

Troubleshooting Your HP 5370C Scanjet Scanner

This document covers some of the basic problems that teachers and our office staff have encountered while using the HP 5370C Scanjet Scanner. While this is not an exhaustive list, this handout will take you through the logical steps that one should consider when troubleshooting their school's printer.

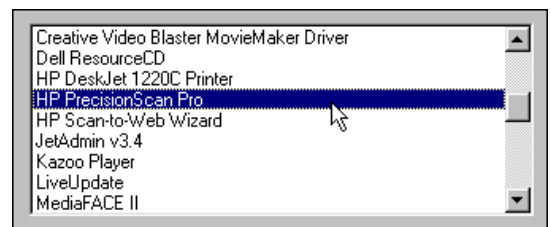
The Scanner is Making Noises, etc.

1. There is always some delay in the beginning when you first scan a graphic or document. You should see a message that states that the lamp is warming.
2. If there are other bad sounds coming from your scanner, make sure that the **TRANSPORT LOCK switch (SEE PAGE 2)** is set to the unlock setting. If it is not, your scanner will not scan or initialize properly.

If All Else Fails... Reinstall the Scanner Software and Drivers

First, you must uninstall all the Scanner software. To uninstall the HP Scanjet 5370 Scanner Software, do the following:

1. Click **START > SETTINGS > CONTROL PANEL** located on the Windows desktop.
2. Double-click the **ADD REMOVE PROGRAMS icon**.
3. Double-click the **HP Precision Scan Pro** listing.
4. Follow the **Uninstall Wizard** to completely remove



5. Once uninstalled, reinstall the Scanner software using the **HP Scanjet 5370 Scanner Software CD** that came with your scanner. Follow the Installation Wizard's instructions for a **Typical Installation** of the software.

Are the Instructions too Basic?

If you know that the scanner or Windows is the problem, go to HP's Web site (<http://www.hp.com/cposupport/prodhome/hpscanjet520500.html>) or Microsoft's Web site (<http://support.microsoft.com/default.aspx?scid=fh;rid;kbinfo>), respectively, for more details.

The Images Have Smudges

Check to see if the glass has smudges on them from repeated and prolonged use. If so, use one of the following recommended cleaners:

- Cinch glass cleaner
- Spic and Span glass cleaner
- Sparkle glass cleaner
- Glass Plus glass cleaner

The Light Bar Flashes or Blinks on the Scanner

When the light bar flashes or blinks, the built-in diagnostics are reporting the hardware is not functioning as expected; it does not necessarily mean the scanner is defective. Before contacting HP for service, perform the following:

1. Turn off the computer that is connected to the scanner.
2. Disconnect the **power cord** and **USB cable** from the back of the scanner.
3. Unlock the **TRANSPORT LOCK** several times to ensure it is not restricting the movement of the carriage. Make sure it is fully open before proceeding to the next step.
4. Wait 60 seconds before connecting the **USB cable** and the **power cord** to the scanner.
5. Turn on the computer and rescan to test.



The Scanner is not Recognized or Function Properly with a Dell Inspiron

Dell has stated that a USB device such as a scanner or printer may not be detected or function correctly when connected to the USB port of a **Dell Inspiron PC**. The recommendation is to use an external USB hub or connect the scanner to a desktop computer.

Contact Information:

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