

Epson Cloud Solution Port User's Guide

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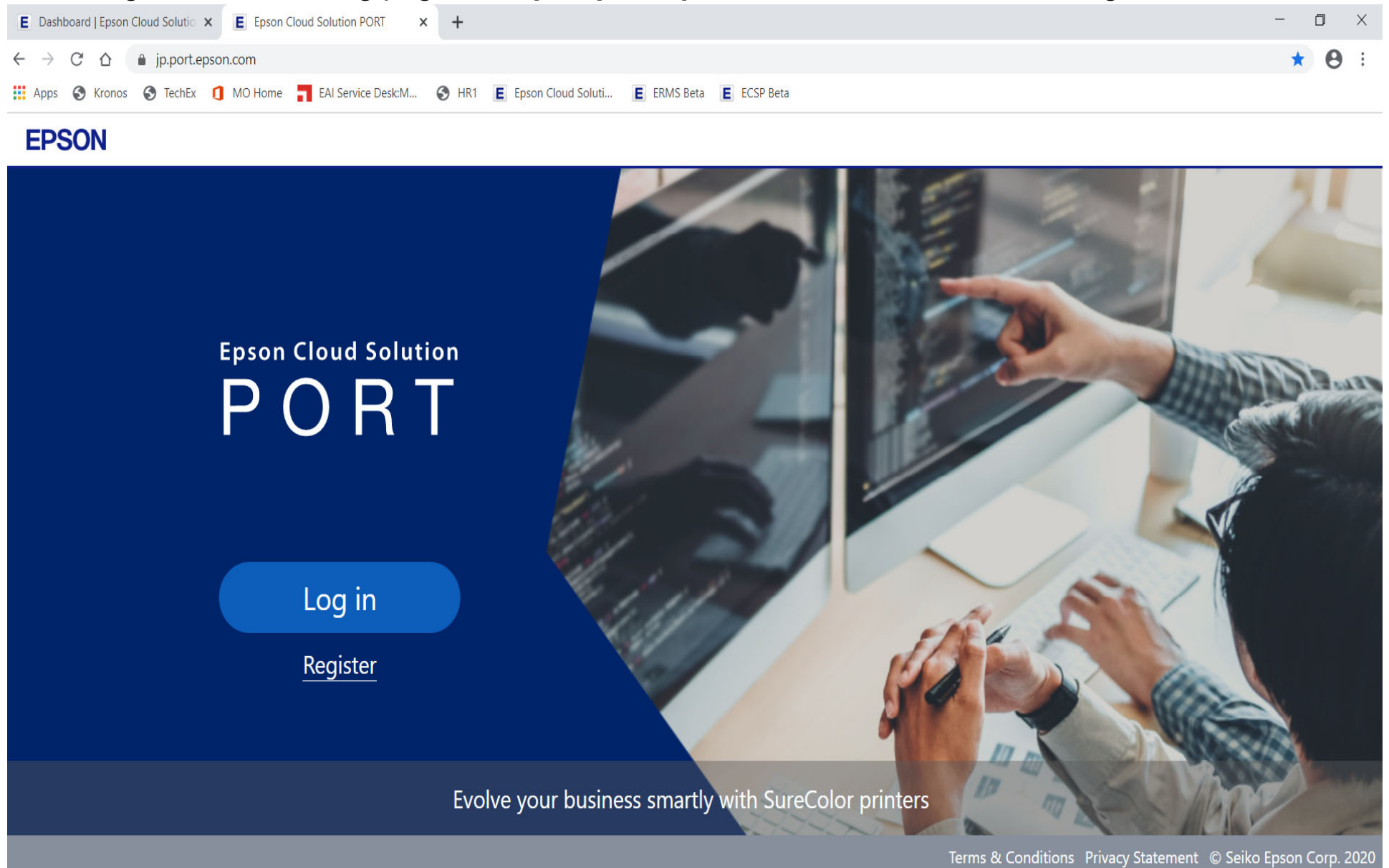
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Creating an ECSP Account

1. Navigate to the landing page at <https://port.epson.com/eai> and click on “Register.”



2. Agree to the Terms & Conditions and Privacy Statement. Enter the email address, password and region you would like associated with your Epson Global ID account. If the page is displayed in Japanese, use the drop-down list in the top right corner to change to your preferred language.

Terms & Conditions ✕

I accept the terms in [Terms & Conditions](#).

I accept the terms in [Privacy Statement](#).

「NeoRun / RUNSENSE View」 「M-Tracer For Golf / M-Tracer View For Golf」 「PULSENSE / PULSENSE View」
をご利用中のお客様はこちらへ

Epson Global IDの作成

ステップ1 登録情報の入力

メールアドレス (ID) 必須

受信可能なメールアドレスを入力してください。

メールアドレス (ID) を入力してください。

パスワード 必須

Note: To view Epson's privacy policy, visit this link: <https://epson.com/cloud-solution-port-privacy-policy>.

3. Click “Send registration confirmation email” to generate the email to validate your account. You will receive an email with a verification code to complete Global ID account registration.

Creating an Epson Global ID

Step 1: Enter registration information

Email Address (ID) **Required**

Enter active email addresses that can receive emails.

Password **Required**

Enter between 10 and 60 characters using a combination of at least two of the following: uppercase letters, lowercase letters, numbers, or symbols. (! # \$ % & * + - = ? @ _).

Avoid using a password that can be easily guessed or that you use for other services.

Confirm Password **Required**

Reenter password

Country or Region **Required**

Language

English

- ▶ [What is the Epson Global ID?](#)
- ▶ [Users who already have an Epson Global ID login here.](#)

Send registration confirmation email

4. Enter the verification code and click “Verify.”

Epson Global ID

auth.cp.epson.com/account/login/

Apps Kronos TechEx MO Home EAI Service Desk:M... HR1

EPSON
EXCEED YOUR VISION

Creating an Epson Global ID

Step 2: Verify email address

A registration confirmation email for the Epson Global ID has been sent to "ron.ringler@ea.epson.com". Enter the verification code from the email within 30 minutes, and then click "Verify".

Verification Code

Enter six characters.
Enter the verification code.

[Click here if you are not receiving emails.](#)

Verify Back

Once verified, you will receive another email confirming your Global ID account is registered.

Registration verification for Epson Global ID



noreply@cp.epson.com

To ○ Ron Ringler

Retention Policy EPSON 2 Year Deletion (2 years)

Expires 08/04/2022

 Reply

[EXTERNAL EMAIL] This email originated outside the organization from noreply@cp.epson.com attachments unless you know the sender.

Dear ea.epson.com

Thank you for using Epson Cloud Solution PORT.

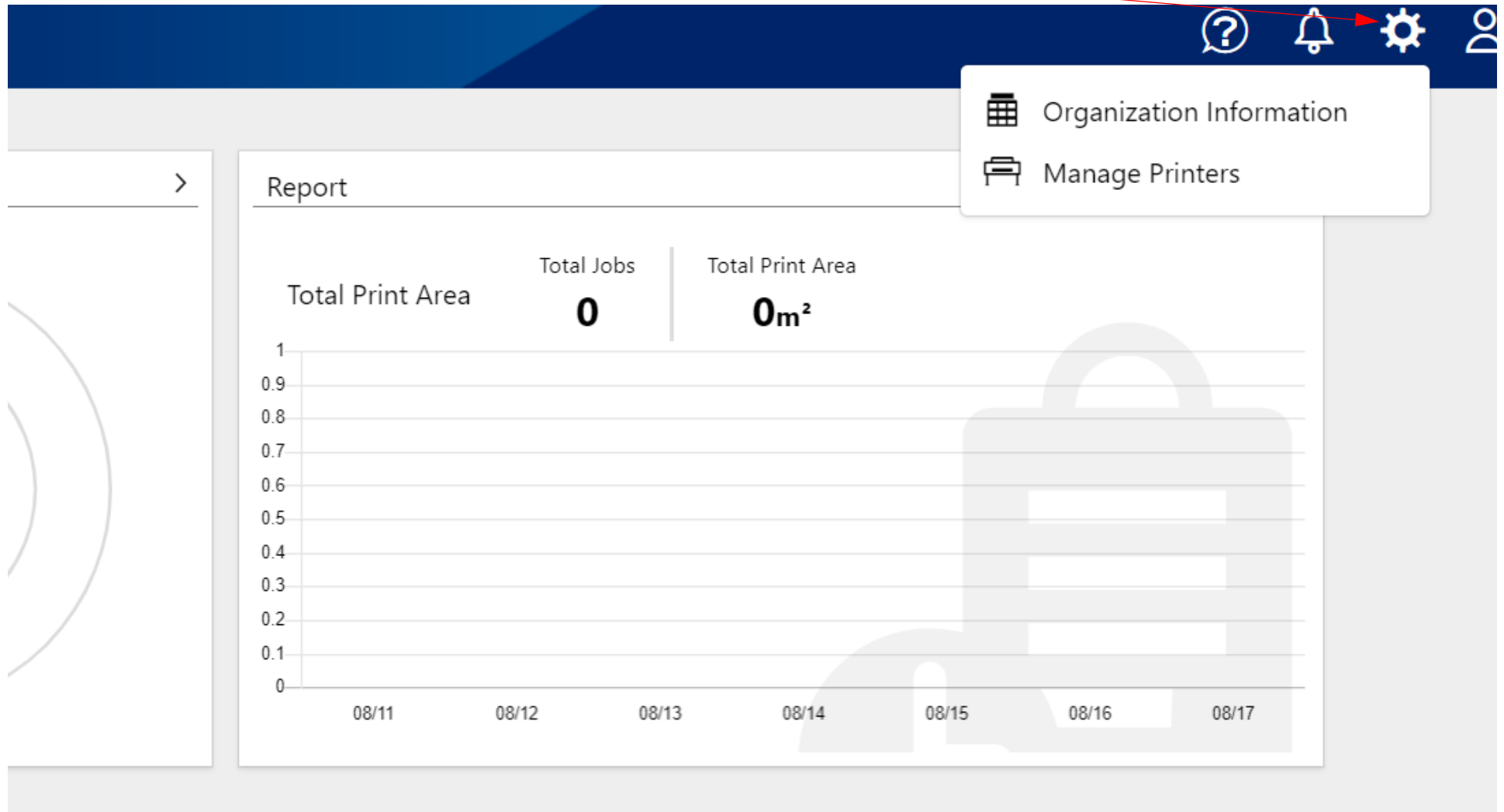
Enter the following verification code to complete email address verification for Epson Global ID. You can use the email address you registered across shared services provided by Epson.

Verification code:

739799

Creating an ECSP Organization

1. Log into the Epson Cloud Solution Port and click on the gear-shaped icon. Click “Organization Information.”



2. If you already created an organization and just want to register your account to it, click “Registering Accounts with Pre-Created Organizations.” Enter the Organization ID and click “Search.” Click “Join” to register your Global ID to the existing organization.

Organization Settings | Epson Clc x +

jp.port.epson.com/port/groupsettings

Apps Kronos TechEx MO Home EAI Service Desk:M... HR1

Epson Cloud Solution
PORT

Organization Settings

Thank you for using Epson Cloud Solution PORT.
To use the service, you need to associate your account with your organization.
If you register your account with your organization, you will be able to use Epson Cloud Solution PORT.

Registering Accounts with Pre-Created Organizations

Enter the organization ID.

Organization ID Required !

Please fill out this field.

Search

Organization Name

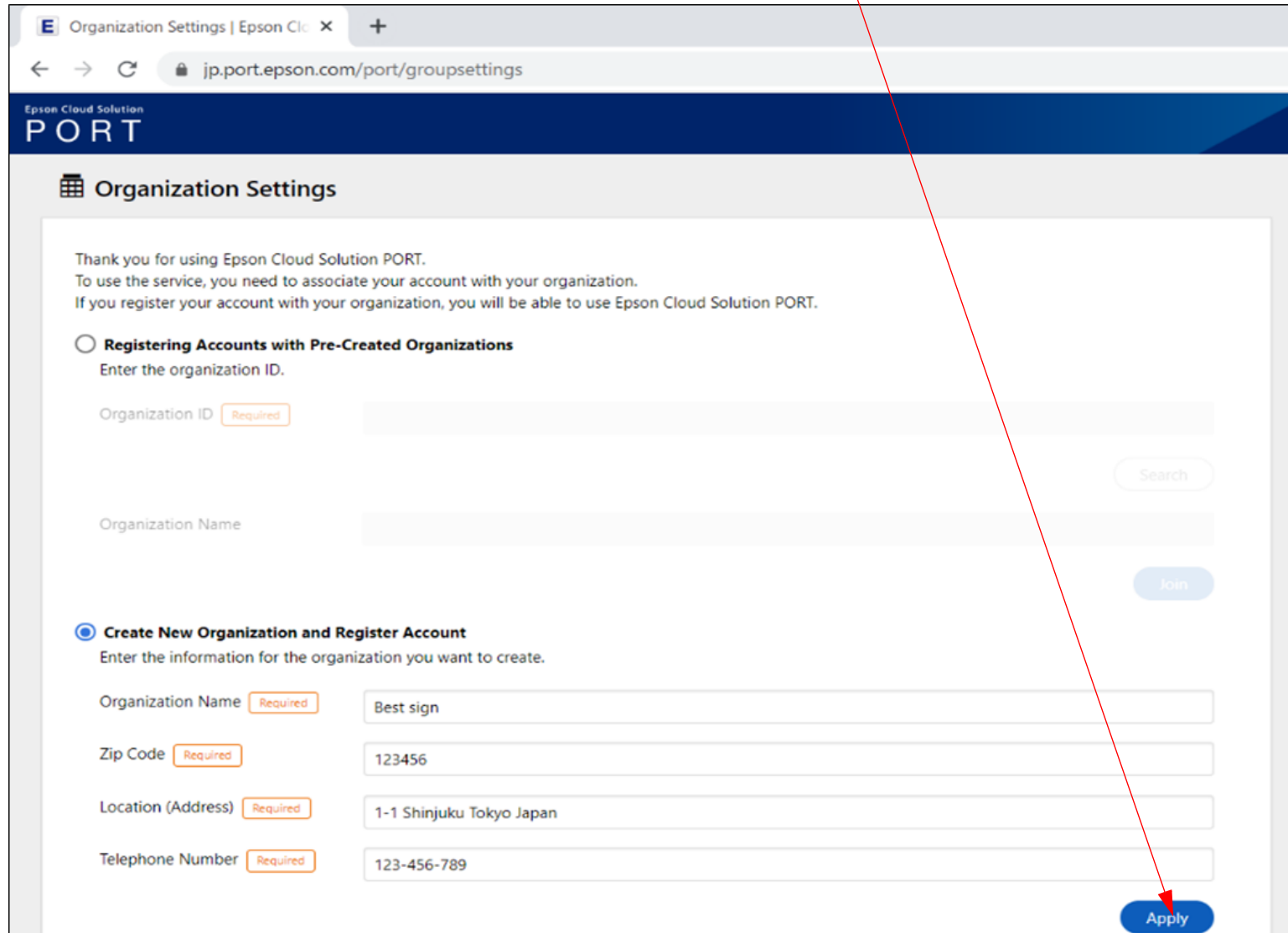
Join

Create New Organization and Register Account

Enter the information for the organization you want to create.

Organization Name Required

3. To create a new organization, click on “Create New Organization and Register Account.” Fill in the required information and click “Apply.” Please note that you cannot change the organization name, location or phone number once applied.



Organization Settings | Epson Cl... x +

jp.port.epson.com/port/groupsettings

Epson Cloud Solution
PORT

Organization Settings

Thank you for using Epson Cloud Solution PORT.
To use the service, you need to associate your account with your organization.
If you register your account with your organization, you will be able to use Epson Cloud Solution PORT.

Registering Accounts with Pre-Created Organizations
Enter the organization ID.

Organization ID Required

Organization Name

Create New Organization and Register Account
Enter the information for the organization you want to create.

Organization Name Required


Zip Code Required

Location (Address) Required

Telephone Number Required

4. Click “OK” to complete registration of the organization. You will receive a confirmation email.

Apply

 Register the following organization?

Organization Name:
Best sign

Zip Code:
123456

Location (Address):
1-1 Shinjuku Tokyo Japan

Telephone Number:
123-456-789

5. If you return to the “Organization Information” page, you will now see your organization’s ID displayed along with the organization information. This ID can be linked to other accounts as shown in step 2.

[Home](#) > Organization Information

Organization Information

Organization

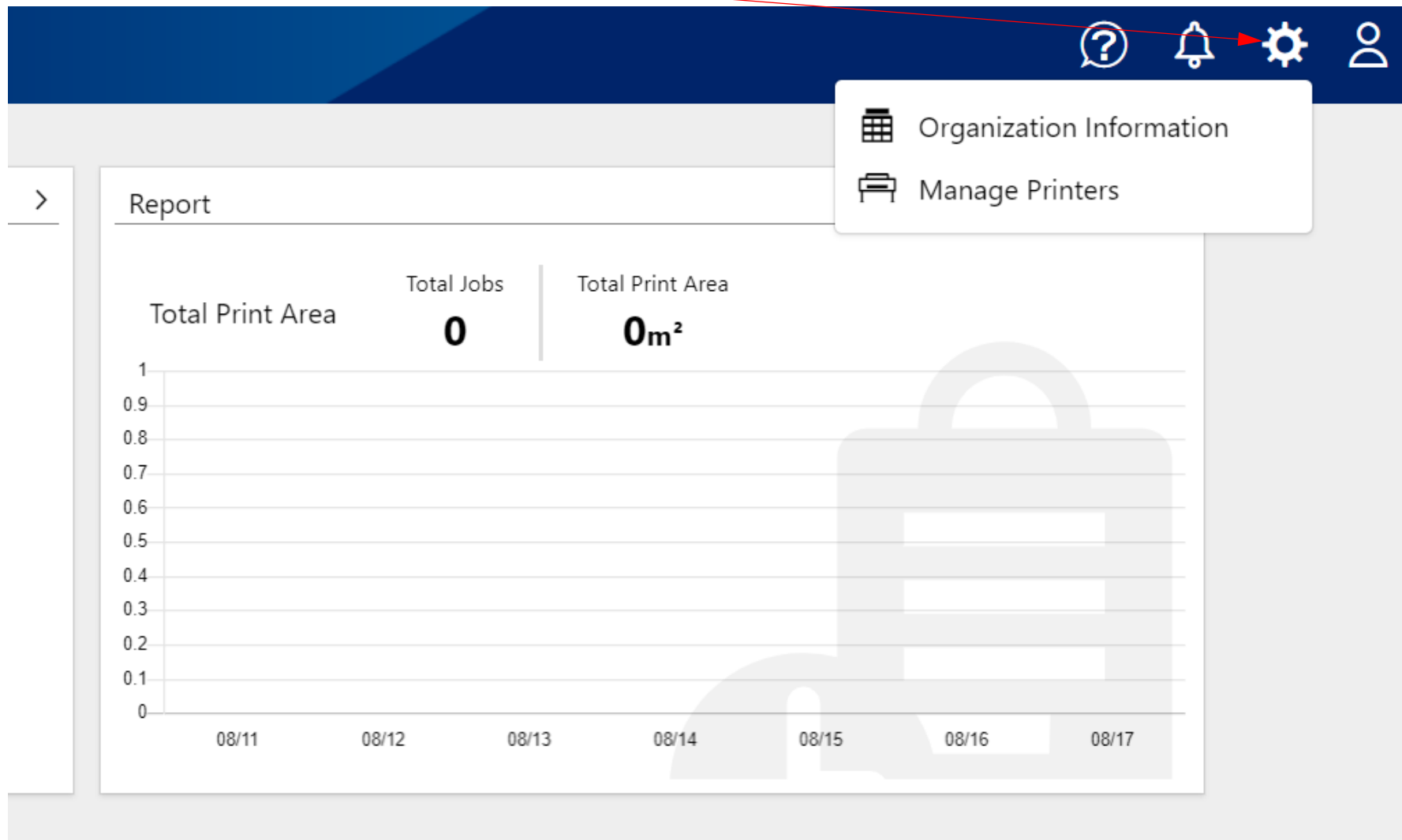
Organization Name	β3.0株式会社
Zip Code	003-0000
Location (Address)	長野県塩尻市広丘野村 1 0 0 0
Telephone Number	0263-12-1000
Organization ID	a32dfc62-1522-4ec0-9e7f-61f87287a7fc
Organization Invitation URL	https://d1ubezseboh2pg.cloudfront.net/invite?groupid=a32dfc62-1522-4ec0-9e7f-61f87287a7fc

To manage the printer among multiple users, share [Organization ID] or [Organization Invitation URL] with all administrators.

Members

Registering a Printer on ECSP

1. Log into the Epson Cloud Solution Port and click on the gear-shaped icon. Click “Manage Printers”



2. You see the list of printers associated with the organization. If you have not added a printer yet, the list will be blank.

Epson Cloud Solution
PORT

[Home](#) > Manage Printers

Manage Printers

- Printer List**
- Installation Location
- Issue Agent Key
- Spare Part Request

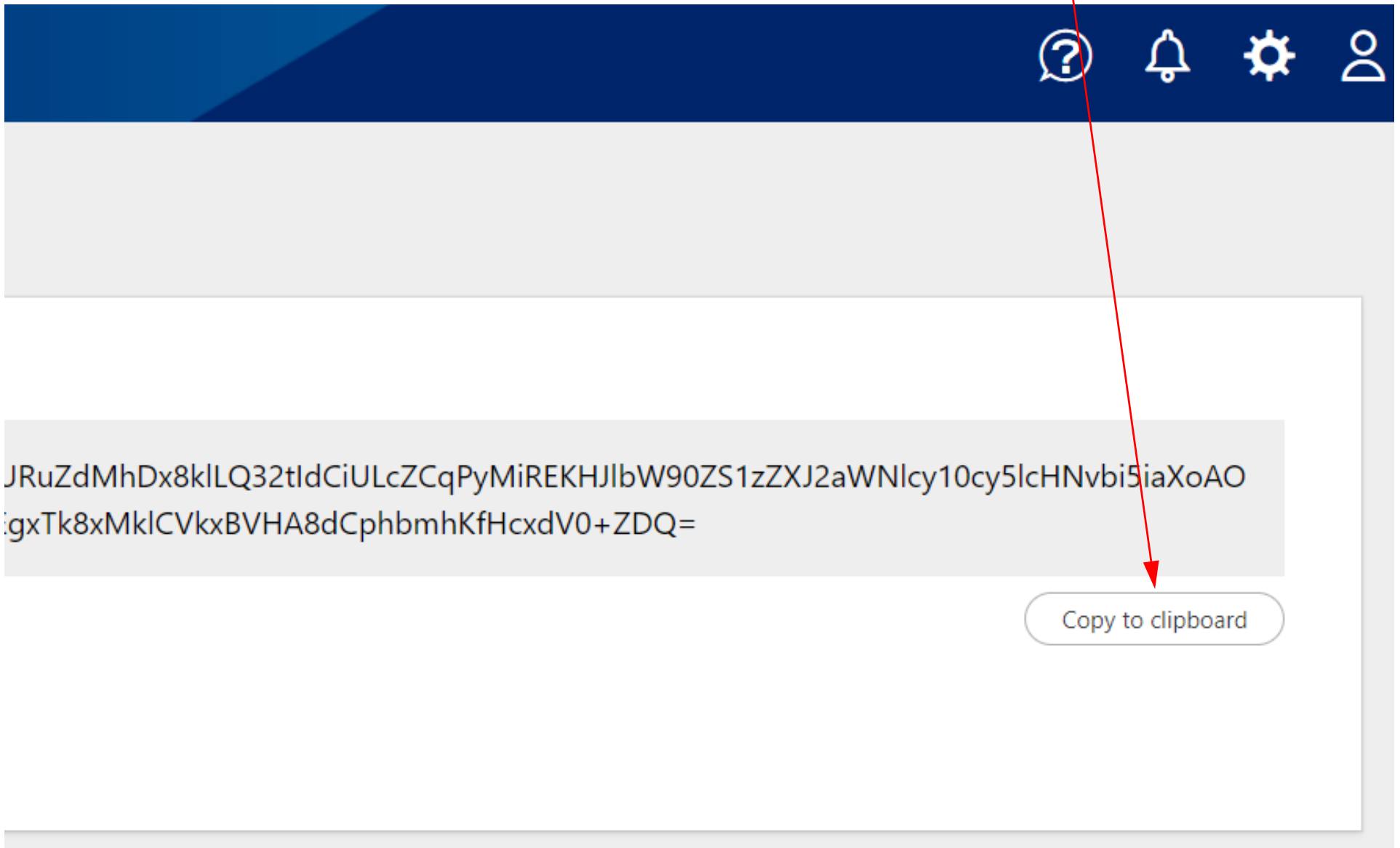
Name ↑	Model	Serial Number
	SC-F3000 Series	7421E10002

[How do I add printers?](#)

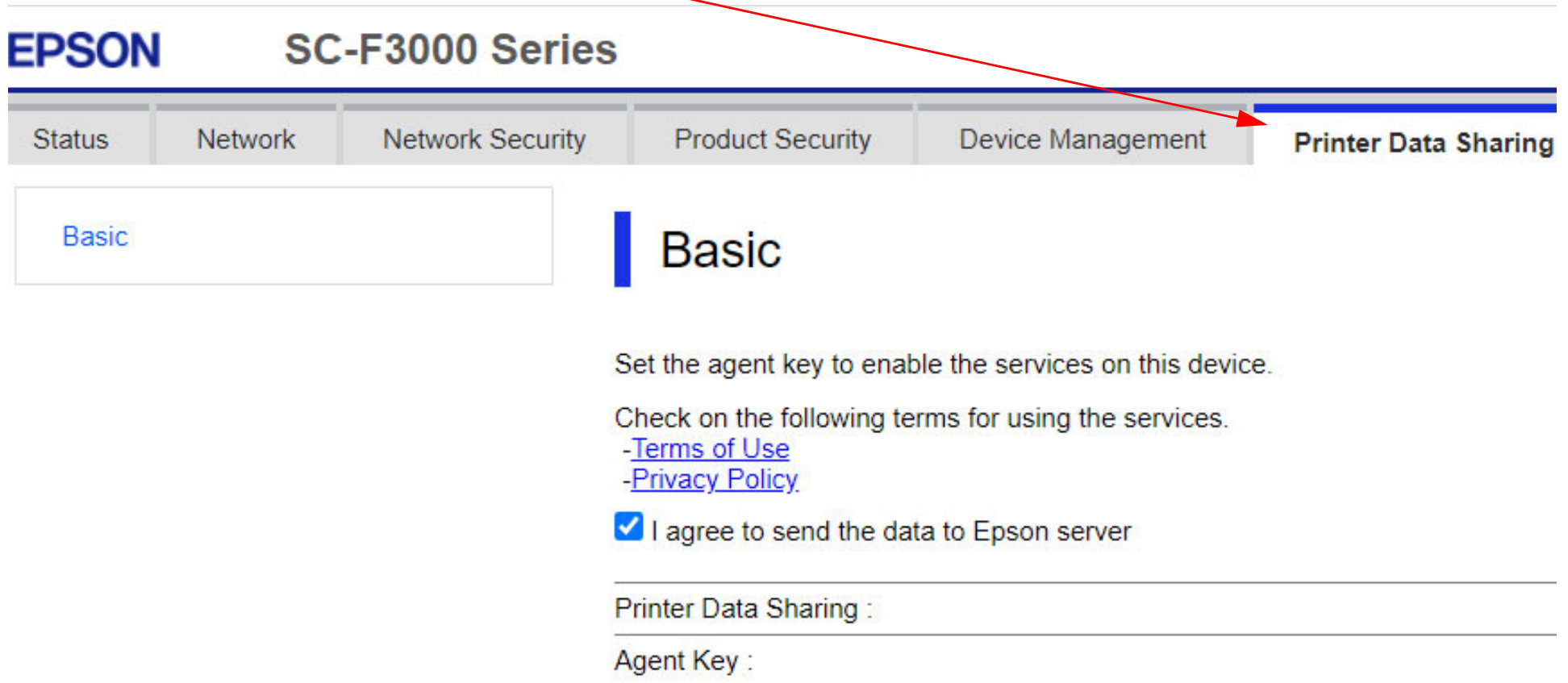
3. To add a printer, click on “Issue Agent Key.”

The screenshot shows the 'Epson Cloud Solution PORT' interface. At the top, there is a dark blue header with the text 'Epson Cloud Solution' and 'PORT' in large white letters. Below the header, a breadcrumb trail reads 'Home > Manage Printers'. The main content area is titled 'Manage Printers' with a printer icon. On the left, a vertical menu lists four options: 'Printer List', 'Installation Location', 'Issue Agent Key' (which is highlighted with a blue bar), and 'Spare Part Request'. On the right, the 'Agent Key' section displays a long alphanumeric string: 'iqeM3r/toGMj djZgq+3ROnr3av8ccnacv+OyV97WM66l DA1ZjZkNDRiNjVjNGQ3M2JjNGVINDk0OTc0NDQ1MGZ'.

4. Click “Copy to clipboard” to copy the agent key and have it available to paste.



5. Type the IP address of your printer into a browser to access the Web Configuration settings. Click on the “Printer Data Sharing” tab.



EPSON SC-F3000 Series

Status Network Network Security Product Security Device Management **Printer Data Sharing**

Basic

Basic

Set the agent key to enable the services on this device.

Check on the following terms for using the services.

- [Terms of Use](#)
- [Privacy Policy](#)

I agree to send the data to Epson server

Printer Data Sharing :

Agent Key :

Note: If the administrator password is enabled, enter the password when prompted.

6. Set the “Printer Data Sharing” option to “Enable” and check the box to agree to send data to the Epson server. **Please review the Terms of Use and Privacy Policy before agreeing to share data to the Epson server.** Paste the agent key into the “Agent Key” line.

ies

ity Product Security Device Management **Printer Data Sharing**

Basic

Set the agent key to enable the services on this device.

Check on the following terms for using the services.

- [Terms of Use](#)
- [Privacy Policy](#)

I agree to send the data to Epson server

Printer Data Sharing : Enable Disable

Agent Key :

The Web Configuration page should display a “Setup complete” message. The printer will now be available in the Epson Cloud Solution Port.

SC-F3000 Series

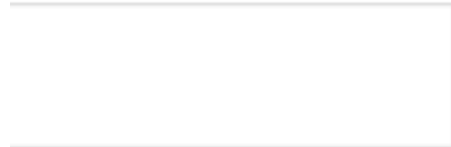
Network	Network Security	Product Security	Device Management	Printer Data Sh
---------	------------------	------------------	-------------------	-----------------

Basic


Setup complete.
Printer information has been sent correctly.

7. If you receive a “Setup failed” message, check your network settings and make sure you copied the agent key correctly.

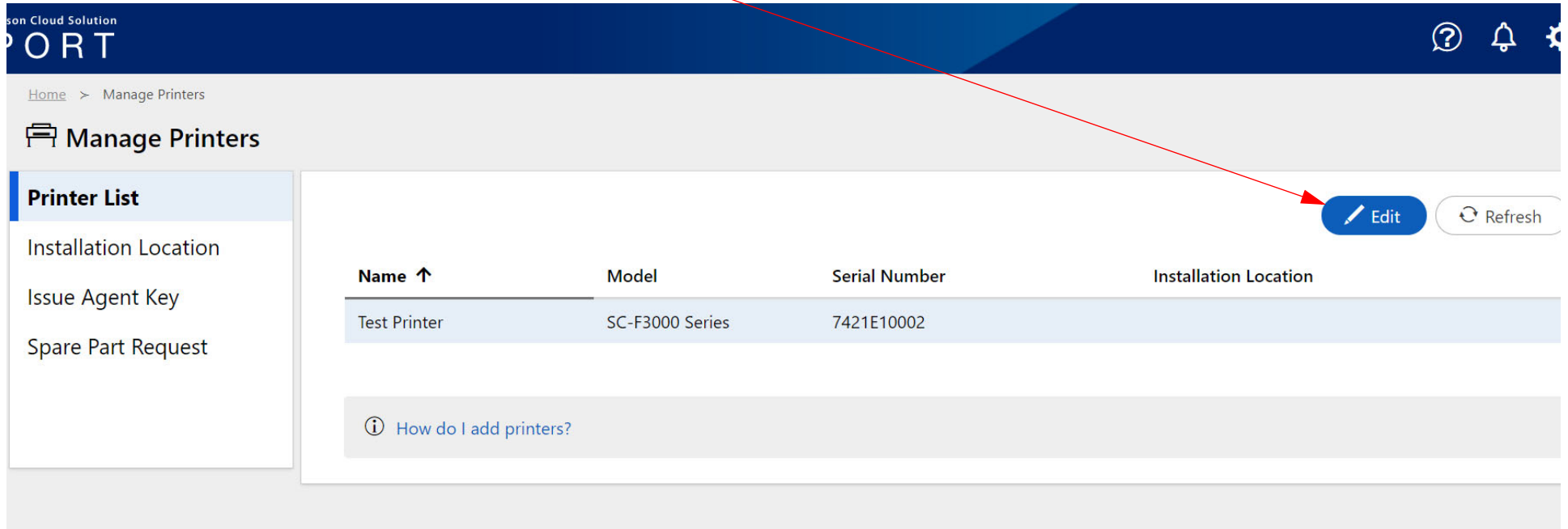
SC-F3000 Series



Basic

 Setup failed.(910041)
Services are currently unavailable.
Try again later.

8. Return to the “Manage Printers” page in the Epson Cloud Solution Port. If you are still logged in, log out and then back in. You can now view the printer serial number and assign a name and installation location using the “Edit” button if you choose.



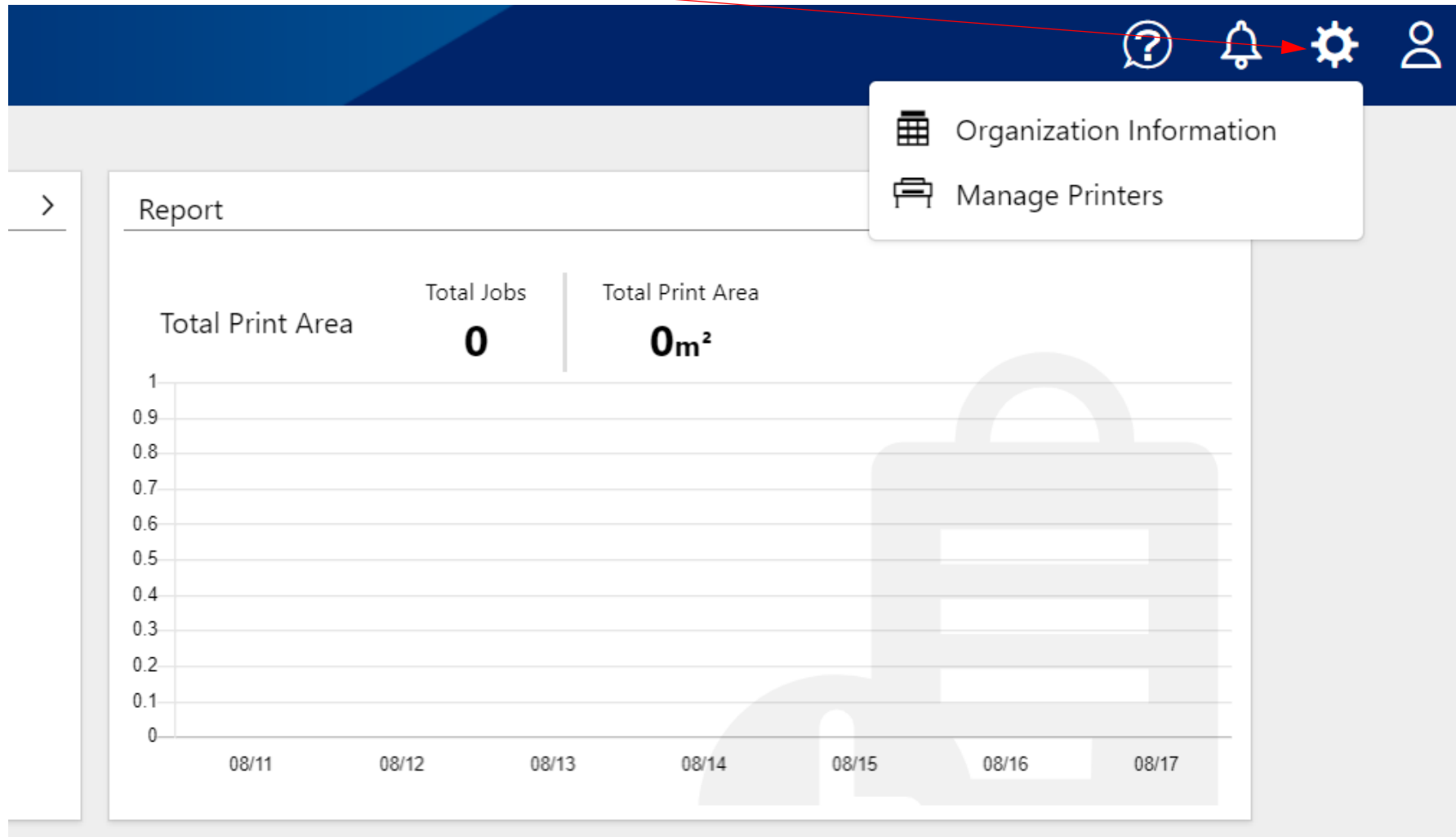
The screenshot shows the Epson Cloud Solution Port interface. The top navigation bar includes the logo and icons for help, notifications, and settings. The breadcrumb trail indicates the current location: Home > Manage Printers. The main heading is 'Manage Printers' with a printer icon. A left sidebar menu contains 'Printer List' (highlighted), 'Installation Location', 'Issue Agent Key', and 'Spare Part Request'. The main content area features a table with columns for Name, Model, Serial Number, and Installation Location. A single printer entry is shown: 'Test Printer', 'SC-F3000 Series', and '7421E10002'. To the right of the table are 'Edit' and 'Refresh' buttons. A red arrow points from the text above to the 'Edit' button. Below the table is a link: 'How do I add printers?'.

Name ↑	Model	Serial Number	Installation Location
Test Printer	SC-F3000 Series	7421E10002	

Activating User Self-Repair Mode

Note: This chapter applies only to customers who have purchased a User Self-Repair service contract

1. Click on the gear icon and access the “Organization Information” page.



2. Identify the Organization ID and click on the “Copy to Clipboard” button.

Organization Information

Organization Information

Organization Name: β3.0株式会社
 Organization ID: 003-0000
 Address: 長野県塩尻市広丘野村 1 0 0 0
 Phone Number: 0263-12-1000
 Organization ID: `a32dfc62-1522-4ec0-9e7f-61f87287a7fc` Copy to clipboard
 Organization Invitation URL: `https://d1ubezseboh2pg.cloudfront.net/invite?groupid=a32dfc62-1522-4ec0-9e7f-61f87287a7fc` Copy to clipboard

When printing among multiple users, share [Organization ID] or [Organization Invitation URL] with all administrators.

Refresh

3. Call the Epson Pro Graphics Advanced Support line at: 1-800-234-1445 (**Note: This phone number is to be used for User Self-Repair activation only**). Inform the representative that you would like to activate the User Self-Repair mode on the printer. You will be asked to provide a phone number and the printer's serial number to look up your information. Once your information is verified, the representative will provide an email address to send your Organization ID. With the Organization ID already copied to the clipboard, paste it into the email and send to the representative. The rep will again confirm the printer's serial number and activate User Self Repair on the printer.

Note: Once User Self Repair has been activated by Epson, please refer to the “ECSP Head Ordering” chapter of this guide for printhead ordering and the “Self-Repair, How to Replace the Print Head” guide for the self-repair process.

ECSP Dashboard

1. Log into the Epson Cloud Solution Port. With at least one printer registered, you can now access the Printer Operation Status and Report from the main Dashboard.

The screenshot shows the Epson Cloud Solution Port dashboard. The browser address bar displays 'jp.port.epson.com/port/dashboard'. The dashboard header includes the 'Epson Cloud Solution PORT' logo. The main content area is divided into two sections: 'Printer Operation Status' and 'Report'.

Printer Operation Status: This section features a donut chart and a list of printer statuses. The donut chart is almost entirely green, indicating that all printers are in a 'Ready' state. The text 'Available 1/1' is displayed in the center of the chart. The status list shows:

- Printing...: 0
- Ready: 1
- Error: 0
- Other: 0

Report: This section displays summary statistics and a line graph. The statistics are:

Total Print Area	Total Jobs	Total Print Area
	0	0m ²

The line graph below the statistics shows a y-axis from 0 to 1 and an x-axis with dates from 08/11 to 08/14. The graph area is currently empty.

2. Click on the “Printer Operation Status” window to view the current status of the printer(s). A summary of all printer operations is displayed across the three windows at the top while the individual status of each printer is displayed below.

The screenshot displays the 'Printer Operation Status' dashboard. At the top, there is a navigation bar with 'Epson Cloud Solution PORT' and a breadcrumb trail 'Home > Printer Operation Status'. The main title is 'Printer Operation Status' with a printer icon and a unit selector set to 'Unit: [m²]'. The dashboard is divided into three main sections:

- Operation Status:** A donut chart shows the printer is 'Available 1/1'. A legend indicates: Printing... (0), Ready (1), Error (0), and Other (0).
- Total Print Area:** A line chart showing print area over a 24-hour period (00:00 to 23:00). The y-axis ranges from 0 to 1. The chart shows a flat line at 0.
- Operation Res:** A summary card showing 'Number of Print J' with a large '0'.

Below these sections is a 'Status' section for a specific printer:

- Status:** A green bar with a checkmark and the text 'Ready'.
- Test Printer:** SC-F3000 Series.
- Number of Print Jobs:** 0.
- Total Print Area:** 0m².

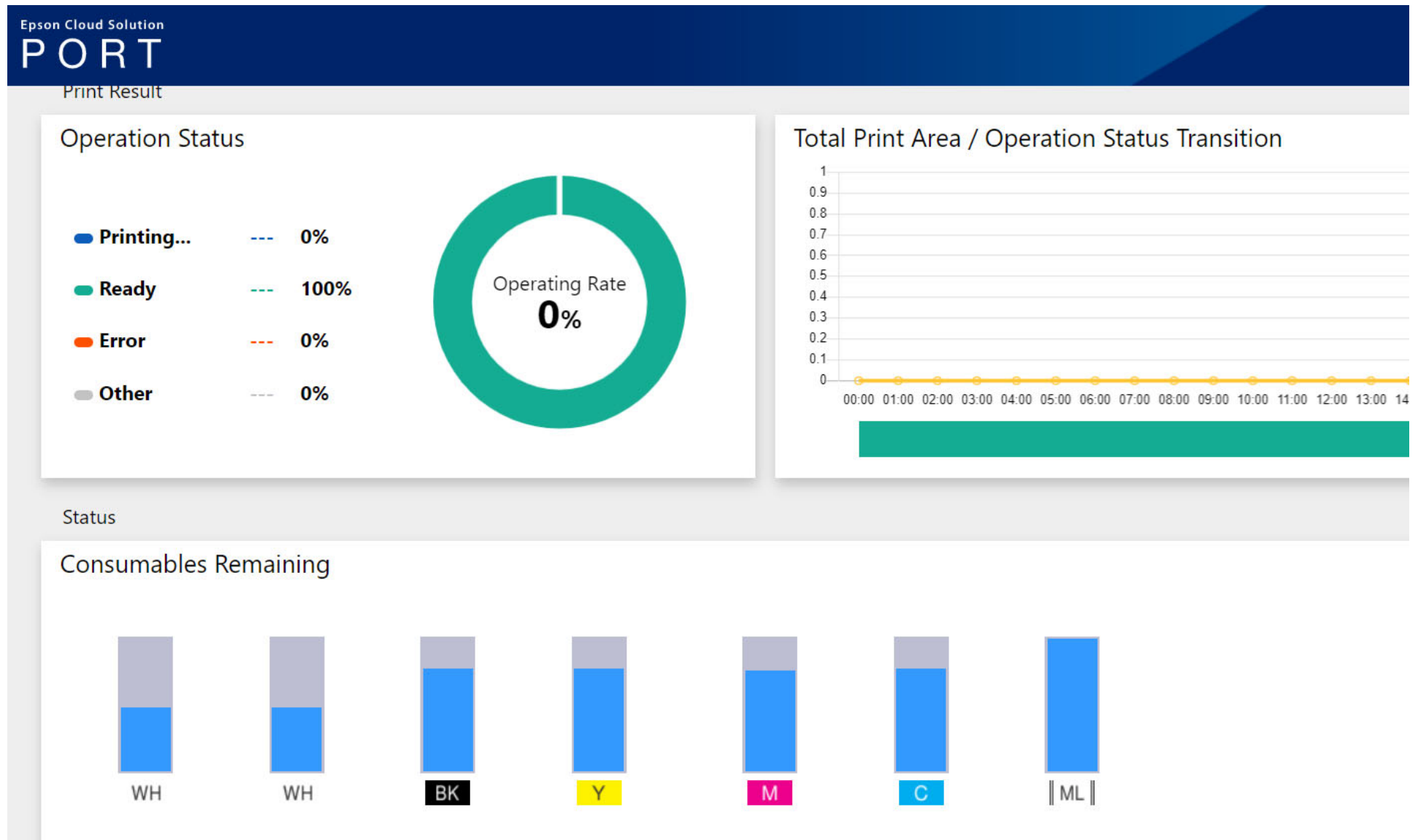
3. To view individual printer information, click on the printer window displayed beneath “Status”

The screenshot displays the Epson Cloud Solution PORT interface. At the top, the browser address bar shows 'jp.monitor.port.epson.com/printer'. The main header includes 'Epson Cloud Solution PORT' and navigation links like 'Home > Printer Operation Status'. The central section is titled 'Printer Operation Status' and includes a unit selector 'Unit: [m²]'. It features three main components: 1) 'Operation Status' with a donut chart showing 'Available 1/1' and a legend for 'Printing...' (0), 'Ready' (1), 'Error' (0), and 'Other' (0). 2) 'Total Print Area' with a line graph showing zero activity over a 24-hour period. 3) 'Operation Re' showing 'Number of Print' as 0. Below this, a 'Status' section highlights the 'Ready' status for a 'Test Printer' (SC-F3000 Series), with a red arrow pointing to the 'Ready' label. A table below the status shows 'Number of Print Jobs' as 0 and 'Total Print Area' as 0m².

Operation Status	Count
Printing...	0
Ready	1
Error	0
Other	0

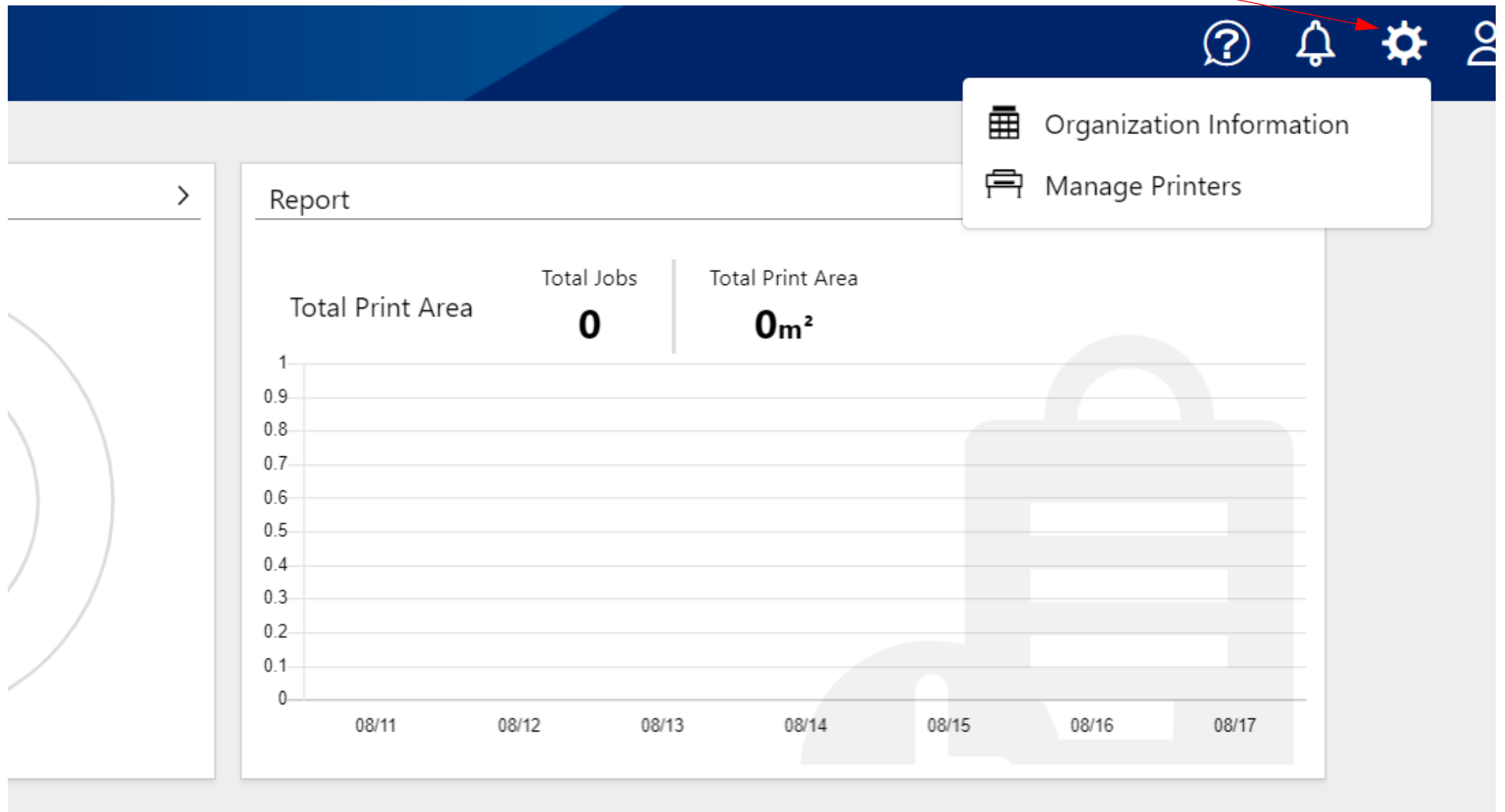
Printer Name	Model	Number of Print Jobs	Total Print Area
Test Printer	SC-F3000 Series	0	0m²

4. The operation status, total print area, and ink and maintenance tank levels are displayed.



ECSP Print Head Ordering

1. Log into the Epson Cloud Solution Port and click on the gear-shaped icon. Click “Manage Printers”



2. Click on “Spare Part Request.” A list of registered printers and the most recent print head request will be displayed along with buttons to refresh the printer list and make a new request.

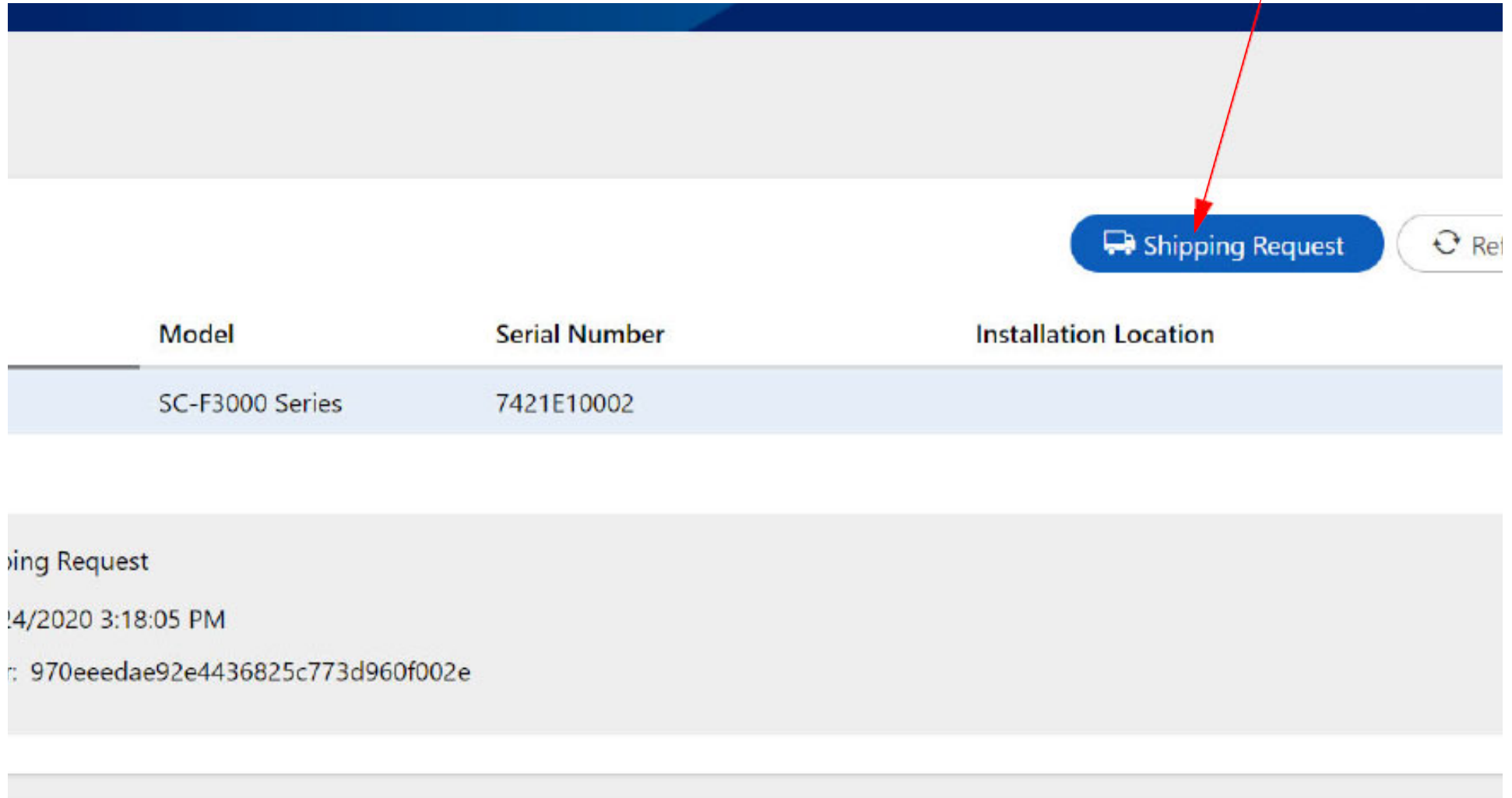
The screenshot shows a web application interface for managing printers. At the top, there is a blue header with the text 'on Cloud Solution' and 'PORT'. Below the header, a breadcrumb trail reads 'Home > Manage Printers'. The main heading is 'Manage Printers' with a printer icon. On the left, a sidebar menu contains the following items: 'Printer List', 'Installation Location', 'Issue Agent Key', and 'Spare Part Request' (which is highlighted with a blue bar). The main content area displays a table with the following data:

Name ↑	Model	Serial Number
Test Printer	SC-F3000 Series	7421E10002

Below the table, there is a grey box containing information about a previous shipping request:

- Previous Shipping Request
- Date Sent: 8/24/2020 3:18:05 PM
- Order Number: 970eedae92e4436825c773d960f002e

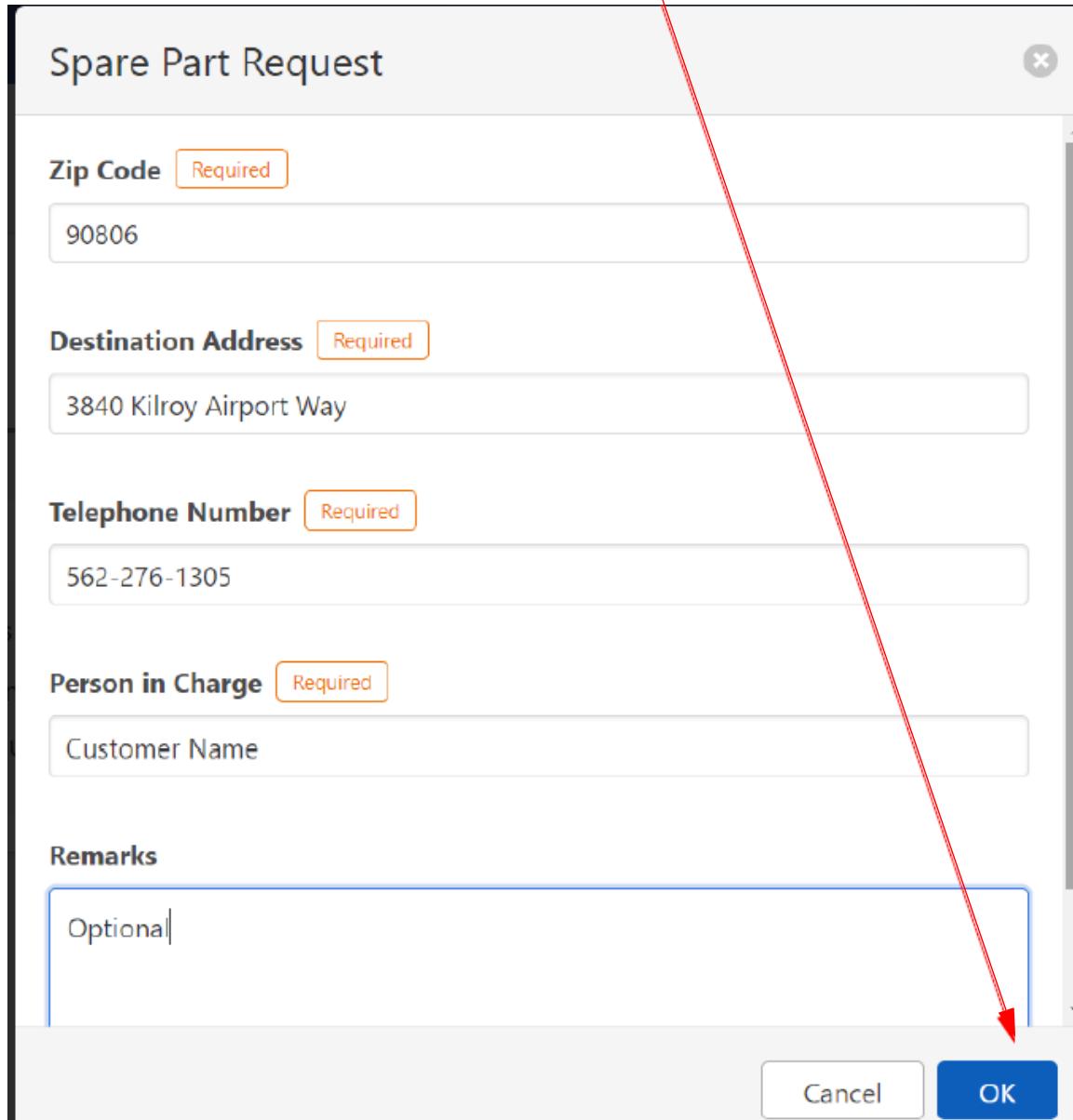
3. Click on a printer in the list and the “Shipping Request” button will become active. Click on “Shipping Request.”



The screenshot shows a user interface for printer management. At the top, there is a dark blue header bar. Below it is a light gray area containing a blue button with a white truck icon and the text "Shipping Request". A red arrow points from the text above to this button. To the right of the "Shipping Request" button is a circular refresh icon and the text "Rel". Below these buttons is a table with three columns: "Model", "Serial Number", and "Installation Location". The table has one data row with the following values: "SC-F3000 Series", "7421E10002", and an empty cell. Below the table is a light gray area containing the text "Shipping Request", "11/4/2020 3:18:05 PM", and a long alphanumeric string: "r: 970eedae92e4436825c773d960f002e".

Model	Serial Number	Installation Location
SC-F3000 Series	7421E10002	

4. Fill out the shipping request form and click “OK.” Comments are optional and for the shipper’s purposes only.



Spare Part Request ✕

Zip Code Required
90806

Destination Address Required
3840 Kilroy Airport Way

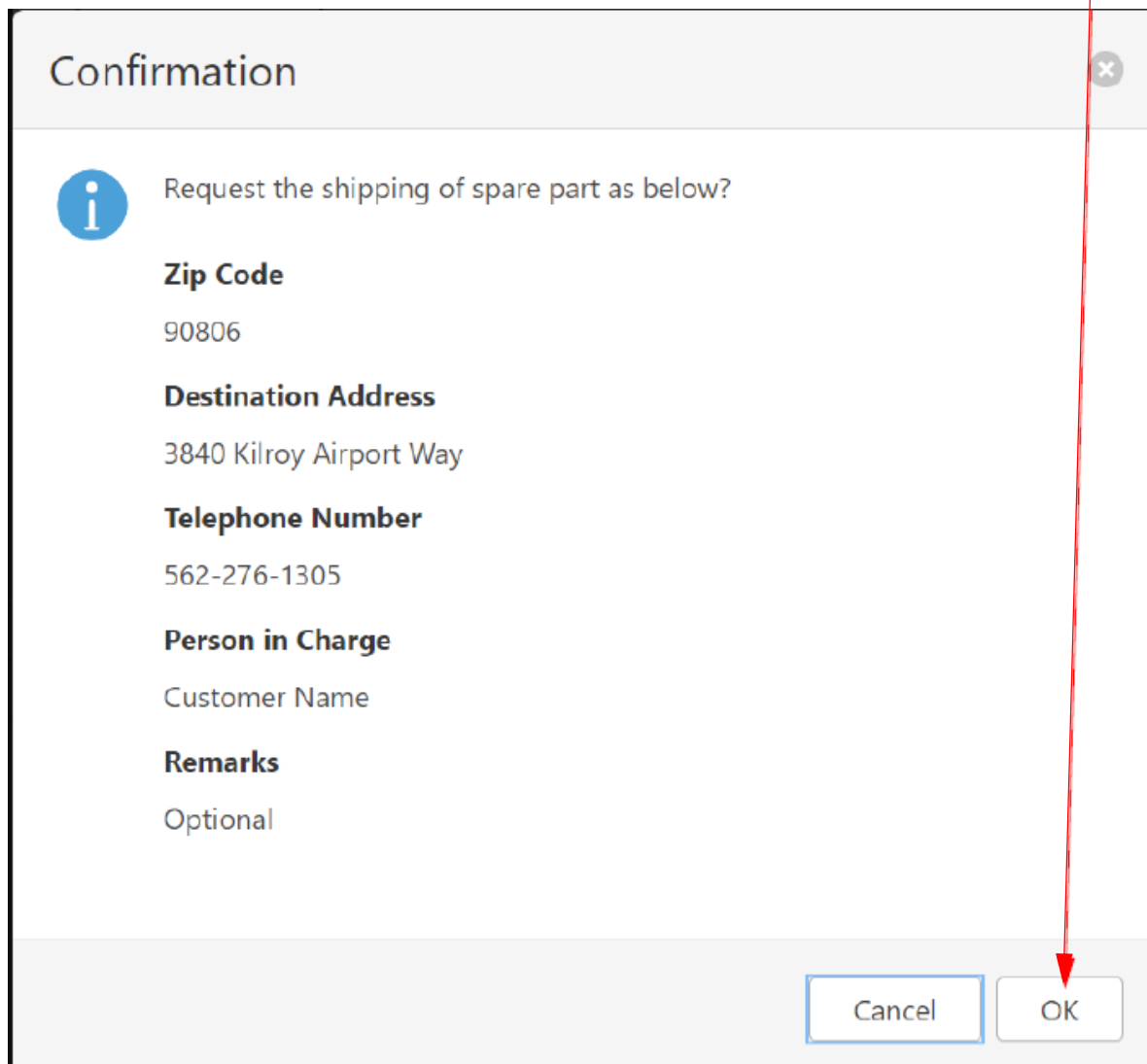
Telephone Number Required
562-276-1305

Person in Charge Required
Customer Name

Remarks
Optional

Cancel **OK**

5. A pop-up window will appear to confirm the print head request. Click “OK” to confirm the request for a print head order to be placed.



The image shows a 'Confirmation' dialog box with a close button (X) in the top right corner. The main content area contains an information icon (i) followed by the text 'Request the shipping of spare part as below?'. Below this, several fields are listed with their values: 'Zip Code' is 90806, 'Destination Address' is 3840 Kilroy Airport Way, 'Telephone Number' is 562-276-1305, 'Person in Charge' is Customer Name, and 'Remarks' is Optional. At the bottom right, there are two buttons: 'Cancel' and 'OK'. A red arrow points from the top right of the dialog box down to the 'OK' button.

Confirmation

i Request the shipping of spare part as below?

Zip Code
90806

Destination Address
3840 Kilroy Airport Way

Telephone Number
562-276-1305

Person in Charge
Customer Name

Remarks
Optional

Cancel OK