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HP Laserjets - Entering Service Mode

Note: service mode is intended for repair technicians and generally the only reason to enter service mode is to change the maintenance count.

HP Laserjet 8000, 8100, and 8150 Series service mode

1. Hold down SELECT and JOB CANCEL while powering on the printer, until all lights are illuminated and the Display is blank. (If the Display Panel reads INTERNAL TEST at this point, the keys were released too soon. Repeat this step until successful.)
2. Press MENU, then SELECT. The message SERVICE MODE is displayed briefly, then the printer automatically begins an INTERNAL TEST. After several seconds, both Control Panel Indicators turn off. (The printer may display WARMING UP if it has not warmed up completely.) After the printer has warmed up and passed the self test, SERVICE MODE is displayed.
3. Press MENU once to display SERVICE MENU.
4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
To exit the Service Mode press GO.

HP Laserjet 5si service mode
1 Hold down [Items] and [+] while powering ON the printer, until all lights are illuminated and the Display is blank. (If the Display Panel reads INTERNAL TEST at this point, the keys were released too soon. Repeat this step until successful.)
2 Press [Select]. The message SERVICE MODE is displayed briefly, then the printer automatically begins an INTERNAL TEST. After several seconds, both Control Panel Indicators turn OFF. (The printer may display WARMING UP if it has not warmed up completely.) After the printer has warmed up and passed the self test, SERVICE MODE is displayed.
3. Press [Menus] once to display SERVICE MENU.
4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
To exit the Service Mode press [On Line].

HP Laserjet 4V and 4MV service mode
1. Hold down the [On Line], [Form Feed], and [Enter] keys while powering ON the printer, until all lights are illuminated and the Display Window is blank. (If the Display Window reads 05 SELF TEST at this point, the keys were released too soon. Repeat this step until successful.)
2. Press the [Form Feed] key, then the [Enter] key. The message SERVICE MODE is displayed briefly, then the printer automatically begins a 05 SELF TEST.
After several seconds, both Control Panel Indicators turn OFF. (The printer may display 02 WARMING UP if it has not warmed up completely.) After the printer has warmed up and passed the self test, SERVICE MODE is displayed.
3. Press [Menus] once to display SERVICE MENU.
4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
To exit the Service Mode press the [On Line] key.

HP Laserjet 5000 series service mode
1. Hold down [Select] and [Cancel Job] while turning on the printer.
(If the control panel reads INITIALIZING, the keys were released too soon.)
2. Press the right side of the [Menu] key, then press [Select]. The message SERVICE MODE is displayed.

3. Press [Menus] once to display SERVICE MENU.
4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
To exit the Service Mode press [Go].

HP Laserjet 4100 series service mode
1 While turning on the printer, hold down SELECT and CANCEL JOB until all of the lights on the control panel are lit.
2 Press the right side of the MENU key, then press SELECT. The message SERVICE MODE temporarily appears and will reappear when the printer completes the initialization process.
3. Press [Menus] once to display SERVICE MENU.

4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
5. To exit the service mode, press GO.
Note: If READY appears in the control panel, the keys might have been released too soon, or the wrong keys were pressed.

HP Laserjet 4000 and 4050 series service mode
1 Hold down [Select] and [Cancel Job] while turning on the printer until all of the lights on the Control Panel are lit. (If the Control Panel reads INITIALIZING, the keys were released too soon.)
2 Press the right side of the [Menu] key, then press [Select]. The message SERVICE MODE is displayed.
3. Press [Menus] once to display SERVICE MENU.
4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
5. To exit the Service Mode press [Go].

HP Laserjet 4 and 4 plus series service mode
1. Hold down the [On Line], [Form Feed], and [Enter] keys while powering ON the printer, until the ON LINE and FORM FEED indicators are both illuminated and the Display Window is blank. (If the Display Window reads 05 SELF TEST at this point, the keys were released too soon. Repeat this step until successful.)
2. Press the [Form Feed] key, then the [Enter] key. The message SERVICE MODE is displayed briefly, then the printer automatically begins a 05 SELF TEST. After several seconds, the ON LINE and FORM FEED lights turn OFF.
(The printer may display 02 WARMING UP if it has not warmed up completely.) After the printer has warmed up and passed the self test, SERVICE MODE is displayed.
3. Press [Menus] once to display SERVICE MENU.
4. Once it says SERVICE MENU press ITEM to scroll through service mode items.
5. To exit the Service Mode press the [On Line] key.

HP Laserjet 5 series service mode
1. Hold down the Menu+ and Value+ keys while powering on the printer. Hold the keys down until SERVICE MODE is displayed.
2. The interrupted power-on self test is resumed. If the test completes successfully, the message SERVICE MODE is displayed.
3. To exit service mode, press the Go button.

Laserjets 5P, 6P, 2100, 2200 and other printers that do not have a display panel (LEDs only).
These models are designed as low volume personal printers and do not have a maintenance count that needs to be reset or a readily accessible service mode. You can cold reset these printers or completely reinitialize the NVRAM (nonvolatile ram) to factory defaults. Cold resetting will reset most of the system parameters to factory defaults and reinitializing the NVRAM will reset ALL system parameters to the factory defaults. Also, there is a service mode for these printers but it is only accessible through software using PJL service mode commands. Buy the printer's service manual if you want to learn more.

HP Laserjet 5L, 6L, 1100, 1200 do not have a service mode. You can only perform a cold-reset and continuous self-test.

Multifunction printers - printers/copiers/fax/scanners (e.g. HP 3100, 3150, 3200, etc.)
Service modes in these printers are more extensive because of the scanning and faxing features. We recommend buying the service manual for these units if you will be doing any repairs beyond mechanical components.

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