hp deskjet 3300/3400 series printer

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notices and acknowledgements

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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.**

symbols

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

Click **Start**> **Programs**> **Hewlett-Packard**>**hp deskjet series** > **release notes**to open the *Release Notes*.

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. Touching these parts will result in clogs, ink failure, and bad electrical connections.

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 best results use HP products.

A **Mouse** icon indicates that additional information is available through the **What's This?** help feature. For example:

 To find more information about options on each tab screen, point to an option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** to view more information about the selected option.

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 print settings.

accessibility

Your HP printer provides a number of features that make it accessible for people with disabilities.

visual

The printer software is accessible for users with visual impairments or low vision through the use of Windows accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the HP printer have simple text or icon labels that convey the appropriate action.

mobility

For users with mobility impairments, the printer software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

support

For more details about the accessibility of this product and HP's commitment to product accessibility:

- visit HP's Website at http://www.hp.com/accessibility
- email accessibility@hp.com

using the onscreen *user's guide*

This onscreen *User's Guide* is viewed through Adobe Acrobat Reader 4.0 or later.

Use the following tools to view and navigate the onscreen *User's Guide*:

- **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, see accessibility.

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.
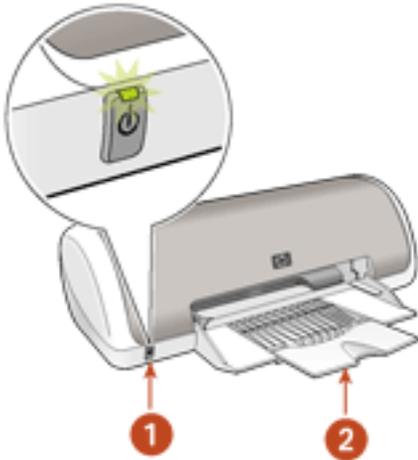
1. paper tray
2. power button and light
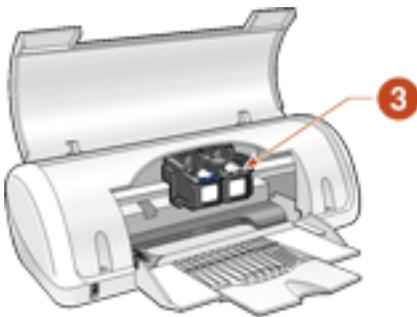
3. print cartridges and print cradle
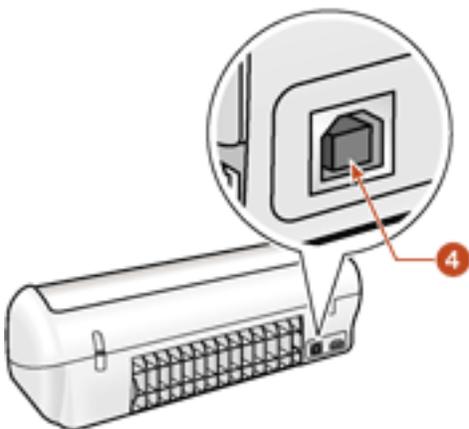
4. connectivity

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.
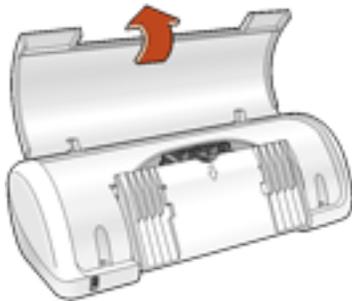
2. Lower the paper tray.
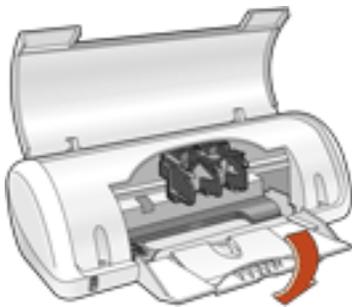
3. Flip out the tray extension.
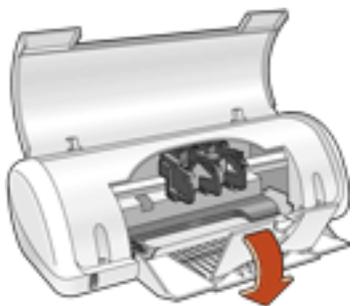
4. Lower the printer cover.
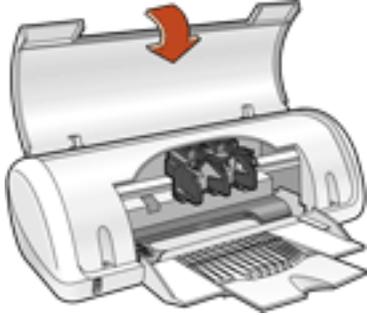
loading paper

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. Your computer must be running the Windows 98, Me, 2000, or XP operating system to use a USB cable.

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

printing

Click the following topic below to view an explanation of the printer software:

- print settings

Click the appropriate topic below to view instructions on printing functions:

- changing default print settings
- printing a document
- using the Print Status box

Click the appropriate topic below to view instructions for printing 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.

print settings

The HP printer is controlled by software installed on your computer. Use the printer software, known as the *printer driver*, to change the print settings for a document.

To change printer settings, open the Printer Properties dialog box.

displaying the printer properties dialog box

Follow these steps to display the Printer Properties dialog box:

1. Open the file you want to print.

2. Follow one of these paths to select the Printer Properties dialog box, depending on the software program you are using:

   ○ Click **File** > **Print**, then select **Properties**.
   ○ Click **File** > **Print Setup**, then select **Properties**.
   ○ Click **File** > **Print** > **Setup**, then select **Properties**.

   The Printer Properties dialog box appears.

using the printer properties dialog box

The Printer Properties dialog box provides several print options in the Setup tab.

setup tab

The Setup tab allows you to set these options:
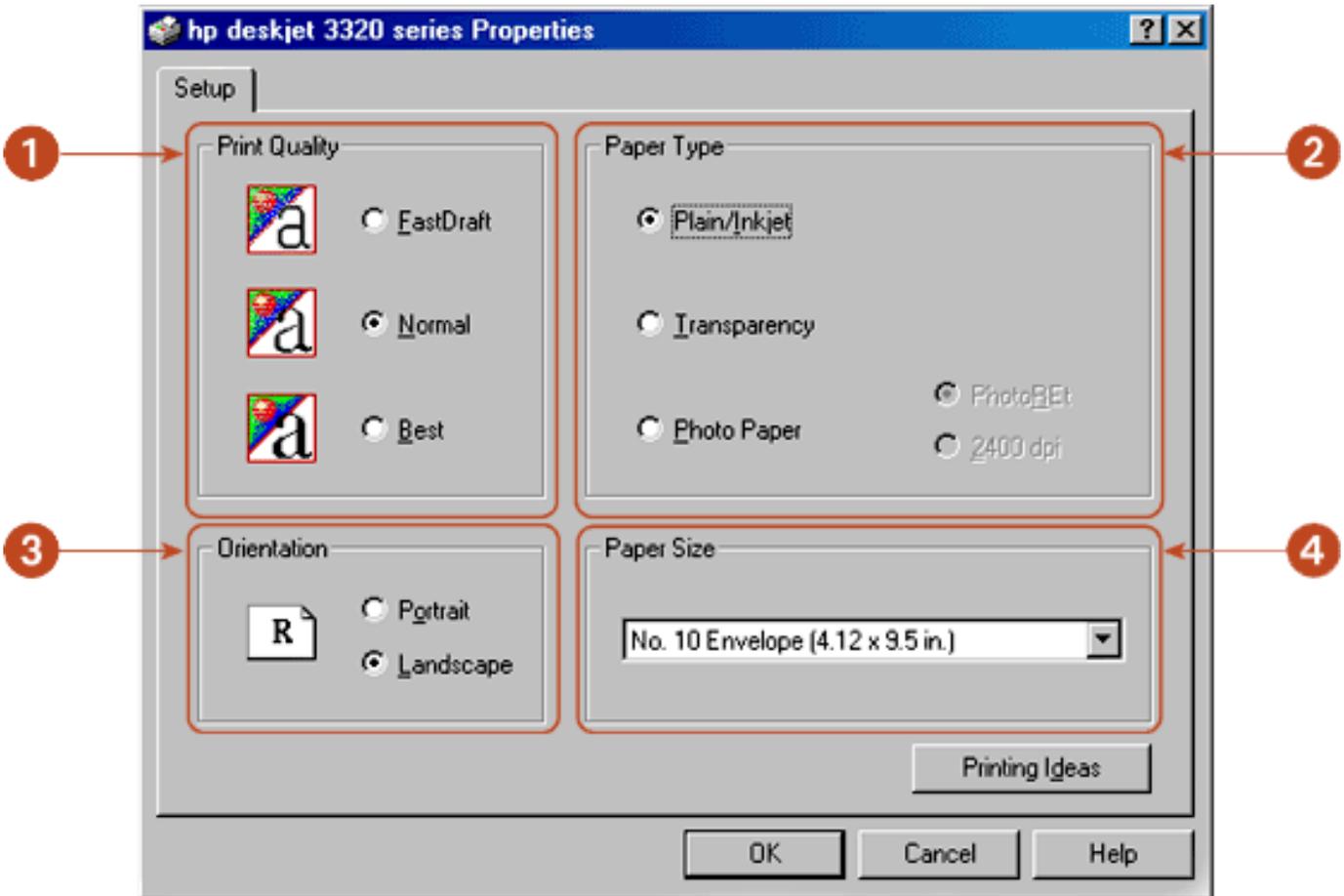
1. **Print Quality: FastDraft**, **Normal**, or **Best**.
2. **Paper Type: Plain/Inkjet**, **Transparency**, or **Photo Paper**.
3. **Orientation: Portrait** or **Landscape**.
4. **Paper Size:** Type of paper used.

To find more information about options on the Setup tab screen, point to an option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** to view more information about the selected option.

changing default print settings

The taskbar icon lets you change the default print settings. Default print settings apply to all documents you print with your HP printer.
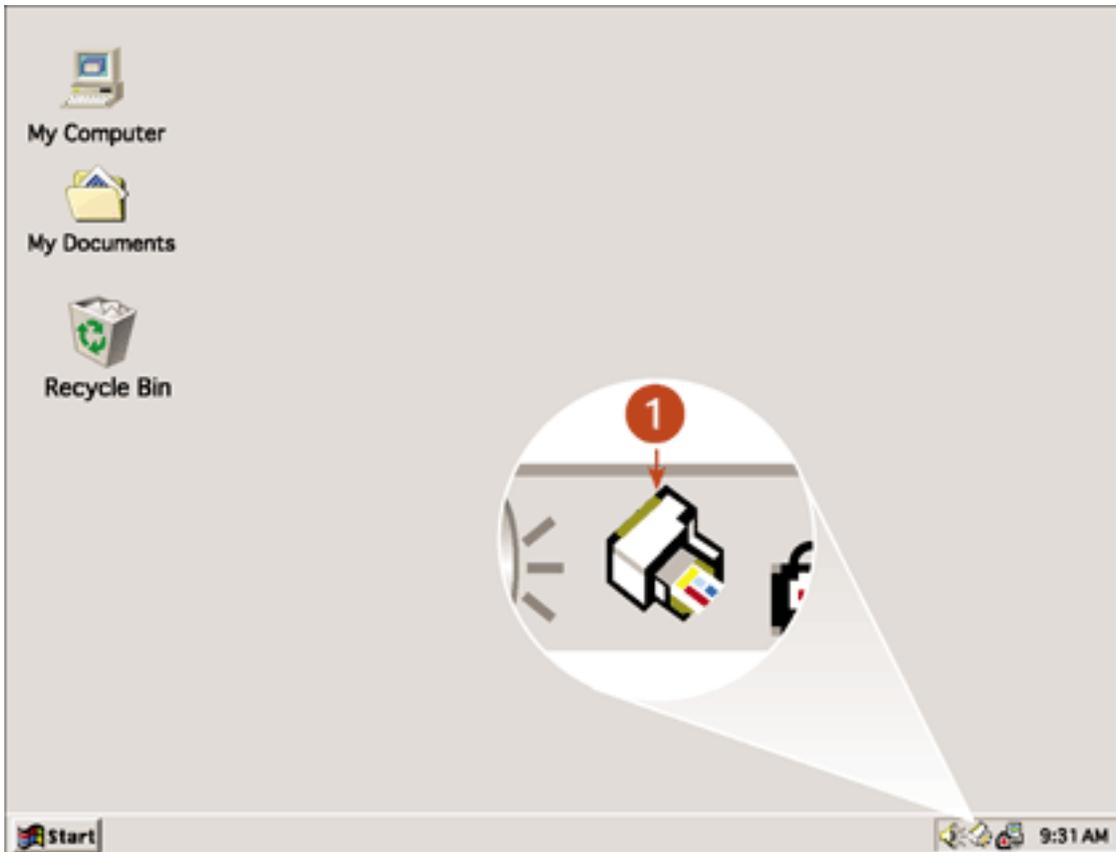
1. taskbar icon

1. Right-click the **taskbar icon**.

2. Select **Change Default Print Settings**.

    The Printer Properties dialog box appears.

3. Select from the available print quality options: **Best**, **Normal**, and **FastDraft**.

4. Select any other print properties you wish to use for the default print settings.

5. Click **OK**.

    A dialog box appears stating that the new settings will be used every time you print. If you don't want to see this dialog box again, select **Don't show me this message again**.

6. Click **OK** to save the new print settings.

    These settings will be in effect until you change the default print settings again.

turning off the taskbar icon

1. Right-click the **taskbar icon**.

    The taskbar shortcut menu screen appears.

2. Select **Exit** to turn off the taskbar icon.

turning on the taskbar icon

Click **Start** > **Programs** > **Hewlett-Packard** > **[hp deskjet series]** > **taskbar icon**. The taskbar appears automatically whenever you restart you computer.

printing a document

Follow these instructions to print a document:

1. Open the file you want to print.

2. Follow one of these paths to open the Printer Properties dialog box:

   ○ Click **File** > **Print**, then select **Properties**.

   ○ Click **File** > **Print Setup**, then select **Properties**.

   ○ Click **File** > **Print** > **Setup**, then select **Properties**.

   The Printer Properties dialog box appears.

3. In the **Setup** screen choose a print quality, a specific paper type, the appropriate paper size, and page orientation.

4. Click **OK** to return to the Print or Print Setup screen.

5. Click **OK** to print.

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.

print status box

The Print Status box appears each time the printer prints a file.
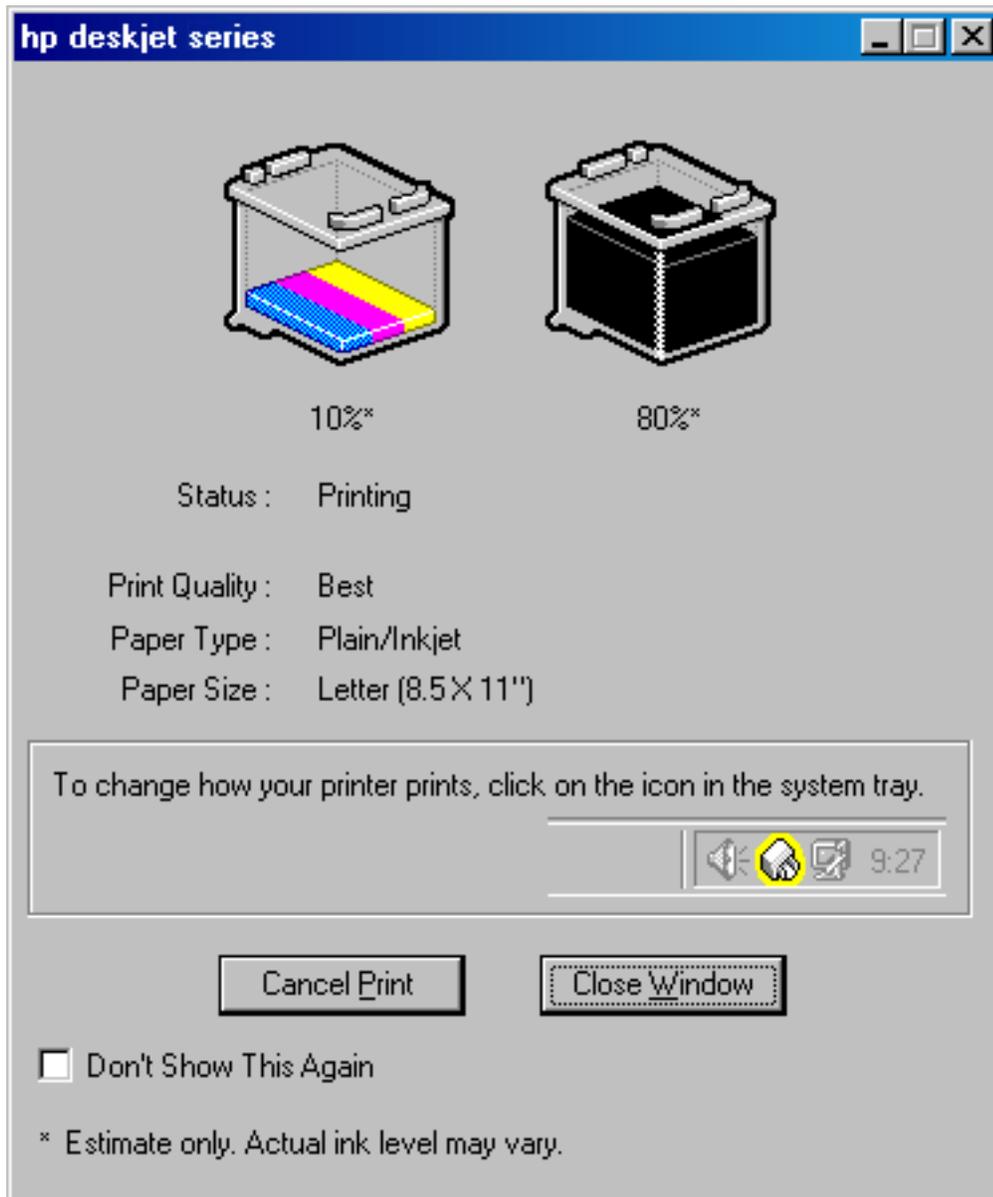
The following items are displayed:

- **Ink Level:** Ink level of each print cartridge
- **Status:** Status of the print job
- **Print Quality: FastDraft**, **Normal**, or **Best**
- **Paper Type: Plain/Inkjet**, **Transparency**, or **Photo Paper**
- **Paper Size:** Appropriate paper size

To change the print options, click the [taskbar icon](#).

To cancel a print job, click **Cancel Print**.

To close the Print Status box, click **Close Window**.

plain paper

1. Unfold the paper tray.

2. Slide the paper guide to the left.

3. Do one of the following:

   o Place up to 100 sheets of paper into the tray.
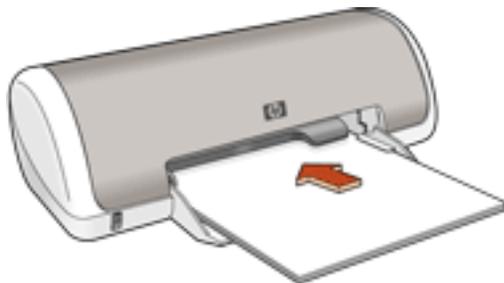
   −or−

   o Place up to 100 sheets of legal-sized or A4 paper into the tray as far as it
     will go. The paper will extend over the edge of the tray.

4. Slide the paper guide *firmly* against the paper.

printing plain paper

1. Open the **Printer Properties** dialog box, then select the following settings:

   o **Print Quality: FastDraft, Normal** or **Best**
   o **Paper Type: Plain/Inkjet**
   o **Paper Size:** Appropriate paper size
   o **Orientation:** Appropriate orientation

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

3. Click **OK** to print.

For basic printing instructions, see print settings.

envelopes

printing guidelines

- Never place more than 10 envelopes in the In 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.
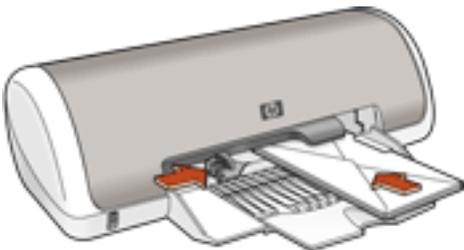
printing envelopes

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

1. Open the **Printer Properties** dialog box, then select the following settings:
   - ○ **Print Quality: Normal** or **Best**
   - ○ **Paper Type: Plain/Inkjet**
   - ○ **Paper Size:** Appropriate envelope size
   - ○ **Orientation:** Appropriate orientation
2. After you have selected the print settings, click **OK**.
3. Click **OK** to print.

For basic printing instructions, see print settings.

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 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

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

1. Open the **Printer Properties** dialog box, then select the following settings:

   ○ **Print Quality: Normal** or **Best**

   ○ **Paper Type: Transparency**

   ○ **Paper Size:** Appropriate paper size

   ○ **Orientation:** Appropriate orientation

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

3. Click **OK** to print.

The printer may wait for each transparency to dry before releasing it.

For basic printing instructions, see print settings.

labels

printing guidelines

- Use only paper labels that are designed specifically for Inkjet printers.
- 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.
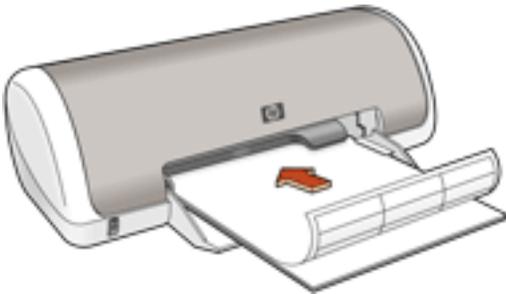
printing labels

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

1. Open the **Printer Properties** dialog box, then select the following settings:
   - ❍ **Print Quality: Normal** or **Best**
   - ❍ **Paper Type: Plain/Inkjet**
   - ❍ **Paper Size: Letter** or **A4**
   - ❍ **Orientation:** Appropriate orientation

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

3. Click **OK** to print.

For basic printing instructions, see print settings.

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.
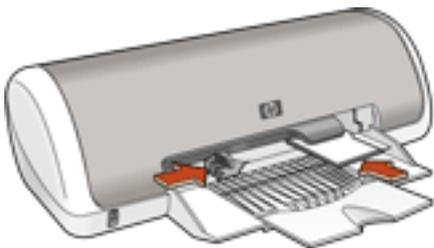
printing index cards and other small media

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

1. Open the **Printer Properties** dialog box, then select the following settings:

   ○ **Print Quality: Normal** or **Best**

   ○ **Paper Type: Plain/Inkjet**

   ○ **Paper Size: Index Cards (4 x 6 in.)**

   ○ **Orientation:** Appropriate orientation

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

3. Click **OK** to print.

For basic printing instructions, see <u>print settings</u>.

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.
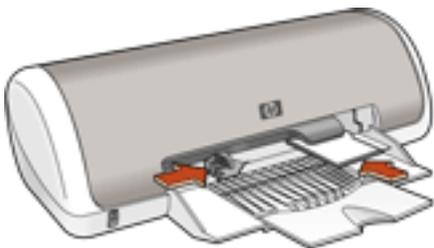
printing Hagaki cards

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

1. Open the **Printer Properties** dialog box, then select the following settings:

   ○ **Print Quality: Normal** or **Best**

   ○ **Paper Type: Plain/Inkjet**

   ○ **Paper Size: Hagaki (100 x 148 mm)**

   ○ **Orientation:** Appropriate orientation

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

3. Click **OK** to print.

For basic printing instructions, see print settings.

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.
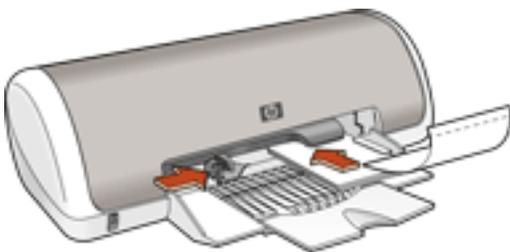
loading small photo paper
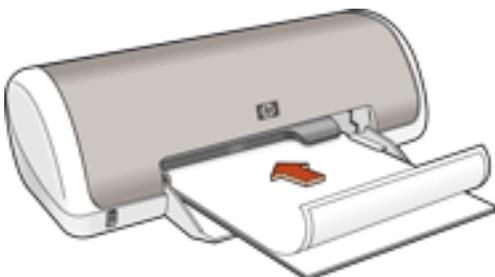
loading large photo paper

printing photographs

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

1. Open the file you want to print. Then select the following settings:

   ○ **Paper Type: Photo Paper**

     For HP 3400 Series, select either **PhotoRet** or **2400dpi**.

   ○ **Paper Size:** Appropriate photo paper size

   ○ **Orientation:** Appropriate orientation

   ○ **Print Quality: Best** (will automatically be selected)

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

3. Click **OK** to print.

For basic printing instructions, see print settings.

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.
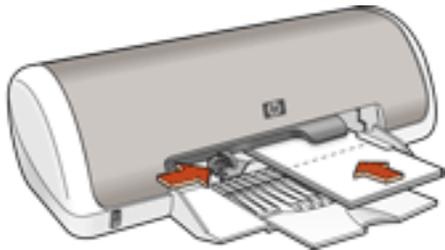
5. Push the cards forward until they stop.
6. Slide the paper guide *firmly* against the edge of the cards.

printing greeting cards

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

1. Open the **Printer Properties** dialog box, then select the following settings:

   - **Print Quality: Normal** or **Best**
   - **Paper Type: Plain/InkJet**
   - **Paper Size:** Appropriate greeting card size
   - **Orientation:** Appropriate orientation

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

3. Click **OK** to print.

For basic printing instructions, see print settings.

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](#)

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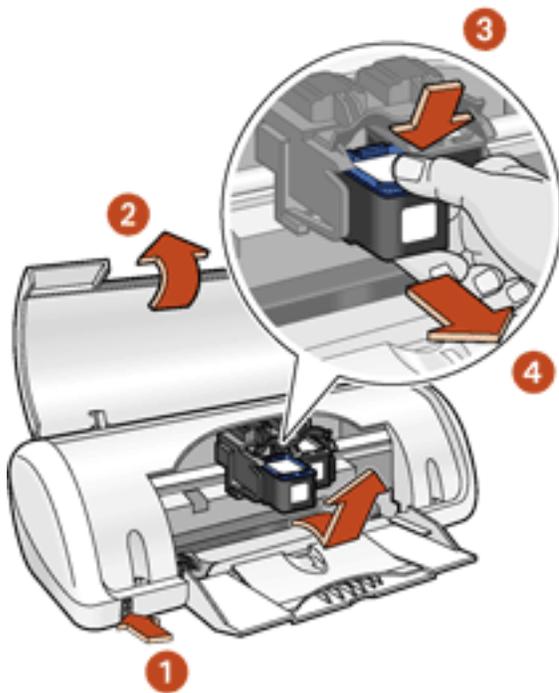
**1. press Power button 2. lift top cover
3. push down on print cartridge 4. slide print cartridge out of cradle**

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.

> **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.
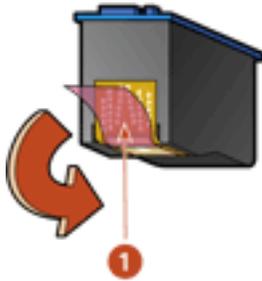
1. plastic tape

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. Calibrate the printer for optimum print quality.

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 results from modifying or refilling HP print cartridges is specifically excluded from the HP printer's warranty coverage.

calibrating print cartridges

After installing a print cartridge, calibrate the print cartridges to ensure the best print quality.

Calibrating the print cartridges takes about two minutes and requires you to examine two test pages.

To calibrate print cartridges:

1. Go to printer maintenance.

2. Click the **calibrate printer** button.

3. Click **calibrate**, then follow the onscreen instructions.

automatically cleaning print cartridges

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

Follow the steps below to clean the print cartridges automatically:

1. Go to printer maintenance.

2. Click the **clean cartridges** button.

3. Click **clean**, then follow the onscreen directions.

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:

- Clean 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. Disconnect the power cord from the back of the printer.

3. Remove the print cartridges and place them on a piece of paper with the nozzle plate facing up.

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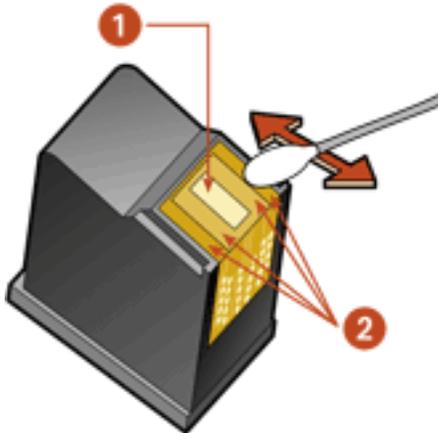
1. nozzle plate 2. face and edges of print cartridge

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.
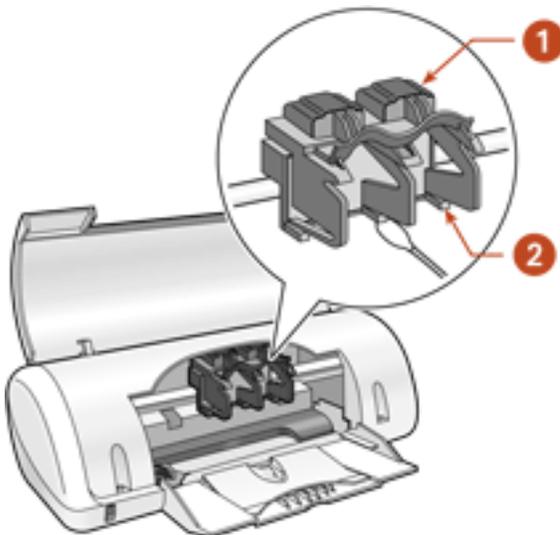
1. print cartridge cradle 2. print cartridge cradle walls

6. Insert the print cartridges and close the printer's top cover.

7. Connect the power cord to the back of the printer.

8. Print a [test page](#).

9. 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.

troubleshooting

Click the topic below that best describes the problem:

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

If you continue to have problems after investigating the above topics, contact HP 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 printer lights

If the **Power** light is blinking, 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 it out from the printer and remove.
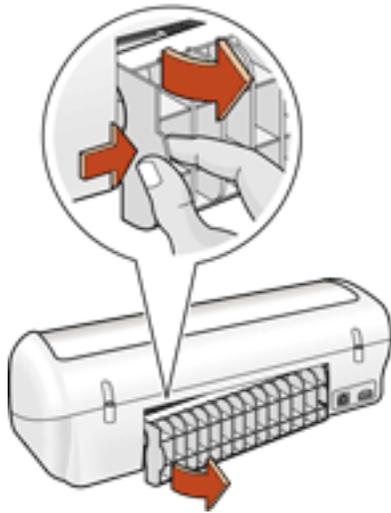
4. Remove the paper jam, then replace the Rear Access Door.
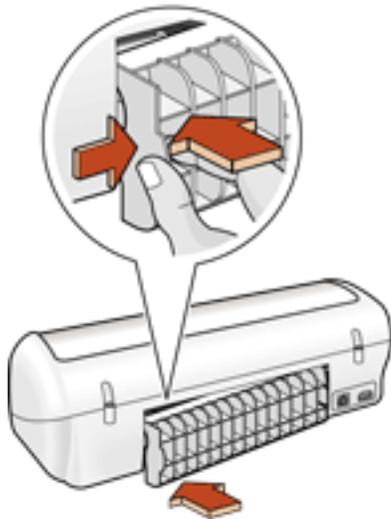
5. Reload paper into the paper tray.

6. Print 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

the error message "there was an error writing to <name of USB port>" appears

The USB cable may not have been attached before installing the software. Uninstall, then reinstall, the software.

For instructions on uninstalling the printer driver, see [tools](#).

there are conflicting USB cable connections

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 series printers do not support networking.

problems with printouts

Click the topic below that best describes the problem:

- print quality is poor
- 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
- the printer prints on multiple sheets at once

print quality is poor

Select the topic that best describes the problem:

- text and images are misaligned
- black print is faded

text and images are misaligned

If the text and images on your printouts are misaligned, then calibrate the printer.

black print is faded

If the black text and images on your printouts are faded, you may be printing using only the tri-color print cartridge. Insert a black print cartridge, in addition to the tri-color print cartridge, for true black print resolution.

If you have a black print cartridge and the black text and images on your printouts are faded, the black print cartridge may be low on ink. Consider replacing the black print cartridge.

document is printed off-center or at an angle

1. Verify that the paper is correctly placed in the paper tray.

2. Slide the paper guide *firmly* against the edges of the print media.

3. Reprint the document.

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

Follow the basic printing instructions and verify the following options:

- **Paper Size:** Verify the appropriate paper size and margins
- **Orientation:** Verify the appropriate paper orientation

printout does not reflect new print settings

The printer's default settings may differ from the print settings in the software application you are using. Select the appropriate print settings within the software application.

photos are not printing correctly

check the paper tray

1. Verify that the photo media is placed in the paper tray with the printable side down.
2. Slide the paper forward until it stops.
3. Slide the paper guide *firmly* against the paper.

check the printer properties

Follow the basic printing instructions and verify the following options:

- **Paper Type: hp photo paper**
- **Paper Size:** The appropriate paper size
- **Print Quality: Best** (will automatically be selected)
- **Orientation:** The appropriate orientation

blank pages print

The printer may output blank pages if the plastic tape is not removed from the print cartridge.

Remove the plastic tape from the ink nozzle if it is still attached to the print cartridge. See replacing print cartridges.

the printer prints on multiple sheets at once

paper weight

The printer may print on multiple sheets of paper at once if the paper is below the recommended paper weight. Use paper that meets the recommended paper weight.

For a list of recommended paper weights, see printer specifications.

paper may be loaded improperly

The printer may print on multiple sheets of paper at once if the paper is loaded too far toward the back of the printer. Reload the paper in the paper tray, pushing it in only until you feel resistance.

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 onscreen error message explaining the problem and its solution.

if no error message appears on screen

1. Go to [maintenance](#).

2. Click any of the four main buttons. This will tell the software to check the status of the printer.

3. Read any onscreen error messages 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 printer's performance:

- 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 software 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, see tools.

computer does not meet system requirements

1. Verify that the computer's hard disk space, RAM, and processor speed meet system requirements.

   For more information, see system requirements.

2. Increase space on the hard drive.

   If your computer has less than 100 MB available on the hard drive, the printer processing time will be longer.

out of paper message

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

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	300 x 300 dpi	600 x 600 dpi
Best	600 x 600 dpi	600 x 600 dpi

photo paper printing resolution

print quality	render	printing
PhotoBest	600 x 600 dpi	1200 x 1200 dpi with PhotoREt (3300 and 3400 series)
Photo2400	1200 x 1200 dpi	2400 x 1200 optimized dpi (3400 series)

print technology

Drop-on-demand thermal inkjet printing

software compatibility

MS Windows compatible (98, Me, 2000, and XP)

memory

768 KB built-in RAM (3300 series printers)
768 KB built-in RAM (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/m 2 (20 to 24 lb)

Legal 75 to 90 g/m 2 (20 to 24 lb)

Envelopes: 75 to 90 g/m 2 (20 to 24 lb)

Cards: Up to 200 g/m 2 (110 lb index max)

media handling

Plain paper sheets: Up to 100

Envelopes: Up to 10

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

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:

Microsoft Windows XP

Minimum Processor Speed: Pentium 233 MHz

Required RAM: 64 MB

Required Free Hard Disk Space: 40 MB*

Microsoft Windows 2000

Minimum Processor Speed: Pentium 133 MHz

Required RAM: 64 MB

Required Free Hard Disk Space: 40 MB*

Microsoft Windows 98 or Me

Minimum Processor Speed: Pentium 166 MHz

Required RAM: 32 MB

Required Free Hard Disk Space: 40 MB*

* If you are printing photographs or are printing at 2400 x 1200 dpi, you must have a large amount of free hard disk space.

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:

    o Improper or inadequate maintenance or modification;

    o Software, interfacing, media, parts, or supplies not provided or supported by HP; or

    o 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。

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파적합등록을 받은
기기로서, 주거지역에서는 물론 모든 지역에서
사용할 수 있습니다.

index

A

accessibility

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Hagaki cards