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**reference guide**  
**hp deskjet 3300/3400 series**

Edition 1 January 2002

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### terms and conventions

The following terms and conventions are used in this *reference guide*:

#### terms

The hp deskjet 3300/3400 series printer may be referred to as the **HP Deskjet 3300/3400 series printer**, the **HP Deskjet**, or the **HP printer**.

#### symbols

The > symbol guides you through a series of software steps. For example:

Click **Start > Programs > Hewlett-Packard > [deskjet printer] > release notes** to view the *release notes*.

#### cautions

A **Caution** indicates possible damage to the HP printer or to other equipment. For example:

**Caution!** Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections.

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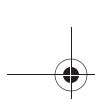
# reference guide

## hp deskjet 3300/3400 series

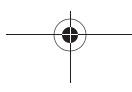
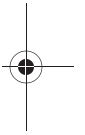
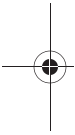
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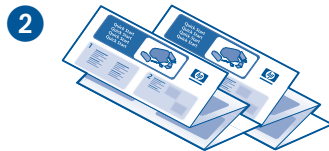
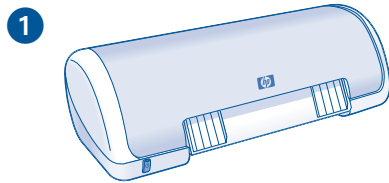
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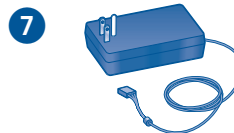
# introducing the hp deskjet 3300/3400 series printer

## what's in the box

Thank you for buying an hp deskjet 3300/3400 series printer! Your printer box contains the following items:

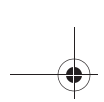


- 1. printer
- 2. *setup* posters
- 3. this *reference guide*



- 4. printer software CD
- 5. black (hp 27) print cartridge  
(hp deskjet 3400 series printer only)
- 6. tri-color (hp 28) print cartridge
- 7. power cord

If any of these items is missing from the box, talk to your HP dealer or contact the HP Customer Care Center. See "contacting hp customer care center" on page 13 for more information.



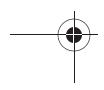
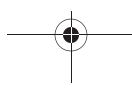
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## connectivity

The hp deskjet 3300/3400 series printer offers one option for connectivity:








### USB cable

Purchase a Universal Serial Bus (USB) 2.0 full-speed compliant cable. Use with Windows 98, Me, 2000, XP, and Macintosh.



## finding information

Several documents are included with the HP printer. They provide instructions on how to install the printer software, operate the printer, and find help.

see...		for information about...	platform
	CD	Begin with the printer software CD to set up the printer and install the printer software. The printer software CD provides setup instructions.	Windows
	Windows setup poster	<ul style="list-style-type: none"> <li>• Installation and troubleshooting</li> <li>• Printer software and hardware setup</li> </ul>	Windows
	Macintosh setup poster	Macintosh setup instructions	Macintosh
	this reference guide	<ul style="list-style-type: none"> <li>• Printer box contents</li> <li>• Additional installation troubleshooting</li> <li>• HP Customer Care Center</li> <li>• HP printer warranty</li> </ul>	Windows Macintosh
	Printer Assistant	<ul style="list-style-type: none"> <li>• Onscreen user's guide for using, maintaining, and troubleshooting the printer; warranty statements; environmental statement; regulatory notices. (For access instructions, see "viewing the onscreen <i>user's guide</i>" on page 4.)</li> <li>• HP Customer Care Center</li> <li>• Printing ideas</li> <li>• Shopping links to other HP products</li> <li>• Tools and updates</li> </ul>	Windows
	Onscreen user's guide	<p>Complete product information including:</p> <ul style="list-style-type: none"> <li>• Using, maintaining, and troubleshooting the printer</li> <li>• Warranty statement</li> <li>• Environmental statement and regulatory notices</li> </ul> <p>For access instructions, see "viewing the onscreen <i>user's guide</i>" on page 4.</p>	Macintosh
	release notes	<p>Known software compatibility issues.</p> <ul style="list-style-type: none"> <li>• Click <b>Start &gt; Programs &gt; Hewlett-Packard &gt; [hp deskjet printer] &gt; release notes</b></li> </ul>	Windows

## viewing the onscreen *user's guide*

The onscreen *user's guide* provides instructions for using the HP printer. Information is also provided to help you solve printer problems that may occur.

### Windows

When you install the printer software, the onscreen *user's guide* is installed automatically. Open the *user's guide* through the HP Printer Assistant, a tool that also provides:

- Support through HP Customer Care Center
- Printing ideas
- Shopping links to other HP products
- Tools and updates

The **hp printer assistant** icon is displayed on the Windows desktop after you install the printer software.



Double-click the icon to open the **hp printer assistant**.

### accessing the *user's guide*

To view the *user's guide*:

1. Double-click the **HP Printer Assistant** icon on your computer desktop.  
The hp printer assistant appears.
2. Click the **user's guide** button to display the guide's topics.

You can also open the *user's guide* from the Start menu by clicking **Start > Programs > Hewlett-Packard > [hp deskjet printer] > user's guide**.

### Adobe Acrobat versions of the *user's guide*

The *user's guide* is also available in the following languages:

- Arabic
- Greek
- Hebrew
- Turkish

If you want to view the *user's guide* in one of these languages:

1. Double-click the **hp printer assistant** icon on your computer desktop.
2. Click the **user's guide** button on the HP Printer Assistant screen.
3. Select **user's guide is available in other languages** at the bottom of the screen.
4. Insert the printer software CD into the computer's CD-ROM drive.
5. Select your language from the list that appears.
  - If Acrobat Reader is installed on your computer, the *user's guide* is displayed.



Use Acrobat 4.0 and later to view the *user's guide*.

- If Acrobat Reader is not installed on your computer, it is installed automatically, then the *user's guide* is displayed.



## Macintosh

Adobe Acrobat Reader 4.0 or later is required to view the *user's guide* on Macintosh computers. If you do not have Acrobat Reader, install it from the printer software CD.

To open the *user's guide*:

1. Insert the printer software CD into the computer's CD-ROM drive.  
The HP Deskjet screen is displayed.
2. Select the **User's Manuals** folder for your language.

### 3. Do one of the following:

- Double-click the **User's Guide** icon if Acrobat Reader is installed on your computer.



User's Guide

- Double-click the **Reader Installer** icon if Acrobat Reader is not installed on your computer.



Reader Installer

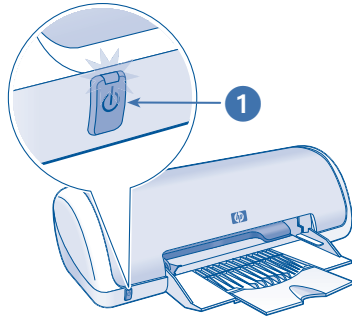
Adobe Acrobat Reader is installed automatically. After it is installed, double-click the **User Guide** icon to display the onscreen *user's guide*.

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# power button and light

Use the Power button to turn the printer on and off.



1. Power button and light

## power button

Press the **Power** button to turn the printer on or off. It may take a few seconds for the printer to turn on after pressing the Power button.

**Caution!** Always use the Power button on the front of the printer to turn the printer on or off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on or off may cause printer failure.

## power light

When cancelling a print job from the driver, the Power light blinks briefly.





When an error occurs, the Power light blinks continuously.

When the printer functions normally, the Power light is on continuously.

# print cartridges

## using print cartridges

The printer uses these print cartridges:

print cartridge	selection number	product number
black 		C8727
tri-color 		C8728

The black (hp 27) print cartridge is included with the hp deskjet 3400 series printer only. Purchase the black (hp 27) print cartridge separately for the hp deskjet 3300 series printer.

For more information, see these sections in the onscreen *user's guide*:

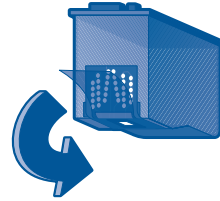
- "maintaining print cartridges"
- "print cartridge recovery"

## replacing print cartridges

To replace a print cartridge:

1. Press the **Power** button to turn on the printer, then open the top cover. The cradle moves to the center of the printer.
2. Push down on the print cartridge and slide it out of the print cartridge cradle.

3. Unwrap the replacement print cartridge, then pull the tab to remove the plastic tape.



**Caution!** To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper strips.

4. Slide the print cartridge *firmly* into the cradle at a slight upward angle until you feel resistance.
5. Push the cartridge into the cradle. You hear a snap when the print cartridge is correctly positioned.
6. Close the top cover.
7. Verify that plain paper is loaded in the paper tray, then print a calibration page to align the print cartridges.

For instructions on aligning the print cartridges, see "calibrating print cartridges" in the onscreen *user's guide*.

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# installation troubleshooting

## Windows

Use the information in this section if you have problems setting up your HP printer. If you need help after the printer is set up, see the onscreen *user's guide* in the Printer Assistant. See "viewing the onscreen *user's guide*" on page 4 of this *reference guide* for instructions.

### what is the problem?

The installation program will not automatically start when the CD is inserted.

#### possible causes...

- Auto-run is disabled.
- The computer cannot find the autorun.exe program on the CD-ROM.

#### to solve the problem...

1. Insert the printer software CD into the computer's CD-ROM drive. Be careful to position the CD correctly.
2. Select **Start > Run**, then click **Browse**.
3. Browse to the CD-ROM icon.
4. Click the **setup.exe** file, then click **Open**.
5. The setup.exe file appears in the Run dialog box. Click **OK**.
6. Follow the onscreen instructions to install the printer software.

# installation troubleshooting, continued

## Windows, continued

### what is the problem?

The printer software did not install correctly.

#### possible causes...

- There may be a conflict with a virus protection program or other software programs.
- There may be a conflict with a peripheral device connected to your printer.

#### to solve the problem...

- Uninstall the printer software, then reinstall it.
1. Do one of the following:
    - Insert the CD-ROM into the CD-ROM drive, and select **Remove printer software**. Follow the onscreen instructions.
    - Open the **Printer Assistant** and select **Tools and Updates > uninstall software**.
    - Select **Start > Programs > Hewlett-Packard > [hp deskjet printer] > uninstall software**.
  2. Close any virus protection programs or other software programs that are running on the computer.
  3. To reinstall the printer software, insert the CD-ROM into the CD-ROM drive, then follow the onscreen instructions.
- If the software program does not automatically start, then see "to solve the problem..." on page 8.

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# installation troubleshooting, continued

## Windows USB

Use the information in this section if you have problems setting up your HP printer. If you need help after the printer is set up, see the onscreen *user's guide* in the Printer Assistant. See "viewing the onscreen *user's guide*" on page 4 for instructions.

### what is the problem?

The Plug and Play operation will not complete (the New Hardware Wizard will not finish).

#### possible causes...

The computer cannot find the printer driver.

#### to solve the problem...

1. Cancel the New Hardware Wizard.
2. Remove the printer software CD from the CD-ROM drive.
3. Disconnect the USB cable from the computer.
4. Re-insert the printer software CD into the computer's CD-ROM drive.
5. Follow the onscreen instructions to install the printer software.
6. Reconnect the USB cable to the computer when prompted.

If the installation program does not automatically start, then see "to solve the problem..." on page 8.

# installation troubleshooting, continued

## Windows USB, continued

### ? what is the problem?

When I tried installing USB the installation stopped. When I tried to install again, the New Hardware Found Wizard was gone and the USB port was not available.

### possible causes...

The operating system terminated the installation before it was complete.

### to solve the problem...

Uninstall the printer software, then reinstall it.

1. Do one of the following:

- Insert the CD-ROM into the CD-ROM drive, and select **Remove printer software**. Follow the onscreen instructions.
- Open the **Printer Assistant** and select **Tools and Updates > uninstall software**.
- Select **Start > Programs > Hewlett-Packard > [hp deskjet printer] > uninstall software**.

2. Close any virus protection programs or other software programs that are running on the computer.

3. To reinstall the printer software, insert the CD-ROM into the CD-ROM drive, then follow the onscreen instructions.

If the software program does not automatically start, then see "to solve the problem..." on page 8.

# installation troubleshooting, continued

## Windows USB, continued

### what is the problem?

When I connect a USB cable between the printer and my computer, an "Unknown Device" message appears.



If you are using Windows 2000, the "Unknown Device" message does *not* mean that there is a problem. However, if you are using Windows 98, Me, or XP, the "Unknown Device" message *does* mean that there is a problem. Use the troubleshooting steps below.

### possible causes...

- Static electricity has built up in the cable between the printer and your computer.
- You may have a defective USB cable.

### to solve the problem...

1. Disconnect the USB cable from the printer.
2. Unplug the printer from its power cord.
3. Wait approximately 30 seconds.
4. Plug the power cord into the printer.
5. Plug the USB cable into the printer.
6. Replace the USB cable if "Unknown Device" continues to appear in the New Hardware Found dialog box and you are not Windows 2000.



## contacting hp customer care center

HP Customer Care Center provides expert advice on using your HP printer and solving problems with your printer.

### support process

The HP support process works most effectively if you look for help in the following order:

1. Use the onscreen *user's guide*. See "viewing the onscreen *user's guide*" on page 4.
2. Access HP e-support.
  - Check HP's Web support pages for product help.
  - Send HP an email.
3. Contact HP support by phone.

For more information see "hp support by phone" on page 14.

Support options and availability vary by product, country/region, and language.

### hp support Websites

If you have access to the Internet, you can obtain a wide variety of information about your printer.

Visit our Website for the latest printer software and support information at:

[www.hp.com/cposupport/loc/regional.html](http://www.hp.com/cposupport/loc/regional.html) or [www.hp.com/go/support](http://www.hp.com/go/support)

### hp support email

One-to-one email gives direct answers to your questions from an HP support technician. Email support is a great way to ask technical questions and obtain answers that are tailored to your specific need.

Enter your question on a Web form and receive an email reply.

### software updates

Use either of the following methods to obtain copies and updates of the printer software:

- Download the printer software from HP's Website.
- Phone the HP Customer Care Center to request a CD containing the software update files.

See "support phone numbers" on page 15 for support telephone numbers.

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## hp support by phone

HP provides telephone support free of charge during the printer's free phone support period.

### free phone support period

The list below shows the free phone support period for your country/region. Standard phone company charges apply.

country/region	phone support
North America	90 days
Asia Pacific	1 year
Europe, Middle East, Africa	See below*
Latin America — including Mexico	90 days

#### \* Europe, Middle East, and Africa

For phone support in Europe, please consult the following Website to check the details and conditions of phone support in your country/region:  
<http://www.hp.com/go/support>

Alternatively, you can ask your dealer or call HP at the phone number listed for your country/region. See "support phone numbers" on page 15.

As a part of our continuing efforts to improve our phone support services, we advise you to check our Website on a regular basis for new information regarding service features and delivery.

### before placing a call

Before placing a call for help, try these other free support options:

- *user's guide*; see "viewing the onscreen *user's guide*" on page 4
- *setup poster*
- HP e-support

If you cannot solve the problem using these resources, call an HP support technician while you are in front of your computer and printer. For faster service, please be prepared to provide information about the steps you have taken to solve the problem.

HP needs the following information to assist you:

- The printer's model number (located on the label on the front of the printer)
- The printer's serial number (located on the bottom of the printer)
- The computer's operating system
- The version of the printer driver (also referred to as the printer software):
  - Windows: Open Printer Assistant, select **customer care > support information > system information**, then scroll to **printer information**.
  - Macintosh: The version number appears in the upper-right corner of the Print dialog box.
- Messages displayed at the time the situation occurred
- Answers to these questions:
  - Has this situation happened before? Can you re-create it?
  - Did you add any new hardware or software on your computer around the time this situation began?

## support phone numbers

If you need help solving a problem, contact HP support using the phone number in the table below. For the most up-to-date list of phone numbers for your country/region refer to HP's Website: <http://www.hp.com/cpso-support/guide/psd/expectations.html>

country/region	phone number
Africa/Middle East	41 22 780 71 11
Argentina	0810 555 5520
Australia	03 8877 8000
Austria	0660 6386
Belgium (Dutch) Belgium (French)	02 626 8806 02 626 8807
Brazil (inside Greater Sao Paulo) Brazil (outside Greater Sao Paulo)	3747-7799 0-800-157751
Canada	905 206 4663
Caribbean	1-800-711-2884
Central America	1-800-711-2884
Chile	800 36 0999
China	010 6564 5959
Colombia	9-800-114-726
Costa Rica	0-800-011-0524
Denmark	39 29 4099
Ecuador (Andinatel) Ecuador (Pacifitel)	1-800-711-2884 1-800-225528
Finland	0203 47 288
France	01 43 62 34 34
Germany	0180 52 58 143 (€ 0.06/30 sec.)
Greece	1 60 73 603
Guatemala	1-800-995-5105
Hong Kong	3002 8555
Hungary	01 382 1111

country/region	phone number
India	11 682 6035
Indonesia	21 350 3408
Ireland	01 662 5525
Israel	09 830 4848
Italy	02 264 10350
Japan	0570 000511
Korea (Seoul) Korea (outside Seoul)	02 3270 0700 080 999 0700
Malaysia	03 295 2566
Mexico (Mexico City) Mexico (Outside Mexico City)	5258 9922 01 800 472 6684
Netherlands	0 20 606 8751
New Zealand	09 356 6640
Norway	22 11 6299
Peru	0800-10111
Philippines	2 867 3551
Poland	22 865 98 00
Puerto Rico	1-877-232-0589
Russia (Moscow)	095 923 50 01
Singapore	272 5300
Spain	902 321 123
Sweden	08 619 2170
Switzerland	0 848 80 11 11
Taiwan	2 2717 0055
Thailand	2 6614000
Turkey	1 216 579 71 71
United Kingdom	0207 512 5202
United States	1 (208) 323-2551
Venezuela	0800-47468368
Vietnam	08 823 4530

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### **after the free phone support period**

After the free phone support period, contact your HP dealer or call the support phone number for your country/region to discover the available support options. See “support phone numbers” on page 15.

### **obtaining hp repair**

If your HP printer needs to be repaired, call HP phone support. A trained HP support technician will diagnose the problem and coordinate the repair process.

For a list of HP support phone numbers, see “support phone numbers” on page 15.

HP support will direct you to the best solution, whether it is an authorized service provider or an HP facility. This service is free during your HP printer’s limited warranty period. After the warranty period, you will be quoted a repair cost.

### **obtaining a warranty extension**

If you would like to extend the warranty coverage beyond the limited warranty period, contact your local HP dealer.

If your HP dealer does not offer service contracts, call HP directly and ask about our HP service agreements.

# hp printer limited warranty statement

country/region	software	printer
North America (including Canada)	90 days	90 days
Asia Pacific	90 days	1 year
Europe	90 days	1 year
Latin America		
3320	90 days	90 days
3420	90 days	1 year

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## A. extent of limited warranty

Hewlett-Packard (HP) 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 duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

- 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.
- HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
  - Improper or inadequate maintenance or modification;
  - Software, interfacing, media, parts, or supplies not provided or supported by HP; or
  - Operation outside the product's specifications.
- 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.
- If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge covered by HP's warranty, HP shall replace the defective product. If HP receives notice of a defect in any hardware product covered by HP's warranty during the applicable warranty period, HP shall either repair or replace the defective product at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price of the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 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.
- HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departements D'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.
- Any applicable print cartridge warranty shall not apply to HP print cartridges that have been refilled, remanufactured, refurbished, misused, or tampered with in any way.

### B. limitations of warranty

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

### C. 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 WILL 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.

### D. 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:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not 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 HP PRODUCTS TO SUCH CUSTOMERS.

# printer specifications

## black text print speed\*

### 3300 series printers:

FastDraft: Up to 8 pages per minute

### 3400 series printers:

FastDraft: Up to 10 pages per minute

## mixed text with color graphics print speed\*

### 3300 series printers:

FastDraft: Up to 6 pages per minute

### 3400 series printers:

FastDraft: Up to 8 pages per minute

\* These are approximate figures. The exact speed varies with system configuration, software program, and document complexity.

## memory

### 3300 and 3400 series printers:

768 KB built-in RAM

## power consumption

### 3300 and 3400 series printers:

8 watts average non-printing

23 watts average when printing

## power requirements

power module	input voltage	input frequency
0950-4335	200 to 240 Vac (± 10%)	50 to 60 Hz (± 3 Hz)
0950-4197	120 Vac (± 10%)	60 Hz (± 3 Hz)
0950-4198	230 Vac (± 10%)	50 Hz (± 3 Hz)
0950-4199	100 to 240 Vac (± 10%)	50 to 60 Hz (± 3 Hz)
0950-4203	230 Vac (± 10%)	50 Hz (± 3 Hz)

# regulatory notices

## regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0102. This regulatory number should not be confused with the marketing name (e.g., hp deskjet 3300/3400) or product numbers (e.g., C8946, C8947).