

Quick Help

Macintosh



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quick help

hp deskjet 995c series

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learn to print

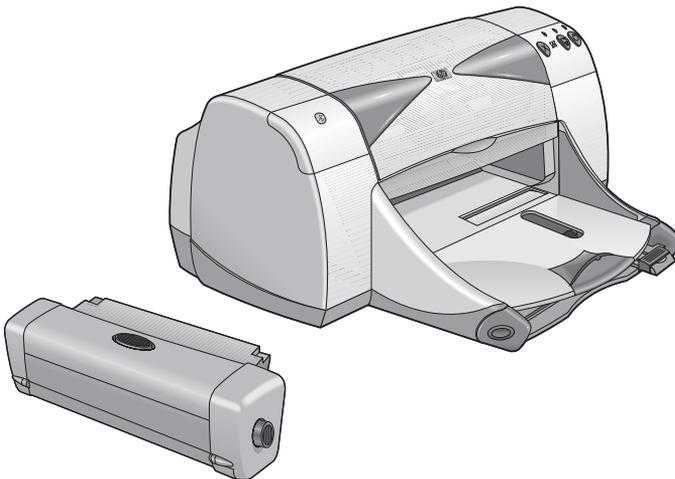
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- **terms and conventions**
- **notices and acknowledgments**
- **learning about printer features**
- **using paper trays**
- **printing with the hp deskjet printer**
- **setting custom printing margins**

introducing the hp deskjet 995c series printer

Congratulations! You have purchased an HP Deskjet printer which is equipped with several new features:

- Advanced Bluetooth wireless communications feature allows you to print with a wide range of productivity tools without a cable connection
- Infrared printing feature allows you to print information from devices other than your desktop computer
- Increased print speeds up to 17 pages per minute for black text and 13 pages per minute for text containing color graphics
- Greater flexibility in printing two-sided documents using the Automatic Two-Sided Printing Module
- Better print performance using the Automatic Paper-Type Sensor
- Excellent photo quality through HP's PhotoREt III, ColorSmart III printing technology

HP Deskjet printers are designed to help you get the best results for your printing needs. Read about these and other features in the following sections.



terms and conventions

The following terms and word conventions are used in *quick help*:

terms

The HP Deskjet 995c series printer is referred to as **HP Deskjet 9xx** or **HP Deskjet**.

symbols

The > symbol guides you through a series of software steps.
For example:

Click **Macintosh HD** > **Utilities** > **hp deskjet** > **hp deskjet utility** to open the hp deskjet 9xx utility screen.

cautions and warnings

A **Caution** indicates possible damage to the HP Deskjet printer or to other equipment. For example:

Caution! Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections.

A **Warning** indicates possible harm to yourself or to others.
For example:



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

icons

A **Note** icon indicates that additional information is provided. For example:



For best results use HP products.

notices and acknowledgments

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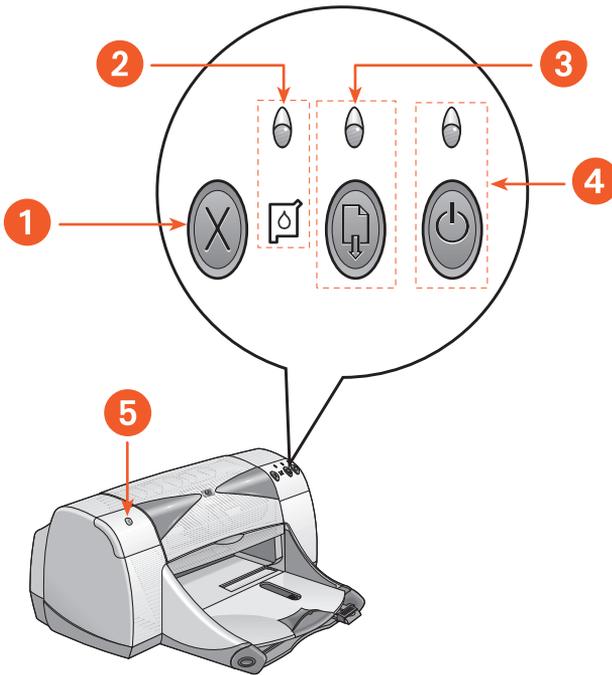
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learning about printer features

buttons and lights

The HP Deskjet printer buttons let you turn the printer on and off, cancel a print job, or resume printing. The lights give you visual cues about the state of the printer.



1. Cancel button
2. Print Cartridge Status symbol and light
3. Resume button and light
4. Power button and light
5. Bluetooth wireless connection status light

cancel button

Pressing this button cancels the current print job.

print cartridge status symbol and light

The light above the Print Cartridge Status symbol flashes when you need to check the status of the print cartridges.

resume button and light

The light above the Resume button flashes when an action is required such as loading paper or clearing a paper jam. When the problem is fixed, press the Resume button to continue printing.

power button and light

The Power button turns the printer on and off. It takes approximately five seconds for the printer to turn on after pressing the Power button. The green light above the Power button flashes when printing is in progress.

Caution! Always 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 switch to turn the printer on and off may cause premature printer failure.

Bluetooth wireless connection status light

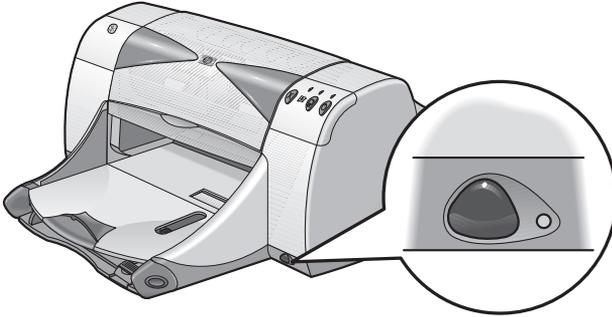
Visit HP's Website for a description of the HP Deskjet's Bluetooth wireless connection status light.

paper trays

The printer has an In tray and an Out tray. Place paper or other media in the In tray for printing. Printed pages are deposited in the Out tray.

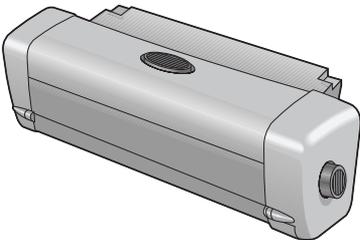
infrared lens

The HP Deskjet printer has a special Infrared (Ir) lens. The Infrared lens allows printing from an infrared sending device such as a Palm Pilot, laptop, or notebook computer.



automatic two-sided printing module

The Automatic Two-Sided Printing Module is a special hardware feature that enables the printer to automatically print on both sides of the page. If this feature is not included with your printer, it can be purchased separately.



manual two-sided printing

Manual Two-Sided Printing is a feature that enables the printer to print both sides of a page.

automatic paper-type sensor

The Automatic Paper-Type Sensor automatically determines the correct paper type for most paper or media placed in the printer's In tray. This feature, particularly when used with HP paper and media, assists in obtaining the best printing results. The feature can be used with both HP and non-HP media; however, it is optimized for HP media. Because Automatic is the default printer setting, the printer is able to quickly select the appropriate paper type.

Bluetooth wireless communications

The HP Deskjet printer is equipped with Bluetooth wireless technology which allows the printer to interact with a range of productivity tools without the need for a cable connection.

For more information about your printer's Bluetooth wireless communications feature, visit HP's Website at www.hp.com. Click **drivers**, type **995c** in the **enter product name and number** box, then press **Enter**.

See also:

[infrared printing feature](#)

[automatic two-sided printing module](#)

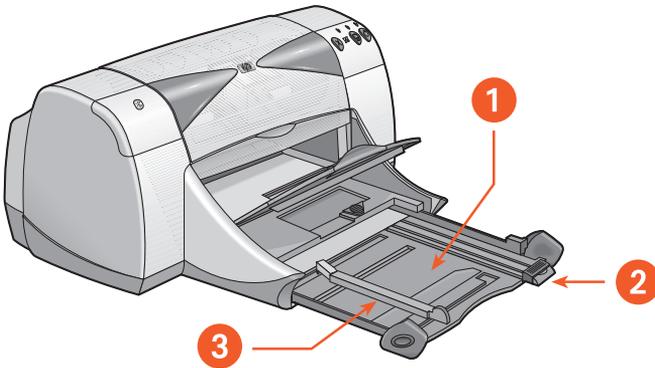
[manual two-sided printing](#)

[automatic paper-type sensor](#)

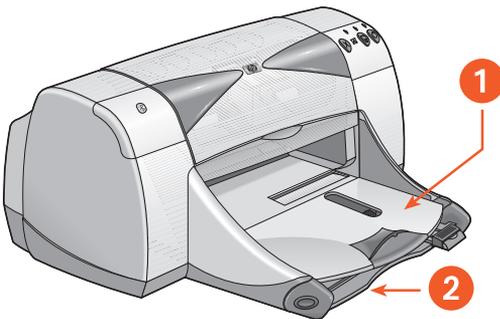
using paper trays

in tray

The In tray holds paper or other media to be printed.



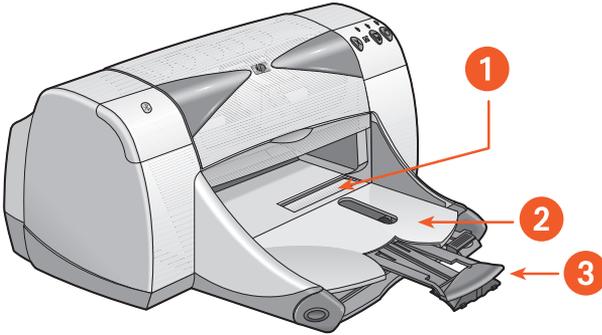
1. In tray pulled out 2. paper length guide 3. paper width guide



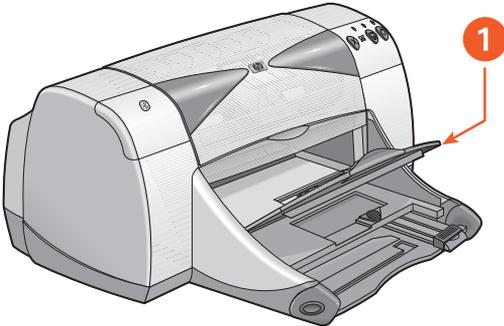
1. Out tray 2. In tray pushed in

out tray

Change the position of the Out tray for different printing needs.



1. single envelope slot 2. Out tray down 3. Out tray extension



1. Out tray up

Out tray down - Leave the tray in the down position for most types of printing and single envelope printing.

Out tray extension - Pull the tray extension out when printing a large number of pages. Also extend the tray when you are printing in draft mode to prevent the paper from falling out of the tray. When the print job finishes, push the tray extension back into its storage slot.

Out tray up - Place the tray in the up position to properly load banner paper. It must remain in the up position to print banners.



Do not use the Out tray extension with legal-sized paper. It may cause a paper jam.

See also:

[minimum printing margins](#)

printing with the hp deskjet printer

The printer is controlled by software installed on your computer. The printer software, also called the printer driver, provides dialog boxes which communicate your print requests to the printer. Select the printer you are using as the default printer before printing.

selecting the default printer using the chooser

Use one of the following methods to select the HP Deskjet 9xx printer you are using as the default printer in the Chooser.

USB connection

1. Select **Chooser** from the Apple menu.
2. Select **hp deskjet 9xx** in the upper left window of the Chooser screen.
3. Select **deskjet 9xx** in the right window of the Chooser screen.
4. Close the Chooser.

AppleTalk network connection

1. Turn on both the computer and printer and verify that they are connected to the AppleTalk network.



You must use an external print server, such as an HP Jetdirect 300X External Print Server, to connect the printer to the AppleTalk network.

2. Select **Chooser** from the Apple menu.
3. Select the **Active** option next to AppleTalk.
4. Click the **hp deskjet** icon in the upper left window of the Chooser screen.
5. Select a zone where the printer is located in the AppleTalk Zones window.
6. Select **deskjet 9xx** in the right window of the Chooser screen.
7. Close the Chooser.

selecting the default printer using other options

Other options allow you to select a default printer without using the Chooser. Try one of these options:

- Click the printer icon on the menu bar, then select **hp deskjet 9xx**.
- Click the control strip icon on the edge of the desktop to expand the control strip. Click the printer icon on the control strip, then select **hp deskjet 9xx**.
- Drag the document you want to print to the **hp deskjet 9xx** printer icon on the desktop.
- Click the **deskjet 9xx** icon on the desktop, then click **Printing** on the menu bar. Select **Set Default Printer**.

The Print command sends your documents to the hp deskjet 9xx printer until you select a new default printer. If you change printers, verify that the formatting and pagination does not change in the document before you print it.

selecting print settings

The following instructions provide the most common method of selecting page layout and print options. The software program you are using may vary from the method provided.

controlling page layout

1. Open the file you want to print.
2. Click **File** > **Page Setup** to display the hp deskjet 9xx Page Setup screen.
3. Select the following options:
 - **Paper size:** Choose the paper size, envelopes, or other media you have in the In tray.
 - **Scaling:** Enter a number from 5 to 999. Numbers smaller than 100 reduce the image size, and numbers greater than 100 enlarge it. Changing the scaling size may also change the pagination.
 - **Orientation:** Choose the appropriate orientation icon for the document you are printing.
 - **Mirror Image:** Select this option if appropriate.
 - **Rotate 180 degrees:** Select this option if appropriate.
 - **Two-Sided Safe Margins:** Select this option to adjust margins for two-sided printing.
4. Click **OK** to save the layout options.

selecting print options

1. Open the file you want to print.
2. Click **File** > **Print** to display the hp deskjet 9xx screen.
The General default option screen appears. Select the number of copies to print, which pages are to be printed, and the print order. You can also view the current print options which are displayed across the bottom of the screen.
3. Click the arrows in the General field to view a list of additional options.
4. Select **Paper Type/Quality** to choose print quality options, paper type, ink density, and drying time.
5. Select **Layout** to choose multiple pages per sheet and two-sided printing.
6. Select **Color** to choose options for color, grayscale, and black and white image and text resolution.
 - **ColorSmart III** allows you to adjust the ink saturation, brightness, and color tone for print images. The ColorSmart III option also allows you to disable image enhancements.
 - **ColorSync** is used to match colors with other computers using the ColorSync matching system.
 - **Grayscale** prints in shades of gray. You are able to optimize printing for fax and photocopy prints with this setting.
 - **Black & White** prints only black and white with no gray or color. Black only is not recommended for use with glossy paper.

7. Select **Background Printing** to choose foreground or background print options and print time.
- Select **Background** to continue working on a document while printing takes place.
 - Select **Foreground** for faster printing; however, you cannot work on other tasks until printing is complete.

Other features are also available with Background printing. Double-click the **hp deskjet 990c printer** icon on the desktop for:

- **Deleting a print request**
 - Click the job title or icon, then click the **Trash** icon, or
 - Drag the document's icon to the Trash icon on the desktop.
These methods delete only the print job and not the document.
- **Holding/Pausing a print request**
 - Click the job title or icon, then click the **Pause** button.
The print request pauses until you select its title, then click the **Resume** button.
 - Drag the document icon to the Waiting to Print list of documents.
- **Marking a print request urgent**
 - Click the job title or icon, then click the **small clock**.
 - Click **Urgent** in the dialog box that appears. This action moves the print request to the top of the list.
- **Sorting/changing the order of print request**
 - Select the column heading for the column you want to sort or change.
 - Select the **Print Time** column heading to view and change print order.
 - Drag and drop the print job title in the Name column to the desired print order position in the list.

- **Stopping and restarting printing**
 - Select **Stop Print Queue** from the Printing menu option.
 - Select **Start Print Queue** from the Printing menu option to resume printing.
- **Changing printers**
 - To move a print job from one printer to another printer of the same type, drag the print request icon to the desired printer icon.
 - If the printers are not the same type, the printer software will not allow you to move a print request to an incompatible printer.

using the buttons in the print dialog box

The buttons at the bottom of the Print dialog box include:

Default: returns the print settings to the system defaults.

Edit Settings...: allows you to edit saved print settings.

Save Current Settings...: allows you to assign a name to the settings and save them under that name.

Preview: allows you to view your document before you print it to 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.

desktop printing

Desktop printing allows you to print several documents at once, or to print a document that is formatted for printing on a particular printer. Use one of the following methods to print documents from the desktop:

- Drag the icons of the documents you want to print to the printer icon on the desktop.
- Select the icons of the documents you want to print, then click **File > Print**. Select print options from the hp deskjet 9xx screen, then click **OK**.

setting custom printing margins

The printer cannot print outside a designated area of the page. Your document content must be contained within the printable area. When you used nonstandard paper sizes and select the **Edit Custom Paper Sizes** in the Page Setup screen, the paper width and length must be set for the paper size. Follow these instructions to set printing margins:

1. Open the file you want to print.
2. Click **File** > **Page Setup**, then select **Edit Custom Paper Sizes** in the Page Size field.
3. Select the appropriate width and length settings.
Paper width must be between 77 and 215 mm (3 x 8.5 in) and paper length must be between 127 and 356 mm (5 x 14 in).
4. Click **Done**.
5. Click **OK** to save the new settings.

See also:

[minimum printing margins](#)

printing on paper and other media

- envelopes
- transparencies
- labels
- business cards, index cards, and other small media
- photographs
- greeting cards
- posters
- banners
- iron-on transfers
- manual two-sided printing

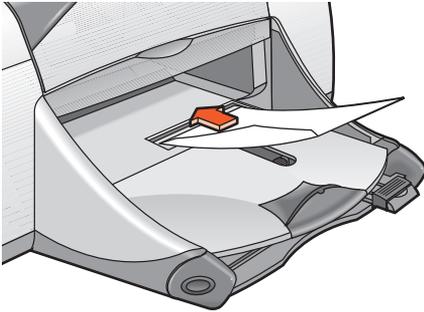
envelopes

Print a single envelope using the envelope slot, or print multiple envelopes using the In tray.

printing a single envelope

preparing to print

1. Place the envelope—with the flap side on the left and facing up—into the single envelope slot.
2. Push the envelope forward until it stops.



printing the envelope

If your software program includes an envelope printing feature, do not follow these instructions. Follow the instructions provided by the software program.

1. Open the file you want to print.
2. Click **File** > **Page Setup**.

3. Select the following options:
 - **Page Size:** Appropriate envelope size
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** **Portrait**
4. Click **OK**.
5. Click **File > Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type:** **Plain paper**
 - **Print Quality:** **Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet:** **1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

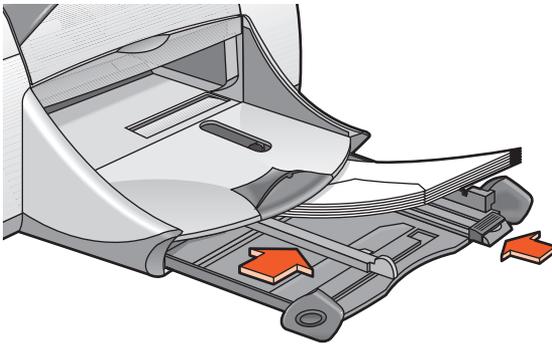
printing guidelines

- Verify that the Out tray is in the down position.
- Avoid using envelopes that have clasps or windows.
- Avoid using envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.

printing multiple envelopes

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Place no more than 15 envelopes—with the flap side on the left and facing up—in the tray.
4. Push the envelopes forward until they stop.
5. Slide the paper guides snugly against the edges of the envelopes. Push the tray forward until it stops.



printing the envelopes

If your software program includes an envelope printing feature, do not follow these instructions. Follow the instructions provided by the software program.

1. Open the file you want to print.
2. Click **File** > **Page Setup**.

3. Select the following options:
 - **Page Size:** Appropriate envelope size
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** **Portrait**
4. Click **OK**.
5. Click **File > Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type:** **Plain paper**
 - **Print Quality:** **Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet:** **1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines

- Never place more than 15 envelopes in the In tray at one time.
- Align the envelope edges before inserting them.
- Avoid using envelopes that have clasps or windows.
- Avoid using envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.

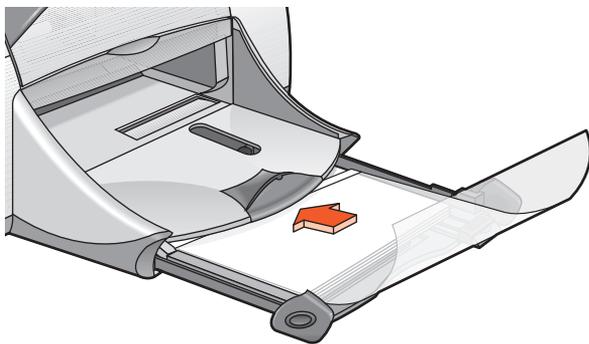


For best results use HP products.

transparencies

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the transparency sheets to separate them, then align the edges.
4. Place no more than 30 transparency sheets in the tray with the rough side down and the adhesive strip toward the printer.



5. Push the transparencies forward until they stop.
6. Slide the paper guides snugly against the transparency paper, then push the tray forward until it stops.

printing transparencies

1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size**: Appropriate size
 - **Scaling (%)**: Appropriate (100 is the default)
 - **Orientation**: Appropriate orientation
4. Click **OK**.
5. Click **File** > **Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type**: **hp premium inkjet transparency film**
 - **Print Quality**: **Normal** or **Best**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet**: **1 (Normal)**
 - **Print Both Sides**: Unchecked
8. Click **OK** to print.

printing guidelines

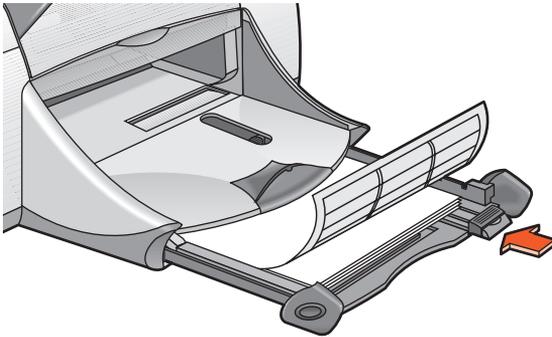


For best results use **hp premium inkjet transparency film**.

labels

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the label sheets to separate them, then align the label edges.
4. Load no more than 20 label sheets—label side down—in the tray.
5. Slide the paper guides snugly against the sheets, then push the tray forward until it stops.



printing labels

1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size:** **A4 Letter** or **US Letter**
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** Appropriate orientation

4. Click **OK**.
5. Click **File > Print**.
The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type: Plain paper**
 - **Print Quality: Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet: 1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines

- Use only paper labels that are designed specifically for inkjet printers.
- Never place more than 20 sheets of labels in the In tray at one time.
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry on plastic or clear labels.

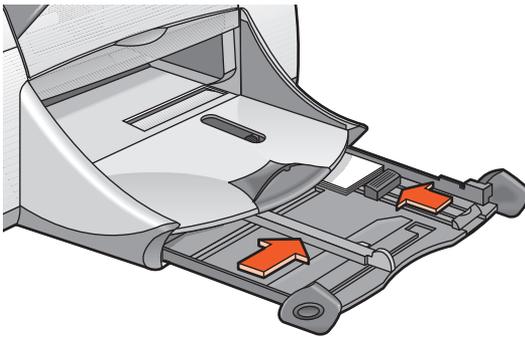


For best results use HP products.

business cards, index cards, and other small media

preparing to print

1. Pull out the In tray, then raise the Out tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Align the media edges.
4. Place no more than 45 cards or other small media in the tray.
5. Push the cards or media forward until they stop, then lower the Out tray.
6. Slide the colored fine length guide snugly against the media.
7. Slide the paper width guides snugly against the media.



8. Push in the In tray.

printing business cards, index cards, and other small media

1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size:** Appropriate card size
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** **Portrait**
4. Click **OK**.
5. Click **File** > **Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type:** **Plain paper**
 - **Print Quality:** **Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet:** **1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines

If an **out of paper** message appears, verify that the media is positioned properly in the In tray.

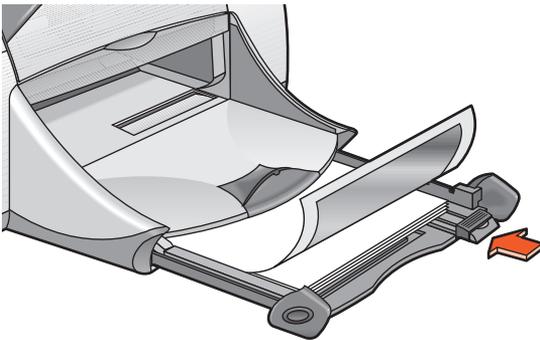


For best results use HP products.

photographs

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the photo paper to separate them, then align the photo paper edges.
4. Place no more than 20 sheets of photo paper—print side down—in the tray.
5. Slide the paper guides snugly against the edges of the photo paper, then push the tray forward until it stops.



printing photographs

1. Open the file you want to print.
2. Click **File** > **Page Setup**.

3. Select the following options:
 - **Page Size:** Appropriate paper size
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** Appropriate orientation
4. Click **OK**.
5. Click **File > Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type:** Appropriate photo paper
 - **Print Quality:** **Best**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet:** **1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines

- Take a digital picture, scan a photo, or obtain an electronic file of the photo from your local camera shop. The photo must be in an electronic format (digital) before it can be printed.



For best results use **hp premium plus photo paper** or **hp premium photo paper**.

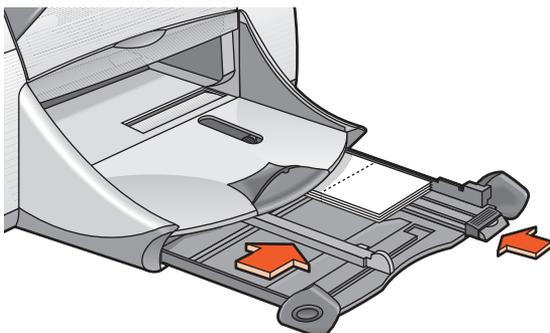
See also:

[problems with printouts](#)

greeting cards

preparing to print

1. Pull out the In tray, then raise the Out tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the greeting cards to separate them.
4. Align the edges of the cards, then place no more than 5 cards in the tray.
5. Push the cards forward until they stop, then lower the Out tray.
6. Slide the paper guides snugly against the edges of the cards, then push the tray forward until it stops.



printing greeting cards

1. Open the file you want to print.
2. Click **File** > **Page Setup**.

3. Select the following options:
 - **Page Size:** Appropriate card size
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** **Portrait**
4. Click **OK**.
5. Click **File > Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type:** Appropriate greeting card paper
 - **Print Quality:** **Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet:** **1 (Normal)**
 - **Print Both Sides:** Select if appropriate
8. Click **OK** to print.

printing guidelines

- Unfold pre-folded cards, then place them in the In tray.
- If an **out of paper** message appears, verify that the media is positioned properly in the In tray.



For best results use HP products.

See also:

[manual two-sided printing](#)

posters

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the sheets to separate them, then align the edges.
4. Place the paper in the tray.
5. Slide the paper guides snugly against the paper, then push the tray forward until it stops.

printing posters

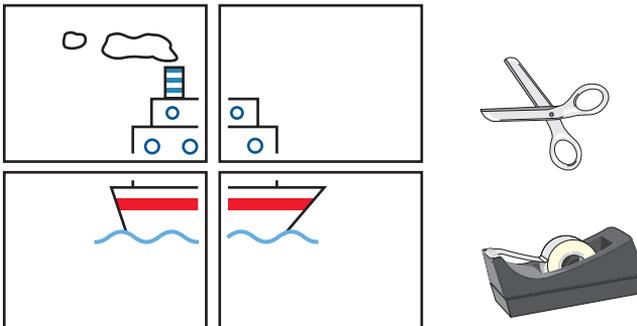
1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size**: Appropriate size
 - **Scaling (%)**: Appropriate percentage (100 is the default)
 - **Orientation**: Appropriate orientation
4. Click **OK**.
5. Click **File** > **Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.

6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type: Plain paper**
 - **Print Quality: Normal**
7. Select **Layout**, then choose the following:
 - **Tiling:** (in Multiple Pages Per Sheet drop-down list) Select this option
 - **Tiling Size: 2 x 2, 3 x 3, or 4 x 4**
 - **Print Border:** Appropriate
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines

Trim the edges on the sheets, then tape the sheets together after printing.

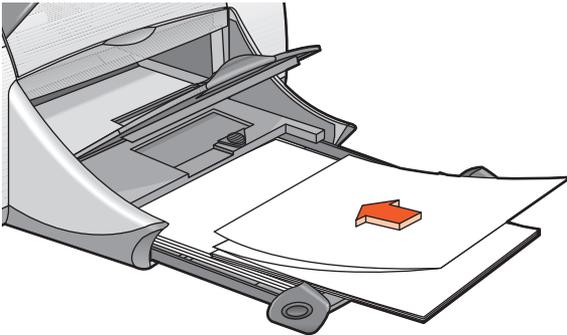


For best results use HP products.

banners

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Raise the Out tray and slide the paper guides snugly against the paper. Leave the Out tray up.
4. Select up to 20 sheets of banner paper. Remove and discard any perforated strips.
5. Place the banner paper in the In tray with the unattached edge of the paper facing the printer.
6. Push in the tray.



printing banners

1. Open the file you want to print.
2. Click **File** > **Page Setup**.

3. Select the following options:
 - **Page Size:** **US Letter Banner** or **A4 Letter Banner**
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** Appropriate orientation
4. Click **OK**.
5. Click **File > Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type:** **Plain paper**
 - **Print Quality:** **Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet:** **1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines



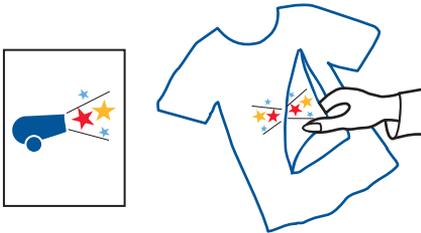
For best results use **hp banner paper**.

See *also*:
[problems with printouts](#)

iron-on transfers

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the iron-on transfer paper to separate them, then align the edges.
4. Place the iron-on transfer paper in the tray with the printable side down.
5. Slide the paper guides snugly against the transfer paper, then push the tray forward until it stops.



printing iron-on transfers

1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size:** Appropriate size
 - **Scaling (%):** Appropriate percentage (100 is the default)
 - **Orientation:** Appropriate orientation

4. Click **OK**.
5. Click **File > Print**.
The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type: hp premium inkjet paper**
 - **Print Quality: Best**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet: 1 (Normal)**
 - **Print Both Sides:** Unchecked
8. Click **OK** to print.

printing guidelines

- When you print a transfer with a mirror-image, the text and pictures are horizontally reversed from what appears on the computer screen.



For best results use **hp iron-on t-shirt transfers**.

manual two-sided printing

preparing to print

1. Pull out the In tray.
2. Remove all paper from the Out tray.
3. Place paper in the In tray.
4. Slide the paper guides snugly against the edges of the paper.
5. Push in the tray.

printing manually

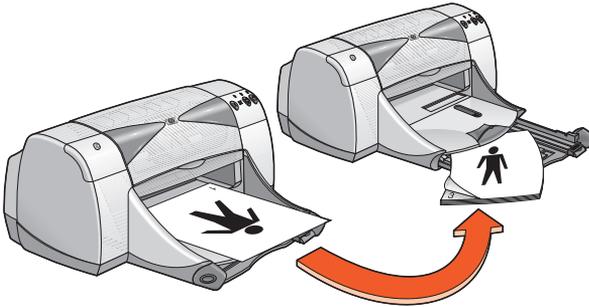
1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size**: Appropriate size
 - **Scaling (%)**: Appropriate percentage (100 is the default)
 - **Orientation**: Appropriate orientation
4. Click **OK**.
5. Click **File** > **Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type**: Appropriate type
 - **Print Quality**: **Normal**

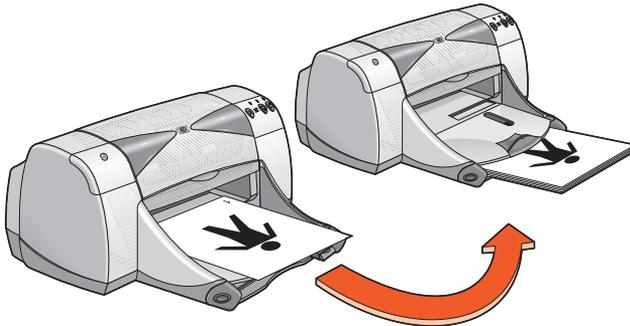
7. Select **Layout**, then choose the following:
- **Pages Per Sheet: 1 (Normal)**
 - **Print Both Sides:** Select this option
 - **Binding:** Appropriate book or tablet style icon
 - **Manual:** Select this option

8. Click **OK** to print.

Follow the instructions displayed on your screen when prompted to reload the paper.



book binding



tablet binding

9. Click **Continue** when the paper is properly reloaded.

printing guidelines

- Print two-sided documents using one of the following methods:
 - Attach the Rear Access Door for manual two-sided printing.
 - Attach the Automatic Two-Sided Printing Module for automatic two-sided printing.
- The printer automatically prints odd-numbered pages first. Once the odd-numbered pages are printed, a message appears prompting you to reload the paper to print the even-numbered pages.



For best results use HP products.

See also:

[automatic two-sided printing module](#)

special features

- **Bluetooth wireless communications feature**
- **infrared printing feature**
- **automatic two-sided printing module**
- **automatic paper-type sensor**

Bluetooth wireless communications feature

For more information about your printer's Bluetooth wireless communications feature, visit HP's Website at www.hp.com. Click **drivers**, type **995c** in the **enter product name and number** box, then press **Enter**.

infrared printing feature

using infrared printing with a PowerBook

If your PowerBook is equipped with infrared technology that uses the IrDA protocol, you can establish a wireless TCP/IP or AppleTalk connection. Use one of the following methods to locate instructions for using infrared communication with the PowerBook:

- See the reference guide or instructions that came with the Powerbook.
- Log onto the PowerBook Website or contact customer support.
- Log onto the Infrared Data Association (IrDA) Website at:
<http://www.irda.org>.

printing from a PowerBook

1. Turn on the printer.
2. Locate the infrared lens on the PowerBook.
3. Align the PowerBook's infrared lens with the printer's infrared lens.
The computer should be positioned no more than one meter (three feet) from the printer and within a 30-degree total angle from the printer's infrared lens.
4. Remove any obstacles between the two devices.
The infrared light begins to blink when the devices are correctly aligned.
5. Send the file to print following normal print procedures.
The infrared light on the printer displays a solid beam during the transfer process. When printing is complete, the light begins to blink.



If the PowerBook is moved out of range of the printer's infrared lens at any time during the printing process, the infrared light turns off and the printer stops printing. Realign the devices within 3-30 seconds and the print job will resume.

infrared printing with a Palm Pilot

1. Locate the infrared lens on the Palm Pilot.
2. Align the Palm Pilot's infrared lens with the printer's infrared lens.
The Palm Pilot should be positioned no more than one meter (three feet) from the printer and within a 30-degree total angle from the printer's infrared lens.
3. Remove any obstacles between the Palm Pilot and printer.
4. Do one of the following:
 - Use the **Beam** command to print a single calendar appointment, one or more business cards, to-do list items, or memos.
 - Use the **Print** command to send one or more items such as calendar appointments, email messages, phone lists, or to-do lists to the printer.

The infrared light projects a solid beam on the printer during the information transfer process. When the information transfer is complete, the light turns off.



Printing, rather than beaming, requires a printing program which enhances the appearance of your printed information. Follow the specific procedures provided by the printing program when printing.

infrared printing with an hp photosmart digital camera

1. Locate the infrared lens on the digital camera.
See the camera's operating manual for the location of the infrared lens.
2. Align the camera's infrared lens with the printer's infrared lens.
The camera should be positioned no more than one meter (three feet) from the printer and within a 30-degree total angle from the printer's infrared lens.
3. Remove any obstacles between the camera and printer.
4. Send a photo to print following the normal sending or sharing procedures of the camera. See the camera's operating manual for instructions.
The infrared light projects a solid beam on the printer during the information transfer process. When the information transfer is completed, the light turns off.

For information on using Calibre's PrintConnect Suite with your printer, click [here](#).

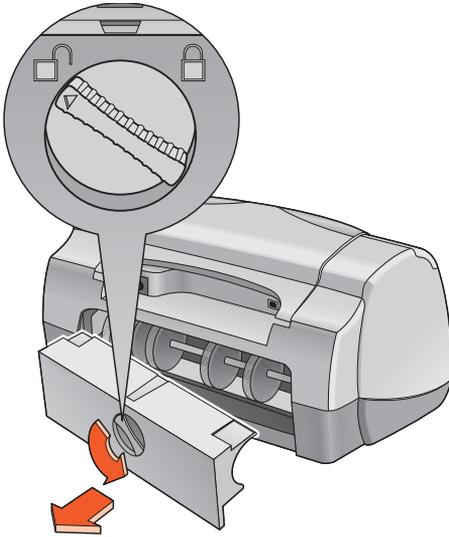
For information on using IS/Complete's IrPrint with your printer, click [here](#).

For information on using HP's JetSend with your printer, click [here](#).

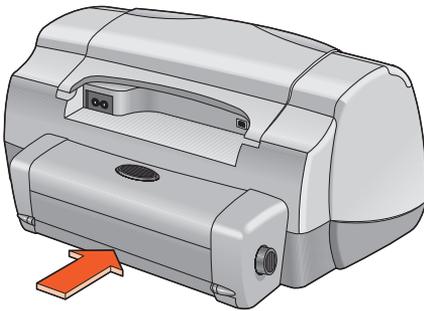
automatic two-sided printing module

installing the automatic two-sided printing module

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



2. Insert the module in the back of the printer.



preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Place one of the following paper types in the tray:
 - hp plain paper
 - hp bright white inkjet paper
 - hp premium inkjet heavyweight paper
 - hp textured greeting card paper
 - hp professional brochure paper, glossy or matte
 - hp premium plus photo paper, glossy or matte



Not all paper types, weights, and sizes can be used with the Automatic Two-Sided Printing Module. Use one of the paper types listed above when using the Automatic Two-Sided Printing Module.

4. Push the paper forward until it stops.
5. Slide the paper guides snugly against the edges of the paper and push in the In tray.

printing with the automatic two-sided printing module

1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size**: Appropriate size
 - **Scaling (%)**: Appropriate percentage (100 is the default)
 - **Orientation**: Appropriate orientation
 - **Two-Sided Safe Margins**: Select this option
4. Click **OK**.
5. Click **File** > **Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.

6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type**: Appropriate type
 - **Print Quality**: **Normal**
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet**: **1 (Normal)**
 - **Print Both Sides**: Select this option
 - **Binding**: Appropriate book or tablet style icon
 - **Automatic**: Select this option
8. Click **OK** to print.

The printer pauses while the first side of the printed page dries. Once it is dry, the other side of the page is printed and released into the Out tray.

See also:

[automatic two-sided printing module specifications](#)

automatic paper-type sensor

The Automatic Paper-Type Sensor automatically determines the correct paper type for most paper or media placed in the In tray. This feature, particularly when using HP paper and media, provides the best printing results.

using the automatic paper-type sensor

1. Open the file you want to print.

2. Click **File** > **Print**.

The hp deskjet 9xx screen appears displaying the General option screen. Click the arrows in the General field to select the following options.

3. Select **Paper Type/Quality**, then choose the following:

- **Paper Type: Automatic**
- **Print Quality: Normal** or appropriate option

4. Click **OK** to print.

A blue optical sensor light scans the first page one or more times to determine the best paper type setting. Once determined, the page is printed.



The Automatic Paper-Type Sensor works best with HP media so your printer can quickly select the appropriate paper type.

turning off the automatic paper-type sensor

1. Open the file you want to print.
2. Click **File** > **Print**.
The hp deskjet 9xx screen appears displaying the General option screen.
Click the arrows in the General field to select the necessary options.
3. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type**: Any paper type *other than* Automatic
 - **Print Quality**: **Normal** or appropriate option
4. Click **OK** to print.

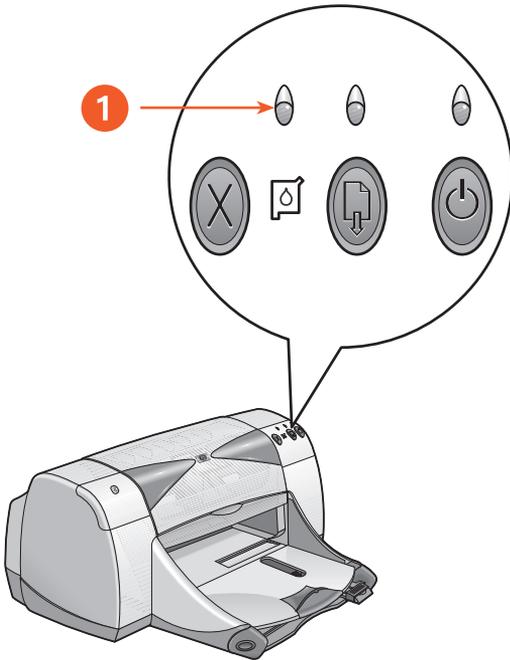
product maintenance

- print cartridge status light
- replacing print cartridges
- automatically cleaning print cartridges
- manually cleaning print cartridges
- cleaning the printer case
- refilling print cartridges
- maintaining print cartridges
- print cartridge part numbers
- using the hp deskjet utility

print cartridge status light

understanding the print cartridge status light

The Print Cartridge Status light flashes when one or both of the print cartridges are low on ink, improperly installed, or malfunctioning. This light also flashes if the wrong print cartridge type is used.

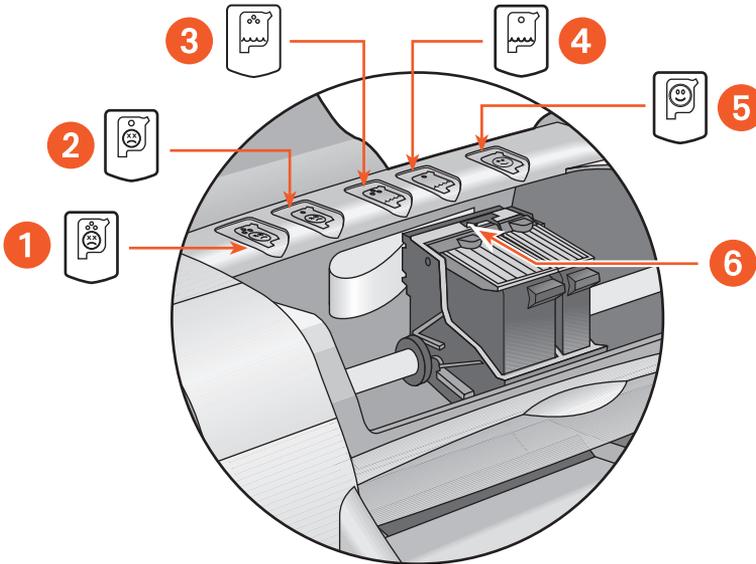


1. Print Cartridge Status light

If the ink level is low in a print cartridge, the Print Cartridge Status light stops flashing when the printer's top cover is opened. If the problem is not related to low ink, the light continues to flash after the cover is opened.

checking the print cartridge status

Open the printer's top cover when the Print Cartridge Status light flashes. The yellow arrow on the print cartridge cradle points to one of five Print Cartridge Status icons revealing the exact nature of the problem.



1. tri-color cartridge problem icon
2. black cartridge problem icon
3. tri-color cartridge low-ink icon
4. black cartridge low-ink icon
5. cartridges OK icon
6. yellow indicator arrow

troubleshooting problems with the color or black print cartridge

If the yellow arrow points to a print cartridge problem icon, the print cartridge is either missing, improperly installed, defective, or is the wrong print cartridge for the printer. To correct the problem:

1. Insert the proper print cartridge if one is missing.
The printer needs both a black print cartridge and a color print cartridge.
2. Remove and reinsert the print cartridge if both print cartridges are installed.
3. Verify that the correct print cartridges are installed if there is still a problem.
4. Replace the cartridges if the problem persists.

solving problems with low ink

If the arrow points to the color or the black low ink icon, replace the relevant print cartridge.

verifying that the problem is solved

If the arrow points to the print cartridge OK icon, both print cartridges are operational and the problem is solved.

replacing print cartridges

Before buying replacement print cartridges, verify the correct part numbers.

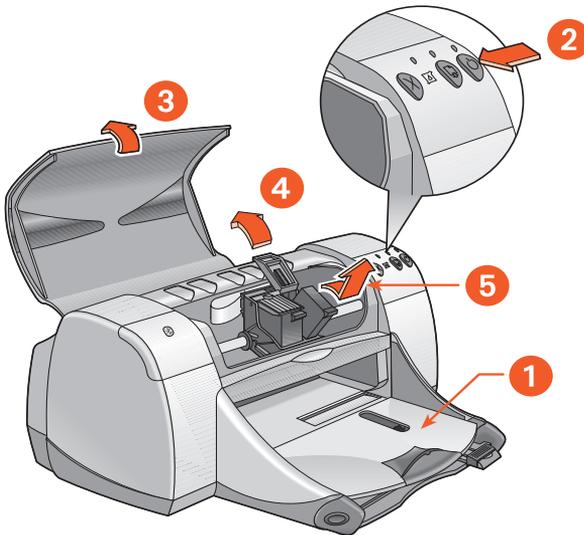
When a print cartridge is empty, leave the empty print cartridge in the print cartridge cradle until it is replaced. The printer requires both print cartridges.



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

To replace a print cartridge:

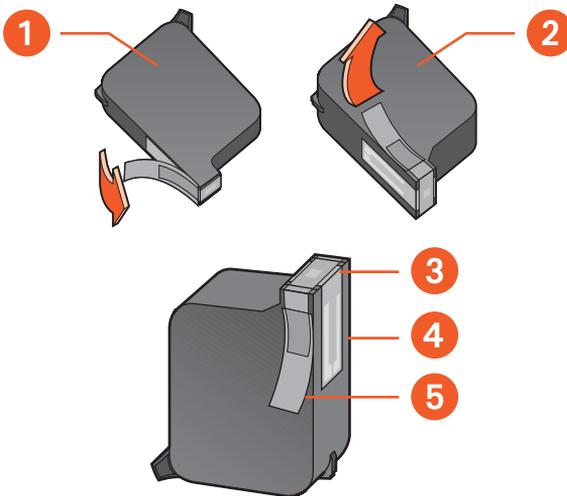
1. Verify that the Out tray is down.
2. Press the **Power** button to turn on the printer.
3. Open the top cover.
The cradle moves to the center of the printer.
4. Raise the cradle latch.
5. Lift the print cartridge out of the print cartridge cradle and discard it.



1. Out tray (in down position)
2. press Power button
3. open top cover
4. raise cradle latch
5. lift out cartridge

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

Caution! Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. In addition, do not remove the copper strips. They are required electrical contacts.



1. black cartridge 2. tri-color cartridge 3. ink nozzles
4. copper contacts—do not touch or remove the copper contacts
5. protective vinyl tape—remove only the protective vinyl tape
7. Holding the print cartridge vertically with the copper contacts facing the rear of the printer, push the print cartridge down into the cradle.

8. Secure the cradle latch.

You hear a click when the latch is fully secured.

9. Close the top cover.

- A calibration page prints. The printer generates a calibration page to test print quality each time a print cartridge is installed.
- If you are in the middle of printing and stop to change a print cartridge, the calibration page prints after the print job is complete.

If the Print Cartridge Status light continues to blink after installing a new print cartridge, check the part number on the cartridge to confirm that the correct cartridge is installed.

See also:

[print cartridge part numbers](#)

automatically cleaning print cartridges

If your printed pages are missing lines or dots, or if they contain ink streaks, the print cartridges need to be cleaned.

Print cartridges are cleaned automatically using the following procedure:

1. Click **Macintosh HD** > **Utilities** > **hp deskjet** > **hp deskjet utility**.
2. Select the **Clean** panel, then click the **Clean** button.

Follow the on-screen directions.

If your printouts are still missing lines or dots after cleaning, the ink level may be low in one or both of the print cartridges. If so, one or both print cartridges may need to be replaced.

If ink streaks still appear on your printouts after cleaning, the print cartridges and print cartridge cradle may need to be cleaned manually.



Only clean print cartridges when it is necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.

See also:

[using the hp deskjet utility](#)

[replacing print cartridges](#)

[cleaning the printer case](#)

manually cleaning print cartridges

If the printer is used in a dusty environment, a small amount of debris may accumulate inside the case. Debris can include dust, hair, carpet, or clothing fibers. When it gets on the print cartridges and cradle, it can cause ink streaks and smudges on printed pages. Ink streaking is easily corrected by manually cleaning the cartridges and cradle.

gathering cleaning supplies

You will need the following items to clean the print cartridges and cradle:

- Distilled or bottled water. Tap water contains contaminants that damage print cartridges.
- Cotton swabs or other soft, lint-free material that will not stick to the cartridges.

Be careful not to get ink on your hands or clothing as you clean.

preparing to clean

Remove the print cartridges from the printer before cleaning.

1. Press the **Power** button to turn on the printer, then raise the top cover. The print cartridges move to the center of the printer.
2. Disconnect the power cord from the back of the printer.
3. Remove the print cartridges and place them on a piece of paper with the ink nozzle plate facing up.

See the illustration in “cleaning the print cartridges and print cartridge cradle” for the location of the ink nozzle plate.

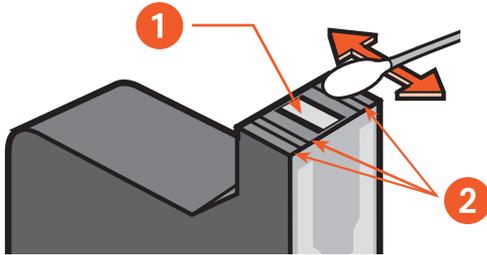
Do not leave the cartridges outside the printer for more than 30 minutes.

Caution! Do not touch the print cartridge ink nozzles or copper contacts. Do not remove the copper strips.

cleaning the print cartridges and print cartridge cradle

1. Dip the end of a clean cotton swab into the distilled water and remove any excess water.
2. Clean the face and edges of the first print cartridge with the swab, as shown in the following illustration.

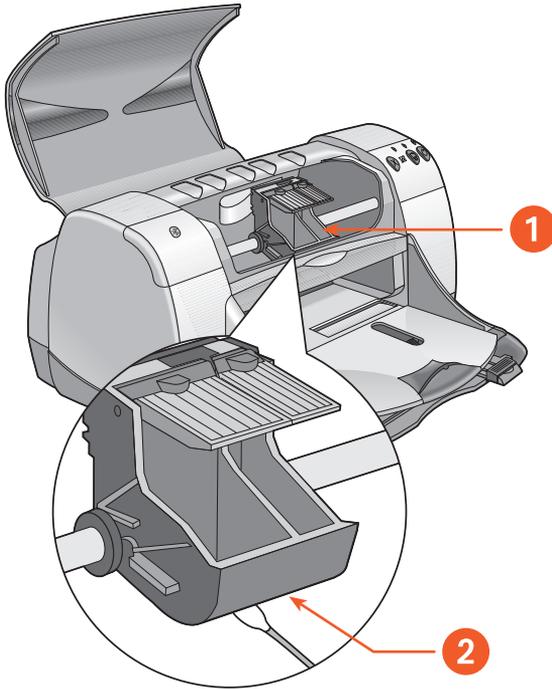
Do Not wipe the nozzle plate.



1. nozzle plate 2. clean these areas

3. Inspect the face and edges of the print cartridge for fibers. Repeat steps 1 and 2 above if fibers are still present.
4. Repeat the cleaning process for the other print cartridge.

5. Wipe the underside of the print cartridge cradle walls using clean, moistened cotton swabs.
Repeat this process until no ink residue appears on a clean swab.



1. print cartridge cradle 2. cradle wall

6. Reinsert the print cartridges and close the printer's top cover.
7. Reconnect the power cord to the back of the printer.
8. Print a test page.
 - a. Click **Macintosh HD > Utilities > hp deskjet > hp deskjet utility**.
 - b. Select the **Test** panel, then click the **Test** button.
9. Repeat the cleaning procedure if smeared ink still appears on the printouts.

See also:

[using the hp deskjet utility](#)

cleaning the printer case

The printer ejects ink onto paper in a fine mist, and small amounts of ink may be deposited on the printer case over time. Follow these guidelines when cleaning the outside of the printer:

- Use a soft damp cloth to remove dust, smudges, stains, and spilled ink from the printer case exterior. Use water only. Do not use household cleaners or detergents.
- Do not clean the printer's interior. Keep all liquids away from the interior.
- Do not lubricate the rod on which the print cartridge cradle moves. It is normal to hear noise as the cradle moves back and forth on the rod when the printer is new. The noise decreases with use.



The printer should be handled and stored in an upright, level position for maximum performance and reliability.

refilling print cartridges

Do not refill HP print cartridges. Refilling print cartridges causes the electronic and mechanical components of the print cartridge to exceed their normal life cycle. It also creates many potential problems, such as:

- **Poor print quality.** Non-HP inks can contain elements that clog the cartridge nozzles and cause inconsistent print quality. Non-HP inks can also contain elements that corrode the cartridges' electrical components, resulting in poor printouts.
- **Potential damage.** Ink from a refilled cartridge can leak onto the electrical components in the printer. This can cause severe printer damage, resulting in downtime and repair costs.

Caution! Damage that results from modifying or refilling HP print cartridges is specifically excluded from the HP printer's warranty coverage.

To get the best performance from your printer use only genuine, factory-filled HP print cartridges.

See also:

[print cartridge part numbers](#)

maintaining print cartridges

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperature (60–78 degrees F or 15.6–26.6 degrees C).
- If print cartridges have been removed from their sealed packages and not used, store the cartridges in an airtight plastic container. Store print cartridges with the nozzle-side up. Do not allow anything to touch the nozzles.
- If the vinyl tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape will damage the print cartridge.
- Once print cartridges are installed in the printer, leave them in the print cartridge cradle unless they are being manually cleaned. This prevents ink from evaporating or clogging the print cartridges.

Caution! Do not unplug the printer until printing is complete, the print cartridge cradle returns to the home position on the right side of the printer, and the printer has been turned off. Print cartridges dry out if not stored in the home position.

print cartridge part numbers

When replacing print cartridges for the HP Deskjet 9xx series printer, buy print cartridges with the following part numbers:

- **Black:** HP 516**45**A Series or HP No. 45
- **Tri-color:** HP C65**78**D Series or HP No. 78
- **Large Tri-color:** HP C65**78**A Series or HP No. 78

using the hp deskjet utility

The HP Deskjet Utility provides options which affect printing style and output. It contains a number of useful tools to calibrate the printer, clean the print cartridges, print a test page, and find Website support information.

accessing the hp deskjet utility

1. Locate the Macintosh HD icon on the desktop.
2. Click **Macintosh HD** > **Utilities** > **hp deskjet** > **hp deskjet utility**.

viewing the hp deskjet utility panels

There are seven panels on the Utility screen. Select the panels to view the options available:

- The WOW! panel allows you to print a sample page to view the output quality of the printer.
- The Ink Level panel verifies the ink levels in the print cartridges.
- The Test panel allows you to print a test page.
- The Clean panel allows you to clean the print cartridges when your printed output is streaked or poor.
- The Calibrate panel aligns the print cartridges to improve print quality.
- The Support panel provides a Website address where you can find information about HP products and supplies, and support for the HP product you are using.
- The Register panel allows you to access the HP Website to register your HP Deskjet printer.

solve a problem

- **printer lights are flashing**
- **printer is not printing**
- **printer is too slow**
- **problems with printouts**
- **problems with the infrared printing feature**
- **problems with the automatic two-sided printing module**
- **problems with the automatic paper-type sensor**
- **problems with the Bluetooth wireless communications feature**

printer lights are flashing

Flashing lights indicate the printer status.

power light is flashing

The printer may be receiving data and is preparing to print. The light stops flashing when the printer has finished receiving data.

resume light is flashing

printer may be out of paper

1. Place paper in the In tray.
2. Press the **Resume** button on the front of the printer.

a paper jam may occur when the rear access door is used

1. Remove the paper from the In and Out trays.
2. Press the **Resume** button.
If you are printing labels, verify that a label is not stuck inside the printer.
3. Print the document if the paper jam is cleared.
If the paper jam is not clear, proceed to step 4.
4. Open and remove the Rear Access Door by turning the latch to the left.
5. Remove the paper jam from the printer.
6. Replace and close the Rear Access Door.
7. Press the **Resume** button.

manually printing the first side of a two-sided document

1. Follow the onscreen instructions for inserting the paper to print the second side.
2. Press the **Resume** button.

print cartridge light is flashing

- The top cover is open. Close the top cover.
- There may be a problem with one of the print cartridges.

all lights are flashing

The printer may need to be restarted.

1. Press the **Power** button to turn off the printer.
2. Press the **Power** button to turn on the printer.
Proceed to step 3 if the lights continue to flash.
3. Press the **Power** button to turn off the printer.
4. Disconnect the printer from the power source.
5. Reconnect the printer to the power source.
6. Press the **Power** button to turn on the printer.

Bluetooth wireless communications light

For more information about your printer's Bluetooth wireless communications feature, visit HP's Website at www.hp.com. Click **drivers**, type **995c** in the **enter product name and number** box, then press **Enter**.

See also:

[print cartridge status light](#)

If you continue to have problems, contact **HP Customer Care**.

printer is not printing

paper does not come out of the printer

Follow these instructions to correct the problem.

check the printer

Verify the following:

1. The printer is connected to the power source.
2. The cable connections are secure.
3. The printer is turned on.
4. The media is correctly placed in the In tray.
5. The printer's top cover is closed.
6. The Rear Access Door is attached.

check the printer lights

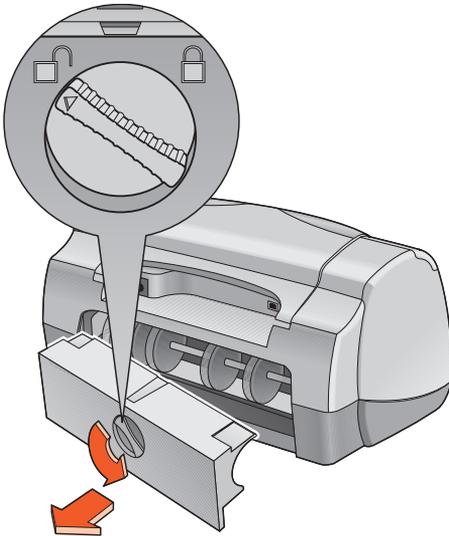
1. If the **Print Cartridge Status** light is blinking, lift the printer cover to verify that the print cartridges are properly installed.
2. If the **Power** light is blinking, the printer is in the process of printing.
3. If the **Resume** light is blinking, press the **Resume** button.

reinstall the printer software

See the *quick start* setup poster for more information.

paper jams when using the rear access door

1. Remove the paper from the In and Out trays.
2. Press the **Resume** button on the front of the printer.
3. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.
4. Print the document if the paper jam is cleared.
Proceed to step 5 if the paper jam is not cleared.
5. Open the Rear Access Door by turning the latch counter-clockwise, then remove the door.



6. Remove the paper jam, then replace the Rear Access Door.
7. Print the document.

printer does not turn on

The printer may have drawn too much power.

1. Disconnect the power cord from the printer.
2. Wait approximately 10 seconds.
3. Reconnect the power cord to the printer.
4. Press the **Power** button to turn on the printer.

See also:

[printing with the hp deskjet printer](#)

If you continue to have problems, contact **HP Customer Care**.

printer is too slow

The print speed and overall performance of the printer can be affected by several variables.

computer does not meet system requirements

1. Verify the computer's RAM and processor speed.
See *product specifications* for more information.
2. Close all unnecessary software programs.
Too many software programs may be running at the same time.
3. Increase space on the hard drive.
If your computer has less than 100 MB available on the hard drive, the printer processing time will be longer. See the manual that came with your computer regarding how to manage space on the computer's hard drive.

printer software is outdated

1. Verify the printer driver being used.
2. Log onto HP's Website to download the most recent software updates for the printer. See the *quick reference guide* for Website information.

complex documents, graphics, or photographs are printing

You are printing a complex document. Documents containing graphics or photographs print slower than text documents.

conflicting USB cable connections

A printing conflict may arise when the printer and several USB devices are attached to a hub. Do one of the following to solve the conflict:

- Attach the printer's USB cable directly to the computer instead of a hub
- When the printer is attached to a hub, do not use other USB devices also attached to the hub while printing

automatic paper type option is enabled

When the Automatic option is enabled, the printer takes a few seconds to scan the first page of the print job. This is done to determine the appropriate paper type. To increase the print speed, turn off the Automatic Paper-Type Sensor.

See also:

[printing with the hp deskjet printer](#)

[using the hp deskjet utility](#)

[product specifications for the hp deskjet 995c series printer](#)

[automatic paper-type sensor](#)

If you continue to have problems, contact **HP Customer Care**.

problems with printouts

blank pages print

The printer may process pages containing no text or images if:

- One or both print cartridges is empty
- The vinyl tape is not removed from the print cartridge
- A fax is being printed

check the print cartridges

1. Raise the printer's top cover to view the Print Cartridge Status icons.
2. Replace the print cartridge if it is empty.
3. Remove the protective piece of vinyl tape if it is still attached to the print cartridge.

save a facsimile (fax) file in graphic format

1. Save the fax in a graphic format with a .tiff file name extension.
2. Copy and insert the graphic into a word processing document.
3. Save the document.
4. Print the document in the word processing program.

document prints off-center or at an angle

1. Verify that the paper is correctly placed in the In tray.
2. Verify that the paper guides fit snugly against the paper.
3. Reprint the document.

parts of the document are missing or printed in the wrong place

Follow these instructions to reset paper orientation, page size, print margins, and other options:

1. Open the file you want to print.
2. Click **File** > **Page Setup**.
3. Select the following options:
 - **Page Size**: Appropriate size (select **Edit Custom Paper Sizes** to verify that margins are set within the printable area)
 - **Scaling (%)**: Appropriate percentage (verify that text and graphics are correctly scaled)
 - **Orientation**: Appropriate orientation
4. Click **OK**.
5. Click **File** > **Print**.

The hp deskjet 9xx series screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.

6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type**: Appropriate type
 - **Print Quality**: Appropriate quality
7. Select **Layout**, then choose the following:
 - **Pages Per Sheet**: **1 (Normal)**
 - **Print Both Sides**: Unchecked
8. Click **OK** to print.

printout does not reflect new print settings

The printer's default settings may differ from the software application's print settings. Select the appropriate print settings within the application.

print quality is poor

Use one or more of the following methods to improve print quality:

1. Verify the print cartridge status and replace empty print cartridges.
2. Use media designed for HP Deskjet printers to improve print quality.
3. Verify that media is loaded correctly with the print side down.
4. Verify that you have selected the correct paper type and quality in the Paper Type/Quality option on the Page Setup screen.
5. Select **Normal** or **Best**, rather than Draft, in the Paper Type/Quality option in the Page Setup screen.
6. Align the print cartridges. Select the **Calibrate** panel on the hp deskjet utility screen, then click the **Align** button.
7. Decrease ink density or drying time.
 - a. Click **File > Print > Paper Type/Quality**.
 - b. Click the **Ink** tab.
 - c. Use the sliders to adjust ink density and ink dry time.

photos are not printing correctly

1. Confirm that the photo media is placed in the In tray with the print side down.
2. Push the photo media forward until it stops.
3. Slide the paper guides snugly against the photo media and push the tray forward until it stops.
4. Open the file you want to print.
5. Click **File > Print**.

The hp deskjet 9xx series screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.

6. Select **Paper Type/Quality**, then choose the following:
 - **Paper Type**: Appropriate hp photo paper
 - **Print Quality**: **Best**, then select **High Resolution Photo** for better print quality
7. Click **OK** to print.

banners are not printing correctly

1. Verify that the Out tray is raised.
2. Verify that either **A4 Letter Banner** or **US Letter Banner** is selected on the hp deskjet 9xx Page Setup screen.
3. Verify the paper position and type:
 - Unfold and refold the paper when several sheets feed into the printer at once.
 - Confirm that the unattached edge of the banner paper stack is facing the printer.
 - Verify that the correct paper for banner printing is used.
4. Confirm that the printer software is operating correctly if gaps appear on the ends of the sheets when printing.

See also:

[replacing print cartridges](#)

[minimum printing margins](#)

If you continue to have problems, contact **HP Customer Care**.

problems with the infrared printing feature

connection cannot be established or printer is taking too long to print

Correct the problem by performing one or more of these options:

- Follow the instructions that came with the PowerBook to configure it for infrared printing.
- Verify that the device is IrDA compliant. Look for an IrDA symbol on the device or see the user's guide for information.
- Verify that no bright light is shining directly into either infrared lens.
- Position the device no more than one meter (three feet) from the printer. Align it within a 30-degree total angle from the printer's infrared lens, then verify the following:
 - The device and printer are correctly aligned.
 - The path between the two infrared devices is clear of obstacles.
 - The devices' infrared lenses are clean and free of dirt and grease.

infrared light is flashing

The flashing infrared light is not a signal that something is wrong with the infrared print feature. It confirms that a connection has been established between the printer and the laptop or notebook.

printer stopped printing

If the device is moved out of range of the printer's infrared lens, the infrared light turns off and the printer stops printing. Realign both devices within 30 seconds and the print job will resume.

printer prints only a single calendar appointment

The Palm Pilot may not have an enhanced printing application installed. You must install an enhanced printing application to print more than one calendar appointment at a time.



An enhanced printing application may not be available in your region.

See also:

[infrared printing feature](#)

If you continue to have problems, contact **HP Customer Care**.

problems with the automatic two-sided printing module

binding margin is in the wrong place

You may have chosen an incorrect paper orientation or binding margin.

1. Click **File** > **Page Setup**.
2. Select the following options:
 - **Orientation**: Appropriate orientation
 - **Two-Sided Safe Margins**: Select this option
3. Click **OK**.
4. Click **File** > **Print**.
The hp deskjet 9xx series screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
5. Select **Layout**, then select the appropriate binding style icon for the document you are printing.
6. Click **OK** to print.

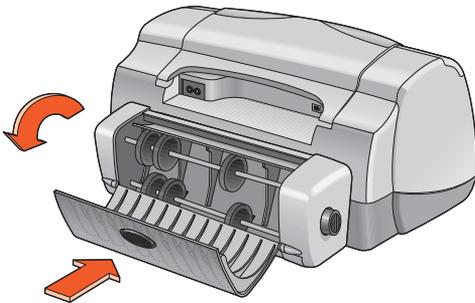
no page prints

The Rear Access Door or the Automatic Two-Sided Printing Module may not be attached.

1. Attach either the Rear Access Door or the Automatic Two-Sided Printing Module to the back of the printer.
2. Reprint the document.

paper jams occur inside the automatic two-sided printing module

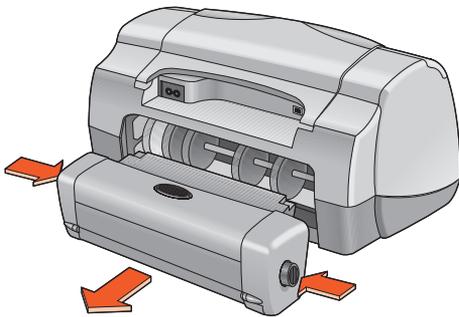
1. Remove the paper from the In and Out trays.
2. Press the **Resume** button on the front of the printer.
Proceed to step 3 if the paper jam is not cleared.
3. Turn off the printer.
4. Press the button on top of the Automatic Two-Sided Printing Module and lower the Rear Access Door.



5. Remove the paper jam from the module and close the Rear Access Door.
6. Turn on the printer.
7. Reprint the document.

paper jams occur in the printer when the automatic two-sided printing module is attached

1. Remove the paper from the In and Out trays.
2. Press the **Resume** button on the front of the printer.
Proceed to step 3 if the paper jam is not cleared.
3. Turn off the printer.
4. Simultaneously press the release buttons located on each side of the Automatic Two-Sided Printing Module.
5. Remove the module.



6. Remove the paper jam and replace the module.
See the *quick start* setup poster for instructions on installing the Automatic Two-Sided Printing Module.
7. Turn on the printer.
8. Reprint the document.

automatic option for two-sided printing cannot be selected in the layout dialog box

The Automatic Two-Sided Printing Module may not be enabled.

1. Click **File** > **Page Setup**.
2. Select the **Two-Sided Safe Margins** option.
3. Click **OK**.
4. Click **File** > **Print**.

The hp deskjet 9xx series screen appears displaying the General option screen. Click the arrows in the General field to select the following options.

5. Select **Layout**, then choose the following:
 - **Print Both Sides**: Select this option
 - **Binding**: Appropriate book or tablet style icon
6. Make other formatting selections, if appropriate, then click **Print**.

only one side of the page prints when the automatic two-sided printing option is selected

Use the following solutions:

- Verify that you have selected the Automatic option in Layout.
- Detach, then reattach the Automatic Two-Sided Printing Module.
- Print the document using the manual two-sided printing feature.
- Use a media type supported by the Automatic Two-Sided Printing Module.
- Use a media size supported by the Automatic Two-Sided Printing Module.
- Turn on Background Printing.

See also:

[automatic two-sided printing module](#)

[manual two-sided printing](#)

If you continue to have problems, contact **HP Customer Care**.

problems with the automatic paper-type sensor

print quality is different when the automatic option is selected

The print quality is automatically set to Normal when the Automatic Paper-Type option is selected. The print quality may improve when a specific paper type is selected. Follow these instructions to select a specific paper type:

1. Open the file you want to print.
2. Click **File** > **Print**.
The hp deskjet 9xx series screen appears displaying the General option screen. Click the arrows in the General field to select the necessary options.
3. Select **Paper Type/Quality**, then choose any type *other than* Automatic in the **Paper Type** option.
4. Click **OK** to print.

optimal paper mode is not used when the automatic option is selected

1. Verify that the paper is free of scratches or wrinkles.
The Automatic Paper-Type Sensor is less accurate if the paper is damaged.
2. Manually select the appropriate paper type.
The Automatic Paper-Type Sensor sets the paper type to Plain Paper if you are using one of these media types:
 - Letterhead paper
 - Stationary that has a printed pattern on the top edge of the paper
 - Dark colored paper
 - Paper containing metallic fibers

printer ejects the paper

The printer may have been placed in direct sunlight which can affect the Automatic Paper-Type Sensor. Move the printer away from direct sunlight.

See also:

[automatic paper-type sensor](#)

If you continue to have problems, contact **HP Customer Care**.

problems with the Bluetooth wireless communications feature

For more information about your printer's Bluetooth wireless communications feature, visit HP's Website at www.hp.com. Click **drivers**, type **995c** in the **enter product name and number** box, then press **Enter**.

product specifications

- product specifications for the hp deskjet 995c series printer
- Bluetooth wireless communications feature specifications
- infrared printing specifications
- automatic two-sided printing module specifications
- minimum printing margins
- system requirements

product specifications for the hp deskjet 995c series printer

hp deskjet 995c model no. C8925A

black text print speed

Draft: Up to 17 pages per minute

mixed text with color graphics print speed

Draft: Up to 13 pages per minute

black truetype text resolution (depending on paper type)

Draft: 300 x 300 dpi

Normal: 600 x 600 dpi

Best: 600 x 600 dpi

color resolution (depending on paper type)

Draft: 300 x 300 dpi + PhotoREt

Normal: 600 x 600 dpi + PhotoREt

Best: 600 x 600 dpi + PhotoREt

photo paper printing resolution

PhotoREt: 2400 x 1200 dpi

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

duty cycle

5,000 pages per month

memory

8MB built-in RAM

buttons/lights

Cancel button

Print cartridge status light

Resume button and light

Power button and light

Infrared light

Bluetooth wireless communications light. (Visit HP's Website for information about the printer's Bluetooth wireless communications feature.)

I/O interface

Universal Serial Bus (USB) version 2.0 fullspeed

IrDA version 1.1, 4 MBps

Bluetooth wireless communications. (Visit HP's Website for information about the printer's Bluetooth wireless communications feature.)

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 lb) without print cartridges

operating environment

Maximum operating conditions:

Temperature: 41 to 104 degree F, 5 to 40 degrees C
Humidity: 15 to 80 percent RH non-condensing

Recommended operating conditions for best print quality:

Temperature: 59 to 95 degrees F or 15 to 35 degrees C
Humidity: 20 to 80 percent RH non-condensing

Storage conditions:

Temperature: -40 to 140 degrees F, -40 to 60 degrees 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 ($\pm 10\%$)
Input frequency: 50/60 Hz (+3 Hz)
Accommodates the worldwide range of AC line voltages and frequencies.

declared noise emissions in accordance with ISO 9296

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

6.0 dB in normal mode

Sound pressure level, LpAm (bystander positions):

49 dB in normal mode

alignment

Skew:

$\pm .152$ mm/mm (.006 in/in) on plain paper
 $\pm .254$ mm/mm (.010 in/in) on hp transparency films

media weight

Paper:

U.S. Letter: 60 to 90 g/m² (16 to 24 lb)

Legal: 75 to 90 g/m² (20 to 24 lb)

Envelopes: 75 to 90 g/m² (20 to 24 lb)

Cards: Up to 200 g/m² (110 lb index max)

Banner paper: 60 to 90 g/m² (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: up to 50 sheets

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)

Length: 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: 220 x 110 mm

C6: 114 x 162 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)

AG: 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)

print cartridge part numbers

Black: HP 516**45**A Series or HP No. 45

Tri-color: HP C65**78**D Series or HP No. 78

Large Tri-color: HP C65**78**A Series or HP No. 78

Bluetooth wireless communications feature specifications

For more information about your printer's Bluetooth wireless communications feature, visit HP's Website at www.hp.com. Click **drivers**, type **995c** in the **enter product name and number** box, then press **Enter**.

infrared printing specifications

range

1 meter (3 feet)
30 degree cones

supported operating systems

Some operating systems supported by infrared technology include:

- MacOS version 8.6
- Palm

supported devices

Some of the devices supported by infrared technology include:

- PowerBook computers with infrared capability
- Some personal digital assistants (including the Palm product line)
- Digital cameras with infrared capability
- Cellular phones 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

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

6.1 dB in normal mode

Sound pressure level, LpAm (bystander positions):

48 dB in normal mode

media weight

U.S. Letter and A4 paper: 60 to 90 g/m² (16 to 24 lb)

Cards: up to 160 g/m² (90 lb index maximum)

minimum printing margins

Letter and Executive:

Left and right margins 6.4 mm (0.25 in)

Top and bottom margins 11.7 mm (0.46 in)

A4:

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 3.17 mm (0.125 in)

Top and bottom margins 11.7 mm (0.46 in)

media size

Paper:

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

Executive 184 x 279 mm (7.25 x 10.5 in)

A4 210 x 297 mm

A5 148 x 210 mm

B5 182 x 257 mm

Cards:

127 x 203 mm (5 x 8 in)

User Defined Size:

Minimum

100 mm x 148 mm (3.94 x 5.83 in)

Maximum

216 mm x 297 mm (8.5 x 11.7 in)

media type

HP plain paper or 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) C7006A

HP premium inkjet heavyweight paper:

A4-size, 100 sheets C1853A

HP felt-textured greeting card paper, ivory/half-fold:

Letter-size, 20 sheets and 20 envelopes C6828A

HP professional brochure & flyer paper, two-sided gloss:

Letter-size, 50 sheets C6817A

A4-size, 50 sheets (Europe) C6816A

A4-size, 50 sheets (Asia) C6819A

HP professional brochure & flyer paper, two-sided, matte finish:

Letter-size, 50 sheets C6955A

minimum printing margins

See the printing margin settings for the following media types:

A4 paper

Left and Right Margins: 3.4 mm (0.134 in)

Top Margin: 1.8 mm (0.07 in)

Bottom Margin: 11.7 mm (0.46 in)

letter, legal, and executive paper

Left and Right Margins: 6.4 mm (0.25 in)

Top Margin: 1.8 mm (0.07 in)

Bottom Margin: 11.7 mm (0.46 in)

A5, B5, and user defined paper

Left and Right Margins: 3.2 mm (0.125 in)

Top Margin: 1.8 mm (.07 in)

Bottom Margin: 11.7 mm (0.46 in)

cards (3 x 5 in, 4 x 6, 5 x 8, and A6)

Left and Right Margins: 3.2 mm (0.125 in)

Top Margin: 1.8 mm (0.07 in)

Bottom Margin: 11.7 mm (0.46 in)

Hagaki postcards

Left and Right Margins: 3.2 mm (0.125 in)

Top Margin: 1.8 mm (0.07 in)

Bottom Margin: 11.7 mm (0.46 in)

envelopes

Left and Right Margins: 3.2 mm (0.125 in)

Top Margin: 1.8 mm (0.07 in)

Bottom Margin: 11.7 mm (0.46 in)

banners - A4 (210 x 297 mm [8.27 x 11.7 in])

Left and Right Margins: 3.4 mm (0.134 in)

Top Margin: 0.0 mm (0.00 in)

Bottom Margin: 0.0 mm (0.00 in)

banners - letter (216 x 279 mm [8.5 x 11 in])

Left and Right Margins: 6.4 mm (0.25 in)

Top Margin: 0.0 mm (0.00 in)

Bottom Margin: 0.0 mm (0.00 in)

photo with tear-off tab

Left and Right Margins: 3.2 mm (0.125 in)

Top Margin: 3.2 mm (0.125 in)

Bottom Margin: 3.2 mm (0.125 in)

system requirements

Your computer should meet the following 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

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