



**User's Guide**

## **HP DeskJet 350 Series**

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# welcome

The HP DeskJet 350 series printer is a high-quality inkjet printer, giving you up to 600 by 600 dots per inch (dpi) text and graphics printing on a variety of paper types and transparencies. For added convenience, the printer comes with a portable sheet feeder that can hold up to 30 sheets of paper.

You can use the HP DeskJet 350 series printer with a PC running Microsoft Windows, or an Apple Macintosh computer if you use the appropriate cable.

To get that best performance from your printer and the latest printer information, refer to:

- HP website at <http://www.hp.com/go/dj350>
- this User's Guide
- the on-screen help

## Items in the Box

HP DeskJet 350 series printer



HP Customer Care Guide and Setup Roadmap



Portable sheet feeder



Power adapter

Starter CD



Print cartridges and storage container



**CBI**  
IR Adapter and Ni-MH battery

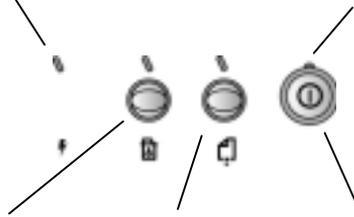
## Printer Buttons and Lights

### Battery Charging light

Indicates that whether or not the battery is being charged.

### Power light

Indicates whether the power is on or off.



### Change Cartridge button

Press to move the print cartridge cradle to the loading position or to return it to the "home" position.

### Paper Feed button

Press and hold to eject paper.

### Power button

Press to turn the printer on or off.

## Travel Tips

- If you are traveling to another country, take the necessary plug adapter with you.
- The power adapter can be used with AC power sources of 100 to 240 volts, 50 or 60 Hz.
- Use only the power adapter that is supplied with the printer. Do not use any other voltage transformer or converter.
- Turn off the printer using the Power button. This ensures that the print cartridge is returned to the home position and locked in place.
- Remove the battery pack if you will not be using the printer for more than a month.
- Disconnect the printer cable and power adapter and close the portable sheet feeder.

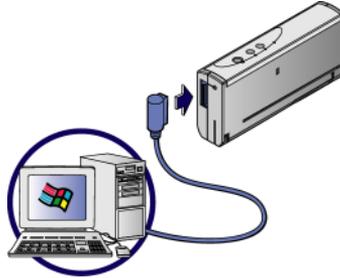
## Connecting the Printer to Your Computer

You can use the HP DeskJet 350 series printer with a PC or a Macintosh computer. You need to make sure, however, that you have the correct printer cable for your computer.

**Note:** The printer cable is not included in the box with the printer.

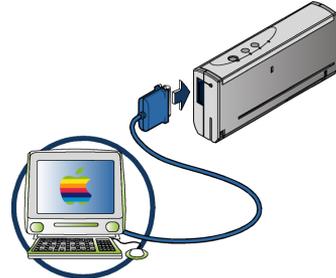
Follow the steps below to connect the printer to your computer:

### 1. PC



C3061A

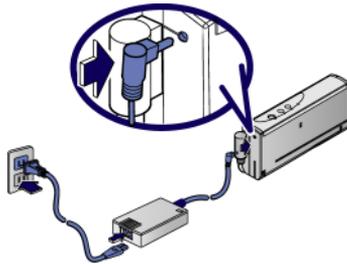
### Mac



USB: C3399A

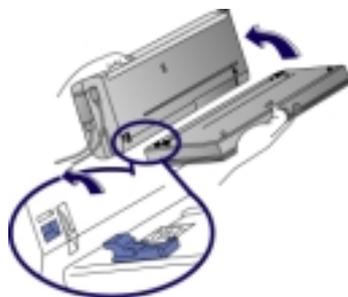
## Connecting to Power Source

### 1.

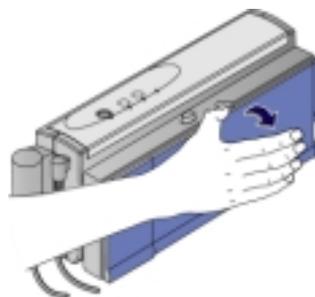


## Loading Paper

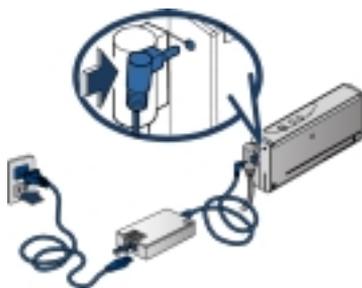
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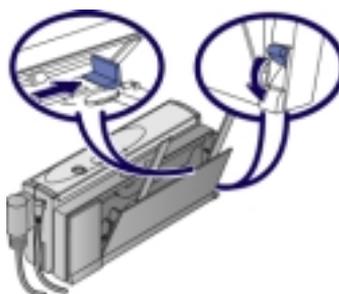
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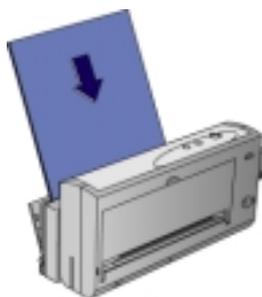
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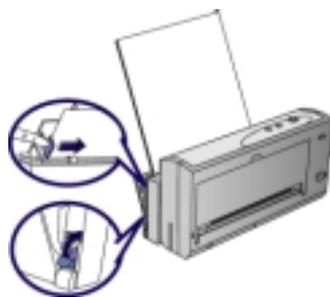
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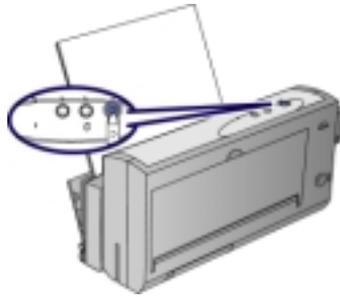


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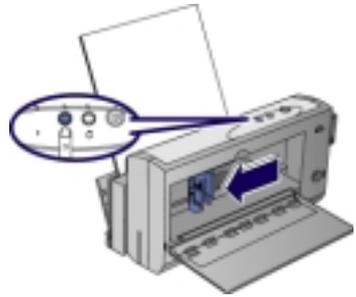


## Installing Print Cartridges

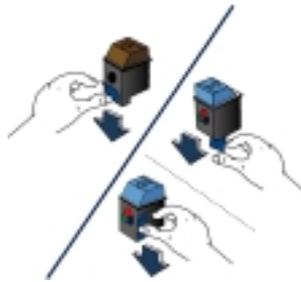
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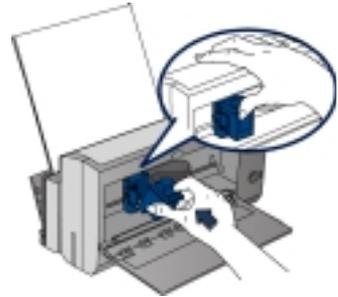
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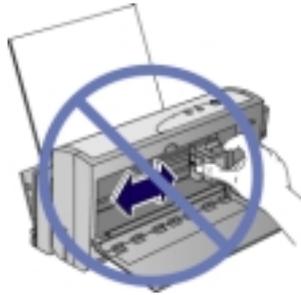
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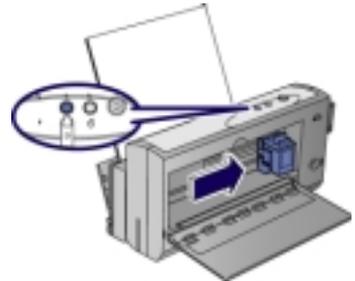
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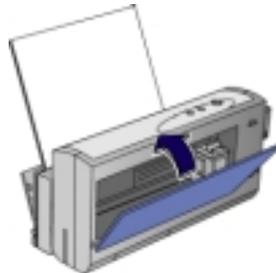
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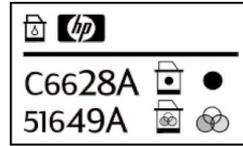
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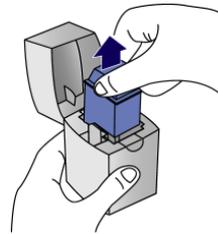
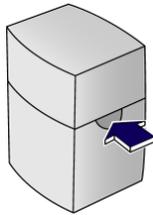


# print cartridges



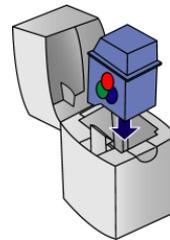
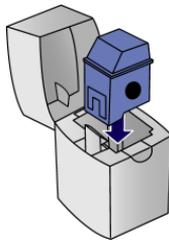
## Handling Print Cartridges

- Keep the print cartridge in its sealed package until you are ready to use it.
- Store the print cartridge at room temperature.
- Once you have removed the print cartridge from its sealed package, leave it in the print cartridge cradle inside the printer.
- Do not leave the print cartridge in the open. Store the black or color print cartridge in the storage container when it is not in the printer.
- After the factory packing tape has been removed from the print cartridge, do not attempt to replace the packing tape. Reapplying the tape can cause the colors to mix, producing incorrect colors when printing.



**Note:** If you can lift the cartridge out without pressing the clip, the cartridge was not inserted properly and can dry out.

## Storing Print Cartridges

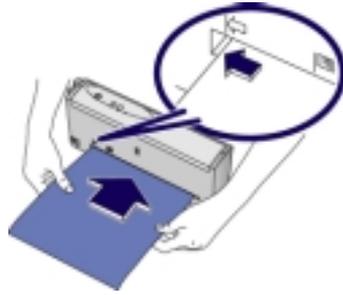


# loading paper

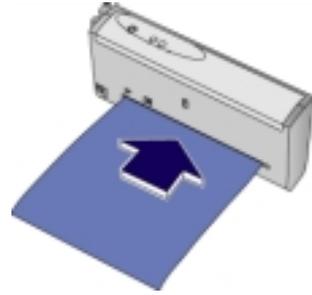
## Loading Paper

### Feeding Paper Manually

1.

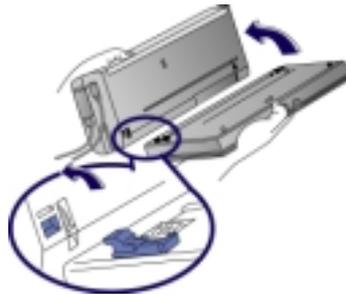


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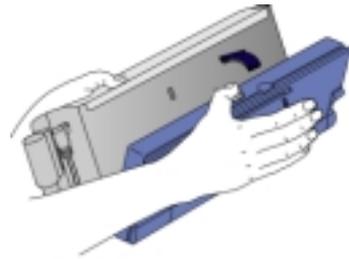


### Installing the Portable Sheet Feeder

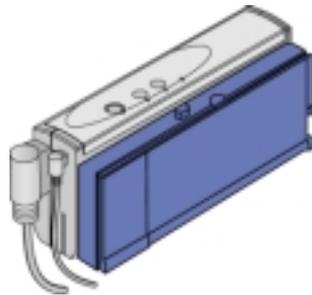
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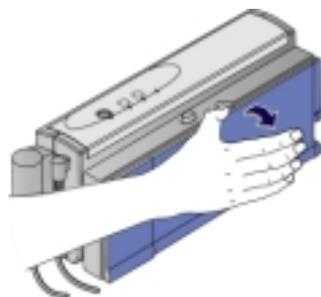


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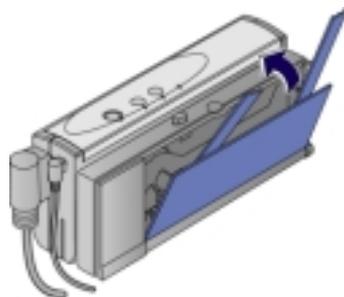


## Using the Portable Sheet Feeder

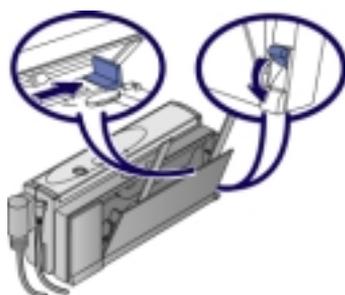
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2.



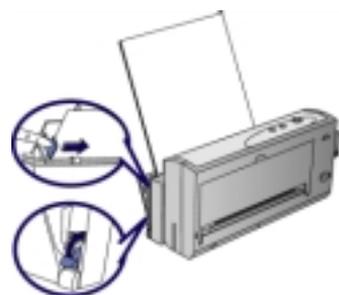
3.



4.



5.



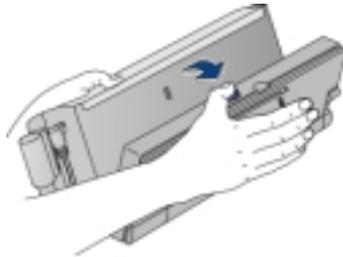
### Notes on loading paper

- Load paper with the side to be printed face up.
- Use only one type of paper at a time.
- The number of sheets that you should load depends on the weight of the paper:

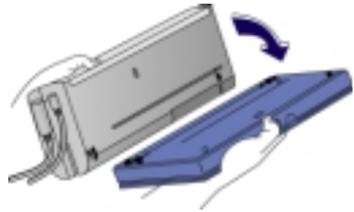
Paper Weight	Number of Sheets
24 lb (90 g/m <sup>2</sup> )	20
20 lb (75 g/m <sup>2</sup> )	25
16 lb (60 g/m <sup>2</sup> )	30

### Removing the Portable Sheet Feeder

1.



2.



You can print on transparencies, glossy paper, labels, heavy stock and other special media in the same way that you print on ordinary paper with the HP DeskJet 350 series printer.

### Transparencies and Glossy Paper

- Load transparencies with the rough side up and the paper strip edge first.
- Do not load more than 10 transparencies into the sheet feeder.
- Use only HP Premium transparencies and glossy paper.
- Keep in mind that with transparencies and glossy paper, the ink needs more time to dry.
- While a sheet is drying, the Paper Feed light remains lit.
- Your printer software automatically determines the extra time needed for drying. A second sheet will not be printed if this sheet would exit the printer on top of a wet one.
- Alternatively, you can turn off the automatic delay and remove the wet sheet by hand.
- Place wet sheets in a drying area, out of direct sunlight.

### Heavy Stock and Other Special Paper

If you are having difficulty printing on heavy stock, you can remove the portable sheet feeder and manually feed the sheet.

### Paper Types Not Supported

Do not use the following paper types:

- Paper with a weight greater than 24 lb (90g/m<sup>2</sup>)
- Paper with a weight less than 16 lb (60g/m<sup>2</sup>)
- Paper with cutouts or perforations
- Paper that is torn, wrinkled, or has curled edges, or that is heavily textured or embossed
- Envelopes
- Transparencies other than HP Premium transparencies
- Multiple part forms

The HP DeskJet 350 series printer can be used with Microsoft Windows, MS-DOS, and Apple Macintosh software applications.

## System Requirements

Before you use the printer, make sure that you have the minimum system requirements:

### Minimum

Windows 3.1x	486, 66 MHz, 8 MB RAM
Windows 95 or Windows 98	Pentium® 60 MHz, 16 MB RAM
Windows NT 4.0	Pentium® 60 MHz, 24 MB RAM
Windows 2000	Pentium® 60 MHz, 32 MB RAM
Mac OS 8.1 or above	Using optional USB to parallel cable connect only
MS-DOS 3.3 or above	486, 66 MHz, 4 MB RAM

### Recommended

Windows 95 or Windows 98	Pentium® 300, 32 MB RAM
Windows NT 4.0 or Windows 2000	Pentium® 300, 64 MB RAM
Power Mac G3	OS 8.6, 350 MHz, 64 MB RAM
iMac	OS 8.6, 333 MHz, 32 MB RAM

**Note:** Graphics intensive documents may require more than 50MB of free hard disk space.

## Installing on Microsoft Windows Systems

**Note:** For Windows 95 or Windows 98, if you see the message "New Hardware Found" at any time when installing the printer software select **Do not install a driver** and click **OK**. If you see the **Update Device Driver Wizard** dialog box, click **Next** until you have a **Finish** option, and then click **Finish**.

**Note:** For Windows NT 4.0, you must have administrator privileges to install a printer.

### For Windows 95, Windows 98, Windows NT 4.0, and Windows 2000

1. Start Windows and make sure that no Windows applications are running.
2. Insert the CD into the CD-ROM drive. The installation program runs automatically.  
If the installation program does not run automatically, click **Start**, and then click **Run**. In the command line box, type the letter of the CD-ROM drive followed by `: \Setup` (for example, type `D:\Setup`).
3. Click **Install Printer Driver** from the CD menu. Follow the instructions that appear on the screen to complete the printer software installation.

### For Windows 3.1x

1. Start Windows, and make sure no other applications are running.
2. Insert the CD into the CD-ROM drive.

3. In the **Program Manager** window, click **Run** from the **File** menu.
4. At the command line box, type the letter of the CD-ROM drive followed by \WIN31\PC13\<Language>\SETUP.EXE. Substitute the appropriate three-character language code (found in the table below) for <Language>.

Language	Abbreviation	Language	Abbreviation
Danish	DAN	Italian	ITA
Dutch	DUT	Norwegian	NOR
English	ENU	Polish	POL
Finnish	FIN	Portuguese	POR
French	FRE	Spanish	SPA
German	GER	Swedish	SWE

5. Follow the instructions that appear on the screen to complete the printer software installation.

## Installing on MS-DOS

The printer comes with a configuration utility called DJPMenu that allows you to define or change the settings on the HP DeskJet 350 series printer if your MS-DOS applications do not allow you to do so.

**Note:** You do not need to install the DJPMenu software if you are printing from your Microsoft Windows 3.1x applications.

Use the following procedure to install and run the printer configuration utility:

1. Make sure that the printer is connected directly to the parallel port of your computer. (The DJPMenu software requires this.)
2. Insert the installation floppy disk into drive A.
3. At the MS-DOS prompt (A:\>) type INSTALL, and press ENTER.
4. Follow the instructions that appear on the screen to complete the printer software installation.
5. To run the DJPMenu software, type C:\DESKJET\DJPMENU at the MS-DOS prompt.

**Note:** For more up-to-date information on the DJPMenu software, please refer to the Readme.txt file, which you have just installed.

# battery pack

## Installing on Macintosh Systems

If the Mac USB Kit (C3399A) has not been packaged with your printer, you will need to purchase it from your dealer.

### Installing the Printer Software

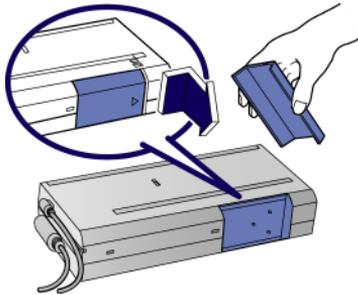
1. Quit any open applications and turn off any virus protection applications.
2. Insert the Install disk into the disk drive and double-click its icon to open it. Follow the instructions on the screen to complete the installation.
3. Select **Chooser** from the Apple menu.
4. Click the printer's icon from the left side of the Chooser window. Then, click Hp DJ350 from the right side of the Chooser window.
5. Close the Chooser.

## Using the Battery Pack

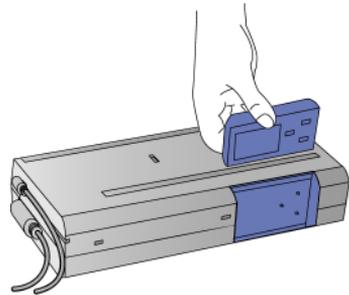
### Installing the Battery Pack

**Note:** Use ONLY the Ni-MH battery pack which comes standard with the CBi model or the HP DeskJet 350 series rechargeable battery pack (C3394A) which is available for purchase as an accessory.

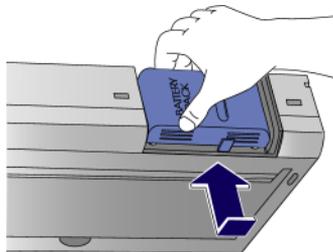
1.



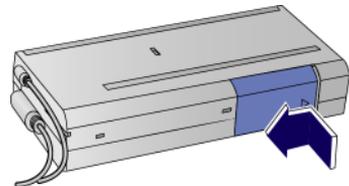
2.



3.

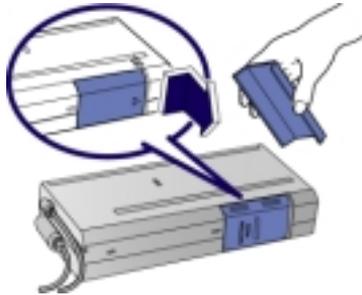


4.

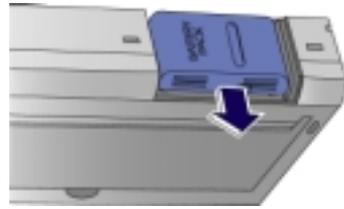


## Removing the Battery Pack

1.



2.



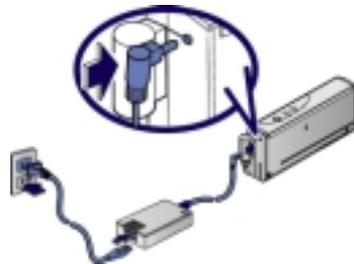
## Charging the Battery Pack

**Note:** Use **ONLY** the Ni-MH battery pack which comes standard with the CBI model or the specific HP DeskJet 350 series rechargeable battery pack (C3394A) which is available for purchase as an accessory.

1.



2.



**Note:** The Ni-MH battery does not build a memory and hence, you can recharge this battery anytime. It takes up to 1 hour and 15 minutes to fully charge the battery.

### How to find answers

Use this section to find solutions to problems you might be experiencing with your printer.

If this happens ...	Read this section ...
Power light is on but nothing prints.	Paper Jam or Printer Is Not Responding
Printer lights are blinking.	Printer Lights Blink
Paper will not load or eject properly.	Paper Feed Problems
Printout is skewed or slanted.	Paper Skew Problem

### Paper Jam

- To clear the printer of any jammed paper, power off the printer and open the front access door. Pull the paper towards you.
- If you have difficulty removing the jammed paper, press the Paper Release button as illustrated in the diagram below and pull the paper towards you.



### Printer Is Not Responding

The printer is not responding to the printer software. Try the following actions to fix the problem:

- Make sure the printer is turned on.
- Check for a paper jam.
- The printer cable may be disconnected or you may have a defective printer cable. Make sure the printer cable is firmly connected to the port on the printer and on the computer. If this does not correct the problem, try a different printer cable; or use the recommended HP Centronics cable.
- If you are printing from a notebook computer, the power savings mode may have disabled the printer port if the printer was not on when the computer was turned on. Turn off your printer and computer. Turn on your printer and then turn on the computer. Try printing again.
- Check to make sure the print cartridges and paper are loaded correctly.
- Check to make sure your HP DeskJet printer is selected as the current or default printer, and that Pause Printing is not selected in the Printer menu.
- If the power and Paper Feed lights on the printer are blinking, check that there are no objects inside the printer that may be preventing the print cartridge from moving freely.
- Switch the printer off and on again. If there are no flashing lights on the printer front panel, try printing again.
- Some other software program may be printing to the same printer port. Click Cancel Print and wait for the other software program to complete printing. Then try printing your document again.

- If you have another device such as a tape backup unit, CD-ROM drive, or network adapter attached to the same port, it may be using the port. Click Cancel Print and wait until the other device has finished using the port. Then try printing your document again.
- The print cartridge might be failing. Replace the print cartridge.
- If any of the above steps does not fix the problem, you might have a hardware failure.

### **Printer is Busy**

- When you are not using a print spooler, this occurs because another application is currently printing. You may only print from one application at a time. Try printing again later when the other application has finished printing.
- If you are sure that no other application is currently printing, and you are still getting this error, then the most probable cause is that another application had an error earlier. Try restarting Windows and print again.

### **Incorrect Printer**

The printer that is currently attached to your computer is different from the printer selected in your software. If you choose to continue, the printer may not print, or may print meaningless characters.

- Cancel the Print job, and try one of the following actions to fix the problem:
- Check that the correct printer driver is selected.
- Choose Settings followed by Printers in the Start menu, right-click the printer name that matches the printer attached to your computer, then click Set As Default Printer.
- If you are using a switch box, check that you have selected the correct printer.
- If you have changed your printer for a different model, re-install the printer driver software.

### **Improper Power Off**

- The printer was not turned off properly the last time it was used.
- Always use the Power button to turn the printer off.
- If the printer is turned off from a power strip switch or by pulling the power cord from the outlet while the printer is printing, the print cartridge cradle will not return to the home position. This will cause the print cartridge to dry out.
- If the print quality has deteriorated since the last time you used the printer, clean the contacts on print cartridge with a dry cotton swab.

### **Printer is Out of Paper**

- Load paper in the portable sheet feeder or the manual paper feed.
- If you want to print on A4 or Letter size paper and there is already paper loaded in the main tray, you may have selected manual feed in your printer software. When manual feed is selected, the printer expects a sheet to be fed through the rear media feed at the back of the printer. Select the correct paper source and print the document again.

### **Mechanism Error**

The movement of the print cartridge may be blocked. Turn off the printer and open the printer's access door to check the following:

- Remove any packing materials from the printer.
- Check for paper that has crumpled and jammed in the printer. Remove the excess paper, then clear the paper jam from the rollers.
- When there are no obstructions, turn the printer off, then on again.
- If you are unable to resolve this problem, contact HP's customer support services.

## Paper Feed Problems

- Check that there is no paper jam.
- Make sure the paper width adjusters fit snugly against the left and edges of the paper stack.
- Some paper types are not suitable for use with your HP DeskJet printer.
- Make sure you only load one type of paper at a time.
- Check that there is sufficient paper in tray.

## Paper Skew Problem

If paper is twisting as it feeds or margins appear crooked, check that the side paper guides are gently pressed against the paper.

## Blank Page Printed

- Each new print cartridge is packaged with protective plastic tape covering the ink nozzles. Check each print cartridge and remove tape, if necessary.
- If you are printing black text and a blank page prints, your black print cartridge may be empty. Replace the black print cartridge.
- Check to make sure your HP DeskJet printer is selected as the current or default printer.

## Printer Lights Blink

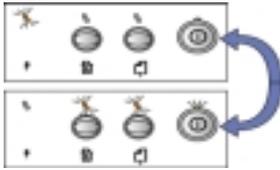
- Did the Power Light Flash?  
When printing the self-test, the printer power light should flash. If your power light doesn't flash, make sure your printer cable is connected properly.

## Check the Power Connections

- Is the Power Strip or Surge Protector Faulty?  
If your printer is connected to a surge protector or power strip, disconnect the printer from the power strip and connect it to a power outlet. Power on your printer.  
If your printer powers on, your power strip or surge protector is probably faulty.
- Is the Power Outlet Faulty?  
If your printer is already connected to a power outlet, try connecting your printer to a different power outlet and power on your printer.  
If your printer powers on, your power outlet is probably faulty.
- Is the Printer Cable Faulty?  
Disconnect the parallel cable from the printer and power on your printer.  
If your printer powers on, try connecting your printer to your computer using a different cable. If this does not work, reboot the system. Or, try connecting your printer to another system.

During normal use, the printer lights blink on and off to give you information about what the printer is doing.

When you see this...	Do this...
	The green Power light blinks when the printer is busy. You do not need to do anything.
	The amber Paper Feed light blinks when the printer is out of paper. Load paper into the sheet feeder (see "Loading Paper").

When you see this...	Do this...
	<p>The amber Change Cartridge light blinks and the print cartridge cradle moves to the center of the printer, change the print cartridge.</p>
	<p>When the amber Battery Charging light blinks when and the green Power light is on, the battery pack charge is low. Plug in the power adapter to begin recharging the battery pack.</p>
<p>If all four lights are blinking at once, .....</p>	
	<p>If the Battery Charging light blinks alternately with the other lights, there is a problem with the printer battery.</p>
	<p>If all four printer lights are blinking at the same time, there might be a problem with the printer itself. To check if there is a problem, turn the printer off and then turn it on again. Follow the steps below to determine the specific printer problem.</p>
<ol style="list-style-type: none"> <li>1. Press and hold the Paper Feed button. One or more of the lights will remain steadily on.</li> <li>2. Locate the light pattern in the following table to get more information on the problem and possible solutions.</li> </ol>	
If you see this...	Do this...
<p>Paper light is on.</p> 	<p>Paper is jammed in the printer. Open the front access door and pull the jammed paper towards you.</p>

---

If you see this...

Do this...

Change Cartridge light is on.



The movement of the print cartridge might be blocked.

1. Turn off the printer and open the access door.
2. Remove any object blocking the movement of the print cartridge cradle.
3. Check that paper is properly loaded in the sheet feeder.
4. Turn on the printer again.

**Do not try to move the cradle from its "home" position at the extreme right side of the printer, as this can damage the printer.**

If the print cartridge cradle is in the "home" position and you do not find any object blocking its path, the automatic cradle lock might not have been released.

You might have to return your printer for servicing. See "Customer Support" at the end of this guide.

---

Change Cartridge and Paper Feed lights are on.



Open the access door.

Gently push or tap the print cartridge and print cartridge cradle against the end of the printer.

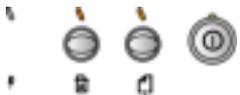
---

Paper Feed and Power lights are on.



An internal printer error has occurred.

- Turn off the printer using the Power button. Turn the printer on and try again.
- If this does not solve the problem, unplug the power adapter and remove the battery pack. Plug in the power adapter and turn on the printer.
- If this procedure does not solve the problem, you need to return your printer for servicing. Make note of the light pattern for the service staff.

If you see this...	Do this...
<p data-bbox="320 112 709 170">Change Cartridge and Power lights are on.</p>  <p>The image shows a printer's status panel with four indicator lights. From left to right: a small light, a Cartridge light (orange), a Paper Feed light (orange), and a Power light (green). The Cartridge and Power lights are illuminated, while the Paper Feed light is not.</p>	<p data-bbox="740 112 1115 138">An internal printer error has occurred.</p> <ul data-bbox="787 147 1127 512" style="list-style-type: none"> <li>• Turn off the printer using the Power button. Turn the printer on and try again.</li> <li>• If this does not solve the problem, unplug the power adapter and remove the battery pack. Plug in the power adapter and turn on the printer.</li> <li>• If this procedure does not solve the problem, you need to return the printer for servicing. Make note of the light pattern for the service staff.</li> </ul>
<p data-bbox="320 512 667 569">Change Cartridge, Paper Feed, and Power lights are on.</p>  <p>The image shows a printer's status panel with four indicator lights. From left to right: a small light, a Cartridge light (orange), a Paper Feed light (orange), and a Power light (green). All three Cartridge, Paper Feed, and Power lights are illuminated.</p>	<p data-bbox="740 512 1052 538">Return the printer for servicing.</p>

To order printer supplies or accessories, call your authorized HP dealer/distributor or visit HP on the World Wide Web. Visit the HP Outlet Center (<http://www.outlet.hp.com>) for more information.

### Print Cartridges

Black inkjet print cartridge	C6628A
Color inkjet print cartridge	51649A

### Cables

HP IEEE-1284 compliant parallel cable	C3061A
---------------------------------------	--------

### Accessories

Infrared adapter (IrDA compliant)	C3393A
Ni-MH Battery	C3394A
Macintosh USB kit with USB cable	C3399A
Carrying case	C4039B

### HP Premium InkJet Paper

U.S. Letter (8.5 by 11 inches), 200 sheets	51634Y
A4 (210 by 297 mm), 200 sheets	51634Z

### HP Premium Transparency Film

U.S. Letter (8.5 by 11 inches), 50 sheets	C3834A
U.S. Letter (8.5 by 11 inches), 20 sheets	C3828A
A4 (210 by 297 mm), 50 sheets	C3835A
A4 (210 by 297 mm), 20 sheets	C3832A

### **HP Greeting Card Paper**

U.S. Letter (8.5 by 11 inches), 20 sheets, 20 envelopes

C1812A

A4 (210 by 297 mm), 20 sheets, 20 envelopes

C6042A

### **HP Professional Brochure and Flyer Paper**

U.S. Letter (8.5 by 11 inches), 50 sheets

C6817A

A4 (210 by 297 mm), 50 sheets

C6818A

### **HP Restickables**

U.S. Letter (8.5 by 11 inches), 10 sheets, 90 stickers

C6822A

A4 (210 by 297 mm), 10 sheets, 90 stickers

C6823A

# specifications

## Specifications

Print Method	Drop on-demand thermal inkjet printing			
Print Speed* (Econofast Mode)	<b>Document Type</b>	<b>Fast</b>	<b>Normal</b>	<b>Best</b>
	Black text	5 ppm**	3ppm	1ppm
	Color (text and graphics)	2 ppm	0.8ppm	0.5ppm
	*Approximate figures. Exact speed dependent on the system configuration, software program, and document complexity ** pages per minute			
Black Resolution	Up to 600 by 600 dpi with black pigmented ink			
Color Resolution	600 by 300 dpi			
Printer Language	HP PCL level 3 enhanced			
Software Compatibility	Microsoft Windows 3.1x, Windows 95, Windows 98, Windows NT 4.0, Windows 2000, Macintosh, MS-DOS			
Fonts	8 built-in scalable fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic			
Smart Software Features	Printer driver features: Infrared data transfer; LaserJet Margin Emulations; Optimize for Fax; Handout (N-up printing); Watermark; Print preview; ColorSmart II; MS-DOS printer control panel utility			
Media Type/Size	Paper:	Plain, Premium InkJet, Brochure, Flyer, Greeting Card, Restickables U.S. Legal (8.5 by 14 inches) U.S. Letter (8.5 by 11 inches) U.S. Executive (7.25 by 10.5 in) European A4 (210 by 297 mm)		
	Transparencies:	U.S. Letter (8.5 by 11 inches) European A4 (210 by 297 mm)		
	Labels:	U.S. Letter (8.5 by 11 inches) European A4 (210 by 297 mm)		
Media Handling	Portable Document Feeder:	Up to 30 sheets		
	Manual feed:	Single sheet only		
Recommended Media Weight	60 to 90 g/m <sup>2</sup> (16 to 24 lb Bond)			
Interface and Connectivity	IEEE-1284 compliant with Plug & Play; Centronics parallel compatible; Infrared; Optional USB connection for Macintosh			
Printer Memory	512KB of built-in RAM, 32 KB receiver buffer			

Dimensions	Printer only: Printer with portable sheet feeder:	Width: Height: Depth: Width: Height: Depth:	149.9 mm (5.9 inches) 309.9 mm (12.2 inches) 66 mm (2.6 inches) 149.9 mm (5.9 inches) 309.9 mm (12.2 inches) 94 mm (3.7 inches)
Weight	Printer only: Printer with portable sheet feeder:		1.9 kg (4.3 lb) 2.5 kg (5.4 lb)
Duty Cycle	500 pages per month		
Power Supply	Built-in Universal Power Supply		
Power Requirements	Power Modules: Battery:		Input Voltage 100 - 240 VAC (10%), 50/60 Hz (3 Hz) Nickel metal-hydride (NiMH) - 1600 mAh (6 VDC)
Power Consumption	2.2 watts maximum non-printing 14.3 watts maximum printing		
Operating Environment	Operating temperature: Recommended operating temperature: Storage temperature: Relative Humidity: Noise levels per ISO 3741-1988:		5° to 40°C (41° to 104 °F) 15° to 35°C (59° to 95 °F) -40° to 60°C (-40° to 140 °F) 20 to 80% RH non-condensing Sound Pressure, LpAm 55 dB(A) (Bystander position)
System Requirements	Minimum:          Recommended:		Windows 3.1x: 486 66 MHz processor, 8MB RAM Windows 95 and Windows 98: Pentium 60 MHz processor, 16MB RAM Windows NT 4.0: Pentium 60 MHz processor, 24MB RAM Windows 2000: Pentium 60 MHz processor, 32MB RAM Mac OS 8.1 or above: USB to parallel cable connect Macintosh only MS-DOS 3.3 or above: 486, 4MB RAM Windows 95 and Windows 98: Pentium 300, 32MB RAM Windows NT 4.0 and Windows 2000: Pentium 300, 64 MB RAM Power Mac G3: OS 8.6, 350MHz, 64 MB RAM iMac: OS 8.6, 333 MHz, 32 MB RAM
Warranty	1 year limited		
Product Certifications	Safety Certifications: CSA (Canada), PSB (Singapore), UL (USA), NOMI-Y-NYCE (Mexico), TUV-GS (Germany), SABS (South Africa) EMI/EMC Certifications: FCC Class B when used with a Class B computing device (USA), CTICK (Australia and New Zealand), CE (European Union), B mark (Poland), GOST (Russia)		

## Minimum Margins

The printer does not print to the edge of the page. When you set margins in your software, make sure the margins are not less than the minimum shown in the following illustrations:

### Printable Area: Portrait Orientation

#### Top margin:

*Black and color printing* 0.08 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
2.0 mm (A4)

#### Left Margin:

*Black and color printing* 0.25 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
3.2 mm (A4)

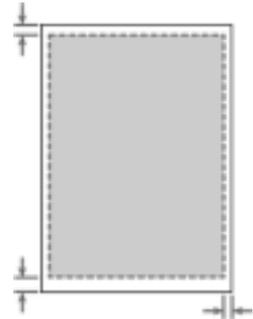
#### Right Margin:

*Black and color printing* 0.25 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
3.6 mm (A4)

#### Bottom Margin:

*Black printing* 0.50 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
12.7 mm (A4)

*Color printing* 0.66 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
16.8 mm (A4)



### Printable Area: Landscape Orientation

#### Top margin:

*Black and color printing* 0.25 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
3.2 mm (A4)

#### Left Margin:

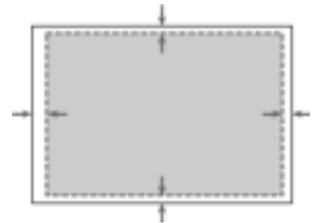
*Black and color printing* 0.50 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
12.7 mm (A4)

#### Right Margin:

*Black and color printing* 0.17 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
4.2 mm (A4)

#### Bottom Margin:

*Black and color printing* 0.25 inch (U.S. Letter, U.S. Legal, and U.S. Executive)  
3.6 mm (A4)



Your software might also have additional restrictions. Refer to your software manual for more information.

The information in the previous chapter suggests solutions to common problems. If your printer is not operating properly and these suggestions do not solve your problem, try using one of the following support services to obtain assistance.

## Toolbox

**Note:** The Toolbox is only available if you installed the printer driver through SETUP.EXE.

The Troubleshooting tab in this program provides easy step-by-step solutions to common printing problems. You should be able to resolve most printing problems by stepping through the provided solutions. You can run this program by double-clicking the Toolbox icon on the desktop or in the program group.

## Internet

Visit the World Wide Web for the latest printer software, product, and support information.

<http://www.hp.com/go/dj350>

- or -

<http://www.hp.com/cposupport>

## HP Telephone Support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

Before calling, please have the following information ready to help your Customer Care Center representative:

---

What is the serial number of your printer  
(check the back of your printer)?

---

What model of printer do you have?

---

What is the brand and model of your  
computer?

---

What is the version of printer software  
you are using (open the printer driver  
Properties, click the Preference tab, and  
click About).

---

What printer driver did you select?

---

The HP Customer Care Center can be reached at any of the following numbers:

**For customers in North America:**

During Warranty: **US:** 208 323 2551 Monday through Friday 6 a.m. to 6 p.m. (MST)  
**Canada:** 905 206 4663 Monday through Friday 8a.m. to 8 p.m. (EST)

Post Warranty: **U.S.:** 900 555 1500 (\$2.50 per minute, maximum of \$25.00) or 800 999 1148 (\$25.00 per call will be charged to your Visa or Master card) Monday through Friday 7 am to 6 PM (MST)  
**Canada:** toll free 877 621 4722 (Visa, MasterCard, or American Express) Monday through Friday 8a.m. to 8 p.m. (EST)

**For customers outside U.S.:**

Africa /Middle East	+41 22/780 71 11	Korea	822 3270 0700
Argentina	541 781 4061/69	Malaysia	03 295 2566
Australia	613 8877 8000	Mexico D.F.	01 800 2214700
Austria	0660 6386		01 800 9052900
Belgium		New Zealand	09 356 6640
(Dutch)	02 6268806	Norway	22 11 6299
(French)	02 6268807	Philippines	2 867 3551
Brazil	55 11 709 1444	Poland	022 37 5065
Chile	800 360 999		48 22 37 5065
China	010 6564 5959	Portugal	01 441 7 199
Czech Republic	42 (2) 471 7327	Russia	7095 923 50 01
Denmark	3929 4099	Singapore	272 5300
Finland	0203 47 288	Spain	902 321 123
France	01 43 62 34 34	Sweden	08 619 2170
Germany	0180 52 58 143	Switzerland	0848 80 11 11
Greece	01 68 96 4 11	Taiwan	886-2-27170055
Hong Kong	800 96 7729	Thailand	02 661 4011
Hungary	36 (1) 252 4505	The Netherlands	020 606 8751
India	9111 682 6035	Turkey	90 1 224 59 25
Indonesia	21 350 3408	United Kingdom	0171 512 5202
Ireland	01 662 5525	Vietnam	8 823 4530
Italy	02 264 10350	Venezuela	582 239 5664

### Safety Information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the User's Guide.
2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water, or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
8. If the product does not operate normally, see the "Troubleshooting" section in the User's Guide.
9. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.
10. All information in this section is meant to alert you to a potential safety hazard.

### FCC Regulations

This equipment has been tested and found to comply with the specifications of Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician.

### Power Cord Statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

## LEDs Classification

CLASS 1 LED PRODUCT  
LED KLASSE 1  
APPARECCHIO LED DI CLASSE 1  
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)  
Appareil à Diode Electriuminescente de Classe 1  
ZARIZENI LED TRIY 1  
KLASS 1 LED APPARAT  
LUOKAN 1 LED

## Energy Consumption



Energy Star is a U.S. registered service mark of the United States Environmental Protection Agency.

HP Product	Duration of Limited Warranty
Software	90 days
Accessory	90 days
Print Cartridges	90 days
Printer Peripheral Hardware - see below for details	1 Year

### Extent of limited warranty

1. Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - a. Improper maintenance or modification;
  - b. Software, media, parts, or supplies not provided or supported by HP; or
  - c. Operation outside the product's specifications.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
11. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

### **Limitations of Warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

### **Limitations of Liability**

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### **Local Law**

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);
  - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

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## DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Singapore (Pte) Ltd  
**Manufacturer's Address:** Inkjet and Imaging Solutions, Asia Operations  
Hewlett-Packard Singapore (Pte) Ltd  
20 Gul Way, Singapore 629196  
Venture Manufacturing (Singapore) Ltd.  
5006 Ang Mo Kio Avenue 5 #05-01/12  
TECHplace II Singapore 569873

**declares, that the product**

**Product Name:** HP DeskJet 350C, HP DeskJet 350Cbi  
**Model Number:** C2697A, C2698A  
**Product Options:** All

**conforms to the following Product Specifications:**

**Safety:** IEC 950: 1991 + A1 + A2 + A3 + A4/ EN 60950: 1992 + A1 + A2 + A3 + A4  
IEC825-1: 1993 / EN 60825-1:1994 Class I for LEDs

**EMC:** CISPR 22: 1993 Class B / EN 55022: 1994 Class B  
IEC 1000-3-2: 1995 / EN61000-3-2: 1995  
IEC 1000-3-3: 1994 / EN61000-3-3: 1995  
EN 50082-1: 1992  
IEC 801-2: 1991 / prEN 55024-2: 1992, 4kV CD, 8kV AD  
IEC 801-3: 1984 / prEN 55024-3: 1991, 3 V/m  
IEC 801-4: 1988 / prEN 55024-4: 1993, 0.5kV Signal Lines, 1kV Power Lines

FCC Title 47 CFR, Part 15 Class B / VCCI-2  
AZ / NZS 3548:1995 / ICES-003, Issue 2

**Supplementary Information:**

- (1) The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.
- (2) The product was tested in a typical configuration with Hewlett-Packard personal computer systems.
- (3) This device complies with FCC Title 47 CFR, Part 15 Class B. Operation is subject to the following two conditions: (i) this device may not cause harmful interference, and (ii) this device must accept any interference received, including interference that may cause undesired operation.

Singapore, February 2000

Chan Kum Yew, Quality Manager

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 130, D-71034 Boblingen (FAX: +49-7031-14-3143).

USA Contact: Corporate Product Regulations Manager, Hewlett-Packard Company, 3000 Hanover Street, Palo Alto, CA 94304, USA (Phone: 415-857-1501).



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