

## Printer resets

### Restore the factory-set defaults


Restoring the factory-set defaults returns all of the printer and network settings to the factory defaults. It will not reset the page count, tray size, or language. To restore the printer to the factory-default settings, follow these steps.

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**CAUTION:** Restoring the factory-set defaults returns all of the settings to the factory defaults, and it also deletes any pages that are stored in the memory.

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1. **2-line control panels:** On the printer control panel, press the **OK** button.

**Touchscreen control panels:** From the Home screen on the printer control panel, touch the **Setup**  button.

2. Open the **Service** menu.
3. Select the **Restore Defaults** option, and then press or touch the **OK** button.

The printer automatically restarts.

### NVRAM initialization

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**CAUTION:** Be sure to print a configuration page before performing an NVRAM initialization.

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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. **2-line control panels:** Press and hold the right-arrow button  and the **Cancel**  button simultaneously. Keep the buttons depressed as you turn the printer on.  
**Touchscreen control panels:** Turn the printer on, and then, as soon as the HP logo appears, press the lower right quadrant of the control panel.
3. When the **Permanent Storage Init.** message appears on the display, release the buttons (2-line control panels) or touchscreen.  
The NVRAM initialization starts.
4. When the printer has finished the NVRAM initialization, it returns to the Ready state.

### Super NVRAM initialization

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**WARNING!** A super NVRAM initialization resets the printer page count and removes the formatter association to the printer serial number. The lack of formatter association to the printer serial number might affect the printer's warranty entitlement. Also, the printer will not be allowed to connect to the HP cloud.

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A super NVRAM initialization restores the printer to the “generic printer mode” in which it arrived from the factory. This means that you will have to reset the language and country/region settings when the printer starts after the initialization. A super NVRAM initialization erases all data stored in the protected and unprotected NVRAM sections.

1. Turn the printer off.
2. **2-line control panels:** Press and hold the left-arrow button ◀ and the Cancel ✕ button simultaneously. Keep the buttons depressed as you turn the printer on.

**Touchscreen control panels:** Turn the printer on, and then, as soon as the HP logo appears, press the lower left quadrant of the control panel.

3. When the **Permanent Storage Init.** message appears on the display, release the buttons (2-line control panels) or touchscreen..

The super NVRAM initialization starts.

4. When the super NVRAM initialization has been completed, the printer enters the generic printer mode.