How to find a Service Manual on CSN

1. Login to the HP Channel Services Network (CSN)

2. In the Speedcode window, type TINF (Technical Information) and hit Enter

3. The Technical Information Search Window will open

Diagnose Before Dispatch	Technical Information	Diagnostic Resources and Tools

Welcome to Technical Information, one stop shopping for product service and support documentation!

Key Value Search

○ Product Number (*hint*)
○ Document Number (*hint*)
○ Keyword Text (*hint*)

Search Value

Language
[English ▼]

Product Search   [Add Favorites]
Type
[Select a Type ▼]
Category
[Select a Category ▼]
Family
[Select a Family ▼]

Series
[Select a Series ▼]

Model
[Select a Model ▼]

Favorites   [Modify Favorites]
[Select a Favorites ▼]

[Submit] [Reset] [Help]

Select the appropriate check boxes for the document types you wish to review.

☑ **Support Communications**
☑ Customer Advisory
☑ Customer Bulletin
☑ Customer Notice
☑ Customer Work Instruction (CSR)
☑ Product Change Notification
☑ Security Bulletin
☑ Service Action Advisory
☑ Service Advisory
☑ Service Bulletin
☑ Service Notice
☑ Service Product Announcement
☑ Service Program Announcement
☑ Technical Work Instruction (TWI)

☑ **Manuals and Guides**
☑ Illustrated Parts Map
☑ Install Guide
☑ Maintenance/Service Guide
☑ Parts Guide
☑ QuickSpec
☑ Reference Manual
☑ Service Guide/Manual
☑ Technical Reference Guide
☑ Training Material
☑ Troubleshooting Guide
☑ Upgrade Manual
☑ User Guide
☑ Warranty Statement
☑ White Papers

☑ **Support Information**
☑ ActionProcedureMap
☑ CPMDMap
☑ Support Information
☐ Top Issue (Note: If you are selecting top issue it will return only top issue documents)
☐ Software Support & Drivers Information
☐ Product Bulletin/QuickSpec
☐ Buy Care Packs

To customize your **Key Value Search** or **Product Search** above, click on the Advanced search box to define a geographic location and document release date. Additional search criteria for Announcements and Advisories can be defined in the Subcomponent and Operating System fields.

☐ Advanced Search

[Submit] [Reset] [Help]

4. In the Technical Information Search Window, select the following:
   a. Under Product Search, use the Type drop-down to select Printers and Multifunction
   b. Under Product Search, use the Category drop-down to select Multifunction and All-in-one
   c. Under Product Search, use the Family drop-down to select Samsung Laser MFP and All-in-one Products
   d. Under Product Search, use the Series drop-down to select the Samsung Series of machines
   e. Under Product Search, use the Model drop-down to select desired Model number
   f. Uncheck the Support Communications, Manuals and Guides, and Support Information Check Boxes
   g. Check the Service Guide/Manual Check Box
   h. Click on Submit

5. In the results Window that appears, click on the blue-highlighted Document ID or Title to open the desired Manual

6. A PDF version of the selected Manual will open in separate Window