

HP DeskJet 300 Series Printer Information

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Printer Buttons and Lights

The *HP DeskJet 340 printer* has three buttons and four lights to control printing and provide information about the printer status.



Power light

Lights when the printer is on; blinks when the printer is receiving information from the computer or when printing.

Power button

Press this button to turn the printer on or off.



Paper Feed light

Blinks when the printer is out of paper. Load paper in the sheet feeder and press the Paper Feed button to continue printing.

Paper Feed button

Press and hold to feed paper into the printer.

Press and hold to eject paper.



Change Cartridge light

Blinks when the printer is waiting for you to change the print cartridge.

Change Cartridge button

Press to move the print cartridge cradle to the middle of the printer where you can change the print cartridge.

Press again to return the cradle to the right side of the printer.



Charge light

Blinks when the battery charge level is low.

If all the lights are blinking, refer to the section on solving problems in your printer user's guide.

The HP DeskJet 300 Series printers (excluding the HP DeskJet 340) have six buttons to control printing and provide information about the printer status.


Online light

Lights when the printer is ready to print. Blinks to indicate the IN tray of the sheet feeder is out of paper.

Online button	Press to toggle the printer between its online and offline states.
Landscape light	Lights when printing in Landscape orientation.
Compressed light	Lights when the selected font is Courier 16.67 cpi upright
Font button	Press to select internal fonts.
Draft light	Lights when draft mode is selected.
Draft button	Press to toggle between draft and letter-quality print modes.
LF/FF button	Press to advance the paper approximately one line (1/6 inch or 0.4 cm).
Setup button	Press to access the print cartridge.
Power button	Press to turn the printer on or off.
Change Cartridge light	Blinks to indicate that the printer waiting for the print cartridge to be replaced.
Menu light	Blinks to indicate that the printer is in Menu mode. To enter the Menu mode, press and hold the Setup button.



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Supported Paper Types

Your HP DeskJet printer supports the following paper types:

- Bond paper
- Photocopier (plain) paper
- HP Premium InkJet Paper
- HP Premium Transparency Film
- HP Premium Glossy Paper


Note: It is important that you select the correct paper type in the ColorSmart dialog box.

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Print Cartridges

Use only recommended print cartridges in your printer.

To maintain excellent print quality from the print cartridges:

- Keep all print cartridges in their sealed packages until you are ready to use them.
- Once a print cartridge is taken out of its sealed container, keep it in the printer or in the print cartridge storage container (provided with the optional color kit). Do not leave print cartridges in the open.
- Always turn off the printer using the Power button. This allows the print cartridge to return to the right side of the printer where the nozzles are properly protected, preventing the ink from drying out.



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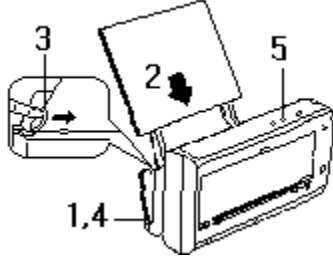
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Loading Paper in the Portable Sheet Feeder *(for DeskJet 340)*

Do not mix different types and sizes of paper in the sheet feeder, and do not overload the sheet feeder. The portable sheet feeder can hold up to 30 sheets of plain paper or 10 transparencies.



1. Push the paper release lever down to the open position.
2. Insert paper in the sheet feeder, making sure the right edge is flush with the right wall of the sheet feeder.
3. Slide the paper width adjustment guide against the paper.
4. Push the paper release lever up to press the paper against the rollers.
5. Press the Paper Feed  button to resume printing.

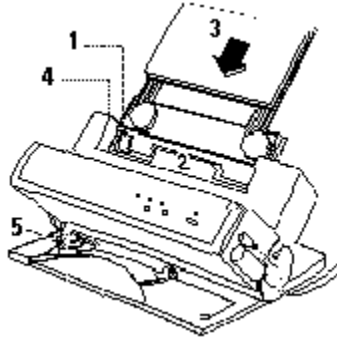
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Loading Paper in the Desktop Sheet Feeder

Do not mix different types and sizes of paper in the sheet feeder, and do not overload the sheet feeder. The optional desktop sheet feeder holds about 60 sheets of plain paper or 20 transparencies.



1. Slide the paper width adjustment bar to the left.
2. Press the pressure plate.
3. Insert paper in the IN tray, aligning it against the right side. Slide the paper width adjustment bar against the paper.
4. Press the pressure plate release button to hold the paper in place.
5. Adjust the left paper output guide to the size of the paper.
6. Press the Paper Feed  button to resume printing.

[▶ Loading Paper in the Portable Sheet Feeder \(for DeskJet 340\)](#)

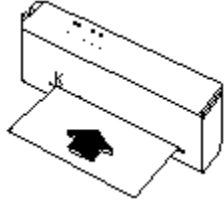
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Feeding Paper Manually

Insert paper into the paper feed slot of the printer, making sure that the edge of the sheet is aligned with the alignment mark at the side of the slot.



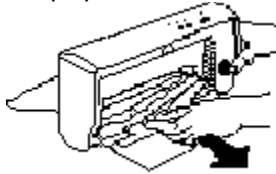
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Clearing A Paper Jam

If paper is jammed in the printer, follow these instructions to clear the jam:

1. Turn off the printer.
2. If you are using the portable sheet feeder, push down the paper release lever and remove the paper stack from the sheet feeder.
If you are using the desktop sheet feeder, press down on the pressure plate to release the paper, then remove the printer from the sheet feeder. The piece of paper jammed in the printer should slide out of the sheet feeder.
3. Open the printer's access door. Pull the sheet of paper towards you while pressing the paper release button.






4. Close the access door and turn on the printer.

To avoid paper jams,

- Make sure nothing blocks the printer's paper path.
- Do not overload the sheet feeder. The portable sheet feeder holds about 30 sheets of plain paper or 10 transparencies. The optional desktop sheet feeder holds about 60 sheets of plain paper or 20 transparencies.
- Load paper correctly.



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Paper Source

Manual Feed - Select this option if you are feeding paper manually, one page at a time.

Portable Sheet Feeder - Select this option if you are using the portable sheet feeder (*for DeskJet 340*) for automatic loading of paper. The portable sheet feeder holds up to 30 sheets of plain paper.

Desktop Sheet Feeder - Select this option if you are using the optional sheet feeder for automatic loading of paper. This optional sheet feeder holds up to 60 sheets of plain paper.

Note: The actual number of sheets that can be loaded in the sheet feeder depends on the paper weight.



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Recharging the Battery Pack

1. Install the battery pack in the printer.



2. Connect the power adapter to the AC outlet and then to the printer.


The printer starts charging the battery pack automatically and the Charge light will be lit. The printer need not be turned on. The Charge light goes off when the battery pack is fully charged. Charging may take up to 10 hours.

If you know that the battery pack has a low charge level, you can use the Quick Charge mode to charge it in 6 hours. However, to maximize the life of the battery pack, do not use Quick Charge mode unless you know that the charge level is low.

Refer to your printer user's guide for information on charging times.



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Printing in Color

You have the option to print in color with your HP DeskJet 300 series printers (except the DeskJet Portable): all you need is an HP Color Kit. The color kit contains a color print cartridge and print cartridge storage container.

To print a color document:

1. Install the color print cartridge in the printer.
Store the black print cartridge you removed from the printer in the print cartridge storage container.
2. Select color printing from the Print menu in your software program.
3. In the ColorSmart dialog box, select Automatic ColorSmart mode and make sure the Print in Grayscale check box is not selected.
4. Print your color document as you would any other document.

The HP's PrintSmart for Windows printer driver scans your document and selects the appropriate color settings to give the best color printout every time.

Note: Keep the print cartridge that is not in use in the print cartridge storage container. This prevents the ink from drying out.

The HP Color Kit is a one-time purchase only. Subsequently, you only need to purchase a replacement color print cartridge.

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Print is fuzzy

There are several reasons why print may appear fuzzy. The most common causes are listed below with suggested solutions.

The Intensity slider in the Options dialog box may be set too high.

Select Automatic mode in the ColorSmart dialog box.

If you are using Manual mode: select Manual and click on the Options button, then move the Intensity slider to the left to decrease the amount of ink used.

The paper type may be affecting print quality.

Change the type of paper you are using. See the documentation that came with your printer for information on selecting paper types.

The correct or print side of the paper is not being used.

Turn over the paper in the sheet feeder or paper tray.

The tape on the print cartridge may be obstructing the flow of the ink.

Remove the tape before using the ink cartridge.



Infrared Printing

This feature is only available to the *HP DeskJet 340 Printer*. In order to print to the HP DeskJet 340 Printer using the Infrared Adapter, you must have a IrDA-compliant software with printing feature installed on your system. If you do not have this software, contact your notebook PC manufacturer.

For infrared printing in Windows 3.1

Select the port that is configured for infrared printing on your system. If your system provides both an LPT port and a COM port for infrared printing, then select the COM port. The Omnibook 600CT IR driver provides both COM5 and LPT3 as IR ports. Select COM5 to obtain bi-directional status from the printer. If you select LPT3, you will not be able to receive printer error messages.

If you are using the ESI IR driver, select the port that you chose when you installed the driver. It should normally be COM1 or COM2. The ESI infrared driver installs as a DOS device driver, rather than a Windows device driver. As such, the HP Printing System is unable to receive messages from the printer. You will have to check the printer lights for Change Cartridge or Out of Paper messages. Close any open DOS Windows to avoid erroneous messages from Windows before printing. Ensure that the infrared port on your computer is aligned with the printer's infrared adapter. Your system may appear to "freeze" if you encounter an Out of Paper error while printing. Loading more paper will fix the problem.

For infrared printing in Windows 95

Select the "virtual infrared com port" for infrared printing. Refer to the release notes in the HPDeskJet 300 Series program group on your desktop for the latest information on the infrared driver.



Image Color Matching (ICM)

Image Color Matching is a feature in Windows 95 only. ICM in Windows 95 allows ICM-aware applications to generate more accurate colors on screen and on paper.

The printer driver's default behavior is not to use ICM. Turning on ICM may cause slower throughput.



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HP's PrintSmart for Windows Printer Driver

Experience simple, complete Windows printing with HP's PrintSmart for Windows Printer Driver. PrintSmart is a suite of HP technologies intelligently optimized to deliver confidence in the printing process. It is also compatible with Windows 95 Plug and Play and has the Drag and Drop capability.

The printer driver allows you to make full use of the printing features of your printer. You use the printer driver to select the ColorSmart option (Automatic or Manual), print quality, paper type and size, and orientation.

The HP's PrintSmart for Windows printer driver also includes the HP DeskJet Status Monitor, HP Spooler, Release Notes, and this online Help system.

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ColorSmart Technology

HP's ColorSmart technology within the printer driver makes it easy to print high-quality color documents. ColorSmart analyzes each document, looking for different types of objects on the page and automatically selecting color settings for the best quality printouts each time you print.

When you print color documents in grayscale, ColorSmart determines the best settings to represent colors as different shades of gray.

Although ColorSmart will provide you with the best print quality, you can manually override the settings at any time by selecting the Manual option in the ColorSmart dialog box.

To use ColorSmart

1. In the ColorSmart dialog box, select Automatic.

To override ColorSmart

1. In the ColorSmart dialog box, select Manual.
2. Choose the Options button.
3. In the Manual Options dialog box, select the [Halftoning](#), [Intensity](#) and [Color Control](#) settings you want.



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Release Notes

The release notes contain information about the printer driver and known hardware and software conflicts. This late-breaking information was not available in time to be included in the user's guide or this online Help.



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ColorSmart Dialog Box

Use the ColorSmart dialog box to specify how you want your job to be printed. Some of the settings such as paper size can be made through your Windows software program. The other settings are specific to the HP's PrintSmart for Windows printer driver.

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ColorSmart

Automatic

The Automatic option uses ColorSmart technology to automatically select the best Halftoning, Intensity, and Color Control settings for both graphics and text.

Manual

Select this option to manually select the Halftoning, Intensity, and Color Control settings for both graphics and text. After you select this option, choose the **Options** button to change the settings displayed in the Manual Options dialog box.

Print in Grayscale

Select this check box for grayscale printing of color images. With grayscale imaging, colors and saturation levels of color are represented as different shades of gray.



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Print Quality



Best

Best mode produces the highest print quality for all media and eliminates the banding effect that sometimes occurs in solid areas. However, the Best setting prints more slowly than Normal mode for most documents.



Normal

Letter-quality printing. Normal mode delivers high-quality output. Normal is the default print quality setting for most paper types.



EconoFast

Draft-quality printing. EconoFast mode prints faster than the Normal setting and delivers comparable output. Using EconoFast will also cut down on the frequency of replacing your print cartridges because it uses less ink.

EconoFast printing is available only when you select plain paper or transparencies as the paper type.

Note: For printing drafts of color documents, select EconoFast and the Print in Grayscale check box. This usually prints faster, using grayscale instead of color.



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Paper Type

Select the Paper Type setting that matches the paper type you are using in your printer.

Plain Paper - For bond or photocopy paper.

HP Premium InkJet Paper - Designed to enhance black or color output.

HP Transparency - For printing on HP Premium Transparency Film. If you are printing more than one page, the printer waits several minutes after printing each page to allow the ink to dry. The printer automatically prints the following page after each pause.

HP Transparency (Pause Control) - For high humidity areas where ink on transparencies may dry slowly. The printer stops printing after each page. Remove each page from the printer to a drying area. Then click the OK button in the dialog box to continue printing.

HP Glossy Paper - For printing on HP Premium Glossy Paper. If you are printing more than one page, the printer waits several minutes after printing each page to allow the ink to dry. The printer automatically prints the following page after each pause.

HP Glossy Paper (Pause Control) - For high humidity areas where ink on glossy papers may dry slowly. The printer stops printing after each page. Remove each page from the printer to a drying area. Then click the OK button in the dialog box to continue printing.

Note: Certain paper types may not be compatible with your printer. Use only paper types listed in the ColorSmart dialog box for your printer.



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Paper Size

Select the size of the paper you have loaded in your printer. Use only paper sizes that are listed in the ColorSmart dialog box for your printer.



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Orientation



Portrait

Prints across the width of the page (letter style).



Landscape

Prints across the length of the page (spreadsheet style).



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Copies

Type the number of copies you want to print, or click the up arrow or the down arrow to select the number of copies.

Ordered Printing

Select this check box to print the pages of your document in reverse order (last page first). When your document is printed, the pages will be ordered first to last. If you are printing multiple copies, selecting Ordered Printing collates the pages. Ordered printing slows printing time.



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OK Button

Choose the OK button to close the dialog box, saving any changes you have made.

Cancel Button

Choose the Cancel button to close the dialog box without saving the changes you have made.

Default Button

Choose the Default button to return all of the settings in the dialog box to their default values.

Help Button

Choose the Help button to open the Help file.



Halftoning

The method by which the three colors from a color print cartridge are combined to produce millions of colors.

Scatter Halftoning places dots of ink in a random manner. Select the Scatter option for complex graphic images, photographic images, and scanned images.

Pattern halftoning places dots of ink in geometric patterns. Select the Pattern option for color text, line graphics, freehand images, and business graphics.

Color Control

There are two Color Control settings: Vivid Color and Match Screen.

The *Vivid Color* setting prints clear and vivid colors. Select the Vivid Color option for simple, solid color graphics and for software applications that support the eight basic colors (black, white, red, green, blue, cyan, yellow, and magenta).

The *Match Screen* setting adjusts printed colors to best match the colors on your screen. Select the Match Screen option for complex color graphics, such as scanned images, photographs, and complex computer-generated artwork.

Color Control settings are not available if you are printing in grayscale.

Intensity

The amount of color printed on a page. The more intense or saturated the colors, the more vivid they are.

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Manual Options Dialog Box

Use the Manual Options dialog box to specify the exact color settings you want for your print job.

To display the Manual Options dialog box, select Manual in the ColorSmart dialog box, and then choose the Options button.

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Intensity

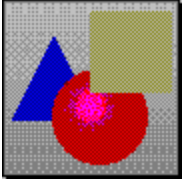


Use the Intensity slider to control the amount of ink printed on a page. With the mouse, move the slider to the left for lighter images (less ink), or to the right for darker images (more ink).



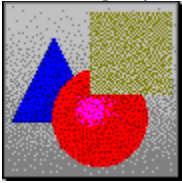
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Halftoning



Pattern Halftoning

Pattern halftoning places dots of ink in geometric patterns. Documents with simple graphics may print faster with the Pattern setting.



Scatter Halftoning

This is the recommended setting for most documents. Scatter halftoning places dots of ink in a random manner.



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Color Control



Vivid Color

Use this Color Control setting to print clear and vivid colors. Select the Vivid Color option for simple, solid color graphics and for software applications that support the eight basic colors (black, white, red, green, blue, cyan, yellow, and magenta).

Note: Color Control settings are not available if you are printing in grayscale.



Match Screen

Use this Color Control setting to adjust printed colors to best match your screen. Select the Match Screen option for complex color graphics, such as scanned images, photographs, and complex computer-generated artwork.

Note: Color Control settings are not available if you are printing in grayscale.



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OK Button

Choose the OK button to close the dialog box, saving any changes you have made.

Cancel Button

Choose the Cancel button to close the dialog box without saving the changes you have made.

Default Button

Choose the Default button to return all of the settings in the dialog box to their default values.

Help Button

Choose the Help button to open the Help file.



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What to Do Before Printing

Before you print your document, you would want to define how the printed page will look.

The print settings to be made include:

- Paper type
- Paper size
- Orientation of text and images on the printed page
- Number of copies
- Print quality

Some of these settings such as paper size can be made through your Windows software program. The other settings are specific to the HPs PrintSmart for Windows printer driver and can be selected in the ColorSmart dialog box.

It is not necessary to open the ColorSmart dialog box to select print settings each time you print a document; you only need to do so if the current document requires different settings from the last document printed, such as a different paper type or print quality.

Note: The settings you make through your Windows software program typically override settings made in the ColorSmart dialog box.



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Printing in Grayscale

Save time and ink by printing draft copies of color documents in grayscale. With grayscale printing, colors are represented as different shades of gray.

To print a document in grayscale, select the Print in Grayscale check box in the ColorSmart dialog box.



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Printing on HP Premium Paper Types

Your printer is designed for high-quality black and color printing on most standard paper types. For projects and presentations that demand the best possible printouts, use the following HP Premium paper types:

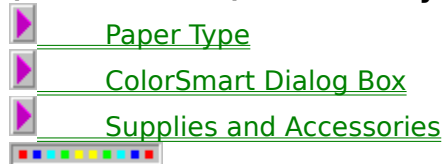
- Premium Inkjet Paper
- Premium Transparency Film
- Premium Glossy Paper

When using HP Premium paper types, load the paper face up in the sheet feeder or paper tray. In the ColorSmart dialog box, select Best printout mode and make sure that the paper type selected matches what you loaded. Using a paper type different from the type selected in the ColorSmart dialog box will result in lower print quality.

Drying time for transparencies and glossy paper

The time needed for ink to dry on transparencies and glossy paper is longer than that needed for plain paper. If you are printing more than one page, the printer pauses for several minutes between pages.


Instead of waiting several minutes between pages, you can move each page to a drying area and start printing the next page immediately. To do so, select **HP Premium Transparency (Pause Control)** or **HP Glossy Paper (Pause Control)** in the Paper Type pull-down list.

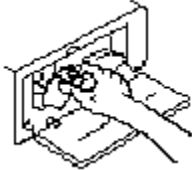


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Changing the Print Cartridge

Use only recommended print cartridges. To change the print cartridge:

1. Press the Change Cartridge  button on the printer.
2. Pull the top of the print cartridge to remove it from the printer.



If you are not replacing a print cartridge that has run out of ink, place the print cartridge in the storage container provided with the HP Color Kit.

3. Insert a new or desired print cartridge. Remember to remove the tapes covering the nozzles of new print cartridges.
4. Press the Change Cartridge  button to continue.

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Cleaning the Print Cartridge

If dots or lines are missing from your printouts, you may need to clear the nozzles of the print cartridge.

1. Press and hold the Change Cartridge  button, then press the Power  button to turn the printer on.
The printer clears the ink nozzles and prints a test page.
2. Check the test page. If there are white streaks in the horizontal bars or gaps in the diagonal test pattern at the bottom of the page, repeat the cleaning process.

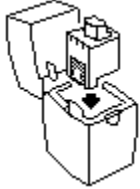
Note: Use this cleaning process only if the printout has missing dots or lines. Clearing the ink nozzles too often will reduce the life of the print cartridge.



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Using the Print Cartridge Storage Container

If you purchased an HP Color Kit, use the print cartridge storage container to store the print cartridge that is not in use. Do not leave print cartridges in the open as the ink will dry out.



To store a print cartridge, insert it with the arrow on the print cartridge top pointing towards the corresponding cartridge clip in the storage container. The arrow on the top of the black print cartridge should point towards the cartridge clip at the **side** of the storage container. The arrow on the top of the color print cartridge should point towards the cartridge clip at the **back** of the storage container.

To remove a print cartridge from the storage container, hold the top of the print cartridge and lift it out. If you have any difficulty removing the print cartridge, press the cartridge clip back while lifting the print cartridge.

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Automatic ColorSmart vs Manual Option

Automatic and Manual options in the ColorSmart dialog box allow you to control the [Halftoning](#), [Intensity](#) and [Color Control](#) settings.

Automatic is the recommended setting for all documents. The Automatic option uses HP's ColorSmart technology to automatically select the best halftoning, intensity and color control settings for both text and graphics.

If you prefer to control how your printed document looks, use the Manual option to select the halftoning, intensity and color control settings.



To let the printer determine the settings:

1. In the ColorSmart dialog box, select Automatic.

To manually control the settings:

1. In the ColorSmart dialog box, select Manual.
2. Choose the Options button to display the Manual Options dialog box.
3. To control the amount of ink used, move the Intensity slider to the left for lighter images, or to the right for darker images.
4. Under Halftoning, select either Pattern or Scatter.
5. Under Color Control, select either Vivid Color or Match Screen.

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Using EconoFast

Use EconoFast mode to print draft copies of documents. EconoFast prints faster than both Normal mode and Best mode. Using EconoFast will also cut down on the frequency of replacing your print cartridges because it uses less ink.

EconoFast is available when you select plain paper or transparencies as the paper type.

For printing drafts of color documents, select the EconoFast option and then the Print in Grayscale checkbox. This prints faster, using grayscale instead of color.





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Printing Multiple Copies

With the HPs PrintSmart for Windows printer driver, you can specify the number of copies you want to print. In the ColorSmart dialog box, type the number of copies or use the up or down arrow to select the number of copies.

If you are printing multiple copies and want them collated, select the Ordered Printing check box. Ordered printing slows printing time.





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Printing in Reverse Order

With the HPs PrintSmart for Windows printer driver, you can select to print your document in reverse order (last page first). When your document is printed, the pages will be ordered from first to last. To do this, select the Ordered Printing check box in the ColorSmart dialog box.

If you are printing multiple copies and want them collated, select the Ordered Printing check box. Ordered printing slows printing time.



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Updating Your Printer Driver

Hewlett-Packard periodically provides updates of the printer software. These updates may include enhancements that improve the performance of your printer. For information on how to obtain these updates, refer to your printer users guide.

In the US:

HP Distribution Center (970-339-7009)

In the UK:

HP Distribution Center

English (44-0-1429-865-511)

French (44-0-1429-863-343)

German (44-0-1429-863-353)

Spanish (44-0-1429-520-012)

Italian (44-0-1429-520-013)

In the Asia Pacific:

HP Distribution Center

Singapore (65-740-4477)

Sydney, Australia (612-565-6099)

CompuServe

CompuServe members can download the most recent versions of HP DeskJet printer software by typing GO HPPER.

Internet

Connect via anonymous ftp to <ftp-boi.external.hp.com> or access through the World Wide Web at <http://www.hp.com>



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If You Have a Printing Problem

If your printer is not operating properly, messages usually appear in dialog boxes on your screen: follow the instructions to solve the problem. This section covers other common printer problems you may encounter. Select the topic from the following list that describes your printer's problem and follow the suggestions.

[Problems When Printing](#)

[Print Quality Problems](#)

[Color Print Quality Problems](#)

[Other Problems](#)



[!\[\]\(cead67df4d82d6c83effe4f8699a7d8f_img.jpg\) Contents](#)

[!\[\]\(1d3a1175dd4902218e694b9c098adb83_img.jpg\) If You Have a Printing Problem](#)

Problems When Printing

Documents print in incorrect orientation

Printer prints with black print cartridge instead of color

Paper does not load or eject properly

[!\[\]\(125d701e9425b54c764340b5671b38cd_img.jpg\) Contents](#)

[!\[\]\(21199eb166cc97331a0c54c649195dcc_img.jpg\) If You Have a Printing Problem](#)


Print Quality Problems

[Characters or lines are incomplete or missing](#)

[Ink is smearing](#)

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Color Print Quality Problems

[Bands of light and dark color appear in the printout](#)

[Black areas appear green in color printout](#)

[Colors appear washed out](#)

[Colors in printed output are not what you expect](#)

[Printed colors don't match screen colors](#)




[!\[\]\(b39c89771cd6fb2128a8c57aa7d97f9a_img.jpg\) Contents](#)

[!\[\]\(d0a1791f26d167e866e44ebbf83efebe_img.jpg\) If You Have a Printing Problem](#)

Other Problems

Printing is slow

Alert messages such as "Not enough memory to print" are displayed

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-  [Problems When Printing](#)

Documents print in incorrect orientation

The orientation selected in the ColorSmart dialog box differs from the setting in the software program.

Select the Orientation in your software program that matches the Orientation selection in the ColorSmart dialog box. Settings made from the software program will override settings made in the ColorSmart dialog box.



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- [▣ Problems When Printing](#)

Printer prints with black print cartridge instead of color

When you want to print a document in color, you may find that the printer either prompts you for a black print cartridge, or prints the document in black. The causes are listed below with suggestions.

The Print in Grayscale option is selected.

When the Print in Grayscale option is selected, documents will be printed in black and grayscale only. Click the Print in Grayscale option to de-select it. Check that a color print cartridge is installed and try printing again.

The document does not contain color objects on the first page.







The first page of the document is always scanned for color objects. If your printer only accepts one print cartridge at a time, then the first page of the document determines if a black or color print cartridge will be used for the entire document

If your document does not contain color objects on the first page, but does so on subsequent pages, then print the document starting from the first page that contains color. Alternatively, add a color object to the first page.

- [!\[\]\(71ac35c616fd8bfda805d579390e24d8_img.jpg\) Contents](#)
- [!\[\]\(b10a8b91056068472be58f587e00cb47_img.jpg\) If You Have a Printing Problem](#)
- [!\[\]\(26a0aa65ffdf9b4c0922ec277970eeda_img.jpg\) Problems When Printing](#)

Paper does not load or eject properly

There are several reasons why paper may not load or eject properly from the printer. Generally, you should check the following if you encounter paper problems:

-  Check that the printer or sheet feeder is properly set up.
-  Make sure you do not load paper of different types and weights in the sheet feeder or paper tray.
-  Do not overload the sheet feeder or paper tray.
-  [Loading Paper](#)
-  [Clearing a Paper Jam](#)
- 

- [!\[\]\(694fcb4611893e9db5249daba48abfc1_img.jpg\) Contents](#)
- [!\[\]\(8ec8d5dc48934930a762fecf6ecbe179_img.jpg\) If You Have a Printing Problem](#)
- [!\[\]\(c34a15e67573dae8fbb88f4cbfb0f2e9_img.jpg\) Print Quality Problems](#)


Characters or lines are incomplete or missing

Print cartridge is not properly installed.

Remove the print cartridge and re-install it. Push the top forward to make sure the print cartridge snaps into place.

Clogged print cartridge.

Clean the print cartridge or replace it.

- [!\[\]\(4e333a6106fc298d0ae6dff272a736ef_img.jpg\) Cleaning the Print Cartridge](#)
- 

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- [▣ Print Quality Problems](#)

Ink is smearing or paper is wrinkling

There are several reasons why smearing may occur. The most common causes are listed below with suggested solutions.

Too much ink is on the page.

Select Automatic mode in the ColorSmart dialog box.

If you are using Manual mode: select Manual and click on the Options button, then move the Intensity slider to the left to decrease the amount of ink used.

Paper selection does not match paper loaded in the printer.

Make sure that the Paper Type selected in the ColorSmart dialog box matches the paper type loaded in the printer. The printer uses different methods of applying ink to the page for each paper type. This provides the best print quality for each paper type.




Inappropriate paper type is loaded in the printer.

Try another type of paper. See the user's guide for your printer for information on selecting paper.

Insufficient dry time for HP Premium transparency films or glossy paper.

Ink on transparencies and glossy paper takes longer to dry in high humidity conditions. Select the HP Glossy Paper (Pause Control) or HP Transparency (Pause Control) option in the ColorSmart dialog box. This allows you to remove each sheet from the printer as it completes printing and lay it aside to dry. This will prevent the following sheet from falling on top of it and smearing the ink. Be careful not to touch the ink until it is completely dry.

- [▣ Printing on HP Premium Paper](#)
- [▣](#)

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Print is faint

The Intensity slider in the Manual Options dialog box is set too low.

Select Automatic mode in the ColorSmart dialog box.

If you are using Manual mode: select Manual and click on the Options button, then move the Intensity slider to the right to increase the amount of ink used.

EconoFast mode is selected.


Select Normal mode in the ColorSmart dialog box.

Empty or clogged print cartridge.

Clean the print cartridge or replace it.

The tape covering the new ink cartridge was not removed.

Remove the tape.

-  [Cleaning the Print Cartridge](#)
- 

- [!\[\]\(83eb2aa26b610eb6a9dca7cf4702d681_img.jpg\) Contents](#)
- [!\[\]\(94dfacbf937cdd7da4837a6fcd8fc785_img.jpg\) If You Have a Printing Problem](#)
- [!\[\]\(dae8c3c5fa7c80febd6526a5e8a853bf_img.jpg\) Color Print Quality Problems](#)

Bands of light and dark color appear in the printout

Sometimes the printer can print information faster than the computer can send it. When the printer is waiting for information, the print cartridge pauses and a banding effect may occur.

Select Best mode and print your document again.

Turn on Print Manager to spool your document before printing.

Deactivating the screen saver on the computer might help.



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- [▣ Color Print Quality Problems](#)

Black areas appear green in color printout

When using the color print cartridge to print black, the resulting [composite black](#) print may have a green tint. The most common causes are listed below with suggestions.

The wrong printout mode is used.

Select Automatic mode in the ColorSmart dialog box.

Normal or Econofast is selected.

Select Best mode. Composite black will appear better in Best print quality mode.



- [!\[\]\(fd4127b9e2af37bd6ea0fa06afa8e6d8_img.jpg\) Contents](#)
- [!\[\]\(3278d6283d12f18012b5aa7d40747611_img.jpg\) If You Have a Printing Problem](#)
- [!\[\]\(bb96b32142ec45f72f12316beae3ef61_img.jpg\) Color Print Quality Problems](#)

Colors appear washed out


The Intensity slider in the Manual Options dialog box is set too low.

Select Automatic mode in the ColorSmart dialog box.

If you are using Manual mode: select Manual and click on the Options button, then move the Intensity slider to the right to increase the amount of ink used.

Empty or clogged print cartridge.

Clean the print cartridge or replace it.

- [!\[\]\(00454fbbe8db418db0de5eebfa916a08_img.jpg\) Cleaning the Print Cartridge](#)
- 

- [▣ Contents](#)
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- [▣ Color Print Quality Problems](#)

Colors in printed output are not what you expect

There are several reasons why colors may not appear as you expected. The most common causes are listed below with suggested solutions.

Automatic mode is not selected.

Select Automatic mode in the ColorSmart dialog box. Automatic selects the printer settings to provide the best color printing results.

Intensity settings may cause changes in color hue.

If you are using Manual mode: the intensity slider may not be set correctly. Select Manual in the ColorSmart dialog box and click on the Options button, then move the Intensity slider to the left for lighter images, or to the right for darker images.

Wrong Color Control setting is selected.

If you are using Manual mode: you may need to select a different Color Control Setting. Select Manual in the ColorSmart dialog box and click on the Options button. Then, select Vivid Color for clear, vivid colors in simple graphics; or select Match Screen for the closest color match to your screen.

The application is adjusting its color palette for printing.

Some applications adjust their color information before sending it to the printer. This is because colors on the screen generally appear lighter than when printed. Since ColorSmart already accounts for this, you should attempt to disable any such color adjustment in the application if possible.



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Printed colors don't match screen colors

There are several reasons why printed colors may not match the colors on your screen. The most common causes are listed below with suggested solutions.

Automatic mode is not selected.

Select Automatic mode in the ColorSmart dialog box. Automatic selects the printer settings to provide the best color printing results.

Wrong Color Control setting is selected.

If you are using Manual mode: you may need to select a different Color Control Setting. Select Manual in the ColorSmart dialog box, click on the Options button, then select Match Screen.

In Match Screen mode, printed results may not be what you anticipate. For example, what may be a greenish-yellow color on your screen may print out as yellow with specks of green.

Review your printed results to determine whether using this feature is appropriate for your desired output. Try adjusting the Intensity slider or selecting the Vivid Color setting in the Manual Options dialog box.

The application is adjusting its color palette for printing.

Some applications adjust their color information before sending it to the printer. This is because colors on the screen generally appear lighter than when printed. Since ColorSmart already accounts for this, you should attempt to disable any such color adjustment in the application if possible.



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Printing is slow

There are several reasons why your printer may print slowly. The most common causes are listed below with suggested solutions.

System memory problems.

You may have insufficient memory in your computer. Try the following suggestions in the order listed:

Close all other applications.

Exit all applications and Windows. Restart Windows, then restart only the application you need.

Purchase more RAM for your computer.

Best mode is selected.

Best mode prints slower than normal mode.

The Paper Type selected is “HP Transparency” or “HP Glossy Paper”

The printer driver has drying times built-in for HP Transparency and HP Glossy Paper. Slower printing is normal for these modes.

The Portable Sheet Feeder is selected

If your printer has a “Portable Sheet Feeder” Paper Source option and this is selected, printing may be slightly slower for simple documents than with the “Desktop Sheet Feeder” selected.



- [!\[\]\(7e19807c61da14f515588e95cd49886c_img.jpg\) Contents](#)
- [!\[\]\(8ff9e60a4b0560d7ec99179ef4779d9e_img.jpg\) If You Have a Printing Problem](#)
- [!\[\]\(ab9b69bf5753a01c76b30af859454360_img.jpg\) Other Problems](#)

Alert messages such as "Not enough memory to print" are displayed

System memory problems.

You may have insufficient memory in your computer. Try the following suggestions in the order listed:

Close all other applications.

Exit all applications and Windows. Restart Windows, then restart only the application you need.

Purchase more RAM for your computer.



Composite Black

Composite black is created by mixing the three primary colors (cyan, yellow and magenta) from the color print cartridge. When these colors are blended, they appear almost black on the page.

Hue

Color or the gradation of color. Colors are named by hue: red, blue, green, etc.

Supplies and Accessories

To order printer supplies or accessories, call your authorized HP dealer/distributor or the nearest HP sales and service office. A list of sales and service offices is provided in your printer users guide.

In the U.S. and Canada, if your dealer does not have the supplies, call HP DIRECT for fast shipping service.

Within the U.S. 1-800-538-8787

Toronto 416-671-8383

Other Canadian provinces 1-800-387-3154

Note: The information here is correct at the time of release of this printer software.

Print Cartridges

51633A Black print cartridge

51633M Black print cartridge

51625A Color print cartridge

The high-capacity black print cartridge (part number 51626A) is not recommended for use with the HP DeskJet 300 Series printers.

Centronics parallel cable

C3061A

Mac adapter cable *(for DeskJet 340)* and printer software

C3278A Europe only

C3279A U.S. & Asia-Pacific only

Color Kit *(for DeskJet 340/320/310)*

C3280A U.S.A.

C3281A Europe

C3282A Canada, Latin America, and other areas

Premium Paper

C3834A Premium Transparency Film (U.S. Letter, 50 sheets)

C3828A Premium Transparency Film (U.S. Letter, 20 sheets)

C3835A Premium Transparency Film (A4, 50 sheets)

C3832A Premium Transparency Film (A4, 20 sheets)

C3836A Premium Glossy Paper (U.S. Letter, 50 sheets)

C3833A Premium Glossy Paper (U.S. Letter, 20 sheets)

C3837A Premium Glossy Paper (A4, 50 sheets)

C3831A Premium Glossy Paper (A4, 20 sheets)

51634Y Premium InkJet Paper (U.S. Letter, 200 sheets)

51634Z Premium Glossy Paper (U.S. Letter, 20 sheets)

92296 Series HP Labels

Desktop Sheet Feeder

C3005A

Infrared Adapter *(for DeskJet 340)*

C3277A

Carrying Case (for printer and notebook PC)

C3050A

Rechargeable Battery Pack *

C3003A U.S.A., Canada and Latin America

C3059A Europe and other areas

* options vary only in the packaging



Contents for HP Spooler Help

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[The HP Spooler Window](#)

[Changing the Spool Directory](#)

[Deleting Spooled Documents](#)



What is the HP Spooler?

The HP Spooler is a program for Windows 3.1 only that manages the documents you print. It creates a temporary file from the document and then sends the file to the printer while you continue with other tasks.

The HP Spooler takes the place of the Windows Print Manager.



The HP Spooler Window

The HP Spooler window (for Windows 3.1) displays a list of printers that are installed on your system. Below each printer name is a list of documents that are being printed or waiting to print. You can use the Delete option on the Document menu to cancel printing on any of the printers shown.

Changing the size of columns in the window

To change the size of the columns in the HP Spooler window, use the mouse to drag the column border in the bar below the menu bar.



Changing the Spool Directory

The HP Spooler (for Windows 3.1) uses the spool directory to create temporary print files. If you find that the HP Spooler often runs out of disk space, use this option to select another drive and directory for spooling.

- 1.** To open the HP Spooler window, double-click the HP Spooler icon at the bottom of your screen. If you do not see the HP Spooler icon, run the HPWSPR.EXE file located in your WINDOWS directory from the Program Manager or File Manager.
- 2.** Select Options from the menu bar.
- 3.** Select Change Options from the menu.
- 4.** Select the Spool Directory in the dialog box that appears.
- 5.** Click OK to save your selection.

When you specify a different spool directory, it is used when you next print a document.



Deleting Spooled Documents

Select Delete from the Document menu to cancel printing on any of the printers shown in the HP Spooler window.

You can delete any document whose status is Idle, Printing or Paused.

To delete all documents sent to the printer, close the HP Spooler window.



Change Print Cartridge

The document to be printed requires the black print cartridge. Replace the installed print cartridge with a black print cartridge.

▣ [Changing the Print Cartridge](#)

If your document contains color text or images, it may be because the **Print in Grayscale** option is selected. To print using the color print cartridge, cancel the print job and make sure that the Print in Grayscale checkbox is **not** selected in the ColorSmart dialog box. Then print the document again.

▣ [Print in Grayscale](#)

Note: Always store open print cartridges that are not being used in the print cartridge container to ensure that the print cartridge does not dry out or clog.

▣ [Using the Print Cartridge Storage Container](#)

▣

Change Print Cartridge

The document to be printed requires the color print cartridge. Replace the installed print cartridge with a color print cartridge.

[Changing the Print Cartridge](#)

Note: In order to print in color, you must have purchased the optional Color Kit.

[Supplies and Accessories](#)

If you wish to print using the black cartridge, cancel the print job and make sure that the Print in Grayscale checkbox is selected in the ColorSmart dialog box. Then print the document again.

[Print in Grayscale](#)

Note: Always store open print cartridges that are not being used in the print cartridge storage container to ensure that the print cartridge does not dry out or clog.



[Using the Print Cartridge Storage Container](#)

Unknown Print Cartridge

The printer driver is unable to determine whether the black or color print cartridge is currently in the printer. If the Change Cartridge light on the printer front panel blinks, it means that you have the wrong cartridge inserted. To continue printing, replace the installed print cartridge with the cartridge required for this document.


[Changing the Print Cartridge](#)

You may have one of the following problems that is preventing the printer driver from determining the current print cartridge:

-  The printer may not be connected to the port selected in the Windows Control Panel.
-  Your printer cable may not have connections for all the printer status lines.

Try another interface cable with your printer, or use the recommended HP Centronics cable.

[Supplies and Accessories](#)

-  If you are using a switch box, your switch box may not support all the printer status lines. Or if you have another device attached to the same printer port, that device may be using the status lines.

Try connecting your printer directly to the computer.

If this message continues to appear in subsequent print jobs, and you wish to prevent it from appearing, run the HPWCNFIG.EXE program from Program Manager. Uncheck the "Print Cartridge Query" checkbox, then click OK.

[Disabling Print Cartridge Queries](#)



Printer Not Responding

The printer is not responding to the printer software. Try the following actions to fix the problem:

- ☑ Make sure the printer is turned on.
- ☑ If the printer is off-line, press the Online button to resume printing.
- ☑ Check for a paper jam.
- ☑ [Clearing a Paper Jam](#)
- ☑ The printer cable may be disconnected or you may have a defective printer cable. Make sure the printer cable is firmly connected to the port on the printer and on the computer.
If this does not correct the problem, try a different printer cable, or use the recommended HP Centronics cable.
- ☑ [Supplies and Accessories](#)
- ☑ If you are printing from a notebook computer, the power savings mode may have disabled the printer port if the printer was not on when the computer was turned on. Turn off your printer and computer. Turn on your printer and then turn on the computer. Try printing again.
- ☑ If the printer is operating in battery mode (DeskJet 300 Series Printers only), the battery level may be too low for printing. Try connecting the power adaptor.
- ☑

Printer Error

The printer has an error and cannot continue printing. Try the following actions to fix the problem:

- ☑ Check for a paper jam.
- ☑ [Clearing a Paper Jam](#)
- ☑ If all the lights on the printer are blinking, check that there are no objects inside the printer that may be preventing the print cartridge from moving freely.
- ☑ Switch the printer off and on again. If there are no flashing lights on the printer front panel, try printing again.
- ☑

Printer Port Problem

There is a problem accessing the printer port. Try the following actions to correct this problem:

- ☑ Some other software program may be printing to the same printer port. Click OK and wait for the other software program to complete printing. Then try printing your document again.
- ☑ If you have another device such as a tape backup unit, CD-ROM drive or network adapter attached to the same port, it may be using the port. Click OK and wait until the other device has finished using the port. Then try printing your document again.
- ☑ Make sure your printer is connected to the port selected in the Windows Control Panel.
- ☑ Close all applications and restart Windows.
- ☑ Turn off your computer, then turn the computer on again.

If one of the above steps does not fix the problem, you may have a hardware failure. Refer to your printer user's guide for information on HP's customer support services.



Dry Time Pause

The printer is waiting for the transparency or glossy paper to be removed from the printer output area before continuing.

This is because the HP Transparency (Pause Control) or HP Glossy Paper (Pause Control) option has been selected.

If you wish to print unattended, select HP Transparency or HP Glossy Paper instead, without the (Pause Control) option. This will cause printing to pause for several minutes between pages to allow the pages below to dry completely.

 [Selecting a Paper Type](#)



Memory Low

There is insufficient memory for the printer driver to print optimally. As a result, printing may be unacceptably slow.

Free up memory on your system by restarting Windows and loading only the application you wish to print from.

If this still does not help, you will need to purchase more system memory (RAM) for your computer.



Out of Disk Space

The HP Spooler or Windows Print Manager is active and is attempting to print your document to a temporary file on your hard disk. However, there is insufficient space on this disk to continue.

Free up disk space on your disk drive by removing unnecessary files and try printing again.




If you are using the Copies option and/or the Ordered Printing option, this will also cause the HP Spooler to require more disk space. Try printing only one copy and/or turning Ordered Printing off.

Alternatively, you can turn off spooling. To disable the HP Spooler, choose the Control Panel icon from the Main group, choose the Printers icon, and click the Use Print Manager checkbox.



General Error

One of the following printer driver internal errors has occurred.

-  Cannot load a required resource
-  A required printer driver file is missing
-  Memory has been corrupted by another application

Exit Windows. Load only the application that is required for printing and try printing again.



Printer is Busy

When you are not using a print spooler, this occurs because another application is currently printing. You may only print from one application at a time. Try printing again later when the other application has finished printing.

If you are sure that no other application is currently printing, and you are still getting this error, then the most probable cause is that another application crashed earlier while running Windows. Try restarting Windows and print again.

If you wish to spool multiple files in quick succession, you can enable spooling by choosing the Control Panel icon from the Main group, choose the Printers icon, and click the Use Print Manager checkbox.



Incorrect Printer

The printer that is currently attached to your computer is different from the printer selected in your software. If you choose to continue, the printer may not print, or may print garbage.

Cancel the Print job, and try one of the following actions to fix the problem:

- ☑ Check that the correct printer driver is selected.

 - Choose the Control Panel icon from the Main group and choose the Printers icon.

From the list of installed printers, select the printer name that matches the printer attached to your computer, then click Set As Default Printer.

- ☑ If you are using a switch box, check that you have selected the correct printer.

- ☑ If you have changed your printer for a different model, re-install the printer driver software.

- ☑

Printer Communication Problem

The computer cannot establish two-way (bi-directional) communication with your printer. The printer uses bi-directional communication to exchange information with the computer.

When the printer driver software was installed, it determined that bi-directional communication was available. However, your computer configuration has since changed. Alternatively, this error is occurring because you have just selected an option to manually enable bi-directional communication.

Try the following actions to fix the problem:

- If you have always been using a switchbox, check that you have the correct printer selected.
- If you have just installed a switch box, it may not support bi-directional communication. Try connecting your printer directly to the computer.
- If you have other devices connected to the printer port, they may be using the status lines. Try connecting your printer directly to the computer.
- You may have a defective printer cable. Some printer cables do not have the required connections to enable bi-directional communication. Try a different printer cable, or use the recommended HP Centronics cable.
- [Supplies and Accessories](#)
- Your computer may not have the hardware required to support two-way (bi-directional) communications.

If you are unable to resolve this problem, do the following in the order listed, until this problem no longer occurs.

1. Start up the HP Deskjet Status Monitor. Look for an option to disable bi-directional communication and select it.
2. If you have the printer driver software disk, re-install the printer driver.
3. Run the **HPWCNFIG.EXE** program from Program Manager. Uncheck the “Bi-directional Communication” checkbox, then click OK.

- [Disabling Bi-directional Communication](#)
-

Improper Power Off

The printer was not turned off properly the last time it was used.

Always use the Power ⏻ to turn the printer off.

If the printer is turned off from a power strip switch or by pulling the power cord from the outlet while the printer is printing, the print cartridge cradle will not return to the home position. This will cause the print cartridge to dry out.

If the print quality has deteriorated since the last time you used the printer, clean the contacts on print cartridge with a cotton swab lightly moisten with water.



Serial Infrared Link is Broken

- Set the printer within 1 m (3 ft) of the computer.
- Make sure that the computer's infrared port is pointed directly at the printer's Infrared Adapter. Move the printer if necessary.
-

Printer is Out of Paper

☑ Load paper in the paper tray, or manually feed the paper or envelope through the slot at the back of the printer.

☑ If you want to print on A4 or Letter size paper and there is already paper loaded in the paper tray, you may have selected some other paper size in your software program. When the paper size selected is other than A4 or Letter, the printer expects a sheet to be fed through the slot at the back of the printer. Select the correct paper size and print the document again.

☑ [Loading Paper in the Paper Tray](#)

☑ [Feeding Paper Manually](#)

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[HP Deskjet Status Monitor Window](#)







About the HP DeskJet Status Monitor

The HP DeskJet Status Monitor provides information about the current print job and the current state of the printer. It also allows you to do certain printer tasks, such as cleaning the print cartridges and printing a self-test page.

The Status Monitor will open automatically when you send a document to print or when a printing error occurs that needs your attention before printing can resume. You can also access the Status Monitor by double-clicking on the HP DeskJet Status Monitor icon located in the HP DeskJet Utilities program group in the Program Manager.

With the HP DeskJet Status Monitor, you can:

-  monitor a current print job
-  clean the print cartridges
-  access functions specific to your printer
-  cancel the current print job

Note: The HP DeskJet Status Monitor always reappears either as a full-size window or as an icon. You can restore the icon to a full-size window or minimize the window to an icon.

 [HP DeskJet Status Monitor Window](#)



HP DeskJet Status Monitor Window

The HP DeskJet Status Monitor window provides information about the current print job and the current state of the printer. The Status Monitor can also be used to perform other printer tasks, such as cleaning the print cartridges.

To use the HP DeskJet Status Monitor, double-click the HP DeskJet Status Monitor icon in the HP DeskJet program group.

[Printer Menu](#)

[Utilities Menu](#)

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Printer Menu

The Printer menu lists all of the HP DeskJet printers supported by this printer driver that are connected to your computer.

Utilities Menu

The Utilities menu allows you to do the following:

Clean Print Cartridges

Cleans the print cartridges. Perform a print cartridge cleaning when print quality has noticeably decreased, or when HP Help messages have recommended doing so.

Print a Self-Test

Performs a printer self-test. Do this to verify that the printer is working properly and that the cable connection is at least at minimum standards.

Bi-Directional Communication *(DeskJet 400 only)*

Enables bi-directional (two-way) communication between your computer and the printer. Bi-directional communication allows more accurate reporting of printing status, as well as better reporting of printer errors that may occur. Turn off bi-directional communication if you notice problems while printing (eg printer prints garbage occasionally).

Battery Quick Charge/Discharge

DeskJet 300 Series Printers only

If your printer has a battery pack, these commands perform Quick Charge or Discharge on the battery. This mode charges the battery in 6 hours. Normal charging takes 10 hours.

To maximize the life of the battery pack, do not use Quick Charge unless you know that the charge level is low.

Job Information Box

The Job Information Box displays information about the current printing job. This information contains details of the Printer Setup when the job was sent from the application. These settings cannot be changed.

Printer Information Box

The Printer Information Box displays a graphical representation of the printer, and shows an animation of the state of the printer when printing. If bi-directional communication has not been selected, this animation may not be very accurate.

In addition, one or more of the following pictures will appear *during* printing.



The animated activity monitor indicates that the computer is sending information to the printer. If this indicator does not move, or does not display, then there is no print job active.



This indicator means that there is a printer or port error, and printing cannot continue until the problem has been resolved.



The print cartridge (black or color) selected for printing the document. The black print cartridge is shown here.



Bi-directional communication is active between the computer and the printer. Bi-directional communication may be enabled or disabled from the Utilities menu.

DeskJet 300 Series Printer only



The battery gauge shows the battery charge level if you are using the printer in battery mode. If bi-directional communication is active, additional information is displayed to indicate if the a/c adaptor is plugged in, and if the battery is being charged.

DeskJet 340 Printer only



Infrared printing is active between the computer and the printer. If you are printing using the Infrared Adaptor and this indicator does not appear, it means that the Infrared software driver on your computer cannot communicate with the printer in bi-directional mode.

Printer Status Box

This box displays a message that indicates the current status of the printer.

Cancel Button

Press this button to cancel the current print job.

