

# Macintosh User's Guide

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## Acknowledgments

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# Finding Information — What and How

- Use the *Quick Start Poster* to install the printer driver.
- Turn on balloon help in the **Help** menu. Move your cursor over any print setting to view an explanation.
- Visit the hp web site on the Internet at [http://www.hp.com/support/home\\_products](http://www.hp.com/support/home_products) or <http://www.hp.com> for the latest product information, troubleshooting, and printer software updates.
- For complete information about your printer, view your electronic *User's Guide*. Adobe® Acrobat® Reader is required to view your electronic *User's Guide*.
  - If you do not have Adobe Acrobat Reader installed, begin printer software installation process, select View User's Guide, and follow on-screen instructions to install Adobe Acrobat Reader.

# Printing Basics

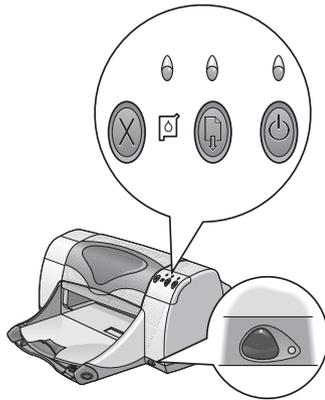
## Buttons and Lights

The buttons on the front of your **hp deskjet 990c** printer enable you to turn the printer on and off, cancel a print job, or resume printing. The lights provide you with visual cues about the state of your printer. The buttons and lights from left to right are:

 **Cancel Button** – Press this button to cancel the current print job in the printer.

 **Print Cartridge Status Light** – When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See “Print Cartridge Status” on page 35.

 **Resume Button and Light** – Whenever the light above the Resume Button flashes, press the Resume Button to continue printing. See “What do the flashing lights mean?” on page 51.



 **Power Button and Light** – Use the Power Button to turn the printer on and off. The green light above the Power Button flashes when the printer is processing information.

 **Infrared (Ir) Lens** – Use the infrared lens to print from an infrared sending device such as a Palm Pilot or PowerBook. See “Infrared (Ir) Printing” on page 18. When the light to the right of the infrared lens displays a solid beam, the infrared device is transmitting information to the printer.

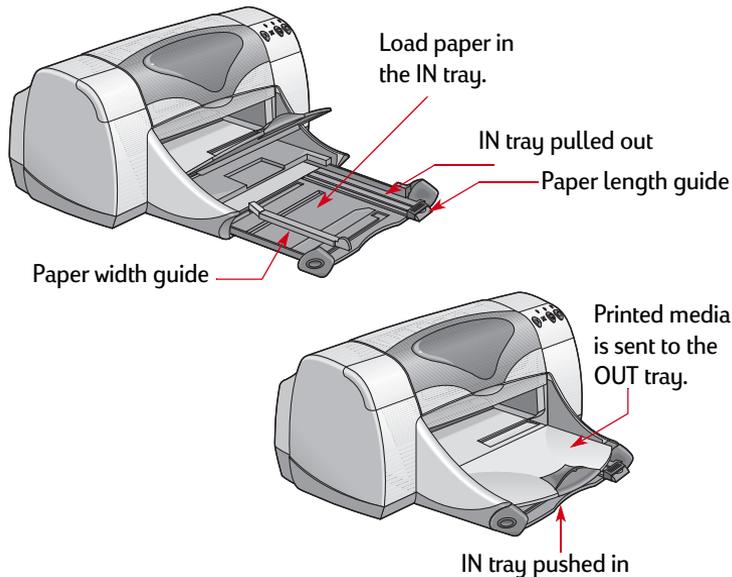
### Warning

*Use only the Power Button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause premature printer failure.*

# Paper Trays

## IN Tray

You place paper and other media types for printing in the IN tray. Pull out this tray for easy loading. Once you insert the media you want to use, slide the paper guides so they rest snugly against the media. Make sure to slide all media as far as it will go into the IN tray. Make sure the IN tray is pushed back in.



## OUT Tray

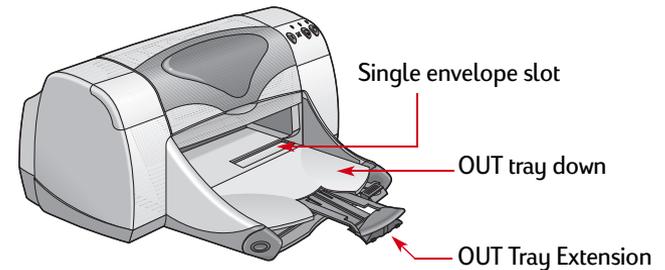
The printer sends its completed pages to the OUT tray. The OUT tray has two different positions.

**Down** – For most types of printing (except banners). The down position also allows single envelope printing.

**Up** – For ease of loading media in the IN tray and for banner printing.

**OUT Tray Extension** – For printing a large number of pages. In addition, it must be extended when you are printing in draft mode to prevent paper from falling to the floor. To use the Out Tray Extension, gently pull out the extension. When your print job finishes, push the OUT Tray Extension back into its storage slot.

**NOTE:** Do not use the OUT Tray Extension with legal-sized paper. It may cause a paper jam.



# Using Your Printer Software

## Choosing Your Printer

If you haven't already selected your **hp deskjet** as the default printer in the **Chooser**, you should do so now. How you select the **hp deskjet** in the Chooser depends on whether your computer is connected to the printer via USB or AppleTalk.

### USB Connection

- 1 Make sure the computer and printer are turned on, and your printer is connected to your computer with a USB cable.
- 2 From the **Apple** menu, select **Chooser**.
- 3 In the left side of the Chooser window, click the **DeskJet Series** icon.
- 4 In the right side of the Chooser window, click **DeskJet 990C**.
- 5 Close the **Chooser**.

### AppleTalk Network Connection

- 1 Make sure the computer and printer are both turned on and connected to your AppleTalk network. You will need an external print server, such as an hp jetdirect 300X External Print Server, to connect the printer to your AppleTalk network.
- 2 From the **Apple** menu, select **Chooser**.
- 3 Click the **Active** button next to AppleTalk.
- 4 In the left side of the Chooser window, click the **DeskJet Series** icon.
- 5 Select the **printer zone**, if necessary.
- 6 In the right side of the Chooser, click **DeskJet 990C**.
- 7 Close the **Chooser**.

# Other Ways to Select a Default Printer

Besides using the Chooser, you can also select a default printer in the following ways:

- Select the desired printer by clicking on the menu bar **printer icon** at the top of the screen, and choosing the **DeskJet 990C**.
- If your control strip is on, then select the desired printer by clicking the **printer icon** at the bottom of the screen, and choosing the **DeskJet 990C**.
- Drag the document you want to print to the desktop icon of the printer you want to use.
- Double-click the icon of the **hp deskjet printer** you want to use, and choose **Set Default Printer** from the **Print** menu.
- The Print command will send your documents to this printer until you select a new default printer. If you switch printers, check your document before you print it to see whether the formatting or pagination changed.

# Desktop Printing

Desktop printing is useful when you have a number of documents to print at once, or when you have a document that is already formatted for printing on a particular printer. There are two methods to print documents from the desktop. To perform desktop printing, either:

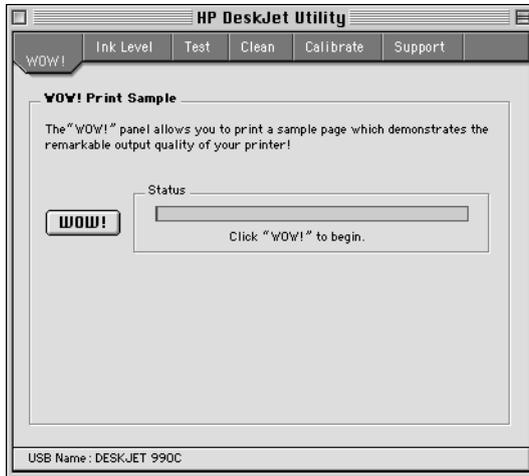
- Drag the icons of the documents you want to print to the desktop icon of the printer you want to use.

**OR**

- Select the icons of the documents you want to print, then choose **Print** from the **File** menu. When the **Print** dialog box appears, select your print options, then click the **Print** button.

# hp deskjet 900 Utility

The **hp deskjet 900 Utility** is located in the Utilities folder on your hard drive's main directory. The **hp deskjet Utility** window has six panels, as shown below:



- **WOW!**, which demonstrates the **hp deskjet 990c**'s print quality
- **Ink Level**, which displays the approximate amount of ink remaining in each print cartridge
- **Test**, which allows you to print a test document
- **Clean**, which allows you to automatically clean your print cartridges
- **Calibrate**, which allows you to automatically align the Color and Black print cartridges
- **Support**, which provides contact information for buying hp products and obtaining customer support.

Simply click a panel, then choose your option(s).

# Checking Printer Status

You can tell the status of a printer by looking at its desktop icon:

Icon	Description	Icon	Description
 hp deskjet 990c	Idle printer (default)	 hp deskjet 990c	Printing stopped on default printer
 hp deskjet 990c	Idle printer (not default)	 hp deskjet 990c	Error on default printer
 hp deskjet 990c	Printing on default printer	 hp deskjet 990c	Printer not available or connected

# Page Setup—Controlling Page Layout

You control settings such as paper size, scaling, and page orientation from the **hp deskjet Page Setup** dialog box. To get to this dialog box:

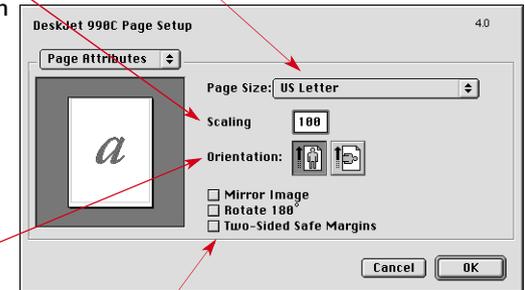
- 1 Open the software program used to create your document.
- 2 From the **File** menu, select **Page Setup**.

## Paper Size, Scaling, and Orientation

Make sure you correctly choose the size of paper, envelopes, or other media you have in the IN tray.

Enter a number from 5 to 999. Numbers smaller than 100 reduce the image size, and numbers greater than 100 enlarge it. Changing size may change pagination.

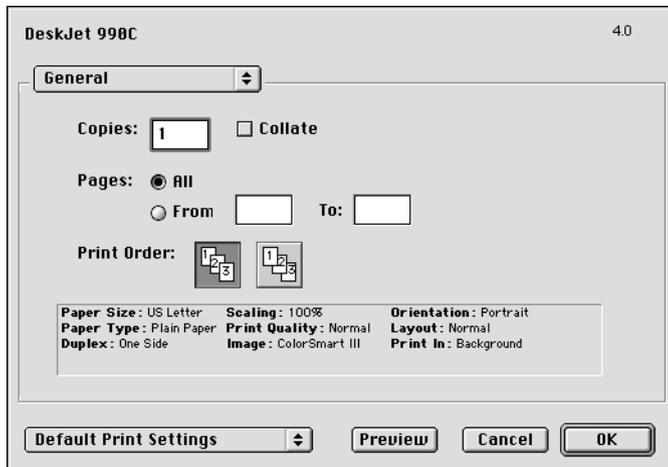
Click the appropriate icon to choose page orientation.



Check to automatically adjust margins for Two-Sided Printing.

# Print Dialog Box

You control settings such as number of copies, all or specific pages to print, paper type, print quality, page layout, color, and background printing from the **hp deskjet Print** dialog box. To get to this dialog box, select **Print** from your software program's **File** menu.



## Buttons

The buttons at the bottom of every Print dialog box are:

- **Default Print Settings** returns the setting to the system default
- OR
- **Save Current Settings** allows you to review the current print settings, assign a name to the settings, and save them under that name.
  - **Preview** allows you to view your document before you print it so you can see how the document will print with the current settings.
  - **Cancel** cancels settings you have entered and closes the Print dialog box.
  - **OK** starts printing.

## General

**General** is the default panel selected in the Print dialog box menu. This panel lets you select the number of copies you want to print, whether you want to print the entire document or select pages, and whether you want to print from the front of your document or begin printing from the end forward.

You may also choose the following options from the **General** menu:

- **Paper Type/Quality** (see “Paper Type/Quality” on page 11)
- **Layout** (see “Layout” on page 11)
- **Color** (see “Color” on page 12)
- **Background Printing** (see “Background Printing” on page 13)

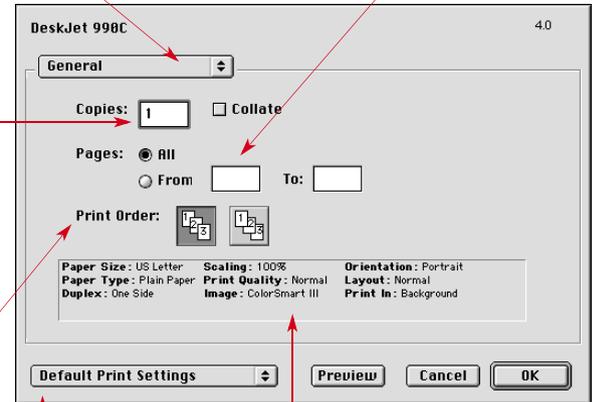
Click to display a list of other print-control panels.

If you don't want to print the entire document, enter the beginning and ending page numbers you want to print.

Enter the number of copies you want to print.

Indicate whether you want to start printing from the first page or from the last page.

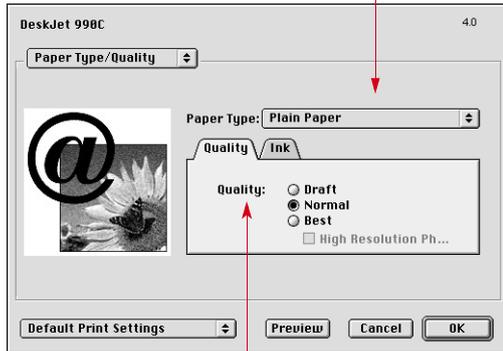
Click to display the Default Print Settings or the Save Current Settings option.



This area displays options set in other Print panels.

## Paper Type/Quality

Choose from a wide range of paper types.



Print Quality

- **Draft**—Quick printing
- **Normal**—Everyday printing
- **Best**—Highest quality
- **High Res Photo**—Only for photo

- **Ink** tab settings allow you to adjust the ink volume and dry time.

## Layout

This dialog box allows you to specify the number of pages printed on each sheet of paper. You also set **Two-Sided Printing** options from this dialog box.

Choose the number of pages (1, 2, or 4) to print on each sheet.

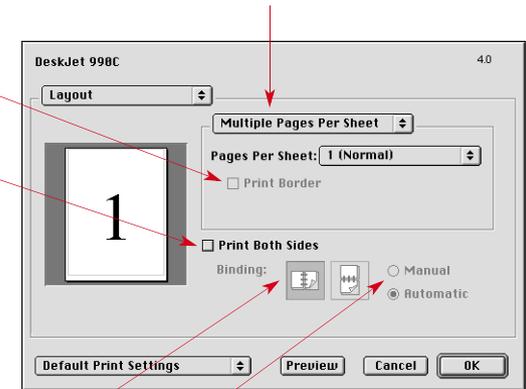
**OR**

Print a poster:

Choose the **Tiling** option then select the size of your poster by choosing the number of pages across and down (2x2, 3x3, or 4x4).

Check to print a border around each page.

Check here to print on both sides of the paper.



If you check **Print Both Sides**, choose the appropriate method: **Binding** (side or top).

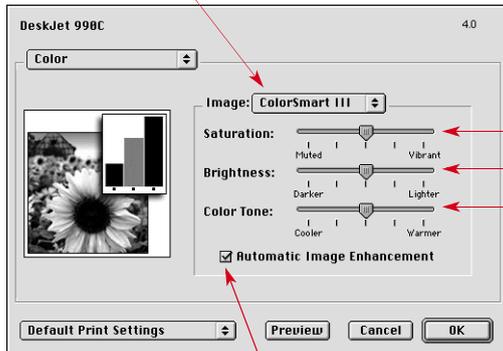
If you check **Print Both Sides**, choose the appropriate method: **Manual** or **Automatic** (if using the Automatic Two-Sided Printing Module).

# Color

Your **hp deskjet 990c** uses HP's Color Matching technology to intelligently analyze each element on a page—text, graphics, and photographs—and provide the best color output.

Choose:

- **ColorSmart III**
- **ColorSync**
- **Grayscale** (print in shades of gray)
- **Black & White** (no color)



Slide to adjust:

- **Saturation**
- **Brightness**
- **Color Tone**

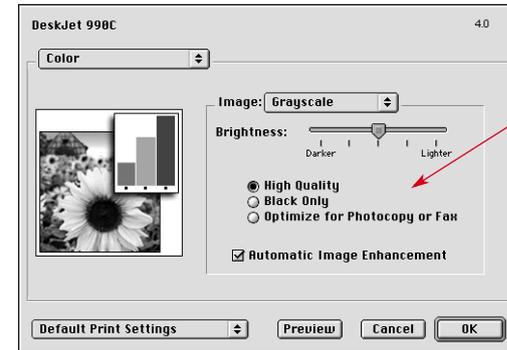
Check here to turn off automatic image enhancements.

The **ColorSmart III** setting lets you check a box to disable image enhancements.

The **ColorSync** setting can be used for color matching with other computers using the ColorSync matching system

**Grayscale** prints in shades of gray. With this setting, you also have the option to optimize printing for fax and photocopy.

**Black & White** prints only in black and white (no color, no gray). “Black only” is not recommended for use with glossy paper.



Choose:

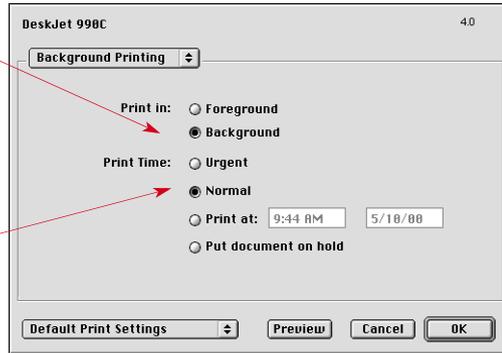
- **High Quality**
- **Black Only**
- **Optimize for Photocopy or Fax** (print in shades of gray)

## Background Printing

Choose **Background** if you want to continue working while printing takes place. If you choose **Foreground** printing, you won't be able to work on other tasks until the printing is complete, but printing will be faster.

- Choose:
- **Background** to continue working while printing
  - **Foreground** for faster printing

Click the button that matches the desired timing for your print job



The following table describes additional features available when using background printing. To access these features from the desktop, double-click the **hp deskjet 990c** printer icon.

Background Printing Options	Instructions
Delete a print job	<ul style="list-style-type: none"> <li>• Select the <b>job title</b> or icon, then click the <b>Trash</b> icon.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Drag the document's icon to the Trash on your desktop.</li> </ul> <p>These methods delete only the print job, not the document itself.</p>
Hold/pause a print job	<ul style="list-style-type: none"> <li>• Select the <b>job title</b> or icon, then click the <b>Pause</b> button.</li> </ul> <p>The print request will pause until you select its title again and click the <b>Resume</b> Button.</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Drag the document icon to the <b>Waiting to Print</b> list of documents.</li> </ul>
Mark a print request "Urgent"	<ul style="list-style-type: none"> <li>• Select the <b>job title</b> or icon, then click the <b>small clock</b>.</li> </ul> <ul style="list-style-type: none"> <li>• In the dialog box that appears, click <b>Urgent</b>. This moves the print request to the top of your list.</li> </ul>

Background Printing Options	Instructions
Sort/change the order of print jobs	<ul style="list-style-type: none"> <li>• From the <b>View</b> menu, choose the <b>title of the column</b> by which you want to sort or choose.</li> <li>• To see and change the print order, sort by <b>Print Time</b>.</li> <li>• Drag and drop the print job <b>title</b> to the desired place in the list.</li> </ul>
Stop and restart printing	<ul style="list-style-type: none"> <li>• Choose <b>Stop Print Queue</b> from the <b>Printing</b> menu.</li> <li>• To resume printing, choose <b>Start Print Queue</b>.</li> <li>• This is a good way to save print requests when using a PowerBook while away from your printer.</li> </ul>
Change printers	<ul style="list-style-type: none"> <li>• To move a print job from one printer to another printer of the same type:</li> <li>• Drag the <b>icon</b> for the print request to the icon of the <b>desired printer</b>.</li> <li>• If you're not sure whether the two printers are of the same type, try moving the print request anyway; the printer software won't let you move a print request to an incompatible printer.</li> </ul>

# Automatic Paper-Type Sensor

When you use the Automatic Paper-Type Sensor feature, your **hp deskjet 990c** automatically determines the correct paper type for most paper or media placed into the printer's IN tray. It scans the first page of each new print job.

- The Automatic Paper-Type Sensor works with both HP and non-HP media. However, it is optimized for HP media so your printer can quickly select the appropriate paper type. For a complete list of HP products, see "Paper and Other Media" on page 74.
- This feature is not recommended for printed or lined paper and media.

## How to Use Automatic Paper-Type Sensor

You control settings for paper type from the **Paper Type/Quality** dialog box. The default setting for this dialog box is Automatic. If you want to turn off the Automatic Paper-Type Sensor, select a paper type other than Automatic.

To get to this dialog box:

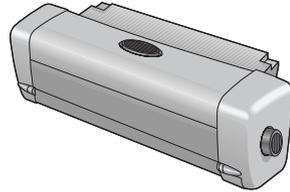
- 1 From your software program's **File** menu, select **Print**.
- 2 From the **General** menu in the print dialog box, select the **Paper Type/Quality** option.
  - The paper type default is Automatic.
  - The print quality default is Normal.

**NOTE:** *If you want a different print quality, you can manually change this setting.*

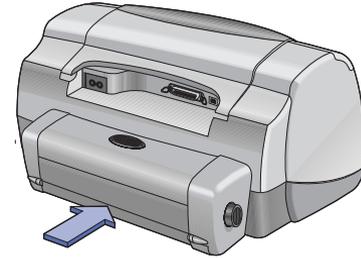
- 3 Click **OK**.
  - As the printer begins to pull in the first page, an optical sensor (a blue light) quickly scans the page one or more times to determine the best paper type setting. This takes only a few seconds. After the paper type is determined, printing begins.

# Automatic Two-Sided Printing

The Automatic Two-Sided Printing Module is a special hardware and software feature that enables your printer to automatically print on both sides of the page.

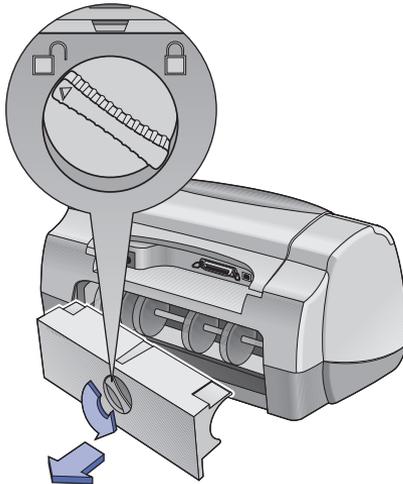


- 2 Insert the module into the back of the printer.



## Installing the Automatic Two-Sided Printing Module

- 1 Turn the knob on the printer's Rear Access Door counter-clockwise, and remove the door.



### Printing with the Automatic Two-Sided Printing Module

Not all paper weights and sizes and paper types can be used with the Automatic Two-Sided Printing Module. You can print on plain paper, HP Bright White Inkjet Paper, HP Premium Inkjet Heavyweight Paper, HP Felt-textured Greeting Card Paper, HP Professional Brochure Paper, Glossy or Matte, and HP Photo Quality InkJet Paper, Semi-gloss or Matte.

To use the Automatic Two-Sided Printing Module:

- 1 Load appropriate paper.
- 2 From the **File** menu, select **Page Setup**.
- 3 Check the **Two Sided Safe Margins** box, then click **OK**.
- 4 From the **File** menu, select **Print**.

- 5 Choose **Layout** from the **General** pop-up menu. See “Print Dialog Box” on page 9 for instructions.
- 6 In the **Layout** dialog box, check the **Print Both Sides** box, and select **Automatic**.
- 7 Click on either the **Book** or **Tablet** icon to choose the correct page orientation.
- 8 Make any other formatting selections from other **Print** dialog boxes, then click **Print**.

**Note:** *After one side of the page is printed on, the paper is held while the ink dries. Once the ink is dry, the paper is pulled back in, and the reverse side is printed. As each page is finished, the page will drop into the OUT tray. If you have problems with Two-Sided Printing, see “Troubleshooting Tips” beginning on page 43.*

## Infrared (Ir) Printing

Infrared (Ir) connectivity is a feature that enables wireless connectivity for personal digital assistants (PDAs), PowerBooks, and other mobile devices. Use the Infrared feature to print to the **hp deskjet 990c** from an infrared device such as a PowerBook or Palm device without any type of connecting cable. The hp deskjet 990c printer includes an infrared lens that can access and print information sent to it by another infrared device.

### Supported Operating Systems

- MacOS version 8.6
- Palm

### Supported Devices

To determine if a specific device is supported by infrared, check the manufacturer's reference guide.

Some of the devices supported by infrared include:

- PowerBooks with infrared capability
- Some Personal Digital Assistants (including the Palm product line)
- Digital cameras with infrared capability (including the HP PhotoSmart)
- Some cellular phones with infrared capability

## Using Infrared with a PowerBook

If your PowerBook is equipped with infrared technology that uses the IrDA protocol, you can establish wireless TCP/IP or AppleTalk connection.

For instructions, refer to one of the following:

- Reference guide or instructions that came with the PowerBook
- Manufacturer's web site or support telephone number
- Infrared Data Association (IrDA) web site at: <http://www.irda.org>

## Printing from a PowerBook

- 1 Make sure the printer is turned on.
- 2 Locate the infrared lens on the PowerBook.
- 3 Align the PowerBook's infrared lens with the printer's infrared lens. Position the PowerBook up to 3 feet (1 meter) from the printer and within a 30-degree total angle from the printer's infrared lens.
  - The path between the two infrared devices must be clear of obstacles.
  - When the two infrared devices are lined up correctly, the infrared light on the printer will begin to blink. This indicates that a connection has been established between the two devices.

- 4 Select your printer using the **Chooser**. See "Choosing Your Printer" on page 5 for instructions.

**Note:** *If the PowerBook is moved out of range of the printer's infrared lens at any time during the printing process, the infrared light may turn off and the printer may stop printing. If you realign the devices within approximately 3–30 seconds, the print job will resume.*

## Printing using a Palm Pilot

- 1 Locate the infrared lens on the Palm device. This is typically found on one of the sides of the Palm.
- 2 Align the Palm Pilot's infrared lens with the printer's infrared lens. Position the Palm Pilot up to 3 feet (1 meter) from the printer and within a 30-degree total angle from the printer's infrared lens.
  - The path between the two infrared devices must be clear of obstacles.

**Note:** *If the Palm Pilot is moved out of range of the printer's infrared lens at any time during the printing process, the infrared light may turn off and the printer may stop printing. If you realign the devices within approximately 3–30 seconds, the print job will resume.*

- 3 Do one of the following:

- Use the **Beam** command to send a single calendar appointment, or one or more business cards, to-do list items, or memos to the printer.

### **OR**

- Use the **Print** command to send one or more items (such as calendar appointments, e-mail messages, phone lists, or to-do lists) to the printer.

The infrared light on the printer displays a solid beam during the transfer process. When finished printing, the light will turn off.

**Note:** *Printing (rather than beaming) requires a printing program in your Palm Pilot. A printing program can greatly enhance the appearance of your printed information. When printing follow the specific procedures of the program.*

## Printing using a HP PhotoSmart Digital Camera

- 1 Locate the infrared lens on the digital camera. This is typically found on the front of the camera.
- 2 Align the camera's infrared lens with the printer's infrared lens. Position the camera up to 3 feet (1 meter) from the printer and within a 30-degree total angle from the printer's infrared lens.
  - The path between the two infrared devices must be clear of obstacles.

**Note:** *If the digital camera is moved out of range of the printer's Infrared lens at any time during the printing process, the infrared light will turn off and the printer may stop printing. If you realign the devices within approximately 3–30 seconds, the print job will resume.*

- 3 Send a photo to print following the normal sending or sharing procedures of the camera.

The infrared light on the printer displays a solid beam during the transfer process. When finished printing, the light will turn off.

## Printer Maintenance Tips

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case. Follow the cleaning instructions provided below.

- **Do not** clean the interior of the printer. Keep all fluids away from the interior.
- To remove stains, smudges and/or dried ink from the exterior of the printer, use a soft cloth moistened with water. **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer's exterior surfaces with a soft cloth moistened with water.
- **Do not** lubricate the rod on which the print cartridge cradle moves. Noise is normal when the cradles move back and forth.

For information on cleaning print cartridges and the print cartridge cradle, see “Manually Cleaning the Print Cartridges and Print Cartridge Cradle” on page 40

### Caution

*For maximum performance and reliability, the printer should be handled and stored in an upright, level position.*

Do not tip your printer after heavy usage. If the printer is tipped soon after heavy printing, it is possible for excess ink to spill. Clean up spilled ink using the methods previously listed in this section.

# Beyond the Basics

## Getting the Right Paper

Most plain photocopy paper works fine in your printer, particularly paper that is marked for use in inkjet printers. To get the best results, use one of the Hewlett-Packard papers, which were developed especially for HP inks and your printer.

**Brightness.** Some papers are whiter than others and produce sharper, more vibrant colors. For photographs, you'll want to use HP Premium Plus Photo Paper or HP Premium Photo Paper for the best results. For projects that use other colored images, HP Bright White Inkjet or HP Premium Inkjet paper work well.

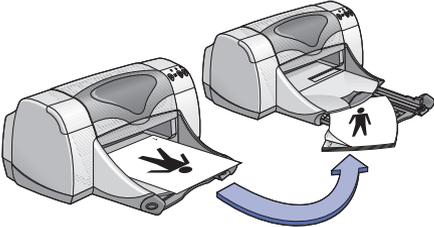
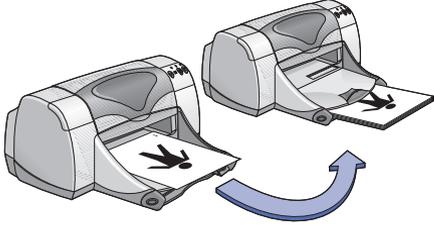
For a complete list of available HP media, see “Supplies and Accessories” on page 73.

For information on supported paper weights and sizes, see “Media Weight” on page 68 and “Media Size” on page 68.

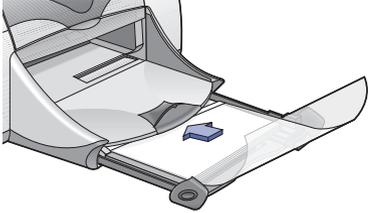
## Printing on Different Types of Paper and Media

Your printer is designed to work with so many different types of print media that you are practically set up as a small print shop. This chapter explains how to use the different printing materials.

# Manual Two-Sided Printing

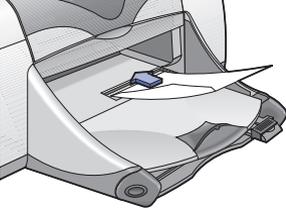
I should...		Guidelines...
<p><b>Book Binding</b></p>  <p><b>Tablet Binding</b></p>  <ol style="list-style-type: none"> <li>1 Remove all paper from the OUT tray.</li> <li>2 Load paper into the IN tray.</li> <li>3 Slide the paper guides snugly against the sheets.</li> <li>4 Push in the IN tray.</li> <li>5 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>6 Choose the print settings that match the type and size of your paper.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Size:</b> Choose appropriate size</li> <li>- <b>Orientation:</b> Choose appropriate orientation</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Type:</b> Choose appropriate type</li> <li>- <b>Print Quality:</b> Choose Normal</li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>- <b>Pages per Sheet:</b> 1 (Normal)</li> <li>- <b>Print Both Sides:</b> Check this box, then choose the <b>Book</b> icon (for binding on the side) or <b>Tablet</b> icon (for binding at the top). Uncheck <b>Automatic</b>.</li> </ul> </li> <li>7 Begin printing.</li> <li>8 Carefully follow the reloading instructions displayed on your computer screen.</li> <li>9 When the paper is properly reloaded, click <b>Continue</b>.</li> </ol>	<ul style="list-style-type: none"> <li>- You can do manual Two-Sided Printing with either the Rear Access Door or the Automatic Two-Sided Printing Module attached.</li> <li>- The printer automatically prints the odd-numbered pages first. The printer then displays a message on your computer screen that tells you how to reload the paper to print the even-numbered pages.</li> </ul>

# Printing Transparencies

I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Pull out both of the paper guides, and remove all paper from the IN tray.</li> <li>2 Fan the edges of the transparency sheets to separate them, then align the edges.</li> <li>3 Insert a stack of up to 25 transparency sheets, rough side down and the adhesive strip towards the printer.</li> <li>4 Slide the paper guides snugly against the transparencies.</li> <li>5 Push in the IN tray.</li> <li>6 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>7 Choose the print settings that match the type and size of the transparencies.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Size:</b> Choose appropriate size</li> <li>- <b>Orientation:</b> Choose appropriate orientation</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Type:</b> Choose transparency type</li> <li>- <b>Print Quality:</b> Choose <b>Normal</b> or <b>Best</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>- <b>Pages per Sheet:</b> 1 (Normal)</li> <li>- <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>8 Print the transparencies.</li> <li>9 The printer waits for transparencies to dry before releasing them automatically. Press the <b>Resume Button</b>  to continue printing.</li> </ol>	<ul style="list-style-type: none"> <li>- For best results, use HP Premium Inkjet Transparency Film.</li> </ul>

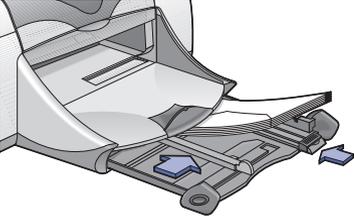


# Printing Single Envelopes

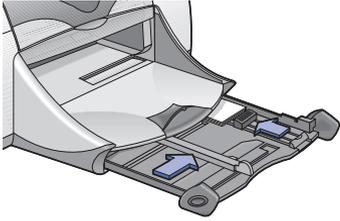
I should...		Guidelines...
 <ol style="list-style-type: none"> <li>Slide the envelope, with its flap side on the left and flap facing up, into the OUT tray's single envelope slot. Push the envelope in until it stops.</li> <li>From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>Choose the print settings that match the type and size of the envelope.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li><b>Paper Size:</b> Choose appropriate envelope size</li> <li><b>Orientation:</b> Choose <b>Portrait</b> icon</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li><b>Paper Type:</b> Choose <b>Plain Paper</b></li> <li><b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li><b>Pages per Sheet:</b> <b>1 (Normal)</b></li> <li><b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>Print the envelope.</li> </ol>	<ul style="list-style-type: none"> <li>Make sure the OUT tray is in the down position.</li> <li>Avoid envelopes that have clasps or windows.</li> <li>Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.</li> <li>If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.</li> </ul>



# Printing a Stack of Envelopes

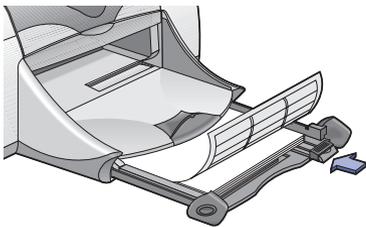
I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Pull out the IN tray.</li> <li>2 Slide out both of the paper guide, and remove all paper from the IN tray.</li> <li>3 Slide up to 15 envelopes, with their flap side on the left and flap facing up, into the IN tray as far as they will go.</li> <li>4 Slide the paper guides snugly against the edges of the envelopes.</li> <li>5 Push in the IN tray.</li> <li>6 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>7 Choose the print settings that match the type and size of the envelopes.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Size:</b> Choose appropriate envelope size</li> <li>- <b>Orientation:</b> Choose <b>Portrait</b> icon</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Type:</b> Choose <b>Plain Paper</b></li> <li>- <b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>- <b>Pages per Sheet:</b> 1 (Normal)</li> <li>- <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>8 Print the envelopes.</li> </ol>	<ul style="list-style-type: none"> <li>• Never load more than 15 envelopes at one time.</li> <li>• Align the envelope edges before inserting them.</li> <li>• Avoid envelopes that have clasps or windows.</li> <li>• Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.</li> <li>• If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.</li> </ul>

# Printing Business Cards, Index Cards, and Other Small Media

I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Pull out the IN tray.</li> <li>2 Slide out both paper guides, and remove all paper from the IN tray.</li> <li>3 Insert up to 45 cards or other small media into the IN tray as far as they will go.</li> <li>4 Push the paper length guide in as far as it will go. Push the fine-length guide (colored portion of paper length guide) snugly against the media. Then push the paper width guide in.</li> <li>5 Push in the IN tray.</li> <li>6 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>7 Choose the print settings that match the type and size of the cards.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Size:</b> Choose appropriate card size</li> <li>• <b>Orientation:</b> Choose <b>Portrait</b> icon</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Type:</b> Choose <b>Plain Paper</b></li> <li>• <b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>• <b>Pages per Sheet:</b> <b>1 (Normal)</b></li> <li>• <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>8 Print.</li> </ol>	<ul style="list-style-type: none"> <li>• Align the media edges before inserting the media.</li> <li>• For ease of loading small media, pull out the IN tray and raise the OUT tray. After you have inserted the media, lower the OUT tray.</li> <li>• If you get an “out of paper” message, make sure the media is positioned properly in the IN tray. Place the media on the right side and towards the printer. The IN tray should be pushed in so that the paper length guide can hold the media in place.</li> </ul>

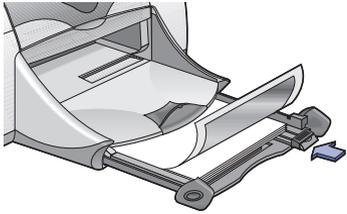


# Printing Labels

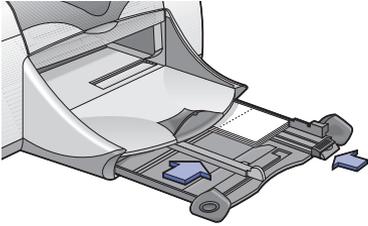
I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Pull out the IN tray.</li> <li>2 Slide out both of the paper guides, and remove all paper from the IN tray.</li> <li>3 Fan the edges of the label sheets to separate them, then align the label edges.</li> <li>4 Insert up to 20 label sheets (label side down).</li> <li>5 Slide the paper guides snugly against the sheets.</li> <li>6 Push in the IN tray.</li> <li>7 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>8 Choose the print settings that match the type and size of the labels.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Size:</b> Choose <b>A4</b> or <b>Letter (8.5x 11in)</b></li> <li>- <b>Orientation:</b> Choose appropriate orientation</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Type:</b> Choose <b>Plain Paper</b></li> <li>- <b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>- <b>Pages per Sheet:</b> <b>1 (Normal)</b></li> <li>- <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>9 Print the labels.</li> </ol>	<ul style="list-style-type: none"> <li>• Use only paper labels that are designed specifically for use with inkjet printers.</li> <li>• Never load more than 20 sheets at one time.</li> <li>• Use only full sheets of labels.</li> <li>• Make sure the sheets are not sticky, wrinkled, or pulling away from their protective backing.</li> <li>• Do not use plastic or clear labels. The ink will not dry when used with plastic or clear labels.</li> </ul>



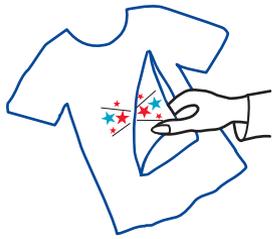
# Printing Photographs

I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Pull out the IN tray.</li> <li>2 Slide out both of the paper guides, and remove all paper from the IN tray.</li> <li>3 Insert up to 20 sheets of photo paper (printable side down) into the IN tray.</li> <li>4 Slide the paper guides snugly against the edges of the media.</li> <li>5 Push in the IN tray.</li> <li>6 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>7 Choose the print settings that match the type and size of the photopaper.               <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Size:</b> Choose appropriate paper size</li> <li>• <b>Orientation:</b> Choose appropriate orientation</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Type:</b> Choose photo paper type</li> <li>• <b>Print Quality:</b> Choose <b>Best</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>• <b>Pages per Sheet:</b> 1 (Normal)</li> <li>• <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>8 Print the photos.</li> </ol>	<ul style="list-style-type: none"> <li>• For best results, use an HP photo paper.</li> <li>• The photo needs to be in electronic (digital) form, before you can print it. Take a digital picture, scan a photo, or have your local camera shop provide an electronic file of your photo.</li> <li>• Use Best for photo paper printing.</li> </ul>

# Printing Greeting Cards

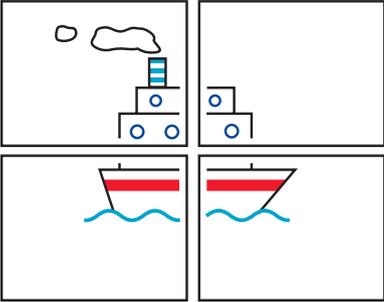
I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Pull out the IN tray.</li> <li>2 Slide out both of the paper guides, and remove all paper from the IN tray.</li> <li>3 Insert up to 5 cards into the IN tray as far as they will go.</li> <li>4 Slide the paper guides snugly against the edges of the cards.</li> <li>5 Push in the IN tray</li> <li>6 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>7 Choose the print settings that match the type and size of the cards.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Size:</b> Choose appropriate card size</li> <li>• <b>Orientation:</b> Choose <b>Portrait</b> icon</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Type:</b> Choose greeting card type</li> <li>• <b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>• <b>Pages per Sheet:</b> 1 (Normal)</li> <li>• <b>Print Both Sides:</b> Choose if appropriate</li> </ul> <p><i>Note: If using Automatic Two-Sided Printing, you must use supported paper. See "Automatic Two-Sided Printing" on page 16.</i></p></li> <ol style="list-style-type: none"> <li>8 Print the cards.</li> </ol> </ol>	<ul style="list-style-type: none"> <li>• Align the card edges before inserting the cards.</li> <li>• For ease of loading small cards, pull out the IN tray and raise the OUT tray. After you have inserted the media, lower the OUT tray.</li> <li>• If you have pre-folded greeting cards, unfold the cards, then load the cards into the IN tray.</li> <li>• If you get an "out of paper" message, make sure the media is positioned properly in the IN tray. Place the media on the right side and towards the printer. The IN tray should be pushed in so that the paper length guide can hold the media in place.</li> </ul>

# Printing Iron-On Transfers

I should...	Guidelines...
<div data-bbox="83 333 208 491"></div> <div data-bbox="234 283 512 522"></div> <ol style="list-style-type: none"><li>1 Pull out the IN tray.</li><li>2 Slide out both of the paper guides, and remove all paper from the IN tray.</li><li>3 Load the iron-on transfer paper with printable side down.</li><li>4 Slide the paper guides snugly against the sheets.</li><li>5 Push in the IN tray.</li><li>6 From your software program's File menu, select Print.</li></ol>	<ol style="list-style-type: none"><li>7 Choose the print settings that match the type and size of your iron-on transfers. <b>Page Setup:</b><ul style="list-style-type: none"><li>- <b>Paper Size:</b> Choose appropriate size</li><li>- <b>Orientation:</b> Choose appropriate orientation</li></ul><b>Paper Type/Quality:</b><ul style="list-style-type: none"><li>- <b>Paper Type:</b> Choose <b>HP Premium Inkjet Paper</b></li><li>- <b>Print Quality:</b> Choose <b>Best</b></li></ul><b>Layout:</b><ul style="list-style-type: none"><li>- <b>Pages per Sheet:</b> <b>1 (Normal)</b></li><li>- <b>Print Both Sides:</b> Unchecked</li></ul></li><li>8 Print your transfer.</li></ol> <ul style="list-style-type: none"><li>• If you want the text or picture on your t-shirt as you see it on the screen, flip the document by clicking Mirror Image.</li><li>• For best results, use HP Iron-On T-Shirt Transfers.</li></ul>

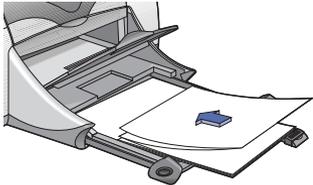


# Printing Posters

I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Load paper in the IN tray.</li> <li>2 Slide the paper guides snugly against the sheets.</li> <li>3 Push in the IN tray.</li> <li>4 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>5 Choose the print settings that match the type and size of your poster.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Size:</b> Choose appropriate size</li> <li>• <b>Orientation:</b> Choose appropriate orientation</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>• <b>Paper Type:</b> Choose <b>Plain Paper</b></li> <li>• <b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>• <b>Tiling:</b> Select this option</li> <li>• <b>Pages per Sheet:</b> <b>2x2, 3x3 Poster, or 4x4</b></li> <li>• <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>6 Print your poster.</li> </ol>	<ul style="list-style-type: none"> <li>• After printing, trim the edges on each sheet and tape the sheets together.</li> </ul>



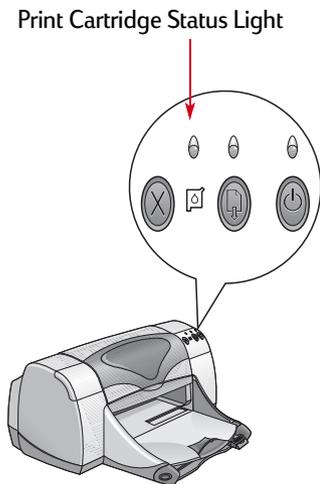
# Printing Banners

I should...		Guidelines...
 <ol style="list-style-type: none"> <li>1 Tear off up to 20 sheets.</li> <li>2 Tear off and discard the perforated strips, if any.</li> <li>3 Pull out the IN tray.</li> <li>4 Slide out the paper guides, and remove all paper from the IN tray.</li> <li>5 Raise the OUT tray and leave it in the UP position.</li> <li>6 Put the banner paper into the IN tray so that the unattached edge of the banner paper stack is toward the printer.</li> <li>7 Slide the paper guides snugly against the sheets.</li> <li>8 Push in the IN tray.</li> <li>9 From your software program's File menu, select Print.</li> </ol>	<ol style="list-style-type: none"> <li>10 Choose the appropriate paper type, size, and orientation.           <p><b>Page Setup:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Size:</b> Choose <b>U.S. Letter Banner</b> or <b>A4 Banner</b></li> <li>- <b>Orientation:</b> Choose appropriate orientation</li> </ul> <p><b>Paper Type/Quality:</b></p> <ul style="list-style-type: none"> <li>- <b>Paper Type:</b> Choose <b>Plain Paper</b> or <b>HP Banner Paper</b></li> <li>- <b>Print Quality:</b> Choose <b>Normal</b></li> </ul> <p><b>Layout:</b></p> <ul style="list-style-type: none"> <li>- <b>Pages per Sheet:</b> <b>1 (Normal)</b></li> <li>- <b>Print Both Sides:</b> Unchecked</li> </ul> </li> <li>11 Print the banner.</li> </ol>	<ul style="list-style-type: none"> <li>• When printing banners, be sure that the OUT tray is raised into the up position and the IN tray is pushed in.</li> <li>• For best results, use HP Banner Paper.</li> <li>• If you are having problems printing a banner, see “Banners aren’t printing correctly.” on page 57.</li> </ul>

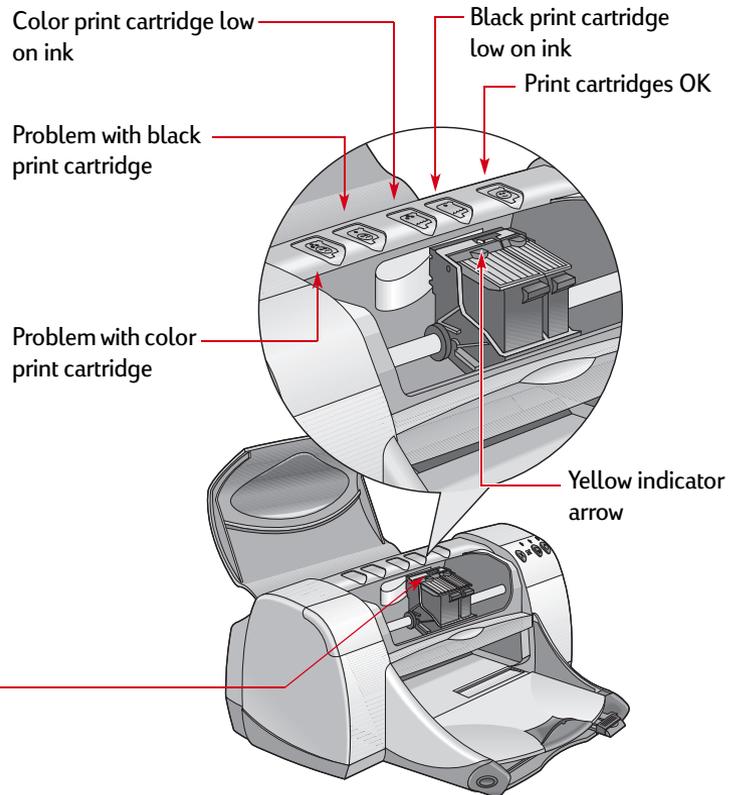
# Print Cartridges

## Print Cartridge Status

The Print Cartridge Status Light flashes when one or both of your print cartridges are low on ink, improperly installed, or malfunctioning. It will also flash if you are trying to use the wrong print cartridge type. If the problem is low ink, the light will stop flashing when you open the top cover. For any other print cartridge related problem, the Print Cartridge Status Light will continue to flash.



To check the status of your print cartridges, open the printer's top cover. The yellow arrow on the print cartridge cradle aligns with one of five Print Cartridge Status icons.



## Print Cartridge Status *continued*

When the Print Cartridge Status Light flashes, open the printer's top cover and follow the instructions below. For more information on replacing print cartridges, see page 37.

If the arrow points to...	It means...	To solve the problem...
<p>Problems with print cartridges</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Color</p> </div> <div style="text-align: center;">  <p>Black</p> </div> </div>	<p>The print cartridge is either:</p> <ul style="list-style-type: none"> <li>• missing</li> <li>• improperly installed</li> <li>• the wrong print cartridge for the printer</li> <li>• defective</li> </ul>	<ol style="list-style-type: none"> <li>1 Insert a print cartridge if it is missing.</li> <li>2 Remove and reinsert the existing print cartridge.</li> <li>3 If there is still a problem, verify that the color cartridge is an hp C6578 series or hp No. 78 cartridge, and the black cartridge is an hp 51645 series or hp No. 45 cartridge.</li> <li>4 If the problem persists, replace the cartridge.</li> </ol>
<p>Print cartridges low on ink</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Color</p> </div> <div style="text-align: center;">  <p>Black</p> </div> </div>	<p>Color or black print cartridge is running low on ink.</p>	<ul style="list-style-type: none"> <li>• Consider replacing the color cartridge with an hp C6578 series or hp No. 78 cartridge.</li> <li>• Consider replacing the black cartridge with an hp 51645 series or hp No. 45 cartridge.</li> </ul>
<p>Print cartridges OK</p> <div style="text-align: center; margin-top: 20px;">  </div>	<p>Print cartridges are operational.</p>	<p>No problems.</p>

# Replacing Print Cartridges

When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

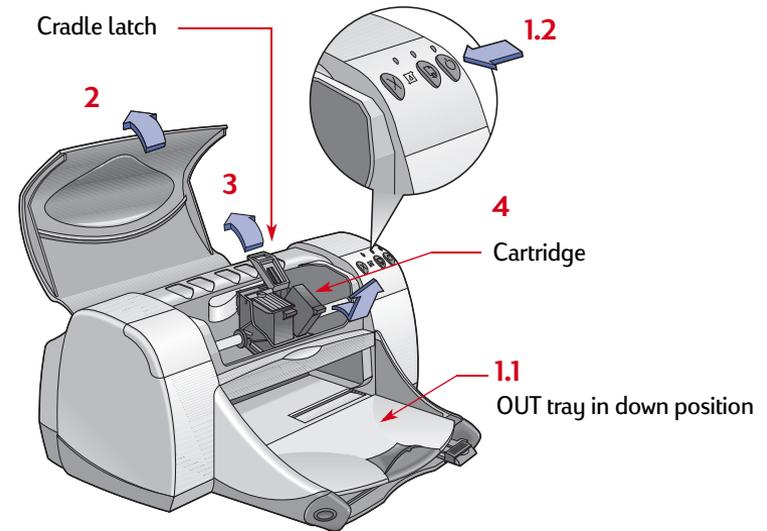
- Black hp 516**45** series or hp No. 45
- Tri-Color hp C65**78** series or hp No. 78

## To Replace a Print Cartridge:

When a print cartridge runs out of ink, leave the empty cartridge in the cradle until you can replace it. The printer does not print with only one print cartridge in the cradle.

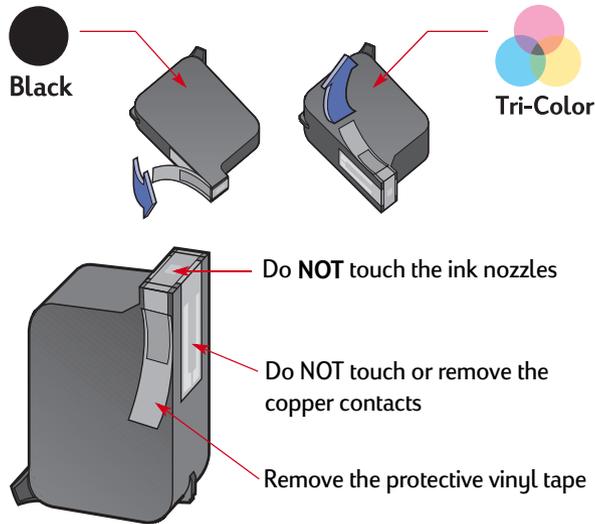
- 1 To access the print cartridge cradle, make sure the OUT tray is down (1.1) and then press the Power Button  (1.2) to turn on the printer.
- 2 Open the top cover. The cradle moves to an accessible position.
- 3 Raise the cradle latch.

- 4 Lift the print cartridge out and discard it.



**Warning** *Keep print cartridges out of the reach of children.*

- 5 Remove the replacement print cartridge from its packaging and carefully remove the protective vinyl tape.



### Warning

*Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Also, do NOT remove the copper strips; these are required electrical contacts.*

- 6 Push the print cartridge firmly, straight down into the print cartridge cradle.
- 7 Close the cradle latch. When the latch is fully closed, you will hear a click.
- 8 Load plain white paper in the IN tray.
- 9 Close the top cover, then a calibration page will print.
  - Any time you install a new print cartridge, the printer software prints a calibration page to ensure your print quality. If you are in the middle of printing and stop to change a print cartridge, the software will wait until your printing has completed before it executes the calibration test.
- 10 If the Print Cartridge Status  Light continues to blink after you install the new print cartridge, check the part number on the print cartridge to ensure you installed the correct one.

## Storing Print Cartridges

To maintain excellent print quality from your print cartridges:

- Keep all print cartridges in their sealed packages, at room temperature (60-78° F or 15.6-26.6° C), until you are ready to use them.
- Once installed, leave the print cartridges in their cradle at all times to keep them from drying out or becoming clogged.
- Store unsealed print cartridges in an airtight plastic container.
- **Do not** unplug the printer until printing is complete and the print cartridge cradles have returned to their home position on the right side of the printer. The print cartridges will dry out if not stored in their home position.
- Do not attempt to reattach the vinyl tape previously removed from the print cartridges. Reattaching the tape will damage the cartridges.

### Warning

*Only use the Power Button  on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted outlet switch to turn the printer on and off may cause premature failure.*

## Cleaning Print Cartridges

### When Do You Need to Clean?

Clean the print cartridges if your printed page is missing lines or dots, or if it contains ink streaks.

### If You See Missing Lines or Dots...

Clean the print cartridges from the **hp deskjet Utility** window by doing the following:



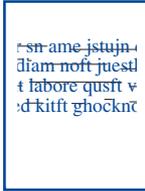
- 1 Double-click the **hp deskjet Utility** icon in the Utilities folder on your hard drive's main directory.
- 2 Click the **Clean** panel, then click the **Clean** button and follow the instructions displayed on your screen.

**Note:** *Unnecessary cleaning wastes ink and shortens the life of the print cartridge.*

## If You See Ink Streaks...

Clean the print cartridges and the print cartridge cradle by following the instructions below.

- 1 Double-click the **hp deskjet Utility** icon in the Utilities folder on your hard drive's main directory.
- 2 Click the **Clean** tab, then click the **Clean** button. If this does not prevent streaks, follow the instructions for "Manually Cleaning the Print Cartridges" below.



**Caution** *Be careful not to get ink on your hands or clothing.*

## Manually Cleaning the Print Cartridges and Print Cartridge Cradle

In order to properly clean the print cartridges and cradle, you will need distilled or bottled water and cotton swabs or a similar lint-free absorbent material that will not stick to the cartridges.

### Manually Cleaning the Print Cartridges

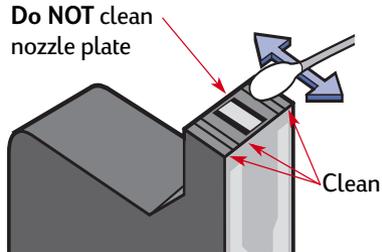
- 1 Press the Power Button  to turn the printer on, then lift the top cover.
- 2 After the print cartridges move into an accessible position, unplug the power cord from the back of the printer.

**Warning** *Keep new and used print cartridges out of the reach of children.*

- 3 Remove the print cartridges and set them on a piece of paper with the ink nozzle plate facing up.

**Caution** *Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, do NOT remove the copper strips; these are required electrical contacts.*

- 4 Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.
- 5 Clean the **face** and **edges** of the print cartridge as shown. **Do NOT** wipe the nozzle plate.



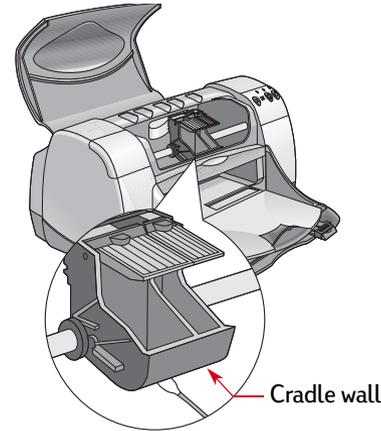
- 6 Inspect the cartridge for fibers on the face and edges. If fibers are still present, repeat the cleaning process.
- 7 Repeat the cleaning process for the other print cartridge.

### Caution

*Once you've removed the print cartridges, make sure that they are not outside of the print cartridge cradle longer than 30 minutes.*

## Manually Cleaning the Print Cartridge Cradle

- 1 Using clean, moistened swabs, wipe the underside of each wall of the cradle.
- 2 Repeat until no ink residue is seen on a clean swab.



- 3 Reinsert the print cartridges, then close the printer's top cover.
- 4 Load white paper into the IN tray.
- 5 Reinsert the electrical power cord into the back of the printer.
- 6 Print a test page. Double-click the **hp deskjet Utility** icon in the Utilities folder on your hard drive's main directory, click the **Test** tab, then click the **Test** button.

**Note:** *If streaking still appears, repeat the procedure until the test printout is clean. You will find additional maintenance tips at: <http://www.hp.com/go/support>*

# Damage Resulting from Refilling the Print Cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine hp supplies for **hp deskjet** printers, including genuine factory-filled hp print cartridges.

Damage resulting from the modification or refilling of hp print cartridges is specifically excluded from the coverage of hp printer warranties.

**Note:** *When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:*

- *Black hp 516**45** series or hp No. 45*
- *Tri-Color hp C65**78** series or hp No. 78*

# Problems?

## Troubleshooting Tips

It's frustrating when things go wrong, but the following pages contain tips that can help you determine what the problem is and how to fix it.

- Make sure that all cable connections are secure.
- Make sure that you are using the right cable for your operating system.

If your question is similar to those listed here, follow the instructions found in that section:



The printer software won't install, what's wrong? See page 44.



Why won't it print? See page 46.



What do the flashing lights mean? See page 51.



Is there a problem with your printout? See page 54.



Is there a problem with your Automatic Two-Sided Printing Module? See page 60.



Is there a problem with infrared (Ir) printing? See page 61.



## The printer software won't install, what's wrong?

What is the problem?	Possible cause	To solve the problem...
I inserted a CD, but the computer couldn't read it.	<ul style="list-style-type: none"> <li>• The CD wasn't properly inserted.</li> <li><i>OR</i></li> <li>• The CD player may be damaged.</li> <li><i>OR</i></li> <li>• The CD may be damaged.</li> </ul>	<ol style="list-style-type: none"> <li>1 Reinsert the CD and try again. If this doesn't solve your problem go the next step.</li> <li>2 Try inserting a CD that you know works. If that CD doesn't work, you may need to replace your CD player.</li> <li>3 If other CDs work but the printer software CD doesn't, you may have a damaged CD. You can download the printer software from an hp web site (see page 62 for web site addresses).</li> <li>4 If you don't have Web access, contact hp Customer Care. See page 64, to locate the phone number nearest you.</li> </ol>





## The printer software won't install, what's wrong? *Continued*

What is the problem?	Possible cause	To solve the problem...
<p>The software did not install correctly.</p> <p><i>OR</i></p> <p>You need to uninstall the printer software for any reason.</p>	<ul style="list-style-type: none"> <li>• There may be a conflict with your virus protection program.</li> </ul> <p><i>OR</i></p> <ul style="list-style-type: none"> <li>• There may be a conflict with another software program.</li> </ul> <p><i>OR</i></p> <ul style="list-style-type: none"> <li>• There may be a conflict with a peripheral device connected to the printer.</li> </ul>	<ol style="list-style-type: none"> <li>1 Make sure your printer is on and all connections are secure.</li> <li>2 Close any virus protection programs that are running on your computer.</li> <li>3 Insert the printer software CD into your computer, select <b>Uninstall</b> from the Installer, then repeat the installation procedure.</li> <li>4 If you have been using Apple's QuickDraw GX software, turn it off. Your hp deskjet printer is not compatible with QuickDraw GX.</li> <li>5 If you are still having problems with the installation, call an authorized hp dealer or hp Customer Care representative. For the phone number of the support center nearest you, see "hp Customer Care by Phone" on page 64.</li> </ol>



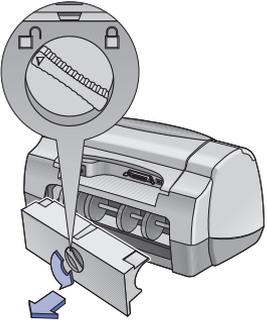
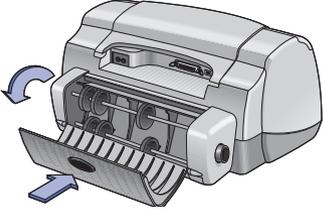
## Why won't it print?

What is the problem?	Possible cause	To solve the problem...
 No page came out of the printer.	Power may be off or there may be a loose connection.	1 Make sure the power is on. 2 Make sure all cable connections are secure.
	You may not have any paper in the IN tray.	Make sure that the media is correctly placed in the IN tray.
	The printer's top cover may be open.	Close the printer's top cover.
	A problem may exist with one of the print cartridges.	If the Print Cartridge Status Light  is blinking, lift the printer's cover, check the Print Cartridge Status. Verify that the print cartridges are installed properly. See page 37.
	The printer may be slow.	If the Power Light  is blinking, the printer is in the process of printing. Be patient.
	The printer is waiting for you to press the Resume Button  .	If the Resume Light is flashing, press the Resume Button  .





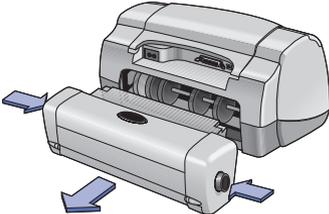
## Why won't it print? *Continued*

What is the problem?	Possible cause	To solve the problem...
 <p>No page came out of the printer. (continued)</p>	<p>There may be a paper jam and you are using the Rear Access Door.</p> 	<ol style="list-style-type: none"> <li>1 Pull the paper out of either the IN tray or the OUT tray.</li> <li>2 Press the Resume Button  on the front of the printer.</li> <li>3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.</li> <li>4 If the paper jam has cleared, print your document again.</li> <li>5 If the paper jam hasn't cleared, open the Rear Access Door by turning the knob (counter-clockwise) and removing the door.</li> <li>6 Pull the jammed paper out of the printer, then replace the Rear Access Door.</li> <li>7 Print your document again.</li> </ol>
	<p>There may be a paper jam in the Automatic Two-Sided Printing Module.</p> 	<ol style="list-style-type: none"> <li>1 Turn your printer off.</li> <li>2 Press the button on top of the Automatic Two-Sided Printing Module and lower the access door.</li> <li>3 Pull the jammed paper out of the Module, then close the access door.</li> <li>4 Turn your printer back on.</li> <li>5 Print your document again.</li> </ol>





## Why won't it print? *Continued*

What is the problem?	Possible cause	To solve the problem...
 <p>No page came out of the printer. (continued)</p>	<p>There is a paper jam in the back of the printer and the Automatic Two-Sided Printing Module is attached.</p> 	<ol style="list-style-type: none"> <li>1 Turn your printer off.</li> <li>2 Simultaneously press the release buttons, located on each side of the Automatic Two-Sided Printing Module, to remove the Module.</li> <li>3 Pull the jammed paper out of the printer, then replace the Module (see page 16).</li> <li>4 Turn your printer back on.</li> <li>5 Print your document again.</li> </ol>
	<p>The Rear Access Door or the Automatic Two-Sided Printing module may be missing.</p>	<ol style="list-style-type: none"> <li>1 Attach either the Rear Access Door or the Automatic Two-Sided Printing Module to the back of the printer.</li> <li>2 Print your document again.</li> </ol>



Why won't it print? *Continued*

What is the problem?	Possible cause	To solve the problem...
The printer is really slow.	Your computer may have less than minimum system requirements.	<ol style="list-style-type: none"> <li>1 Check the amount of RAM and processor speed in your computer. See “System Requirements” on page 72.</li> <li>2 Free up some space on the computer’s hard drive. Having less than 100MB of free space on your computer’s hard drive can mean longer processing times.</li> </ol>
	You may have several software programs open at the same time.	Close all unnecessary software programs.
	You may be using outdated printer software.	Check the printer driver you are using. Check hp’s web site for the most recent software updates (see page 62 for web site addresses).
	You may be printing a complex document that contains graphics or photographs.	Be patient. Large, complex documents containing graphics or photographs print slower than text documents.
	The paper Type option may be set to <b>Automatic</b> .	When the paper type is set to Automatic, the printer scans the first page of a print job to determine the appropriate paper type. This may take a few seconds. To avoid this, choose a specific paper type rather than using the default <b>Automatic</b> setting. See “Automatic Paper-Type Sensor” on page 15.



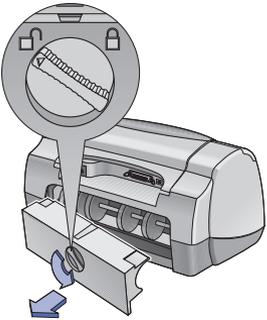


## Why won't it print? *Continued*

What is the problem?	Possible cause	To solve the problem...
 A blank page came out of the printer.	The printer may be out of ink.	<ol style="list-style-type: none"> <li>1 Lift the printer cover and check the Print Cartridge status icons to make sure that the printer is not out of ink. See “Print Cartridge Status” on page 35.</li> <li>2 If the printer is out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 37.</li> </ol>
	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure that you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 37.
	You may be trying to print a fax.	<ol style="list-style-type: none"> <li>1 Save the fax in a graphic format, such as TIFF.</li> <li>2 Place it in a word processing document and print it from there.</li> </ol>



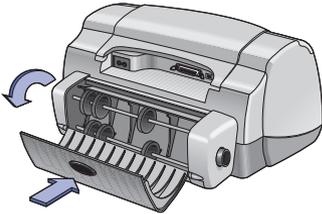
## What do the flashing lights mean?

What is the problem?	Possible cause	To solve the problem...
The Power Light  is flashing.	Your printer may be receiving data.	Be patient. The light will stop flashing when the printer has finished receiving data.
The Resume Light  is flashing.	The printer may be out of paper.	<ol style="list-style-type: none"> <li>1 Insert paper.</li> <li>2 Press the Resume Button .</li> </ol>
	<p>There may be a paper jam and you are using the Rear Access Door.</p> 	<ol style="list-style-type: none"> <li>1 Pull the paper out of either the IN tray or the OUT tray.</li> <li>2 Press the Resume Button  on the front of the printer.</li> <li>3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.</li> <li>4 If the paper jam has cleared, print your document again.</li> <li>5 If the paper jam hasn't cleared, open the Rear Access Door by turning the knob (counter-clockwise) and removing the door.</li> <li>6 Pull the jammed paper out of the printer, then replace the Rear Access Door.</li> <li>7 Print your document again.</li> </ol>





## What do the flashing lights mean?

What is the problem?	Possible cause	To solve the problem...
The Resume Light  is flashing. <i>(continued)</i>	There may be a paper jam and the Automatic Two-Sided Printing Module is attached.  	<ol style="list-style-type: none"> <li>1 Turn your printer off.</li> <li>2 Press the button on top of the Automatic Two-Sided Printing Module and lower the access door.</li> <li>3 Pull the jammed paper out of the Module, then close the access door.</li> <li>4 Turn your printer back on.</li> <li>5 Print your document again.</li> </ol>
	You may be printing a two-sided document manually and the first side has finished printing.	<ol style="list-style-type: none"> <li>1 Follow the on-screen directions for how to insert the paper.</li> <li>2 Press the Resume Button .</li> </ol>
The Print Cartridge Status Light  is flashing.	The top cover may be open.	Close the top cover.
	There may be a problem with one of the print cartridges.	See "Print Cartridge Status" on page 35.





## What do the flashing lights mean?

What is the problem?	Possible cause	To solve the problem...
All of the upper lights are flashing.	The printer may need to be reset.	<ol style="list-style-type: none"> <li>1 Press the Power Button  to turn the printer off. Then press the Power Button  again to turn the printer back on.</li> <li>2 If that doesn't solve the problem, press the Power button to turn the printer off.</li> <li>3 Unplug the printer.</li> <li>4 Plug the printer back in.</li> <li>5 Press the Power Button  to turn the printer on.</li> </ol>
The infrared light is flashing.	The infrared lens of a PowerBook may be aligned with the infrared lens of the printer. This indicates that a connection has been established between the two devices.	Position the PowerBook: <ul style="list-style-type: none"> <li>- More than 3 feet (1 meter) from the printer.</li> </ul> OR <ul style="list-style-type: none"> <li>- So that its infrared lens is not aligned with the infrared lens on the printer (there should be more than a 30-degree total angle between the two lenses).</li> </ul>



## Is there a problem with your printout?

What is the problem?	Possible cause	To solve the problem...
 Parts of the document are missing or are in the wrong place.	The paper orientation is incorrect.	Make sure you selected the correct orientation (portrait or landscape) in the <b>Page Setup</b> dialog box. See “Page Setup–Controlling Page Layout” on page 8.
	The paper size is incorrect.	Make sure you selected the correct paper size in the <b>Page Setup</b> dialog box. See “Page Setup–Controlling Page Layout” on page 8.
	The margins are incorrect.	Make sure the margins are within the printable area. See “Minimum Printing Margins” on page 71.
	The number of pages per sheet is incorrect.	Make sure the number of pages per sheet are not set for poster printing. See “Layout” on page 11.
	The text or graphics are not scaled correctly.	Make sure text or graphics are scaled correctly in your document.
The document printed at an angle or is off-center.	Paper may not be loaded correctly.	<ol style="list-style-type: none"> <li>1 Make sure the media is correctly oriented in the IN tray.</li> <li>2 Make sure the paper guides fit snugly against the media.</li> </ol>



Is there a problem with your printout? *Continued*

What is the problem?	Possible cause	To solve the problem...
 Print quality is poor.	The printer may be running out of ink.	1 Check the print cartridges status. See “Print Cartridge Status” on page 35. 2 If the printer is running out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 37.
	You may not be using the best media.	<ul style="list-style-type: none"> <li>• Make sure that you are using media intended for <b>hp deskjet</b> printers.</li> <li>• Print quality is dramatically improved if you print on paper specifically designed for a certain output (photographs, for example), rather than using plain paper.</li> </ul>
	You may be printing on the wrong side of the media.	Make sure that the media is loaded print side down.
	You may not have selected the correct paper type in the printer software.	Make sure that you have selected the correct paper type on the <b>Paper Type/Quality</b> dialog box. See “Paper Type/Quality” on page 11.
	You may be printing in Draft mode.	Click <b>Normal</b> or <b>Best</b> instead of Draft on the <b>Paper Type/Quality</b> dialog box. See “Paper Type/Quality” on page 11.



Is there a problem with your printout? *Continued*

What is the problem?	Possible cause	To solve the problem...
 Print quality is poor. <i>(continued)</i>	You may need to clean the print cartridges.	See “Cleaning Print Cartridges” on page 39.
	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure that you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 37.
	The print cartridges may be out of alignment.	If the color and black ink aren’t lining up on the printed page, go to the <b>hp deskjet Utility</b> located in the Utilities folder in your hard drive’s main directory, click the <b>Calibrate</b> tab, then click the <b>Align</b> button. See “hp deskjet 900 Utility” on page 7.
	If the print is smearing, you may be using too much ink.	Click <b>Normal</b> or <b>Draft</b> instead of Best on the <b>Paper Type/Quality</b> dialog box. See “Paper Type/Quality” on page 11. You may also want to decrease <b>Ink Density</b> or increase <b>Dry Time</b> . <ol style="list-style-type: none"> <li>1 Choose <b>Print</b> from the <b>File</b> menu.</li> <li>2 Choose <b>Ink Controls</b> from the <b>General</b> menu.</li> <li>3 Use the sliders to adjust ink density and ink drying time.</li> </ol>



Is there a problem with your printout? *Continued*

What is the problem?	Possible cause	To solve the problem...
 Banners aren't printing correctly.	You may have forgotten to raise the OUT tray.	Make sure that the OUT tray is up.
	You may have forgotten to select <b>Banner</b> in the printer software.	Make sure you selected the paper size <b>U.S. Letter Banner</b> or <b>A4 Banner</b> on the <b>Page Setup</b> dialog box. See "Page Setup—Controlling Page Layout" on page 8.
	You may have problems with the paper.	<ul style="list-style-type: none"> <li>• If several sheets feed into the printer together, unfold and refold the paper.</li> <li>• If paper doesn't feed into the printer correctly, be sure that the unattached edge of the banner paper stack is toward the printer.</li> <li>• If the paper creases going through the printer, the paper might be unsuitable for banner printing.</li> </ul>



Is there a problem with your printout? *Continued*

What is the problem?	Possible cause	To solve the problem...
 Photos aren't printing correctly.	You may not have inserted the photo paper correctly.	Insert the photo media <i>glossy side down</i> .
	The photo paper may not be fully engaged.	<ol style="list-style-type: none"> <li>1 Insert the photo paper as far as it will go into the IN tray.</li> <li>2 Make sure that the paper guides rest snugly against the photo paper.</li> </ol>
	You may not have selected the appropriate <b>Paper Type/Quality</b> .	<ol style="list-style-type: none"> <li>1 Go to the <b>Paper/Type Quality</b> dialog box. See "Paper Type/Quality" on page 11.</li> <li>2 Select HP Photo Paper as the <b>Paper Type</b>.</li> <li>3 Select Best as the <b>Quality</b> type.</li> <li>4 Select High Res Photo for better print resolution.</li> </ol>
	The photo may not be in an electronic (digital) format.	Take a digital picture, scan a photo, or get an electronic file of your photo from a camera shop.
When the paper type defaults to <b>Automatic</b> , the print quality looks different.	When the paper type defaults to <b>Automatic</b> , the print quality is automatically set to <b>Normal</b> . If the <b>Paper Type</b> is set to a specific paper type, the print <b>Quality</b> may be set.	After selecting the <b>Paper Type</b> , choose the desired print <b>Quality</b> . See "Paper Type/Quality" on page 11.





### Is there a problem with your printout? *Continued*

What is the problem?	Possible cause	To solve the problem...
<p><b>Automatic</b> is set as the paper type, but the printer does not use the optimal paper mode.</p>	<p>The paper may be marked, scratched, or wrinkled.</p>	<p>The Automatic Paper-Type Sensor is less accurate if the paper is damaged. Make sure the paper is free of marks, scratches, or wrinkles.</p>
	<p>The paper may be letterhead or stationary with a preprinted pattern at the top edge.</p>	<ul style="list-style-type: none"> <li>• The Automatic Paper-Type Sensor always sets this type of letterhead or stationary to Plain Paper.</li> <li>• Manually select the appropriate paper type. See “Paper Type/Quality” on page 11.</li> </ul>
	<p>The paper may be dark in color or contain metallic fibers.</p>	<ul style="list-style-type: none"> <li>• The Automatic Paper-Type Sensor may set this type of media to Plain Paper.</li> <li>• Manually select the appropriate paper type. See “Paper Type/Quality” on page 11.</li> </ul>
<p><b>Automatic</b> is set as the paper type, but when preparing to print, the printer ejects a blank sheet of paper.</p>	<p>The printer may have been placed in direct sunlight, which affects the Automatic Paper-Type Sensor.</p>	<p>Move the printer out of the direct sunlight.</p>
<p>Paper falls to the floor after printing.</p>	<p>The OUT Tray Extension may not be pulled out.</p>	<p>Gently pull out the OUT Tray Extension. When your print job finishes, push the OUT Tray Extension back into its storage slot. See “OUT Tray” on page 4.</p>



## Is there a problem with your Automatic Two-Sided Printing Module?

What is the problem?	Possible cause	To solve the problem...
You can't select the <b>Automatic</b> option in the <b>Print Both Sides</b> option on the <b>Layout</b> dialog box.	You may not have enabled the Automatic Two-Sided Printing Module.	<ol style="list-style-type: none"> <li>1 From the <b>File</b> menu, select <b>Page Setup</b>.</li> <li>2 Check the <b>Two Sided Safe Margins</b> box, then click <b>OK</b>.</li> <li>3 From the <b>File</b> menu, select <b>Print</b>.</li> <li>4 Choose <b>Layout</b> from the <b>General</b> pop-up menu. See "Print Dialog Box" on page 9 for instructions.</li> <li>5 In the <b>Layout</b> dialog box, check the <b>Print Both Sides</b> box, and select <b>Automatic</b>.</li> <li>6 Click on either the <b>Book</b> or <b>Tablet</b> icon to choose the correct page orientation.</li> <li>7 Make any other formatting selections from other <b>Print</b> dialog boxes, then click <b>Print</b>.</li> </ol>
<p><b>Print Both Sides</b> was selected, but printing is only on one side of the paper.</p>	<ul style="list-style-type: none"> <li>• You may not have selected <b>Print Both Sides</b> on the <b>Layout</b> dialog box.</li> <li>• You may have selected an unsupported media size.</li> </ul>	<ol style="list-style-type: none"> <li>1 Detach, then reattach the Automatic Two-Sided Printing Module. See "Automatic Two-Sided Printing" on page 16.</li> <li>2 Make sure you selected <b>Automatic</b> on the <b>Layout</b> dialog box. See "Layout" on page 11.</li> <li>3 Turn <b>Background Printing</b> on. See "Background Printing" on page 13.</li> </ol>
In Two Sided-Printing, the binding margin appears in the wrong place.	<ul style="list-style-type: none"> <li>• You may not have chosen the correct paper orientation.</li> <li>• You may not have chosen the correct binding option.</li> </ul>	<ol style="list-style-type: none"> <li>1 Check the <b>Page Setup</b> dialog box to ensure you have checked <b>Two Sided Safe Margins</b> and selected the correct paper orientation. See "Page Setup—Controlling Page Layout" on page 8.</li> <li>2 Make sure you selected the right <b>Binding</b> option in the <b>Layout</b> dialog box. See "Layout" on page 11.</li> </ol>

## **Ir** Is there a problem with infrared (Ir) printing?

What is the problem?	Possible cause	To solve the problem...
A connection cannot be established or the transmission seems to be taking longer than usual.	The device from which you are trying to print may not be IrDA compliant.	<ul style="list-style-type: none"> <li>• Make sure the device is IrDA compliant.</li> <li>• Look for an IrDA symbol or refer to the user's guide for reference.</li> </ul>
	Your PowerBook may not be setup to communicate with an infrared printer.	Make sure your PowerBook is setup to print. See "Printing from a PowerBook" on page 19.
	The device from which you are trying to print and the printer are not positioned properly.	<ul style="list-style-type: none"> <li>• Position the device from which you are printing up to 3 feet (1 meter) from the printer and with a 30-degree total angle from the printer's infrared lens.</li> <li>• Make sure that the path between the two infrared devices is clear of obstacles.</li> <li>• Make sure that the two infrared lenses are clean—free from dirt and grease.</li> </ul>
A connection cannot be established or the transmission seems to be taking longer than usual.	Bright lights may be interfering with the signal.	<ul style="list-style-type: none"> <li>• Make sure that no bright light is shining directly into either infrared lens.</li> <li>• Position the device from which you are printing closer to the infrared lens on the printer.</li> </ul>
The printer prints only part of a page or document.	The device from which you are printing may have been moved out of range of the printer's infrared lens.	<ul style="list-style-type: none"> <li>• Try to realign the devices within approximately 3–30 seconds.</li> <li>• If the print job does not resume, you must begin the print process again.</li> </ul>
Your Palm Pilot is only able to print a single calendar appointment.	Your Palm Pilot may not have a printing application installed.	A printing application must be installed in order to print more than one calendar appointment at a time.



## hp Customer Care

hp deskjet printers set the standard for quality and reliability, so you have made an excellent choice. Should you need help, however, hp Customer Care's award-winning service and support is nearby to provide expert advice on using your hp printer or to answer specific questions about a problem you are having. Whether online or by phone, you'll find the support you need—and you'll find it fast.



### hp Customer Care Online

Click your way to a quick solution! **hp Customer Care Online** is a great place to go for answers to questions about your hp products. You'll get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, all at no charge to you.

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer at the following web sites:

<b>English:</b>	<a href="http://www.hp.com/go/support">http://www.hp.com/go/support</a>
<b>French:</b>	<a href="http://www.hp.com/cposupport/fr">http://www.hp.com/cposupport/fr</a>
<b>German:</b>	<a href="http://www.hp.com/cposupport/de">http://www.hp.com/cposupport/de</a>
<b>Japanese:</b>	<a href="http://www.jpn.hp.com/CPO_TC/eschome.htm">http://www.jpn.hp.com/CPO_TC/eschome.htm</a>
<b>Portuguese:</b>	<a href="http://www.hp.com/cposupport/pt">http://www.hp.com/cposupport/pt</a>
<b>Spanish:</b>	<a href="http://www.hp.com/cposupport/es">http://www.hp.com/cposupport/es</a>
<b>Swedish</b>	<a href="http://www.hp.com/cposupport/sv">http://www.hp.com/cposupport/sv</a>

To choose your country or language, access **hp Customer Care Online** at <http://www.hp.com/apcpo-support/regional.html>. From there you can link to **hp Customer Care User Forums** and **hp Customer Care Email**. Go to the page for your product (for example, **hp deskjet 990c**). and then choose **Connect with hp**.



## hp Customer Care Online *continued*

### hp Customer Care User Forums

They're friendly. They're informative. Check out our online user forums. Simply review existing messages left by other hp users to find the answers you're looking for. You can also post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators.

### hp Customer Care by Email

Connect with hp via email and receive a personal reply from an hp Customer Care service technician. Responses are normally provided within 24 hours of receipt (excluding holidays). A great option for those non-urgent questions. To send an email, go to <http://contact.external.hp.com/support/menu/menu-post.html>.

## Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. hp provides several options for getting printer software and updates:

- Download the printer software by accessing hp's Customer Care Online web site. See "hp Customer Care Online" on page 62 for addresses of the hp web sites.
- If you are in the U.S. and need a software update, you can download the printer software from hp's web site at: <http://www.hp.com/go/support>. If you do not have access to the web site, call (661) 257-5565. Software updates are available for the cost of the CDs plus shipping.
- If you are outside the U.S. and cannot download the driver from hp's web site, call the hp Customer Care Center nearest you. See page 64.



## hp Customer Care Repair

If your hp printer is ever in need of repair, simply call the **hp Customer Care Center**. A trained service technician will diagnose the problem and coordinate the repair process for you. This service is free during your printer's limited warranty period. Beyond the warranty period, repairs are charged on a time and materials basis.



## hp Customer Care by Phone

Within one year from the time of your purchase, telephone support is provided to you free of charge. However, if you are calling long distance, long-distance charges may apply.

Before placing a call for help, please make sure that:

- 1 You have checked your *Quick Start Poster* and this *User's Guide* for installation and troubleshooting tips.
- 2 You have checked **hp Customer Care Online** (see page 62) for product help.
- 3 If you cannot solve your problem using the above, then call an hp service technician while you're in front of your computer and

printer. Before you call, be sure you have the following information:

- Your printer's serial number (the label is on the printer's bottom).  
\_\_\_\_\_
- Your printer's model number (the label is on the front of the printer).  
\_\_\_\_\_
- The model of the computer.  
\_\_\_\_\_
- The version of the printer software and software program (if applicable).  
\_\_\_\_\_

Then we can help you with your questions immediately!

See the list below, or refer to hp's web sit at:

[http://www.hp.com/cposupport/mail\\_support.html](http://www.hp.com/cposupport/mail_support.html) for your country's hp Customer Care Center phone number:

• Argentina	(541) 778-8380	• Korea	+82 (2) 3270 0700
• Australia	+61 3 8877 8000	• Korea, outside Seoul	080 999 0700
• Austria	+43 (0) 711 420 10 80	• Malaysia	+60 (3) 2952566
• Belgium (Dutch)	+32 (0)2 62688 06	• Malaysia, Penang	1 300 88 00 28
• Belgium (French)	+32 (0)2 62688 07	• Mexico	01 800 472 6684
• Brazil	011 829-6612	• Netherlands	+31 (0) 20 606 8751
• Canada	(905) 206-4663	• New Zealand	+64 (9) 356-6640
• Chile	800 36 0999	• Norway	+47 22 116299
• China	+86 (0) 10 6564 5959	• Philippines	+66 (2) 867 3551
• Czech Republic	+42 (0)2 6130 7310	• Poland	+48 22 519 06 00
• Denmark	+45 (0) 39 29 4099	• Portugal	+351 21 318 6333
• English International	+44 (0) 171 512 5202	• Republic of South Africa, inside RSA	086 000 1030
• Finland	+358 (0) 203 4 7 288	• Republic of South Africa, outside RSA	+27-11 258 9301
• France	+33 (0) 143623434	• Russia, Moscow	+7 095 797 3520
• Germany	+49 (0) 180 52 58 143	• Russia, St. Petersburg	+7 812 346 7997
• Greece	+30 (0) 1 619 64 11	• Singapore	+65 272 5300
• Hong Kong	(800) 96 7729	• Spain	+34 9 02321 123
• Hungary	+36 (0) 1382 1111	• Sweden	+46 (0) 8 6192170
• India	+91 11 682 60 35	• Switzerland	+41 (0) 84 8801111
• Indonesia	+62 (21) 350 3408	• Taiwan	+886 2-2717-0055
• Ireland	+353 (0) 1662 5525	• Thailand	+66 (2) 661 4011
• Israel	+972-(0)-9-9524848	• Turkey	+90 (0) 212 221 6969
• Italy	+39 (0) 2 264 10350	• United Kingdom	+44 (0) 207 512 5202
• Japan	+81 3 3335-8333	• U.S.	(208) 344-4131
		• Venezuela	800 47 888
		• Vietnam	+84 (0) 8 823 4530

## After the Free Phone Support Period

You can still get help from hp for a fee. Prices are subject to change without notice. **hp Customer Care Online** help (page 62) on the internet is still available for free!

- For quick questions in the United States only, call (900) 555-1500. The charges are \$2.50 per minute and begin when you connect with a service technician.
- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US \$25 per call, charged to your Visa or MasterCard.
- If, during your phone call, it is determined that your printer requires repair and you are within your printer's Limited Warranty period (see the "Limited Warranty Statement" on page 79), you will not be charged for the phone support service. However, for countries where the above toll-free phone numbers are not available, the regular long-distance charges may apply.

## Extended Warranty Options

If you would like to extend your printer coverage beyond the limited warranty period, you have the following options:

- Consult your reseller to get extended coverage.
- If your reseller does not offer service contracts, please call hp directly and ask about our hp Service Agreements. In the U.S., call (800) 446-0522; in Canada, call (800) 268-1221. For hp Service Agreements outside the U.S. and Canada, contact your local hp Sales Office.

# More About Your Printer

## Specifications

hp deskJet 990cxi model no. C6455A  
hp deskjet 990cse model no. C6455B

### Black Text Print Speed \*

Draft: up to 17 pages per min.

### Mixed Text with Color Graphics Print Speed \*

Draft: up to 13 pages per min.

### Black TrueType™ Text Resolution (depends on paper type)

Draft: 300 x 300 dpi  
Normal: 600 x 600 dpi  
Best: 600 x 600 dpi

### Color Resolution (depends on paper type)

Draft: 300 x 300 dpi  
Normal: PhotoREt  
Best: PhotoREt

\* Approximate figures. Exact speed will vary depending on the system configuration, software programs, and document complexity.

### Photo paper Printing Resolution

2400 x 1200 dpi + PhotoREt

### Print Technology

Drop-on-demand thermal inkjet printing

### Software Compatibility

USB Connection: MacOS version 8.6 or later  
AppleTalk Connection: MacOS version 7.6.1 or later

### Memory

8MB built-in RAM

### Duty Cycle

5,000 pages per month

### Buttons/Lights

Cancel Button  
Print Cartridge Status Light  
Resume Button and Light  
Power Button and Light  
Infrared Light

### I/O Interface

Universal Serial Bus  
Infrared Port

### Dimensions

With Automatic Two-Sided Printing Module:  
440 mm wide x 196 mm high x 435 mm deep  
17.32 in wide x 7.72 in high x 17.13 in deep

Without Automatic Two-Sided Printing Module:  
440 mm wide x 196 mm high x 375 mm deep  
17.32 in wide x 7.72 in high x 14.76 in deep

### Weight

With Automatic Two-Sided Printing Module:  
6.65 kg, 14.65 lbs without print cartridges

### Operating Environment

Maximum operating conditions:

Temperature: 41 to 104°F, 5 to 40°C

Humidity: 15 to 80% RH noncondensing

Recommended operating conditions for best print quality:

Temperature: 59 to 95°F or 15 to 35°C

Humidity: 20 to 80% RH noncondensing

Storage conditions:

Temperature: -40 to 140°F, -40 to 60°C

### Power Consumption

2 watts maximum when off

4 watts average non-printing

40 watts average when printing

### Power Requirements

Input Voltage: 100 to 240 VAC (±10%)

Input Frequency: 50/60 Hz (+3 Hz)

Automatically accommodates the world-wide range of AC line voltages and frequencies.

### Declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10dB):

6 B in normal mode.

Sound pressure level, LpAm (bystander positions):

47 dB in normal mode.

### Alignment

Skew: +/- .006 mm/mm (.006 in/in) on plain paper

+/- .012 mm/mm (.012 in/in) on hp transparency

films

### Media Weight

Paper:

U.S. Letter 60 to 90 g/m<sup>2</sup> (16 to 24 lb)

Legal 75 to 90 g/m<sup>2</sup> (20 to 24 lb)

Envelopes: 75 to 90 g/m<sup>2</sup> (20 to 24 lb)

Cards: Up to 200 g/m<sup>2</sup> (110 lb index max)

Banner Paper: 60 to 90 g/m<sup>2</sup> (16 to 24 lb)

### Media Handling

Sheets: up to 150

Banners: up to 20 sheets

Envelopes: up to 15

Cards: up to 45 cards

Greeting cards: up to 5 cards

Transparencies: up to 30

Labels: up to 20 sheets of labels (use only U.S. letter- or A4-sized sheets)

Photo paper: up to 20 sheets

OUT tray

capacity: Draft - up to 35 sheets

Normal/Best - up to 50 sheets

### Media Size

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

Legal 216 x 356 mm (8.5 x 14 in.)

Executive 184 x 279 mm (7.25 x 10.5 in.)

A4 210 x 297 mm

A5 148 x 210 mm

B5-JIS 182 x 257 mm

User Defined:

Width 77 to 216 mm (3.0 to 8.5 in.)

Height 127 to 356 mm (5.0 to 14 in.)

Banner:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

A4 210 x 297 mm

Envelopes:

U.S. No. 10 105 x 241 mm (4.3 x 9.5 in.)

Invitation A2 111 x 146 mm (4.37 x 5.75 in)

DL 220x110 mm

C6 114x162 mm

Index/Greeting Cards: 76 x 127 mm (3 x 5 in.)

102 x 152 mm (4 x 6 in.)

127 x 203 mm (5 x 8 in.)

A6: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

A4 210 x 297 mm

Photo (with tear-off tab) 102 x 152 mm (4 x 6 in.)

## Infrared Printing Specifications

### Range

3 feet (1 meter)  
30 degree cone

### Supported Operating Systems

Some of the operating systems supported by infrared include:

- MacOS version 8.6
- Palm

### Supported Devices

Some of the devices supported by infrared include:

- PowerBook computers with infrared capability
- Some Personal Digital Assistants (including the Palm product line)
- Digital cameras with infrared capability
- Cellular phone with infrared capability

### Supported Protocols

- IrLPT
- JetSend
- OBex

## Automatic Two-Sided Printing Module Specifications

### Automatic Two-Sided Printing Module model no. C6463A

### Duty Cycle

5,000 sides of pages per month

### Dimensions

324 mm (12.75 in.) long x 133 mm (5.25 in.) wide x 111 mm (4.37 in.) high

### Weight

0.79 kg (1.75 lbs.)

### Declared noise emissions in accordance with ISO 9296

6.1 B in normal mode.  
Sound pressure level, LpAm (bystander positions):  
48 dB in normal mode.

### Media Weight

Letter and A4 paper: 60 to 90 g/m<sup>2</sup> (16 to 24 lb.)  
Cards: up to 160 g/m<sup>2</sup> (90 lb. index maximum)

## More About Your Printer: Specifications

### Minimum Printing Margins

Letter and Executive

Left and right margins	0.25 in. (6.4 mm)
Top and bottom margins	0.46 in. (11.7 mm)

A4-size

Left and right margins	3.4 mm (0.134 in.)
Top and bottom margins	11.7 mm (0.46 in.)

A5, B5, 5 x 8 in. Card, and User Defined Size

Left and right margins	3.2 mm (0.125 in.)
Top and bottom margins	11.7 mm (0.46 in.)

### Media Size

#### Paper:

- Letter 8.5 x 11 in. (216 x 279 mm)
- Executive 7.25 x 10.5 in. (184 x 279 mm)
- A4 (210 x 297 mm)
- A5 (148 x 210 mm)
- B5 (182 x 257 mm)

#### Cards:

- 5 x 8 in. (127 x 203 mm)

#### User Defined Size:

- |         |                    |
|---------|--------------------|
| Minimum | 100 mm x 148 mm    |
|         | 3.94 in x 5.83 in. |
| Maximum | 216 mm x 297 mm    |
|         | 8.5 in x 11.7 in.  |

### Media Type \*

#### Plain paper

##### hp Bright White Inkjet Paper

- |                         |        |
|-------------------------|--------|
| Letter-size, 500 sheets | C1824A |
| A4-size, 500 sheets     | C1825A |
| Letter-size, 250 sheets | C5976B |
| A4-size, 250 sheets     | C5977B |

##### hp Photo Quality Inkjet Paper, Matte Finish

- |                         |        |
|-------------------------|--------|
| Letter-size, 100 sheets | C7007A |
|-------------------------|--------|

##### hp Photo Quality Inkjet Paper, Semi Gloss

- |                             |         |
|-----------------------------|---------|
| Letter-size, 25 sheets      | C6983A  |
| A4-size, 25 sheets (Europe) | C6984A  |
| A4-size, 25 sheets (Asia)   | CC7006A |

##### hp Premium Inkjet Heavyweight Paper

- |                      |        |
|----------------------|--------|
| A-4-size, 100 sheets | C1853A |
|----------------------|--------|

##### hp Felt-textured Greeting Card Paper, Ivory/ Half-fold

- |                         |        |
|-------------------------|--------|
| Letter-size, 20 sheets, | C6828A |
| 20 envelopes            |        |

##### hp Professional Brochure & Flyer Paper, Two-Sided Gloss

- |                             |        |
|-----------------------------|--------|
| Letter-size, 50 sheets      | C6817A |
| A4-size, 50 sheets (Europe) | C6818A |
| A4-size, 50 sheets (Asia)   | C6819A |

##### hp Professional Brochure & Flyer Paper, Two-Sided Matte Finish

- |                        |        |
|------------------------|--------|
| Letter-size, 50 sheets | C6955A |
|------------------------|--------|

\* Media availability varies by country.

*Note: The “hp Photo Paper, Two-Sided, Satin/Glossy” and “hp Glossy Greeting Cards, White Half-fold” paper types are not supported by the Automatic Two-Sided Printing module due to longer dry times.*

## Minimum Printing Margins

The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area.

When you use nonstandard paper sizes and select the **Custom Paper Size** setting from the **Page Setup** window, the paper width must be between 3 and 8.5 inches (77 and 215 mm) and the paper length must be between 3 and 14 inches (77 and 356 mm).

These margins do not apply when you are using the Automatic Two-Sided Printing Module.

Paper Size	Left and Right Margins	Top Margin	Bottom Margin
A4 Paper	3.4 mm (0.134 in.)	1.8 mm (0.07 in.)	11.7 mm (0.46 in.)
Letter, Legal, and Executive Paper	6.4 mm (0.25 in.)	1.8 mm (0.07 in.)	11.7 mm (0.46 in.)
A5, B5, and Custom Paper Size	3.2 mm (0.125 in.)	1.8 mm (0.07 in.)	11.7 mm (0.46 in.)
Cards (3x5 in, 4x6, 5x8, and A6)	3.2 mm (0.125 in.)	1.8 mm (0.07 in.)	11.7 mm (0.46 in.)
Hagaki postcards	3.2 mm (0.125 in.)	1.8 mm (0.07 in.)	11.7 mm (0.46 in.)
Envelopes	3.2 mm (0.125 in.)	1.8 mm (0.07 in.)	11.7 mm (0.46 in.)
Banners: A4 (210 x 297 mm, 8.27 x 11.7 in.)	3.4 mm (0.134 in.)	0.0 mm (0.00 in.)	0.0 mm (0.00 in.)
Banners: Letter (8.5 x 11 in.)	6.4 mm (0.25 in.)	0.0 mm (0.00 in.)	0.0 mm (0.00 in.)
Photo with tear-off tab 112 x 152 mm (4 x 6.5 in.)	3.2mm (0.125 in.)	3.2mm (0.125 in.)	3.2mm (0.125 in.)

# System Requirements

Be sure your computer meets the following system requirements:

## **USB Connection:**

- PowerPC MacOS-based computer with a USB port
- MacOS version 8.6 or later
- Minimum 32 MB RAM, 64 MB recommended
- 8 MB (minimum) available hard-disk space

## **AppleTalk Connection:**

- 68030 or 68040 Mac or PowerPC MacOS-based computer
- MacOS version 7.6.1 or later
- Minimum 32 MB RAM, 64 MB recommended
- 8 MB (minimum) available hard-disk space

# Supplies and Accessories

For ordering information see page 76.

Part Name	Part Number
<b>Interface Cables</b>	
hp IEEE 1284-Compliant Parallel Interface Cable (with one 1284-A connector for the computer port and one 1284-B connector for the printer port)	
2-meter length	C2950A
3-meter length	C2951A
hp USB-Compliant Interface Cable	C6518A
<b>hp jetdirect Print Servers</b>	
hp jetdirect 300X External Print Server-Ethernet/802.3 RJ-45 (10Base-T/100Base-Tx) Single Port	J3263
<b>Print Cartridges</b>	
● Black	hp 51645A series or hp No. 45
● Tri-color	hp 6578D series or hp No. 78

Part Name	Part Number
<b>Power Cords</b>	
U.S., Canada, Brazil, Latin America, Saudi Arabia	8120-8330
Japan	8120-8336
Singapore, Malaysia, Hong Kong	8120-8341
South Africa	8120-8347
India	8120-8345
Argentina, Australia	8120-8337
China, Taiwan, Philippines	8120-8346
Korea	8121-8339
Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America	8120-8340
U.K., Middle East	8121-0022
<b>Other Replaceable Parts</b>	
DJ990C Series Printer Cleanout Access Door Assembly	C6426-60038
<b>Accessories</b>	
hp Two-Sided Printing Accessory (not available in all countries)	C6463A

## Printer Quick Start Posters and User's Guides for Macintosh

Most hp printer documentation is available for viewing and printing at [http://www.hp.com/support/home\\_products](http://www.hp.com/support/home_products).

Language	Part Numbers	
	Quick Start Posters	User Guides
Dutch	C6455-90046	C6455-90092
English	C6455-90046	C6455-90086
French	C6455-90046	C6455-90087
German	C6455-90046	C6455-90088
Italian	C6455-90046	C6455-90091
Japanese	C6455-90047	C6455-90094
Portuguese	C6455-90046	C6455-90090
Spanish	C6455-90046	C6455-90089
Swedish	C6455-90046	C6455-90093

## Paper and Other Media

Availability of special media varies by country.

Paper Type/Description	Part Number
<b>HPHP Bright White InkJet Paper</b>	
A4 (210 x 297 mm), 200 sheets	C5977B
A4 (210 x 297 mm), 500 sheets	C1825A
U.S. letter, 250 sheets	C5976B
U.S. letter, 500 sheets	C1824A
<b>HP Premium InkJet Paper</b>	
A4 (210 x 297 mm), 200 sheets	C51634Z
U.S. letter, 200 sheets	C51634Y
<b>HP Premium InkJet Heavyweight Paper</b>	
A4 (210 x 297 mm), 100 sheets	C1853A
<b>HP Professional Brochure &amp; Flyer Paper, Matte Finish*</b>	
U.S. letter, 50 sheets	C6955A
<b>HP Professional Brochure &amp; Flyer Paper, Two-Sided Gloss*</b>	
Asian A4 (210 x 297 mm), 50 sheets	C6819A
European A4 (210 x 297 mm), 50 sheets	C6818A
U.S. letter, 50 sheets	C6817A
<b>HP Photo Paper, Two-Sided, Satin/Glossy</b>	
Asian A4 (210 x 297 mm), 20 sheets	C6765A
European A4 (210 x 297 mm), 20 sheets	C1847A
U.S. letter, 20 sheets	C1846A

Paper Type/Description	Part Number
<b>HP Premium Photo Paper, Glossy</b>	
Asian A4 (210 x 297 mm), 15 sheets	C6043A
European A4 (210 x 297 mm), 15 sheets	C6040A
U.S. letter, 15 sheets	C6039A
<b>HP Premium Plus Photo Paper, Glossy</b>	
A4 (210 x 297 mm), 20 sheets	C6832A
U.S. letter, 20 sheets	C6831A
<b>HP Premium Plus Photo Paper, Matte</b>	
A4 (210 x 297 mm), 20 sheets	C6951A
U.S. letter, 20 sheets	C6950A
<b>HP Premium Plus Photo Paper, Glossy</b>	
A4 (102 x 152 mm finished size), 20 sheets	C6945A
U.S. (4 x 6 in. finished size), 20 sheets	C6944A
<b>HP Premium Inkjet Transparency Film</b>	
A4 (210 x 297 mm), 20 sheets	C3832A
A4 (210 x 297 mm), 50 sheets	C3835A
U.S. letter, 20 sheets	C3828A
U.S. letter, 50 sheets	C3834A
<b>HP Banner Paper</b>	
A4 (210 x 297 mm), 100 sheets	C1821A
U.S. letter, 100 sheets	C1820A
<b>HP Matte Greeting Cards, White/Quarter-fold</b>	
A4 (210 x 297 mm), 20 sheets, 20 envelopes	C6042A
U.S. letter, 20 sheets, 20 envelopes	C1812A

Paper Type/Description	Part Number
<b>HP Felt-textured Greeting Cards, Ivory/Half-fold*</b>	
U.S. letter, 20 sheets, 20 envelopes	C6828A
<b>HP Glossy Greeting Cards, White/Half-fold</b>	
A4 (210 x 297 mm) 10 sheets, 10 envelopes	C6045A
U.S. letter, 10 sheets, 10 envelopes	C6044A
<b>HP Iron-on T-Shirt Transfers</b>	
Asian A4, (210 x 297 mm), 10 sheets	C6065A
European A4 (210 x 297 mm), 10 sheets	C6050A
U.S. letter, 10 sheets	C6049A
<b>HP Restickables, Large Round Inkjet Stickers</b>	
U.S. letter, 10 sheets (90 stickers)	C6822A
<b>HP Restickables, Large Square Inkjet Stickers</b>	
U.S. letter, 10 sheets (90 stickers)	C6823A
<b>HP Photo Quality Inkjet Paper, Matte Finish*</b>	
U.S. letter, 100 sheets	C7007A
<b>HP Photo Quality Inkjet Paper, Semi Gloss*</b>	
Asian A4, (210 x 297 mm), 25 sheets	C7006A
European A4 (210 x 297 mm), 25 sheets	C6984A
U.S. letter, 25 sheets	C6983A

\* These paper types are supported by the Automatic Two-Sided Printing Module.

**Note:** *To find out which recycled papers are recommended for your printer, contact your local hp Sales Office and ask for the hp InkJet Printer Family Paper Specifications Guide, hp part number 5961-0920.*

# Ordering Information

To order printer supplies or accessories, call your nearest hp dealer or call hp DIRECT at the following numbers for fast shipping service.

In the U.S., you can buy supplies and accessories directly from hp at [www.hpshopping.com](http://www.hpshopping.com), or call the hp Shopping Village at 1-888-999-4747.

- **Argentina:** (54 1) 787-7100  
Fax: (54 1) 787-7213  
Hewlett-Packard Argentina,  
Buenos Aires, Argentina
- **Australia/New Zealand:** (03) 895-2895  
China Resources Bldg.  
26 Harbour Road  
Wanchai, Hong Kong
- **Austria-South-East Area:**  
43 (0) 714 201080  
Fax: (43-0222) 25 000, ext. 610  
Hewlett-Packard Ges.m.b.H
- Ersatzteilverkauf Lieblg. 1  
A-1222 Wien
- **Belgium:** 02/778 3092 (or 3090, 3091)  
Fax: 02/778 3076  
Hewlett-Packard Belgium SA/NV  
100 bd. de la Woluwe/Woluwedal  
1200 BRUXELLES
- **Brazil:** Centro de Informacoes hp  
Demais Localidades: 0800-157751  
Fax: (011) 829-7116  
Centro de Informacoes hp  
Hewlett Packard Brasil S.A.  
Caixa Postal 134, Rua Clodomiro Amazonas, 258  
CEP 04534-011, São Paulo - SP
- **Canada:** (800) 387-3154, (905) 206-4725  
Fax: (905) 206-3485/-3739  
Hewlett-Packard (Canada) Ltd.  
5150 Spectrum Way  
Mississauga, Ontario L4W 5G1  
**Toronto:** (416) 671-8383
- **Chile:** (56 2) 203-3233  
Fax: (56 2) 203-3234  
Hewlett-Packard de Chile SA  
Av. Andres Bello 2777, Oficina 1302  
Los Condes, Santiago, Chile
- **Denmark:** 45 99 14 29  
Fax: 42 81 58 10  
Hewlett-Packard A/S  
Kongevejen 25, 3460 BIRKEROD
- **Finland:** (90) 8872 2397  
Fax: (90) 8872 2620  
Hewlett-Packard Oy  
Varaosamyynti, Piispankalliontie 17  
02200 ESPOO
- **France:** (1) 40 85 71 12  
Fax: (1) 47 98 26 08  
EuroParts  
77 101 avenue du Vieux Chemin de Saint-Denis  
92625 GENNEVILLIERS
- **Germany:** 07031-145444  
Fax: 07031-141395  
Hewlett-Packard GmbH, hp Express Support  
Ersatzteil-Verkauf, Herrenberger Str. 130  
71034 BOEBLINGEN
- **International Sales Branch:** (41) 22 780 4111  
Fax: (41) 22 780-4770  
Hewlett-Packard S. A., ISB  
39, rue de Veyrot 1217 MEYRIN 1  
GENEVE - SUISSE
- **Italy:** 02/9212.2336/2475  
Fax: 02/92101757  
Hewlett-Packard Italiana S. P. A.  
Ufficio Parti di ricambio  
Via G. Di Vittorio, 9  
20063 Cernusco s/N (MI)
- **Japan:** (03) 3335-8333  
Hewlett-Packard Japan Ltd.  
29-21 Takaido-Higashi 3-chone, suginami-ku  
Tokyo 168-8585

## More About Your Printer: Ordering Information

- **Korea:** (02) 3270-0720  
Fax: (02) 3270-0894  
Hewlett-Packard Korea  
16-58 Hangangro3ga Yongsangu  
Seoul, Korea
- **Latin America Headquarters:** (305) 267-4220  
Fax: (305) 267-4247  
5200 Blue Lagoon Drive, Suite 930  
Miami, FL 33126
- **Mexico:** (52 5) 258-4600  
Fax: (54 1) 258-4362  
Hewlett-Packard de Mexico, S.A. de C.V  
Colonia Lomas de Santa Fe, C.P. 01210 Mexico
- **Netherlands:** 0 33 450 1808  
Fax: 0 33 456 0891  
Hewlett-Packard Nederland B. V.  
Parts Direct Service  
Basicweg 10  
3821 BR AMERSFOORT
- **Norway:** 22735926  
Fax: 22735611  
Hewlett-Packard Norge A/S, Express Support  
Drammensveien 169-171  
0212 Oslo
- **Spain:** 1 6 31 14 81  
Fax: 1 6 31 12 74  
Hewlett-Packard Espanola S.A.  
Departamento de Venta de Piezas  
Ctra N-VI, Km. 16,500  
28230 LAS ROZAS, Madrid
- **Sweden:** 8-4442239  
Fax: 8-4442116  
Hewlett-Packard Sverige AB  
Skalholtsgatan 9, Box 19  
164 93 KISTA
- **Switzerland:** 056/279 286  
Fax: 056/279 280  
Elbatex Datentechnik AG  
Schwimmbadstrasse 45, 5430 WETTINGEN
- **United Kingdom:**  
+44 1765 690061  
Fax: +44 1765 690731  
Express Terminals, 47 Allhallowgate  
Ripon, North Yorkshire
- +44 181 568 7100  
Fax: +44 181 568 7044  
Parts First, Riverside Works  
Isleworth, Middlesex, TW7 7BY
- +44 1734 521587  
Fax: +44 1734 521712  
Westcoast, 28-30 Richfield Avenue  
Reading, Berkshire, RG1 8BJ
- **United States:** (800) 227-8164
- **Venezuela:** (58 2) 239-4244/4133  
Fax: (58 2) 207-8014  
Hewlett-Packard de Venezuela C.A.  
Tercera Transversal de Los Ruices Norte  
Edificio Segre, Caracas 1071, Venezuela  
Apartado Postal 50933, Caracas 1050

### Elsewhere in the world

- **Hewlett-Packard Company**  
Intercontinental Headquarters,  
3495 Deer Creek Road,  
Palo Alto, CA 94304, U.S.A.

# Legal Information

## Regulatory Notices

Hewlett-Packard Company

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact:

Hewlett-Packard Company  
 Manager of Corporate Product Regulations  
 3000 Hanover Street  
 Palo Alto, Ca 94304  
 (415) 857-1501

NOTE: 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 and, if not installed and used in accordance with the instructions, can 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 the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### LED Indicator Statement

The display LEDs meet the requirements of EN 60825-1.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。  
 取り扱い説明書に従って正しい取り扱いをして下さい。

### 사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

# Limited Warranty Statement

	Duration of Limited Warranty
HP Product	
Software	90 Days
Ink cartridges	90 Days
Printer	1 Year

## A. Extent of Limited Warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
  - Improper or inadequate maintenance or modification;
  - Software, interfacing, media, parts, or supplies not provided or supported by HP; or
  - Operation outside the product's specifications.
- For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departements D'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

## B. Limitations of Warranty

- TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## C. Limitations of Liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## D. Local Law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.
- FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

## HP Year 2000 Warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement stated above, HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g. hardware, software, firmware) used in combination with such HP Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.

# Environmental Statement

Hewlett-Packard continuously improves the design processes of HP DeskJet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printer at the end of printing life.

## Reduction and Elimination

**Paper Use:** The printer's automatic/manual two-sided printing capability reduces paper usage and the resulting demands on natural resources. This printer is suited for the use of recycled papers according to DIN 19 309.

**Ozone:** Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard manufacturing processes.

## Recycling

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

**Printer Packaging:** The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP DeskJet printer assists in minimizing both packaging materials and damage rates.

**Plastic parts:** All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

**Product Longevity:** To ensure the longevity of your DeskJet Printer, HP provides the following:

- Extended Warranty - HP SupportPack provides coverage for the HP hardware and product and all HP supplied internal components. HP SupportPack must be purchased by the customer within 30 days of purchase. Contact the nearest HP dealer about this service.
- Spare Parts and Consumables are available for five years after production has stopped.
- Product Take-back - To return this product and ink cartridges to HP at the end of its useful life, call your local HP Sales or Service Office for instructions.

## Energy Consumption

This printer was designed with energy conservation in mind. This printer averages 4 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a US registered service mark of the US EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.



**Energy consumption in off-mode:** When the printer is off, a minimal amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.

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