <ul style="list-style-type: none"> • Text: Use for documents that contain mostly text • Mixed: Use for documents with a mix of text and pictures • Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books <p>NOTE: If bands of irregular intensity print on the copies, try selecting Printed picture to improve the quality.</p> <ul style="list-style-type: none"> • Photograph: Use for photographic prints
Content Orientation	<p>Select the way the content of the original document is placed on the page:</p> <ul style="list-style-type: none"> • Portrait: The short edge of the page is along the top. • Landscape: The long edge of the page is along the top.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping options (not available for Scan to Fax)	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges (not available for Scan to Fax)	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.
Resolution (Scan to Fax only)	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Suppress blank pages (Scan to Fax only)	If the Suppress blank pages option is enabled, blank pages will be ignored.

Table 2-8 File settings — Scan to Email, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Quick Sets

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name	<p>Default file name for the file to be saved.</p> <p>Select the User editable check box to make this setting editable at the product control panel.</p>
File Name Suffix	<p>Set the default file name suffix used for files saved to a network folder.</p> <p>Duplicate filename suffix default [filename]_YYYYMMDDT</p>
File Name Preview	Enter a file name, and then click Update Preview .

Table 2-8 File settings — Scan to Email, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Quick Sets (continued)

Feature	Description
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1–1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file. Select the User editable check box to make this setting editable at the product control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be scanned in color, black and gray, or black only.
Suppress blank pages	If the Suppress blank pages option is enabled, blank pages will be ignored.
Meta Data File Format (Scan to Network Folder Quick Sets only)	Use the drop-down list to select the file format for meta-data information. The options for this field are: <ul style="list-style-type: none"> • None • XML • HPS
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

Load originals

The following topics describe how to load originals into the document feeder and on the scanner glass.

Document loading tips

- The maximum capacity of the input tray is 150 sheets of 75 g/m² (20 lb) paper for the HP Digital Sender Flow 8500 fn2 Document Capture Workstation and 200 sheets of 75 g/m² (20 lb) for the HP ScanJet Enterprise Flow N9120 fn2 Document Scanner. When using heavier paper, the maximum capacity is decreased.

 **TIP:** Use the lines on the input tray paper guides to help you to not exceed the input tray capacity.

- Be sure that original documents are within these guidelines:

Table 2-9 HP Digital Sender Flow 8500 fn2 Document Capture Workstation

Width:	68 to 216 mm (2.6 to 8.5 in)
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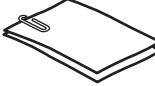
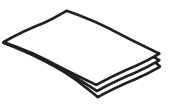





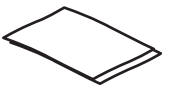

Table 2-9 HP Digital Sender Flow 8500 fn2 Document Capture Workstation (continued)

Length:	147 to 863.6 mm (5.79 to 34 in)
Weight:	40 g/m ² (10.7 lb) to 413 g/m ² (110 lb)

Table 2-10 HP ScanJet Enterprise Flow N9120 fn2 Document Scanner

Width:	68 to 297 mm (2.7 to 11.7 in)
Length:	127 to 864 mm (5 to 34 in)
Weight:	40 g/m ² (10.7 lb) to 413 g/m ² (110 lb)

- Scanning the following types of documents might result in paper jams or damage to the documents.

	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 where the toner has not fully dried, or with wet substances such as glue or correction fluid

- Smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled or folded, it might cause a paper jam.
- Make sure that the document feeder hatch is securely latched. To properly close the hatch, press firmly on both sides of the hatch.
- Adjust the paper guides to the width of the documents. Make sure that the paper guides touch the edges of the original. If there is any clearance between the paper guides and the edges of the documents, the scanned image might be skewed.

- When placing a stack of documents into the feeder, gently set the stack in the input tray. Do not drop the stack into the tray and do not tap the top edge of the stack after you have placed the stack in the input tray.
- Clean the scan rollers if the rollers are visibly dirty or after scanning a document written with or written on with pencil.

Supported paper types and sizes

Supported paper types and sizes for the product are shown below.

Size and dimensions	Automatic Document Feeder (ADF) supported	Flatbed supported
U.S.-Letter: 215.9 x 279.4 mm (8.5 x 11 in)	✓	✓
Mixed Letter/Legal	✓	✓
U.S.-Legal: 215.9 x 355.6 mm (8.5 x 14 in)	✓	✓
U.S.-Executive: 184.2 x 266.7 mm (7.25 x 10.5 in)	✓	✓
Statement 215.9 x 139.7 mm (8.5 x 5.5 in)	✓	✓
Oficio 215.9 x 330.2 mm (8.5 x 13 in)	✓	✓
101 x 152 mm (4 x 6 in)	✓	✓
127 x 177 mm (5 x 7 in)	✓	✓
127 x 203 mm (5 x 8 in)	✓	✓
A4: 210 x 297 mm (8.3 x 11.7 in)	✓	✓
A3 (HP ScanJet Enterprise Flow N9120 fn2 Document Scanner) 297 x 420 mm (11.7 x 16.5 in)	✓	✓
JIS B5: 182 x 257 mm (7.2 x 10.1 in)	✓	✓
ISO A5: 148 x 210 mm (5.8 x 8.3 in)	✓	✓
A6: 105 x 148 mm (4.1 x 5.8 in)	✓	✓
RA4 215 x 305 mm (8.5 x 12 in)	✓	✓
JIS B6 128 x 182 mm (5 x 7.2 in)	✓	✓
101 x 152 mm (10 x 15 in)	✓	✓
16K 184 x 260 mm (7.2 x 10.2 in)	✓	✓
16K 195 x 270 mm (7.7 x 10.6 in)	✓	✓
16K 197 x 273 mm (7.5 x 10.7 in)	✓	✓
JIS Postcard 100 x 148 mm (3.9 x 5.8 in)	✓	✓
JIS Dpostcard 148 x 200 mm (5.8 x 7.9 in)	✓	✓
Envelope #9 98 x 225 mm (3.9 x 8.9 in)		✓
Envelope #10 104 x 241 mm (4.1 x 9.5 in)		✓
Envelope Monarch 98 x 190 mm (3.9 x 7.5 in)		✓
Envelope B5 176 x 250 mm (6.9 x 9.8 in)		✓
Envelope C5 162 x 229 mm (6.4 x 9 in)		✓
Envelope C6 114 x 162 mm (4.5 x 6.4 in)		✓
Envelope DL 110 x 220 mm (4.3 x 8.6 in)		✓

Size and dimensions	Automatic Document Feeder (ADF) supported	Flatbed supported
Custom (HP Digital Sender Flow 8500 fn2 Document Capture Workstation)	Minimum: 68 x 147 mm (2.7 x 5.8 in) Maximum: 215.9 x 863.6 mm (8.5 x 34 in)	Minimum: n/a Maximum: 217 x 358 mm (8.5 x 14 in)
Custom (HP ScanJet Enterprise Flow N9120 fn2 Document Scanner)	Minimum: 68 x 127 mm (2.6 x 5 in) Maximum: 297 x 864 mm (11.7 x 34 in)	Minimum: n/a Maximum: 297 x 432 mm (11.7 x 17 in)

Load paper in the Automatic Document Feeder (ADF) input tray

- [Introduction](#)
- [Required guidelines before loading documents](#)
- [Method to load documents](#)
- [Load same-sized documents](#)

Introduction

This document provides instructions on how to load same-sized and mixed-sized documents into the Automatic Document Feeder (ADF) input tray of an HP ScanJet flatbed scanner.

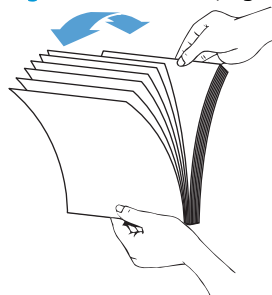
- Documents with the same paper size and width are same-sized documents.
- Documents with different paper width or length are mixed sized documents, for example, legal size, letter size, and a check.

Required guidelines before loading documents

Before loading the documents in the ADF input tray, make sure to follow these guidelines:

- Use the recommended paper type and size in the ADF input tray. Refer to the Supported paper types section for paper capacities and capabilities.
- Smooth any folds or curls in the pages to avoid paper jams.
- Fan through the pages to remove any staples, paper clips, or sticky notes.

Figure 2-1 Fan the pages of the document



- Slide the paper guides to fit the width of the document. If there is any gap between the paper guides and the edges of the documents, the scanned image might be skewed.


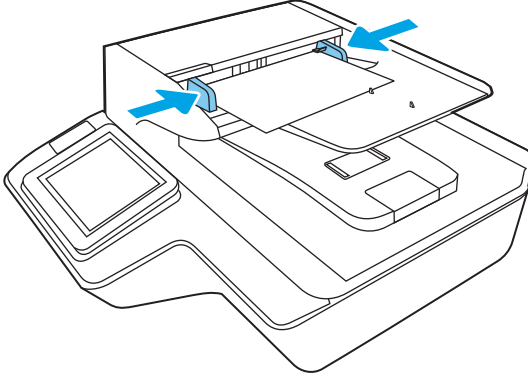
 **NOTE:** When loading small documents like checks, place the longest edge parallel to the paper width guides.


Figure 2-2 Adjust paper guides



Method to load documents

Determine the type of documents to load in the ADF input tray, and then use one of the following methods:

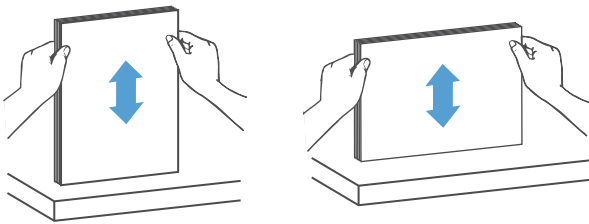
- [Load same-sized documents](#)
- [Load documents on the scanner glass](#)

 **NOTE:** To scan fragile documents (such as photos or documents on wrinkled or very light paper), place the document face down on the scanning glass.

Load same-sized documents

Make sure to refer the section [Required guidelines before loading documents](#), and then follow the following steps to load same-sized documents in the ADF input tray:

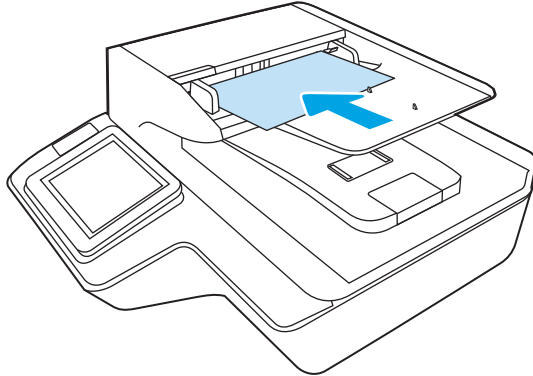
1. Tap the long edge of the pages on a flat surface, then rotate and tap the top edge of the document pages to align the edges of the document pages.




2. Load the pages with the face up and the top edge of the pages into the ADF input tray.

 **NOTE:** Do not tap the edge of the document stack or drop the paper stack into the ADF input tray.

Figure 2-3 Load same-sized pages in the ADF input tray



3. Adjust the paper guides to the width of the document.

 **NOTE:** Make sure not to push the paper guides so tightly as they bend the documents.

The documents are now ready to be scanned.

Load documents on the scanner glass

1. Open scanner lid.



2. Load the document on the scanner glass face down according to the indicators on the product.
3. Close the scanner lid. The document is now ready to scan.

Perform a scan task


Send a scanned document to one or more email addresses

Introduction


The product has a feature that enables it to scan a document and send it to one or more email addresses. Before using this feature, use the HP Embedded Web Server to enable it and set it up.

Scan and send a document to email

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel select [Scan to Email](#).


 **NOTE:** If prompted, type your user name and password.

3. Select the [To](#) field to open a keyboard, or pull out the physical keyboard.


 **NOTE:** If you are signed in to the product, your user name or other default information might appear in the [From](#) field. If so, you might not be able to change it.


4. Specify the recipients by using one of these methods:

Enter addresses manually

- ▲ Enter the address in the [To](#) field. To send to multiple addresses, separate the addresses with a semicolon, or select Enter  on the touchscreen keyboard after typing each address.

Enter addresses from the Contacts list

- a. Select [Contacts](#)  next to the [To](#) field to open the [Contacts](#) screen.
 - b. Select the appropriate contact list.
 - c. Select a name or names from the list of contacts to add the name to the recipients list, and then select [Add](#).
5. Complete the [Subject](#), and [File Name](#) fields by selecting the field and using the touchscreen keyboard to enter information.
 6. To configure settings for the document, select [Options](#). For example:
 - Select [File Type and Resolution](#) to specify the type of file to create, the resolution, and the output quality.
 - If the original document is printed on both sides, select [Original Sides](#), and then select [2 Sided](#).
 7. Set options marked with a yellow triangle before using the preview feature.

 **NOTE:** After the preview scan, these options are removed from the main [Options](#) list and are summarized in the [Pre-scan Options](#) list. To change any of these options, discard the preview and start over.

Using the preview feature is optional.

8. Select the right pane of the screen to preview the document. In the preview screen, use the options on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.



Use these options to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.



Use these options to zoom in or out on the selected page.

NOTE: Select only one page at a time to use these options.



Use this option to rotate the page 180 degrees.

NOTE: This option is available only in the thumbnail view.



Use this option to delete the selected pages.

NOTE: This option is available only in the thumbnail view.



Use these options to rearrange the pages within the document. Select one or more pages and move them to the left or right.

NOTE: These options are available only in the thumbnail view.



Use this option to add a page to the document.



Use this option to clear the changes made in the preview and start over.



Select this option to collapse the preview screen.

9. When the document is ready, select [Send](#).



NOTE: The product might prompt you to add the email address to the contact list.

Scan to Fax

Introduction

The product can scan a file and send it as a fax using the HP Embedded Web Server (EWS). Before using this feature, use the HP Embedded Web server to enable the feature and configure the settings.

Scan to Fax

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, select [Scan](#), and then select [Scan to Fax](#).
3. To configure the settings for the document, select [Options](#).
4. Select the right pane of the screen to preview the document. In the preview screen, use the options on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.



Use these options to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.



Use these options to zoom in or out on the selected page.

NOTE: Select only one page at a time to use these options.



Use this option to rotate the page 180 degrees.

NOTE: This option is available only in the thumbnail view.



Use this option to delete the selected pages.

NOTE: This option is available only in the thumbnail view.



Use these options to rearrange the pages within the document. Select one or more pages and move them to the left or right.

NOTE: These options are available only in the thumbnail view.



Use this option to add a page to the document.



Use this option to clear the changes made in the preview and start over.



Select this option to collapse the preview screen.

5. When the document is ready, select [Scan](#) to send the fax.


Scan and send to network folder

Introduction

The product can scan a file and save it in a shared folder on the network. Before using this feature, use the HP Embedded Web server to enable the feature and configure the shared folders. The system administrator can configure pre-defined Quick Sets folders; otherwise it is necessary to specify the folder path for each job.

Scan and save the document to a network folder


 **NOTE:** You might be required to sign in to the product to use this feature.


1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel select [Scan to Network Folder](#).
3. To specify a path for this job only, select the [Folder Paths](#) text field to open a keyboard, type the path to the folder, and then select Enter . Use this format for the path:

\\server\folder, where “server” is the name of the server that hosts the shared folder, and “folder” is the name of the shared folder. If the folder is nested inside other folders, complete all necessary segments of the path to reach the folder. For example: \\server\folder\folder

Or, select [Load](#) below the [Folder Paths](#) field to select a pre-defined Quick Sets path or a path associated with a Contact.

 **NOTE:** The [Folder Paths](#) field might have a pre-defined path, and it might not be editable. In this situation, the administrator has configured this folder for common access.

4. Select the [File Name](#) text field to open a keyboard, and then type the name for the file, and then select Enter .
5. To configure settings for the document, select [Options](#). For example:
 - Select [File Type and Resolution](#) to specify the type of file to create, the resolution, and the output quality.
 - If the original document is printed on both sides, select [Original Sides](#), and then select [2 Sided](#).
6. Set options marked with a yellow triangle before using the preview feature.










 **NOTE:** After the preview scan, these options are removed from the main [Options](#) list and are summarized in the [Pre-scan Options](#) list. To change any of these options, discard the preview and start over.

Using the preview feature is optional.

7. Select the right pane of the screen to preview the document. In the preview screen, use the options on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.



Use these options to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.

	Use these options to zoom in or out on the selected page. NOTE: Select only one page at a time to use these options.
	
	Use this option to rotate the page 180 degrees. NOTE: This option is available only in the thumbnail view.
	Use this option to delete the selected pages. NOTE: This option is available only in the thumbnail view.
	Use these options to rearrange the pages within the document. Select one or more pages and move them to the left or right. NOTE: These options are available only in the thumbnail view.
	
	Use this option to add a page to the document.
	Use this option to clear the changes made in the preview and start over.
	Select this option to collapse the preview screen.

8. When the document is ready, select [Save](#) to save the file.

Scan and send to USB Flash Drive

Introduction


The product can scan a file and save it on a USB flash drive. Before using this feature, use the HP Embedded Web server to enable and configure it.

Scan and save the document to a USB flash drive

 **NOTE:** You might be required to sign in to the product to use this feature.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. Insert the USB flash drive into the USB port.

3. From the Home screen on the product control panel and select [Scan to USB Drive](#).
4. Select [Choose](#) and select the flash drive. Save the file on the root of the USB flash drive, or save it in an existing folder.
5. Select the [Job Name](#) text field to open a keyboard, then type the name for the file, and then select Enter ↵.
6. To configure settings for the document, select [Options](#). For example:
 - Select [File Type and Resolution](#) to specify the type of file to create, the resolution, and the output quality.
 - If the original document is printed on both sides, select [Original Sides](#), and then select [2 Sided](#).
7. Set options marked with a yellow triangle before using the preview feature.

 **NOTE:** After the preview scan, these options are removed from the main [Options](#) list and are summarized in the [Pre-scan Options](#) list. To change any of these options, discard the preview and start over.

Using the preview feature is optional.

8. Select the right pane of the screen to preview the document. In the preview screen, use the options on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.



Use these options to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.



Use these options to zoom in or out on the selected page.

NOTE: Select only one page at a time to use these options.



Use this option to rotate the page 180 degrees.

NOTE: This option is available only in the thumbnail view.



Use this option to delete the selected pages.

NOTE: This option is available only in the thumbnail view.



Use these options to rearrange the pages within the document. Select one or more pages and move them to the left or right.

NOTE: These options are available only in the thumbnail view.





Use this option to add a page to the document.




Use this option to clear the previously scanned pages and start over.

9. When the document is ready, select [Send](#) to save the file.

Additional options when scanning

The following settings are available in the [Options](#) list when scanning.

 **NOTE:** The following list contains the master set of options available for HP Digital Sender flow and HP ScanJet Enterprise flow products. Some options are not available on all products.

File Type and Resolution

Save a scanned document as one of several types of files.

The following standard file types are available:

- **PDF:** This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing.
- **JPEG:** This file type is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page.
- **TIFF:** This is a standard file type that many graphics programs support. This file type produces one file per page.
- **MTIFF:** MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.
- **XPS:** XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts.
- **PDF/A:** PDF/A is a type of PDF designed for long-term archival of electronic documents. All format information in the document is self-contained.

The following OCR file types are also supported:

- **Text (OCR):** Text (OCR) creates a text file by using optical character recognition (OCR) to scan the original. A text file can be opened in any word processing program. The formatting of the original will not be saved using this option.
- **Unicode Text (OCR):** Unicode Text (OCR) is an industry standard used to consistently represent and manipulate text. This file type is useful for internationalization and localization.
- **RTF (OCR):** RTF (OCR) creates a rich text format (RTF) file by using optical character recognition (OCR) to scan the original. RTF is an alternative text format that can be opened by most word processing programs. Some of the formatting of the original will be saved using this option.
- **Searchable PDF (OCR):** Searchable PDF (OCR) creates a searchable PDF file by using optical character recognition (OCR) to scan the original. When a document is scanned in this way, use Adobe Acrobat® Reader's search tools to search for specific words or phrases within the PDF.
- **Searchable PDF/A (OCR):** Searchable PDF/A (OCR) is a type of PDF/A file that includes information about the document structure, which allows content to be searched.
- **HTML (OCR):** HTML (OCR) creates a Hypertext Markup Language (HTML) file containing the contents of the original document. HTML is used to display files on Web sites.
- **CSV (OCR):** CSV (OCR) is common text file format that contains comma-separated values. This type of file can be opened by most word processing, spreadsheet, or database programs.

Resolution: Specify the resolution of scanned images. Select a higher resolution to increase the clarity of the image. However, as the resolution increases, the file size also increases.

Original Sides	Specify whether the original document is printed on one side or both sides.
Color/Black	Specify whether the scanned image will be in color, black and gray, or black only.
Original Size	Specify the paper size for the original document.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.

Image Adjustment	<p>Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.</p> <p>Darkness: Increase or decrease the amount of white and black used in colors in scanned images.</p> <p>Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.</p> <p>Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.</p>
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Erase Edges	Remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.
Cropping Options	<p>Crop to original size: Crop the image to match the paper size of the original document.</p> <p>Crop to content: Crop the image to the size of the detectable content in the original document.</p>
Automatically Straighten	Automatically straighten a scanned image.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the product detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Create Multiple Files	Divide a larger scan job into several smaller output files.
Notification	Select whether to send notifications of the status of scan jobs. The product can send the notification in an email.
Signing and Encryption	<p>Sign: Send an email with a digital signature.</p> <p>Encrypt: Send an email as an encrypted file.</p> <p>NOTE: This feature is supported for scan to email only.</p>

HP JetAdvantage business solutions

HP JetAdvantage solutions are workflow solutions that are easy-to-use, and both network and cloud-based. HP JetAdvantage solutions are designed to help businesses of all types, including healthcare, financial services, manufacturing, and public sector, manage a fleet of products and scanners.

HP JetAdvantage Solutions include:

- HP JetAdvantage Security solutions
- HP JetAdvantage Management solutions
- HP JetAdvantage Workflow solutions
- HP JetAdvantage Mobile solutions

For more information about HP JetAdvantage business workflow solutions, go to www.hp.com/go/PrintSolutions.

Additional scan tasks

Go to www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2.

Instructions are available for performing specific scan tasks, such as the following:

- Scan pages from books or other bound documents
- Send a scanned document to a folder in the product memory
- Scan both sides of an identification card
- Scan a document into a booklet format

Use the scanning software (Windows)

The following topics describe how to use the scanning software.

- [Scan to a picture](#)
- [Scan to a PDF](#)
- [Scan text for editing \(OCR\)](#)
- [Scan to email](#)
- [Send to cloud](#)
- [Scan long or extra-long documents](#)
- [Detect multi-feeds](#)
- [Everyday Scan](#)
- [Filter out color from a document \(color dropout\)](#)
- [Automatically detect color](#)
- [Automatically straighten scanned images](#)
- [Scan by using other scan software](#)

Scan to a picture

1. Load the document into the input tray.
2. Open the HP Scan software.
3. Select **Save as JPEG** or **Email as JPEG**, and then click **Scan**.

-or-

Choose any other scan shortcut, change the **Item Type** to **Photo**, select a picture file from the **File Type** drop down list, and then click **Scan**.

Scan to a PDF

1. Load the document into the input tray.
2. Open the HP Scan software.
3. Select **Save as PDF** or **Email as PDF**, and then click **Scan**.

-or-

Choose any other scan shortcut and select PDF from the **File Type** drop down list, and then click **Scan**.

Scan text for editing (OCR)

The HP scanner software uses optical character recognition (OCR) to convert text on a page to text that can be edited on a computer. The OCR software comes with the ReadIris Pro software. For information about using the OCR software, see **scan text for editing** in the online Help.

Scan to email



NOTE: To scan to email, make sure there is an Internet connection.

1. Load the document into the input tray.
2. Open the HP Scan software.
3. Select **Email as PDF** or **Email as JPEG**, and then click **Scan**.

-or-

Choose any other scan shortcut and select **Email** from the **Send To** drop down list, and then click **Scan**.

Send to cloud



NOTE: To scan to the cloud, make sure there is an Internet connection.

1. Load the document into the input tray.
2. Open the HP Scan software.
3. Select **Send to Cloud**, and then select the file destination, such as Google Drive or DropBox.
4. Select **Scan**.

Scan long or extra-long documents

By default, the scanner automatically detects page size using the **Detect Size** selection for page lengths less than or equal to 356 mm (14 in).

For long or extra-long documents, select **Long (8.5 x 34 in)** or **Extra Long (8.5 x 122 in)** from the page size drop-down list in the scan shortcut settings.



NOTE: Only one page at a time can be scanned when using a long or extra-long page setting.

If the scanner is set to scan long or extra-long pages, it will scan one page at a time. Using this setting to scan regular pages will slow down the process and should only be used to scan pages longer than 356 mm (14 in).

Detect multi-feeds

The multi-feed detection feature stops the scan process if it senses that multiple pages are fed into the scanner at one time. This feature is enabled by default.

Disabling this feature might be helpful when scanning:

- Multipart forms (a use that HP does not recommend).
- Documents which have labels or sticky notes attached to them.



NOTE: Use the ISIS or WIA user interface to enable multi-feed detection when scanning from non-HP software.

Everyday Scan

The **Everyday Scan** shortcut allows users to define and save a scan shortcut for their everyday needs. The following **Scan Shortcut Settings** are customizable when the **Everyday Scan** shortcut is selected:

- Item Type
- Page Sides
- Page Size
- Color Mode
- Destination/File Type

Filter out color from a document (color dropout)

You can filter out a color channel (red, green, or blue) or up to three individual colors. For specific colors, the sensitivity setting controls how closely a scanned color must approximate the specified color.

Removing colors from the scan might reduce the scan file size and improve optical character recognition (OCR) results.

To select colors to eliminate from a scan in HP Scan software, follow these steps:

1. Open the HP Scan software.
2. Scan a sample page, which has the colors to be dropped, into the viewer.

3. Click the **More** button, and then click the **Image** tab and select the **Color Dropout** feature.
4. Enable a color to drop and select the color from the preview using the eyedropper tool. Be sure to save the colors.

Only the color dropout options available for your scanner are selectable.

For information about the color dropout settings, see the online help for the scanning software that you are using.

Automatically detect color

Use this feature to reduce the size of the scanned file by only saving pages that contain color as color scans, and saving all other pages as black and white.

To automatically detect color in a scanned image, follow these steps:

1. Open the HP Scan software.
2. Select a scan shortcut.
3. To adjust the **Auto Detect Color** sensitivity and output mode settings, click **More**, select **Image**, and then click the **Auto Detect Color** drop-down box.
4. Click on the **Color Mode** drop-down box, and then select **Auto Detect Color**.



NOTE: For information about the automatic color detection settings, see the online help for the scanning software that you are using.

Use the ISIS or WIA user interface to automatically detect color when scanning from non-HP scanning software.

Automatically straighten scanned images

Windows: Use the **Auto-Straighten** feature to straighten content that is skewed relative to the page dimensions in the source document. Use the **Detect Size** feature to deskew page images that might have become skewed during the scanning process.

1. Open the HP Scan software.
2. Select a scan shortcut.
3. Click **More**, select the **Document** tab, and then select **Straighten Content**.

Scan by using other scan software

The following third-party applications are also supported by the scanner:

- Readiris Pro: OCR application.
- Cardiris: Business card application.
- PaperPort: Personal document management application.
- Third-party applications that support Kofax (available Spring 2018), TWAIN, ISIS, and WIA.

Use the scanning software (OS X)

For more information, go to www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2.

Mobile scanning

HP offers multiple mobile solutions to enable easy scanning to an HP scanner from a tablet, smart phone, or other mobile device. For more information, go to www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2.



NOTE: Purchase the optional wireless accessory (part number J8031A) from HP.com in order to enable mobile scanning. Follow the installation guide to install the Wi-Fi accessory.

Scanning tips

- [Optimize scanning and task speeds](#)

Optimize scanning and task speeds

Several settings influence the total time for a scanning job. To optimize scanning performance, consider the following information.

- To optimize performance, make sure the computer meets the recommended system requirements. To view minimum and recommended system requirements, see www.hp.com, and then search for the scanner model plus the word **specifications**.
- Saving a scanned image to a searchable format (for example, searchable PDF) takes more time than saving to an image format because the scanned image is analyzed using optical character recognition (OCR). Verify the need for a searchable output file before selecting a searchable scan format.
- Scanning at a higher resolution than necessary increases scanning time and creates a larger file with no additional benefit. If scanning at a high resolution, set the resolution to a lower level to increase scanning speed.

3 Care and maintenance


This section presents information about how to care for and maintain the scanner. For the latest maintenance information, see www.hp.com/support.

- [Clean the product](#)
- [Install an accessory into the hardware integration pocket](#)
- [Replace parts](#)
- [Order maintenance and scanning supplies](#)

Clean the product

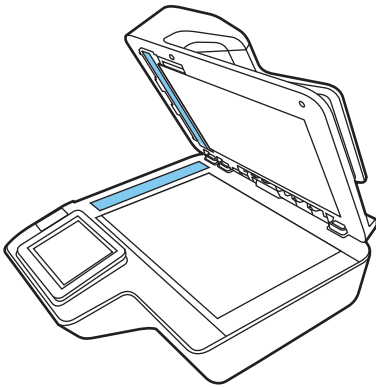
Occasional cleaning of the scanner helps ensure high-quality scans. The amount of care necessary depends on several factors, including the amount of use and the environment. Perform routine cleaning as necessary.


Clean the scanning strips

 **NOTE:** The HP ScanJet Enterprise Flow N9120 fn2 Document Scanner is shown in this procedure, however, the instructions are also correct for the HP Digital Sender Flow 8500 fn2 Document Capture Workstation.

To clean the scanning strip components, follow these steps:

1. Press the **Power** button to turn off the scanner, and then disconnect the power cable and other cables from the scanner.
2. Lift up the automatic document feeder (ADF).
3. Clean the scanning strips with a soft, lint-free cloth that has been sprayed with a mild glass cleaner.



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

Do not spray the glass cleaner directly on the scanning strips.

4. Dry the scanning strips with a dry, soft, lint-free cloth. Wipe the strips of gray, reflective material on each strip.
5. Close the ADF, reconnect the USB cable and power supply to the scanner, and then press the **Power** button to turn on the scanner. The scanner is now ready to use.

Clean the rollers


- [Introduction](#)
- [Clean the rollers](#)

Introduction

The rollers may need to be cleaned under the following conditions:

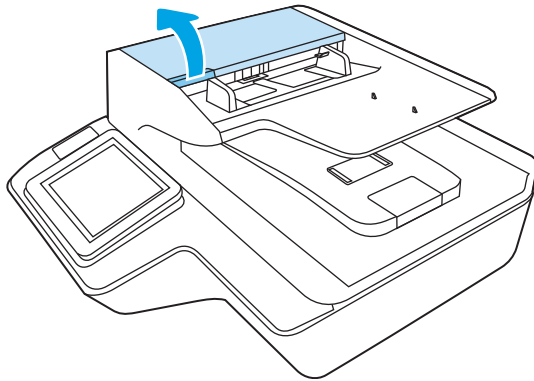
- The scanner jams repeatedly or multiple sheets are being scanned at the same time.
- If the following types of paper are frequently scanned: coated paper, chemically treated documents such as carbonless paper, documents with a large amount of calcium carbonate, documents written on with pencil, documents printed by Inkjet printers, or documents on which the toner has not been fused.

Clean the rollers

 **NOTE:** The HP ScanJet Enterprise Flow N9120 fn2 Document Scanner is shown in this procedure, however, the instructions are also correct for the HP Digital Sender Flow 8500 fn2 Document Capture Workstation.

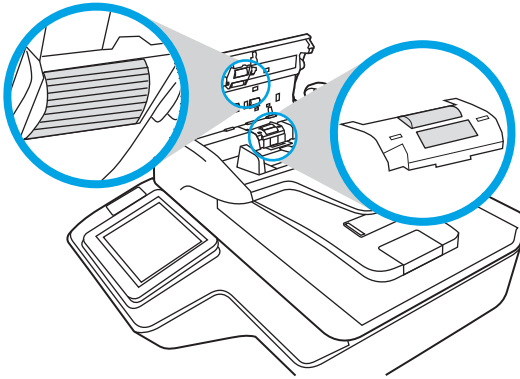
To clean the separation and feed rollers, follow these steps:

1. From the control panel, select [Support Tools](#) and open the following menus:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
 - [Clean Automatic Document Feeder \(ADF\) Rollers](#)
2. Press the Power button to turn off the scanner, and then disconnect the power cable and other cables from the scanner.
3. Open the ADF hatch.



4. Using a clean, lint-free cloth moistened with distilled or clean tap water, wipe the separation roller from right to left. Rotate the roller a full 360 degrees to ensure the entire roller surface is cleaned.

5. Wipe the feed rollers from right to left. Rotate the rollers a full 360 degrees to ensure the entire roller surface is cleaned.



⚠ CAUTION: Wait at least two minutes for the rollers to dry before loading documents into the document input tray.

6. Close the ADF hatch, and then reconnect the USB cable and power supply to the scanner.
7. Press the Power button to turn on the scanner.

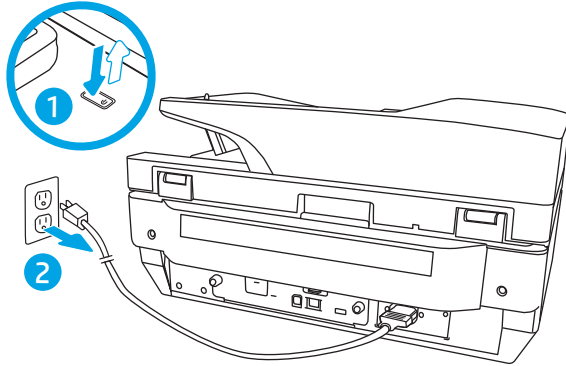
Install an accessory into the hardware integration pocket

You can install a separately-purchaseable HP accessory (for example, a proximity reader, fingerprint reader, or magnetic-swipe reader) into the integrated hardware integration pocket (HIP).

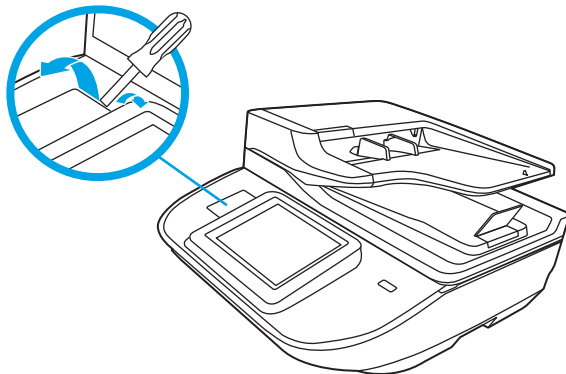
NOTE: This procedure describes installing a proximity card reader. Steps identified as **if applicable** might not apply to other HIP accessories. Always refer to the installation instructions that came with your accessory.

To install an accessory into the HIP, follow these steps:

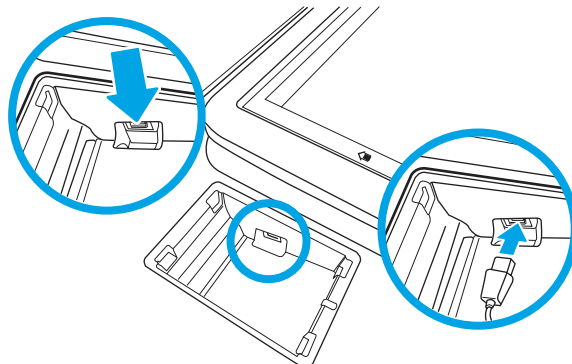
1. Press the Power button to turn off the product (1), and then disconnect the power cable (2).



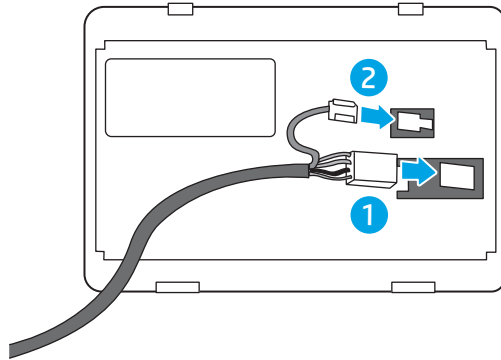
2. Insert a flat head screw driver into the groove at the top of the HIP cover and gently pry the cover free; set the cover aside.




3. Remove the HIP accessory from its packaging and install the accessory into the HIP.
 - a. Connect the accessory's USB cable into the connector on the left side of the HIP enclosure.



- b. Connect the USB cable to the cable connector on the accessory (1), and then connect the grounding connector to the grounding strip on the accessory, if applicable (2).



 **NOTE:** The connectors shown are for a proximity card reader. The cable connector for your accessory might be slightly different, and might not include a ground connector.

- c. Align the pegs on the underside of the accessory with the connectors in the HIP and insert the accessory into the HIP.
4. Connect the power cable, and then press the Power button to turn on the product.


Replace parts

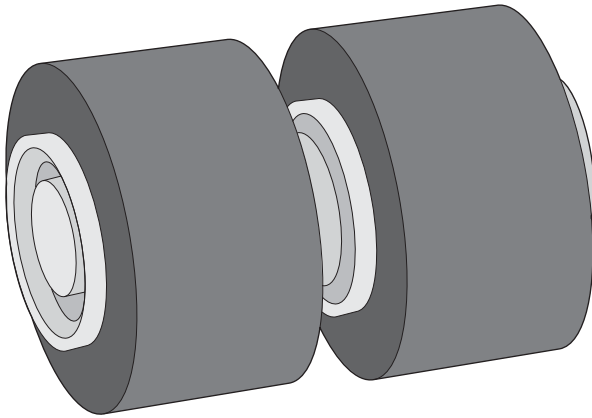
Replacing parts when necessary helps ensure high-quality scans. Parts might need to be replaced when indicated by the Embedded Web Server or control panel, or if the scanner is not working correctly. The HP Digital Sender Flow 8500 fn2 Document Capture Workstation and HP ScanJet Enterprise Flow N9120 fn2 Document Scanner ADF Roller Replacement Kit includes the following replacement parts:

- Roller cover
- Separation rollers
- Pickup roller module

The replacement kit also includes detailed instructions for replacing each of these parts.

Replace the separation rollers and cover

 **NOTE:** The HP ScanJet Enterprise Flow N9120 fn2 Document Scanner is shown in this procedure, however, the instructions are also correct for the HP Digital Sender Flow 8500 fn2 Document Capture Workstation.



Replace the separation rollers under the following conditions:

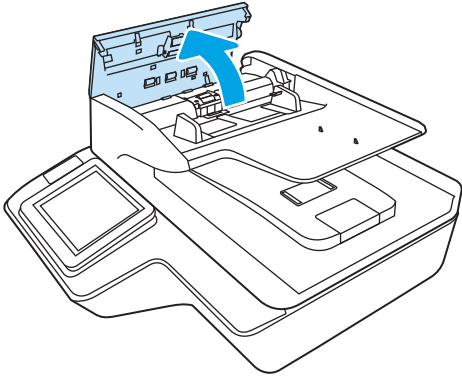
- Windows: When the **Maintenance Recommended** dialog indicates they are due for maintenance.
- If the scanner experiences repeated document jams.

 **NOTE:** The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.

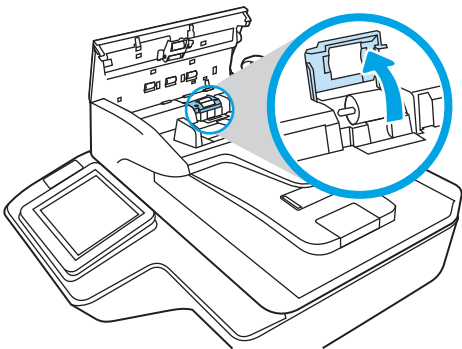
To replace the separation rollers, follow these steps:

1. Press the **Power** button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

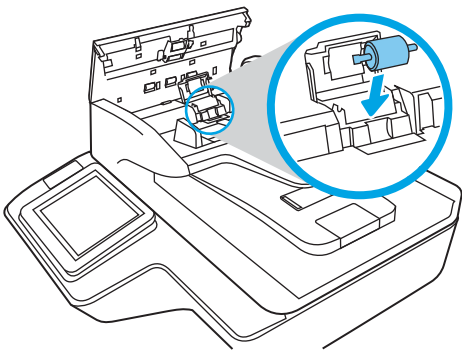
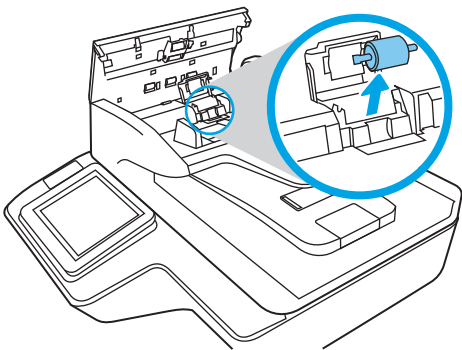
2. Open the ADF hatch.



3. Squeeze the tabs on the sides of the roller cover, and then lift up the roller cover to remove.



4. Remove and replace the rollers as described in the instructions included with the replacement kit.



5. Replace the roller cover, and then continue with replacing the pick up roller module.

Order maintenance and scanning supplies

Order parts and accessories

To order maintenance parts for the scanner, see the HP scanner parts website at www.hp.com/buy/parts.

Item	Description	HP Digital Sender Flow 8500 fn2 Document Capture Workstation	HP ScanJet Enterprise Flow N9120 fn2 Document Scanner	Part number
ADF Maintenance Kit	Maintenance kit for the ADF	✓	✓	J8J95A
HP 1GB DDR3x32 144-Pin 800MHzSODIMM Accy	Optional DIMM for expanding the memory	✓	✓	E5K48A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	✓	✓	J8031A
HP Smartcard US Govt Niprnet Solution	HP Access Control solutions (US Gov only)	✓	✓	CC543A
HP Universal USB Proximity Card Reader	HP Access Control solutions	✓	✓	X3D03A
HP LaserJet Swedish Overlay Keyboard	Language-specific, adhesive overlay for the physical keyboard (EMEA)	✓	✓	A7W14A
HP LaserJet Danish/French/German Overlays Keybrd	Language-specific, adhesive overlay for the physical keyboard (EMEA)	✓	✓	A7W13A
HP Internal USB Ports	Two internal USB ports for connecting third-party devices	✓	✓	B5L28A
HP Secure High Performance Hard Disk Drive	Replacement hard disk drive	✓	✓	B5L29A

Customer self-repair parts

The following parts are available for the product.

- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP product warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the product warranty period.

Item	Description	Self-replacement options	Part number
HP Secure High Performance Hard Disk Drive FIPS Drive	Replacement secure hard drive	Mandatory	L2762-60035

Item	Description	Self-replacement options	Part number
Scanner White Backing	Replacement white plastic backing for the scanner	Mandatory	8500: 5851-7206 N9120: J7Z09-67926
Control Panel Assembly Kit	Replacement touchscreen control panel	Mandatory	J7Z09-67928
HIP 2 Cover	Replacement HIP 2 cover	Mandatory	B5L46-40021
Keyboard Overlay Kit French, Italian, Russian, German, Spanish, Ukrainian	Replacement keyboard overlay (Flow models)	Mandatory	5851-6019
Keyboard Overlay Kit Canadian French, Latin American Spanish, U.S. Spanish	Replacement keyboard overlay (Flow models)	Mandatory	5851-6020
Keyboard Overlay Kit Swiss French, Swiss German, Danish	Replacement keyboard overlay (Flow models)	Mandatory	5851-6021
Keyboard Overlay Kit Simplified Chinese, Traditional Chinese	Replacement keyboard overlay (Flow models)	Mandatory	5851-6022
Keyboard Overlay Kit Spanish, Portuguese	Replacement keyboard overlay (Flow models)	Mandatory	5851-6023
Keyboard Overlay Kit Japanese (KG and KT)	Replacement keyboard overlay (Flow models)	Mandatory	5851-6024
Overlay-Keyboard Chinese	Replacement keyboard overlay (Flow models)	Mandatory	A7W12-67901
Overlay-Keyboard Sweden	Replacement keyboard overlay (Flow models)	Mandatory	A7W14-67901
CORD, PWR, AC LINE, C13-DENMARK, 1.5m	Replacement power cable	Mandatory	130627-010
CORD, PWR, AC LINE, C13-ITALY, 1.5m	Replacement power cable	Mandatory	109197-010
CORD, PWR, AC LINE, C13-INDIA, 1.5m	Replacement power cable	Mandatory	403440-003
CORD, PWR, AC LINE, C13-THAILAND, 1.5m	Replacement power cable	Mandatory	285052-009
CORD, PWR, AC LINE, C13-EUROPE, 1.5m	Replacement power cable	Mandatory	100614-011
CORD, PWR, AC LINE, C13-AUSTRALIA, 1.5m	Replacement power cable	Mandatory	100661-016
CORD, PWR, AC LINE, C13-UK, 1.5m)	Replacement power cable	Mandatory	100613-016
CORD, PWR, AC LINE, C13-CHINA, 1.5m	Replacement power cable	Mandatory	286496-017
CORD, PWR, AC LINE, C13-TAIWAN, 1.5m	Replacement power cable	Mandatory	393312-005
CORD, PWR, AC LINE, C13-ARGENTINA, 1.5m	Replacement power cable	Mandatory	401328-016
CORD, PWR, AC LINE, C13-SWISS, 1.5m	Replacement power cable	Mandatory	150304-010
CORD, PWR, AC LINE, C13-NEMA, 1.5m	Replacement power cable	Mandatory	121565-016
CORD, PWR, AC LINE, C13-S. AFRICA, 1.5m	Replacement power cable	Mandatory	187487-008

Item	Description	Self-replacement options	Part number
CORD, PWR, AC LINE, C13-ISRAEL, 1.5m	Replacement power cable	Mandatory	398062-007
CORD, PWR, AC LINE, C13-BRAZIL, 1.5m	Replacement power cable	Mandatory	438723-005
ISA Dashboard (8500 fn2 only)	Replacement front cosmetic cover	Mandatory	L2762-40003
Cover, Front Dashboard Left (N9120 fn2 only)	Replacement front cosmetic cover	Mandatory	J7Z09-40007

4 Manage the scanner

Advanced configuration with the HP Embedded Web Server (EWS)

- [Introduction](#)
- [How to access the HP Embedded Web Server \(EWS\)](#)
- [HP Embedded Web Server features](#)

Introduction

Use the HP Embedded Web Server to manage scanning functions from a computer instead of the scanner control panel.

- View scanner status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations
- View and change the scanner control-panel menu configuration
- View and scan internal pages
- Receive notification of scanner and supplies events
- View and change network configuration



The HP Embedded Web Server works when the scanner is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based scanner connections. Internet access is not needed to open and use the HP Embedded Web Server.

When the scanner is connected to the network, the HP Embedded Web Server is automatically available.

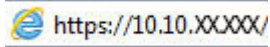


NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

How to access the HP Embedded Web Server (EWS)

1. From the Home screen on the scanner control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the scanner control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

To use the HP Embedded Web Server, the browser must meet the following requirements:

Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

HP Embedded Web Server features

- [Information tab](#)
- [General tab](#)
- [Scan/Digital Send tab](#)
- [Fax tab](#)
- [Troubleshooting tab](#)
- [Security tab](#)
- [HP Web Services tab](#)
- [Networking tab](#)

Information tab

Table 4-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the scanner status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the Change Settings link.

Table 4-1 HP Embedded Web Server Information tab (continued)

Menu	Description
Configuration Page	Shows the information found on the configuration page.
Event Log Page	Shows a list of all scanner events and errors. Use the HP Instant Support link (in the page footer on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help solve problems. These pages also show additional services available for the scanner.
Usage Page	Shows a summary of the number of pages the scanner has scanned.
Device Information	Shows the scanner network name, address, and model information. To customize these entries, click the Device Information menu on the General tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the scanner.

General tab

Table 4-2 HP Embedded Web Server General tab

Menu	Description
Quick Sets	Configure jobs that are available in the Quick Sets area of the Home screen on the scanner control panel.
Alerts	Setup email alerts for various scanner and supplies events.
Control Panel Settings App	Shows the Settings app options that are available on the scanner control panel.
AutoSend	Configure the scanner to send automated emails regarding scanner configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another Web site. This link displays in the footer area on all HP Embedded Web Server pages.
Device Information	Name the scanner and assign an asset number to it. Enter the name of the primary contact who will receive information about the scanner.
Language	Set the language in which to display the HP Embedded Web Server information.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit sleep settings for business and non-business hours and wake, sleep, and holiday events for the scanner. Set which interactions with the scanner cause it to wake from sleep mode.
Back up and Restore	Create a backup file that contains scanner and user data. If necessary, use this file to restore data to the scanner.
Reset Factory Settings	Restore scanner settings to the factory defaults.
Solution Installer	Install third-party software packages that extend or modify the functionality of the scanner.
Firmware Upgrade	Download and install scanner firmware upgrade files.
Quota and Statistics Services	Provides connection information about third-party job-statistics services.

Scan/Digital Send tab

Table 4-3 HP Embedded Web Server Scan/Digital Send tab

Menu	Description
Email Setup	Configure the default email settings for digital sending, including the following: <ul style="list-style-type: none">• Default Job Options• Quick Sets
Scan to Network Folder	Configure the network folder settings for digital sending, including the following: <ul style="list-style-type: none">• Default Job Options• Quick Sets
Scan to SharePoint®	Configure the Microsoft SharePoint® settings for digital sending, including the following: <ul style="list-style-type: none">• Settings for Quick Sets jobs saved in a document library on the SharePoint® site• Default settings for jobs saved in a document library on the SharePoint® site
Scan to USB Drive	Configure the USB settings for digital sending, including the following: <ul style="list-style-type: none">• Settings for Quick Sets jobs saved on a USB flash drive• Settings for notifications• Default scan settings for jobs saved on a USB flash drive• Default file settings for jobs saved on a USB flash drive
Contacts	Manage contacts, including the following: <ul style="list-style-type: none">• Add email addresses into the scanner one at a time.• Import a large list of frequently-used email addresses on to the scanner all at once, rather than adding them one at a time.• Export contacts from the scanner into a .CSV file on the computer to use as a data backup, or import the records onto another HP scanner.• Edit email addresses that have already been saved in the scanner.
Email and Save to Network Folder Quick Setup Wizards	Configure the scanner to send scanned images as email attachments. Configure the scanner to save scanned images to network-folder Quick Sets. Quick Sets provide easy access to files saved on the network.
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.

Fax tab

Table 4-4 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	Configure settings for sending faxes, including the following: <ul style="list-style-type: none">• Default Job Options

Table 4-4 HP Embedded Web Server Fax tab (continued)

Menu	Description
	<ul style="list-style-type: none"> – Common Job Settings – LAN Fax Setup – Internet Fax Setup • Quick Sets
Fax Speed Dials	Manage speed dials

Troubleshooting tab

Table 4-5 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the scanner. Configure settings for Fax, OXPd, and Auto Recovery.
Online Help	Link to HP cloud-based online help to assist in troubleshooting issues.
Firmware Upgrade	Download and install scanner firmware upgrade files.
Reset Factory Settings	Reset scanner settings to factory defaults.

Security tab

Table 4-6 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: <ul style="list-style-type: none"> • Configure an administrator password to restrict access to certain features on the scanner. • Set PjL password for processing PjL commands. • Set file system access and firmware upgrade security. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for scanning and saving a document to a USB flash drive. • View the status of all security settings.
Account Policy	Enable administrator account settings.
Access Control	Configure access to scanner functions for specific individuals or groups, and select the method individuals use to sign in to the scanner.
Protect Stored Data	Configure and manage the internal hard drive for the scanner. This scanner includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the scanner hard drive.
Certificate Management	Install and manage security certificates for access to the scanner and the network.

Table 4-6 HP Embedded Web Server Security tab (continued)

Menu	Description
Web Service Security	Allow resources on this scanner to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

Table 4-7 HP Embedded Web Server HP Web Services tab

Menu	Description
Configuration	
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the device to the internet.
HP JetAdvantage	Configure HP JetAdvantage.

Networking tab

Use the **Networking** tab to configure and secure network settings for the scanner when it is connected to an IP-based network. This tab does not display if the scanner is connected to other types of networks.

Table 4-8 HP Embedded Web Server Networking tab

Menu	Description
Configuration	
TCP/IP Setting	Configure TCP/IP settings for IPv4 and IPv6 networks.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings.
Other Settings	Includes firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported products.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the Web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Choose a location where the HP Embedded Web Server and product are being used.
Google Cloud	With Google Cloud, you can use a computer or mobile device to print documents or photos directly to a web-connected printer.
Setup	Click Print Claim Sheet to send printer capabilities and model number to Google. Registration instructions from Google will be printed. Make sure the product is connected to a network with Internet access.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the device to the Internet. If you are unsure of proxy settings, find the proxy configuration area within the tools or preferences of your web browser.
Security	Allows you to configure general security, access control, and stored data protection options, as well as to manage certificates.

Table 4-8 HP Embedded Web Server Networking tab (continued)

Menu	Description
Settings	<p>View and restore current security settings to factory-default values.</p> <p>Configure security settings using the Security Configuration Wizard.</p> <p>NOTE: Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.</p>
Authorization	<p>Control configuration management and use of this scanner, including the following:</p> <ul style="list-style-type: none"> • Set or change the administrator password to control access to configuration parameters. • Request, install, and manage digital certificates on the HP Jetdirect print server. • Limit host access to this scanner through an Access Control List (ACL).
Secure Communication	Configure security settings.
Mgmt. Protocols	<p>Configure and manage security protocols for this scanner, including the following:</p> <ul style="list-style-type: none"> • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the server.
802.1X Authentication	<p>Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values.</p> <p>CAUTION: When changing the 802.1X authentication settings; the scanner might lose its connection. To reconnect, it might be necessary to reset the server to a factory-default state and reinstall the scanner.</p>
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy (for selected HP Jetdirect models only).
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Diagnostics	
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Configure IP network settings



- [Scanner sharing disclaimer](#)
- [View or change network settings](#)
- [Rename the scanner on a network](#)
- [Manually configure IPv4 TCP/IP parameters from the control panel](#)
- [Manually configure IPv6 TCP/IP parameters from the control panel](#)
- [Link speed and duplex settings](#)

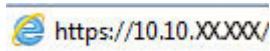
Scanner sharing disclaimer


HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP scanner drivers. Go to Microsoft at www.microsoft.com.

View or change network settings

Use the HP Embedded Web Server to view or change IP configuration settings.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the scanner control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
 - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.





 **NOTE:** If the Web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Click the **Networking** tab and then click **TCP/IP(v4)** to obtain network information. Change settings as needed.

Rename the scanner on a network

To rename the scanner on a network so that it can be uniquely identified, use the HP Embedded Web Server.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the scanner control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.

- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the [Enter](#) key on the computer keyboard. The EWS opens.



 **NOTE:** If the Web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **General** tab.
3. On the **Device Information** page, the default product name is in the **Device Name** field. You can change this name to uniquely identify this product.

 **NOTE:** Completing the other fields on this page is optional.

4. Click **Apply** to save the changes.

Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel [Settings](#) menus to manually set an IPv4 address, subnet mask, and default gateway.

1. From the Home screen on the product control panel, select [Settings](#).
2. Open the following menus:
 - [Networking](#)
 - [Ethernet](#)
 - [TCP/IP](#)
 - [IPV 4 Settings](#)
 - [Config Method](#)
3. Select the [Manual](#) option, and then select [OK](#).
4. Open the [Manual Settings](#) menu.
5. Select the [IP Address](#), [Subnet Mask](#), or [Default Gateway](#) option.
6. Select the first field to open a keypad. Enter the correct digits for the field, and then select [OK](#).

Repeat the process for each field to be configured.

Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel [Settings](#) menus to manually set an IPv6 address.

1. From the Home screen on the product control panel, select [Settings](#).
2. To enable manual configuration, open the following menus:
 - [Networking](#)
 - [Ethernet](#)

- [TCP/IP](#)
 - [IPV6 Settings](#)
3. Select [Enable](#), select [On](#), and then select [OK](#).
 4. To configure the address, open the [Manual Settings](#) menu, and then select [Address](#).
 5. Use the keypad to enter the address, and then select [OK](#).

Link speed and duplex settings



NOTE: This information applies only to Ethernet networks. It does not apply to wireless networks.

The link speed and communication mode of the scan server must match the network hub. For most situations, leave the product in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the product from communicating with other network devices. To make changes, use the product control panel.



NOTE: The product setting must match the setting for the network device (a network hub, switch, gateway, router, or computer).



NOTE: Making changes to these settings causes the product to turn off and then on. Make changes only when the product is idle.

1. From the Home screen on the product control panel, swipe until the [Settings](#) menu displays. Touch the [Settings](#) icon to open the menu.
2. Open the following menus:
 - [Networking](#)
 - [Ethernet](#)
 - [Link Speed](#)
3. Select one of the following options:
 - [Auto](#): The scan server automatically configures itself for the highest link speed and communication mode allowed on the network.
 - [10T Half](#): 10 megabytes per second (Mbps), half-duplex operation
 - [10T Full](#): 10 Mbps, full-duplex operation
 - [10T Auto](#): 10 Mbps, automatic-duplex operation
 - [100TX Half](#): 100 Mbps, half-duplex operation
 - [100TX Full](#): 100 Mbps, full-duplex operation
 - [100TX Auto](#): 100 Mbps, automatic-duplex operation
 - [1000T Full](#): 1000 Mbps, full-duplex operation
4. Select [OK](#).

Scanner security features

Introduction

The product includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- [Security statements](#)
- [IP Security](#)
- [Assign an administrator password](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)
- [Lock the formatter](#)

Security statements

The product supports security standards and recommended protocols that help you keep the product secure, protect critical information on your network, and simplify the way you monitor and maintain the product.



IP Security

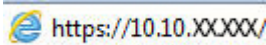
IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the product. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.


For products that are connected to the network, configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Assign an administrator password

Assign an administrator password for access to the product and the HP Embedded Web Server so that unauthorized users cannot change the product settings.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the product control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.




 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
5. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

 **NOTE:** To change an existing password, first enter the existing password in the **Old Password** field.

6. Click **Apply**.

 **NOTE:** Make note of the password and store it in a safe place. The administrator password cannot be recovered. If the administrator password is lost or forgotten, contact HP Support at support.hp.com for the assistance required to completely reset the product.

Some features on the product control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the product prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by selecting [Sign In](#) from the product control panel.

Typically, the credentials for signing in to the product are the same as for signing in to the network. Consult the network administrator for this product if you have questions about which credentials to use.

1. From the Home screen on the product control panel, select [Sign In](#).
2. Follow the prompts to enter the credentials.

 **NOTE:** To maintain security for the product, select [Sign Out](#) when you have finished using the product.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting product performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

Lock the formatter

The formatter has a slot that you can use to attach a security cable. Locking the formatter prevents someone from removing valuable components from it.

Energy-conservation settings

Introduction

- [Set the sleep timer and configure the scanner to use 2 watts or less of power](#)
- [Set the sleep schedule](#)

Configure sleep settings to reduce power usage when the product is idle.

Set the sleep timer and configure the scanner to use 2 watts or less of power

The sleep settings affect how much power the product uses, the wake/sleep time, how quickly the product enters sleep mode, and how quickly the product wakes up from sleep mode.

To configure the product to use 2 watt or less of power while in sleep mode, enter times for both the [Sleep after Inactivity](#) and [Auto Off after sleep](#) settings.

1. From the Home screen on the product control panel, select [Settings](#).
2. Open the following menus:
 - [General](#)
 - [Energy Settings](#)
 - [Sleep Settings](#)
3. Select [Sleep after Inactivity](#) to specify the number of minutes the product is inactive before it enters sleep mode. Enter the appropriate time period.
4. Select [Auto Off after sleep](#) to put the product into a deeper power save mode after a period of sleep. Enter the appropriate time period.



NOTE: By default, the product will wake from Auto Off in response to any activity other than USB or Wi-Fi. For greater energy settings, you can set it to wake only to the power button by selecting [Shut down \(wake on power button only\)](#).

5. Select [Done](#) to save the settings.

Set the sleep schedule

Use the [Sleep Schedule](#) feature to configure the product to automatically wake or go into Sleep mode at specific times on specific days of the week.

1. From the Home screen on the product control panel, select [Settings](#).
2. Open the following menus:
 - [General](#)
 - [Energy Settings](#)
 - [Sleep Schedule](#)

3. Select the [New Event](#) option, and then select the type of event to schedule: [Wake Event](#) or [Sleep Event](#).
4. For a wake or sleep event, configure the time and the days of the week for the event. Select [Save](#) to save the setting.

HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP products, including printers, multifunction printers, and digital senders. This single solution allows you to remotely install, monitor, maintain, troubleshoot, and secure your printing and imaging environment — ultimately increasing business productivity by helping you save time, control costs, and protect your investment.

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

HP Digital Sending Software (HP DSS)

You can install the optional HP Digital Sending Software. This software runs as a service on a network server and allows multiple products to send jobs through the server. It is not necessary to install any software or drivers on individual users' computers.

Upgrade the firmware


1. From the Home screen on the control panel, select the [Reports](#) option, and then select the [Configuration/Status Pages](#) option.
2. Select the [Configuration Page](#) option, and then select [View](#). The report lists the current firmware revision number.
3. See www.hp.com/support, search for your product, and then look for a link to downloads to see if there is a newer version of firmware available.
4. Copy the new firmware file to a USB storage device, and then plug the USB device into the USB port beside the control panel.

 **CAUTION:** Make sure to leave the USB storage device plugged into the USB connector until all upgrades are installed, the product has rebooted, and the Home screen is displayed on the control panel.

5. From the Home screen, select the [Support Tools](#) option, select [Maintenance](#), and then select the [USB Firmware Upgrade](#) option.
6. Select [Firmware Upgrade Bundle](#), and then select [Install](#).

The upgrade process can take a few minutes. Starting the product after a firmware upgrade might take up to 20 minutes.

7. If necessary, repeat the previous two steps to install a second upgrade.

 **NOTE:** You can also upgrade firmware using the HP Embedded Web Server (EWS). Start the EWS, select the **General** tab, select **Firmware Upgrade** in the left navigation pane, and then follow the onscreen instructions to download a firmware upgrade directly to the product.

5 Solve problems

This section contains solutions for common problems with the scanner.

For additional troubleshooting, see the Help for the HP scanning program being used.

Additional troubleshooting

Get telephone support for your country/region

Country/region phone numbers are on the flyer that was in the box with the product or at www.hp.com/support/.

Have the product name, serial number, date of purchase, and problem description ready.

Get 24-hour Internet support, and download software utilities, drivers, and electronic information

www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2


Order additional HP service or maintenance agreements

www.hp.com/support/

Restore factory settings

Introduction

Use one of the following methods to restore the scanner to the original settings from the factory.

 **NOTE:** Restoring factory settings sets most of the scanner settings to their factory defaults. However, some settings are not changed, such as language, date, time, and some network configuration settings.

Method one: Restore factory settings from the scanner control panel



1. From the Home screen on the scanner control panel, swipe until the **Settings** menu displays. Select the **Settings** icon to open the menu.
2. Open the following menus:
 - **General**
 - **Reset Factory Settings**
3. Select **Reset**.


A verification message advises that completing the reset function might result in loss of data.

4. Select **Reset** to complete the process.

 **NOTE:** The scanner restarts automatically after the reset operation completes.

Method two: Restore factory settings from the HP Embedded Web Server (network-connected products only)

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the scanner control panel, select the Information  icon, and then select the Network  icon to display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the scanner control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>

 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **General** tab.
3. On the left side of the screen, click **Reset Factory Settings**.
4. Click the **Reset** option.

 **NOTE:** The scanner restarts automatically after the reset operation completes.

Scanner installation problems


- [Check the cables](#)
- [Uninstall and then reinstall the HP ScanJet drivers and tools \(Windows\)](#)


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">• 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.• Press the Power button to turn off the scanner, and then turn off the computer. After 30 seconds, turn on the scanner and then turn on the computer, in that order.
USB cable	<p>The USB cable is connected between the scanner and the computer.</p> <ul style="list-style-type: none">• Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.• Ensure that the USB cable is securely connected between the scanner and the computer.• If the USB cable is connected to a USB port on the front of the computer, move it to a USB port on the back of the computer. <p>For additional USB troubleshooting information, see www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2, select your country/region, and then use the search tool to find USB troubleshooting topics.</p>
Ethernet cable	<p>The Ethernet cable is connected between the scanner and the network port.</p> <p>Ensure that the Ethernet cable is securely connected between the scanner and your network port.</p> <p>Make sure the Orange LED light on scanner network port is blinking. This will ensure there is communication within your local network and device.</p> <p>For additional Ethernet troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find Ethernet troubleshooting topics.</p>

Uninstall and then reinstall the HP ScanJet drivers and tools (Windows)

If checking the scanner cable connections did not solve the problem, the problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the HP ScanJet drivers and tools.

1. Press the Power  button to turn off the scanner, and then disconnect the USB cable and power cable from the scanner.
2. On the computer, open Control Panel and use the **Add/Remove** tool (in Windows 7, Windows 8, Windows 8.1, and Windows 10 use the **Programs and Features** tool) to uninstall the applications.
3. Restart the computer.
4. Reinstall the HP ScanJet Drivers and Tools.

- Turn off the scanner, wait 30 seconds, and then turn on the scanner.
 - Download the software from www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2 , and then install.
5. Reconnect the USB cable and power cable to the scanner, and then press the Power  button to turn on the scanner.

Power issues

- [Scanner will not turn on](#)
- [The scanner has paused or shut down](#)
- [Scanner keeps turning off](#)

Scanner will not turn on

If the scanner will not turn on after pressing the Power  button, check the following:

- The scanner might have been unplugged. Check to see that the power cable has not become disconnected from the scanner or unplugged from the power source.
- The power supply might not be working.
 - Check that the Power LED on the control panel is on.
 - If the Power LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.
 - If power is available to the power outlet or surge protector but the Power LED is still not on, the power supply might be defective. Go to www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2 for assistance.

The scanner has paused or shut down

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

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.

Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
2. Ensure that the scanner is receiving power.
 - a. Check that the Power LED on the control panel is on.
 - b. If the Power LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.
 - c. If power is available to the power outlet or surge protector but the Power LED is still not on, unplug the power cable from the power source, wait 30 seconds, and then plug it back in.
 - d. If the issue is not fixed, the power supply might be defective. Go to www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2 for assistance.
3. Restart your computer.
4. Windows: On the computer, open Control Panel and use the **Add/Remove** tool (in Windows 7, and Windows 8, the **Programs and Features** tool) to uninstall the following applications:
 - HP Scan or HP Scan TWAIN
 - HP ScanJet ISIS Driver
5. Reinstall the applications by doing one of the following.

- Reconnect the USB cable and power supply to the scanner, and then press the Power button to turn on the scanner. Reinstall the HP Digital Sender Flow 8500 fn2 Document Capture Workstation or HP ScanJet Enterprise Flow N9120 fn2 Document Scanner software and drivers.
- Reinstall the applications by downloading the software from www.hp.com/go/DSFlow8500fn2 or www.hp.com/support/sjflowN9120fn2 .

Scanner keeps turning off

By default, the scanner will enter Sleep Mode prior to 10 minutes of inactivity.

Windows: To change the defaults, complete these steps:

1. Access the HP Embedded Web Server (EWS).
2. Click the **General** tab, and then select **Energy Settings** from the left navigation menu.
3. Choose Sleep Mode and Auto Off settings:
 - **Sleep after inactivity:** To specify the period of inactivity after which the scanner goes into Sleep Mode, enter any value between 0–118 minutes..
 - **Auto Off after sleep:**To specify the period of inactivity after which the scanner enters Auto-Off or shut down mode, enter any value between 0–118 minutes.
 - To stop the scanner from automatically turning off, select **HP Auto Off/Auto On (Wake on most events)** instead of **Shut down (Wake on power button only)**.

Scanner does not pick up paper or misfeeds

Introduction

The following solutions can help solve problems if the product is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

- [The scanner does not pick up paper](#)
- [The scanner picks up multiple sheets of paper](#)
- [The document feeder jams, skews, or picks up multiple sheets of paper](#)

The scanner does not pick up paper

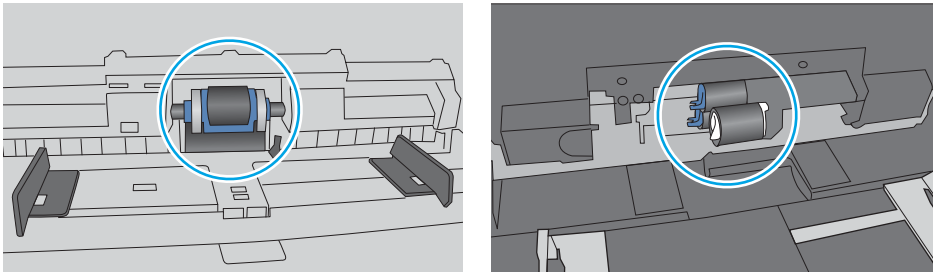
If the scanner does not pick up paper, try these solutions.

1. Open the scanner and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the scanner.
2. Verify that the humidity in the room is within specifications for this scanner and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.
3. The rollers might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

⚠ CAUTION: Do not spray water directly on to the scanner. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

The following image shows examples of the roller location for various scanners.

Figure 5-1 Roller locations



The scanner picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Make sure the scanning environment is within recommended specifications.

The document feeder jams, skews, or picks up multiple sheets of paper

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.
- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.
- The document feeder input tray might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.

Clear paper jams

Introduction

The following information includes instructions for clearing paper jams from the scanner.

- [Experiencing frequent or recurring paper jams?](#)
- [Clear paper jams in the Automatic Document Feeder \(ADF\)](#)

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.



NOTE: To see a video that demonstrates how to load paper in a way that reduces the number of paper jams, click [here](#).

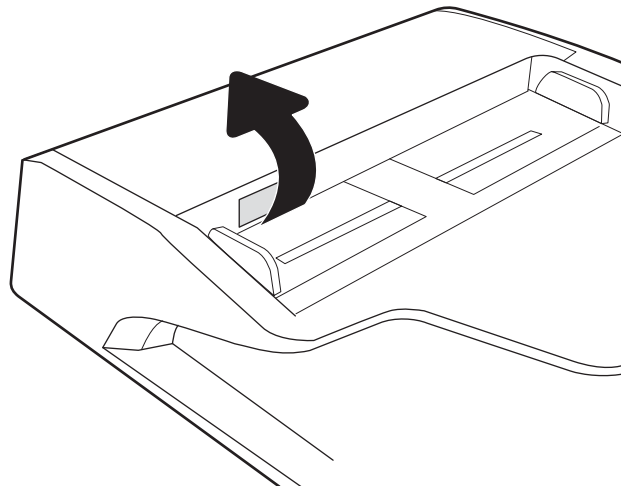
1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
4. If you are scanning heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
5. Make sure the scanning environment is within recommended specifications.

Clear paper jams in the Automatic Document Feeder (ADF)

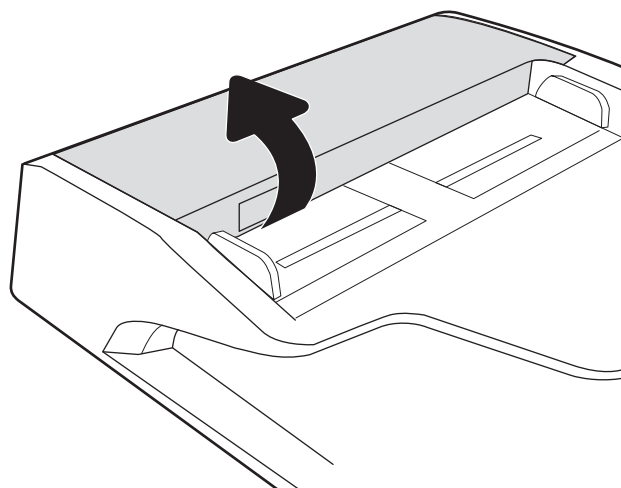
The following information describes how to clear paper jams in the ADF. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **31.15.XX Jam in Document Feeder**

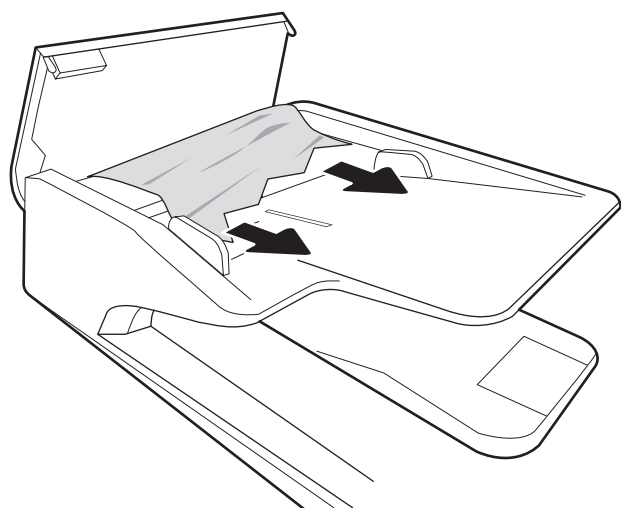
1. Lift the latch to release the ADF cover.



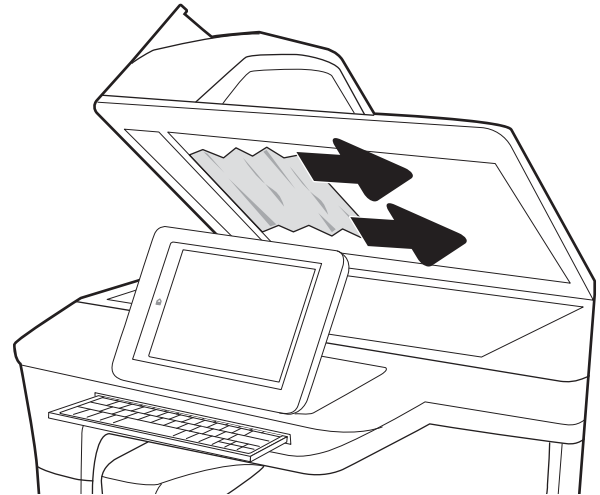
2. Open the ADF cover.



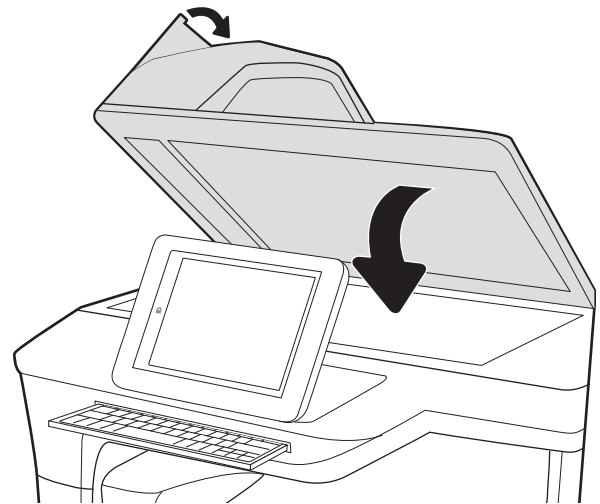
3. Remove any jammed paper.




4. Lift the scanner lid and remove any jammed paper from the bottom of the scanner lid.



5. Close the scanner lid and the ADF cover.



6. If there are remaining pages still in the product, instructions on how to clear the remaining pages will display on the control panel.

 **NOTE:** To avoid jams, make sure the guides in the document-feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.

 **NOTE:** Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

Improve scan image quality

- [Check the scanner glass for dirt and smudges](#)
- [Check the resolution settings](#)
- [Check the color settings](#)
- [Check the image-adjustment settings](#)
- [Optimize scan quality for text or pictures](#)
- [Check the output-quality settings](#)
- [Clean the pickup rollers and separation pad in the Automatic Document Feeder \(ADF\)](#)

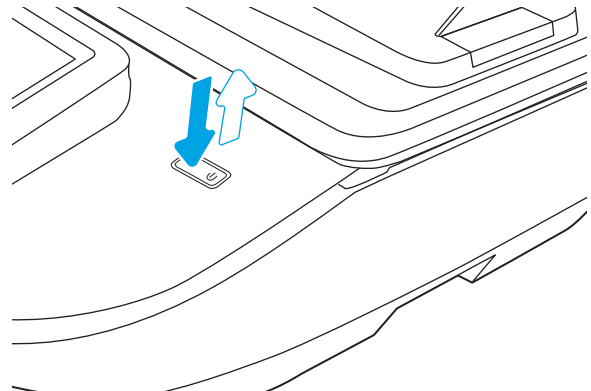
Try these few simple steps first:

- Use the flatbed scanner rather than the Automatic Document Feeder (ADF).
- Use high-quality originals.
- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

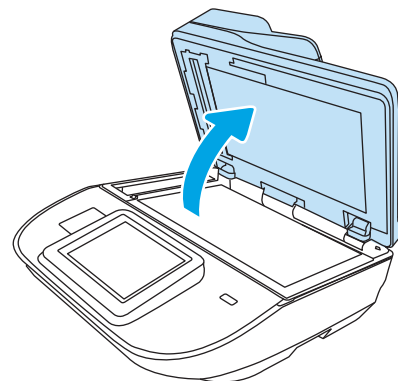
Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the scanned pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the Power button to turn the product off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.

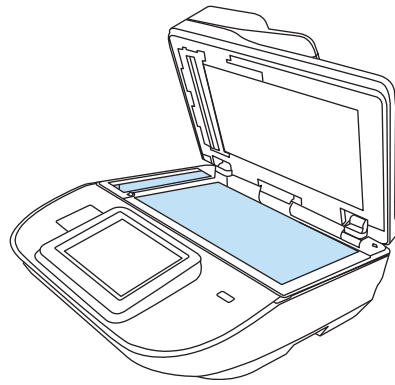


3. Clean the scanner glass and the document feeder strips with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the Power button to turn on the scanner.



Check the resolution settings



NOTE: Setting the resolution to a high value increases the file size and the scan time.

Follow these steps to adjust the resolution setting:

1. From the Home screen on the product control panel, select [Scan](#).
2. Select one of the following Scan features:
 - [Scan to Email](#)
 - [Fax](#)
 - [Scan to Network Folder](#)
 - [Scan to USB Drive](#)
 - [Scan to SharePoint®](#)
3. Select [Options](#), and then select [File Type and Resolution](#) or [Resolution](#).
4. Select one of the predefined [Resolution](#) options, and then select [Done](#).
5. Select [Send](#) or [Save](#) to start the scan.

Check the color settings

Follow these steps to adjust the color setting:

1. From the Home screen on the product control panel, select [Scan](#).
2. Select one of the following Scan features:
 - [Fax](#)
 - [Scan to E-mail](#)
 - [Scan to Network Folder](#)

- [Scan to USB Drive](#)
 - [Scan to SharePoint®](#)
3. Select [Options](#).
 4. In the Options pane, scroll to and select [Color/Black](#).
 5. Select one of the predefined options.
 6. Select the [Send](#) option.

Check the image-adjustment settings

Adjust these additional settings to improve scan quality:

- **Sharpness:** Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
- **Darkness:** Increase or decrease the amount of white and black used in colors in scanned images.
- **Contrast:** Increase or decrease the difference between the lightest and the darkest color on the page.
- **Background Cleanup:** Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
- **Tone:** The product automatically adjusts the [Darkness](#), [Contrast](#), and [Background Cleanup](#) settings to the most appropriate for the scanned document.

1. From the Home screen on the product control panel, select [Scan](#).
2. Select one of the following Scan features:
 - [Scan to E-mail](#)
 - [Scan to Network Folder](#)
 - [Fax](#)
 - [Scan to USB Drive](#)
 - [Scan to SharePoint®](#)
3. Select [Options](#), and then select [Image Adjustment](#).
4. Adjust the sliders to set the levels, and then select [Done](#).
5. Select [Send](#) or [Save](#) to start the scan.



NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Optimize scan quality for text or pictures

Optimize the scan job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the product control panel, select [Scan](#).
2. Select one of the following Scan features:

- [Scan to E-mail](#)
 - [Fax](#)
 - [Scan to Network Folder](#)
 - [Scan to USB Drive](#)
 - [Scan to SharePoint®](#)
3. Select [Options](#), and then select [Optimize Text/Picture](#).
 4. Select one of the predefined options.
 5. Select [Send](#) or [Save](#) to start the scan.



NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Check the output-quality settings

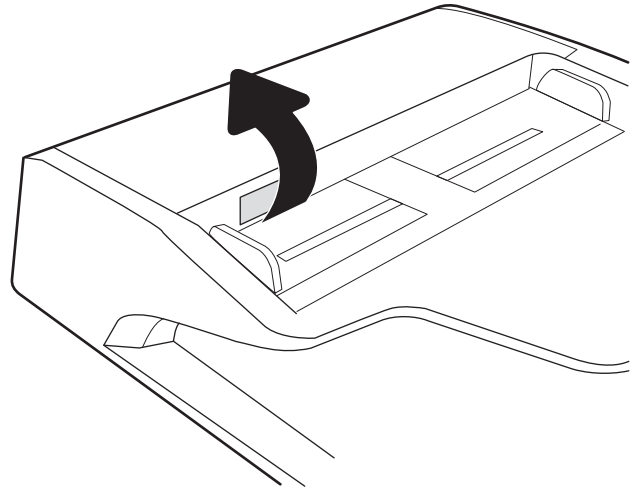
This setting adjusts the level of compression when saving the file. For the highest quality, select the highest setting.

1. From the Home screen on the product control panel, select [Scan](#).
2. Select one of the following Scan features:
 - [Scan to Email](#)
 - [Fax](#)
 - [Scan to Network Folder](#)
 - [Scan to USB Drive](#)
 - [Scan to SharePoint®](#)
3. Select [Options](#), and then select [File Type and Resolution](#).
4. Select one of the predefined [Quality and File Size](#) options, and then select [Done](#).
5. Select [Send](#) or [Save](#) to start the scan.

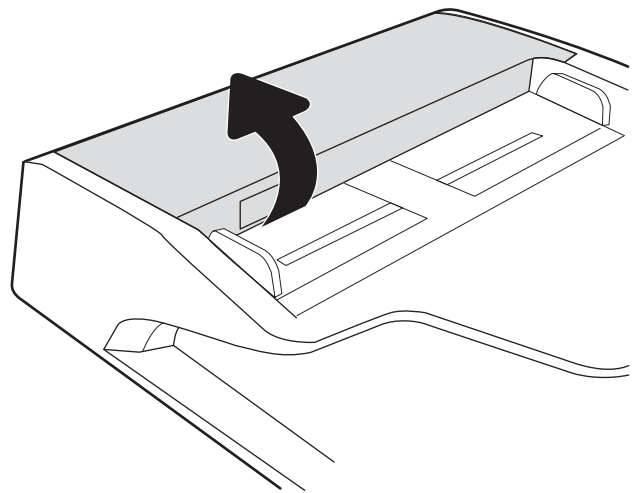
Clean the pickup rollers and separation pad in the Automatic Document Feeder (ADF)

Follow these steps if the ADF does not pick up pages correctly or produces skewed output.

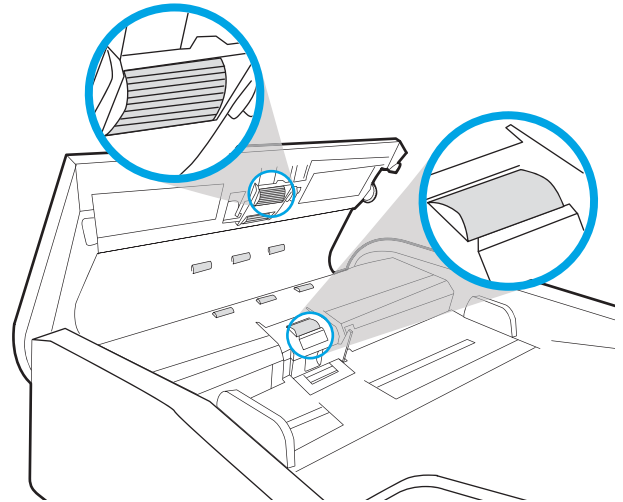
1. Lift the latch to release the ADF cover.



2. Open the ADF cover.

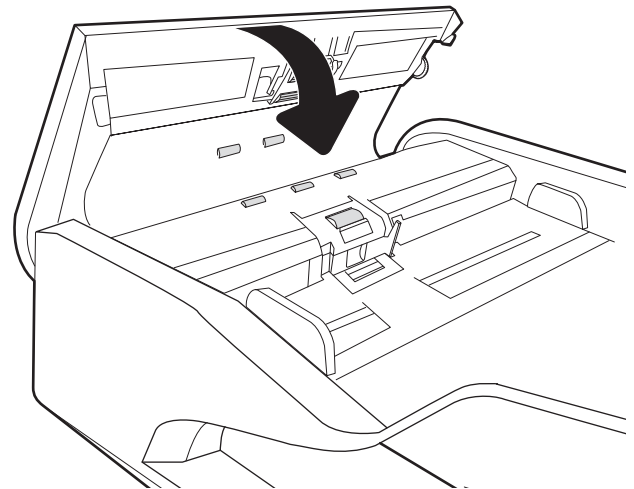


3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.



4. Close the document-feeder cover.

NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.



If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.



NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Solve wired network problems

Introduction

Certain types of problems can indicate there is a network communication problem. These problems include the following issues:

- The periodic loss of ability to communicate with the product
- The product cannot be found during software installation
- A periodic failure to scan



NOTE: If you have been experiencing intermittent loss of network connectivity, first update the product firmware. For instructions on how to update the product firmware, go to <http://support.hp.com>, search for your product, and then search on “update the firmware.”

Check the following items to verify that the product is communicating with the network. Before beginning, display a configuration page from the product control panel and locate the product IP address that is listed on this page.

- [Poor physical connection](#)
- [The computer is unable to communicate with the product](#)
- [The product is using incorrect link and duplex settings for the network](#)
- [New software programs might be causing compatibility problems](#)
- [The computer or workstation might be set up incorrectly](#)
- [The product is disabled, or other network settings are incorrect](#)



NOTE: HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP scan drivers. For more information, go to Microsoft at www.microsoft.com.

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link.
4. If the problem continues, try a different cable or port on the hub.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer.

- For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - b. Type `ping` followed by the IP address for your product.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network (also known as subnet).

The product is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct scan driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, scan drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the product's configuration/networking pages to check the status of the network settings and protocols.
2. Reconfigure the network settings if necessary.

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