

# SERVICE MODE/MENU

On all HP printers with LED or LCD displays, page count and maintenance count settings are found in the Service Menu. On the earlier models, you first had to perform procedures while powering on to get into service mode, and then you could access the Service Menu along with all the other menus. On newer models, there is no power-on procedure – the Service Menu is always present – but you need a special PIN code to enter the menu. In both cases, HP has made it difficult to get into the service menu, by making the procedures complicated, and by changing them frequently. This is intentional – the service menu contains some powerful functions, so they want to reduce the odds of people stumbling in there accidentally. But as we have seen, you often need to get into the service menu in order to reset maintenance counts, so here is a summary of how to do so on various printer models.

**IIISi:** Press and hold ON LINE, CONTINUE, and ENTER while powering on. Wait until you have a blank display with all lights on, then release these keys. Now press and release CONTINUE, then ENTER. After the printer completes its initialization procedures, the display will read “Service Mode” instead of “Ready.” At this point, you can find and enter the Service Menu just like any other menu. When you are finished, press ON LINE or CONTINUE to exit service mode and return to normal operation.

**4Si:** Press and hold ON LINE, FORM FEED, and ENTER while powering on. Wait until you have a blank display with all lights on, then release these keys. Now press and release FORM FEED, then ENTER. Everything else is the same as on the IIISi.

**5Si:** Press and hold ITEMS and “+” while powering on. Wait until you have a blank display with all lights on, then release these keys. Now press and re-

lease SELECT. The display will briefly show “Service Mode” before continuing with its normal initialization procedures, and eventually returning to “Service Mode.” Press ON LINE to exit service mode.

Newer models with control panel type (2): Press and hold JOB CANCEL and SELECT while powering on. Wait until all lights are on, then release these keys. Now press and release the right side of MENU, then SELECT. The display will briefly show “Service Mode” before continuing with its normal initialization procedures, and eventually returning to “Service Mode.” Press GO twice to exit service mode. Note: There is one printer model with display type (2) that does not use this procedure: the Color LaserJet 8500/8550 (see next entry).

**Color LaserJet 8500/8550:** There is no special power-on procedure. Just use the MENU key to find the Service Menu, then simultaneously press the left (“-”) side of ITEM and VALUE. When you release these keys, the display should change to “NVRAM Settings” (this is a sub-menu of the Service Menu). On some printers, you will have to do this several times before it “takes.” Once you see “NVRAM Settings,” use the ITEM key to step through this sub-menu and find the maintenance counts. To exit the Service Menu, repeatedly press MENU until the display reads “Exit Service Menu,” and then press SELECT.

Newer models with control panel type (3): There is no special power-on procedure. The Service Menu appears along with the other menus, but when you try to enter it, you will be prompted for a PIN code. See the accompanying table for a list of PIN codes. All you will see after the prompt is a blinking cursor. Repeatedly press the up or down arrow key until the first digit of the PIN code appears above the cursor, then “√”

to move to the next digit (on printers with a numeric keypad, like the LaserJet 9000, you can enter the digits directly). After selecting the last digit, you will be in the Service Menu. The printer automatically exits the Service Menu after about a minute if no menu items are selected or changed.

—Dennis Kosterman

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## HP Service PIN Codes

Printer Model	PIN Code
LJ 2300	11230002
LJ 2410	10241004
LJ 2420	10242004
LJ 2430	10243004
CLJ 3000	11300005
CLJ 3500	10350003
CLJ 3550	10350003
CLJ 3600	11360005
CLJ 3700	10370003
CLJ 3800	11380005
LJ 4100 MFP	04410002
LJ 4101 MFP	04410002
LJ 4200	11420002
LJ 4240	04424005
LJ 4250	09425004
LJ 4300	11430002
LJ 4345 MFP	11434504
LJ 4350	09435004
CLJ 4600	04460002
CLJ 4610	05465004
CLJ 4650	05465004
CLJ 4700	09470005
CLJ 4730 MFP	09473005
LJ 5200	05520006
CLJ 5500	04550002
CLJ 5550	09555004
LJ 9000	00900001
LJ 9000 MFP	00900001
LJ 9050	09905004
CLJ 9500	04950003