Diagnostic Menu

HP 42xx/M3027MFP/M3035MFP/M4345MFP/4345MFP/P4015 Series/P3015 Series/M4555/90xx/9500/90xxMFP/9500MFP/

Diagnostics menu

Use the DIAGNOSTICS menu to run tests that can help you identify and solve problems with the product.

To display: Press the Menu button 📇, and then select the DIAGNOSTICS menu.

NOTE: Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Sub-item	Values	Description
PRINT EVENT LOG			Prints a report containing the last 50 entries in the product's event log, starting with the most recent.
SHOW EVENT LOG			Displays the last 50 events, starting with the most recent.
PAPER PATH SENSORS			Performs a test on each of the product's sensors to determine if they are working correctly and displays the status of each sensor.
PAPER PATH TEST			Tests the paper-handling features of the product, such as the configuration of the trays.
	PRINT TEST PAGE		Generates a page for testing the paper-handling features. You must define the path for the test in order to test specific paper paths.
	SOURCE	ALL TRAYS TRAY 1 TRAY 2* TRAY 3 TRAY 4	Specifies whether the test page is printed from all trays or from a specific tray.

	DUPLEX	OFF ON	Determines whether the duplexer is included in the test. NOTE: This option is available only for the HP LaserJet P3011n printer and the HP LaserJet P3011dn printer.
	COPIES	1* 10 50 100 500	Determines how many pages should be sent from the specified source as part of the test.
MANUAL SENSOR TEST			Performs tests to determine whether the paper path sensors are operating correctly.
MANUAL SENSOR TEST 2			Performs additional tests to determine whether the paper path sensors are operating correctly.
COMPONENT TEST	A list of available components appears.		Activate individual parts independently to isolate noise, leaking, and other hardware issues.
PRINT/STOP TEST		Range is 0 - 60,000 milliseconds. The default is 0.	Isolates print quality faults more accurately by stopping the product in mid-print cycle, which allows you to see where the image begins to degrade. This causes a jam message that might need to be manually cleared. A service representative should perform this test.
PRINT FUSER TEST PAGE			Print this page to determine the current status of the fuser.
SIGNATURE CHECK		CANCEL IF BAD* PROMPT IF BAD	Configure how the product responds during a firmware upgrade if the firmware-upgrade code does not match the product signature.