

Service PINs for HP FutureSmart

Find the service PINs for HP printers that use HP FutureSmart firmware.



NOTE: The easiest way to find the PIN number is to do a simple search on the printer model number in the document.

Example: M611 or E50145

HP LaserJet service PINs

Use these service PINs to access the service menu on HP LaserJet printers.

HP LaserJet: Mono SFP printers

Product	Service PIN
HP LaserJet Enterprise M406 series	12040620
HP LaserJet Managed E40040 series	12040620
HP LaserJet Enterprise M407 series	12040620
HP LaserJet Enterprise M506 series	10050615
HP LaserJet Managed M506 series	10050615
HP LaserJet Managed E50045 series	10050615
HP LaserJet Enterprise M507 series	03050719
HP LaserJet Managed E50145 series	03050719
HP LaserJet Enterprise 600 Printer M601 series	10060111
HP LaserJet Enterprise 600 Printer M602 series	10060211
HP LaserJet Enterprise 600 Printer M603 series	10060311
HP LaserJet Enterprise M604 series	04060415
HP LaserJet Enterprise M605 series	04060515
HP LaserJet Managed M605 series	05060717
HP LaserJet Enterprise M606 series	04060615
HP LaserJet Enterprise M607 series	05060717
HP LaserJet Managed E60055 series	05060717
HP LaserJet Managed E60155 series	05060717
HP LaserJet Enterprise M608 series	05060717
HP LaserJet Managed E60065 series	05060717
HP LaserJet Managed E60165 series	05060717
HP LaserJet Enterprise M609 series	05060717

HP LaserJet Enterprise M610 series	05060717
HP LaserJet Enterprise M611 series	05060717
HP LaserJet Enterprise M612 series	05060717
HP LaserJet Managed E60075 series	05060717
HP LaserJet Managed E60175 series	05060717
HP LaserJet Enterprise 700 Printer M712 series	11071212
HP LaserJet Enterprise M806 Printer series	10080613
HP LaserJet Enterprise P3015 Printer series	07301509

HP LaserJet: Mono MFP printers

Product	Service PIN
HP LaserJet Enterprise MFP M430 series	12043020
HP LaserJet Enterprise MFP M431 series	12043020
HP LaserJet Managed MFP E42540 series	12043020
HP LaserJet Enterprise M4555 MFP series	04455511
HP LaserJet Enterprise 500 MFP M525	05052512
HP LaserJet Managed MFP M525 series	5118272
HP LaserJet Enterprise MFP M527 series	11052715
HP LaserJet Managed MFP M527 series	11052715
HP LaserJet Managed MFP E52545 series	11052715
HP LaserJet Enterprise MFP M528 series	03052819
HP LaserJet Managed MFP E52645 series	03052819
HP LaserJet Enterprise MFP M630 series	09063014
HP LaserJet Managed MFP M630 series	09063014
HP LaserJet Enterprise MFP M631 series	05063117
HP LaserJet Managed MFP E62555 series	05063117
HP LaserJet Managed MFP E62655 series	05063117
HP LaserJet Enterprise MFP M632 series	05063117
HP LaserJet Managed MFP E62565 series	05063117
HP LaserJet Managed MFP E62665 series	05063117
HP LaserJet Enterprise MFP M633 series	05063117
HP LaserJet Managed MFP E62575 series	05063117
HP LaserJet Managed MFP E62675 series	05063117
HP LaserJet Enterprise MFP M634 series	05063117
HP LaserJet Enterprise MFP M635 series	05063117

HP LaserJet Enterprise MFP M636 series	05063117
HP LaserJet Enterprise MFP M637 series	05063117
HP LaserJet Enterprise MFP M725 series	05072513
HP LaserJet Managed MFP M725 series	05072513
HP LaserJet Managed MFP E72525-E72535 series	04072517
HP LaserJet Managed MFP E730 Printer series	03073022
HP LaserJet Managed MFP E731 Printer series	03073122
HP LaserJet Managed MFP E731dn Printer series	03073122
HP LaserJet Managed MFP E731z Printer series	03073122
HP LaserJet Managed MFP E82540-E82560 series	04082517
HP LaserJet Managed MFP E82540du-E82560du series	04082517
HP LaserJet Managed MFP E826 Printer series	03082622
HP LaserJet Managed MFP E826dn Printer series	03082622
HP LaserJet Managed MFP E826z Printer series	03082622
HP LaserJet Managed Flow MFP M830 series	10083013

HP LaserJet: Color SFP printers

Product	Service PIN
HP Color LaserJet Enterprise M455 series	12045520
HP Color LaserJet Managed E45028 series	12045520
HP LaserJet Enterprise 500 color Printer M551 series	09055111
HP Color LaserJet Enterprise M552 series	04055215
HP Color LaserJet Enterprise M553 series	04055315
HP Color LaserJet Enterprise M554 Printer series	10055420
HP Color LaserJet Enterprise M555 Printer series	10055520
HP Color LaserJet Managed E55040 series	04055315
HP Color LaserJet Enterprise M651 series	04065114
HP Color LaserJet Managed M651 series	04065114
HP Color LaserJet Enterprise M652 series	05065217
HP Color LaserJet Enterprise M751 series	04075119

HP Color LaserJet Managed E65050 series	05065217
HP Color LaserJet Managed E65150 series	05065217
HP Color LaserJet Enterprise M653 series	05065217
HP Color LaserJet Enterprise M750 Printer series	11075013
HP Color LaserJet Managed E75245 Printer series	04075119
HP Color LaserJet Managed E75245 Printer series	04075119
HP Color LaserJet Enterprise CP4025 Printer series	11402509
HP Color LaserJet Enterprise CP4525 Printer series	11452509
HP Color LaserJet Enterprise CP5525 Printer series	11552010
HP Color LaserJet Enterprise M855 Printer series	11085513
HP Color LaserJet Enterprise M856 Printer series	10085619
HP Color LaserJet Enterprise 5700 Printer series	10570022
HP Color LaserJet Enterprise 5700dn Printer series	10570022
HP Color LaserJet Enterprise 6700 Printer series	10670022
HP Color LaserJet Enterprise 6700dn Printer series	10670022
HP Color LaserJet Enterprise 6701dn Printer series	10670022

HP LaserJet: Color MFP printers

Product	Service PIN
HP Color LaserJet Enterprise MFP M480 series	12048020
HP Color LaserJet Managed MFP E47528 series	12048020
HP LaserJet Enterprise 500 color MFP M575	05057512
HP Color LaserJet Managed MFP M575 series	05057512
HP Color LaserJet Managed MFP E57540 series	11057715
HP Color LaserJet Enterprise MFP M577 series	11057715
HP Color LaserJet Managed MFP M577 series	11057715

HP Color LaserJet Enterprise MFP M578 Printer series	10057820
HP Color LaserJet Enterprise MFP M680 series	04068014
HP Color LaserJet Managed MFP M680 series	04068014
HP Color LaserJet Enterprise MFP M681 series	05068117
HP Color LaserJet Managed MFP E67550 series	05068117
HP Color LaserJet Managed MFP E67650 series	05068117
HP Color LaserJet Enterprise MFP M682 series	05068117
HP Color LaserJet Managed MFP E67560 series	05068117
HP Color LaserJet Managed MFP E67660 series	05068117
HP LaserJet Enterprise 700 color MFP M775 series	11077512
HP Color LaserJet Managed MFP M775 series	11077512
HP Color LaserJet Enterprise MFP M776 series	10077619
HP Color LaserJet Managed MFP E78323-E78330 series	04077817
HP Color LaserJet Managed MFP E785 Printer series	03078522
HP Color LaserJet Managed MFP E786 Printer series	03078622
HP Color LaserJet Managed MFP E786dn Printer series	03078622
HP Color LaserJet Managed MFP E786z Printer series	03078622
HP Color LaserJet Managed MFP E87640-E87660 series	04087617
HP Color LaserJet Managed MFP E87640du-E87660du series	04087617
HP Color LaserJet Managed MFP E877 Printer series	03087722
HP Color LaserJet Managed MFP E877dn Printer series	03087722
HP Color LaserJet Managed MFP E877z Printer series	03087722
HP Color LaserJet Enterprise flow MFP M880 series	11088013
HP Color LaserJet Managed Flow MFP M880 series	11088013

HP Color LaserJet Enterprise CM4540 MFP series	11454010
HP Color LaserJet Enterprise MFP 5800 Printer series	10580022
HP Color LaserJet Enterprise MFP 5800dn Printer series	10580022
HP Color LaserJet Enterprise MFP 5800f Printer series	10580022
HP Color LaserJet Enterprise MFP 5800zf Printer series	10580022
HP Color LaserJet Enterprise MFP 6800 Printer series	10680022
HP Color LaserJet Enterprise MFP 6800dn Printer series	10680022
HP Color LaserJet Enterprise Flow MFP 6800 Printer series	10680022
HP Color LaserJet Enterprise Flow MFP 6801 Printer series	10680022
HP Color LaserJet Enterprise MFP X57945 Printer series	10580022
HP Color LaserJet Enterprise MFP X57945dn Printer series	10580022
HP Color LaserJet Enterprise Flow MFP X57945z Printer series	10580022
HP Color LaserJet Enterprise Flow MFP X57945zs Printer series	10580022
HP Color LaserJet Enterprise MFP X58045 series	10580022
HP Color LaserJet Enterprise MFP X58045dn series	10580022
HP Color LaserJet Enterprise Flow MFP X58045z series	10580022
HP Color LaserJet Enterprise Flow MFP X58045zs series	10580022
HP Color LaserJet Enterprise MFP X677 Printer series	10680022
HP Color LaserJet Enterprise MFP X677dn Printer series	10680022
HP Color LaserJet Enterprise MFP X677s Printer series	10680022
HP Color LaserJet Enterprise Flow MFP X677z Printer series	10680022
HP Color LaserJet Enterprise Flow MFP X677z+ Printer series	10680022
HP Color LaserJet Enterprise Flow MFP X677zs Printer series	10680022

HP OfficeJet service PINs

Use these service PINs to access the service menu on HP OfficeJet printers.

HP OfficeJet: Color SFP printers

Product	Service PIN
HP OfficeJet Enterprise Color X555 series	04055514

HP OfficeJet: Color MFP printers

Product	Service PIN
HP OfficeJet Enterprise Color MFP X585 series	04058514
HP OfficeJet Managed Color MFP X585 series	04058514

HP PageWide service PINs

Use these service PINs to access the service menu on HP PageWide printers.

HP PageWide: Color SFP printers

Product	Service PIN
HP PageWide Enterprise Color 556 series	05055616
HP PageWide Enterprise Color 765 Printer series	09076517
HP PageWide Managed Color E75160 Printer series	09076517
HP PageWide Managed P75040 Printer series	09076517
HP PageWide Managed P75050 Printer series	09076517
HP PageWide Managed P75060 Printer series	09076517
HP PageWide Managed Color P75250 Printer series	09076517

HP PageWide: Color MFP printers

Product	Service PIN
HP PageWide Enterprise Color MFP 586 series	05058616
HP PageWide Color MFP 774 Printer series	09078017
HP PageWide Color MFP 779 Printer series	09078017
HP PageWide Enterprise Color MFP 780 Printer series	09078017

HP PageWide Enterprise Color MFP 785 Printer series	09078017
HP PageWide Managed Color MFP E77650- E77660 Printer series	09078017
HP PageWide Managed Color MFP P77440 Printer series	09078017
HP PageWide Managed P77740 Multifunction Printer series	05075017
HP PageWide Managed P77750 Multifunction Printer series	05075017
HP PageWide Managed P77760 Multifunction Printer series	05075017
HP PageWide Managed Color MFP P779 series	09078017
HP PageWide Managed Color MFP P77940 Printer series	09078017
HP PageWide Managed Color MFP P77950 Printer series	09078017
HP PageWide Managed Color MFP P77960 Printer series	09078017

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

Converting the service ID.

1. Obtain the Service ID from the configuration page under printer, product, or device information.

Format: YYDDD

- YY = Year
- DDD = Date

2. Convert the year of the Service ID.

- If $0 \leq YY \leq 9$, then $\text{Year} = YY + 1990$
Example: $YY = 08$, then $\text{Year} = 8 + 1990 = 1998$
- If $10 \leq YY \leq 37$, then $\text{Year} = YY + 1990$
Example: $YY = 11$, then $\text{Year} = 11 + 1990 = 2001$
- If $38 \leq YY < 90$, then $\text{Year} = YY + 1960$
Example: $YY = 39$, then $\text{Year} = 39 + 1960 = 1999$
- If $YY \geq 90$, then $\text{Year} = YY + 1900$
Example: $YY = 98$, then $\text{Year} = 98 + 1900 = 1998$

3. Convert the day and month from the Service ID.

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

Pre-boot menu options (QRS)

The [Pre-boot](#) menus are available prior to the printer initializing.



IMPORTANT: The FutureSmart products use a new operating firmware and changes the functionality of options dramatically.

Example: Clean Disk IS NOT the same as Disk Initialization. It will disable the printer!

Please see following Caution.



CAUTION: Only for products installed with an optional hard-disk drive.

- **Clean Disk (Format Disk)**

This feature does not perform the same functions as a Disk initialization on Non-FutureSmart products.

The [Format Disk](#) option performs a disk format for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost.

This feature will completely disable the printer and will require firmware to be reloaded through the [Pre-Boot](#) menu to recover the device.

Do not use this feature unless instructed by the Printer Division.

- **Partial Clean**

This feature will remove all customer settings and configurations and will also delete the firmware from the active partition of the hard drive.

This should only be performed for reasons documented in the printer specific service manual.

Open the Pre-Boot menu from an LCD control panel

Use the following procedure to open the [Pre-Boot](#) menu from an LCD control panel.

1. Turn the printer on.
2. Press the [Cancel](#)  button when you see the [1/8](#) under the logo.
3. Use the arrow buttons on the control panel to navigate the [Pre-Boot](#) menu.
4. Press the [OK](#) button to select a menu item.

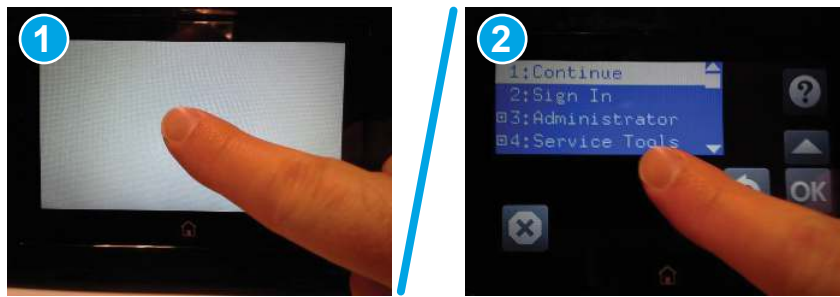
Open the Pre-boot menu from a touchscreen control panel

Use the following procedure to open the [Pre-boot](#) menu from a touchscreen control panel.

1. Turn the printer on.

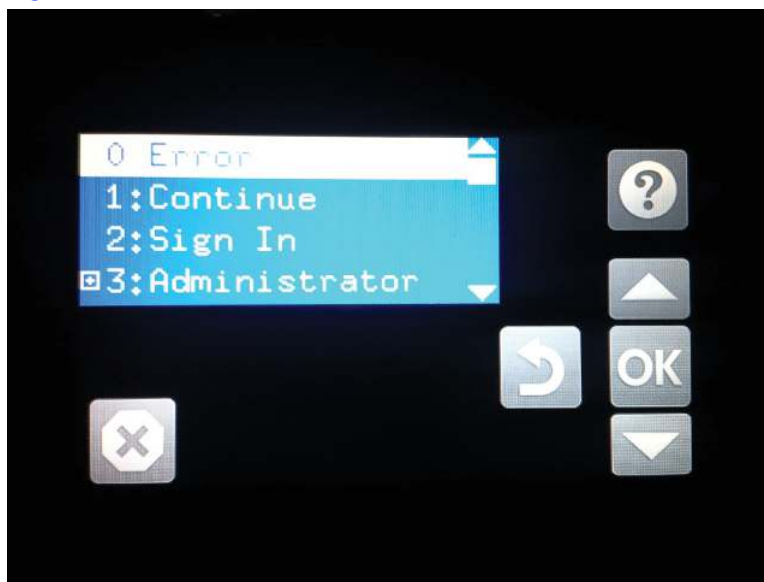
2. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 1 Open the **Pre-boot** menu



3. On the **Pre-boot** menu screen, use the following buttons to navigate the tests.

Figure 2 **Pre-boot** menu



Button	Description
	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.
	Use this button to select a highlighted menu item.
	Use this button to scroll down through menu items.

Button	Description
	Use this button to go back to the previous menu.
	Not used.

4. Use the arrow buttons on the touchscreen to navigate the [Pre-boot](#) menu.
5. Touch the [OK](#) button to select a menu item.

Performing a Cold Reset

Use the following steps to perform a cold reset.

1. From the [Pre-boot](#) menu, select [Administrator](#).
2. Select [Startup Options](#).
3. Select [Cold Reset](#).
4. Touch the [Home](#) button to return to the [Main Menu](#). [Continue](#) will be highlighted.
5. Touch [OK](#) to restart and execute the Cold Reset.



NOTE: NVRAM Initialization is not supported. Replaced with Restore Factory Settings functionality.