



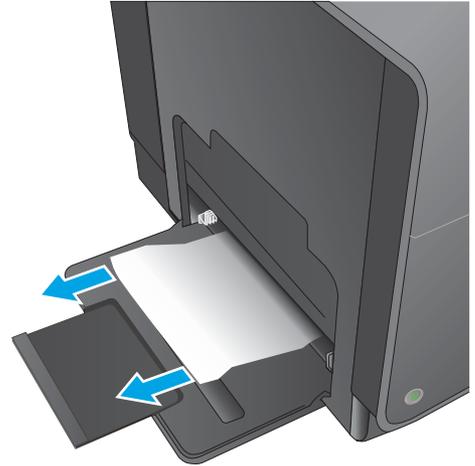
HP OfficeJet Enterprise Color MFP X585



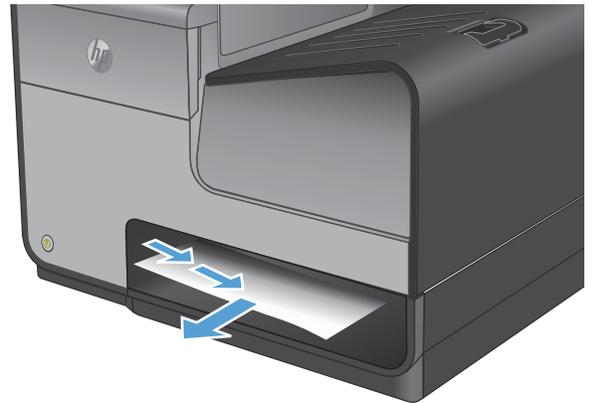
Clear jams in Tray 1 (multipurpose tray)

1. If the jammed sheet is visible and easily accessible in Tray 1, pull it from Tray 1.

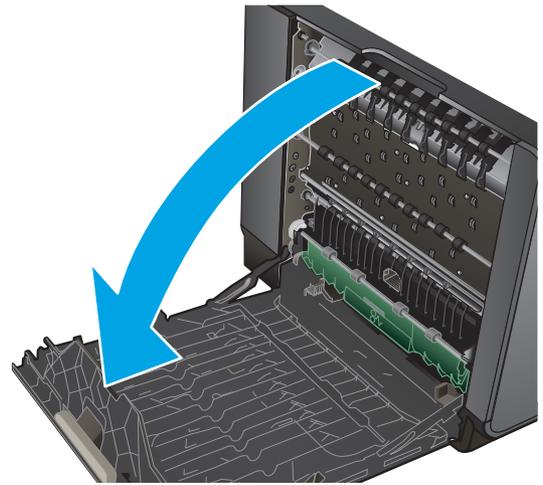
NOTE: If the sheet tears, make sure that all of the fragments are removed before you resume printing.



2. The jammed sheet may also be accessible by removing Tray 2 and removing the jammed sheet by pulling it to the right and then out of the product.

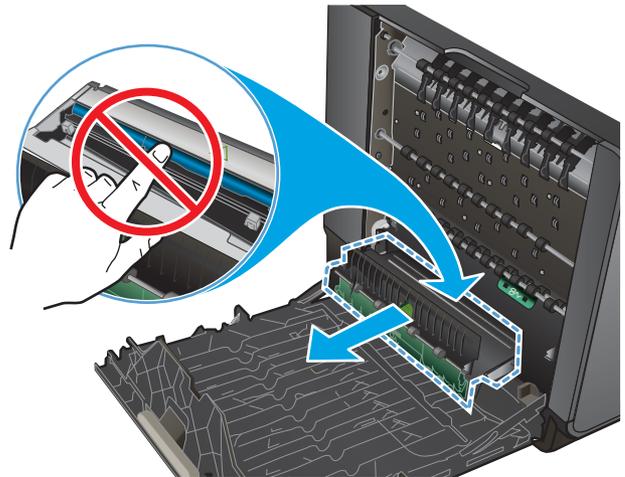


3. If the jammed sheet is not visible or easily accessible in Tray 1, open the left door to access the jammed sheet.

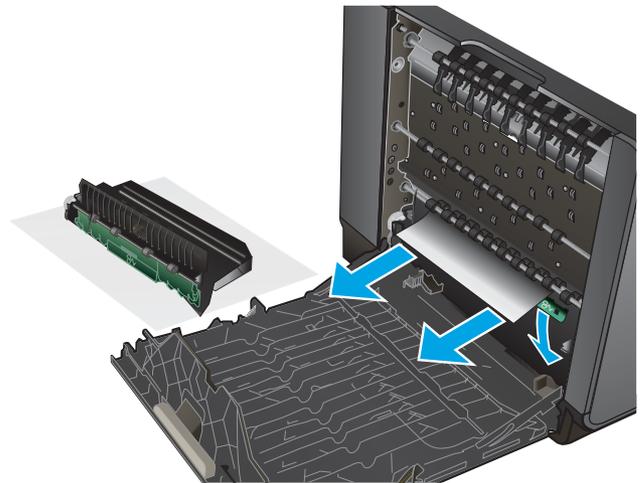


4. If the paper is still not visible or accessible, remove the ink collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent ink spills.

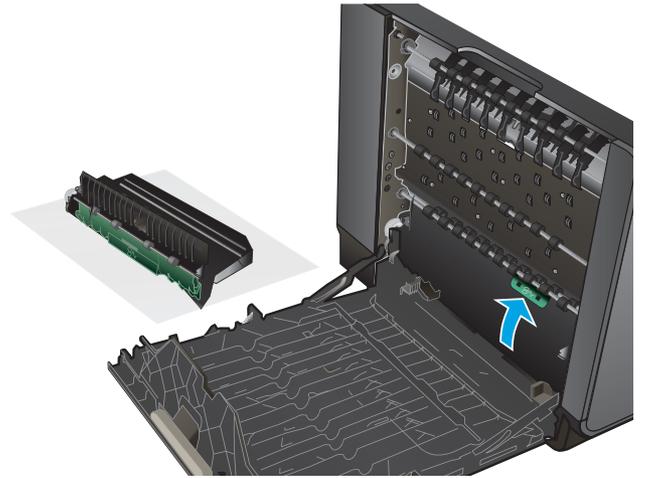
CAUTION: When pulling out the ink collection unit, avoid making direct contact with the black cylinder to prevent ink smear on skin or clothes.



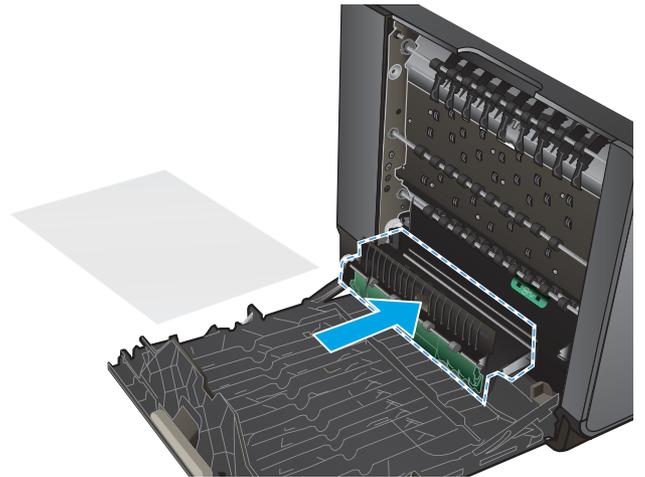
5. Lower the platen by pressing down on the green tab. This will cause the product to try to feed the sheet through the print zone. You may need to gently pull on the sheet if it does not feed. Remove the sheet.



6. Lift the green tab to place the platen back into its operating position.



7. Reinstall the ink collection unit.



8. Close the left door.

