



## HP LaserJet Pro M402/M403/M426MFP/M427MFP

### Service mode functions

#### Service menu

Use the control-panel Service menu to troubleshoot product problems.

#### Service menu settings

The Service menu is used to adjust print settings, restore factory default settings, and clean the print paper path.

The following Service menu items are available:

- Cleaning Page—used to remove dust and toner from the print paper path.
- USB Speed—used to set the USB speed to high or full.
- Less Paper Curl—used to put the product into a mode that reduces paper curl.
- Archive Print—used to put the product into a mode that produces output less susceptible to toner smearing and dusting for preservation and archival.
- Firmware Date—used to display the product's firmware date code.
- Restore Defaults—used to reset all customer-accessible menu settings back to the factory default settings (except language) via the control panel or software.

*This Service menu item does not reset factory-settable settings, including formatter number, page counts, factory paper settings, language, and so on.*

- Signature Check—used to configure how the product proceeds when a firmware upgrade file does not have a valid signature.
- HP Smart Install—used to enable or disable the HP Smart Install functionality.
- LaserJet Update—used to manually update the firmware or to set up automatic firmware updates.

#### Restore the factory-set defaults

##### Restore the factory-set defaults (LCD control panel)

1. On the product control panel, press the OK button to open the menus.
2. Open the following menus:
  - Service

- Restore Defaults  
The product automatically restarts.

### Restore the factory-set defaults (touchscreen control panel)

1. From the Home screen on the product control panel, touch the Setup ● button.
2. Scroll to and touch the Service menu.
3. Scroll to and touch the Restore Defaults button, and then touch the OK button.  
The product automatically restarts.

### Secondary service menu

Use the secondary service menu to print service-related reports and to run special tests. Customers do not have access to this menu.

### Open the secondary service menu

#### Open the secondary service menu (LCD control panel)

1. Make sure the product is in the Ready state.
2. At the product control panel, press the OK button to open the menus.
3. Press the left arrow button, and then quickly press the Cancel ✕ button.
4. The product returns to the Ready state. Press the OK button to reopen the menus.
5. Select the 2ndary Service menu, and then press the OK button.
6. Use the arrow buttons to navigate the 2ndary Service menu.

#### Open the secondary service menu (touchscreen control panel)

1. Make sure the product is in the Ready state.
2. From the Home screen on the product control panel, touch the Setup ● button.
3. Touch the empty space (callout 1) between the Home 🏠 button and the Help ? button, and then quickly press the Back ↶.

#### 1: control-panel illustration



4. The product returns to the Ready state. Touch the Setup ● button to reopen the menus.

5. Touch the 2ndary Service menu.
6. Use the scrollbar to navigate the 2ndary Service menu.

### Secondary service menu structure


Secondary Service menu		
Menu item	Sub-menu item	Description
Service Reports	Cont Self-Test	Print a continuous configuration page.
	Error Report	Print an error report.
Location	A list of available locations appears	This item sets certain product parameters that are dependent on the location, such as the default paper size and the symbol set. Scroll to the appropriate location and select Yes to set the location. The printer automatically restarts after you change the location.
Line Frequency		This item allows the refresh rate of the touchscreen control panel to be changed between 50 and 60 Hz.
Display Test		Use this test to verify that the LEDs and characters on the control-panel display function correctly. At the beginning of the test, each of the LEDs is turned on one-at-time. Press the OK button to continue to the next LED. After the LED test is complete, the character test begins by testing the pixels on each line. Then, each of the 255 characters is displayed in groups of 16. Press the OK button to continue to the next group of 16 characters. You can cancel the test at any time by pressing the Cancel <b>✕</b> button.
Button Test		Use this test to verify that the control-panel buttons function correctly. The display prompts you to press each button.
Calibrate Touch Screen		Use this item to adjust the touchscreen control panel.
CP FW Version		This item shows the current date code of the firmware.
802.11n		(Wireless models only.) Enable or disable the wireless 802.11n functionality.
LED Test		This item allows the testing of the different LED Displays

Secondary Service menu		
Menu item	Sub-menu item	Description
NAND Reset		This item allows the NAND to be reset.
Speed		Use this item to toggle between high and low.





## Developer's menu

Only manufacturing engineers, service engineers, and developers should access the developer's menu.

### Open the Developer's menu (LCD control panel)


1. Make sure the product is in the Ready state.
2. At the product control panel, press the OK button to open the menus.
3. Press the left arrow button, and then quickly press the Cancel  button.
4. The product returns to the Ready state. Press the OK button to reopen the menus.
5. Select the Developer's menu item, and then press the OK button.
6. Use the arrow buttons to navigate the Developer's menu.

### Open the Developer's menu (touchscreen control panel)

1. Make sure the product is in the Ready state.
2. From the Home screen on the product control panel, touch the Setup  button.
3. Touch the empty space (callout 1) between the Home  button and the Help  button, and then quickly press the Home  button.

#### 2: control-panel illustration



4. The product returns to the Ready state. Touch the Setup  button to reopen the menus.
5. Touch the Developer's menu item.
6. Use the scrollbar to navigate the Developer's menu.

## Product resets

### NVRAM initialization

*All HP Jetdirect settings are also reset. Be sure to print a configuration page before performing an NVRAM initialization. Make note of the IP address that is listed on the Jetdirect configuration page. You need to restore the IP address after performing an NVRAM initialization.*

An NVRAM initialization erases all data stored in the unprotected NVRAM sections.

Performing an NVRAM initialization resets the following settings and information:

- All menu settings are reset to factory default values.
- All localization settings, including language and country/region, are reset.

After performing an NVRAM initialization, reconfigure any computers that print to this printer so that the computers can recognize the printer.

1. Turn the printer off.
2. Perform one of the following steps:
  - **LCD control panel models:** Simultaneously press and hold the right arrow button and the Cancel **X** button. Keep these buttons depressed as you turn the printer on.
  - **Touchscreen control panel models:** Turn the printer on. When the HP logo appears on the display, press and hold the lower right quadrant of the touchscreen.
3. When the Permanent Storage Init. Message appears on the display, release the buttons.
4. When the printer has finished the NVRAM initialization, it returns to the Ready state.

**It takes about 45 seconds before the NVRAM initialization process begins.**