hp LaserJet 3300mfp

start

hp LaserJet 3300mfp series

getting started guide

FCC Regulations

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.
If this equipment is not installed
and used in accordance with the
instructions, it may 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 separation between
equipment and receiver.

Connect equipment to an outlet
on a circuit different from that to
which the receiver is located.

Consult your dealer or an
experienced radio/TV
technician.

Any changes or modifications to
the product that are not
expressly approved by HP could
void the user's authority to
operate this equipment.

Use of a shielded interface
cable is required to comply with
the Class B limits of Part 15 of
FCC rules.

For more regulatory information,
see the HP LaserJet 3300
electronic user guide.

Warranty

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

Hewlett-Packard makes no
warranty of any kind with
respect to this information.

HEWLETT-PACKARD
SPECIFICALLY DISCLAIMS
THE IMPLIED WARRANTY
OF MERCHANTABILITY
AND FITNESS FOR A
PARTICULAR PURPOSE.

Hewlett-Packard shall not be
liable for any direct, indirect,
incidental, consequential,
or other damage alleged in
connection with the furnishing
or use of this information.

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1 Introduction

2 Setting up your product

3 Troubleshooting

1 Introduction

Congratulations on your purchase of the HP LaserJet 3300 series all-in-one product, a powerful business tool with the capabilities of a full range of office equipment. You can use the product for printing, copying, color scanning, scanning to the web, and scanning to e-mail.

Use this guide to help you complete the following tasks:
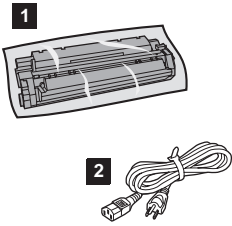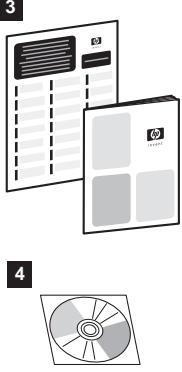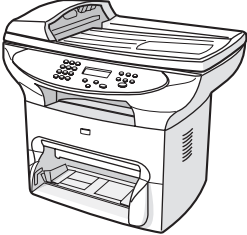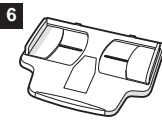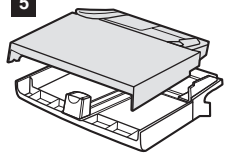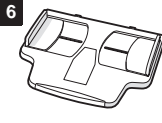
● Acquaint yourself with the product

● Assemble the product hardware

● Connect the product to a computer or a network

● Install the product software

HP LaserJet 3300 series products

HP LaserJet 3300 series products print and copy up to 15 pages per minute (ppm) and come standard with the following features:

● Flatbed copier/scanner

● 32 megabytes (MB) of random access memory (RAM)

● Dual in-line memory module (DIMM) slot for adding fonts and memory

● USB 1.1 port and IEEE 1284-B parallel port

The following table shows the different models available, and each model's package contents and additional features.

Package contents	Model	Additional contents
	HP LaserJet 3300mfp	
	HP LaserJet 3310mfp	
	HP LaserJet 3320mfp	

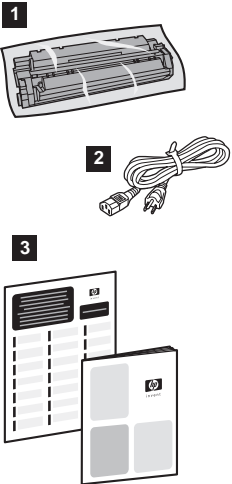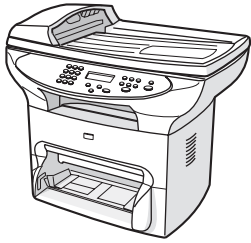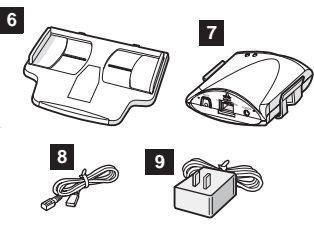| Description |
| --- |
| The **HP LaserJet 3300mfp** comes standard with a flatbed copier/scanner, 32 MB of RAM, a dual in-line memory module (DIMM) slot for adding fonts and memory, a USB 1.1 port, and an IEEE 1284-B parallel port.

Package contents: 1) Print cartridge; 2) power cord; 3) getting started guide and support flyer; 4) CD-ROM containing product software and electronic user guide; 5) 250-sheet media input tray and priority input tray.
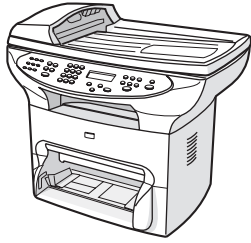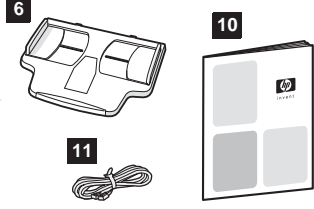
Note: The **HP LaserJet 3300se mfp** differs from the HP LaserJet 3300 product only by the inclusion of specialized software. This product is only available in the U.S. |
| The **HP LaserJet 3310mfp** comes standard with a flatbed copier/scanner, 32 MB of RAM, a dual in-line memory module (DIMM) slot for adding fonts and memory, a USB 1.1 port, and an IEEE 1284-B parallel port. It has no scan buttons on the control panel. Scanning functionality can be accessed through the product software when the product is connected to a computer. It also comes with a 50-page automatic document feeder (ADF).

Package contents: 1) Print cartridge; 2) power cord; 3) getting started guide and support flyer; 4) CD-ROM containing product software and electronic user guide; 5) 250-sheet media input tray and priority input tray; 6) ADF input tray. |
| The **HP LaserJet 3320mfp** comes standard with a flatbed copier/scanner, 32 MB of RAM, a dual in-line memory module (DIMM) slot for adding fonts and memory, a USB 1.1 port, and an IEEE 1284-B parallel port. It has scan buttons on the control panel and comes with a 50-page automatic document feeder (ADF).

Package contents: 1) Print cartridge; 2) power cord; 3) getting started guide and support flyer; 4) CD-ROM containing product software and electronic user guide; 5) 250-sheet media input tray and priority input tray; 6) ADF input tray. |

Package contents	Model	Additional contents
1 **2** **3** **4** **5**	**HP LaserJet 3320n mfp**	**6** **7** **8** **9**
	HP LaserJet 3330mfp	**6** **10** **11**

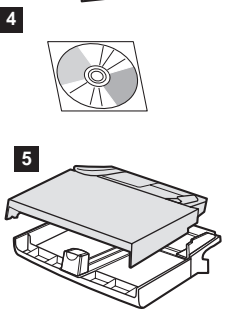| Description |
| --- |
| The **HP LaserJet 3320n mfp** comes standard with a flatbed copier/scanner, 32 MB of RAM, a dual in-line memory module (DIMM) slot for adding fonts and memory, a USB 1.1 port, an IEEE 1284-B parallel port, and a 50-page automatic document feeder (ADF). It includes an HP Jetdirect 310x print server for connecting to a 10Base-T or 100Base-Tx network (sometimes called Ethernet and Fast Ethernet, respectively). The print server provides network solutions for communicating over TCP/IP, IPX, Novell Netware, and AppleTalk protocols.

Package contents: 1) Print cartridge; 2) power cord; 3) getting started guide and support flyer; 4) CD-ROM containing product software, print server software, and electronic user guide; 5) 250-sheet media input tray and priority input tray; 6) ADF input tray; 7) HP Jetdirect 310x print server with mounting clip; 8) USB 1.1 cable; 9) print server power adapter. |
| The **HP LaserJet 3330mfp** comes standard with a flatbed copier/scanner, 32 MB of RAM, a dual in-line memory module (DIMM) slot for adding fonts and memory, a USB 1.1 port, an IEEE 1284-B parallel port, and a 50-page automatic document feeder (ADF). It also comes with full-functionality fax capabilities and includes V.34 fax with speed dial, fax polling, and delayed fax features.

Package contents: 1) Print cartridge; 2) power cord; 3) getting started guide and support flyer; 4) CD-ROM containing product software, fax software, and electronic user guide; 5) 250-sheet media input tray and priority input tray; 6) ADF input tray; 10) fax guide; 11) phone cord. |

Note Only the HP LaserJet 3320n product includes a printer cable. Any USB 1.1 cable or IEEE 1284-B parallel cable can be used to connect the product to a computer. Cables may be purchased at http://www.buy.hp.com. For more information on HP accessories, see the product's electronic user guide.

Environmental requirements

Install the product in a location that meets the following requirements:

● Situate the product on a sturdy, level surface out of direct sunlight and away from dust, open flames, and ammonia fumes.
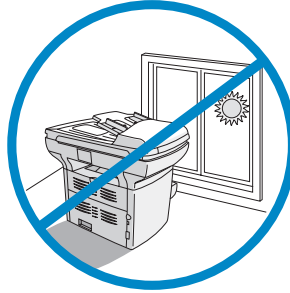
● Make sure the environment is well ventilated, free from abrupt temperature or humidity changes, and within the following limits:

  • **Temperature:** 15 to 32.5° C (59 to 90.5° F)

  • **Relative Humidity:** 10 to 80% humidity (no condensation)

● Make sure that there is enough space around the product for media access and proper ventilation; media fed into the straight-through media path will emerge behind the product.
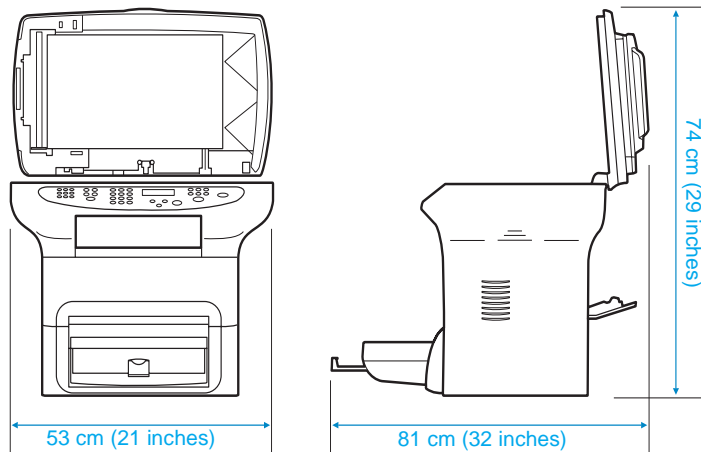
Network connection requirements

If you purchased an HP LaserJet 3320n and want to connect the product to a network using the HP Jetdirect 310x print server included with the product, use the instructions in this guide.

If you purchased an HP LaserJet 3300 series product other than the HP LaserJet 3320n and want to connect the product to a network, you must use a supported HP Jetdirect print server and follow the procedure described in "To use a supported HP Jetdirect print server" on page 10.

Your choice of print server depends on the type of network connection you have and the number of devices you want to connect to the print server.

The following print servers are supported by HP LaserJet 3300 series products and are available from your local HP dealer or at http://www.buy.hp.com.

Model	Product number	Print server use	Firmware version number
HP Jetdirect 170x	J3258B	10Base-T network connection (connects one product to a network)	All
HP Jetdirect 175x	J6035A	10Base-T or 100Base-Tx network connection (connects one product to a network)	All
HP Jetdirect 300x	J3263A	10Base-T or 100Base-Tx network connection (connects one product to a network)	H.08.00 or higher
HP Jetdirect 310x	J6038A	10Base-T or 100Base-Tx network connection (included with HP LaserJet 3320n products - connects one product to a network)	All
HP Jetdirect 500x	J3264A	Token Ring network connection (connects the product and up to two other devices to a network) **Note:** The product is supported only on Port 1 of this print server.	J.08.00 or higher
HP Jetdirect 500x	J3265A	BNC, 10Base-T, or 100Base-Tx network connection (connects the product and up to two other devices to a network) **Note:** The product is supported only on Port 1 of this print server.	J.08.00 or higher

HP does not recommend using HP Jetdirect print servers with firmware earlier than that listed above. To check the firmware version number, see your print server's documentation for instructions on printing a configuration page.

If you have an HP Jetdirect 170x print server and the model number is **not** J3258B, your print server is not compatible with the HP LaserJet 3300 series product.

If you have an HP Jetdirect 300x or 500x print server and the firmware version number is not H.08.00 or J.08.00 or higher, you must download a firmware upgrade from HP's web site at http://www.hp.com/support/net_printing to use your print server with HP LaserJet 3300 series products.

To use a supported HP Jetdirect print server

If you are connecting your product to a network with an HP Jetdirect print server purchased separately from an HP LaserJet 3320n product, use the following procedure to set up your product.

1   Follow the instructions in this guide to assemble your product's hardware.

2   See your print server's documentation to connect the HP LaserJet 3300 series product to a network using one of the supported HP Jetdirect print servers listed above.

3   See "Installing the software" on page 21 to install the product software included with your HP LaserJet 3300 series product.

Note

Do not install the software included with any separately purchased HP Jetdirect print server. Use the product software on your HP LaserJet 3300 series product CD-ROM.

2 Setting up your product

Use the procedures in this chapter to assemble your HP LaserJet 3300 series product, connect it to a computer or a network, connect the power cord, and install the product software.

Assembling your product

This section shows you how to connect the printer cable to the product, install the print cartridge, install the media input trays and the automatic document feeder (ADF) input tray, and connect the product's power cord.

Note

Only the HP LaserJet 3320n product includes a printer cable. Any USB 1.1 cable or IEEE 1284-B parallel cable can be used to connect the product to a computer. Cables may be purchased at http://www.buy.hp.com. For more information on HP accessories, see the product's electronic user guide.

To unpack your product

Remove all packing tape and cardboard from the unit before continuing with the product setup.

To connect a printer cable to your product

To connect a printer cable to your product, use the following steps:
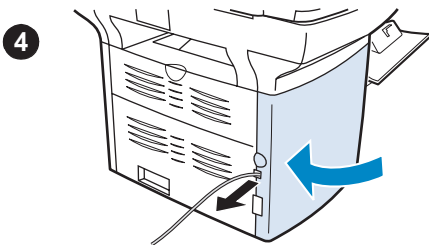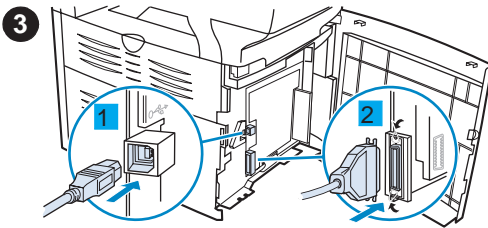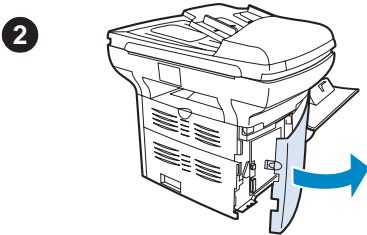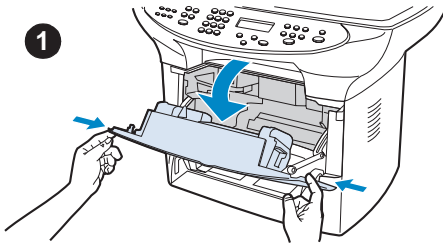
Note
If you want to use your HP LaserJet 3300 product as a stand-alone copier or fax machine—without connecting it to a computer—skip this section and see "To install a print cartridge" on page 13.

Note
Windows 95 and Windows NT 4.0 do not support USB cable connections with the printer. Macintosh computers do not support parallel cable connections.

1   Open the print cartridge door by pulling the sides of the door forward as shown.

2   Open the product's left side panel by pressing the release latch.

3   Plug one end of the USB (1) or parallel cable (2) into the correct socket inside the left side panel as shown.

4   Thread the cable through the left side panel opening as shown, and close the left side panel.

Note
If you are using a USB cable, it should be threaded through the upper notch in the left side panel. If you are using a parallel cable, it should be threaded through the lower notch.

After you have connected the printer cable, leave the print cartridge door open and proceed to "To install a print cartridge" on page 13. You will connect the printer cable to your computer later in the setup process.

To install a print cartridge

To install a print cartridge, use the following steps:
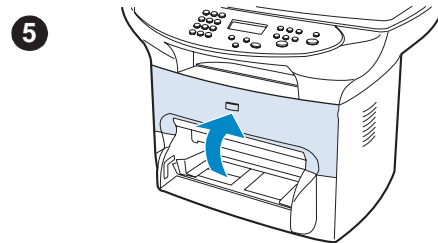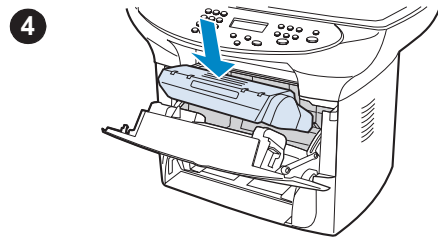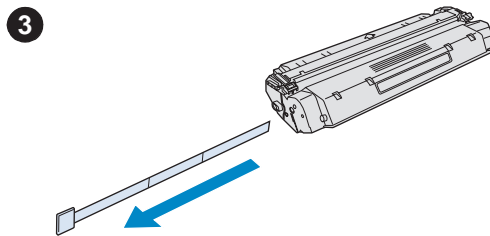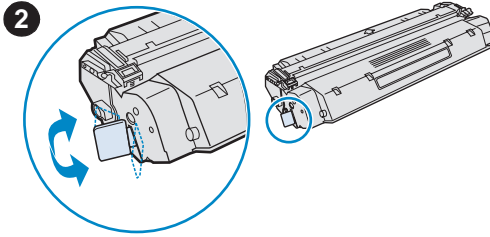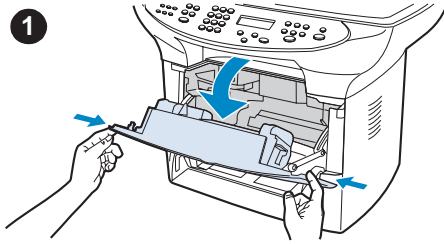
1 Make sure the print cartridge door is open.

2 Remove the print cartridge from its packaging, and locate the sealing tape at the end of the cartridge.

3 To remove the sealing tape from the cartridge, grasp the tape and pull it straight out from the cartridge. Avoid touching any black toner on the tape.

4 Insert the cartridge as shown, with the arrows pointing into the product.

5 Close the print cartridge door. The print cartridge engages when the door is closed.

Note
If toner gets on your clothing or other fabric, wipe off the toner with a dry cloth. Wash the items in cold water and air dry.

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new, refilled, or remanufactured. Since they are not HP products, HP cannot influence their design or control their quality.

To install and load the media input tray and priority input tray

To install and load the media input tray and the priority input tray, use the following steps:

1 Slide the trays in and down at an angle as shown until they fit securely. Remove the tape connecting the two trays.

2 Remove the priority input tray. On the media input tray, slide the media guides out and pull the long media support back to accommodate your media.

3 Place the media into the input tray.

4 Adjust the guides until they are flush with the media.

5 Install the priority input tray over the media input tray.

Note

If the media guides are not sufficiently tight, your media may skew and cause a media jam.
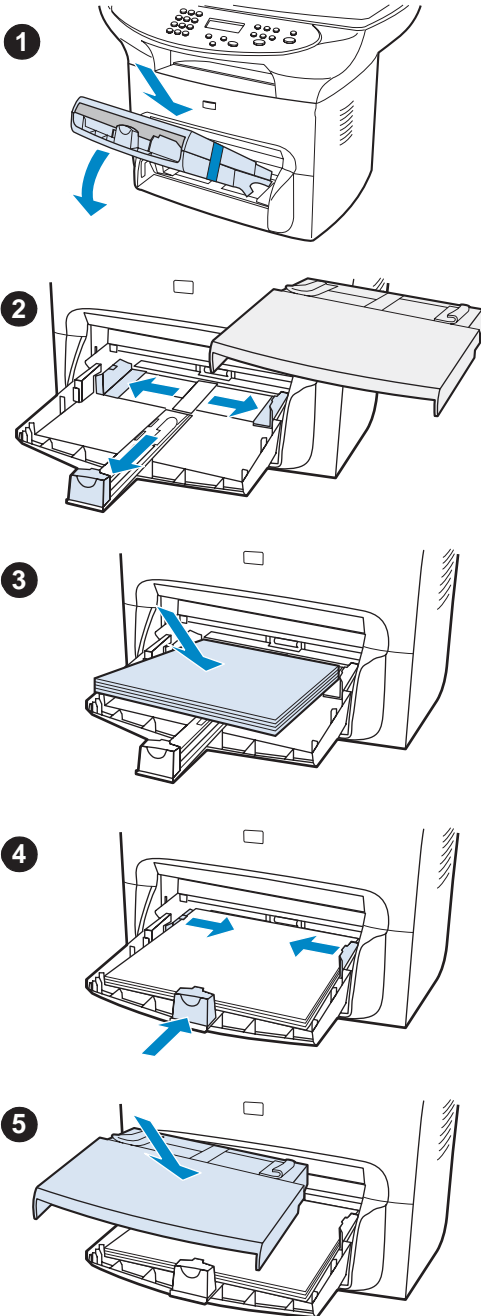
To install the ADF input tray

If your product has an automatic document feeder (ADF), use the following steps to install the ADF input tray:

1   Align the two tabs on the input tray with the two grooves in the ADF lid.

2   Slide the tray into the grooves as shown until the tray snaps into place.
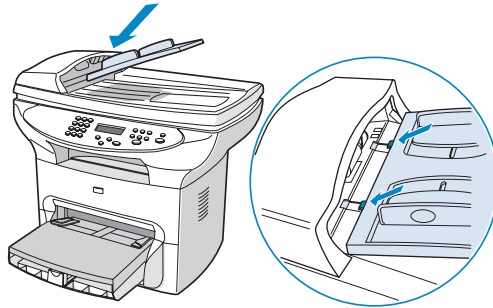
To connect the power cord

To connect your product to a power source, use the following steps.

1   If you have the 220V product, locate the power switch on the back of the product and make sure the product is switched off.

2   Connect the power cord to the product, as shown (1).

3   Plug the other end of the power cord directly into a grounded AC outlet (2).
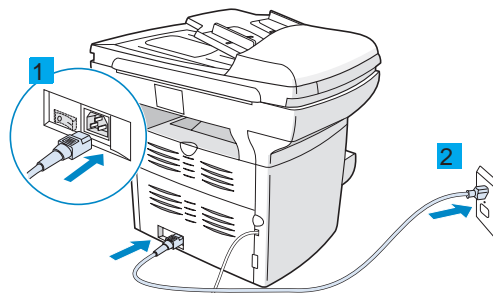
4   If you have the 220V product, switch on the power. If you have the 110V product, there is no power switch. It will automatically power on when it is plugged in.

Note   HP does not recommend the use of uninterrupted power supply (UPS) battery backup devices or surge suppressors with this product. Many surge suppressors and battery backups can cause print defects.

Verifying your work

At this point in the setup process, verify your work by testing your HP LaserJet 3300 product's printing and copying functions.

To self-test the printer

To test the printer, use the following steps:

1   On the product's control panel, press the **menu/enter** button.

2   Use the **<** and **>** buttons to select Reports, and press the **menu/enter** button.

3   Use the **<** and **>** buttons to select Config Report and press the **menu/enter** button.

A configuration page prints, showing the product's current configuration and the control panel display returns to Ready If the page does not print successfully, see "Troubleshooting" on page 25.

To self-test the copier using the ADF input tray

Use the configuration page you just printed to test the copier.

1   Adjust the guides on the ADF input tray to the size of the configuration page.

2   Place the configuration page into the ADF input tray top first, print side up. Verify that the control panel display reads Document Loaded.

3   On the product's control panel, press **start/copy**.

The product makes a copy of the configuration page and the control panel display returns to Ready If the page does not copy successfully, see "Troubleshooting" on page 25.
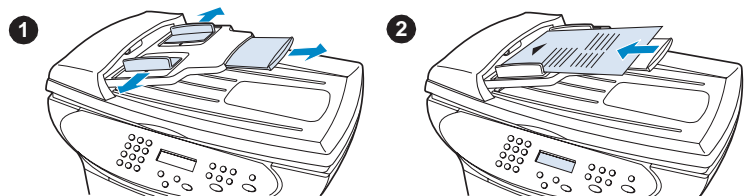
To self-test the copier using the flatbed scanner

If your product does not have an ADF input tray, you can still test the copier by placing the configuration page on the flatbed scanner glass.

1   Place the configuration page face down on the flatbed scanner glass as shown.

2   Gently close the lid.

3   On the product's control panel, press **start/copy**.

The product makes a copy of the configuration page and the control panel display returns to `Ready`. If the page does not copy successfully, see "Troubleshooting" on page 25.

CAUTION   To prevent damaging the product, do not allow the scanner lid to fall onto the scanner glass surface. Always close the scanner lid when the product is not in use.
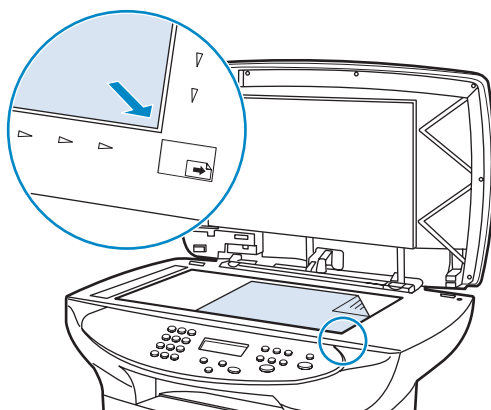
To print a control panel menu map

In addition to printing a configuration page, you can also test your product by printing a menu map that shows all of the control panel menu options.

To print a control panel menu map, use the following steps:

1   On the product's control panel, press **menu/enter**.

2   Use the **<** and **>** buttons to select `Reports`, and press **menu/enter**.

3   Use the **<** and **>** buttons to select `Menu Structure`, and press **menu/enter**.

A menu map prints, showing all of the product's control panel menu options. If the menu map does not print successfully, see "Troubleshooting" on page 25.

Completing your product setup

After you have assembled the hardware and tested your product, choose one of the configurations listed in the table below, and follow the instructions to finish setting up your HP LaserJet 3300 series product.

Configuration	Instructions
Stand-alone copier	Setup is complete—your product is ready to use.
Connected to a dedicated computer or computers	See "Connecting your product to a computer" on page 18.
Connected to a network with an HP Jetdirect 310x print server	See "Connecting your product to a network" on page 19. **Note:** If you purchased your HP Jetdirect 310x print server separately from the HP LaserJet 3320n product, do not install the software that came with the print server. Use the product software on your HP LaserJet 3300 series product CD-ROM.
Connected to a network with an HP Jetdirect print server other than the 310x model	See the documentation for your HP Jetdirect print server, and then see "Installing the software" on page 21. **Note:** Do not install the software that is included with HP Jetdirect print servers. Use the product software included on your HP LaserJet 3300 series product CD-ROM.
Connected to a phone line only, for faxing and copying functionality (HP LaserJet 3330 only)	See the HP LaserJet 3330 product fax guide for instructions on connecting your product to a phone line.
Connected to a phone line and a dedicated computer, for full printing, copying, scanning, and faxing functionality (HP LaserJet 3330 only)	See the HP LaserJet 3330 product fax guide for instructions on connecting your product to a phone line, and then see "Installing the software" on page 21 of this guide.

Connecting your product to a computer

This section shows you how to connect your HP LaserJet 3300 product to a computer with the printer cable you connected to the product earlier.

You can connect two PCs to your HP LaserJet 3300 product—one with a parallel cable and one with the USB cable—allowing the product to be shared.

Note   Computers running Windows 95 or Windows NT 4.0 SP3 do not support USB cable connections. Macintosh computers do not support parallel cable connections.

If you are using a parallel cable, connect it directly to a dedicated IEEE 1284-B bidirectional, ECP-compliant parallel port. If the parallel port has another device attached to it (such as an external storage device), that device must be disconnected.

To connect your product to a computer

If you have not connected a printer cable to your product, see "To connect a printer cable to your product" on page 12 before performing this procedure.

1   With your computer running, quit all open applications.

2   Plug the USB (1) or parallel cable (2) from the printer into the appropriate socket on your PC or Macintosh computer as shown.
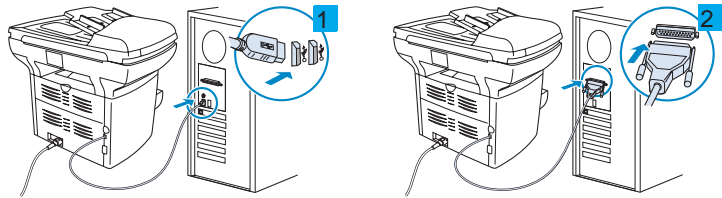
CAUTION   Do not connect a parallel cable to a serial port on your computer. Doing so can damage the product, and the two port types can be easily confused. If you need help identifying the parallel port, see your computer's documentation.

3   If the New Hardware Wizard window appears on your computer screen, click **Cancel**.

Connecting your product to a network

Use the procedures in this section to connect your HP LaserJet 3320n product to a network using the HP Jetdirect 310x print server and mount the print server on your product or another surface.

If you are using a separately purchased HP Jetdirect print server to connect your HP LaserJet 3300 series product to a network, see "Network connection requirements" on page 9 and "To use a supported HP Jetdirect print server" on page 10.
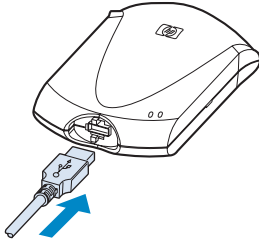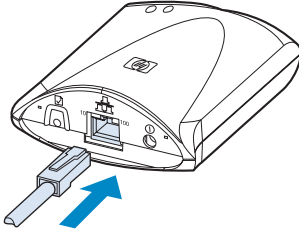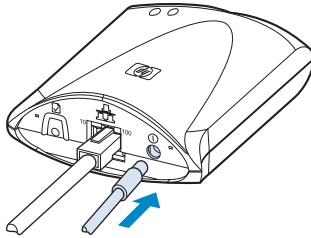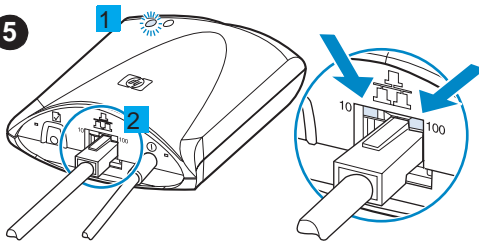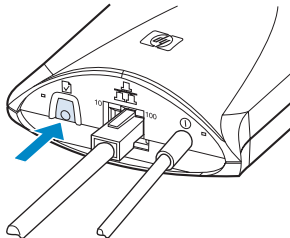
To connect your 3320n product to a network using the HP Jetdirect 310x print server

Note

If you have not connected a USB cable to the product, see "To connect a printer cable to your product" on page 12 before performing this procedure.

1   Locate the HP Jetdirect 310x print server that came with the product.

2   With the USB symbol on the cable facing up, plug the rectangular end of the USB cable (that is connected to the product) into the USB socket at the front of the print server. Make sure the plug is fully inserted.

3   Attach the print server to a 10Base-T or 100Base-Tx local network by plugging a network cable into the network port on the print server's rear panel.

4   Plug the print server power adapter into a power outlet. Plug the other end of the power adapter cable into the power ⏻ socket on the rear of the print server.

5   The power/status ⏻ light (1) blinks green for about 15 seconds and then turns solid green to indicate a successful power connection. The 10 or 100 LED light (2) indicates a successful network connection.

6   To print a configuration page, briefly press and release the test ☑ button on the print server's rear panel. A configuration page is printed by the HP LaserJet 3320n product. If a page does not print, see "Troubleshooting" on page 25.

To mount the print server

To mount the HP Jetdirect 310x print server to your product, use the attached adhesive tape to secure the mounting clip included with your product as shown (1).

To mount the print server to another surface, such as a table or wall, secure the mounting clip with the attached adhesive tape or use the mounting screw holes (2).

Note   If mounting the print server on the back of the product, do not cover any of the product's ventilation holes.
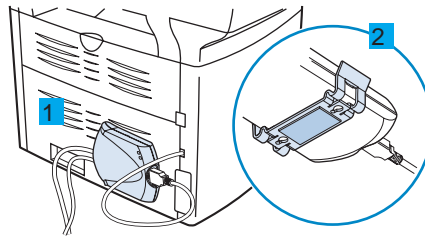
Installing the software

After you have successfully connected the product to your computer or to a network, use this section to install the product software. The software must be installed on each computer that will be using the product in order to take full advantage of the product features and to enable network printing.

If you have not yet connected the product to your computer, see "Connecting your product to a computer" on page 18 or "Connecting your product to a network" on page 19 before installing the product software.

The following printer drivers are available within the software installation program.

- The PCL 6 printer driver supports the most of the product's printing features.

- The PCL 5e driver provides backward compatibility with older LaserJet printers.

- The PS printer driver emulates PostScript® level 2 features (PostScript is a registered trademark of Adobe Systems Incorporated).

The PCL 6 printer driver is installed by default. To install one of the other printer drivers, select the Custom Install option and select an alternate printer driver.

To install the software (Windows)

Use the instructions below to install the product software on a PC running Windows 95, 98, NT 4.0 SP3, ME, 2000, or XP. Windows 95 users will have basic software functionality only. For information on installing the printer driver only, see the next section.

1   Quit any open programs on your PC. If the New Hardware Wizard appears, click **Cancel**.

2   To open the Welcome screen, insert the product software CD-ROM in your computer's CD drive.

   - If the Welcome screen does not open, click **Start** on the Windows task bar, click **Run**, type **Z:\setup** (where **Z** is your CD drive letter), and click **OK**.

3   Follow the onscreen instructions.

4   Click **Software Installation**.

5   Follow the onscreen instructions to install the software.

   - If the product is connected to a network, select **Connected to the network** when prompted, then select the type of network connection.

   - Before installation is complete, select **Print a test page** when the prompt appears.

6   Click **Finish**.

7   If you are prompted to restart your computer, click **Yes**. The test page prints after your computer restarts. If you are not prompted to restart your computer, a test page prints immediately.

8   If the test page prints correctly, installation is complete. If the test page does not print correctly, see "Troubleshooting" on page 25.

To install only the printer driver (Windows)

If you install only the printer driver, and not the complete software, you will have printing capabilities but no fax and scan capabilities from a PC. Follow the instructions below to use the Add Printer Wizard to install the print driver on a PC running Windows 95, 98, NT 4.0 SP3, ME, or 2000.

1   Insert the software CD-ROM in your computer's CD drive. Close the window for the automatic software installation.

2   On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.

3   Double-click **Add Printer**. Follow the onscreen instructions. The path to the driver .inf file is ...*language*\drivers\Win*XX*\PCL6\.

To install only the printer driver (Windows XP)

1   Connect the printer to the computer by either parallel cable or USB cable. If the **Found New Hardware Wizard** does not appear after a minute, restart the computer.

2   Insert the CD that came with the printer. If Autoplay runs, and the software installation window appears, close the window.

3   When the **Found New Hardware Wizard** appears, select **Install from a list or specific location**. Then click **Next**.

4   When the wizard prompts you for search options, deselect **Search removable media**, and select **Include this location in the search**.

5   Click **Browse**. In the browse window, browse to this location on the CD: …*language*\drivers\WinXP\xpdot4inf\, and then click **OK**.

6   Click **Next**.

7   If your computer is connected to the printer with a USB cable, the wizard will prompt you to select the best match for your hardware. Select **HP LaserJet 3300 USB**, and then click **Next**.

8   When the finish screen appears, click **Finish**.

9   After a moment, another **Found New Hardware Wizard** will appear. Select **Install from a list or specific location**. Then click **Next**.

10   When the wizard prompts you for search options, deselect **Search removable media**, and select **Include this location in the search**.

11   Click **Browse**. In the browse window, browse to this location on the CD: …*language*\drivers\WinXP\PCL6\, and then click **OK**.

12   Click **Next**. When the finish screen appears, click **Finish**.

Note   To install additional drivers, such as the PS driver or the PCL5e driver, use the Add Printer Wizard. For the drivers' .inf files, browse to the folders inside the WinXP folder mentioned above. When prompted by the wizard for a port, select the "dot4_001" port.

To install the software (Macintosh OS 9.1)

Use the instructions below to install the software on a Macintosh computer running Mac OS 9.1. If the computer is running Mac OS X see .

1 Insert the product software CD-ROM into your CD drive.

2 In the CD folder, double-click the HP All-in-One Installer icon.

3 Follow the onscreen instructions and click **Install**.

4 When prompted, restart the computer. After the computer restarts, the HP All-in-One Setup Assistant starts automatically.

5 Follow the onscreen instructions to complete the installation.

To install the software (Macintosh OS X)

Use the instructions below to install the software on a Macintosh computer running Mac OS X.

1 Insert the product software CD-ROM into your CD drive.

2 In the CD folder, double-click the HP All-in-One Installer icon.

3 Follow the onscreen instructions and click **Install**.

- If prompted, enter a user name and password with Administrator privileges.

4 When prompted, restart the computer. After the computer restarts, the HP All-in-One Setup Assistant starts automatically.

5 Follow the onscreen instructions.

6 Open the Print Center from the Applications\Utilities folder, and select **Add Printer**.

7 Select **Directory Services** and choose **HP AIO Print**.

8 Highlight the entry for the product you just installed and click **Add**.

9 If your product has no fax capability, close the Print Center and the installation is complete. If you have the HP LaserJet 3330 product, continue with the following steps.

10 Select **Add Printer**.

11 Select **Directory Services** and choose **HP AIO Fax**.

12 Highlight the entry for the product you just installed and click **Add**.

13 Close the Print Center. The installation is complete.

3 Troubleshooting

Troubleshooting your HP LaserJet 3300 series product

If you have a problem setting up your product or installing the product software, first check the troubleshooting table below to determine whether you can identify and solve the problem. If you are unable to solve the problem, see "Where to go for more information" on page 30.

To use the troubleshooting table

This troubleshooting table provides information for solving the following types of problems:

- Basic operation problems
- Software installation problems (Windows)
- Software installation problems (Macintosh)
- Print server installation problems

Problem	Possible cause	Solution
Basic operation problems		
The product has no power and no lights are lit on the control panel.	The product is not getting any power.	Make sure the power cord is attached securely to both the product and a power outlet. If you have a 220V unit, make sure the power is switched on. If the power cord is connected to a power strip, make sure the power strip is switched on.

Problem	Possible cause	Solution
Pages print, but are totally blank.	The sealing tape is still in the print cartridge.	Remove the print cartridge and pull out the sealing tape. Reinstall the print cartridge. Try printing the file again.
	The file has blank pages.	Check the file you are printing to determine whether there is content on all of its pages.
	If making a copy, the original might be loaded incorrectly	The original must be loaded into the ADF print side up. If loaded print side down, the copy will print out blank.
The current job stops and the following message is displayed on the product's control panel: `Printer Jam` `Clear Paper Path`	There is a media jam.	Clear the jammed media from the product. For further instructions on clearing media jams, see the electronic user guide.
		After the media jam has been successfully cleared and all of the product doors and panels are closed, the product either completes the current job or returns to its Ready state.
The following message is displayed on the product's control panel: `Door Open Or No print` `cartridge`	The print cartridge door is open or there is no print cartridge in the product's print cartridge cavity.	First, make sure you have correctly loaded a print cartridge into your product. For instructions on loading the print cartridge, see "To install a print cartridge" on page 13.
		After checking the print cartridge, close the print cartridge door securely.
		When the problem is solved, the product either completes the current job or returns to its Ready state.
The current job stops and the following message is displayed on the product's control panel: `Printer Tray Is Empty` `Add Paper`	The product is out of paper.	Load paper into the media input tray or the priority input tray. For instructions on loading the media input trays, see "To install and load the media input tray and priority input tray" on page 14.
		If media is already loaded, remove it, check for and remove any jams, and reload the input tray.
		When the problem is solved, the product either completes the current job or returns to its Ready state.

Problem	Possible cause	Solution
The current copying or scanning job stops and the following message is displayed on the product's control panel: `Doc Feeder Jam, Clear, Reload`	There is a media jam in the automatic document feeder (ADF).	Clear any jammed or misfed media from the ADF. For further instructions on clearing media jams, see the electronic user guide. After the media jam has been successfully cleared, reload the job into the ADF.

The current copying or scanning job stops and one of the following messages is displayed on the product's control panel:
 	
`50 Fuser Error`
`51 Laser Error`
`52 Scanner Error`
`57 Fan Error`
`79 Service Error`
`CCD Scanner Error`
`Scanner Bulb`
`Failure`
	The product is experiencing a critical device error.	Unplug the printer for 5 minutes, and then plug it back in. If the error persists, contact HP customer service at the number provided on the support flyer included with the product, or visit http://www.hp.com.

Software installation problems (Windows)

When installing software, the following onscreen message is displayed: "Setup has determined that you do not have enough disk space on the selected drive. Please reduce the set of install components or change the install drive."	After you selected the product software components and data directories, the installation program determined that there was not enough space on the hard drive you specified. The software requires at least 175 MB of available disk space.	Try the following solutions: • Select fewer components to install during the installation process. This can be done using the Custom install option. • Delete any unnecessary files on the selected drive and archive older data to floppy disks or other storage media before installing the product software. • Install the product software on a different hard drive. This can be done using the Custom install option.

Problem	Possible cause	Solution
The software did not install.	You might not have closed all of the applications that were running on your computer. All applications **except** Systray and Explorer should be closed before running the install program.	To check for open applications in Windows 95, 98, or ME, press Ctrl+Alt+Delete. If any applications other than Systray and Explorer are open, select one and click **End Task**. Repeat the procedure for all other open applications, and then reinstall the software.
		To check for open programs in Windows NT 4.0 SP3, 2000, or XP, press Ctrl+Alt+Delete. Select the **Applications** tab (Task Manager in NT 4.0). If any applications other than Systray and Explorer are open, select one and click **End Task**. Repeat for all other open applications, and then reinstall the software.
The computer cannot read the installation CD-ROM.	You did not specify the correct CD-ROM drive.	Check for the proper disk drive letter. Often, it is **D** or **E** for the CD-ROM drive.
	The CD-ROM is damaged.	Contact HP customer service at the number provided on the support flyer that came with your product or visit http://www.hp.com.
Software installation problems (Macintosh)		
When installing software on a Macintosh computer, the product does not appear in the Select Device dialog.	The computer did not detect the product correctly.	Make sure the product's control panel display reads Ready. From the installation program, click **Continue** to return to the Select Device dialog, and try to reinstall the product software. If the computer still does not detect the product, make sure that the USB cable or the network cable is connected correctly. Replace any faulty cables.
		If **TCP/IP** is selected in the Select Device dialog, make sure the IP address shown is correct.

Problem	Possible cause	Solution
Print server installation problems		
The HP Jetdirect print server is unable to print a configuration page or the status lights are abnormal.	The print server is not correctly installed.	Check all of the cable and power connections. Make sure the product's control panel display reads Ready. Review the installation steps in "Connecting your product to a network" on page 19.

If you are using the HP Jetdirect 310x print server with the HP LaserJet 3320n product, see the electronic user guide for more detailed troubleshooting information.

If you are using another HP Jetdirect print server and HP LaserJet 3300 series product, run the HP Jetdirect CD-ROM, select **Networking Help**, and select **Troubleshooting**. |
| When the product is connected to the network using an HP Jetdirect print server, the following onscreen message is displayed while installing the product software: "All in One configuration cannot continue because the required protocols were not found on your computer." | The IPX/SPX or TCP/IP protocols are not installed on your computer. | Install an IPX/SPX protocol that is compatible with NW Link or a TCP/IP protocol on your computer. |

Problem	Possible cause	Solution
When the product is connected to the network using an HP Jetdirect print server, you receive one of the following messages: "The configuration wizard did not find your HP LaserJet 3300 All in One on the network." "The configuration wizard was unable to find an All in One at the specified address." "The Jetdirect model found at the specified address does not support All in One devices."	The HP Jetdirect print server is not configured yet (TCP/IP).	If you installed the product software, uninstall it. Reinstall the software, and select **Connected to the network** when prompted.
	The print server you are using is not one of the HP Jetdirect print servers that works with the product.	See "Network connection requirements" on page 9 for a list of compatible HP Jetdirect print servers.
	The power cord is loose.	Make sure the power cord is securely connected to the product and the power source. Also, make sure that the power adapter for the HP Jetdirect print server is securely connected to the power source.
	The network cable is loose.	Make sure that the network cable connecting the HP Jetdirect print server to the network wall outlet is securely attached. Make sure that the network cable connecting the computer to the network wall outlet is also securely attached.
	The network cable is faulty.	Try another network cable.
	The USB cable is loose or not directly connected.	Make sure the USB cable between the HP Jetdirect print server and the product is securely connected.
	The USB cable is faulty.	If you have another USB 1.1 cable, try connecting it to the product and the HP Jetdirect print server.
	The IP address is null.	Print a configuration page for the network by pressing the test button on the print server's rear panel. If the IP address is 0.0.0.0, wait 2 minutes and print the configuration page again. If the IP address is still 0.0.0.0, see the electronic user guide for more information.

Where to go for more information

To access the electronic user guide from the product software

If you have installed the product software, you can access the electronic user guide by selecting **User Guide** from the software's **Help** menu.

To access the electronic user guide from the product CD-ROM

If you have not installed the product software, you can still view the electronic user guide on your computer by following these steps:

1   To open the Welcome screen, insert the product software CD-ROM in your computer's CD drive.

    •   If the Welcome screen does not open, click **Start** on the Windows task bar, click **Run**, type **Z:\setup** (where **Z** is your CD drive letter), and click **OK**.

2   From the Welcome screen, click **Documentation**.

3   From the Documentation screen, click **PDF Format** or **HTML Help Format** in the User Guide Viewing Options box.

Note

If you are running Windows 95 on your computer, you must have Internet Explorer 4.01 or greater to view or print the electronic user guide in HTML Help format.

To view or print the electronic user guide in PDF format, you must have Adobe® Acrobat Reader installed on your computer.

To get information by phone

If your problem remains unresolved after you try the solutions provided in the troubleshooting table, contact HP customer service at the number provided on the support flyer.

To get information on the Internet

Whether you are a beginner or advanced user, HP Customer Care online is a great place to learn more about your product. Click your way to the answers, training, and software updates you need, 24 hours a day, 7 days a week, all at no charge to you.

In the U.S., visit http://www.hp.com/support/lj3300 (site is in English). In Europe, visit http://www.hp.com/cposupport/eschome.html and click on the **Choose your own country/language** link.

To get information by e-mail

Get assistance conveniently and quickly with e-mail. E-mail your question to HP, and you will receive a reply within 24 hours on business days. It's that simple. E-mail questions from HP's web site at http://www.hp.com/support/lj3300 (site is in English).

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