

The Old Shoebox Newsletter

Adventures in modern technology by Marlo E. Schuldt

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Buying a New HP Scanner?

Read this first.

Vista / HP G3010 Scanner Alert

I recently purchased a new HP scanner to use with my HP laptop running the Vista operating system.

As many of you know, I teach classes on scanning and wanted to be able to use an HP scanner to help those using HP scanners.

I have innocently blundered into another one of Marlo's Mine Fields – a calling life I have not asked for.

My mistake was *assuming* the new HP scanner would work with Vista.

I didn't do all my homework before making the purchase or I would have discovered that this new HP scanner is **NOT compatible with Vista**. You can't even install it from the CDs. End of story.

Some of you will wonder why I didn't go to HP's support site and get a Vista update.

I did with very disappointing results.

Here's what I found on the HP's Vista download site. *"The full feature driver will be available for your HP scanner as soon as possible."*

That statement was posted February 1, 2007.

I'm not sure what "soon" means to HP but three months is not very soon to me.

To be fair, you can download a "minimum driver required for basic WIA functionality." So I downloaded that from HP and installed it with the hopes it would contain HP's basic scanning software set.

What a joke! About the only thing this download is good for is to use the scanner with some other image editing program.

This is not acceptable to me and therefore I can not recommend this scanner for anyone using the Vista operating system.

Conversely, my trusty old Epson 2400 had a Vista software upgrade posted February 6th, 2007 for North American and a February 14th 2007 for a European version.

So I guess Epson will remain my favorite until HP can at least get a Vista version up and running "soon."

So what can you and I learn to avoid making a blunder like I recently made?

I discovered a great place to find out about all the little secrets and problems associated with hardware, books and some software programs. It's on Amazon.com. Yes, you read correctly – Amazon.com. Find the item you are thinking about purchasing on Amazon and then scroll down and read the customer reviews. I can't believe what they print. Some of the reviewers are pretty steamed and don't hold back on their negative experience and opinions. Before you purchase something, you need to know what they have to say to be sure you won't have the same bad experience.

Most product reviews will have some negative responses. You need to remember that some customers are the impulsive type and have their own ways of doing things. So they are obviously going to have a bad experience and they never take any personal ownership. They are easy to pick out with their 1 star rating when compared to the other 90% – 95% positive reviews with their accompanying four or five star ratings.

To check this out with regard to my scanner purchase, I went out and read about my HP G3010 scanner on Amazon. There were two or three unfortunate others who had also purchased the same HP scanner and reported exactly the same results that I experienced. One actually returned the scanner and probably purchased an Epson. I should have followed my own advice and taken the time to go to Amazon and read the reviews before buying the scanner.

All is not lost.

I can install the HP scanner on my XP system and use my faithful Epson scanner with my laptop and some day "soon" HP will release a Vista upgrade for my new and now aging HP scanner.

Have a nice day and don't take any wooden nickels!

Marlo

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