

HP LaserJet, HP OfficeJet, HP PageWide - Service PINs



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Quick Reference Sheet (QRS)

HP LaserJet

Mono				Color			
Mono SFP		Mono MFP		Color SFP		Color MFP	
Product	Service PIN	Product	Service PIN	Product	Service PIN	Product	Service PIN
M506 E50045	10050615	M525	05052512	M551	09055111	M575	05057512
M601	10060111	M527 E52545	11052715	M552	04055215	M577 E57540	11057715
M602	10060211	M630	09063014	M553 E55040	04055315	M680	04068014
M603	10060311	M631 E62555	05063117	M651	04065114	M681 E67550	05068117
M604	04060415	M632 E62565	05063117	M652 E65050	05065217	M682 E67560	05068117
M605	04060515	M633 E62575	05063117	M653 E65060	05065217	M775	11077512
M606	04060615	M725	05072513	M750	11075013	M855	11085513
M607 E60055	05060717	M830	10083013	CP4025	11402509	M880	11088013
M608 E60065	05060717	M4555	04455511	CP4525	11452509	CM4540	11454010
M609 E60075	05060717			CP5525	11552010		
M712	11071212						
M806	10080613						
P3015	07301509						

HP OfficeJet

Color SFP		Color MFP	
Product	Service PIN	Product	Service PIN
X555	04055514	X585	04058514

HP PageWide

Color SFP		Color MFP	
Product	Service PIN	Product	Service PIN
PW 556	05055616	PW 586	05058616
PW 765	09076517	PW 780	09078017
E75160	09076517	PW 785	09078017
		E77650 - E77660	09078017

*SFP: Single function printer

*MFP: Multifunction printer

*PW: PageWide

Convert the Service ID into a calendar date

Review the standard format and decode formula that applies to all HP products that utilize the born-on date (Service ID).

- Format: YYDDD
- YY = Year component (base 1990)
- DDD = Other component of the Year, from which number of days and months are derived.

How to convert the Service ID into a calendar date?

1. If $0 \leq YY \leq 9$, then $\text{Year} = YY + 1990$

Example: $YY = 08$, then $\text{Year} = 8 + 1990 = 1998$

OR

If $10 \leq YY \leq 37$, then $\text{Year} = YY + 1990$

Example: $YY = 11$, then $\text{Year} = 11 + 1990 = 2001$

OR

If $38 \leq YY < 90$, then $\text{Year} = YY + 1960$

Example: $YY = 39$, then $\text{Year} = 39 + 1960 = 1999$

OR

If $YY \geq 90$, then $\text{Year} = YY + 1900$


Example: $YY = 98$, then $\text{Year} = 98 + 1900 = 1998$

2. Date = DDD divided by 30, plus one if there is a remainder, equals the month. The remainder is the date.

Examples:

- $DDD = 280$, then $280/30 = 9...10$
As there is a remainder, $\text{month} = 9 + 1 = 10$
The Date = Oct. 10
- $DDD = 360$, then $360/30 = 12$ (no remainder)
The Date = Dec. 30

Preboot menu options (QRS)

FutureSmart		Caution
<p>Attention</p> <p>The FutureSmart products use a new operating firmware and changes the functionality of options dramatically.</p> <p>Example: Clean Disk IS NOT the same as Disk Initialization. It will disable the printer!</p> <p>Please see Caution</p>		<p>NOTE: Only for products installed with an optional hard-disk drive.</p> <p>1) Clean Disk (Format Disk)</p> <p>This feature does not perform the same functions as a Disk initialization on Non-FutureSmart products.</p> <p>This feature will completely disable the printer and will require firmware to be reloaded through the Pre Boot menu to recover the device</p>
<p>Service Mode Pin</p> <p>Enter Product Pin</p>		<p>Do not use this feature unless instructed by the Product Division.</p>
<p>PreBoot Menu</p>		
<p>Keypad control panel:</p> <p>1. Turn the product on.</p> <p>2. Press Stop  when Ready, Data, and Attention LEDs illuminate solid.</p> <p>3. Press the "3" and "9" buttons to scroll through menu.</p> <p>Press the "6" button to select an item.</p>	<p>Touchscreen control panel:</p> <p>1. Turn the product on. <i>The HP logo displays on the product control panel.</i></p> <p>2. When a "1/8" with an underscore displays below the HP logo, touch the HP logo to open the Preboot menu.</p> <p>3. Use the arrow buttons on the touchscreen to navigate the Preboot menu.</p> <p>4. Touch the OK button to select a menu item.</p>	
<p>Cold Reset</p> <p>1. From the PreBoot menu, select Administrator.</p> <p>2. Select Startup Options.</p> <p>3. Select Cold Reset.</p> <p>4. Touch the Home button to return to the Main Menu.</p> <p>Continue will be highlighted.</p> <p>Touch OK to restart and execute the Cold Reset.</p> <p>NOTE: NVRAM Initialization not supported. Replaced with Restore Factory Settings functionality.</p>		<p>2) Partial Clean.</p> <p>This feature will remove all customer settings and configurations and will also delete the firmware from the active partition of the hard drive.</p> <p>This should only be performed for reasons documented in the product specific service manual.</p>
		<p>Printer Quick Reference Sheet (Edited by Tech Mktg)</p> <p>Document Link: https://support.hp.com/wps/hp-skp-portal/document/manuals/attachments/83/c04836805.pdf</p>