



# English

Edition 1, 09/2004

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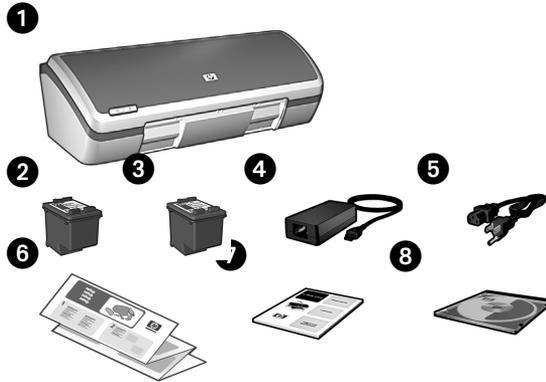
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# The HP Deskjet 3840 series printer

Thank you for buying an HP Deskjet printer! The printer box contains the following items.



- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>1. HP Deskjet 3840 series printer</li> <li>2. Black print cartridge</li> <li>3. Tri-color print cartridge</li> <li>4. Power supply*</li> <li>5. Power cord*</li> </ul> | <ul style="list-style-type: none"> <li>6. Setup posters (Windows® and Macintosh)</li> <li>7. This reference guide</li> <li>8. Printer software CD</li> </ul> <p>* The power supplies and power cords might vary in appearance.</p> |
|---|--|

If any of these items are missing from the box, talk to an HP dealer or contact HP Support. See "HP support" on page 12 for more information. See the setup poster for additional items that might come with your printer.

## What's in this guide?

This reference guide contains the following information about your printer:

<b>Finding information</b> .....	<b>3</b>
<b>Connecting to the printer</b> .....	<b>4</b>
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# Finding information

In addition to this reference guide, several documents are included with the HP printer.

## Windows

### Setup poster



The setup poster offers information about printer software and hardware setup and installation troubleshooting.

### Onscreen user's guide

See the onscreen user's guide for information about printer features, printing, maintenance, and troubleshooting.

To view the Windows onscreen user's guide, click **Start**, point to **Programs**, point to **HP**, point to **HP Deskjet 3840 Series**, and then click **User's Guide**.

### Readme

The readme file provides information about known software compatibility issues with the Windows operating system.

To view the readme file, click **Start**, point to **Programs**, point to **HP**, point to **HP Deskjet 3840 Series**, and then click **Read Me**.

## Troubleshooting

This reference guide contains troubleshooting information for printer installation, printer usage, and paper jams.

See "Troubleshooting" on page 6.

## Macintosh

### Setup poster



The setup poster offers information about printer software and hardware setup and installation troubleshooting.

### Onscreen user's guide

An HTML browser is required to view the onscreen user's guide. The user's guide is designed to be viewed with Microsoft Internet Explorer 5.0 or later for optimal performance.

To view the Macintosh onscreen user's guide, double-click the **HP DJ 3840 Help** icon on the desktop.

### Readme

The readme file provides information about known software compatibility issues with the Macintosh operating system.

To view the readme file, double-click the **HP DJ 3840 Readme** icon on the desktop.

# Connecting to the printer

The printer connects to the computer with a universal serial bus (USB) cable.

Use a USB 2.0 full-speed compliant cable that does not exceed 3 meters (10 feet) in length. Use the cable with Windows 98, Millennium Edition (Me), 2000, and XP, and with Macintosh computer systems.



For instructions about connecting the printer with a USB cable, see the setup poster that came with the printer.

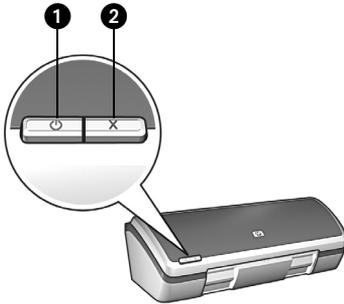
## Linux

For information about Linux, visit the HP Web site at [www.hp.com/go/linuxprinting](http://www.hp.com/go/linuxprinting).

# Printer operation

For more information about the topics in this section, see the onscreen user's guide. See "Finding information" on page 3 for information about how to view the user's guide.

## Buttons and light



1. Power button and light
2. Cancel button

Use the Power button to turn the printer on and off. The light on the Power button stays lit when the printer is printing or ready to print.

Press the Cancel button to cancel the current print job.

## Print cartridges

The following print cartridges can be used with the printer.

Print cartridge	Selection number
Black	27
Tri-color	28
Photo	58

The availability of print cartridges varies by country/region. This printer and its replacement cartridges are sold in select countries/regions as provided on the printer packaging. For information about replacing or maintaining print cartridges, see the onscreen user's guide.

# Troubleshooting

Use the information in this section if you have problems setting up the HP printer, if you cannot print after you set up the printer, or if a paper jam occurs. This section also explains where to find additional troubleshooting information.

Section	Topics	Page
Installation troubleshooting for Windows	The installation program does not start automatically.	page 7
	An "Unknown Device" message appears.	page 7
	The installation program stops when it looks for new hardware.	page 8
Printer is not printing after installation	(Windows only) The printer name does not appear in the list of printers after I click <b>Print</b> on the <b>File</b> menu.	page 10
	(Macintosh only) The printer will not print or the computer is not responding.	page 10
Paper jam	The printer has a paper jam.	page 11
Still need help?	This is a list of additional troubleshooting topics that are discussed in the onscreen user's guide.	page 11

# Installation troubleshooting for Windows

Use the information in this section if you have problems setting up the HP printer.

<b>Problem</b>	<b>The installation program does not start automatically when the CD is inserted.</b>	
	<b>Possible causes</b>	<b>Solution</b>
	<ul style="list-style-type: none"><li>• Autorun is disabled.</li><li>• The computer cannot find the autorun.exe file on the CD-ROM.</li></ul>	<ol style="list-style-type: none"><li>1. Verify that the printer software CD was inserted into a supported CD-ROM drive.</li><li>2. Click <b>Start</b>, click <b>Run</b>, and then click <b>Browse</b>.</li><li>3. At the top of the <b>Browse</b> window, click the <b>Look in</b> drop-down list.</li><li>4. Click <b>HPPP</b>, and then click <b>Open</b>.</li><li>5. Click <b>Setup</b>, and then click <b>Open</b>. The setup.exe file appears in the <b>Run</b> dialog box.</li><li>6. Click <b>OK</b>.</li><li>7. Follow the onscreen instructions to install the printer software.</li></ol>
<b>Problem</b>	<b>When I connect a USB cable between the printer and the computer, an "Unknown Device" message appears.</b>	
	<p>Note: This is <i>not</i> a problem if you are using Windows 2000. If you are using Windows 2000 and this message appears, you can continue with the software installation.</p>	
	<b>Possible causes</b>	<b>Solution</b>
	<ul style="list-style-type: none"><li>• Static electricity has built up in the cable between the printer and your computer.</li><li>• You might have a defective USB cable.</li></ul>	<ol style="list-style-type: none"><li>1. Disconnect the USB cable from the printer.</li><li>2. Disconnect the power cord from the printer.</li><li>3. Wait approximately 30 seconds.</li><li>4. Reconnect the power cord to the printer.</li><li>5. Reconnect the USB cable and make sure that it is firmly attached to the printer.</li><li>6. If "Unknown Device" continues to appear in the New Hardware Found dialog box (and you are <i>not</i> using Windows 2000), replace the USB cable.</li></ol>

## Possible causes

One of the following issues is causing a communication problem:

- The USB cable is old or defective.
- Software, such as an antivirus program, is open and running.
- Another device, such as a scanner, is connected to the computer.

## Solution

1. Make sure that no other USB devices are connected to the computer (except for the keyboard and mouse).
2. Disconnect and reconnect the USB cable. Make sure that the printer is connected directly to a USB port on the back of the computer (instead of through a USB hub). If the printer is still not detected, replace the USB cable, and then continue to the next step.
3. Click the **Cancel** button and restart the computer.
4. Turn the printer off, and then disconnect the USB cable and power cord.
5. Quit any background tasks, such as antivirus programs or other software programs that are running on the computer.

Note: To quit the antivirus program, follow the manufacturer's instructions for turning off the software.

6. Reinstall the printer software:
  - a. Insert the printer software CD into the CD-ROM drive. If the installation program does not start automatically, see "The installation program does not start automatically when the CD is inserted" on page 7.
  - b. Follow the onscreen instructions, and when the installation program looks for new hardware, connect the USB cable and the power cord to the printer, and make sure that the printer is on.
  - c. Follow the onscreen instructions to finish the installation.

Note: Restart the antivirus program after the printer is installed.

# Printer is not printing after installation

## 1 Verify that these conditions have been met:

- The printer is connected to the power source.
- The cable connections are secure.
- The printer is turned on.
- The print cartridges are correctly installed.
- Paper or other media is correctly loaded in the In tray.
- The printer cover is closed.
- The rear access door is attached.

After you confirm that all of these conditions have been met, restart the computer.

## 2 If the problem persists, look for the issue below:

Issue	Where to find more information
(Windows only) The printer does not appear in the list of printers after I click <b>Print</b> on the <b>File</b> menu.	See page 10.
(Macintosh only) The printer will not print or the computer is not responding.	See page 10.
The printer has a paper jam.	See page 11.
The print quality is poor.	See the onscreen user's guide. See "Finding information" on page 3 for information about how to view the user's guide.
The Power light is flashing.	
The document is misprinted.	
Photos are not printing correctly.	
Borderless printing problems exist.	
The document prints slowly.	
Error messages occur.	

**Problem**

**(Windows only) The printer software seemed to install correctly, but the printer name does not appear in the list of printers after I click Print on the File menu or in the Printers folder in Control Panel.**

**Possible causes**

The printer software failed to install.

**Solution**

1. Quit any antivirus programs or other software programs that are running on the computer.  
  
Note: To quit the antivirus program, follow the manufacturer's instructions for turning off the software.
2. Uninstall the printer software:
  - a. Insert the printer software CD into the computer CD-ROM drive and follow the onscreen instructions.
  - b. When prompted, click **Remove All**.
3. Follow the instructions in "The installation program stops when it looks for new hardware" on page 8, starting with step 3.  
  
Note: Restart the antivirus program after the printer is installed.

**Problem**

**(Macintosh only) The printer will not print or the computer is not responding.**

**Solution**

Delete the print job by using the following procedure:

**Mac OS 9.x**

1. Restart the computer.
2. On the desktop, double-click the HP printer icon to open the **Print Status** dialog box.
3. Select a print job in the print queue, and then click the trash button.

**Mac OS X**

1. Open the Print Center/Printer Setup Utility or Printer List.
2. Double-click the printer.
3. Delete the print job from the print queue.

Note: For more information, see the onscreen user's guide. To view the onscreen user's guide, double-click the **HP DJ 3840 Help** icon on the desktop.

## Paper jam

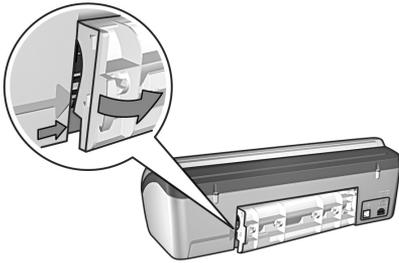
Do *not* clear a paper jam from the front of the printer.

Follow these steps to remove a paper jam:

1. Remove the paper from the paper tray.

Note: If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.

2. Remove the rear access door. Press the handle to the right, and then remove the door.



3. Remove any paper that is inside of the printer by pulling it out from the back of the printer.
4. Replace the rear access door.
5. Reload the paper in the paper tray.
6. Reprint the document.

## Still need help?

See the onscreen user's guide for solutions to these issues:

- Print quality is poor
- Power light is flashing
- Document is misprinted
- Photos are not printing correctly
- Borderless printing problems
- Document prints slowly
- Error messages

### To view the onscreen user's guide

- **Windows:** Click **Start**, point to **Programs**, point to **HP**, point to **HP Deskjet 3840 Series**, and then click **User's Guide**.
- **Macintosh:** On the desktop, double-click the **HP Deskjet 3840 Series User's Guide** icon.

# HP support

## Support process

Follow these steps to troubleshoot the printer:

1. Search the onscreen user's guide on your computer (see page 3) for information about the issue.
2. Visit the HP online service and support Web site at **www.hp.com/support**. HP online service and support is always available to all HP customers for the life of their HP products. It is the fastest source for up-to-date product information and expert assistance, and includes the following features:
  - Fast access to qualified online support specialists
  - Software and printer driver updates for your product
  - Valuable product and troubleshooting information for common problems
  - Proactive product updates, support alerts, and HP newsgrams that are available when you register your product
3. For Europe only: Contact your local point of purchase.  
If your printer has a hardware failure, you will be asked to bring it back to your local point of purchase. (Service is free during the printer limited warranty period. After the warranty period, you will be quoted a service charge.)
4. Call HP support. See the inside front cover of this guide to find the appropriate telephone number.

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

## HP support by phone

### Free phone support period

One year of free phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of free phone support in Eastern Europe, the Middle East, and Africa, go to **www.hp.com/support**.

Standard phone company charges apply.

### Placing a call

Call HP support while you are at the computer and in front of the printer. Be prepared to provide the following information:

- Printer model number (located on the label on the front of the printer)
- Printer serial number (located on the bottom of the printer)
- Computer operating system
- Version of the printer driver
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before? Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?

### After the free phone support period

After the free phone support period, help is available from HP at an additional cost. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

# Product specifications

## Print speed in FastDraft mode\*

Black text: Up to 18 pages per minute (ppm)

Mixed text with color graphics: Up to 14 ppm

\*These are approximate figures. Exact speed varies with your system configuration, software program, and document complexity. For maximum printer performance when printing black text, HP recommends that you use the black print cartridge (selection number 27). Using other supported print cartridges could result in slower print speeds.

## Power consumption

Less than 4 watts maximum when off

5.25 watts maximum average when not printing

25 watts maximum average when printing

## Software compatibility

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

Macintosh OS 9.1 through 9.2.2 and later, and OS X 10.1.5 and later

## Physical specifications

### Printer dimension (with the tray extended)

143.48 mm high x 429.2 mm wide x 413.67 mm deep (5.65 inches high x 16.9 inches wide x 16.29 inches deep)

### Printer weight (without print cartridges)

2.28 kg (5.02 lb)

## Operating environment

### Recommended operating conditions

Temperature: 15° to 30°C (59° to 86°F)

Humidity: 20 to 80% RH non-condensing

### Maximum operating conditions

Temperature: 10° to 35°C (50° to 95°F)

Humidity: 15 to 80% RH non-condensing

### Storage conditions

Temperature: -40° to 60°C (-40° to 140°F)

Humidity: 5 to 90% RH non-condensing

## Power requirements

Power module	Input voltage	Input frequency
0950-4392	120 to 127 volts, alternating current (Vac) (± 10%)	60 Hz (± 3 Hz)
0950-4397	100 to 240 Vac (± 10%)	50/60 Hz (± 3 Hz)
0950-4399	200 to 240 Vac (± 10%)	50/60 Hz (± 3 Hz)

## System requirements

Operating system	Processor	RAM	Hard disk space
Windows 98, Me, 2000	Pentium II or equivalent	64 MB	100 MB
Windows XP	Pentium II or equivalent	128 MB	100 MB
Macintosh OS 9.1 through 9.2.2 and later, and OS X 10.1.5 and later	G3 processor or better	128 MB	75 MB

## Alignment

### Skew

Plain paper: ± 0.006 mm/mm (0.006 inch/inch)

HP transparency film and envelopes: ± 0.012 mm/mm (0.012 inch/inch)

### In tray capacity

Plain paper sheets: Up to 100

### Out tray capacity

Plain paper sheets: Up to 50

## Media size

**Note:** For a complete list of supported media sizes, see the printer software.

### Paper

Letter: 216 x 279 mm (8.5 x 11 inches)  
Legal: 216 x 356 mm (8.5 x 14 inches)  
Executive: 184 x 267 mm (7.25 x 10.5 inches)  
A4: 210 x 297 mm  
A5: 148 x 210 mm  
B5 JIS: 182 x 257 mm

### Envelopes

No. 10: 105 x 241 mm (4.12 x 9.5 inches)  
Invitation A2: 111 x 146 mm (4.38 x 5.75 inches)  
DL: 110 x 220 mm (4.33 x 8.66 inches)  
C6: 114 x 162 mm (4.49 x 6.38 inches)

### Index and greeting cards

76 x 127 mm (3 x 5 inches)  
102 x 152 mm (4 x 6 inches)  
127 x 203 mm (5 x 8 inches)  
A6 Cards: 105 x 148.5 mm

## Labels

Letter: 216 x 279 mm (8.5 x 11 inches)  
A4: 210 x 297 mm

### Transparencies

Letter: 216 x 279 mm (8.5 x 11 inches)  
A4: 210 x 297 mm

### Photo paper

102 x 152 mm (4 x 6 inches)  
102 x 152 mm (4 x 6 inches), with tear-off tab  
100 x 150 mm  
100 x 150 mm, with tear-off tab  
127 by 178 mm (5 x 7 inch)  
203 by 254 mm (8 x 10 inch)

### Custom-size media

Width: 77 to 216 mm (3 to 8.5 inches)  
Length: 127 to 356 mm (5 to 14 inches)

### Media weights (printer only)

Letter paper: 65 to 90 g/m<sup>2</sup> (16 to 24 lb)  
Legal paper: 70 to 90 g/m<sup>2</sup> (20 to 24 lb)  
Envelopes: 70 to 90 g/m<sup>2</sup> (20 to 24 lb)  
Cards: Up to 200 g/m<sup>2</sup> (110 lb index maximum)  
Photo paper: Up to 280 g/m<sup>2</sup> (75 lb)

## Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0202. This regulatory number should not be confused with the marketing name (HP Deskjet 3845, HP Deskjet 3848 etc.) or product numbers (C9037A, C9038D etc.).