

Epson Cloud Solution Port User's Guide

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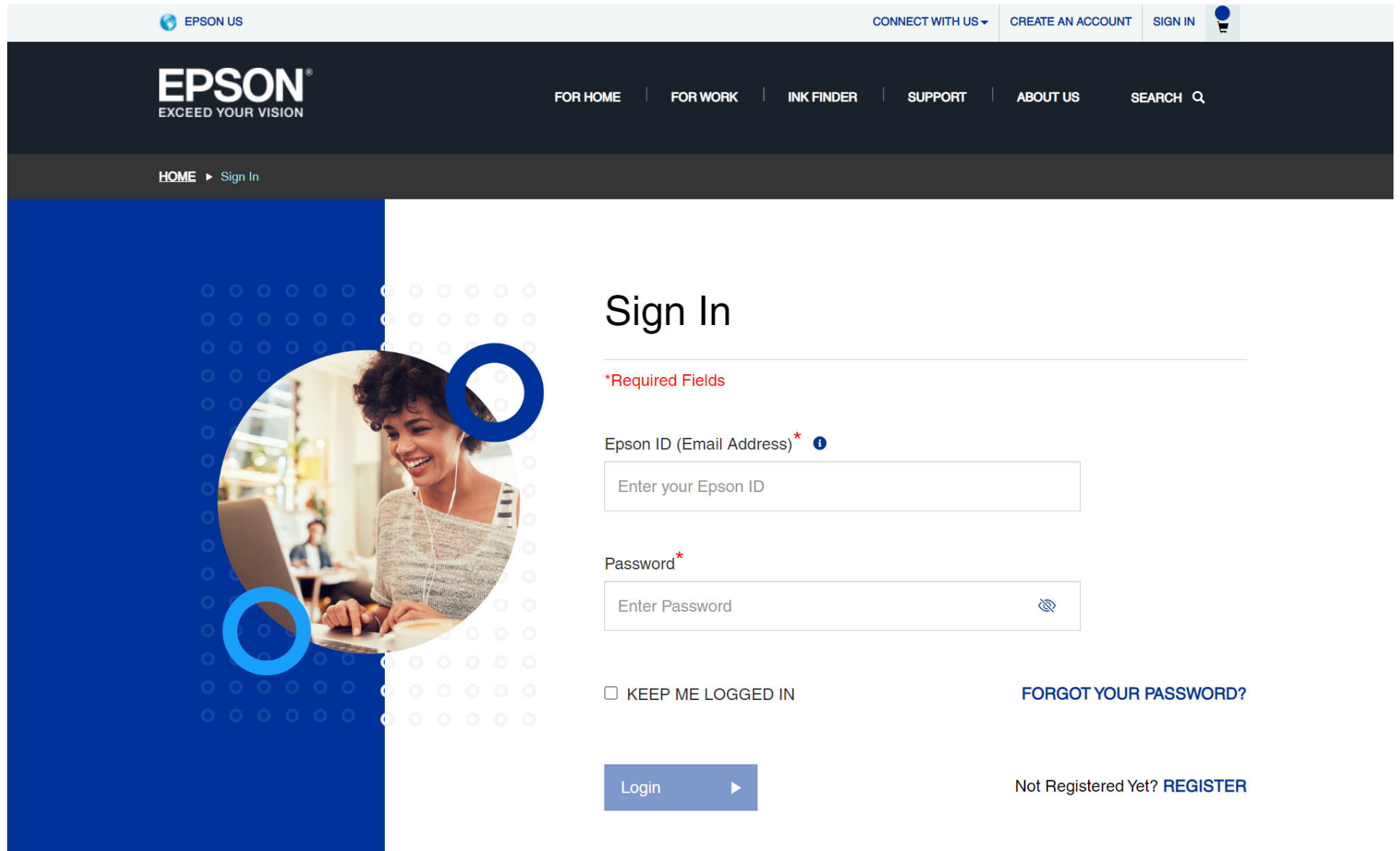
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Creating an ECSP Account

1. Create or log into your Epson account at <https://www.epson.com>



EPSON US

CONNECT WITH US

CREATE AN ACCOUNT

SIGN IN

EPSON
EXCEED YOUR VISION

FOR HOME | FOR WORK | INK FINDER | SUPPORT | ABOUT US

SEARCH


HOME ▶ Sign In

Sign In

*Required Fields

Epson ID (Email Address)* ⓘ

Password*

KEEP ME LOGGED IN

[FORGOT YOUR PASSWORD?](#)

▶

Not Registered Yet? [REGISTER](#)

2. Once logged in, click on **Learn More** under Epson Cloud Solution PORT

Personal Information

Login Credentials

Payment Details

Shipping Details

Product Information

My Products

View product details, warranty information, and other useful links for Epson products registered to your account.

[GO TO MY PRODUCTS ▶](#)

Register New Products

Register new products to your Epson account.

[REGISTER PRODUCTS ▶](#)

Activate Service Plans

Protect your Epson products with a variety of flexible service plan options.


[ACTIVATE PLAN ▶](#)

Epson Store

Browse Epson products and make purchases directly from the Epson Store.

[GO TO EPSON STORE ▶](#)

Services You Might Be Interested In:

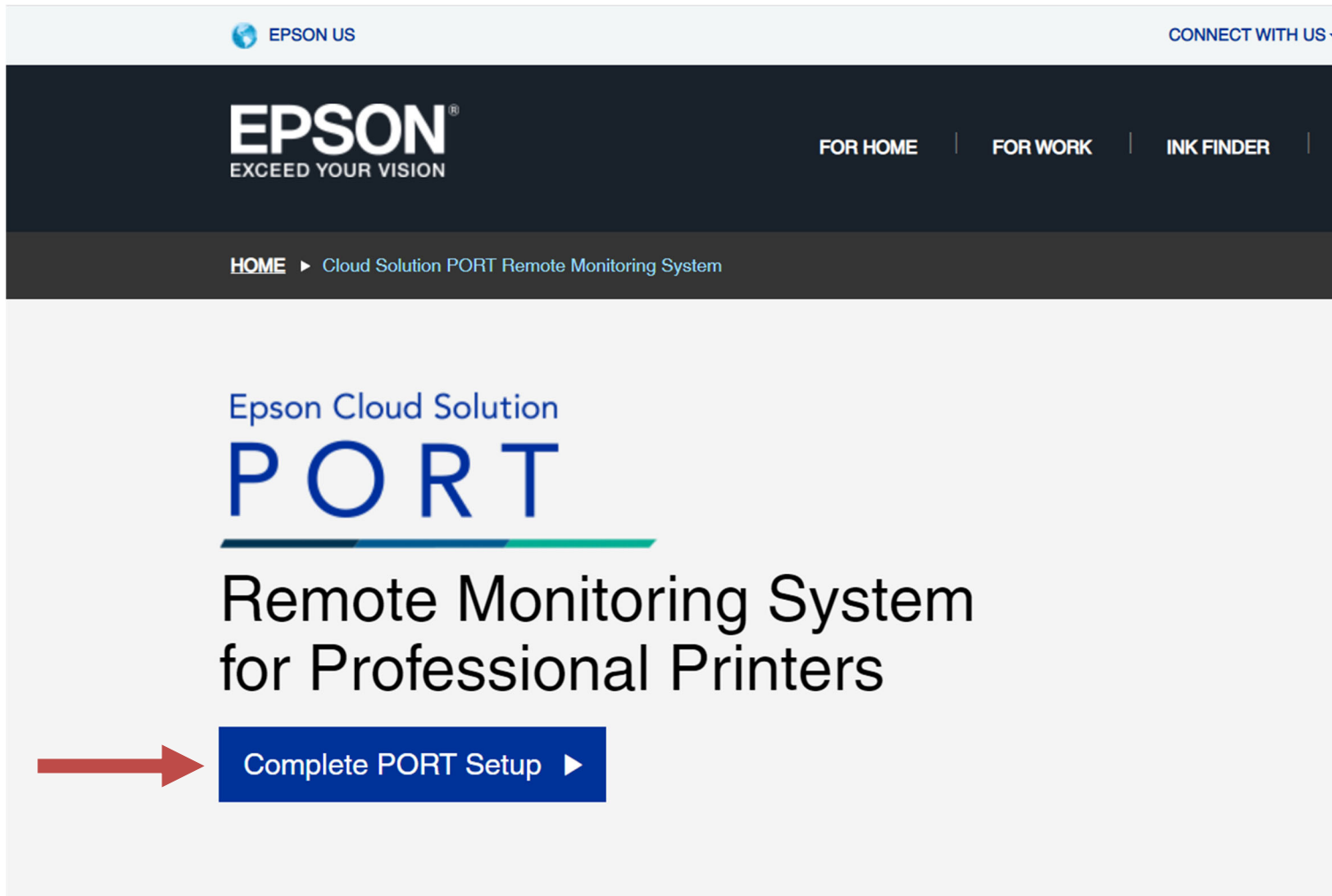


Epson Cloud Solution PORT

Epson Cloud Solution PORT is a platform for cloud-based services that supports Epson large format and commercial printers.

[LEARN MORE ▶](#)

3. Click on **Complete PORT Setup**



The screenshot shows the Epson Cloud Solution PORT website. At the top, there is a navigation bar with the Epson logo and the tagline "EXCEED YOUR VISION". To the right of the logo are links for "FOR HOME", "FOR WORK", and "INK FINDER". Below the navigation bar is a breadcrumb trail: "HOME > Cloud Solution PORT Remote Monitoring System". The main content area features the text "Epson Cloud Solution" above the large "PORT" logo, which is underlined with a blue and green bar. Below the logo is the text "Remote Monitoring System for Professional Printers". A red arrow points to a blue button labeled "Complete PORT Setup" with a right-pointing triangle.

4. Scroll down, then click on **ADD NEW ORGANIZATION**.


By clicking Next and thereby creating an Epson ID you agree to the Epson and PORT [Terms and Conditions](#) and [Privacy Policy](#).

Request
Access



Don't see your organization above? [ADD NEW ORGANIZATION](#)

5. Fill out the **Add New Organization** form, then click on the **Submit Request** button at the bottom of the page.



Epson Cloud Solution PORT Access

Add New Organization

Add your organization below to track your fleet of printers from anywhere in the world and gain access to other Epson Cloud Solution PORT benefits.

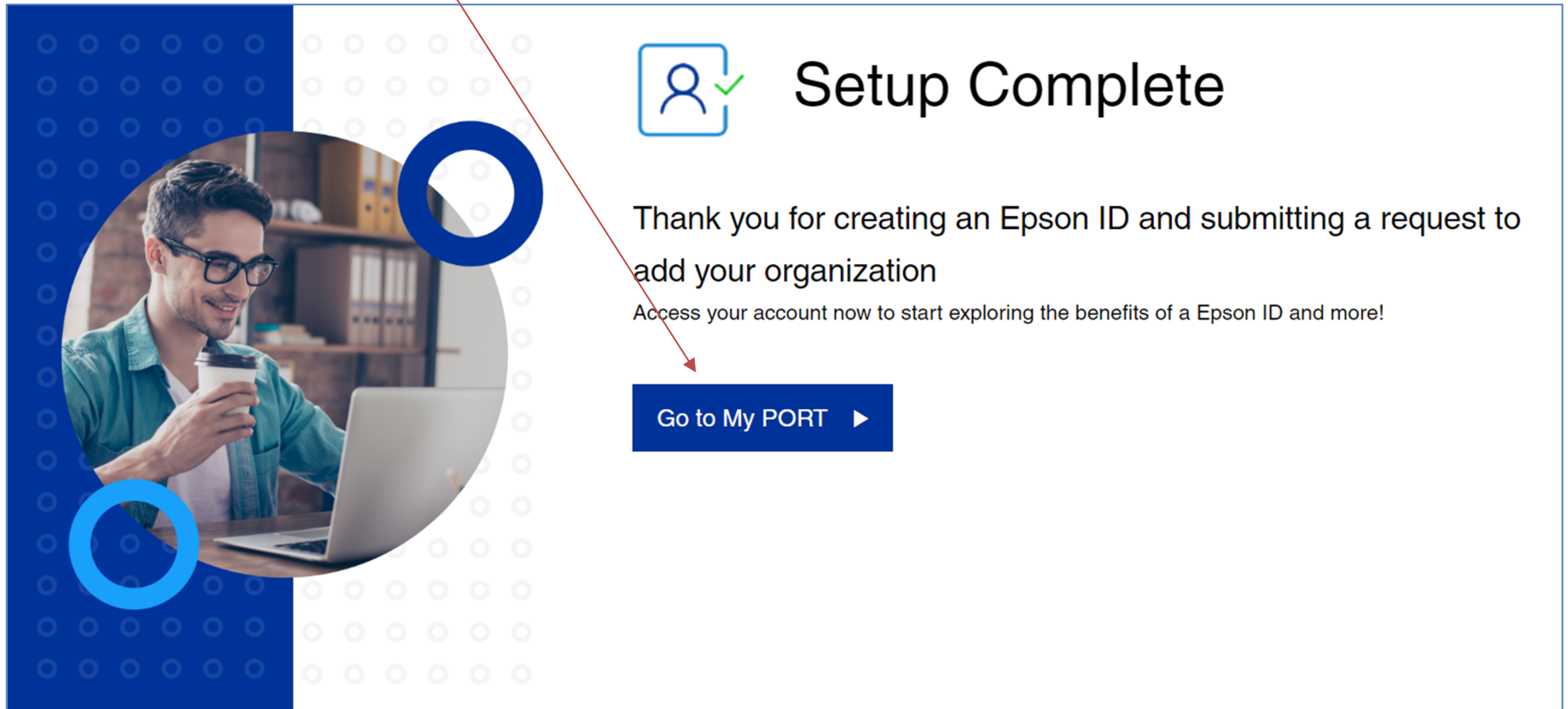
* Required Fields

Organization name*

Industry*

 ▼

6. Click on the **Go to My PORT** button.



Setup Complete

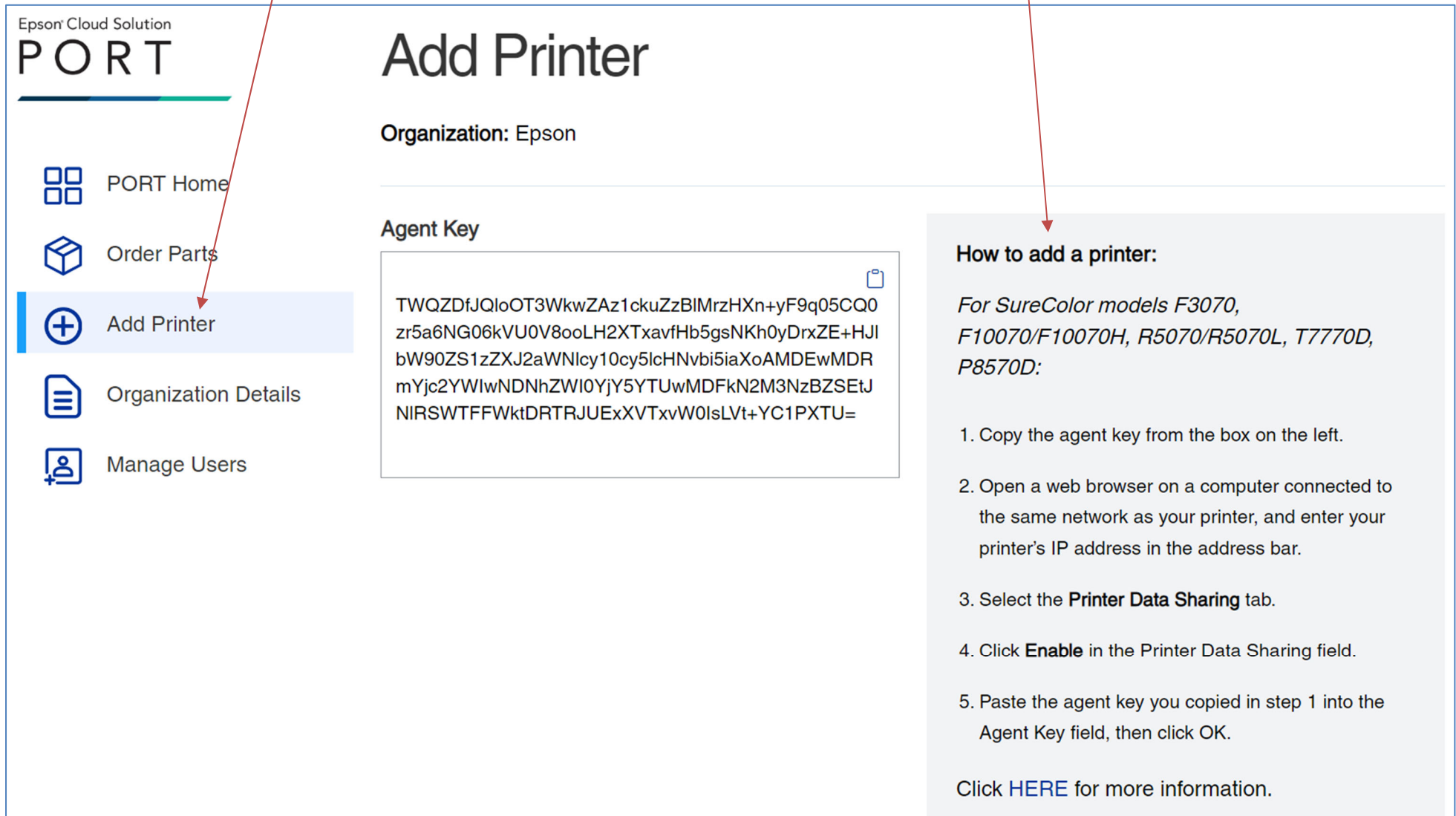
Thank you for creating an Epson ID and submitting a request to add your organization

Access your account now to start exploring the benefits of a Epson ID and more!

[Go to My PORT ▶](#)

Adding a Printer on ECSP

1. Click on **(+) Add Printer**, then follow the instructions under **How to add a printer**. For more detailed instructions, please click on the link in 'Click [HERE](#) for more information.'



Epson Cloud Solution
PORT

Organization: Epson

Add Printer

Agent Key

```
TWQZDfJQloOT3WkwZAz1ckuZzBIMrzHXn+yF9q05CQ0  
zr5a6NG06kVU0V8ooLH2XTxavfHb5gsNKh0yDrxZE+HJI  
bW90ZS1zZXJ2aWNlcy10cy5lcHNvbi5iaXoAMDEwMDR  
mYjc2YWlWNDNhZWl0YjY5YTUwMDFkN2M3NzBZSEtJ  
NIRSWTFFWktDRTRJUExXVTxvW0IsLVt+YC1PXTU=
```

How to add a printer:

For SureColor models F3070, F10070/F10070H, R5070/R5070L, T7770D, P8570D:

1. Copy the agent key from the box on the left.
2. Open a web browser on a computer connected to the same network as your printer, and enter your printer's IP address in the address bar.
3. Select the **Printer Data Sharing** tab.
4. Click **Enable** in the Printer Data Sharing field.
5. Paste the agent key you copied in step 1 into the Agent Key field, then click OK.

Click [HERE](#) for more information.

Activating User Self-Repair Mode

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

1. Click on **Organization Details** and make note of your **Organization ID**.

Epson Cloud Solution
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- PORT Home
- Order Parts
- Add Printer
- Organization Details**
- Manage Users

Organization Details

Organization ID: 00010042

Manage your organization details and view registered admin(s).

Organization Name	EDIT
Epson	
Industry	EDIT
Consumer Products	
Address	EDIT
Phone	EDIT

Organization Admin(s)

View contact information for all registered admins within your organization.

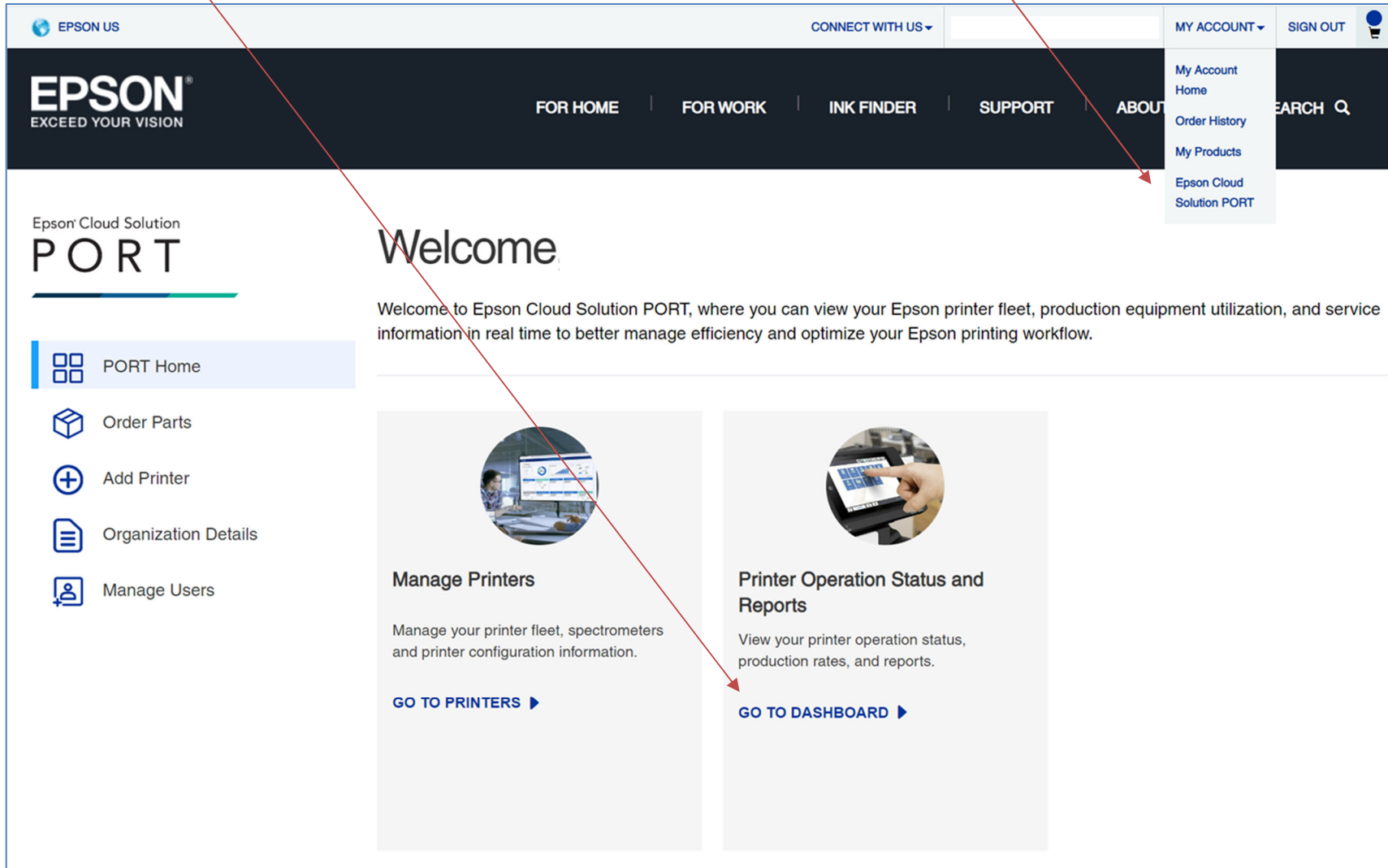
NAME	EMAIL
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

2. 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 <https://www.epson.com>, click on **Epson Cloud Solution PORT**, and then **GO TO DASHBOARD**.



- 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 'PORT' logo. The main content area is divided into two sections:

- Printer Operation Status:** A donut chart shows the status of 1 printer. The data is as follows:

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

 The donut chart is labeled 'Available 1/1'.
- Report:** A summary table and a line chart. The summary table shows:

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

 Below the table is a line chart with a y-axis from 0 to 1 and an x-axis with dates 08/11, 08/12, 08/13, and 08/14. The chart area is currently empty.

3. Click on the “Printer Operation Status” window to view the 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' page in the Epson Cloud Solution PORT interface. The page includes a navigation bar, a breadcrumb trail, and several data visualization components:

- Operation Status:** A donut chart and a table showing the status of 1 printer. The printer is 'Available' (1/1).

Status	Count
Printing...	0
Ready	1
Error	0
Other	0
- Total Print Area:** A line chart showing the total print area over a 24-hour period. The y-axis ranges from 0 to 1.0, and the x-axis shows hourly intervals from 00:00 to 23:00. The data points are all at 0.0.
- Operation Res:** A summary card showing the 'Number of Print J' as 0.
- Status:** A detailed view for the 'Test Printer' (SC-F3000 Series) showing a 'Ready' status, 0 print jobs, and 0m² total print area.

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

The screenshot shows the Epson Cloud Solution PORT interface. At the top, the browser address bar displays 'jp.monitor.port.epson.com/printer'. The main header is 'Epson Cloud Solution PORT'. Below this, the breadcrumb 'Home > Printer Operation Status' is visible. The main title is 'Printer Operation Status' with a printer icon and a 'Unit: [m²]' dropdown menu.

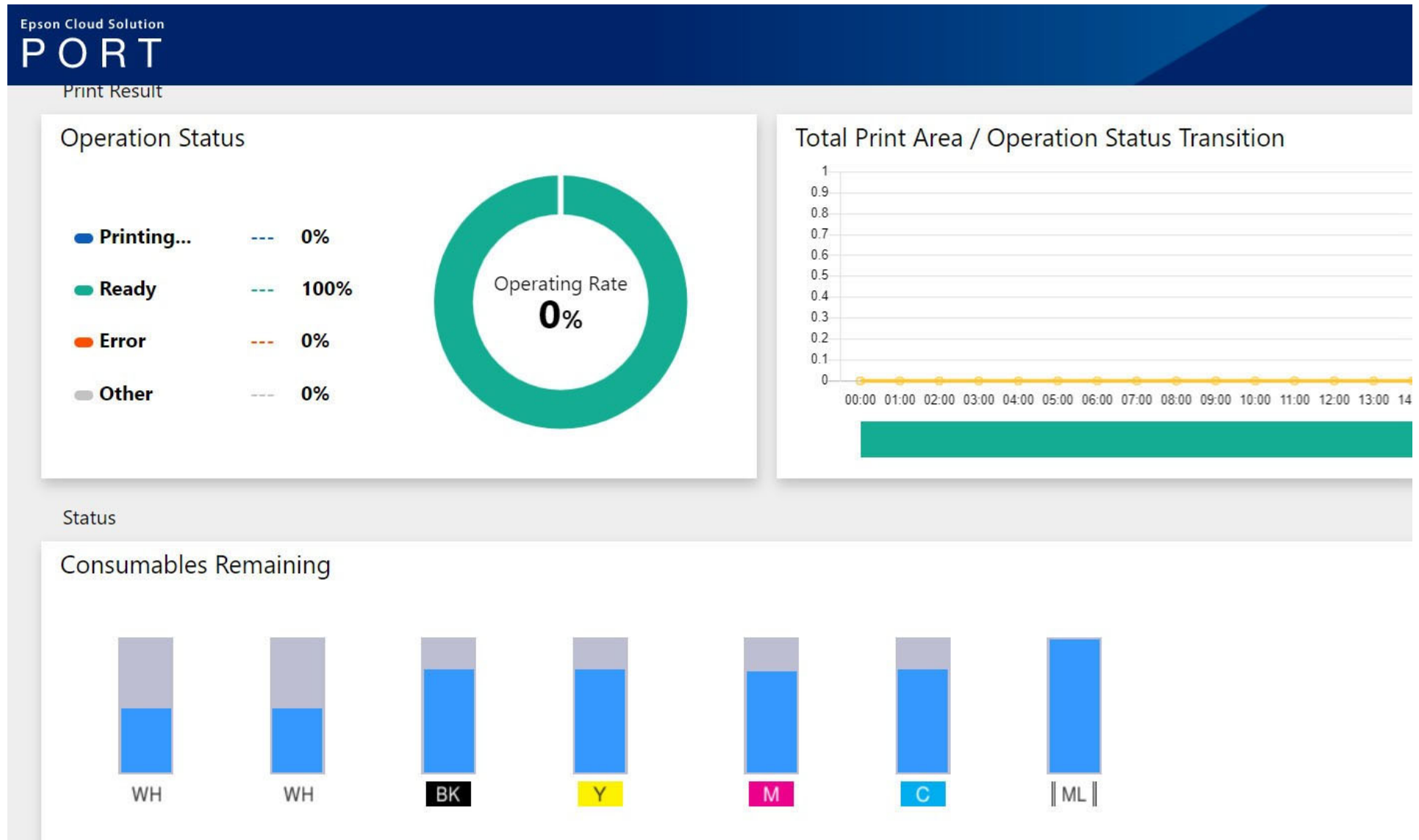
The 'Operation Status' section features a donut chart showing 'Available 1/1'. A legend indicates the following counts: Printing... (0), Ready (1), Error (0), and Other (0).

The 'Total Print Area' section contains a line graph with a y-axis from 0 to 1 and an x-axis from 00:00 to 23:00. The data points are all at 0.

The 'Operation Re' section shows 'Number of Print' as 0.

The 'Status' section displays a green bar with a checkmark and the word 'Ready'. Below this, a printer card for 'Test Printer' (SC-F3000 Series) shows 'Number of Print Jobs' as 0 and 'Total Print Area' as 0m². A red arrow points to the 'Ready' status bar.

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



ECSP Print Head Ordering

1. Click on **Order Parts**, select your printer, then click on the **Order Parts** button.

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Order Parts

Please note that requesting parts is a two-part process: (1) Complete the Order Parts form after selecting your printer below and (2) Calling the toll-free number provided at the end of this process to provide your payment info.

Select your printer:

Search

Printer Serial Number	Printer Name	Model	Install Location
2821E20002	R5070 ES Unit Katella	SC-R5000 Series	null

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Order Parts

Note: Only Admin accounts will have ability to Order Parts, Add Printer, or Manage Users. If you do not see these options, please find out who your Admin is under Organization Details. Admin accounts may assign 'User' or 'Admin' roles to contacts registered to their account.

2. Fill out the **Parts Order Form**, click **Submit**, and **follow the remaining instructions to call us for payment processing**.

[◀ Back to Order Parts](#) ⓧ

Parts Order Form

Please enter the number of spare parts to be shipped.

***Required Fields**

# of Printheads	# of Anti-drying Caps
<input type="text" value="0"/> ▲▼	<input type="text" value="0"/> ▲▼

SHIPPING INFORMATION

(.) and r will also receive shipping confirmation notifications)

Full Name*