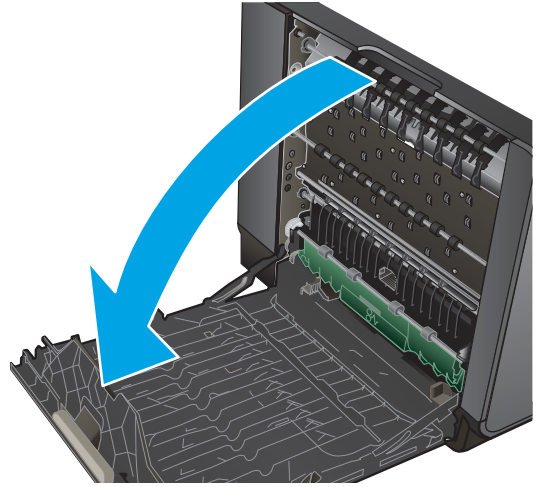# HP OfficeJet Enterprise Color MFP X585
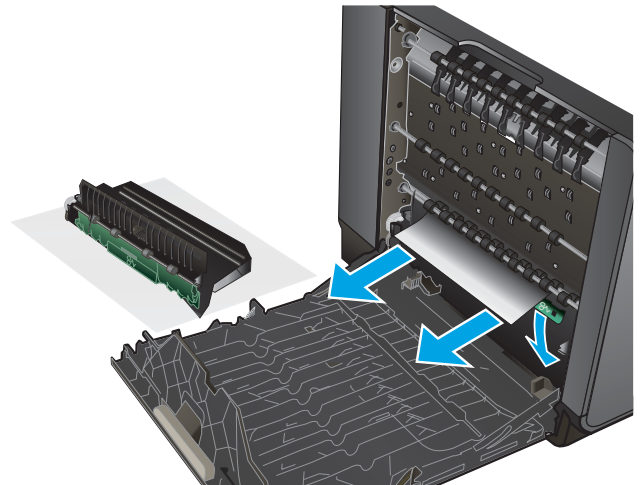
Clear jams in the ink collection unit area
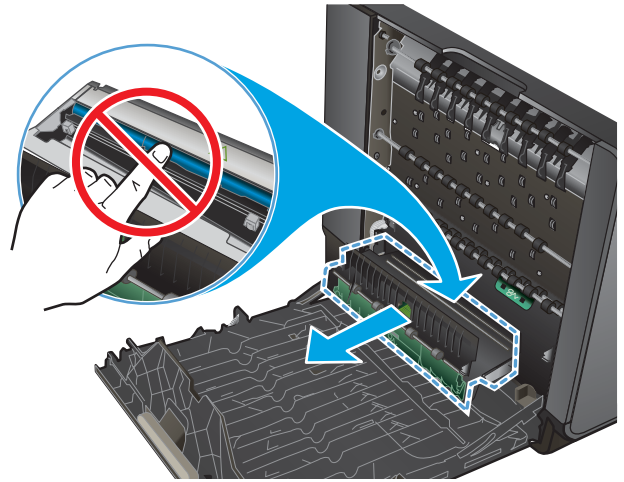
1. Open the left door.

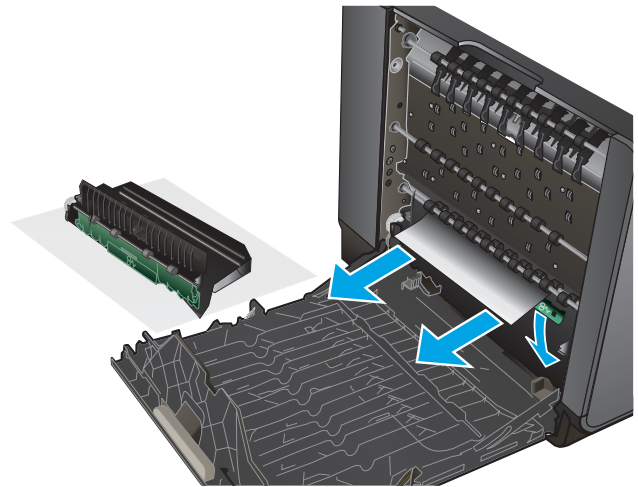**2.** If you can see the trailing edge of the sheet, remove the sheet from the product.

3. If the paper is 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.
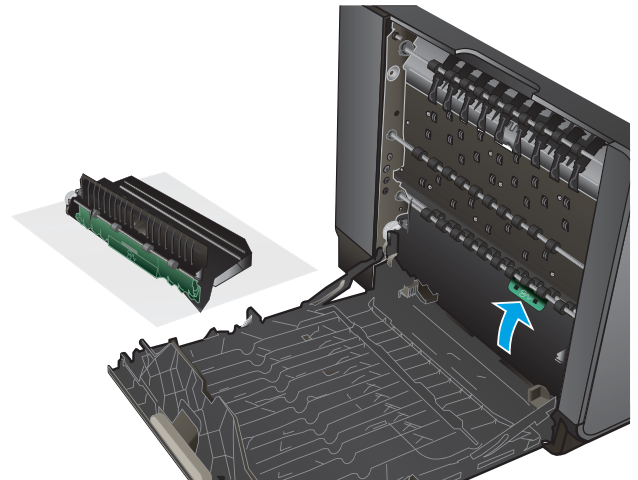
    CAUTION: When pulling out the ink collection unit, avoid making direct contact with the black cylinder to prevent ink smear on skin or clothes.
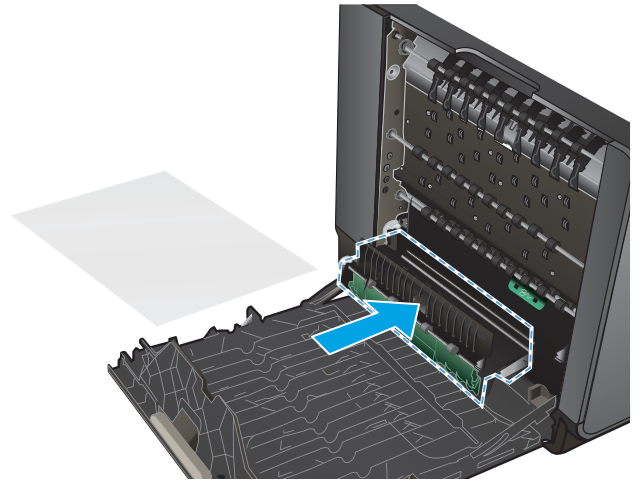
4. Lower the platen by pressing down on the green tab. This will cause the product to try to feed the sheet through the print zone. You might need to gently pull on the sheet if it does not feed. Remove the sheet.

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

6. Reinstall the ink collection unit.

7. Close the left door.