



HP OfficeJet Enterprise Color MFP X585



Improve copy image quality

If the product is having copy quality problems, try the following solutions in the order presented to resolve the issue.

- [Check the scanner glass for dirt and smudges](#)
- [Calibrate the scanner](#)
- [Check the paper settings](#)
- [Check the image-adjustment settings](#)
- [Optimize copy quality for text or pictures](#)
- [Edge-to-edge copying](#)
- [Clean the pickup rollers and separation pad in the document feeder](#)

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.
- Use high-quality originals.
- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see [Improve print quality](#) for further solutions.

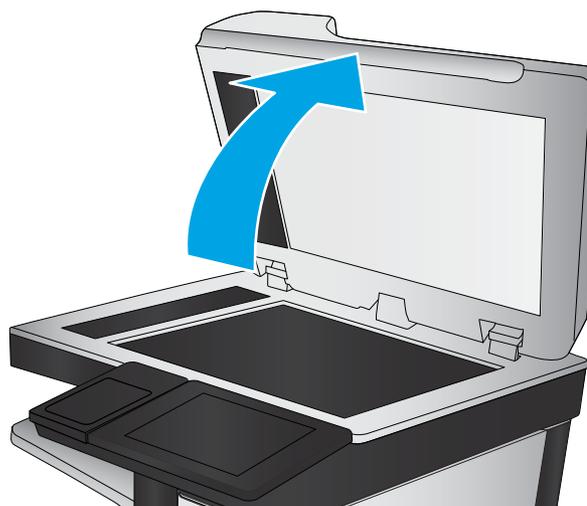
Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.



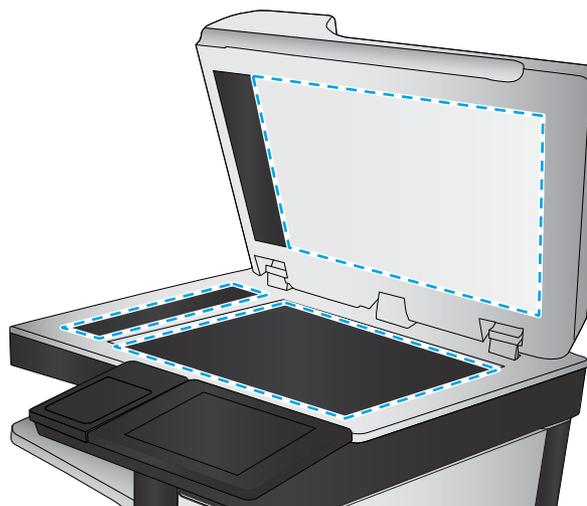
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the product on.

Calibrate the scanner

If the copied image is not positioned correctly on the page, follow these steps to calibrate the scanner.

 **NOTE:** When using the document feeder, make sure to adjust the guides in the input tray so they are against the original document.

1. From the Home screen on the product control panel, scroll to and touch the [Device Maintenance](#) button.
2. Open the following menus:
 - [Calibration/Cleaning](#)
 - [Calibrate Scanner](#)
3. Touch the [Next](#) button to start the calibration process. Follow the on-screen prompts.
4. Wait while the product calibrates, and then try copying again.

Check the paper settings

Follow these steps if copied pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or areas where toner has dropped out.

Check the paper size and type configuration

1. From the Home screen on the product control panel, scroll to and touch the [Trays](#) button.
2. Touch the line for the tray that you want to configure, and then touch the [Modify](#) button.
3. Select the paper size and paper type from the lists of options.
4. Touch the [OK](#) button to save your selection.

Select the tray to use for the copy

1. From the Home screen on the product control panel, touch the [Copy](#) button.
2. Touch the [Paper Selection](#) button.
3. Select the tray that holds the paper that you want to use, and then touch the [OK](#) button.

 **NOTE:** These settings are temporary. After you have finished the job, the product returns to the default settings.

Check the image-adjustment settings

Adjust these additional settings to improve copy quality.

1. From the Home screen on the product control panel, touch the [Copy](#) button.
2. Touch the [Image Adjustment](#) button.
3. Adjust the sliders to set the [Darkness](#) level, the [Contrast](#) level, the [Sharpness](#) level, and the [Background Cleanup](#) level. Touch the [OK](#) button.
4. Touch the Start  button.

 **NOTE:** These settings are temporary. After you have finished the job, the product returns to the default settings.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

1. From the Home screen on the product control panel, touch the [Copy](#) button.
2. Touch the [More Options](#) button, and then touch the [Optimize Text/Picture](#) button.
3. Select one of the predefined options, or touch the [Manually adjust](#) button, and then adjust the slider in the [Optimize For](#) area. Touch the [OK](#) button.
4. Touch the Start  button.

 **NOTE:** These settings are temporary. After you have finished the job, the product returns to the default settings.

Edge-to-edge copying

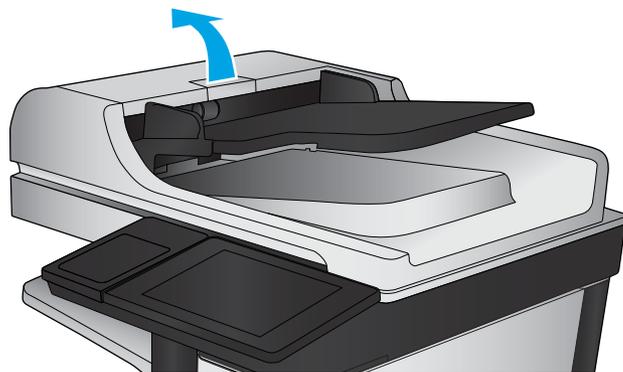
Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

1. From the Home screen on the product control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Copy Settings](#)
 - [Edge-To-Edge](#)
3. Select the [Edge-To-Edge output](#) option if the original document is printed close to the paper edges.
4. Touch the [Save](#) button.
5. Touch the Start  button.

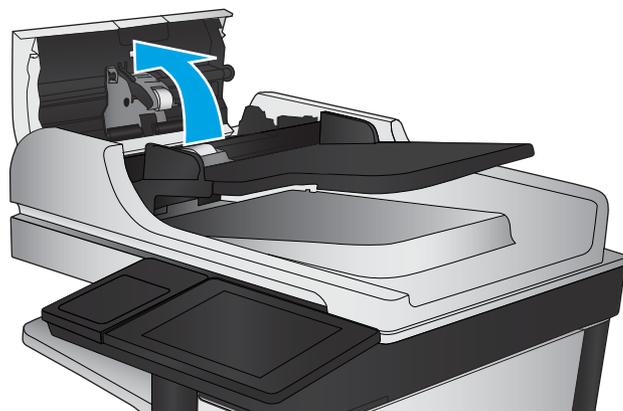
Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the printed pages have toner smudges or skewed print.

1. Lift the document-feeder latch.

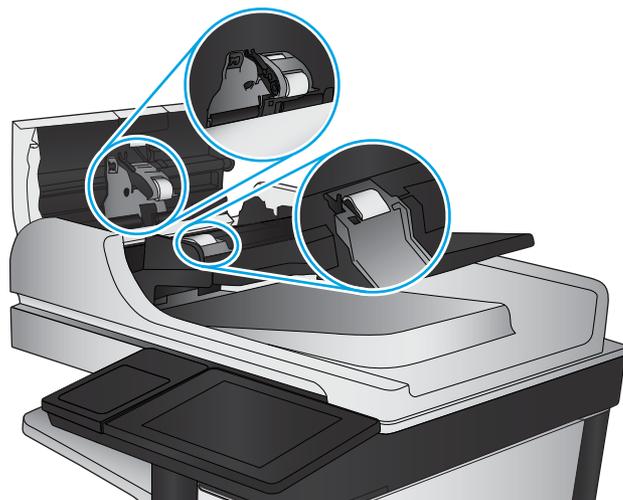


2. Open the document-feeder cover.



3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

NOTE: Lift up the roller assembly so you can clean the second roller.



4. Close the document-feeder cover.

If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.