ScanJet Pro 2500 f1 flatbed scanner

User Guide

www.hp.com/support

HP ScanJet Pro 2500 f1 flatbed scanner

User Guide

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1 Product overview

This User Guide covers important information about the HP ScanJet Pro 2500.

- Product views
- Product specifications
- Product hardware setup and software installation
- Product features
- Scanner software (Windows)
- Scanner software (OS X)
- Sleep Mode and auto-off settings

For more information, go to www.hp.com/support/. Click **Troubleshooting**. Enter the scanner name (HP ScanJet Pro 2500), and then click **Search**.

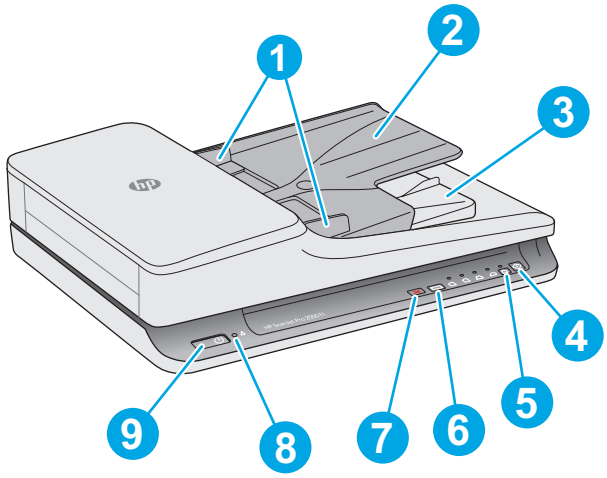
HP's all-inclusive help for this product includes the following:

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

Product views

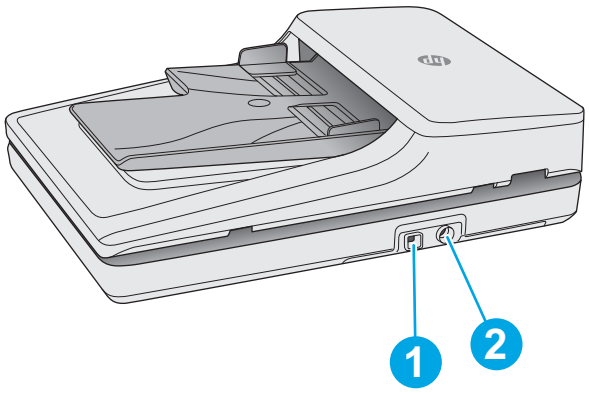
This section describes the physical components of the HP ScanJet Pro 2500.

Front view



1. Paper guides	6. Scan shortcut toggle button and LED indicators
2. Document input tray	7. Cancel button
3. Document output tray	8. Error LED indicator
4. Scan button	9. Power button
5. Simplex/duplex toggle button and LED indicator	

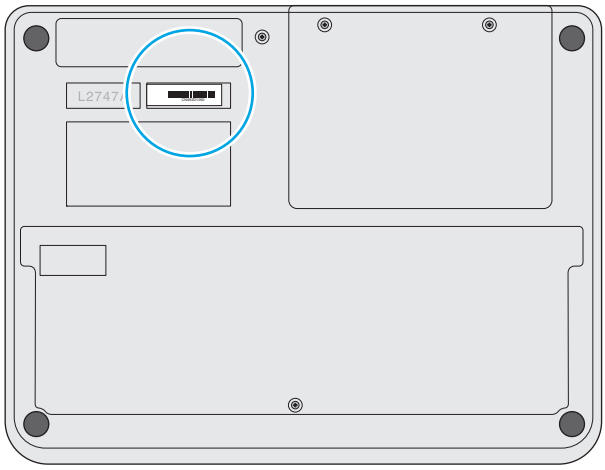
Back view



1. USB port	2. Power connector

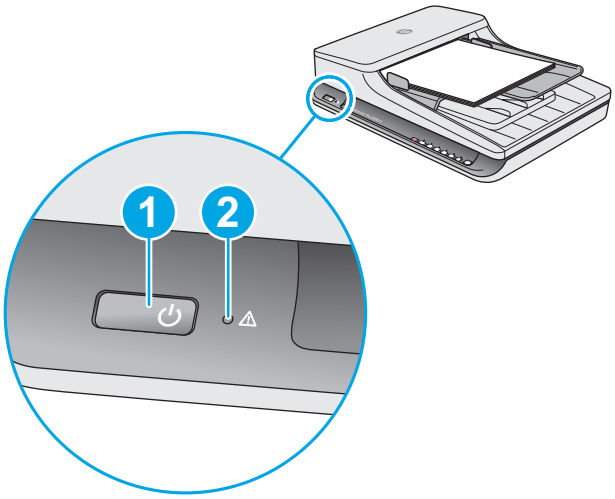
Serial and product numbers

The serial and product numbers are located on the bottom of the scanner.

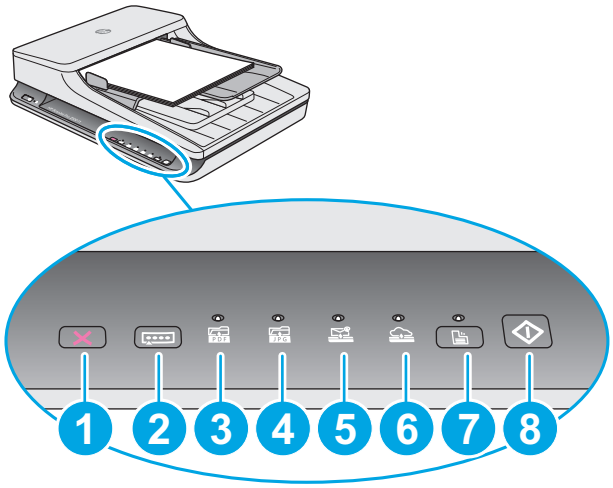


Control panel

Use the buttons on the control panel to power the unit on and off, and to start or cancel a scan.



Callout	Name	Description
1	Power button	Press the Power button to power on the scanner. Press and hold the Power button for three seconds to power off the scanner.
2	Error LED Indicator	Indicates an error with the scan.



Callout	Name	Description
1	Cancel ✕ Button	Press the cancel button to cancel a scan.

Callout	Name	Description
2	Scan Shortcut Toggle Button	Press this button to toggle through and select a scan shortcut option: • Scan to PDF • Scan to JPEG (picture) • Scan to Email • Scan to Cloud The selected shortcut will be indicated by the corresponding LED indicator. **NOTE:** The settings of the shortcuts can be configured in the HP Scan software.
3	Scan to PDF LED Indicator	Indicates that the Scan to PDF shortcut is selected.
4	Scan to JPEG LED Indicator	Indicates that the Scan to JPEG (picture) shortcut is selected
5	Scan to Email LED Indicator	Indicates that the Scan to Email shortcut is selected
6	Scan to Cloud LED Indicator	Indicates that the Scan to Cloud shortcut is selected
7	Simplex/Duplex Toggle Button and Indicator	Press this button to toggle between simplex and duplex scanning. When the LED indicator is on, it indicates duplex scanning function.
8	Scan Button	Press the Scan button to initiate a scan.

Product specifications

Technical specifications

Automatic document feeder specifications:

Name	Description
Input tray capacity	50 sheets of 75g/m2 (20 lb)
Minimum paper size	148 x 89 mm (5.8 x 3.5 in)
Maximum paper size	3100 x 216 mm (122 x 8.5 in)
Minimum paper weight	60 g/m2 (16 lb)
Maximum paper weight	105 g/m2 (28 lb)
Minimum paper guiding space	89 mm (3.5 in)

Supported operating systems

Supported operating systems	Windows 7
	Windows 8
	Windows 8.1
	Windows 10
	OS X Mavericks 10.9
OS X Yosemite 10.10	

Product dimensions

Table 1-1 Product dimensions

Product	Height	Depth	Width	Weight
HP ScanJet Pro 2500 f1	122 mm (4.8 in)	351 mm (13.8 in)	452 mm (17.8 in)	4.3 kg (9.5 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.

Product	AC power	Sleep	Off	On/Ready (Flatbed scanning)	On/Ready (Duplex Automatic Document Feeder scanning)
HP ScanJet Pro 2500	AC110V	1.8 W	0.2 W	10.7 W at 300dpi 8.8 W at 600dpi	15.3 W at 300dpi 10.6 W at 600dpi
HP ScanJet Pro 2500	AC230V	1.69 W	0.16 W	11 W at 300dpi 9.2 W at 600dpi	15.9 W at 300dpi 10.9 W at 600dpi

Operating environment range

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 24 Vdc, 1.5 A, 36 W.

Name	Description
Temperature	Operating the scanner: 10° to 35° C (50° to 95° F)
	Storage: -40° to 65° C (-40° to 149° F)
Relative humidity	Operating the scanner: 10% to 80% noncondensing 10° to 35° C (50° to 95° F)
	Storage: up to 90% at 0° to 65° C (32° 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 **Drivers & Software**, and then search on your product name or number.

Product features

Product Features

Resolution	• 1200 pixels per inch (ppi) for Flatbed scanning • 600 pixels per inch (ppi) for Automatic Document Feeder scanning
Memory	64 MB
Environmental features	• By default, device enters Sleep Mode after 15 minutes of inactivity • High content of recyclable components and materials • ENERGY STAR® qualified

Scanner software (Windows)

The HP ScanJet Pro 2500 comes with a variety of Windows scanning software and drivers, including HP Scan, ReadIris, CardIris, PaperPort and ArcSoft Photo Studio.

HP Scan software

Create, manage, and edit scan shortcuts by using HP Scan software.

HP Scanner Tools Utility

Use the HP Scanner Tools Utility to change the scanner's power management settings, and to find information about scanner settings, status, and maintenance.

HP TWAIN

HP TWAIN allows scanning with TWAIN-compliant scan software from other (non-HP) vendors. Not all TWAIN-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

Scanner software (OS X)

The HP ScanJet Pro 2500 provides a scanner driver for Mac OS X. This allows the scanner to be used with an ICA-compliant application, including the Image Capture and Preview applications that are already installed on a Mac OS X.

- Image Capture provides basic scanning features for scanning documents. Image Capture is available in the **Applications** folder.
- HP Utility allows you to configure the device and assign the scan button workflow on a Mac OS X. HP Utility is available in the **Applications/HP** folder.

Sleep Mode and auto-off settings

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power.

Windows: To change the default auto-off settings, complete these steps:

1. Start the HP Scanner Tools Utility by doing one of the following:
   - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **ScanJet**, point to **2500 f1**, and then click **Scanner Tools Utility**.
   - On the **Start** screen, click to HP Scanner Tools Utility tile.
2. Click the **Settings** tab, and then select the appropriate sleep mode and auto-off settings.
   - To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour, 2 hours, 4 hours, or Never**) from the **Auto-Off: Turn off the scanner after:** drop down list.

Mac OS X: Use HP Utility to change the default sleep and auto-off settings.

2 Use the scanner

The following topics describe how to load and scan originals.

Load originals

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

Document loading tips

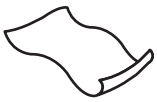
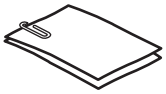
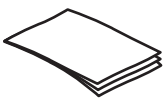
- The maximum capacity of the document feeder is 50 sheets of 75 g/m² (20 lb) paper. When using heavier paper, the maximum capacity is decreased.

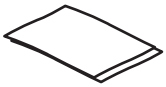
TIP: Use the lines on the input tray paper guides to help avoid exceeding the document feeder capacity.

- Be sure that the documents are within these guidelines:

Width:	89 mm to 216 mm (3.5 in to 8.5 in)
Length:	148 mm to 3100 mm (5.8 in to 122 in)
Weight:	60 g/m² to 105 g/m² (16 lb to 28 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 the documents before placing them into the feeder. If the leading edge of a document is curled or folded, it may cause a paper jam.
- To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document on the flatbed scanner glass.
- Make sure that the hatch on the document feeder is securely latched.
- 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.

Supported paper types

Supported paper sizes for the automatic document feeder:

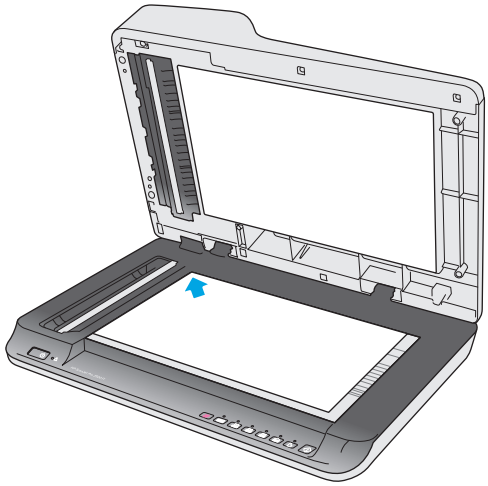
Name	Description
Minimum paper size	148 x 89 mm (5.8 x 3.5 in)
Maximum paper size	3100 x 216 mm (122 x 8.5 in)

Supported paper sizes for the flatbed scanner:

Name	Description
Maximum paper size	297.18 x 215.9 mm (11.7 x 8.5 in)

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.

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

- Introduction
- Required guidelines before loading documents
- Load same-sized documents

Introduction

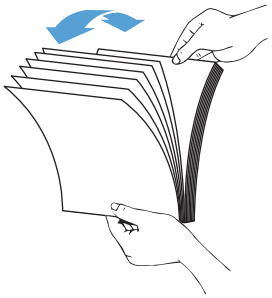
This document provides instructions on how to load documents into the Automatic Document Feeder (ADF) input tray of an HP ScanJet Flatbed Scanner.

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

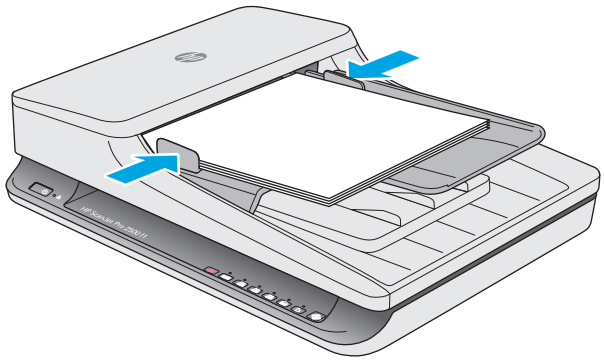


- Turn on the scanner.

- 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

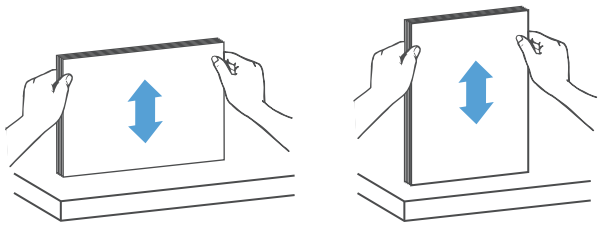


Load same-sized documents

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.

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

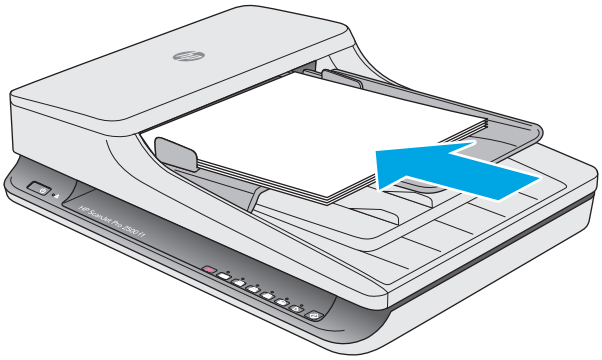
1. Tap the long edge of the pages on a flat surface, then rotate and tap the top edge of the document pages to align the edges of the document pages.



2. Load the pages with the print side 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.

Start a scan from the hardware

Scan from the control panel buttons

To scan from the control panel, follow these steps:

1. Load the originals in the document feeder or flatbed scanner glass.
2. Press the Toggle button to select a scan shortcut.
3. Press the Scan button.

   To cancel a scan, press the Cancel button.

NOTE: If there is paper loaded in one source but not the other, the scanner will only scan from that source. For example, if there is paper loaded in the automatic document feeder but not on the scanner glass, the scanner will scan from the automatic document feeder.

Use the scanning software (Windows)

The following topics describe how to use the scanning software.

Work with scan shortcuts

Scan shortcuts provide a fast, efficient way to select the settings for frequently performed scanning tasks.

- Use HP Scan software to set up and modify shortcuts.
- Use the HP Scanner Tools Utility to create shortcuts associated with TWAIN-compliant non-HP applications

View scan shortcuts

To view existing scan shortcuts, open HP Scan. Existing scan shortcuts will display in a list to the left.

Create scan shortcuts

To create a scan shortcut, follow these steps:

1. Open the HP Scan Software.
2. Click **Create new scan shortcut**.
3. Enter a name for the new shortcut.
4. Choose to create the new shortcut from current settings, or a pre-existing shortcut.
5. Choose settings for the new scan shortcut. Click **More** for more settings.
6. Click to the **save** icon next to the name of the new shortcut in the shortcut list to save the shortcut, or click the **undo** icon to undo modifications.

Modify shortcuts

To modify a scan shortcut, follow these steps:

1. Open the HP Scan Software.
2. Select the shortcut to be modified from the list to the left.
3. Choose settings on the right side of the screen.
4. Click the **Save** icon to the right of the shortcut name to save changes.

Scan by using the HP Scan software (Windows)

1. Open the HP Scan Software.
2. Select a scan shortcut, and then click **Scan**.

Click **Cancel** to stop the scan.

Scan to a picture (Windows)

1. Load the document into the document feeder or place on flatbed scanner glass.
2. Open HP Scan Software.
3. Select **Save as JPEG** or **Email as JPEG** and click **Scan**.
4. Or, choose any other scan shortcut and select **Photo** from the **File Type** drop down list, and click **Scan**.

Scan to a PDF (Windows)

1. Load the document into the document feeder or place on flatbed scanner glass.
2. Open HP Scan Software.

3. Select **Save as PDF** or **Email as PDF** and click **Scan**.

4. Or, choose any other scan shortcut and select PDF from the **File Type** drop down list, and click **Scan**.

Scan text for editing (OCR) (Windows)

The scanner 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 scanner. For information about using the OCR software, see **scan text for editing** in the online Help.

Scan to Email (Windows)

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

1. Load the document into the document feeder or on the flatbed scanner glass according to the indicators.

2. Open HP Scan Software.

3. Select **Email as PDF** or **Email as JPEG** and click **Scan**.

4. Or, choose any other scan shortcut and select **Email** from the **Send To** drop down list, and click **Scan**.

Scan to cloud (Windows)

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

1. Load the document into the document feeder or place on flatbed scanner glass according to the indicators.

2. Open HP Scan Software.

3. Select **Scan to Cloud** and click **Scan**.

Scan long or extra-long documents (Windows)

By default, the scanner will automatically detect your page size using the **Auto Detect Size** selection in the page size drop-down list.

For long or extra long documents, select **Long (8.5 x 34 inches)** or **Extra Long (8.5 x 122 inches)** 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 and a page jams, the entire page could be wrinkled as a result of the jam. Therefore, select scan profiles that specify long or extra-long pages only when scanning pages longer than 356 mm (14 in).

Automatically detect page size (Windows)

By default, the scanner will automatically detect your page size using the **Auto Detect Size** option, and will crop the scanned image to the size of the detected page and straighten any skewed content.

NOTE: Use the TWAIN user interface to set crop options when scanning from non-HP scanning software.

For information about the auto-detect page size settings, see the online help for the scanning software that you are using.

Automatically detect color (Windows)

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, and then click **More**.
3. Click on the **Image** tab and select **Auto Detect Color** from the Color Mode drop down box.

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

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

Scan using text-enhanced black and white mode (Windows)

You can use this feature to enhance the scanned image when scanning black and white text. To use this feature, complete the following steps:

1. Open the HP Scan Software.
2. Select a scan shortcut.
3. Click **More**, and then select the **Image** tab.
4. Select **Enhance Content**, and then click **OK**.

Use the scanning software (OS X)

The following topics describe how to scan using Mac OS X software.

Scan documents (OS X)

Use the Image Capture application to scan documents from the document feeder.

NOTE: Integrated optical character recognition (OCR) functionality is only available via the Scan button, and the shortcut assigned to the button must specify OCR output. However, you can initiate a scan through the optional I.R.I.S. ReadIris Pro software and then save the OCR-processed scan results to a file.

To scan from Image Capture, complete these steps:

1. Place the document in the document feeder.
2. In the **Applications** folder, double click the Image Capture icon.
3. In the **Image Capture** window, select your scanner from the **Devices** list.

   TIP: For more Image Capture scanning options, click **Show Details**.
4. Select a file format and scan destination in the **Scan To** list, and then click **Scan**.

Scan to email (OS X)

The computer must be connected to the Internet to complete this task.

To scan to an email, complete these steps:

1. Place the document in the document feeder.
2. In the **Applications** folder, double click the Image Capture icon.
3. In the **Image Capture** window, select your scanner from the **Devices** list.

   TIP: For more Image Capture scanning options, click **Show Details**.
4. Select **Mail** in the **Scan To** list to automatically attach the scan to an email message.

   NOTE: If you use an email application other than Apple Mail, you can scan the document to a file and manually attach it to an email, or you can add your email application to the **Scan To** list.

   To add your email application to the list, select **Other**, select your email application, and then click **Choose**.
5. On the resulting email message, enter the email address, subject, and any message text, and then send the email.

Scan from other applications (OS X)

An image can be scanned directly into any ICA-compliant application. In your application, look for options to import or acquire images from a scanner.

NOTE: The HP software does not support TWAIN scanning. If your application has import or acquire functions but your HP scanner is not listed, the application might only be searching for scanners that support TWAIN.

Scanning tips

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.

Scanning fragile originals

To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document face down on the flatbed scanner glass.

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.

- HP Scanner Tools Utility Maintenance tab (Windows)
- HP Utility (Mac OS X)
- Clean the product
- Replace parts
- Order parts and accessories

HP Scanner Tools Utility Maintenance tab (Windows)

The **Maintenance** tab of the HP Scanner Tools Utility displays the scanner usage, maintenance history, and settings. The HP Scanner Tools Utility provides the ability to record scanner maintenance and change the setting for maintenance alerts.

HP Utility (Mac OS X)

Use HP Utility to manage settings for device configuration, to assign scan shortcuts to the scan shortcut indicators on the control panel, and to modify shortcut settings.

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 scanner glass

- Introduction
- Required items for cleaning
- Clean the scanner glass

Introduction

Clean the scanner glass periodically, including any time dust or debris is present.

Required items for cleaning

Make sure to have the following items before cleaning:

- Clean, lint-free or micro-fiber cloths
- Glass Cleaner or clean water

CAUTION: Do not use cleaners that contain abrasives, acetone, benzene, or carbon tetrachloride as these chemicals can damage the scanning glass.

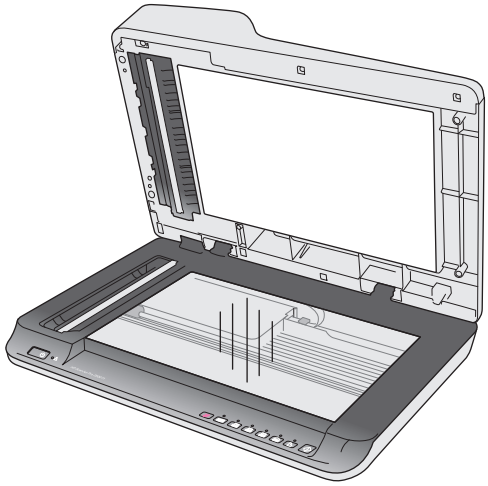
Avoid using isopropyl alcohol as it can leave streaks on the glass.

Clean the scanner glass

To clean the scanning glass, follow these steps:

1. Lift up the document feeder.

2. Use a clean, lint-free cloth moistened with water or spray the glass cleaner on a clean, lint-free cloth, and then thoroughly clean the flatbed scanner glass.



CAUTION: Do not spray the glass cleaner directly on the scanner glass as this might cause permanent damage.

3. Dry the scanner glass with a dry, soft, lint-free cloth.

NOTE: Make sure to dry the scanner glass completely.

4. Turn on the scanner.

   The scanner is now ready to use.

Clean the Automatic Document Feeder scanning strips

- Introduction
- Clean the scanning strips

Introduction

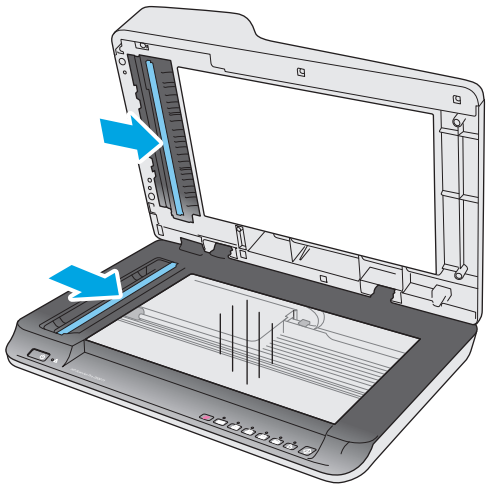
Clean both of the scanning strips periodically, including any time a scanned image has streaks. Dust the strips of gray, reflective material if debris is present.

Clean the scanning strips

To clean the scanning strip components, 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. Lift up the document feeder.

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 document feeder, 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:

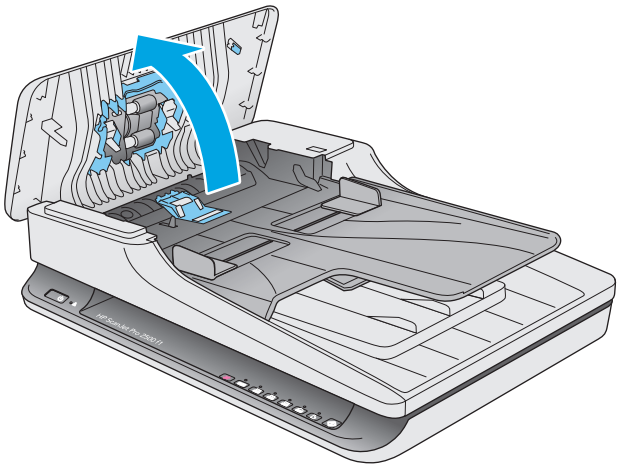
- The HP Scanner Tools Utility indicates that cleaning is needed.
- The scanner jams repeatedly or multiple sheets are being scanned at the same time.
- If the following types of paper are frequently scanned: coated paper, chemically treated documents such as carbonless paper, documents with a large 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

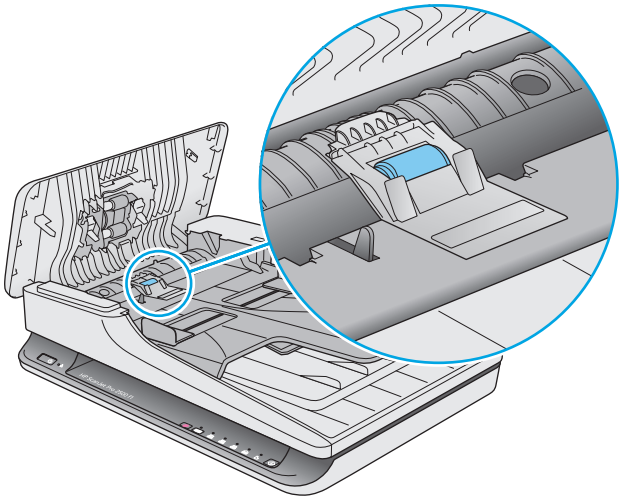
To clean the separation and feed rollers, follow these steps:

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

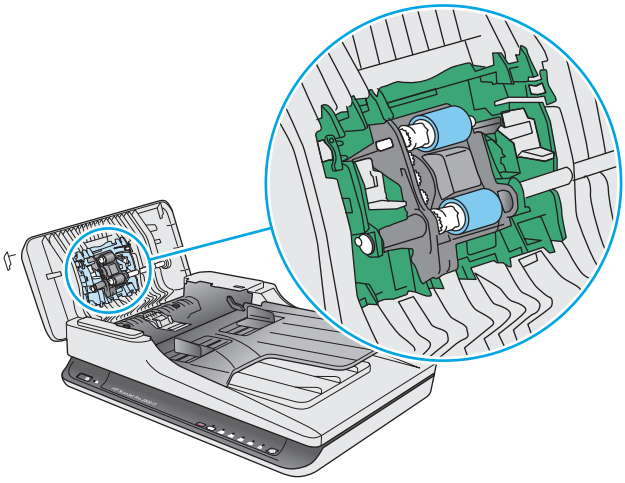
2. Open the document feeder hatch.



3. 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.



4. 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.

5. Close the document feeder hatch, and then reconnect the USB cable and power supply to the scanner.
6. Press the Power button to turn on the scanner, and then update the scanner maintenance history:
   - Open the HP Scanner Tools Utility.
   - Under **Record Cleaning Rollers**, click **Record Cleaning** to log this cleaning activity and update the roller cleaning history.

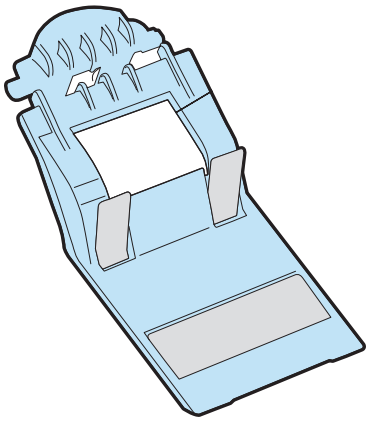
Replace parts

Replacing parts when necessary helps ensure high-quality scans. Parts may need to be replaced when indicated by the Scanner Tools Utility, or if the scanner is not working correctly. The HP ScanJet Pro 2500 f1 ADF Roller Replacement Kit includes the following replacement parts:

- Roller cover
- Separation roller
- Pickup roller module

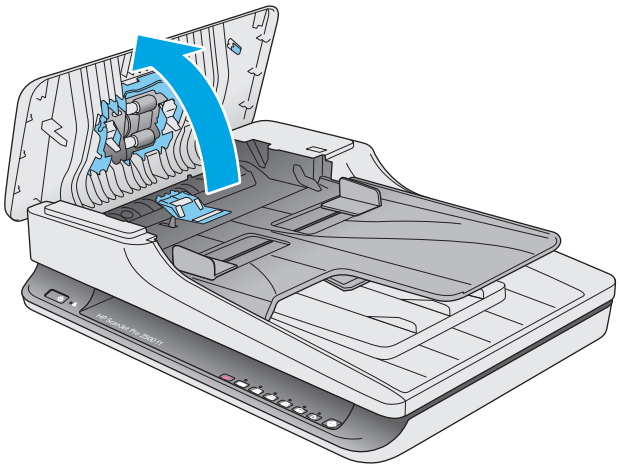
The replacement kit also includes detailed instructions for replacing each of these parts.

Replace the roller cover

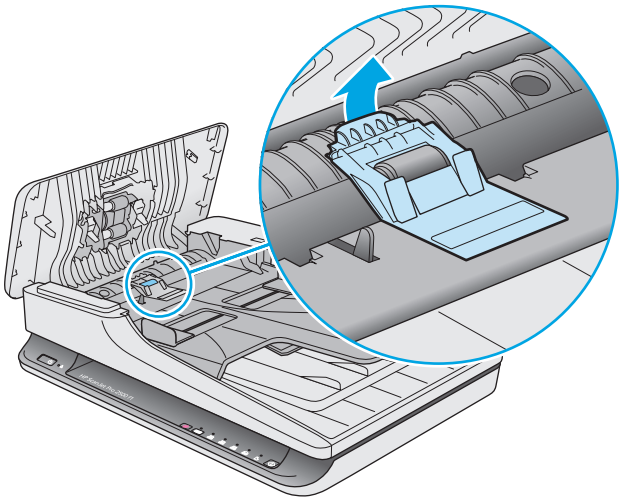


To remove and replace the roller cover, follow these steps:

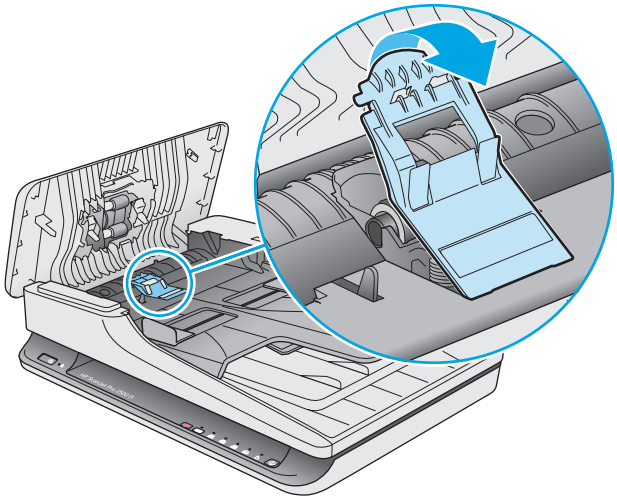
1. Press the Power button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Open the document feeder hatch.



3. Release the roller cover hook.



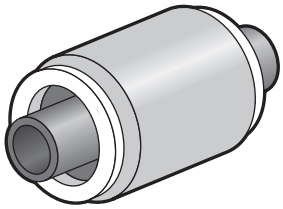
4. Rotate the roller cover to remove.



5. Replace the roller cover as described in the instructions that were included with the replacement kit.
6. Close the document feeder hatch. Reconnect the USB cable and power supply to the scanner.

   Scanner is now ready to use.

Replace the roller kit



Replace the separation roller under the following conditions:

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

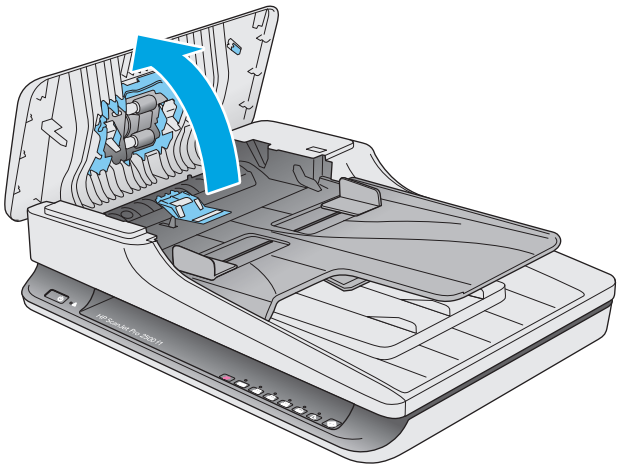
NOTE: HP recommends replacing the pickup module and separation roller every 30,000 scans.

Windows: The HP Scanner Tools Utility can provide a reminder when service is needed, which depends on many conditions and might be sooner than this replacement interval.

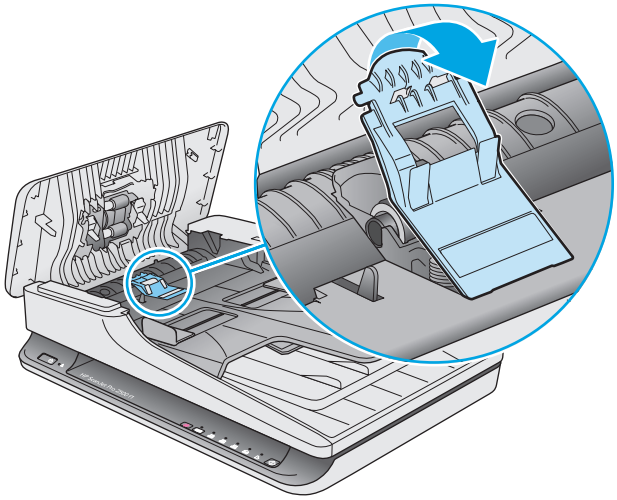
NOTE: The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.

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

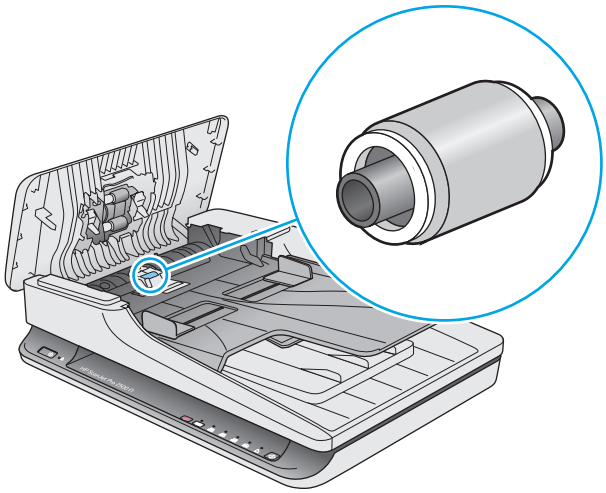
1. Press the Power button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Open the document feeder hatch.

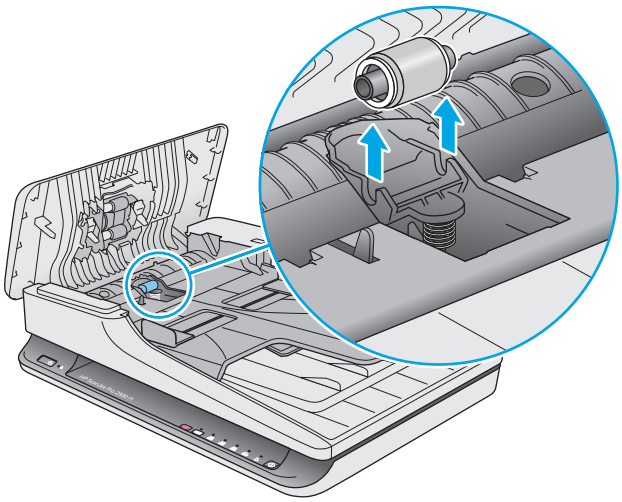


3. Release the roller cover hook, and then rotate the roller cover to remove.



4. Remove and replace the roller as described in the instructions that were included with the replacement kit.



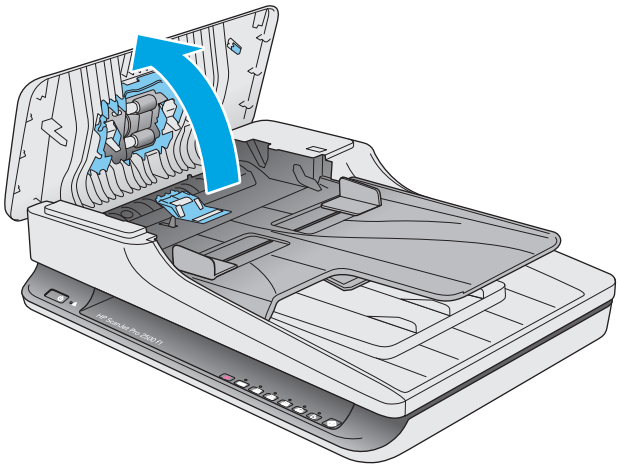


5. Press the Power button to turn on the scanner:
6. Windows: Update the scanner maintenance history.
    a. Open the HP Scanner Tools Utility.
    b. Under **Record Replacement**, click **Record & Replacement** to log this replacement activity and update the roller replacement history.

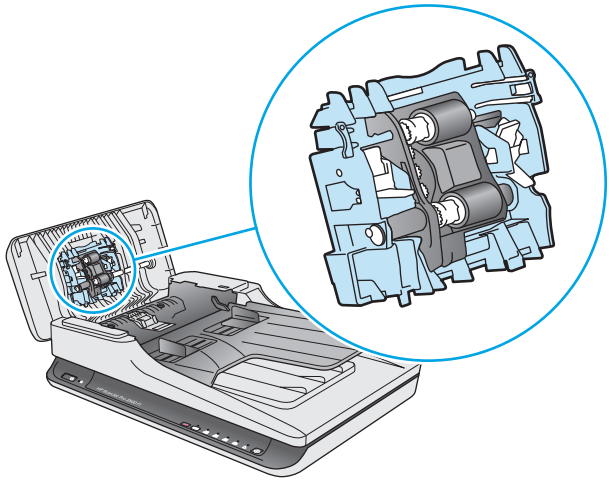
Replace the pick up roller module

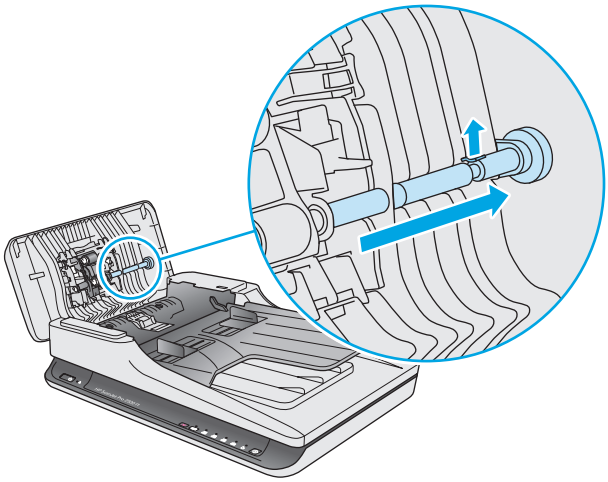
To replace the pick up roller module, follow these steps:

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 document feeder hatch.

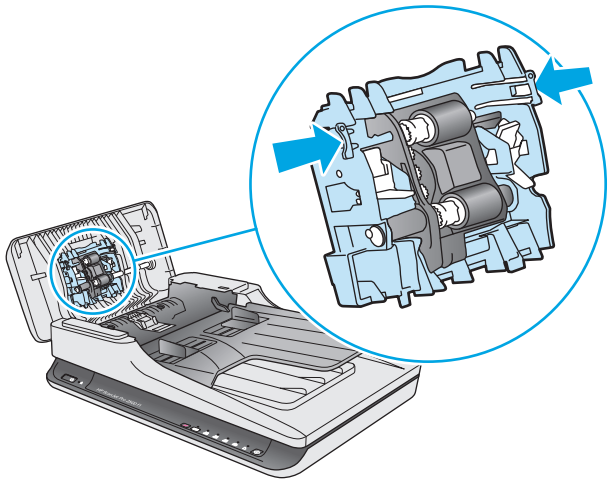


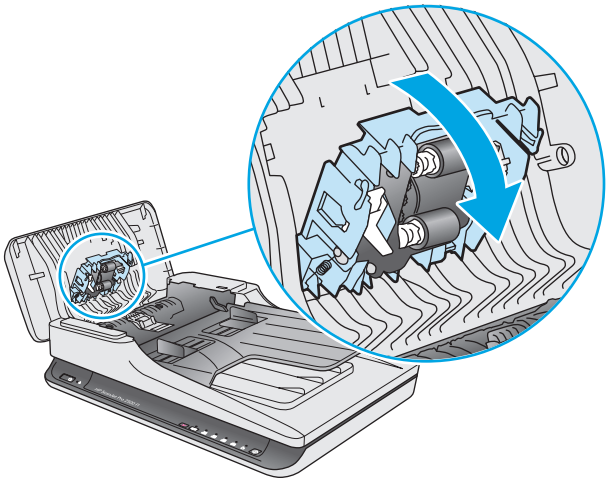
3. Press the hook on the right side of the gear shaft to remove.





4. Press the pick up roller module on both sides and rotate to remove.





5. Replace the pickup roller module as described in the instructions that were included with the replacement kit.

6. Close document feeder hatch. Reconnect the USB cable and power supply to the scanner.

   The scanner is now ready to use.

Order parts and accessories

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

Item	Part number
HP ScanJet Pro 2500 f1 ADF Roller Replacement Kit	L2748A#101

4 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.

Basic troubleshooting tips

Simple issues such as smudges on the scanning strips or loose cables can cause the scanner to produce fuzzy scans, operate in an unexpected manner, or fail to operate. Always check the following items when encountering scanning problems.

- If scanning a document that will be analyzed using Optical Character Recognition (OCR), make sure that the original document is clear enough to be analyzed.
- Make sure that the USB and power cables are firmly seated in their respective connectors on the back of the scanner, and that the power cord is plugged into a working electrical outlet or surge protector.
- Make sure the scanner has not automatically powered off. If it has, press the Power button to turn on the scanner.

  TIP: Change the auto-off setting by using HP Scanner Tools Utility (Windows) or HP Utility (Mac OS X).

- Ensure that the scanner is receiving power.
  - Check that the green LED on the power supply case is on.
  - If the green 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 green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.
- If a **Scanner not found** message displays when trying to use the scanner, turn off the scanner, wait 30 seconds, and then turn on the scanner. If the message still displays, the scanner may need to be reset.
- If the scanner is connected to the computer through a USB hub or through a USB port on the front of the computer, disconnect the scanner and then reconnect it to a USB port on the back of the computer.
- Windows: Make sure that the Scan button is enabled (see “Product accessibility” for more information).
- Turn off the scanner, wait 30 seconds, and then turn on the scanner.
- Make sure the document feeder hatch is closed.
- Restart the computer.

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

Test the scanner

Follow this procedure to test the scanner:

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the green LED on the power supply case is on to verify that the power supply is functional.
2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
3. Press the Power button to turn off the scanner, disconnect the power supply from the scanner, and then turn off the computer to which the scanner is connected. Wait 30 seconds, reconnect the power supply to the scanner, press the Power button to turn on the scanner, and then turn on the computer.
4. Try to rescan.

Reset the scanner

The scanner may need to be reset under the following conditions:

- If an error message similar to **Scanner initialization failed** displays when trying to use the scanner.
- If a **Scanner not found** error message displays when trying to use the scanner and turning the power off for 30 seconds, and then back on, did not resolve the error.

To reset the scanner, follow these steps:

1. Close the HP Scan Software and HP Scanner Tools Utility, if they are open.
2. Press the Power button to turn off the scanner, and then disconnect the power supply from the scanner.
3. Wait 30 seconds.
4. Reconnect the power supply, and then press the Power button to turn on the scanner.

Scanner installation troubleshooting

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

Check the cables

Cable type	Action
Power cable	The power cable is connected between the scanner and a power outlet. • Ensure that the power cable is securely connected between the scanner and a live electrical outlet 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	The USB cable is connected between the scanner and the computer. • Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner. • Ensure that the USB cable is securely connected between the scanner and the computer. • 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. For additional USB troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find USB troubleshooting topics.

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 **Programs and Features** tool (in Windows 7, Windows 8, Windows 8.1, and Windows 10, the **Programs and Features** tool) to uninstall the following applications:
   - HP ScanJet Pro 2500
   - HP Scan
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. The required software and drivers should install automatically.
- If the drivers and tools do not install automatically, install them from the HP scanning software CD.

5. Reconnect the USB cable and power cable to the scanner, and then press the Power button to turn on the scanner.

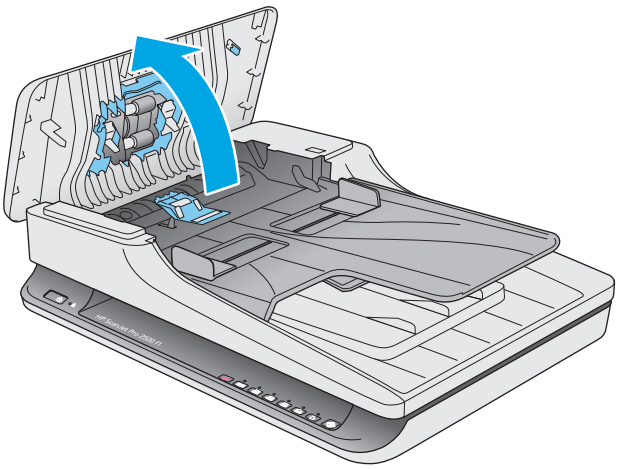
Paper jams

- Clear jams from the scanner paper path
- An item loaded in the scanner jams repeatedly

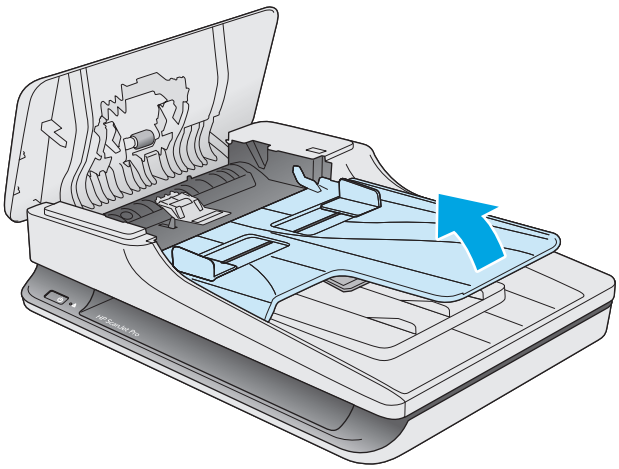
Clear jams from the scanner paper path

To clear a paper jam, complete these steps:

1. Remove any pages from the document feeder.
2. Pull up the document feeder hatch to open.



3. Remove the originals or any obstructions from the paper path.
4. Remove any visible debris (for example, paper, staples, or clips) from the paper path.
5. Inspect the rollers in the document feeder hatch, and remove any visible debris.
6. Remove any originals from output tray. Lift up input tray to check that there is no paper still inside the paper path. If there is still paper in the paper path, carefully pull the paper out.



7. Close the document feeder hatch.
8. Reload all originals in the document feeder and scan again.

An item loaded in the scanner jams repeatedly

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

Paper feed issues

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

- Scanning damp or wet pages can cause paper jams. Make sure that the pages being fed are completely dry (toner is dry, there are no wet substances such as glue or correction fluid).
- Check that all rollers are in place and that the document feeder hatch is closed.
- If the pages look skewed as they feed into the scanner paper path, check the resulting scanned images in the software to ensure that they are not skewed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work properly. Please ensure that the paper stack is straight and the guides are against the paper stack.
- The document feeder or output tray might contain more than the maximum number of pages. Load fewer pages in the document feeder, and remove pages from the output tray.
- Clean the scanner paper path to help reduce misfeeds. If misfeeds still occur, clean the rollers. If misfeeds still occur, replace the rollers.

Paper does not feed from the scanner

Reload the pages into the document feeder, ensuring that they make contact with the rollers.

The document feeder hatch might not be securely latched. Open the hatch and then close it, pressing firmly on both sides to ensure the hatch is closed.

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

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the green LED on the power supply case is on to verify that the power supply is functional.
2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
3. Press the Power button to turn off the scanner, disconnect the power supply from the scanner, and then turn of the computer to which the scanner is connected. Wait 30 seconds, reconnect the power supply to the scanner, press the Power button to turn on the scanner, and then turn on the computer.
4. Try to rescan.

Originals are curling up in the scanner output tray.

Under dry conditions, lightweight originals such as those printed on carbonless copy paper may curl in the output tray. To minimize curl, flatten curled edges on the originals before placing them in the document feeder.

Image quality problems

Scanned images are not straight

- Verify that the document feeder guides are centered on the scanner and set to an appropriate width for the original being scanned. Make sure the paper guides touch the edges of the original.
- Windows: Use the **Auto-Straighten** feature to straighten content that is skewed relative to the page dimensions in the source document. Use the **Auto Detect Size** feature to deskew page images that might have become skewed during the scanning process.

The scanned images have streaks or scratches

For information on cleaning the scanner, see the **Care and maintenance** section of the User Guide.

- Check that the originals are clean and unwrinkled.
- Clean the scanner glass.

Scanned image is fuzzy

- Check for any obstructions in the scanner paper path and make sure the paper width guides are positioned appropriately. Try another scan.
- Verify that the document is not fuzzy.

The scan is completely black or completely white

- The item might not be placed correctly in the document feeder. Make sure that the item being scanned is placed face down in the document feeder.
- Windows: If scanning to a black and white image, make sure the black and white threshold is not set to either extreme . Setting the threshold to an extreme will result in an image that is all white or all black.
- Mac OS X: If scanning to a text image, set **Image Correction** to **Manual** and use the **Threshold** slider bar to adjust the threshold.

The bottom of the scanned image is cut off

By default, the scanning software can scan media that is up to 356 mm (14 in) long.

Verify that the page size selected in the scanning software (or the scan shortcut selected) will accommodate the length of the document being scanned.

Scanner operation problems

- Connection issues
- Buttons are not working properly
- Scanning performance issues

Connection issues

Check the USB connection

Check the physical connection to the scanner.

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

If the problem persists after verifying the above items, try the following:

1. Do one of the following tasks depending on how the scanner is connected to the computer:
    - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable to a USB port on the back of the computer.
    - If the USB cable is directly connected to the computer, plug it into a different USB port on the back of the computer.
    - Remove all other USB devices from the computer except for the keyboard and the mouse.
2. Press the Power button to turn off the scanner, wait 30 seconds, and then turn on the scanner.
3. Restart the computer.
4. After the computer has restarted, try using the scanner.
    - If the scanner works, reconnect any additional USB devices one at a time; try the scanner after connecting each additional device. Disconnect any USB devices that prevent the scanner from working.
    - Windows: If the scanner does not work, uninstall and then reinstall the HP ScanJet drivers and tools:
        - HP ScanJet Pro 2500
        - HP Scan

Buttons are not working properly

Scanner buttons are not working correctly

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

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.
2. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.
3. Restart the computer.
4. If the problem still persists, there may be a problem with the control panel. Contact HP Support at www.hp.com/support.

Scanning performance issues

Scanner does not scan right away

Make sure the document feeder hatch is closed, and that the scanner is turned on.

Scanner scans only one side of a two-sided page

Verify that the selected scan shortcut specifies two-sided scanning.

Scanned pages are missing at the scan destination

When scanning, pages that stick together are scanned as one item. Check to confirm that scanned pages are not stuck together.

Scanned pages are out of order at the scan destination

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

Scan files are too large

- Most scanning software allows a smaller file size to be selected when selecting the output file type. For more information, see the Help for the scanning software being used.
- Verify the scan resolution setting (for more information, see the Help for the scanning software being using):
  - 200 dpi is sufficient for storing documents as images.
  - For most fonts, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.
  - For Asian fonts and small fonts, 400 dpi is the recommended resolution.

  Scanning at a higher resolution than necessary creates a larger file with no additional benefit.
- Color scans create larger files than do black and white scans.
- If scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.

Power issues

Check that the scanner has power

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

- Ensure that the power cable is securely connected between the scanner and a live electrical outlet.
- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
- Ensure that the scanner is receiving power.
    - Check that the green LED on the power supply case is on.
    - If the green 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 green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

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

1. Press the Power button to turn off the scanner, and then disconnect the power supply from the scanner.
2. Wait 30 seconds.
3. Reconnect the power supply, and then press the Power button to turn on the scanner.

Scanner will not turn on

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

- The scanner may have been unplugged. Check to see that the power supply has not become disconnected from the scanner or unplugged from the power source.
- The power supply might not be working.
    - Check that the green LED on the power supply case is on.
    - If the green 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 green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

Scanner keeps turning off

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power.

Windows: To change the defaults, complete these steps:

1. Launch the HP Scanner Tools Utility.
2. Click the **Settings** tab, and then select the appropriate Sleep Mode and Auto-Off settings.

- To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **1 hour** from the **Sleep: Put the scanner to sleep after:** drop-down list.
- To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **Never**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

Mac OS X: Use HP Utility to change these defaults.

Additional troubleshooting

Get telephone support for your country/region Have the product name, serial number, date of purchase, and problem description ready.	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/
Get 24-hour Internet support, and download software utilities, drivers, and electronic information	www.hp.com/support/
Order additional HP service or maintenance agreements	www.hp.com/support/

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