



HP ScanJet Pro 3500 f1

Scanner Tools Utility Help

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Table of contents

How to use the HP Scanner Tools Utility	1
Start the HP Scanner Tools Utility	1
Maintenance tab	2
View and record scanner maintenance information	2
Respond to a maintenance recommendation	2
Clean the paper path	2
Replace parts	3
Replace the separation rollers and cover	4
Replace the pick up roller module	6
Settings tab	7
Notification tab	7
Use the HP Scanner Tools Utility when the scanner is turned off or disconnected	7

How to use the HP Scanner Tools Utility

The following topics are included in this Help system:

- [Start the HP Scanner Tools Utility](#)
- [Maintenance tab](#)
- [Settings tab](#)
- [Notification tab](#)
- [Use the HP Scanner Tools Utility when the scanner is turned off or disconnected](#)

Start the HP Scanner Tools Utility

To start the HP Scanner Tools Utility, do one of the following:

- Click **Start**, click **Programs** or **All Programs**, click **HP**, click **ScanJet**, click **3500 f1**, and then click **Scanner Tools Utility**.
- On the **Start** screen, click the HP Scanner Tools Utility tile.

By default, the scanner is set to turn off automatically after two hours of inactivity to conserve power. Change the Sleep Mode and Auto-Off settings at any time from the **Settings** tab.

Maintenance tab

- [View and record scanner maintenance information](#)
- [Respond to a maintenance recommendation](#)

View and record scanner maintenance information

The HP Scanner Tools Utility **Maintenance** tab displays routine maintenance and replacement status for scanner components, and allows you to record maintenance and replacement activity.

- **Clean Paper Path:** Shows paper-path cleaning data and paper-path cleaning recommendations.
- **Record Cleaning Paper Path:** Records paper-path cleaning data
- **Record Cleaning Rollers:** Shows roller usage data and cleaning recommendations.
- **Record Replacement:** Shows roller usage data since the last time the roller and separation pad were replaced, and shows replacement recommendations.

Respond to a maintenance recommendation

The HP Scanner Tools Utility keeps track of scanner usage, and sends a notification when the scanner is due for a maintenance activity (cleaning the rollers or replacing the rollers and separation pad). The **Maintenance Recommended** dialog box indicates that the scanner is due for maintenance. Under normal circumstances, this maintenance should be performed as recommended.

To indicate that the suggested maintenance has been carried out, click **OK** on the **Maintenance Recommended** dialog box to open the **Maintenance** tab of the HP Scanner Tools Utility, and then record the performed maintenance.

If this is not a good time to perform the suggested maintenance, click **Cancel** on the **Maintenance Recommended** dialog box. The utility will repeat the recommendation after 2000 scans. If you perform the suggested maintenance before this next reminder, click the appropriate button (**Record Cleaning** or **Record Replacement**) on the **Maintenance** tab of the HP Scanner Tools Utility to record the maintenance activity.

To order replacement parts, see www.hp.com/buy/parts, select your desired language (if prompted), and then search on your product.

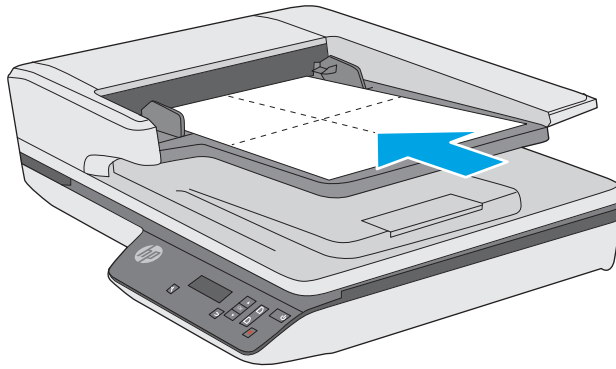
Clean the paper path

If scanned images have streaks or scratches, use an HP paper path cleaning cloth to clean the paper path.

To clean the paper path, follow these steps:

1. Open the sealed HP paper path cleaning cloth container, starting at the notch. Take care not to tear the cleaning cloth.
2. Remove the cleaning cloth and unfold it.

3. Place the unfolded cloth into the document input tray.



4. Open the HP Scanner Tools Utility, and then click the **Maintenance** tab.
5. Under **Clean Paper Path**, click **Clean** to feed the cloth through the scanner.

CAUTION: Wait at least two minutes for the components to dry before proceeding to the next step.


6. Place up to five pages of printed paper in the scanner. Scan and view the results.
7. Under **Record Cleaning Paper Path**, click **Record Cleaning** to log this cleaning activity and update the paper path 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 3500 f1 ADF Roller Replacement Kit includes the following replacement parts:

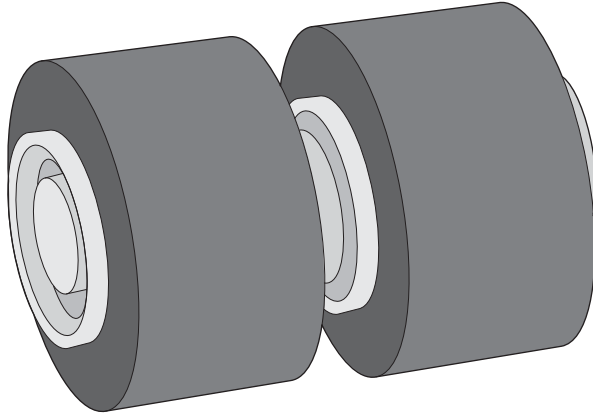
- Roller cover
- Separation rollers
- Pickup roller module

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

 **NOTE:** HP recommends replacing the pickup module and separation rollers every 100,000 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.

Replace the separation rollers and cover



Replace the separation rollers under the following conditions:

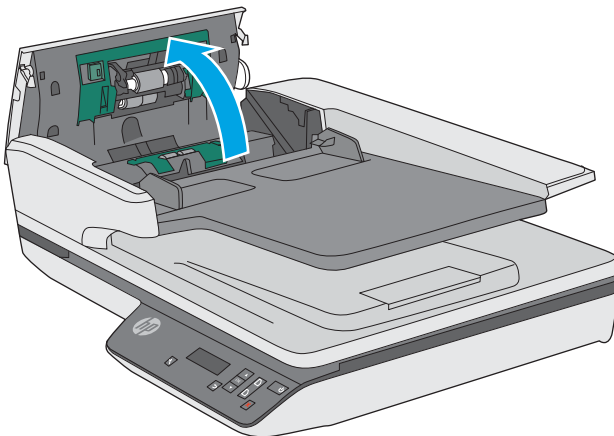
- Windows: When the **Maintenance Recommended** dialog indicates they are due for maintenance.
- If the scanner experiences repeated document jams.



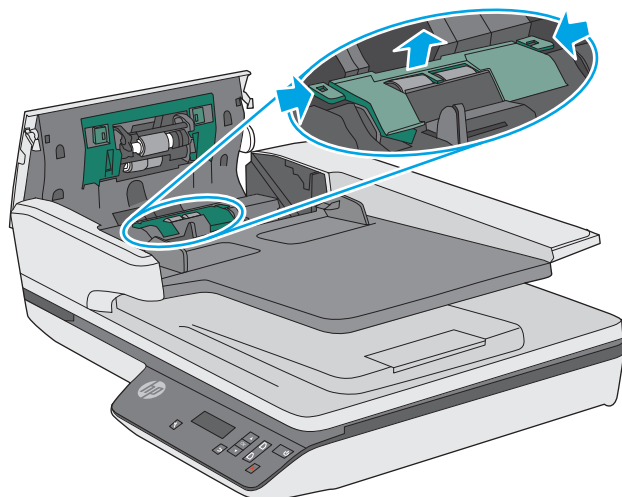
NOTE: The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.

To replace the separation rollers, follow these steps:

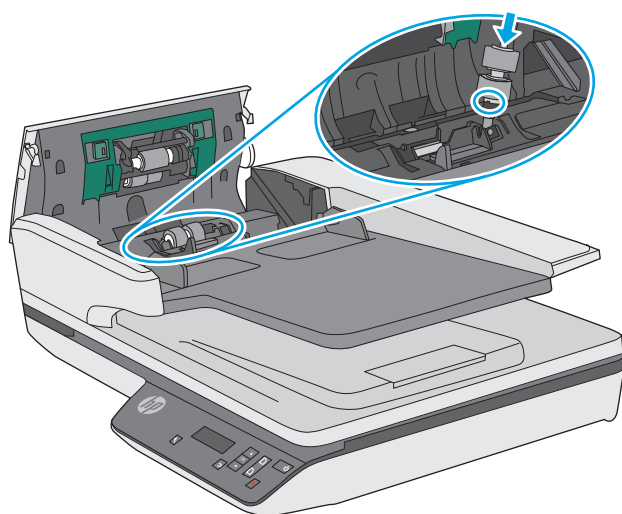
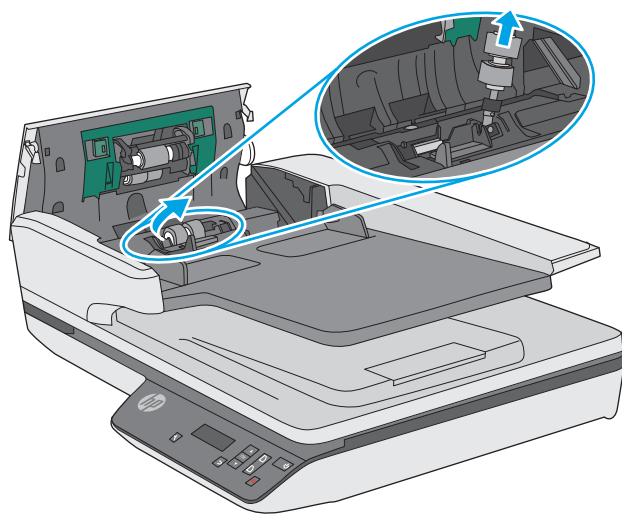
1. Press the **Power** button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.
2. Open the document feeder hatch.



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



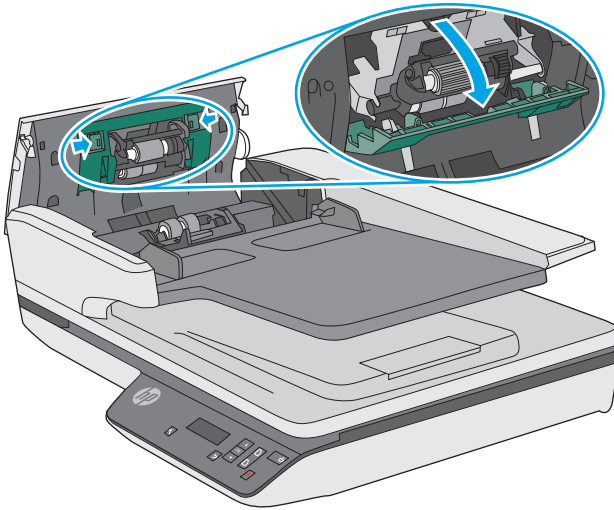
4. Remove and replace the rollers as described in the instructions included with the replacement kit.



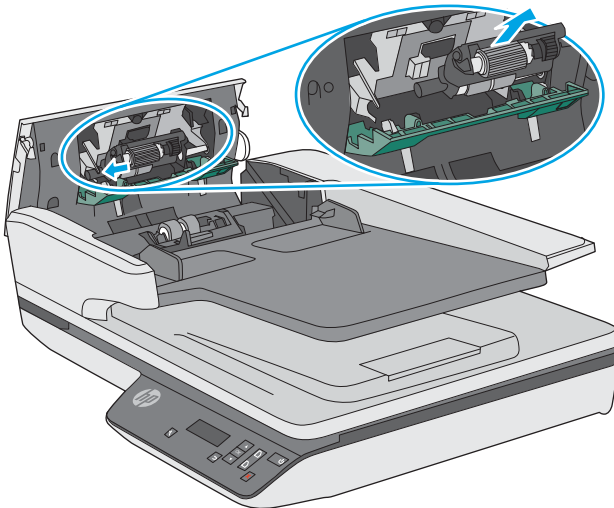
5. Replace the roller cover, and then continue with replacing the pick up roller module.

Replace the pick up roller module

1. Squeeze the tabs on the sides of the roller cover, and then lower roller cover.



2. Remove the roller shaft from the holder, and then remove the roller module.



3. Replace the pickup roller module as described in the instructions included with the replacement kit.
4. Close document feeder hatch. Reconnect the USB cable and power supply to the scanner.
The scanner is now ready to use.
5. Press the **Power** button to turn on the scanner.
6. **Windows:** Update the scanner maintenance history.
 - Open the HP Scanner Tool Utility.
 - Under **Record Replacement**, click **Record & Replacement** to log this replacement activity and update the roller replacement history.

Settings tab

The HP Scanner Tools Utility **Settings** tab allows you to modify power settings.

- To specify the period of inactivity after which the scanner goes into Sleep Mode, select the appropriate sleep mode option from the **Put the scanner to sleep after** drop-down list (default is **15 minutes**).
- To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value from the **Turn off the scanner after** drop-down list (default is **2 hours**).

Notification tab

The HP Scanner Tools Utility **Notification** tab allows you to modify notification settings.

- Select the **Display message when maintenance is due** check box to have the HP Scanner Tools Utility send a notification when a cleaning or replacement is recommended.
- Select **Send email when maintenance is due** and enter an email address to receive an email when a cleaning or replacement is recommended.
- On the **Logging** tab, select the file where maintenance history will be logged.
- On the **Status updates** tab, select **Capture a status report & when maintenance is due** and enter a file path to record status report and maintenance reminder information.

Use the HP Scanner Tools Utility when the scanner is turned off or disconnected

You can start the HP Scanner Tools Utility when the scanner is turned off or disconnected from the computer in order to view the scanner maintenance history. While the scanner is disconnected, you can do the following actions in the HP Scanner Tools Utility:

- Open this help content.
- Change the setting of the **Display message when maintenance is due (administrator privileges required)** check box on the **Maintenance** tab.

After the scanner is turned on and connected to the computer, you can record scanner maintenance and perform other scanner management tasks.

If the scanner is turned on and connected to the computer but the functionality in the HP Scanner Tools Utility remains unavailable, see troubleshooting information in the scanner User Guide.

