hp deskjet 3300/3400 series printer

table of contents

notices

- notices and acknowledgements
- terms and conventions
- accessibility
- using the onscreen *user's guide*

special features

getting started

- printer features
- power button and light
- paper tray
- print cartridges
- connectivity

printing

- using the printer software with Mac OS 9.x and X Classic
- using printer software with Mac OS X
- printing a document
- plain paper
- envelopes
- transparencies
- labels

index cards and other small media
Hagaki cards
photographs
greeting cards

maintenance

replacing print cartridges
refilling print cartridges
calibrating print cartridges
automatically cleaning print cartridges
manually cleaning print cartridges
maintaining print cartridges
maintaining the printer body
removing ink from skin and clothing
using the hp inkjet utility

troubleshooting

printer is not printing
problems with printouts
printer light is flashing or on
printer is slow
out of paper message

specifications

printer specifications
minimum system requirements
environmental statement
print cartridge recovery
limited warranty
regulatory notices

index

notices

- notices and acknowledgements
- terms and conventions
- accessibility
- using the onscreen *user's guide*

notices and acknowledgements

hewlett-packard company notices

The information contained in this document is subject to change without notice.

Hewlett-Packard (HP) makes no warranty of any kind with regard to this material including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Hewlett-Packard shall not be liable for any errors or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

All rights reserved. Reproduction, adaptation, or translation of this material is prohibited without prior written permission of Hewlett-Packard, except as allowed under copyright laws.

acknowledgments

Apple, the Apple logo, AppleTalk, ColorSync, the ColorSync logo, Finder, Mac, Macintosh, Mac OS, Powerbook, Power Macintosh, and Quickdraw are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.

TrueType is a U.S. trademark of Apple Computer, Inc.

Adobe and Acrobat are trademarks of Adobe Systems Incorporated.

Copyright 2002 Hewlett-Packard Company

terms and conventions

The following terms and conventions are used in the *user's guide*.

terms

HP Deskjet printers may be referred to as the **printer** or **HP printer**.

symbols

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

Click **Macintosh HD** > **Utilities** > **hp inkjet utility** to open the HP Inkjet Utility.

cautions and warnings

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

Caution! Do not touch the print cartridge ink nozzles or copper contacts.

A **Warning** indicates possible harm to yourself or to others. For example:

Warning! Keep print cartridges out of the reach of children.

icons

A **Note** icon indicates that additional information is provided. For example:

For great results use HP products.

A **Printing instructions** icon indicates that a description of print options is available in the *user's guide*. For example:

For a description of available print options, see using the printer software with Mac OS 9.x and X Classic.

accessibility

For accessibility information, visit Apple's Website at **http://www.apple.com/disability/**.

using the onscreen *user's guide*

Use the following tools to view and navigate the onscreen *user's guide* in Acrobat Reader:

- **View Buttons:** Click these buttons to change page views:

  View the page in actual size

  Fit the page in the window

  Fit the page width in the window

- **Zoom:** Use to zoom in on a page
- **Bookmarks:** Click a bookmark to view a topic
- **Navigation Buttons:** Click these buttons to navigate:

  Go to the first page of the document

  Go backward one page

  Go forward one page

  Go to the last page of the document

  Go to the previous view

  Go to the next view

special features

Congratulations! You have purchased an HP Deskjet printer that is equipped with several exciting features:

User friendly: Easy to operate.

Lightweight: Small, compact, and easy to set up, store, or carry.

Print capability: Single-cartridge printing which allows the printer to operate with only the tri-color print cartridge installed. For highest print quality and speed, purchase black cartridge #27. This cartridge is sold separately.

Accessibility: Designed to be used easily by people with disabilities. For more information, visit Apple's Website at **http://www.apple.com/disability/**.

Quality: Built to give you the best results for your printing needs.

getting started

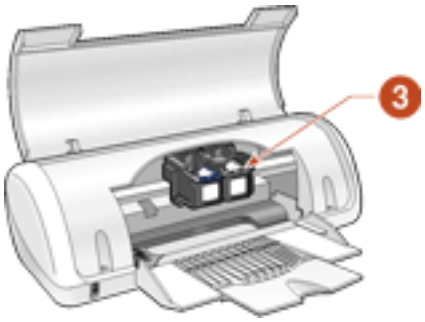
- printer features
- power button and light
- paper tray
- print cartridges
- connectivity

printer features

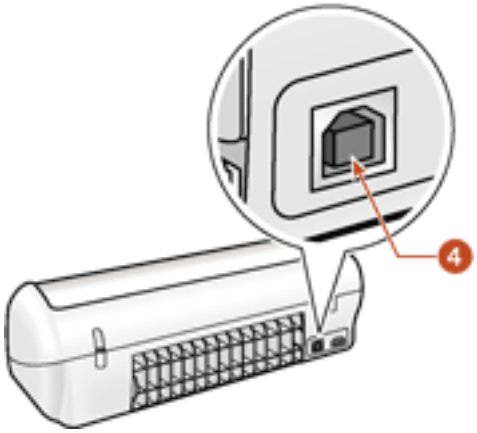
The HP printer has several features to make printing easier and more efficient.

To view a printer feature, click below on the name of the feature.

1. power button and light
2. paper tray



3. print cartridges and print cradle



4. connectivity

power button and light

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.

1. power button

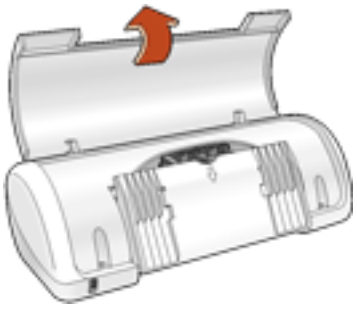
Caution! Always use the Power button on the front of the printer to turn the printer on or off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on or off may cause printer failure.

paper tray

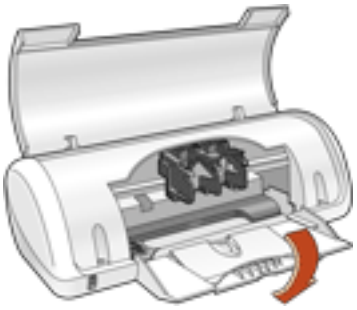
The flip-up paper tray holds paper or other media to be printed.

Unfold the paper tray before printing:

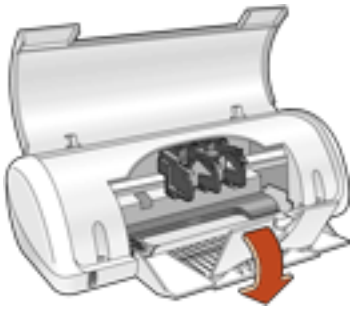
1. Raise the printer cover.



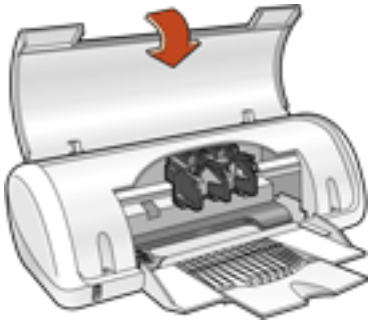
2. Lower the paper tray.



3. Flip out the tray extension.



4. Lower the printer cover.



loading paper

Print different sizes of media by sliding the paper guide to the right or left.

The printer deposits printed pages on the top of the paper tray.

The print cartridges must be installed before printing.

print cartridges

Two print cartridges can be used with your HP printer:

- Black print cartridge
- Tri-color print cartridge

1. tri-color print cartridge 2. black print cartridge

print cartridge selection

print cartridge	selection number	product number
black	27	C8727A
tri-color	28	C8728A

For installation instructions, see replacing print cartridges.

For storage instructions, see maintaining print cartridges.

For recycling instructions, see print cartridge recovery.

single and dual cartridge printing

The HP Deskjet 3300/3400 series printer can print with the following print cartridge combinations:

- Tri-color and black print cartridges installed for optimum print quality and speed
- Tri-color print cartridge installed for color and composite black printing
- Black print cartridge installed for monochrome printing

connectivity

The HP printer connects to the computer with a Universal Serial Bus (USB) cable, which is purchased separately. The computer must be running the Mac OS 9.x or OS X operating system to use a USB cable.

For instructions on connecting your printer with a USB cable, see the *Setup* poster that came with the printer.

printing

Click one of the topics below for an explanation of the printer software:

- using printer software with Mac OS 9.x and X Classic
- using printer software with Mac OS X

Click the topic below for instructions on basic printing:

- printing a document

Click the appropriate topic below for printing instructions on different paper types:

- plain paper
- envelopes
- transparencies
- labels
- index cards and other small media
- Hagaki cards
- photographs
- greeting cards

You can also print iron-on transfers, posters, and two-sided documents with certain software programs. Follow the instructions provided with the software to print these items.

using the printer software with Mac OS 9.x and X Classic

The printer is controlled by software installed on your computer. Use the printer software to perform the following tasks:

- choosing the printer
- printing from the computer's desktop
- checking the printer status
- using the page setup dialog box
- using the print dialog box
- viewing and changing the status of a print job

choosing the printer

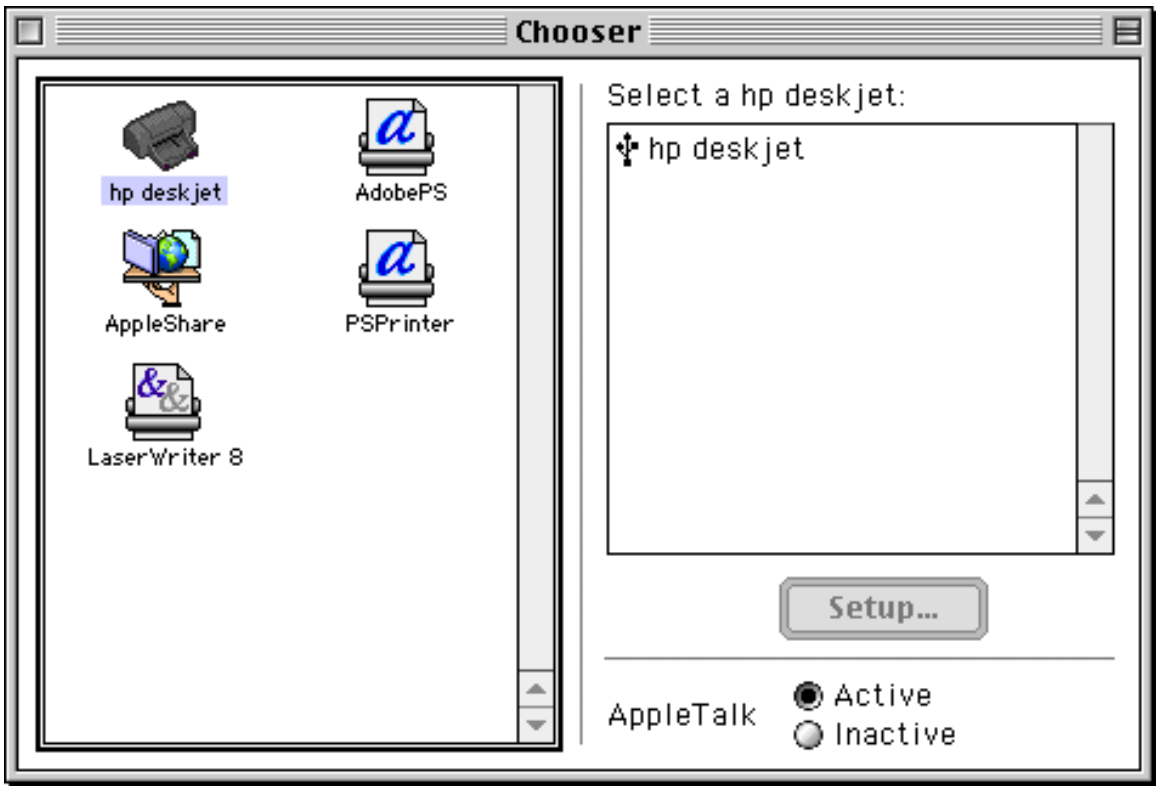
Setting the printer as your computer's default printer will automatically route all print jobs to that printer.

You can select another printer for a particular document; however, switching printers may affect a document's formatting and pagination. If you select a printer, always check the document for changes in formatting and pagination before printing.

setting up the printer

Follow these steps to set up the printer:

1. Select **Chooser** from the Apple menu.
2. Click the HP device icon in the left side of the Chooser dialog box.



3. Click **hp deskjet** printer in the right side of the Chooser dialog box.
4. Close the Chooser.

selecting a default printer

After setting up the printer with the Chooser, use one of the following methods to select it as the default printer:

- Click the menu bar printer icon at the top of the screen, then select the printer name.
- Click the control strip printer icon, then select the printer name.
- Click the desktop printer icon, then select **Set Default Printer** from the Printing menu.

printing from the computer's desktop

Desktop printing is useful when you want to print a number of documents at once or print a document that is formatted for a particular printer.

Use one of the following methods to print from the desktop:

- Drag the icons of the documents you want to print to the printer icon on the desktop.
- Select the icons of the documents you want to print, then select **File** > **Print**. Select the options you want from the Print dialog box, then click the **OK** button.

checking the printer status

The printer desktop icon shows you the status of the printer.

icon	meaning
	Printer is idle and set as the default printer.
	Printer is idle and not set as the default printer.
	Printing on the default printer.
	Printing stopped on the default printer.
	Error on the default printer.
	The printer is not available.

using the page setup dialog box

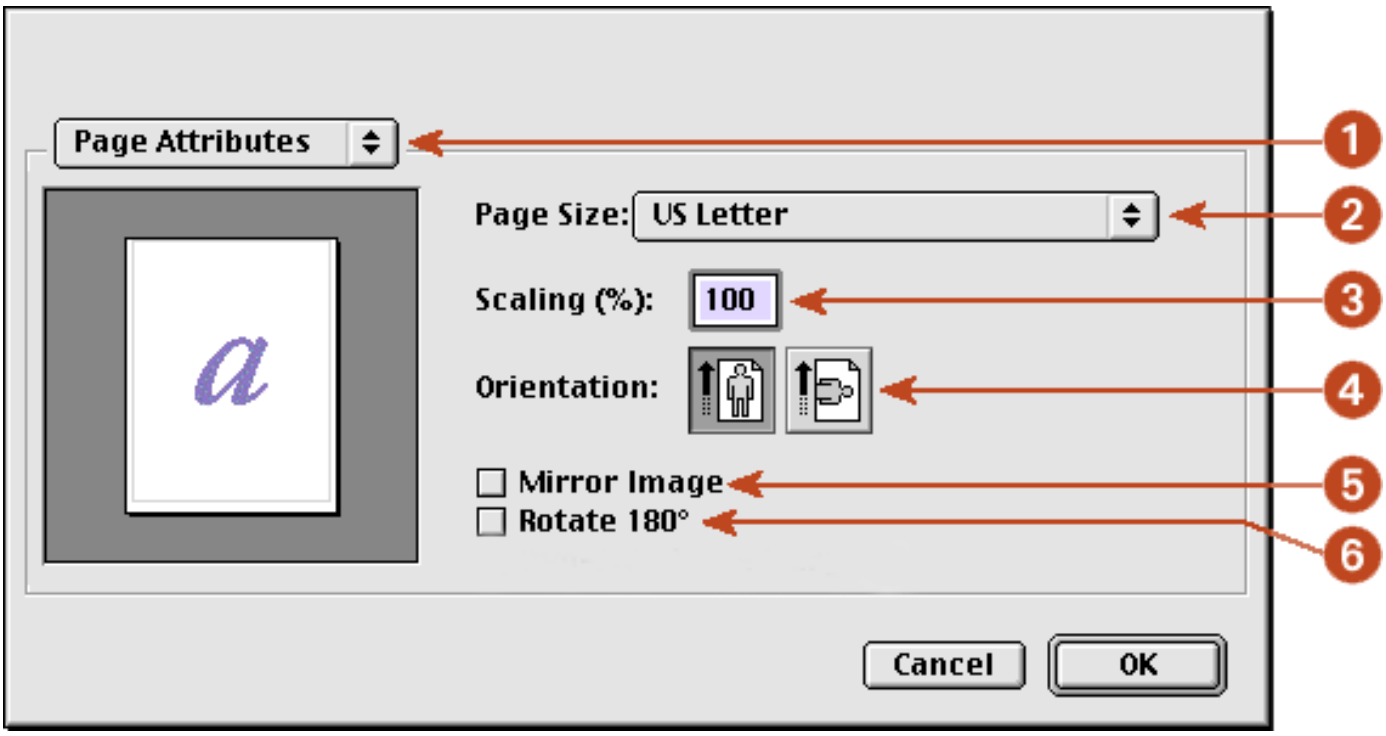
Use the Page Setup dialog box to modify a document's layout.

displaying the page setup dialog box

To display the Page Setup dialog box, open the software program used to create the document, then select **File** > **Page Setup**.

description

The following options are available on the Page Setup dialog box:



1. **Page Attributes/Application Attributes:** Toggles between Page Attributes and Application Attributes.
2. **Page Size:** Select the paper size.
3. **Scaling (%):**
    - Enter a number from 25-99 to reduce a document image.
    - Enter a number from 101 to 400 to enlarge a document image.
4. **Orientation:** Click the appropriate icon for the page orientation.
5. **Mirror Image:** Select this option to reverse the image or document left to right.
6. **Rotate 180°:** Rotates the page image 180 degrees top to bottom.

using the print dialog box

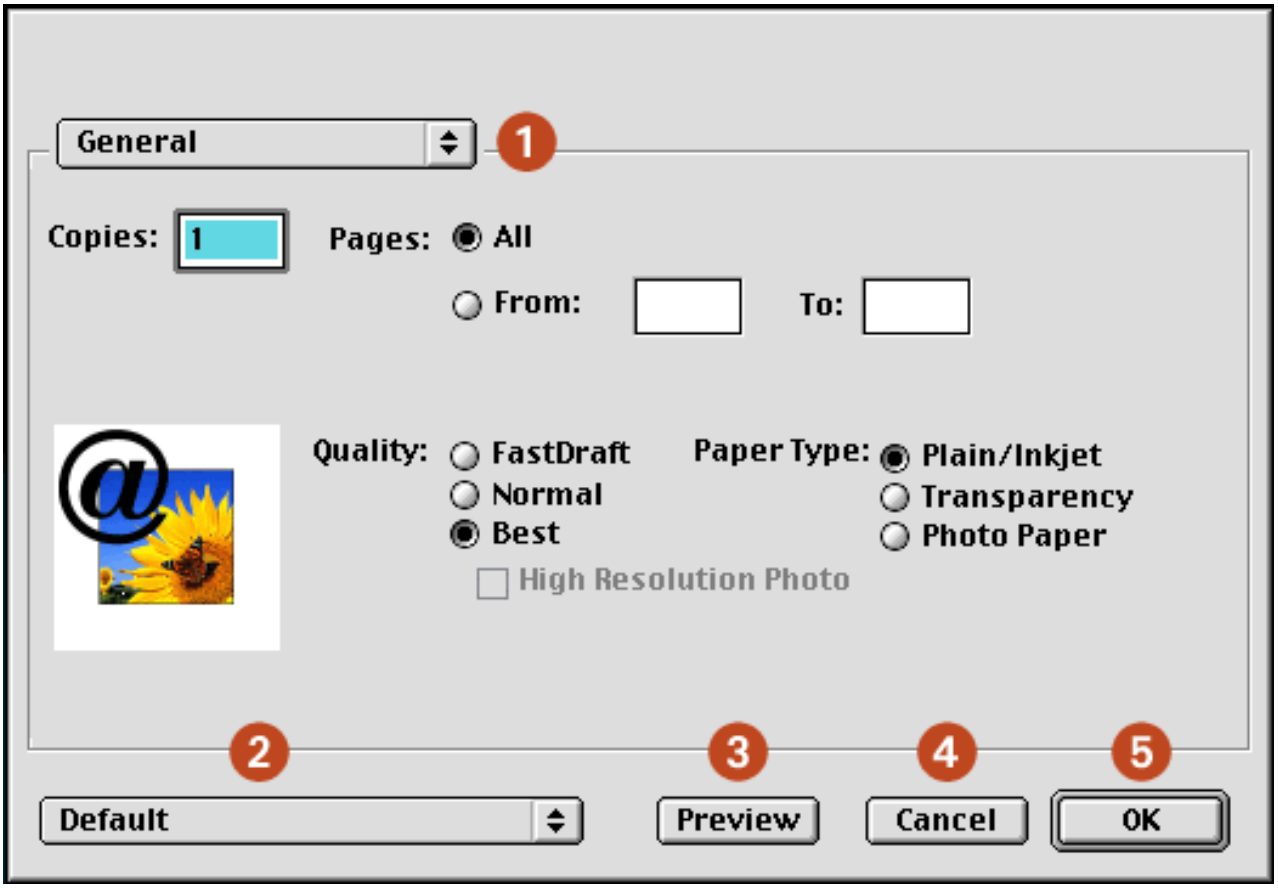
Use the Print dialog box to modify print settings for the document you are printing. The options displayed depend on the panel selected.

displaying the print dialog box

To display the Print dialog box, open the document you want to print, then select **File** > **Print**.

print panels and settings

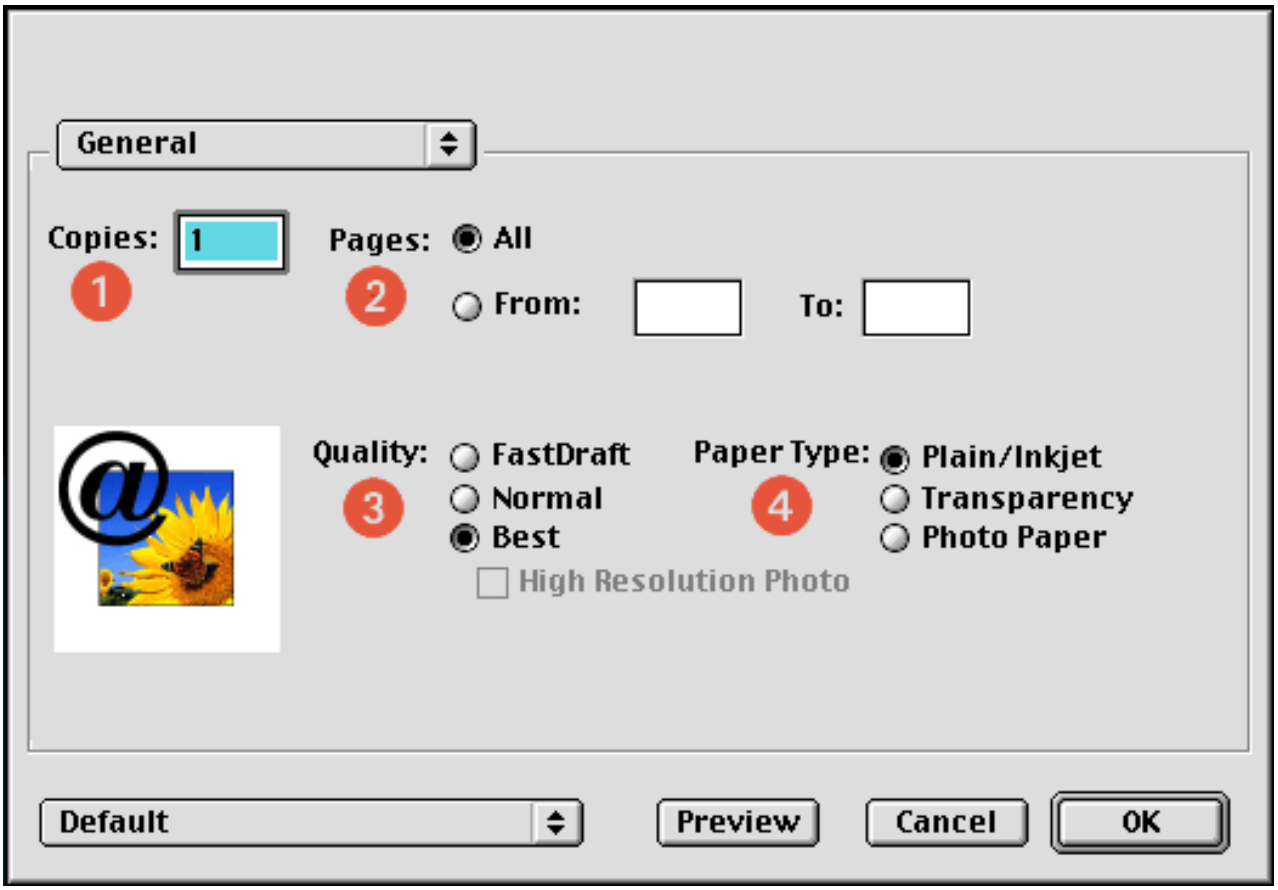
Use the print panels and settings for these functions:



1. **Panel Menu:** Toggles between General and Background Printing.
2. **Settings Menu:** Click to select one of the following:
    - Select a pre-defined or **Default** set of print settings.
    - Create or edit a set of print settings.
3. **Preview:** Click to see a preview of the printed document.
4. **Cancel:** Click to close the Print dialog box without printing.
5. **OK:** Click to print the document.

general

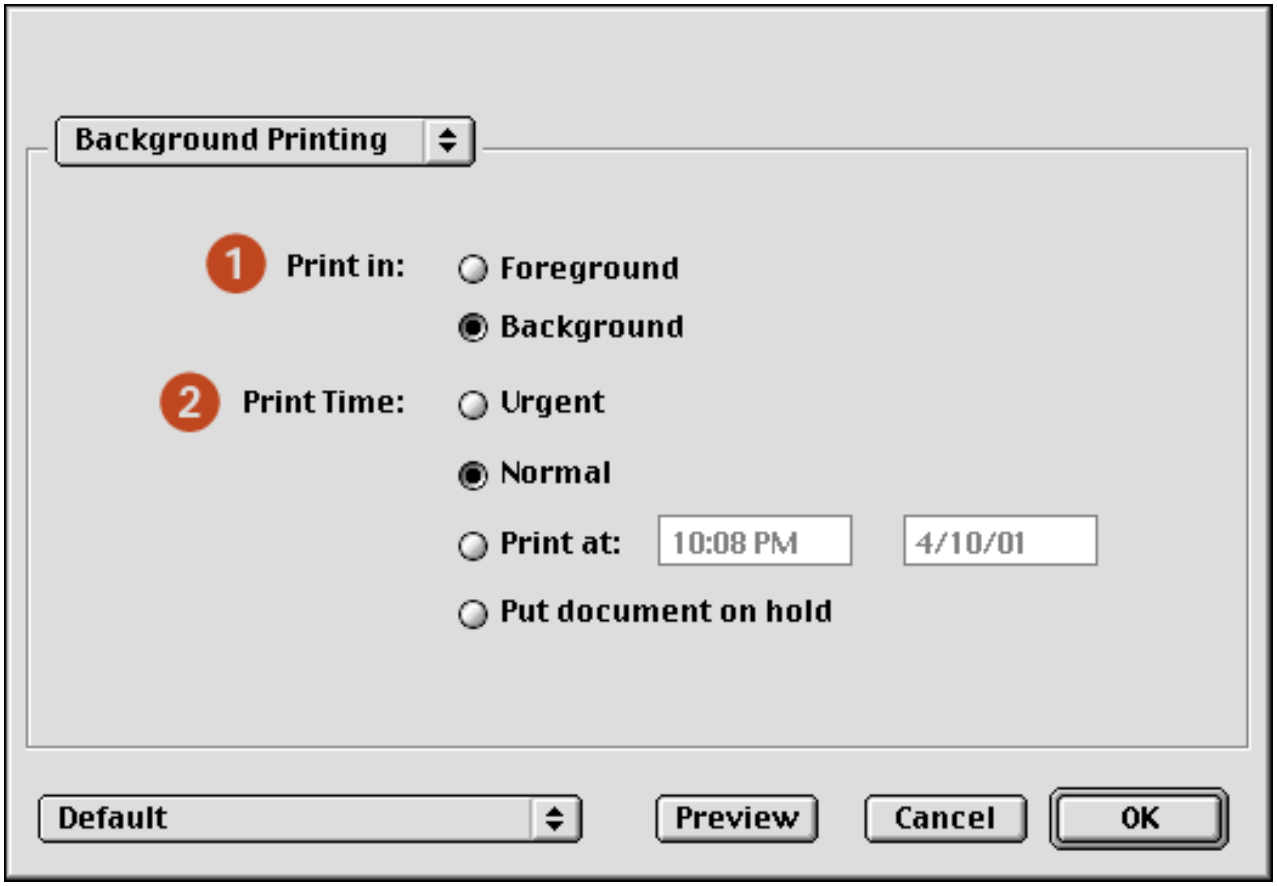
Use the General panel for these functions:



1. **Copies:** Enter the number of copies to be printed.
2. **Pages:** Choose one of the following:
    - Click **All** to print the entire document.
    - To print a range of pages, enter the first page to print in the **From** box and the last page to print in the **To** box.
3. **Quality:** Choose one of the following (not all modes are available for all paper types):
    - **FastDraft:** Fastest printing.
    - **Normal:** Everyday printing.
    - **Best:** Highest quality printing.
    - **High Resolution Photo:** *(hp deskjet 3400 series printers only)* Provides 2400 dpi printing for high-quality photos. Best mode and Photo Paper must be selected to use this setting.
4. **Paper Type:** Select the paper type desired.

background printing

Use the Background Printing panel for these functions:



1. **Print In:** Choose one of the following:
    - **Foreground:** Faster printing.
    - **Background:** Allows you to use the computer while the document prints.
2. **Print Time:** Choose one of the following:
    - **Urgent:** Begin printing as soon as possible.
    - **Normal:** Everyday printing.
    - **Print at:** Specify a date and time to print the document.
    - **Put document on hold:** Hold the document in the print queue to print at a later time.

viewing and changing the status of a print job

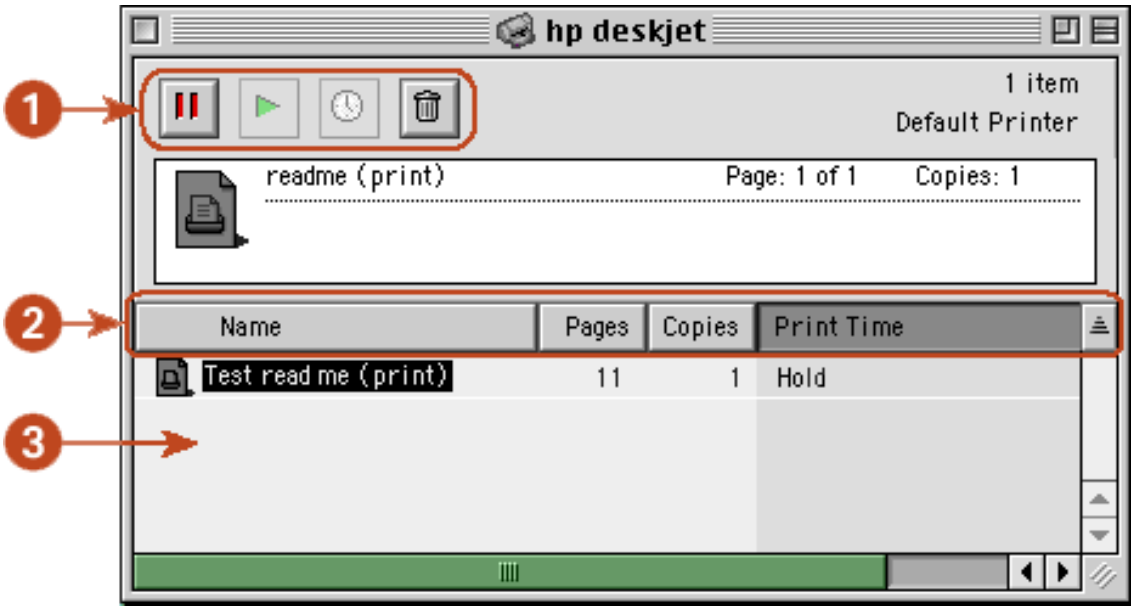
When printing a document with background printing, use the Print Status dialog box to see the status of the document as it is printing.

displaying the print status dialog box

Double-click the **hp printer** icon on the desktop to display the Print Status dialog box.

using the print status dialog box

The following options are available in the Print Status dialog box:



1. **Control Buttons:** Select a print job in the print queue, then click one of the following buttons to control printing:

   Pause a print job.

   Restart printing.

   Set the print time.

   Delete a print job.

2. **Column Titles:** Click a column title to sort print jobs.
3. **Print Queue:** Select a print job, then drag it to a new position in the print queue.

using printer software with Mac OS X

The printer is controlled by software installed on the computer. For instructions on using the printer software, select one of the following topics:

- using the page setup dialog box
- using the print dialog box
- using print center

Mac OS X Classic is a Mac OS X feature that allows applications built for Mac OS 9.x to run on a Mac OS X computer. Mac OS X Classic applications have a Mac OS 9.x interface. For more information, see using printer software with Mac OS 9.x and X Classic.

using the page setup dialog box

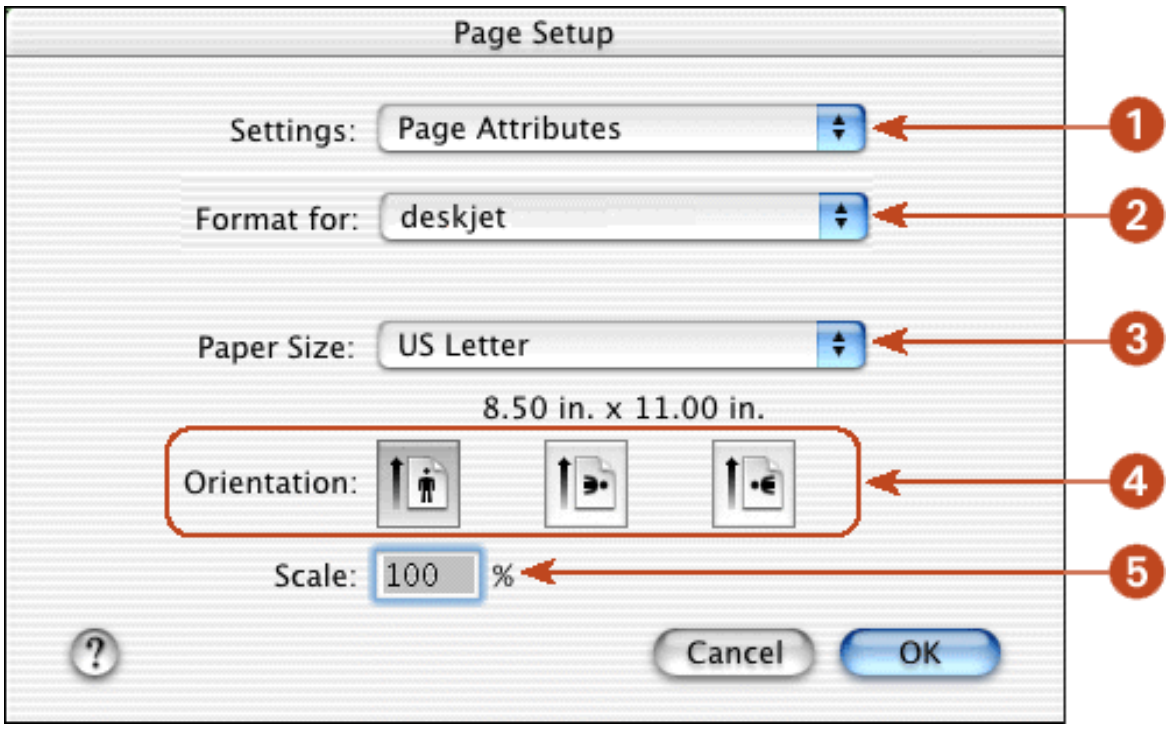
Use the Page Setup dialog box to modify a document's page format.

displaying the page setup dialog box

To display the Page Setup box, open the software program used to create the document, then select **File** > **Page Setup**.

description

The following options are available in the Page Setup dialog box.



1. **Settings**: Choose one of the following:
   - **Page Attributes**: Set print options for the document.
   - **Application Attributes**: Set print options for the specific application you are using.
   - **Summary:** View the print settings for the document.

2. **Format for**: Select the printer name.
3. **Paper Size**: Select the paper size.
4. **Orientation**: Click the appropriate icon for the page orientation.
5. **Scale**: Reduce or enlarge a document image:
    - Enter a number from 25-99 to reduce a document image.
    - Enter a number from 101 to 500 to enlarge a document image.

using the print dialog box

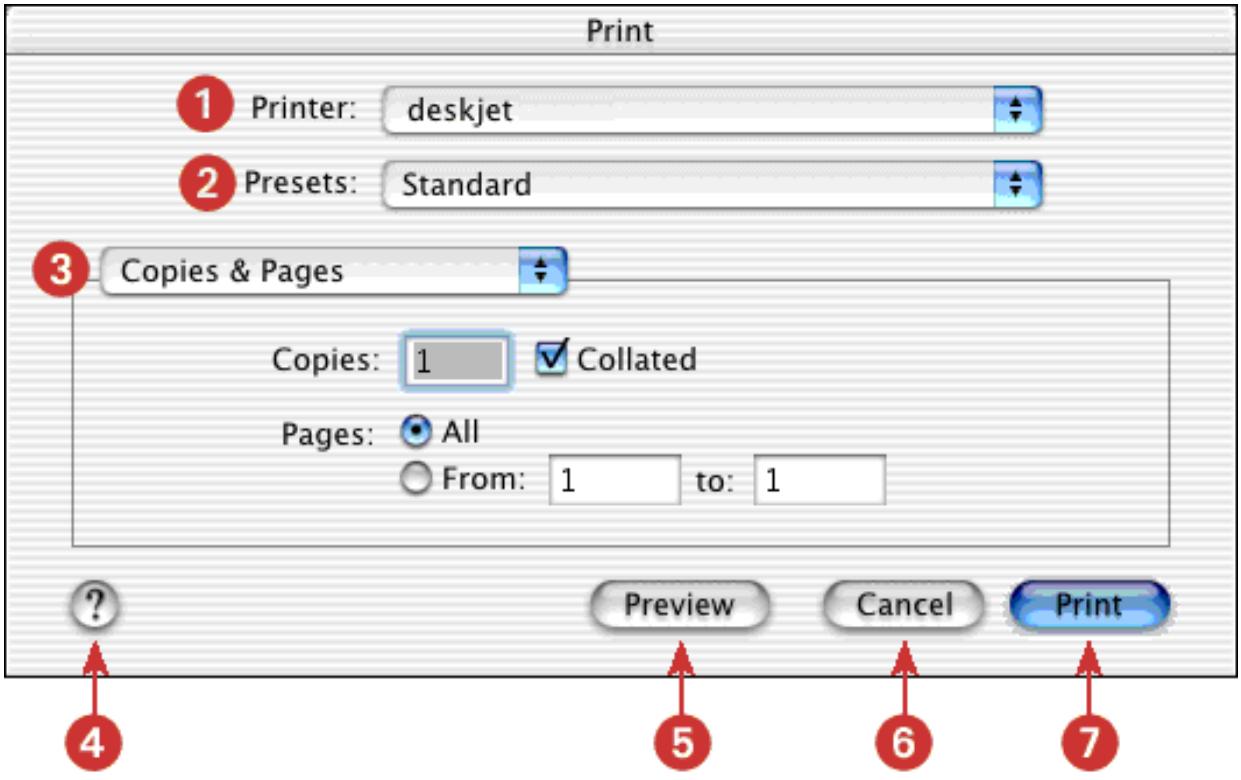
Use the Print dialog box to modify print settings for the document you are printing. The options displayed depend on the panel selected.

displaying the print dialog box

To display the Print dialog box, open the document you want to print, then select **File** > **Print**.

menu and buttons

Use the menu and buttons for these functions:

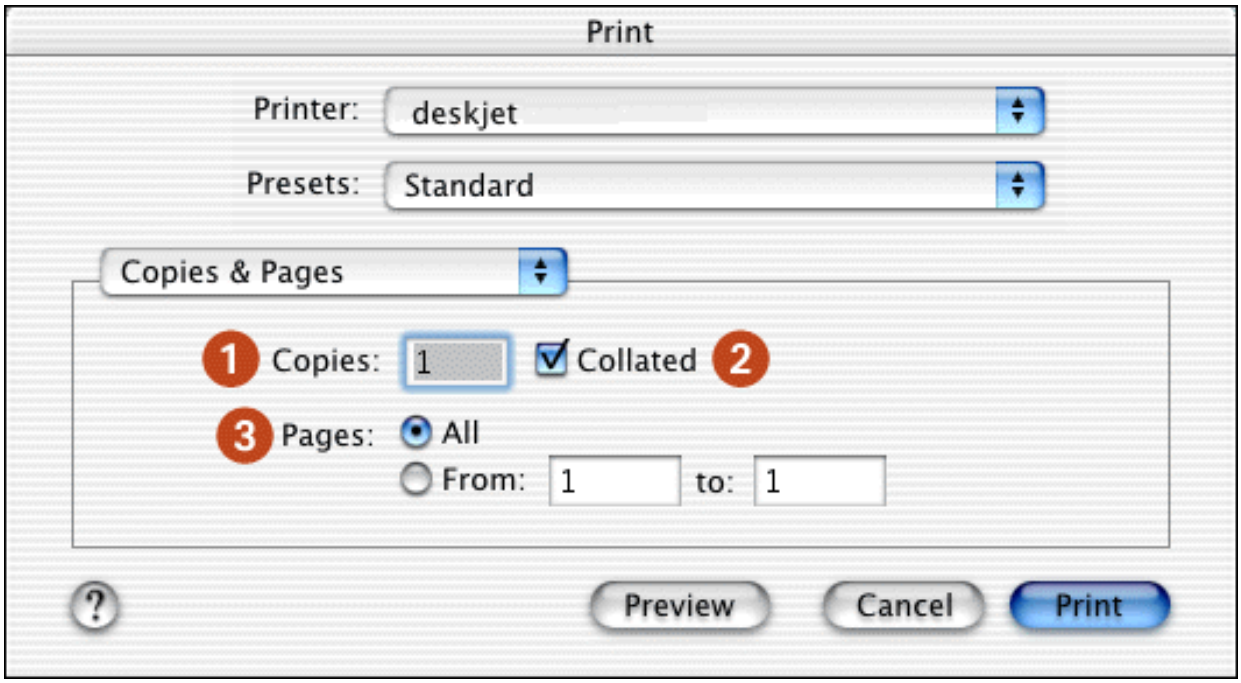


1. **Printer**: If necessary, select the printer.
2. **Presets**: Select a group of saved print options.

3. **Panel Menu**: Click the menu to select different panels: Copies and Pages, Layout, Output Options, Paper Type/ Quality, an application-specific panel, or a summary of print settings for the document.
4. **?**: Click to view Mac Help.
5. **Preview**: Click to see a preview of the printed document.
6. **Cancel**: Click to close the Print dialog box without printing.
7. **Print**: Click to print the document.

copies and pages

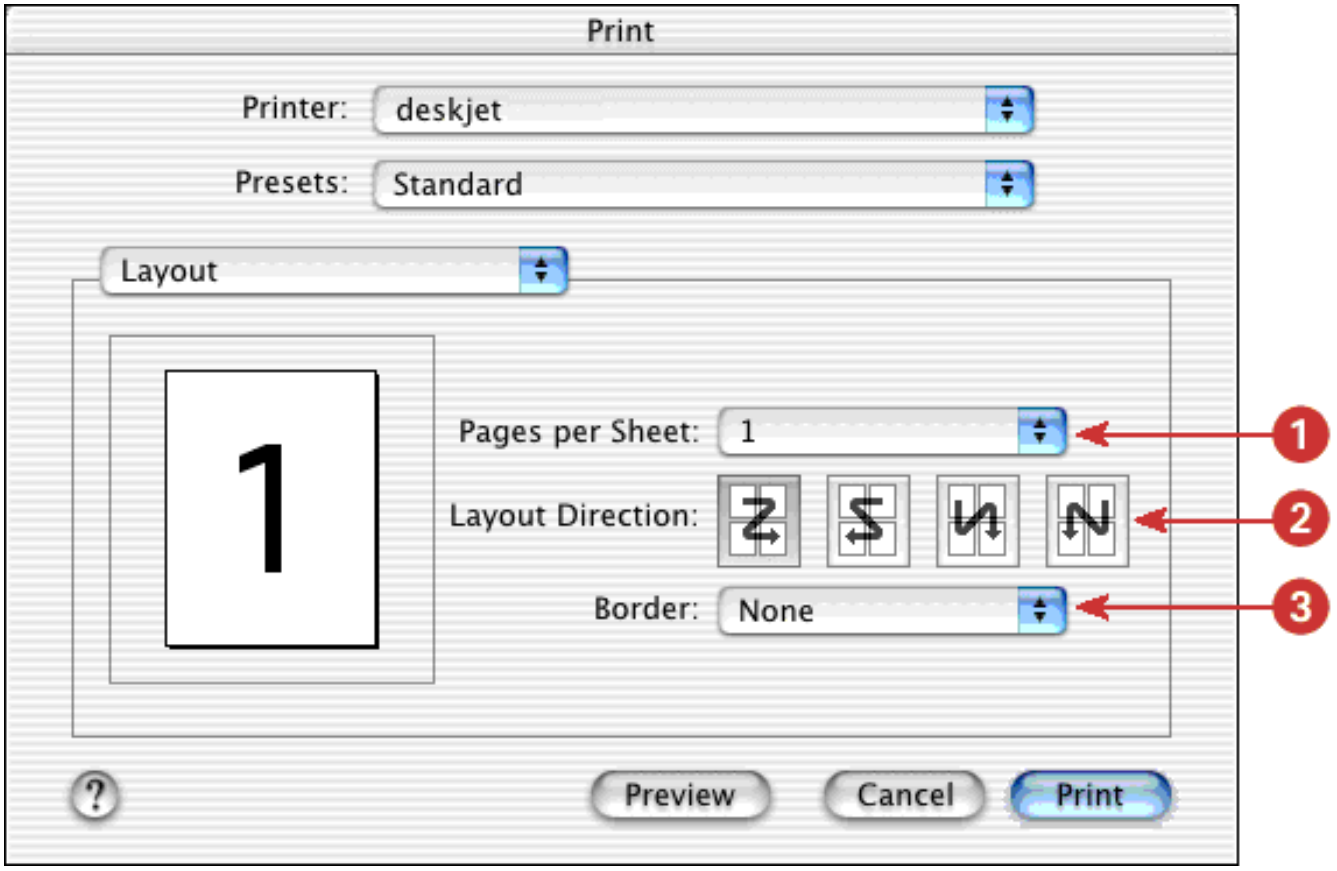
Use the Copies and Pages panel for these functions:



1. **Copies**: Enter the number of copies to be printed.
2. **Collated**: Select to collate if you are printing multiple copies.
3. **Pages**: Choose one of the following:
    - Print the entire document by clicking **All**.
    - Print a range of pages by clicking **From** and entering the first page to print in the **From:** box and the last page to print in the **to:** box.

layout

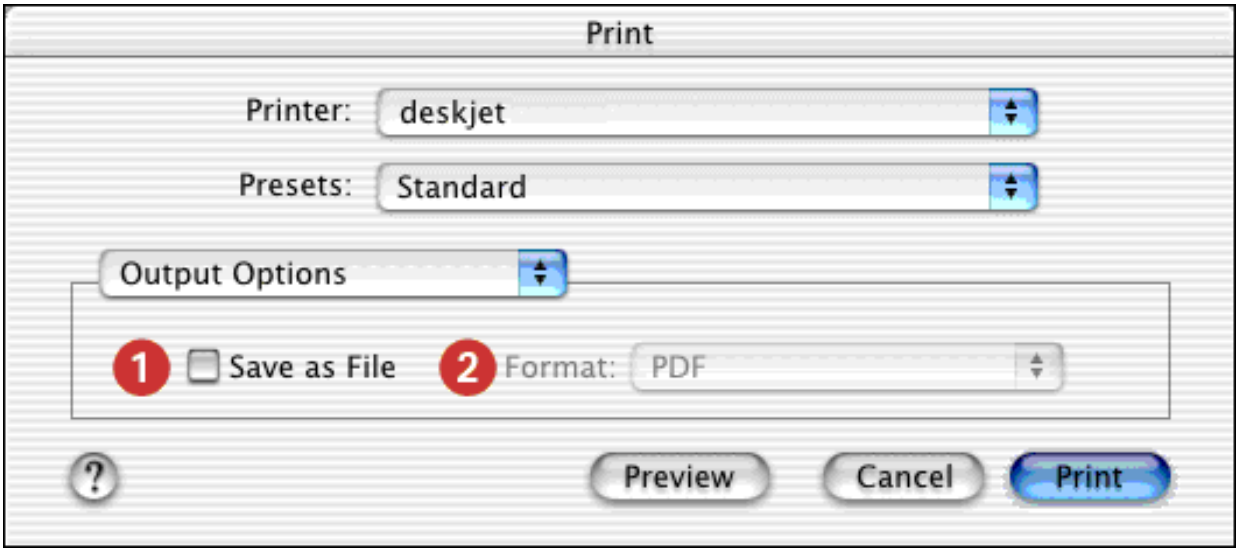
Use the Layout panel for these functions:



1. **Pages per Sheet**: Select the number of pages to print on each sheet of paper.
2. **Layout Direction**: Select the appropriate layout if you are printing multiple pages on a sheet of paper.
3. **Border**: Select the border to appear around each page.

output options

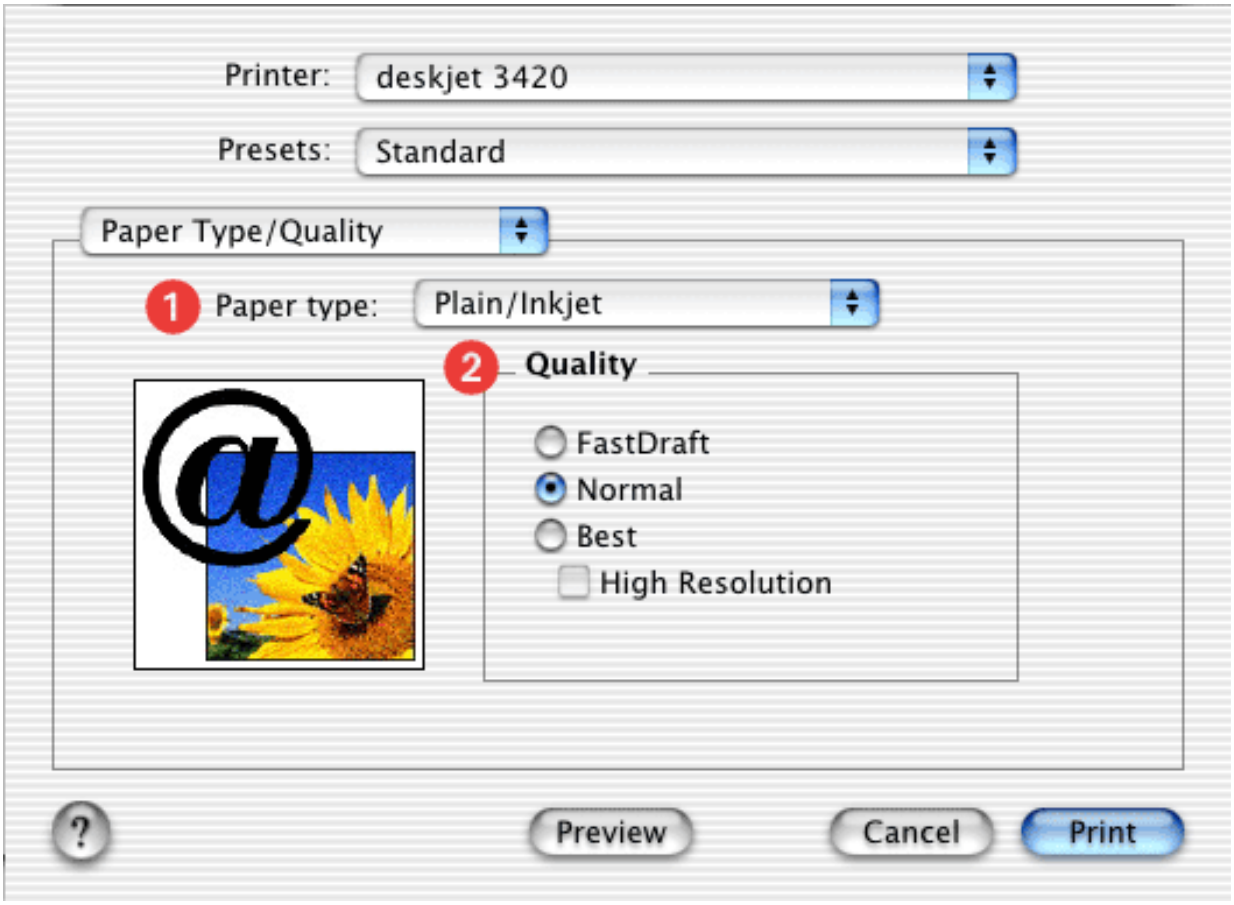
Use the Output Options panel for these functions:



1. **Save as File**: Select to print to file.
2. **Format**: Select **PDF** to save the file as a PDF.

paper type/quality

Use the Paper Type/Quality panel for these functions:



1. **Paper type:** Select the paper type desired.
2. **Quality:** Choose one of the following (not all modes are available for all paper types):
    - **FastDraft:** Fastest printing.
    - **Normal:** Everyday printing.
    - **Best:** Highest quality printing.
    - **High Resolution:** *(hp deskjet 3400 series printers only)* Provides 2400 dpi printing for high-quality photos. Best mode and Photo Paper must be selected to use this setting.

using print center

Use Print Center to:

- Manage available printers
- Select a default printer
- Add a printer
- Manage print jobs

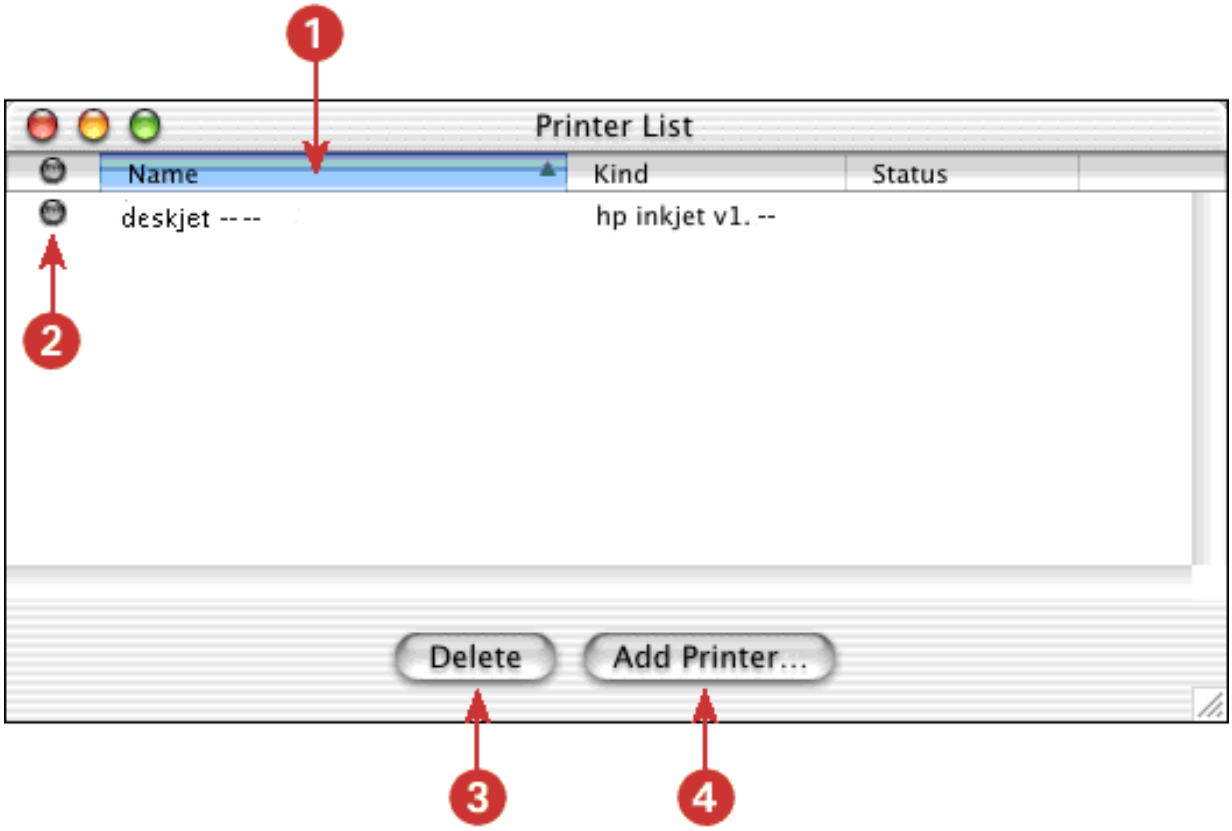
displaying print center

Follow these steps to display Print Center:

1. Click **Applications** in the Finder window.
2. Select the **Utilities** folder.
3. Select the **Print Center** icon.

managing available printers

Use Print Center to manage available printers:



1. **Name Column**: Click a printer name to select the printer.
2. **Blue Bullet**: Indicates default printer.
3. **Delete**: Select a printer, then click **Delete** to remove the printer from the computer.
4. **Add Printer**: See adding a printer.

selecting a default printer

Follow these steps to set the printer as the computer's default printer:

1. Open Print Center.

   For instructions on opening Print Center, see displaying print center.

2. Click the printer name.
3. Do one of the following:
   - Select **Printers** > **Make Default**
   - Press **Command** + **d**

   A blue bullet appears next to the printer name to indicate that it is the default printer.

adding a printer

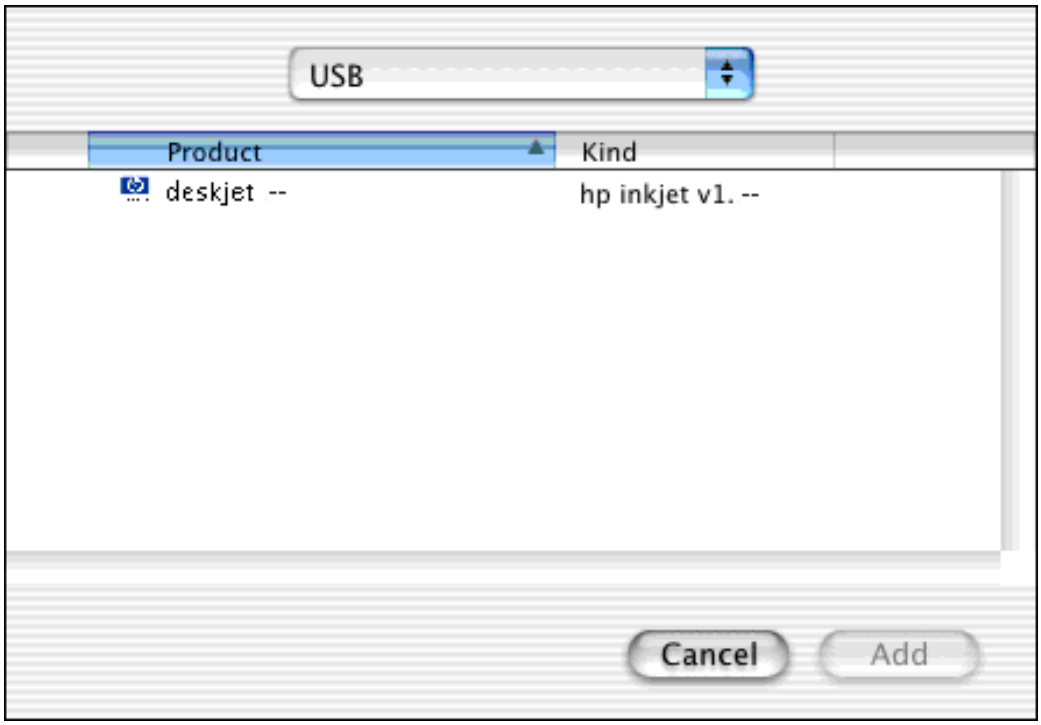
Follow these steps to add a printer to your computer:

1. Open Print Center.

   For instructions on opening Print Center, see displaying print center.

2. Click the **Add Printer** button.

   The Add Printer List dialog box appears.



3. Select the printer name from the product list.
4. Click the **Add** button.

managing print jobs

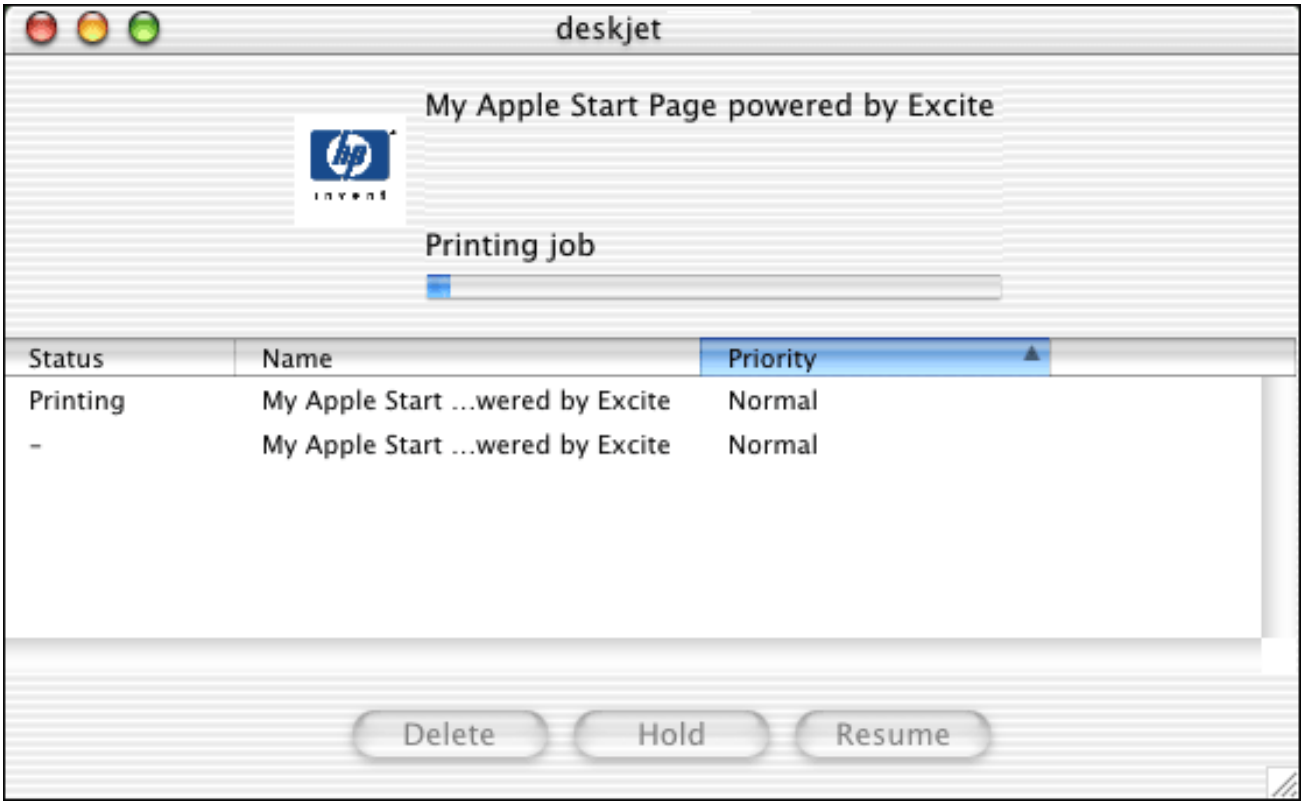
Use Print Center to manage print jobs.

1. Open Print Center.

   For instructions on opening Print Center, see displaying print center.

2. Select the printer.

   The print queue appears.



3. Select a print job by clicking the name of the job.
4. Use the buttons to manage the print job:
   - **Delete**: Cancels the selected print job.
   - **Hold**: Pauses the selected print job.
   - **Resume**: Restarts a paused print job.

printing a document

For printing instructions, select the appropriate option:

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

Mac OS 9.x and X Classic

The following instructions provide the most common method of selecting page layout and print options. The software program you are using may vary from the method described.

controlling page layout

1. Open the file you want to print.
2. Click **File** > **Page Setup** to display the Page Attributes panel.

   Select paper size, scaling, orientation, mirror image, and rotate 180° in this panel.
3. Click **OK** to save the page layout options.

selecting print options

1. Open the file you want to print.
2. Click **File** > **Print** to display the Print dialog box.
3. Use the **General** panel to select the number of copies to print, the pages to be printed, print quality options, and paper type.
4. Select **Background Printing** to choose foreground or background print options and print time.
5. Click **OK** to print the document.

For a description of the Macintosh printer software, see using printer software with Mac OS 9.X and X Classic.

printing in grayscale

For grayscale printing, your HP Deskjet 3300/3400 series printer must have a black print cartridge installed. If a tri-color print cartridge is installed, remove it so that only the black print cartridge remains in the print cartridge cradle.

Be sure to store the tri-color print cartridge properly. For storage instructions, see maintaining print cartridges.

Mac OS X

The following instructions provide the most common method of selecting page format and print options. The software program you are using may vary from the method described.

controlling page format

1. Open the file you want to print.
2. Click **File** > **Page Setup** to display the Page Setup dialog box. Use this box to select the printer, paper size, scaling, and orientation.
3. Click **OK** to save the page format options.

selecting print options

1. Open the file you want to print.
2. Click **File** > **Print** to display the Print dialog box.
3. Select the **Copies and Pages** panel to select the number of copies to print, collating, and the pages to be printed.
4. Select **Layout** to choose multiple pages per sheet, layout order, and borders.
5. Select **Output Options** to save the file as a PDF.
6. Select **Paper Type/Quality** to choose paper type and print quality.
7. Click **Print** to print the document.

For a description of the Mac OS X printer software, see using printer software with Mac OS X.

printing in grayscale

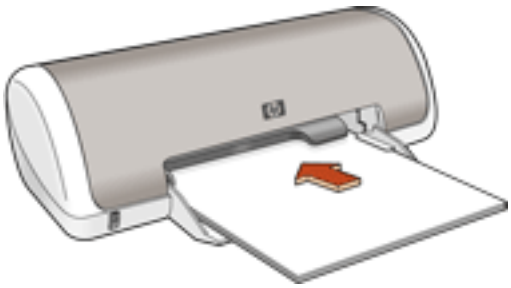
For grayscale printing, your HP Deskjet 3300/3400 series printer must have a black print cartridge installed. If a tri-color print cartridge is installed, remove it so that only the black print cartridge remains in the print cartridge cradle.

Be sure to store the tri-color print cartridge properly. For storage instructions, see maintaining print cartridges.

plain paper

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Place up to 100 sheets of paper in the tray.
4. Slide the paper guide *firmly* against the paper.



printing on plain paper

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing on plain paper with Mac OS 9.x and X Classic

1. If necessary, open the Page Setup dialog box and select the printer, page size, scaling, or orientation options.
2. Open the Print dialog box, then select the following setting:

panel	setting
General	**Paper Type: Plain / Inkjet**

3. Select any other desired print settings.
4. After you have selected the print settings, click **OK**.

printing on plain paper with Mac OS X

1. If necessary, open the Page Setup dialog box and select the printer, page size, scaling, or orientation options.
2. Open the Print dialog box, then select the following setting:

panel	setting
Paper Type/Quality	**Paper type: Plain/Inkjet**

3. Select any other desired print settings.
4. After you have selected the print settings, click **Print**.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

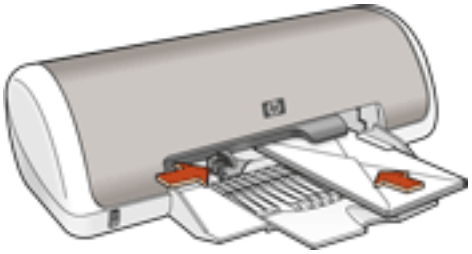
envelopes

printing guidelines

- Never place more than 10 envelopes in the paper tray at one time.
- Avoid using envelopes that have clasps or windows.
- Avoid using envelopes that are shiny or embossed; envelopes with thick, irregular, or curled edges; or envelopes that are wrinkled, torn, or otherwise damaged.
- Align the envelope edges before inserting them in the paper tray.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Place no more than 10 envelopes — with the flap side on the left and facing up — in the paper tray.
4. Push the envelopes forward until they stop.
5. Slide the paper guide *firmly* against the edge of the envelopes.



printing envelopes

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing envelopes with Mac OS 9.x and X Classic

1. Open the Page Setup dialog box, then select the following setting:

panel	setting
Page Attributes	**Page Size:** Appropriate envelope size **Orientation:** Appropriate envelope orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following setting:

panel	setting
General	**Paper Type: Plain / Inkjet**

4. Select any other desired print settings.
5. After you have selected the print settings, click **OK**.

printing envelopes with Mac OS X

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Paper Size:** Appropriate envelope size **Orientation:** Appropriate envelope orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following setting:

panel	setting
Paper Type/Quality	**Paper type: Plain/Inkjet**

4. Select any other desired print settings.
5. After you have selected the print settings, click **Print**.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

transparencies

printing guidelines

For great results use **hp premium plus transparency film**.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Fan the edges of the transparency sheets to separate them, then align the edges.
4. Place up to 30 transparency sheets in the paper tray with the rough side down and the adhesive strip toward the printer.
5. Carefully push the transparencies forward until they stop so that none of the adhesive strips catch on one another.
6. Slide the paper guide *firmly* against the transparency sheets.

printing transparencies

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing transparencies with Mac OS 9.x and X Classic

1. If necessary, open the Page Setup dialog box and set the page size, scaling, or orientation.
2. Open the Print dialog box, then select the following setting:

panel	setting
General	**Paper Type: Transparency**

3. Select any other desired print settings.
4. After you have selected the print settings, click **OK**.

   The printer may wait for transparencies to dry before releasing them to the top of the tray.

printing transparencies with Mac OS X

1. If necessary, open the Page Setup dialog box and select the printer, page size, scaling, or orientation options.
2. Open the Print dialog box, then select the following setting:

panel	setting
Paper Type/Quality	**Paper type: Transparency**

3. Select any other desired print settings.
4. After you have selected the print settings, click **Print**.

   The printer may wait for transparencies to dry before releasing them to the top of the tray.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

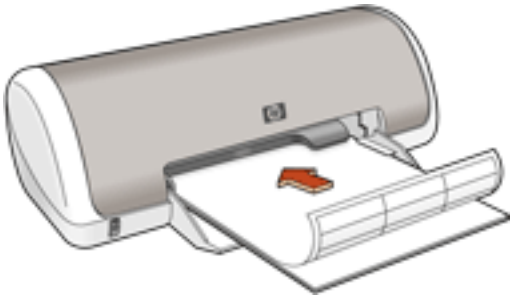
labels

printing guidelines

- Use only paper labels that are designed specifically for inkjet printers.
- Use only A4 letter or US letter paper sizes
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry on these labels.
- Never place more than 20 sheets of labels in the tray at one time.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Fan the edges of the label sheets to separate them, then align the edges.
4. Place up to 20 label sheets — label side down — in the tray.
5. Slide the paper guide *firmly* against the sheets.



printing labels

If your software program includes a label printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing labels with Mac OS 9.x and X Classic

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size: A4 Letter** or **US Letter** **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
General	**Paper Type: Plain / Inkjet** **Quality: Normal**

4. Select any other desired print settings.
5. After selecting the print settings, click **OK**.

printing labels with Mac OS X

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Paper Size: A4 Letter** or **US Letter** **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
Paper Type/Quality	**Paper type: Plain/Inkjet** **Quality: Normal**

4. Select any other desired print settings.
5. After you have selected the print settings, click **Print**.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

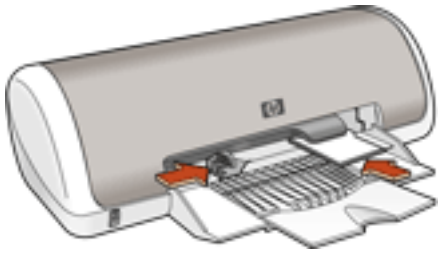
index cards and other small media

printing guidelines

Use only cards and small media that meet the printer's paper size specifications.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Align the card edges.
4. Place up to 30 cards in the tray.
5. Push the cards forward until they stop.
6. Slide the paper guide *firmly* against the edge of the cards.



printing index cards and other small media

If your software program includes a card printing feature, follow the instructions provided by the software program. Otherwise, follow the instructions below.

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing index cards and other small media with Mac OS 9.x and X Classic

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate card size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
General	**Paper Type: Plain / Inkjet** **Quality: Normal**

4. Select any other desired print settings.
5. After selecting the print settings, click **OK**.

   If an **out of paper** message appears, verify that the cards are positioned properly in the paper tray.

printing index cards and other small media with Mac OS X

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Paper Size:** Appropriate card size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
Paper Type/Quality	**Paper type: Plain/Inkjet** **Quality: Normal**

4. Select any other desired print settings.
5. After selecting the print settings, click **Print**.

   If an **out of paper** message appears, verify that the cards are positioned properly in the paper tray.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

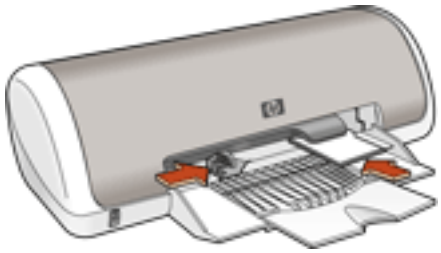
Hagaki cards

printing guidelines

Use only cards that meet the printer's paper size specifications.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Align the card edges.
4. Place up to 30 cards in the tray.
5. Push the cards forward until they stop.
6. Slide the paper guide *firmly* against the edges of the print media.



printing Hagaki cards

If your software program includes a card printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing Hagaki cards with Mac OS 9.x and X Classic

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate Hagaki card size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following setting:

panel	setting
General	**Paper Type: Plain / Inkjet** **Quality: Normal** or **Best**

4. Select any other desired print settings.
5. After you have selected the print settings, click **OK**.

printing Hagaki cards with Mac OS X

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate Hagaki card size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
Paper Type/Quality	**Paper type: Plain/Inkjet** **Quality: Normal**

4. Select any other desired print settings.
5. After selecting the print settings, click **Print**.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

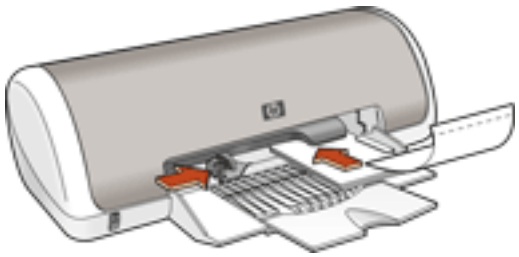
photographs

printing guidelines

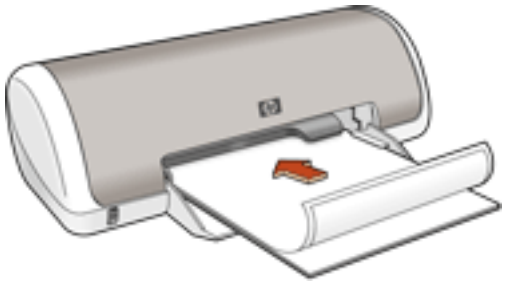
- The photo must be in an electronic format (digital) before it can be printed. Take a digital picture, scan a photo, or have your local camera shop provide an electronic file of the photo.
- Use **hp photo papers** for great results.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Fan the edges of the photo paper to separate them, then align the edges.
4. Place no more than 30 sheets of photo paper — printable side down — in the tray.
5. Push the photo paper forward until it stops.
6. Slide the paper guide *firmly* against the edge of the photo paper.



loading small photo paper



loading large photo paper

printing photographs

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing photographs with Mac OS 9.x and X Classic

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate paper size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
General	**Paper type: Photo Paper** **Print Quality: Best** or **High Resolution Photo** (will automatically be selected)

4. After you have selected the print settings, click **OK**.

printing photographs with Mac OS X

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate paper size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
Paper Type/Quality	**Paper type: Photo Paper** **Quality: Best** or **High Resolution**

4. Select any other desired print settings.
5. After you have selected the print settings, click **Print**.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

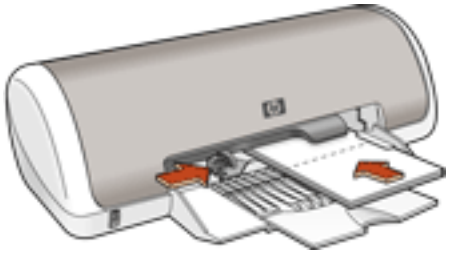
greeting cards

printing guidelines

Unfold pre-folded cards before placing them in the paper tray.

preparing to print

1. Unfold the paper tray.
2. Slide the paper guide to the left.
3. Fan the edges of the greeting cards to separate them, then align the edges.
4. Place no more than 20 cards in the tray.
5. Push the cards forward until they stop.
6. Slide the paper guide *firmly* against the edge of the cards.



printing greeting cards

If your software program includes a card printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

My computer runs Mac OS 9.x or I am using a Mac OS 9.x application on a Mac OS X computer	Mac OS 9.x and X Classic
I am using an application built for Mac OS X	Mac OS X

printing greeting cards with Mac OS 9.x and X Classic

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate card size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
General	**Paper Type: Plain / Inkjet** **Quality: Normal** or **Best**

4. Select any other desired print settings.
5. After selecting the print settings, click **OK**.

   If an **out of paper** message appears, verify that the greeting cards are positioned properly in the paper tray.

printing greeting cards with Mac OS X

1. Open the Page Setup dialog box, then select the following settings:

panel	setting
Page Attributes	**Page Size:** Appropriate card size **Orientation:** Appropriate orientation

2. Click **OK**.
3. Open the Print dialog box, then select the following settings:

panel	setting
Paper Type/Quality	**Paper type: Plain/Inkjet** **Quality: Normal** or **Best**

4. Select any other desired print settings.
5. After selecting the print settings, click **Print**.

   If an **out of paper** message appears, verify that the greeting cards are positioned properly in the paper tray.

For a description of available print options, click the appropriate operating system: Mac OS 9.x or X Classic or Mac OS X.

maintenance

- replacing print cartridges
- refilling print cartridges
- calibrating print cartridges
- automatically cleaning print cartridges
- manually cleaning print cartridges
- maintaining print cartridges
- maintaining the printer body
- removing ink from skin and clothing
- using the hp inkjet utility

replacing print cartridges

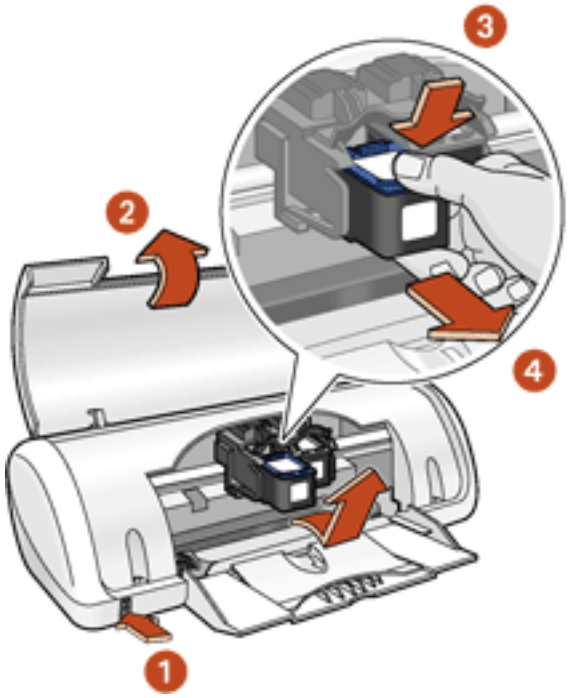
Before buying replacement print cartridges, verify the correct part numbers. For the correct part numbers, see print cartridges.

When a print cartridge is empty, leave the empty print cartridge in the print cartridge cradle until it is replaced.

To replace a print cartridge:

1. Press the **Power** button to turn on the printer.
2. Open the top cover.

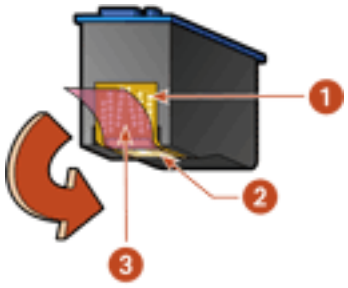
   The cradle moves to the center of the printer.
3. Push down on the print cartridge and slide it out of the print cartridge cradle.



1. press power button 2. lift top cover
3. push down on print cartridge 4. slide print cartridge out of cradle

4. Remove the replacement print cartridge from its packaging and carefully remove the plastic tape. Hold the print cartridge so that the copper strip is on the bottom and facing toward the printer.

   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. Do not remove the copper strips. They are required electrical contacts.



1. copper contacts 2. ink nozzles 3. plastic tape

5. Slide the print cartridge firmly into the cradle at a slight upward angle until you feel resistance.
6. Push the cartridge into the cradle.

   You hear a snap when the print cartridge is correctly positioned.
7. Close the top cover.
8. Open the HP Inkjet Utility, select the **Calibrate** panel, then click the **Align** button.

For information on how to recycle your empty print cartridges, see print cartridge recovery.

Warning! Keep both new and used print cartridges out of the reach of children.

refilling print cartridges

To get the best performance from your HP printer, use only genuine, factory-filled HP print cartridges.

Caution! Damage that is directly attributable to modified or refilled HP print cartridges is specifically excluded from the HP printer's warranty coverage.

calibrating print cartridges

After a print cartridge is replaced, align the print cartridges to ensure the best print quality. Alignment is performed from the HP Inkjet Utility.

1. Open the HP Inkjet Utility.
2. Select the **Calibrate** panel.
3. Click the **Align** button, then follow the onscreen instructions.

automatically cleaning print cartridges

If your printed pages are missing lines or dots or if streaks appear, the print cartridges need to be cleaned.

Print cartridges are cleaned automatically using the following procedure:

1. Open the HP Inkjet Utility.
2. Select the **Clean** panel.
3. Click the **Clean** button, then follow the onscreen instructions.

If your printouts are still missing lines or dots after cleaning, one of the print cartridges may be low on ink.

If ink streaks still appear on your printouts after cleaning, the print cartridges and cradle may need to be cleaned manually.

> **Caution!** Clean print cartridges only when it is necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.

manually cleaning print cartridges

If the printer is used in a dusty environment, a small amount of debris may accumulate inside the case. This debris can include dust, hair, carpet, or clothing fibers. When debris gets on the print cartridges and cradle, it can cause ink streaks and smudges on printed pages. Ink streaking is easily corrected by manually cleaning the cartridges and cradle.

gathering cleaning supplies

You will need the following items to clean the print cartridges and cradle:

- Distilled water
- Cotton swabs or other soft, lint-free material that will not stick to the cartridges

Be careful not to get ink on your hands or clothing as you clean.

preparing to clean

1. Press the **Power** button to turn on the printer, then raise the top cover.

   The cradle moves to the center of the printer.
2. Press the **Power** button to turn off the printer.
3. Disconnect the power cord from the back of the printer.
4. Remove the print cartridges and place them on a piece of paper with the nozzle plate facing up.

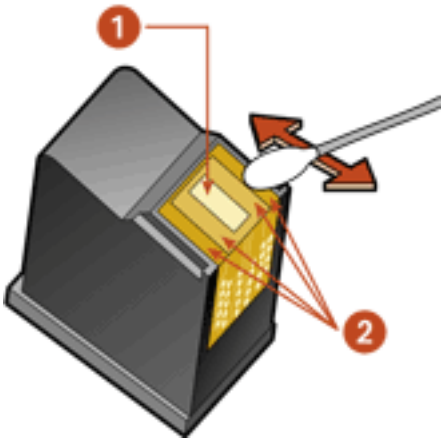
Caution! Do not leave the cartridges outside the printer for more than 30 minutes.

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. Do not remove the copper strips. They are required electrical contacts.

cleaning the print cartridges and print cartridge cradle

1. Lightly moisten a cotton swab with distilled water.
2. Clean the face and edges of the first print cartridge with the swab, as shown in the following illustration.

   Do not wipe the nozzle plate.

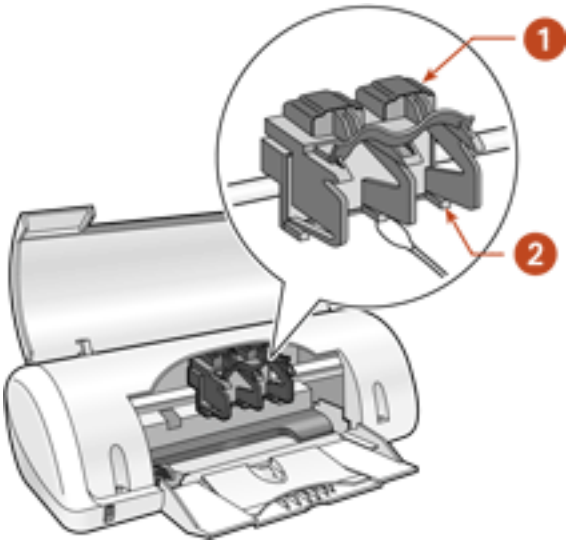


1. nozzle plate 2. face and edges of print cartridge

3. Inspect the face and edges of the print cartridge for fibers.

   Repeat steps 1 and 2 above if fibers are still present.
4. Repeat steps 1 through 3 for the second print cartridge.
5. Wipe the underside of the print cartridge cradle walls using clean, moistened cotton swabs.

   Repeat this process until no ink residue appears on a clean swab.



1. print cartridge cradle 2. print cartridge cradle walls

6. Insert the print cartridges and close the printer's top cover.
7. Connect the power cord to the back of the printer.
8. Press the **Power** button to turn on the printer.
9. Open the HP Inkjet Utility, select the **Calibrate** panel, then click the **Align** button.
10. Repeat the cleaning procedure if ink streaks continue to appear on printed pages.

maintaining print cartridges

The following suggestions will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperature (60–78 degrees F or 15.6–26.6 degrees C).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the ink nozzles.
- If print cartridges are removed from their sealed containers, store them in an airtight plastic container with the nozzle-side down. Do not allow anything to touch the nozzle plate.
- Once the print cartridges are installed in the printer, leave them in the print cartridge cradle unless they are being manually cleaned. This prevents ink from evaporating or clogging the print cartridges.
- Do not unplug the printer until printing is complete and the printer is turned off. Use the Power button to turn off the printer.

maintaining the printer body

printer case exterior

Follow these guidelines when cleaning the outside of the printer:

- Use distilled water only. Do not use household cleaners or detergents.
- Use a soft, damp cloth to remove dust, smudges, stains, and spilled ink from the exterior of the printer case.

printer interior

Caution! Do not clean the printer's interior. Keep all liquids out of the interior.

print cradle rod

Do not lubricate the rod on which the print cradle moves. It is normal to hear noise when the printer is new.

handling and storage

Handle and store the printer in an upright, level position for maximum performance and reliability.

removing ink from skin and clothing

Follow these steps to remove ink from skin and clothing:

to remove ink from...	do this...
skin	Wash the affected area with an abrasive soap.
white fabric	Wash the fabric in **cold** water using chlorine bleach.
color fabric	Wash the fabric in **cold** water using sudsy ammonia.

Caution! Always use cold water to remove ink from fabric. Warm or hot water may set the ink color into the fabric.

using the hp inkjet utility

The HP Inkjet Utility contains tools to calibrate the printer, clean the print cartridges, print a test page, and find Website support information.

Select the appropriate option:

My computer runs Mac OS 9.x	Mac OS 9.x
My computer runs Mac OS X	Mac OS X

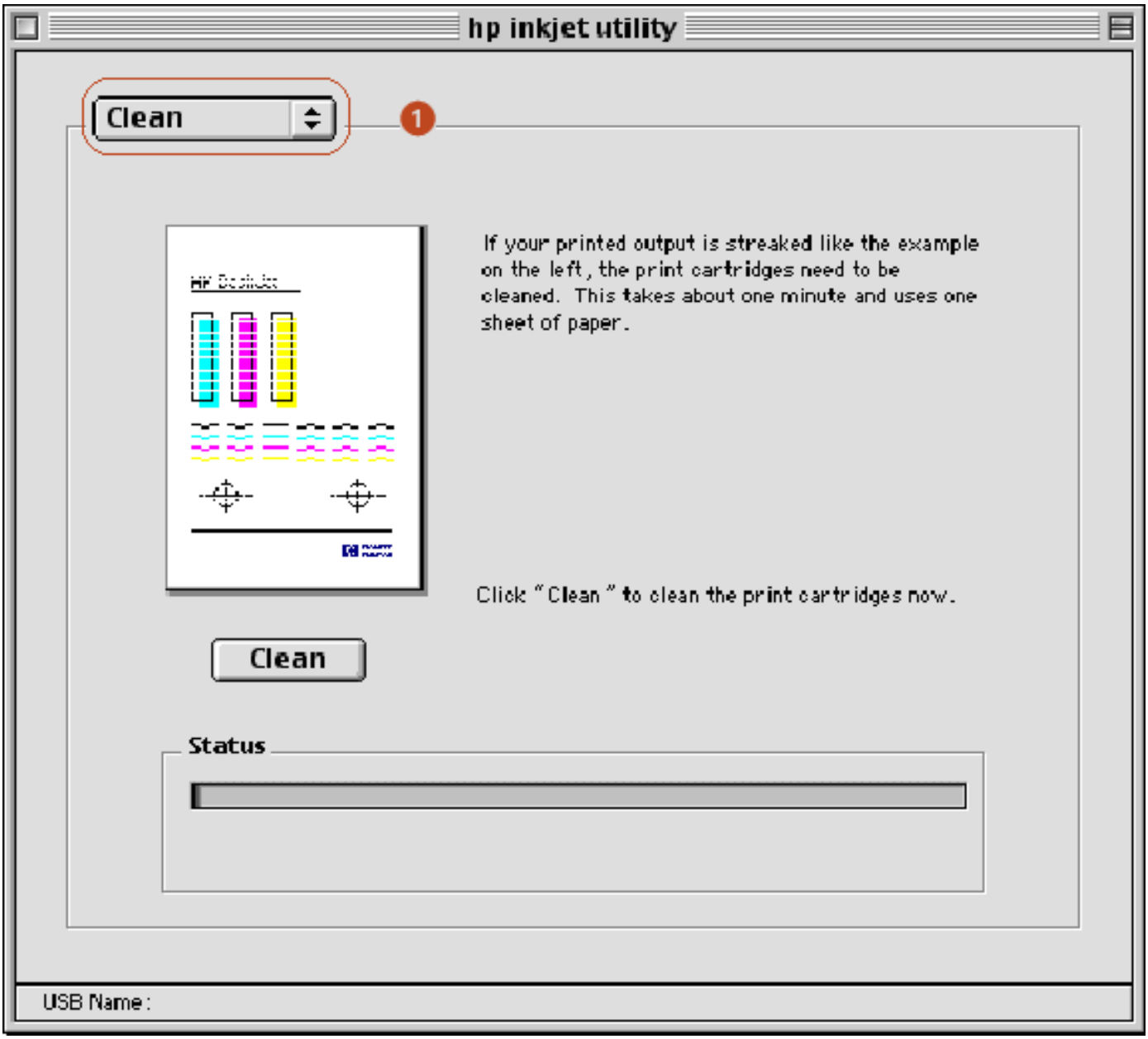
Mac OS 9.x

displaying the hp inkjet utility

1. Double-click the **Macintosh HD** icon on the desktop.
2. Do one of the following:
   - **Mac OS 9.0**: Select **Utilities**, then double-click **hp**.
   - **Mac OS 9.1** or **9.2**: Select **Applications**, double-click **Utilities**, then double-click **hp**.
3. Double-click **hp inkjet utility**.

hp inkjet utility panels

The following options are available on the HP Inkjet Utility:



1. **HP Inkjet Utility:** Select the appropriate panel:
    - **WOW!:** Prints a sample page to view the output quality of the printer.
    - **Test:** Prints a test page to confirm communication with printer.
    - **Clean:** Cleans the print cartridges.
    - **Ink Levels:** Provides estimated ink levels.
    - **Calibrate:** Aligns the print cartridges.
    - **Support:** Provides access to the HP Website where you can find support for the printer and information about HP products and supplies.
    - **Register:** Accesses the HP Website to register the printer.

Mac OS X

displaying the hp inkjet utility

Open the HP Inkjet Utility in one of two ways:

- Use the OS X HD icon.
- Use Print Center.

using the OS X HD icon

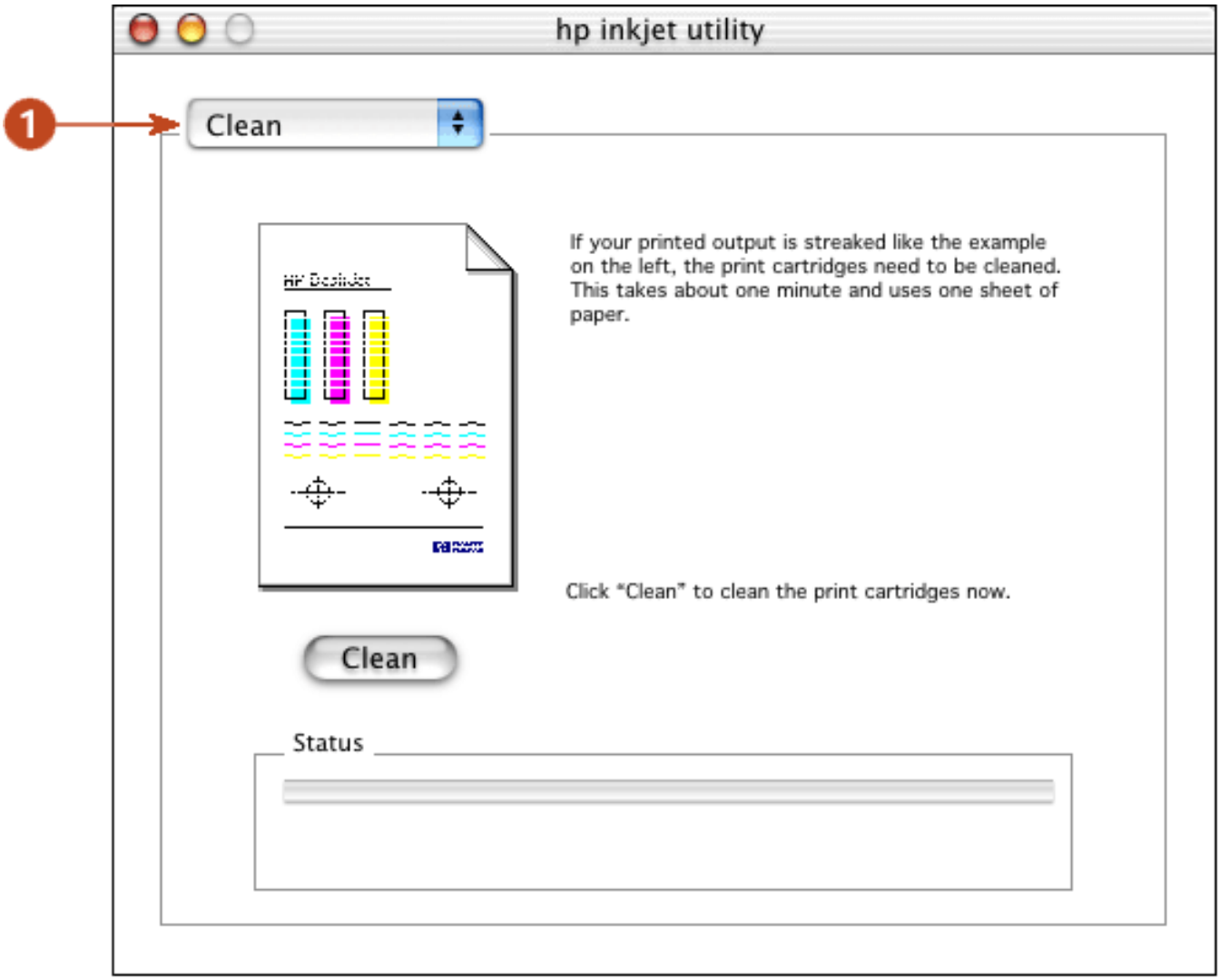
1. Double-click the **OS X HD** icon on the desktop.
2. Select **Applications**, then double-click **Utilities**.
3. Select **hp inkjet utility**.

using print center

1. Click **Applications** in the Finder window.
2. Select the **Utilities** folder.
3. Click the **Print Center** icon to open Print Center.
4. Select the printer name.
5. Select **Printers** > **Configure Printer** to open the HP Inkjet Utility.

viewing the hp inkjet utility panels

The following options are available on the HP Inkjet Utility:



1. **HP Inkjet Utility:** Select the appropriate panel:
    - **WOW!:** Prints a sample page to view the output quality of the printer.
    - **Test:** Prints a test page or a diagnostic page.
    - **Clean:** Cleans the print cartridges.
    - **Ink Levels:** Provides estimated ink levels.
    - **Calibrate:** Aligns the print cartridges.
    - **Support:** Provides access to the HP Website where you can find support for the printer and information about HP products and supplies.
    - **Register:** Accesses the HP Website to register the printer.

troubleshooting

Click the topic below that best describes the problem:

- printer is not printing
- problems with printouts
- power light is flashing or on
- printer is slow
- out of paper message

If you continue to have problems after investigating the above topics, contact HP support for customer care.

printer is not printing

verify the following

- The printer is connected to the power source
- The cable connections are secure
- The printer is turned on
- The print cartridges are properly installed
- The media is correctly placed in the paper tray
- The printer's top cover is closed
- The Rear Access Door is attached

check the power light

If the Power light is on, the printer is in the process of printing.

select a topic below

If the printer still does not print, select the topic below that best describes the problem:

- printer does not turn on
- paper problems
- out of paper
- USB problems
- networking problems

printer does not turn on

The printer may have drawn too much power.

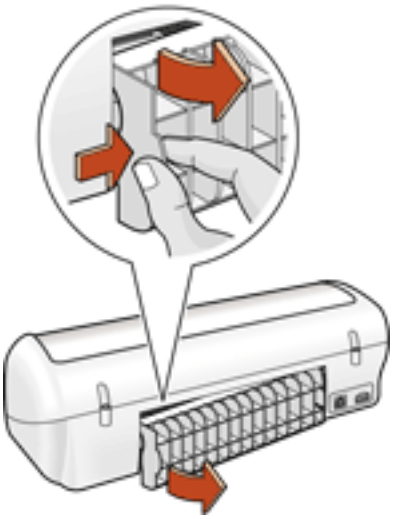
1. Disconnect the power cord from the printer.
2. Wait approximately 10 seconds.
3. Reconnect the power cord to the printer.
4. Press the **Power** button to turn on the printer.

paper problems

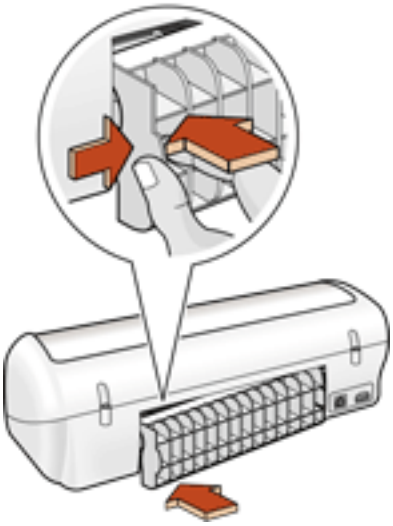
paper jam

Follow each of these steps until the paper jam is cleared.

1. Remove the paper from the paper tray.
2. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.
3. Remove the Rear Access Door. Press the handle to the right, then pull out the door and remove it from the printer.



4. Remove the paper jam from the printer, then replace the Rear Access Door.



5. Reload paper into the paper tray.
6. Reprint the document.

out of paper

If the paper tray is *loaded*, push the paper forward until it stops.

If the paper tray is *empty*, place the appropriate amount of paper into the tray.

USB problems

A printing conflict may arise when the printer and several USB devices are attached to a hub. There are two methods for solving the conflict:

- Attach the printer's USB cable directly to the computer.

  – or –

- If the printer is attached to a hub, do not use other USB devices attached to the hub while printing.

networking problems

The HP Deskjet 3300/3400 printers do not support networking.

problems with printouts

Click the topic below that best describes the problem:

- print quality is poor
- text and images are misaligned
- document is printed off-center or at an angle
- parts of the document are missing or printed in the wrong place
- printout does not reflect new print settings
- photos are not printing correctly
- blank pages print or color is missing from printout

print quality is poor

If your printed pages are missing lines or dots or if streaks appear, the print cartridges need to be cleaned.

For cleaning instructions, see automatically cleaning print cartridges.

text and images are misaligned

If the text and images on your printouts are misaligned, then calibrate the printer to align the print cartridges.

document is printed off-center or at an angle

1. Verify that the paper is correctly placed in the paper tray.
2. Verify that the paper guides fit *firmly* against the paper.
3. Reprint the document.

parts of the document are missing or printed in the wrong place

Open the **Page Setup** dialog box and verify the following settings:

panel	setting
Page Attributes	**Page Size** (OS 9.x or X Classic) or **Paper Size** (OS X)**:** Appropriate paper size **Scale:** Scale text and graphics to fit on the paper **Orientation:** Appropriate orientation

printout does not reflect new print settings

The printer's default settings may differ from the software applications' print settings. Select the appropriate print settings within the software application.

photos are not printing correctly

check the paper tray

1. Verify that the photo paper is placed in the paper tray with the print side down.
2. Slide the paper forward until it stops.
3. Slide the paper guides *firmly* against the paper, then push in the tray.

check the printer settings

1. Open the **Page Setup** dialog box and verify the following setting:

panel	setting
Page Attributes	**Page Size** (OS 9.x or X Classic) or **Paper Size** (OS X)**:** Appropriate paper size

2. Open the **Print** dialog box and verify the following settings:

panel	setting
General (OS 9.x or X Classic) **Paper Type/Quality** (OS X)	**Paper Type: Photo Paper** **Quality: Best** or **High Resolution Photo**

blank pages print or color is missing from printout

- The protective piece of plastic tape may still be attached to the print cartridges. Verify that the plastic tape has been removed from the print cartridges.
- The print cartridges may be out of ink. Replace one or both empty print cartridges.

power light is flashing or on

- If the Power light is **on**, the printer is either printing or ready to print.
- If the Power light is **off**, the printer is off.
- If the Power light is **flashing**, there is an error.

diagnosing possible errors

if an error message appears on screen

Read the on-screen error message explaining the problem and its solution.

if no error message appears on screen

1. Open the HP Inkjet Utility.
2. Select the **Test** panel, then click the **Print a Test Page** button.
3. Read any on-screen error messages that appear explaining the problem and its solution.

printer is slow

Several variables can slow the printer's performance. Click the topic below that best describes the printing conditions:

- multiple software applications are open
- graphics or photographs are printing

If none of the above topics describes the printer's performance, then review the following:

- printer driver is outdated
- computer does not meet system requirements

multiple software applications are open

If too many software applications are open, the printer cannot print at its optimum speed.

Close all unnecessary software applications, then print the document again.

graphics or photographs are printing

Documents containing graphics or photographs print slower than text documents. For information about printing graphics or photographs, see photographs.

printer driver is outdated

An outdated printer driver may be installed.

For information about updating the printer driver, visit HP's Website at: **http://www.hp.com/support**.

computer does not meet system requirements

Verify that the computer's RAM and processor speed meet system requirements.

For more information, see minimum system requirements.

out of paper message

If an **out of paper** message appears, verify that the paper or other media is positioned properly in the paper tray. Slide the paper guide so that it fits *firmly* against the edges of the paper.

specifications

- printer specifications
- minimum system requirements
- environmental statement
- print cartridge recovery
- limited warranty
- regulatory notices

printer specifications

hp deskjet 3300 series printers

hp deskjet 3400 series printers

black text print speed *

3300 series printers:

FastDraft: Up to 8 pages per minute

3400 series printers:

FastDraft: Up to 10 pages per minute

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

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. Exact speed varies with system configuration, software program, and document complexity.

3300/3400 series black TrueType resolution (depending on paper type)

print quality	render	printing
FastDraft	300 x 300 dpi	300 x 300 dpi
Normal	600 x 600 dpi	600 x 600 dpi
Best	600 x 600 dpi	600 x 600 dpi

3300/3400 series color resolution (depending on paper type)

print quality	render	printing
FastDraft	300 x 300 dpi	300 x 300 dpi
Normal	600 x 600 dpi	600 x 600 dpi
Best	600 x 600 dpi	600 x 600 dpi

photo paper printing resolution

print quality	render	printing
Best	600 x 600 dpi	1200 x 1200 dpi (3300 and 3400 series)
High Resolution Photo	1200 x 1200 dpi	2400 x 1200 optimized dpi (3400 series)

print technology

Drop-on-demand thermal inkjet printing

software compatibility

USB connection: Mac OS 9.x or Mac OS X (version 10.1x)

memory

768 KB built-in RAM (3300 and 3400 series printers)

i/o interface

Universal Serial Bus (USB) 2.0 compatible

dimensions

3300/3400 series printers:

422 mm wide x 142 mm high x 182 mm deep
16.6 in wide x 5.6 in high x 7.2 in deep

weight

2.04 kg (4.5 lb) without power module or print cartridges

operating environment

Maximum operating conditions:

Temperature: 50 to 95 degrees F, 10 to 35 degrees C
Humidity: 15 to 80 percent RH non-condensing

Storage conditions:

Temperature: -40 to 140 degrees F, -40 to 60 degrees C

media weight

Paper:

U.S. Letter 70 to 90 g/m² (20 to 24 lb)
Legal 75 to 90 g/m² (20 to 24 lb)

Envelopes:

75 to 90 g/m² (20 to 24 lb)

Cards:

Up to 200 g/m² (110 lb index max)

media handling

Plain paper: Up to 100 sheets

Envelopes: Up to 10 envelopes

Greeting cards: Up to 20 cards

Labels: Up to 20 sheets of labels (use only U.S. Letter or A4-sized sheets)

Photo paper: Up to 30 sheets

Index cards: Up to 30 cards

Hagaki cards: Up to 30 cards

Transparencies: Up to 30 transparencies

media size

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
Legal 216 x 356 mm (8.5 x 14 in)
Executive 184 x 279 mm (7.25 x 10.5 in)
A4 210 x 297 mm
A5 148 x 210 mm
B5 182 x 257 mm

User Defined:

Width 77 to 216 mm (3.0 to 8.5 in)
Length 177 to 356 mm (5.0 to 14 in)

Envelopes:

U.S. No. 10 104.7 x 241.3 mm (4.12 x 9.5 in)
DL 110 x 220 mm (8.66 x 4.33 in)

Index/Greeting Cards:

102 x 152 mm (4 x 6 in)

Hagaki:

100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Photo:

Photo (with tear-off tab): 102 x 152 mm (4 x 6 in)

print cartridges

Black: 27 **C8727A**

Tri-Color: 28 **C8728A**

minimum system requirements

Your computer must meet the following minimum requirements:

USB connection

Mac OS 9.x

PowerPC Mac OS-based computer with a USB port

Minimum 128 MB RAM

Mac OS X (version 10.1.x) and X Classic

PowerPC Mac OS-based computer with a USB port

Minimum 128 MB RAM

environmental statement

Hewlett-Packard continuously improves the design processes of its deskjet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printer at the end of its printing life.

reduction and elimination

Paper use: This printer is suited for the use of recycled papers according to DIN 19 309.

Recycled paper: All paper documentation for this printer is printed on chlorine-free recycled paper.

Ozone: Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard's manufacturing processes.

recycling

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

Printer packaging: The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP Deskjet printer assists in minimizing both packaging materials and damage rates.

Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

Product longevity: To ensure the longevity of your HP Deskjet printer, HP provides the following:

- **Extended warranty:** See limited warranty.
- **Replacement parts and consumables** are available for three (3) years after production has stopped.
- **Product take-back:** To return this product to HP at the end of its useful life, call your local HP Sales or Service Office for instructions. To return print cartridges, see print cartridge recovery.

energy consumption

This printer was designed with energy conservation in mind. This printer averages 8 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of the printer.

This product qualifies for the ENERGY STAR® Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a US registered service mark of the USEPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Energy consumption in off-mode: When the printer is off, a minimal amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.

print cartridge recovery

Customers interested in recycling their genuine HP print cartridges can participate in HP's empty print cartridge return and recycle program. HP offers this program in the United States, Puerto Rico, France, Germany, and Singapore, more countries than any other print cartridge manufacturer in the world. This program is provided as a free service to HP customers as an environmentally sound solution for these products at end-of life.

To participate, simply request postage-paid return envelopes or bulk boxes via the Web at **www.hp.com/go/recycle**. Customers will be asked for their name, phone number, address, and how many bulk boxes or envelopes they would like. Postage-paid envelopes and/or bulk boxes will be shipped within two days.

Because HP's unique recycling processes are very sensitive to material contamination, we cannot take back and recycle cartridges from other manufacturers. The end products of the recycling process are used in the manufacture of new products, and HP must ensure the composition of the material is consistent. To do that, we recycle only HP original cartridges.

Returned cartridges are separated for purification into raw materials for use in other industries to manufacture new products. Examples of products made from recycled HP print cartridge materials include automobile parts, trays used in microchip fabrication processes, copper wire, steel plates, and the precious materials used in electronics. Depending on the model, HP is able to recycle up to 65% of the print cartridge by weight. The remaining parts that cannot be recycled (ink, foam and composite parts) are disposed of in an environmentally responsible manner.

limited warranty

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 series	90 days	90 days
Latin America: 3420 series	90 days	1 year

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.

1. 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.
2. 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.
3. 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.

4. 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.
5. 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.
6. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
7. 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.
8. 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.
9. 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.

limitations of warranty

1. 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.

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.

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.

obtaining a warranty extension

If you would like to extend your warranty coverage beyond the limited warranty period, use one of the following options:

- Consult your reseller to get extended coverage. To find HP resellers in the U.S., visit HP's service locator at **www.hp.com/service_locator**.
- If your reseller does not offer service contracts, call HP directly and ask about our HP service agreements. In the U.S. call (800) 446-0522; in Canada call (800) 268-1221. For HP service agreements outside of the U.S. and Canada, contact your local HP sales office.

regulatory notices

hewlett-packard company

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Pursuant to part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of part 15 of the FCC Rules.

For further information, contact:

Hewlett-Packard Company
Manager of Corporate Product Regulations
3000 Hanover Street
Palo Alto, CA 94304
(605) 857-1501

note

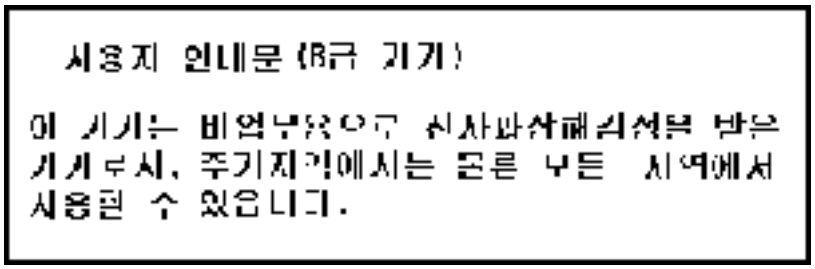
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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 the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。



index

A B C E F G H I L M N O P R S T U W

A

accessibility

B

blank pages print

C

cleaning print cartridges

automatically

manually

connectivity

E

energy consumption

envelopes

environmental statement

F

features

G

grayscale printing

greeting cards

H

Hagaki cards

I

images misaligned

L

labels

light

- about
- flashing or on

loading paper

M

maintenance

- print cartridge
- printer body

minimum system requirements

misaligned

- images
- text

N

notices and acknowledgements

O

out of paper message

P

paper jam

paper tray

photographs

- not printing correctly
- preparing to print

plain paper

power button and light

print cartridges
calibrating
cleaning automatically
cleaning manually
maintaining
part numbers
recovery program
recycling
refilling
replacing
printing
document
envelopes
grayscale
greeting cards
Hagaki cards
labels
not printing
paper problems
photographs
plain paper
printout problems
quality
slow
transparencies
USB problems
printout problems

R

recycling

refilling print cartridges

regulatory notices

removing ink from skin and clothing

S

special features

specifications

system requirements

T

terms and conventions

text misaligned

troubleshooting

U

USB cable

USB problems

W

warranty