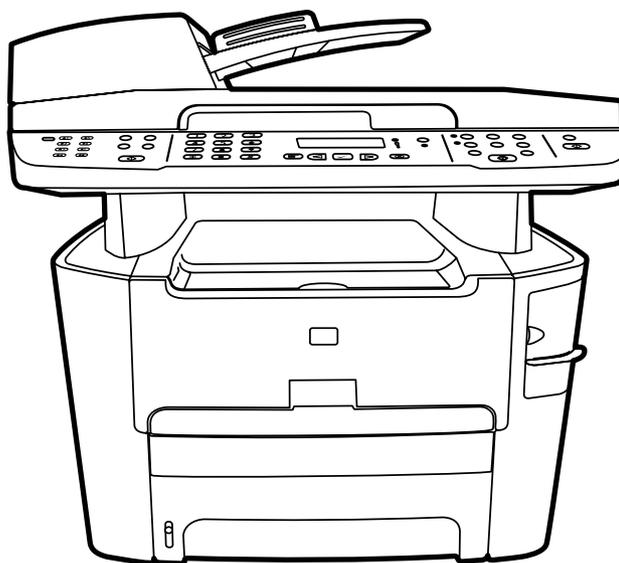


# HP LaserJet 3390/3392 All-in-One Service Manual

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# HP LaserJet 3390/3392 All-in-One

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Service Manual



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Edition 2, 10/2005

## Safety information

**WARNING!**

Potential Shock Hazard

Always follow basic safety precautions when using the all-in-one to reduce risk of injury from fire or electric shock.

Read and understand all instructions in the user guide.

Observe all warnings and instructions marked on the all-in-one.

Use only a grounded electrical outlet when connecting the all-in-one to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

Do not touch the contacts on the end of any of the sockets on the all-in-one. Replace damaged cords immediately.

Unplug the all-in-one from wall outlets before cleaning.

Do not install or use the all-in-one near water or when you are wet.

Install the product securely on a stable surface.

Install the all-in-one in a protected location where no one can step on or trip over the power cord and where the power cord will not be damaged.

If the all-in-one does not operate normally, see the online user guide.

Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements can be found in the user guide.

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## 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 printer 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.

This equipment complies with FCC rules, Parts 15 and 68. On the back of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment.

This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service. If trouble is experienced with this equipment, please see the numbers in the front of this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. The following repairs can be done by the customer: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an ac surge arrestor in the ac outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

See the electronic user guide for more regulatory information.



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# 1 Product information

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- [Software for Macintosh](#)
- [Uninstalling software](#)
- [Media specifications](#)

## Quick access to all-in-one information

Use the following Web sites to find information about the all-in-one.

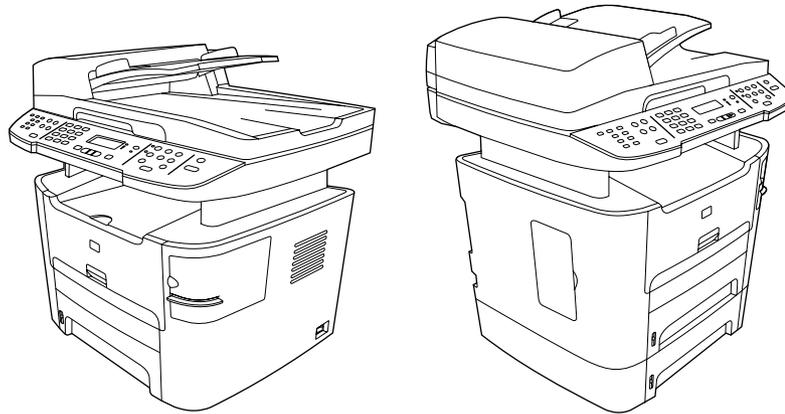
- HP LaserJet 3390 all-in-one: [www.hp.com/support/lj3390](http://www.hp.com/support/lj3390)
- HP LaserJet 3392 all-in-one: [www.hp.com/support/lj3392](http://www.hp.com/support/lj3392)

**Table 1-1** All-in-one guides

Guide	Description
Getting started guide	Provides step-by-step instructions for installing and setting up the all-in-one.
User guide	Provides detailed information for using and troubleshooting the all-in-one. Available on the all-in-one CD or in <b>Program Group</b> if the software is installed on a computer.
HP ToolboxFX	To check the all-in-one status and settings and view troubleshooting information and online documentation, use the HP ToolboxFX. You must have performed a complete software installation in order to use the HP ToolboxFX. See the user guide for more information about software installation.
Online Help	Provides information about options that are available in the printer drivers. To view a Help file, open the online Help through the printer driver.

# All-in-one configurations

The all-in-one is available in the following configurations.



**Figure 1-1** HP LaserJet 3390/3392 all-in-one

**Table 1-2** All-in-one configurations

Model	Item
HP LaserJet 3390 all-in-one	<ul style="list-style-type: none"><li>• Prints letter-size pages at speeds up to 22 pages-per-minute (ppm) and A4-size pages at speeds up to 21 ppm</li><li>• Includes PCL 5e and PCL 6 printer drivers and HP postscript level 3 emulation</li><li>• Priority input slot (tray 1) for sheet-fed printing</li><li>• The multipurpose tray (tray 2) holds up to 250-sheets of print media or 10 envelopes.</li><li>• An optional 250-sheet input tray (tray 3) is available.</li><li>• Automatic 2-sided (duplex) printing, receiving faxes, and copying</li><li>• In accordance with ISO/IEC 19752, average yield for the standard black print cartridge is 2,500 pages.<sup>1</sup></li><li>• In accordance with ISO/IEC 19752, average yield for the high-capacity black print cartridge is 6,000 pages.<sup>1</sup></li><li>• Hi-Speed USB 2.0 port and a port for connecting to a 10/100Base-T network</li><li>• 64 MB RAM</li></ul>

**Table 1-2** All-in-one configurations (continued)

Model	Item
	<ul style="list-style-type: none"><li data-bbox="852 218 1442 281">● Flatbed scanner and 50-page automatic document feeder (ADF)</li><li data-bbox="852 302 1442 390">● One available dual inline memory module (DIMM) slot for memory expansion and additional font support (memory expandable to 128 MB)</li></ul>
HP LaserJet 3392 all-in-one	<p data-bbox="852 401 1442 464">The HP LaserJet 3392 all-in-one has all of the features of the HP LaserJet 3390 all-in-one plus:</p> <ul style="list-style-type: none"><li data-bbox="852 474 1442 506">● An additional 250-sheet input tray (tray 3)</li><li data-bbox="852 527 1442 558">● A convenience stapler</li></ul>

<sup>1</sup> Actual yield depends on specific use.

# All-in-one features

Table 1-3 All-in-one features

Feature	Description
<b>Print quality</b>	<ul style="list-style-type: none"><li>• 1200 dots per inch (dpi) text and graphics with image RET 2400</li><li>• Adjustable settings to optimize print quality</li><li>• The HP UltraPrecise print cartridge has a finer toner formulation that provides sharper text and graphics.</li></ul>
<b>Fax</b>	Full-functionality fax capabilities with a V.34 fax; includes a phone book, fax polling, and delayed-fax features
<b>Copy</b>	Includes an ADF that accommodates faster, more efficient copy jobs with multiple-page documents.
<b>Scan</b>	<ul style="list-style-type: none"><li>• The HP LaserJet 3390/3392 all-in-one provides 1200 pixels per inch (ppi), 24-bit full color scanning from a letter/A4-size scanning glass.</li><li>• The ADF accommodates faster, more efficient scan jobs with multiple-page documents</li></ul>
<b>Staple</b>	<ul style="list-style-type: none"><li>• The HP LaserJet 3392 all-in-one includes a convenience stapler for fast and convenient stapling of up to 20-sheets of 80-g/m<sup>2</sup> (20-lb) media.</li><li>• The large-capacity replacement staple cassette holds 1,500 staples.</li></ul>
<b>Networking</b>	<ul style="list-style-type: none"><li>• TCP/IP</li><li>• LPD</li><li>• 9100</li></ul>
<b>Printer-driver features</b>	The PCL 6 printer language provides fast printing performance, built-in intellifont and TrueType scaling technologies, and advanced imaging capabilities.
<b>Automatic language-switching</b>	The all-in-one automatically determines and switches to the appropriate printer language (such as PS or PCL 6) for the print job.
<b>Interface connections</b>	<ul style="list-style-type: none"><li>• Hi-Speed USB 2.0 port</li><li>• 10/100 ethernet (RJ45) network port</li></ul>
<b>Environmental features</b>	<ul style="list-style-type: none"><li>• PowerSave mode</li><li>• ENERGY STAR® qualified</li></ul>
<b>Economical printing</b>	<ul style="list-style-type: none"><li>• N-up printing (printing more than one page on a sheet)</li><li>• Two-sided printing using the automatic duplexer</li></ul>

**Table 1-3** All-in-one features (continued)

Feature	Description
<b>Supplies</b>	<ul style="list-style-type: none"><li>● A supplies status page with a print cartridge gauge that shows the supply levels that remain (HP supplies only)</li><li>● No-shake print cartridge design</li><li>● Authentication for HP print cartridges</li><li>● Enabled supplies-ordering capability</li></ul>
<b>Accessibility</b>	<ul style="list-style-type: none"><li>● The online user guide is compatible with text screen-readers.</li><li>● Print cartridges can be installed and removed by using one hand.</li><li>● All doors and covers can be opened by using one hand.</li></ul>

# Product walkaround

## HP LaserJet 3390/3392 all-in-one

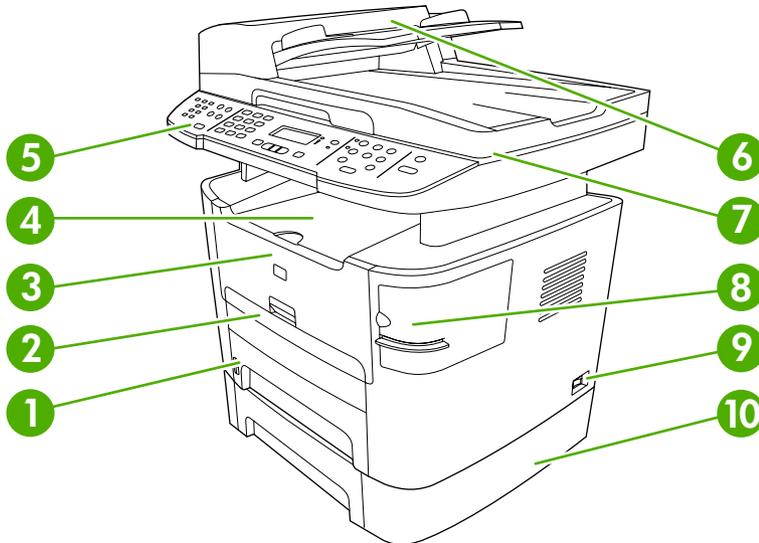
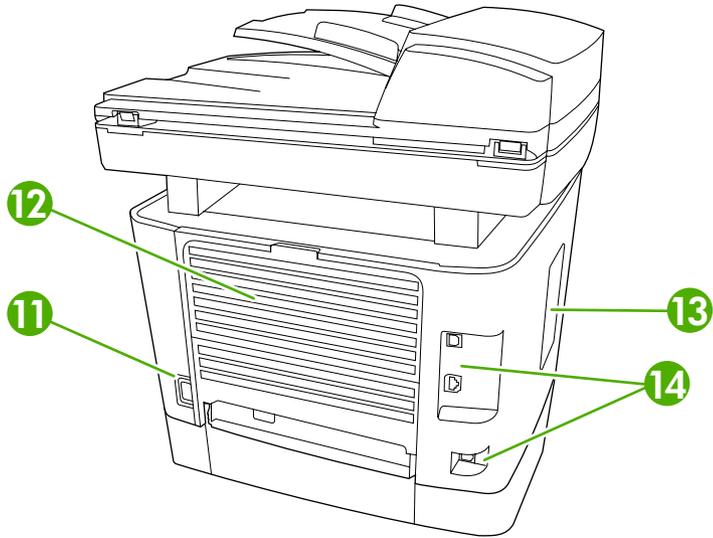


Figure 1-2 Front view

1	Tray 2
2	Priority input slot (tray 1)
3	Print-cartridge door
4	Top (face-down) output bin
5	Control panel
6	Automatic document feeder (ADF)
7	Flatbed scanner glass (under the scanner cover)
8	Convenience stapler (HP LaserJet 3392 all-in-one only)
9	Power switch
10	Optional tray 3 (standard on the HP LaserJet 3392 all-in-one)



**Figure 1-3** Back view

11	Power connector
12	Rear (face-up) output bin door (used for straight-through output path)
13	DIMM door
14	Interface ports