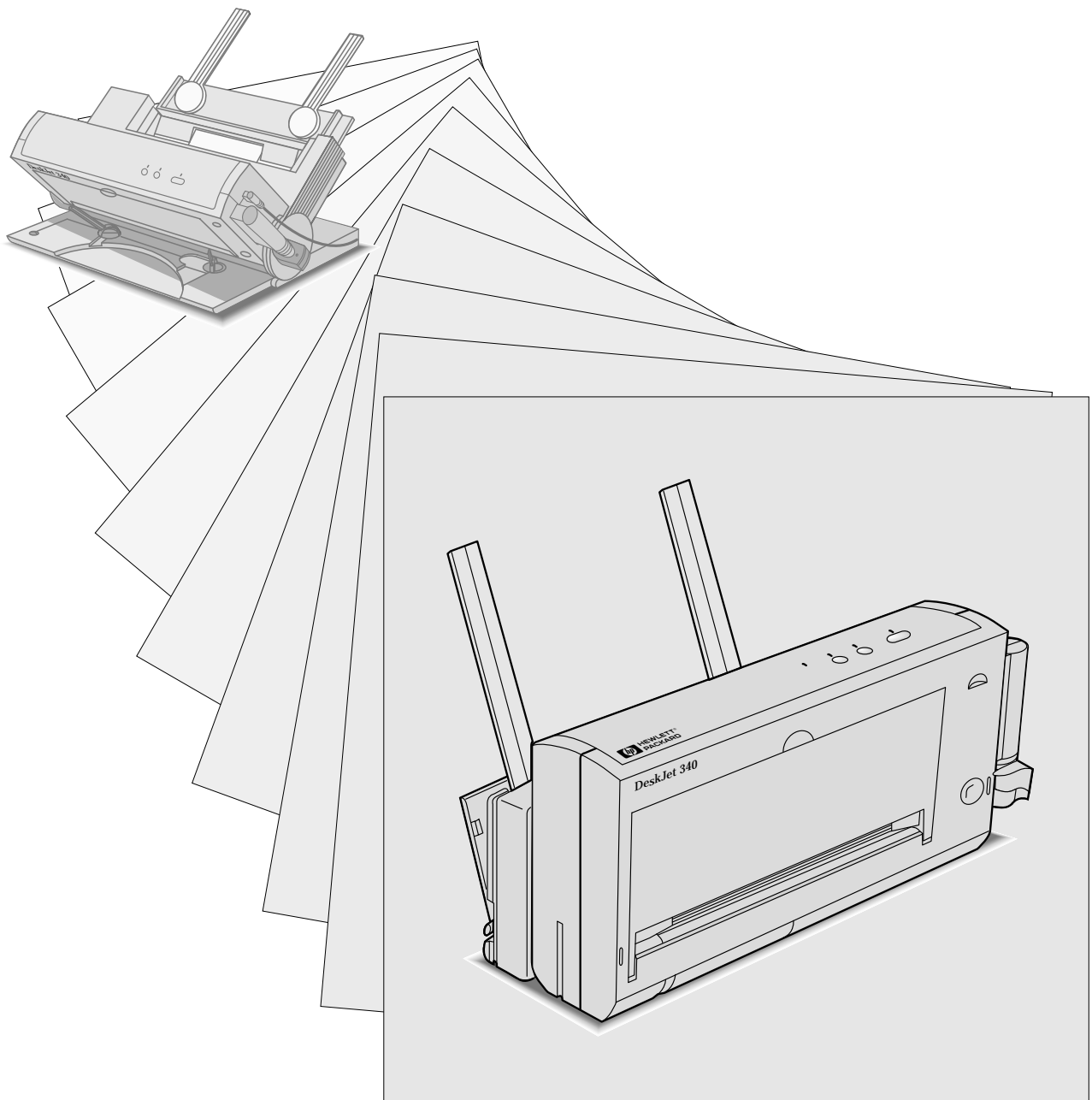


HP DeskJet 300 Series Printer Family Technical Support Solutions Guide



HP DeskJet 300 Series Printer Family Technical Support Solutions Guide

HP DeskJet Portable, DeskJet 310, DeskJet 320 and DeskJet 340



HP Part Number 5960-9677
Printed in U.S.A.

September 1995 Edition

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Publication History

This document is the second Technical Support Solutions Guide (TSSG) for the DeskJet 300 Series printer family.

The printing history of this guide is:

First Edition September 1994

Second Edition September 1995

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Warning

Warning text is used where danger to an individual can develop.

Caution

Caution text is used where a risk of damage to equipment can develop.

Note

Note text is used for special instructions.

About This Guide

This guide is designed as a reference for people who provide post-sale technical support to end-users of the HP DeskJet Portable, HP DeskJet 310, HP DeskJet 320 and HP DeskJet 340 printers. It represents a collection of information gathered from Hewlett-Packard's dealer and end-user support organizations. The purpose of this guide is to provide answers to frequently asked questions and solutions to common problems.

While the content of this guide is quite comprehensive, it is not all inclusive. It is not a substitute for other types of product documentation, such as the *User's Guide* and *Quick Start*.

Product Information

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Model Numbers and Product Positioning

There are four printers in the HP DeskJet 300 Series printer family:

- HP DeskJet 340
- HP DeskJet 320
- HP DeskJet 310
- HP DeskJet Portable

Table 1-1. The HP DeskJet 300 Series Printer Model Numbers and Product Positioning

Printer	Model Number	Model Status	Product Positioning
<i>HP DeskJet 340 Printer</i>	C2655A	Available	HP's DeskJet family inkjet printer for notebook PC users with optional color and 600 by 300 addressable rasterpoints per inch resolution
<i>HP DeskJet 320 Printer</i>	C2634A	Available only in Japan	HP's DeskJet family inkjet printer for notebook PC users with optional color and 600 by 300 addressable rasterpoints per inch resolution
<i>HP DeskJet 320 Printer with Desktop Sheet Feeder bundled</i>	C2637A	Available in Japan only	HP's DeskJet family inkjet printer for notebook PC users with optional color and 600 by 300 addressable rasterpoints per inch resolution
<i>HP DeskJet 310 Printer</i>	C2621A	Available	HP's DeskJet family inkjet printer for notebook PC users with optional color and 300 by 300 dots per inch resolution
<i>HP DeskJet 310 Printer with Desktop Sheet Feeder bundled</i>	C2622A	Available	HP's DeskJet family inkjet printer for notebook PC users with optional color and 300 by 300 dots per inch resolution
<i>HP DeskJet Portable Printer</i>	C2614A	No longer available	HP's DeskJet family inkjet printer for notebook PC users with black printing only and 300 by 300 dots per inch resolution
<i>HP DeskJet Portable Printer with Desktop Sheet Feeder bundled</i>	C2624A	Available in Asia Pacific only ¹	HP's DeskJet family inkjet printer for notebook PC users with black printing only and 300 by 300 dots per inch resolution

1. Available only in: Australia, China, Hong Kong, India, Indonesia, Malaysia, New Zealand, Singapore, Taiwan, Thailand and some other Asian countries.

HP DeskJet Portable old and new models

As shown in the table above, there are two models of the HP DeskJet Portable, black-only printer. The old model, C2614A, is no longer available. The new model, C2624A, is bundled with a sheet feeder and sold only in the Asia Pacific. There are some minor hardware and firmware differences between these two models. This guide reveals these differences in footnotes to the general information on the HP DeskJet 300 Series printer family. You can identify these two different printer models by the model number printed on the serial number label in the printer's battery compartment. This label has C2614A for the old model and C2624A for the new model.