HP Scanjet 4800 series
Photo Scanner

User's manual

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HP Scanjet 4800 series

User's Manual

Contents

1 How to use the scanner

This manual describes how to use the HP Scanjet 4800 series scanner and its accessories, resolve installation problems, and reach customer support.

Scanner setup and initialization

To set up your scanner and install the scanning software, see the setup poster shipped with your scanner.

Where to get additional information

More information about the scanner and software can be found in the onscreen Help. If you have installed the HP Image Zone software that came with the scanner, double-click the **HP Solution Center** icon on your desktop, and then click **Onscreen Guide**.

Macintosh Users: See the onscreen Help in the Macintosh HP Image Zone software for information about scanning procedures.

How to use the HP Image Zone software

When you install the HP Image Zone software, you will have two icons on your desktop. These icons open two programs for scanning and editing your scans.

For information on how to use the **HP Solution Center** and **HP Image Zone**, see the onscreen Help.

 HP Solution Center is the program that gets you started scanning pictures and documents. From the Solution Center you can:

● Perform scanning and copy functions
● Access help and troubleshooting information
● Access HP Image Zone to edit your scans
● Modify settings and preferences

 HP Image Zone is the program to use for manipulating, printing, archiving, and sharing your images after they have been scanned. You can get to HP Image Zone from the desktop icon or through the HP Solution Center.

To start a scan:

Double-click the **HP Solution Center** icon on the desktop, click the tab for the scanner, and then click on the task you want to perform.

 Note If the **HP Solution Center** icon is not available on the desktop, click **Start**, click **Programs** (or **All Programs**), click **HP**, and then click **HP Solution Center**.

Front panel and accessories overview

This section presents an overview of the scanner front panel and the transparent materials adapter (TMA).

Front panel buttons

Icon	Feature name	Description
	Scan button	Scans pictures, graphics, documents, or objects.
	Scan Film button	Scans transparent positives (such as 35 mm slides) and negatives. Scanning film requires that you use the transparent materials adapter (TMA) located on the underside of the scanner lid.
	Copy button	Scans the item and sends it to the printer to make a copy.
	Scan to Share button	Scans items for sharing. Easily share pictures with HP Instant Share, or send multiple-page documents as e-mail attachments.

Transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives. For more information about the TMA, see Scan film.

 Note   The HP Scanjet 4890 Photo Scanner supports scanning positives and negatives larger than 35 mm.

Scanning overview

Start scanning in one of three ways:

- From the front panel buttons — to get started quickly using basic functions
- From the HP Solution Center – to have more control during the scanning process
- From other software programs

Scan from the scanner front panel buttons

Use the front panel buttons on the scanner for basic scanning functions, such as scanning pictures and documents. Instructions for using the front panel buttons are located in this manual. For more advanced functions, see the onscreen Help in HP Solution Center.

Scan from the HP Solution Center

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

To start the HP Solution Center:

1. Do one of the following:
   a. On the Windows desktop, double-click the **HP Solution Center** icon.
   b. On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Solution Center**.
2. If you have installed more than one HP device, click the tab for the scanner. The HP Solution Center shows only the functions, settings, and support options that are appropriate for the selected HP device.

Scan from other software programs

You can scan an image directly into one of your software programs if the program is TWAIN compliant. Generally, the program is compliant if it has a menu option such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the program is compliant or what the option is, see the documentation for that program.

Scan pictures and documents

Use the Scan button to scan pictures or documents quickly.

- Select original type — document or picture
- Scan pictures
- Scan documents

Select original type — document or picture

You have two choices for original type: **Document** or **Picture**. The scanner optimizes settings based on your choice. Use the following guidelines to determine the best original type for your needs.

If your original consists of	Select this original type
Text, or both text and graphics	Document
A printed photograph or graphic	Picture

Scan pictures

Use the **Scan** button (⊜) to scan photos and graphics.

For scanning slides or negatives, see Scan film.

Note If you want to preview scans before they are sent to their destination, select **Show Preview** in the **HP Scanning** dialog box. Also see *Preview a scanned image* in the onscreen Help.

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

2. Press the **Scan** button (⊜).
    The **HP Scanning** dialog box appears.
3. Click **Scan**.
4. When the scan is finished, place an item on the scanner glass and then click **Scan** to scan another picture, or click **Done**. The s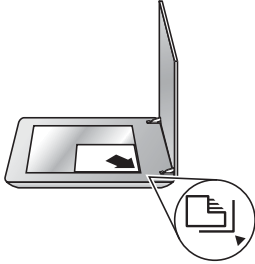oftware saves the scan to a subfolder in the **My Scans** folder located within the **My Documents** folder. The subfolder is named for the current year and month. The scanned image is also sent to HP Image Zone by default.

    Note If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pictures, or click **No** to send the scanned image(s) to the specified location.

    Tip The HP Scanning software can automatically correct your pictures or restore faded colors in old pictures. To turn picture correction on or off, select **Auto Correct Photos** from the **Basic** menu of the HP Scanning software, and then choose the options you want. To use this feature, **Show Preview** must be selected.
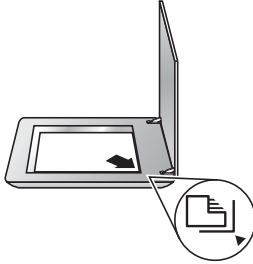
Scan documents

Use the **Scan** button (⊜) to scan documents.

The scanner scans an original document to whatever destination is selected in the HP Scanning dialog box.

> **Note** If you want to preview scans before they are sent to their destination, select **Show Preview** in the **HP Scanning** dialog box, or begin your scan from HP Solution Center. Also see **Preview a scanned image** in the onscreen Help.

1. Place the original face down on the scanner glass, as indicated by the reference mark.

2. Press the **Scan** button (⬤). The **HP Scanning** dialog box appears.
3. Under the **What are you scanning?** heading, click **Document**, and then select one of the following options:
   – **Color** – scans in millions of colors, 200 dpi. This is the default setting.
   – **Grayscale** – converts any colored original to grayscale, and creates a smaller file size than the Color option.
   – **Black & White** – the best setting for scanning a black and white graphic, but not suitable for color or grayscale originals if you want to preserve detail.
4. Click **Scan**.
5. When you are finished with that page, place the next page on the glass and click **Scan** to scan another document or page.
6. When you are finished with all pages, click **Done**. After you click **Done**, the software sends the scanned file to the specified location.

> **Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pages, or click **No** to send the scanned page(s) to the specified location.

Scan multiple pictures with one scan

You can scan multiple pictures at the same time from the scanner glass.

Arrange the pictures that you want to scan on the HP scanning device glass. For the best results, leave at least 0.25 inches (6 mm) of space between the edges of the pictures. Then follow the steps for scanning a picture. For more information, see Scan pictures.

> **Tip** Use the **Scan** (⬤) button on the scanner lid or HP Solution Center to scan multiple pictures with one scan.

Scan film

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

This section describes two HP Scanjet 4800 models. The procedures are not the same for each model. Be careful to check that you are following the procedure for your model.

How to tell which model you have? The model number appears on your scanner lid.

HP Scanjet 4850

3. Remove the negative strip holder, if present, from the slide holder.

4. Place the slides into the slide holder. Insert the slides with the top of the slides pointing up and with the front of the slides facing you.

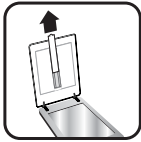5. Close the scanner lid.

> **Note** Make sure that the slides are flat and do not overlap. Do not press the **Scan Film** button until the slides are loaded and the lid is closed.

6. Press the **Scan Film** ( ) button on the scanner, or click **Scan Film** in HP Solution Center.
7. In the **HP Scanning** dialog box, select **Picture**.
8. Select **Scan positives, including 35 mm slides, using the TMA**.
   If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
9. Click **Scan**.
10. Follow the instructions on the screen to finish scanning.
    The scan is sent to the destination selected in the HP Scanning dialog box.
11. When finished, remove the slides. Place the negative strip holder back into the scanner lid for convenient storage, and then replace the TMA cover.

Scan negatives — HP Scanjet 4850

To scan 35 mm negatives, use the negative strip holder. The negative strip holder is stored within the slide holder that is part of the built-in transparent materials adapter (TMA).

> **Note**   You must use the negative strip holder to scan 35 mm negatives. Always return the negative strip holder to its storage place inside the slide holder in the scanner lid when done.

Before you begin! Check the model number on the scanner lid. The steps below are for the HP Scanjet 4850. If you are using an HP Scanjet 4890, see Scan negatives — HP Scanjet 4890.

1.   Open the scanner lid

2.   Remove the TMA cover by pulling the cover up.
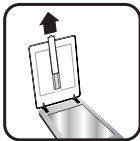
3.   Remove the negative strip holder from the slide holder.

4.   Slide a negative strip into the negative strip holder so that the shiny side of the negative faces you.

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

Use the blanks to fill in any unused spaces in the holder.
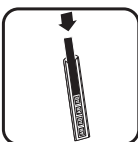
5.   Insert the negative strip holder back into the slide holder.

6. Close the scanner lid.
7. Press the **Scan Film** button () on the scanner, or click **Scan Film** in HP Solution Center.
8. Select **Picture**.
9. Select **Scan negatives using the Transparent Materials Adapter (TMA)**.
   If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
10. Click **Scan**.
11. Follow the instructions on the screen to finish scanning.
    The scan is sent to the destination selected in the HP Scanning dialog box.
12. When finished, remove the negative strip. Place the negative strip holder back into the scanner lid for convenient storage, and then replace the TMA cover.

Scan positives (such as 35 mm slides) — HP Scanjet 4890

The transparent materials adapter (TMA) is built into the scanner lid. Slides, negatives, and medium- and large-format film have their own unique media holders called "templates." The templates are rectangular frames that you can use to optimally place your media for scanning.

Before you begin! Check the model number on the scanner lid. The steps below are for the HP Scanjet 4890. If you are using an HP Scanjet 4850, see Scan positives (such as 35 mm slides) — HP Scanjet 4850.

1. Open the scanner lid.

2. Remove the TMA cover by releasing the latch and pulling the cover up and toward you.

3. Place positives in the appropriate template, with the top of the image pointing up.
    –   Place slides in the slide template. Start at the top and fill in rows as you go.
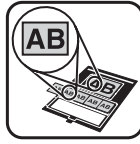   –   Place medium-format or large-format film strips in the large-format template.
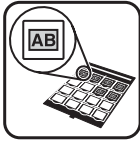
> **Note** If a light shield is provided, use the slide light shield to cover the remaining area in the slide holder if you are scanning fewer than the maximum number of slides with the TMA. This ensures that no extra light leaks into the scan.

4. Snap shut any open doors on the template.
5. Place the template containing the media to be scanned onto the scanner glass. Align the arrow on the template with the corner reference mark on the scanner bed.

6. Close the scanner lid.
7. Press the **Scan Film** () button on the scanner, or click **Scan Film** in HP Solution Center.
8. In the **HP Scanning** dialog box, select **Picture**.
9. Select **Scan positives, including 35 mm slides, using the TMA**.
    If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
10. Click **Scan**.
11. Follow the instructions on the screen to finish scanning.
    The scan is sent to the destination that you selected in the HP Scanning dialog box.
12. When finished, remove the template from the scanner glass. Remove the media from the template.
13. Replace the TMA cover, inserting the hooks into the openings in the lid before locking the cover latch closed at the top.

Scan negatives — HP Scanjet 4890

The transparent materials adapter (TMA) is built into the scanner lid. Slides, negatives, and medium- and large-format film have their own unique media holders called "templates." The templates are rectangular frames that you can use to optimally place your media for scanning.

Before you begin! Check the model number on the scanner lid. The steps below are for the HP Scanjet 4890. If you are using an HP Scanjet 4850, see Scan negatives — HP Scanjet 4850.

1. Open the scanner lid.

2. Remove the TMA cover by releasing the latch and pulling the cover up and toward you.

3. Place the negatives into the appropriate template.

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

    – Place 35 mm negative frames in the negatives template. Start at the top and fill in rows with the negative strips.
    – Place medium-format or large-format film strips in the large-format template.

4. Snap shut any open doors on the template.
5. Place the template on the scanner glass and close the scanner lid. Align the arrow on the template with the corner reference mark on the scanner bed.

6. Press the **Scan Film** button ( ) on the scanner, or click **Scan Film** in HP Solution Center.
7. Select **Picture**.
8. Select **Scan negatives using the Transparent Materials Adapter (TMA)**.
   If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
9. Click **Scan**.
10. Follow the instructions on the screen to finish scanning.
    The scan is sent to the destination selected in the HP Scanning dialog box.
11. When finished, remove the negatives from the template.
12. Replace the TMA cover, inserting the hooks into the openings in the lid before snapping the cover latch closed at the top.

Tips for scanning transparent items

- To scan items larger than those that the transparent materials adapter (TMA) accepts, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as usual.
- When scanning a 35 mm slide or negative, the scanner software automatically enlarges the image to approximately 10 cm x 15 cm (4 x 6 inches). If you want the final image to be larger or smaller, use the **Resize** tool in the scanner software to set the scaling to the final size that you select. The scanner will scan the item to the size that you select and adjust the scan resolution as appropriate.

- To scan positives, such as 35 mm slides, or negatives by using the TMA, press the **Scan Film** button (▣▦) on the top of the scanner, or click **Scan Film** in HP Solution Center.
- When cropping images, completely remove the borders to reduce excess light interference.

A cropped image from a slide

Make copies

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

The front panel **Copy** button is optimized to scan and print a duplicate of what is on the scanner glass. If you want to change the image, such as lighten, darken, or adjust size, use the **Make Copies** button in the HP Solution Center.

1. Place the original face down on the scanner glass, as indicated by the reference marks.
2. Press the **Copy** button (🖨). The copy is printed on the default printer.

Note There is no preview image for the copy function.

Share a scanned document or picture

Use the **Scan to Share** button (≡✉) to scan pictures or documents from the scanner glass and send the scans to HP Instant Share, if available, or to a supported e-mail program as an attachment.

HP Instant Share is recommended for sharing pictures.

E-mail is the recommended option for sharing single-page or multiple-page text documents.

1. Place the original face down on the scanner glass, as indicated by the reference marks.
2. Press the **Scan to Share** button (≡✉). The **HP Scanning** dialog box appears.
3. In the **Scan to** area, select either **HP Instant Share** or **E-mail**.

Note If you select **E-mail**, you can change the file type and save options. For more information about HP Instant Share, see the onscreen Help for HP Instant Share. For more information, see Where to get additional information.

4. Click **Scan**.
5. When you are finished with all originals, click **Done**. After you click **Done**, the software sends the scanned file to HP Instant Share or to your default e-mail program.

> **Note** If **Show Preview** was selected, you must click the **Accept** button in
> the preview screen to initiate the scan. When prompted, click **Yes** to scan
> additional pictures, or click **No** to send the scanned image(s) to the
> specified location.

6. Do one of the following depending on the destination that you selected:
   – **HP Instant Share**: choose from several options for sharing your scanned
     images with friends and family.
   – **E-mail**: use your default e-mail program to complete and send the e-mail
     with your scanned image attached. To view the scanned image before you
     send the e-mail, double-click the attachment.

> **Note** To change the e-mail program, open the HP Solution Center
> software from your desktop icon or from the **Start** menu, click the
> scanner tab, click the **Settings** button, and then select **E-mail
> Settings**. The **E-mail Settings** dialog box appears. Select the e-mail
> program that you want to use, and then click **OK**.

Change scan settings

You can change many scan settings from the HP Solution Center, including:

● Button settings for the scanner front panel
● Settings for the HP Solution Center scan buttons
● Scan preferences, such as automatic exposure

For details about changing settings, see **Change scan settings** in the HP scanning
device onscreen Help. For more information about the onscreen Help, see How to use
the HP Image Zone software.

2   Care and maintenance

Occasional cleaning of your scanner helps ensure higher-quality scans. The amount of care necessary depends upon several factors, including the amount of use, and the environment. You should perform routine cleaning as necessary.

For all care and maintenance procedures required for the scanner, please see the Care and maintenance section for your scanner in the onscreen Help. In HP Solution Center, click **Help**, and then select the Help section for your scanner model.

Routine cleaning and maintenance should include cleaning the scanner glass and the transparent materials adapter (TMA).

△   **Caution**   Avoid placing items that have sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the glass.

Clean the scanner glass

1. Disconnect the universal serial bus (USB) cable and power cable from the scanner.
2. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner, and dry the glass with a dry, soft, lint-free cloth.

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

   Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could run to the edges and damage the scanner.
3. When you have finished, reconnect the USB cable and power cable to the scanner.

   📝   **Note**   For instructions about how to clean the underside of the scanner glass, visit www.hp.com/support.

Clean the transparent materials adapter (TMA)

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

3   Troubleshooting

This section contains solutions for common problems with the scanner and the transparent materials adapter (TMA).

Scanner installation or setup problems

This section contains solutions for installation and setup problems.

Uninstall and reinstall the software

The problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the HP Scanning software. To reinstall the HP Scanning software, you must have either the HP Scanning software CD or a copy of the HP Scanning software downloaded from the HP Web site.

To uninstall the HP software that came with your scanner, follow these procedures:

1. On the taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

    Note   In Windows XP, click **Control Panel** on the **Start** menu.

2. Double-click **Add/Remove Programs**.

    Note   In Windows XP, this is called **Add or Remove Programs**.

3. Click the entry that corresponds to your device's HP Image Zone software, and then click **Remove**.
    This removes the HP Scanning software.
4. Reinstall using the HP Image Zone software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the **HP Image Zone** software to install.

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. ● Disconnect the power cable from the scanner and turn off the computer. After 60 seconds, reconnect the power

(continued)

Cable type	Action
	cable to 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. 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.
TMA cable	The TMA cable is connected between the TMA in the scanner lid and the scanner base. ● Ensure the cable is securely connected in the back of the scanner. ● If the connection is good, the blue LED on the top of the scanner lid will be ON.

Scanner initialization or hardware problems

This section contains solutions for initialization and hardware problems.

Reset the scanner

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

1. Close the HP Image Zone software, if it is open.
2. Disconnect the cable that connects the scanner to the computer.
3. Turn the power switch on the back of the scanner to OFF.
4. Turn the computer off, wait 60 seconds, and then turn the computer on again.
5. Turn the power switch on the back of the scanner to ON.
6. Reconnect the cable that connects the computer and the scanner (use a different USB port on the computer if possible).

● Make sure that the USB cable is connected to the back of the scanner correctly. The USB symbol on the end of the cable (the connector) should be facing up. When connected correctly, the USB connector will feel slightly loose. When connected incorrectly, the USB plug will feel overly tight.
● Try connecting the USB cable to a different USB port on your computer.

Test the scanner hardware

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

correctly connected, verify that the scanner is turned on, and then test the scanner by using the following procedure:

1. Disconnect the USB cable and power cable from the scanner.
2. Reconnect the USB cable and power cable to the scanner.

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

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

Scanner has stopped working properly

If the scanner stops scanning, complete the following steps, in order. After each step, start a scan to see if the scanner is working. If the problem continues, proceed with the next step.

1. A cable might be loose. Ensure that both the USB cable and power cable are securely connected.
2. Unplug the power cable from the power source, wait 60 seconds, and then plug it back in.
3. Reboot your computer.
4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software.
   a. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
   b. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select the **HP Scanjet** software.
   c. Click **Remove**.
   d. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select the **HP Image Zone** software.
   e. Click **Remove**.
5. Reinstall using the HP Image Zone software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the **HP Image Zone** software to install.

If the scanner still does not work, visit www.hp.com/support or contact HP Customer Support.

Additional troubleshooting information

If you have the HP Image Zone software installed, you can use the onscreen Help to solve other problems with the scanner. To gain access to the Help, open **HP Solution Center**, click **Help**, and then click **HP Scanjet 4800 series** scanner Help. The Help system provides information about the HP Scanjet 4800 series scanner hardware as well as information about the HP Image Zone and HP Scanning software itself. Also, see **Scan troubleshooting** in the general **Troubleshooting and support** section of the Help.

4   Product support

Accessibility Web site

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

HP Scanjet Web site

Visit www.hp.com for a variety of information:

- Learn tips for scanning more effectively and creatively.
- Gain access to HP Scanjet driver updates and software.
- Register your product.
- Subscribe to newsletters, driver and software updates, and support alerts.
- Purchase scanner supplies.

Support process

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

1. Review the onscreen Help for the software and scanner, including the Troubleshooting section.
   Go to the software section or to the scanner-specific Troubleshooting section.
2. Go to the HP Consumer Support Web site for support. If you have access to the Internet, you can obtain a wide range of information about your scanner. Visit the HP Web site for product help, drivers, and software updates at www.hp.com/support. The HP Consumer Support Web site is available in the following languages: Dutch, English, French, German, Italian, Portuguese, Spanish, Swedish, Traditional Chinese, Simplified Chinese, Japanese, Korean. (Danish, Finnish, and Norwegian support information is available in English only.)
3. Use HP e-support. If you have access to the Internet, connect with HP via e-mail by going to www.hp.com/support. You will receive a personal reply from an HP Product Support technician. E-mail support is available in the languages listed at that Web site.
4. If you are a customer in the United States, go to step 5. Otherwise, contact your local HP dealer. If your scanner has a hardware failure, take it to your local HP dealer for a solution. Service is free during your scanner's limited warranty period. After the warranty period, the dealer will quote a service charge.
5. Contact the HP Product Support Center for support by phone. Please consult the following Web site to check the details and conditions of phone support in your country/region: www.hp.com/support. As a part of HP's continuing efforts to improve phone support information services, we advise you to check the HP Web site on a regular basis for new information regarding service features and delivery. If you cannot solve the problem by using the above options, call HP

while you are in front of your computer and scanner. For faster service, please be prepared to provide the following information:

–   the scanner model number (located on the scanner)
–   the scanner serial number (located on the scanner)
–   the computer operating system
–   the version of the scanner software (located on the scanner's CD label)
–   messages displayed at the time the situation occurred

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

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

Note   The support telephone numbers, that are current as of this publication, are located inside the back cover of this user manual.

5 Regulatory information and product specifications

This section contains regulatory information and product specifications for the HP Scanjet 4800 series scanner and accessories.

Scanner specifications

Name	Description
Scanner type	Flatbed with transparent materials adapter (TMA)
Size	**HP Scanjet 4850**: 505 mm x 300 mm x 100 mm (19.88 x 11.81 x 3.94 inches)
	HP Scanjet 4890: 505 mm x 300 mm x 107 mm (19.88 x 11.81 x 4.21 inches)
Weight	**HP Scanjet 4850**: 4.66 kg (10.25 lbs)
	HP Scanjet 4890: 5.19 kg (11.42 lbs)
Scanning element	Charged-coupled device
Interface	USB 2.0 Hi-Speed
Optical resolution	4800 x 9600 dpi hardware
Selectable resolution	12 dpi to 999,999 enhanced dpi at 100 percent scaling
AC line voltage	100–240V – 50/60 Hz
Power consumption and regulatory information	For power consumption data, information on power supplies and regulatory information see the regulatory_supplement.htm file on the HP Image Zone software CD.
	Your HP scanner is ENERGY STAR® compliant. As an ENERGY STAR® partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Transparent materials adapter (TMA) specifications

Name	Description
Media types	Four 35 mm slides or one 35 mm negative strip for HP Scanjet 4850

Name	Description
	Up to sixteen 35 mm slides, 30 negative frames, 6 medium-format film, or 1 large-format film for HP Scanjet 4890
Media capacity	Slide: 1.05 mm to 3.26 mm thick and 49.8 mm to 50.8 mm on any side
Size	287 mm x 84 mm x 50 mm (11.3 x 3.3 x 1.97 inches)
Power requirements	24 Volts/20mA max
Power consumption and regulatory information	For power consumption data, information on power supplies and regulatory information see the regulatory_supplement.htm file on the HP Image Zone software CD.

Environmental specifications

Name	Description
Temperature	Operating the scanner and TMA: 10° to 35° C (50° to 95° F)
	Storage: -40° to 60° C (-40° to 140° F)
Relative humidity	Operating the scanner and TMA: 15 percent to 80 percent noncondensing 10° to 35° C (50° to 95° F)
	Storage: up to 90 percent at 0° to 60° C or (32° to 140° F)