Epson Cloud Solution Port User's Guide

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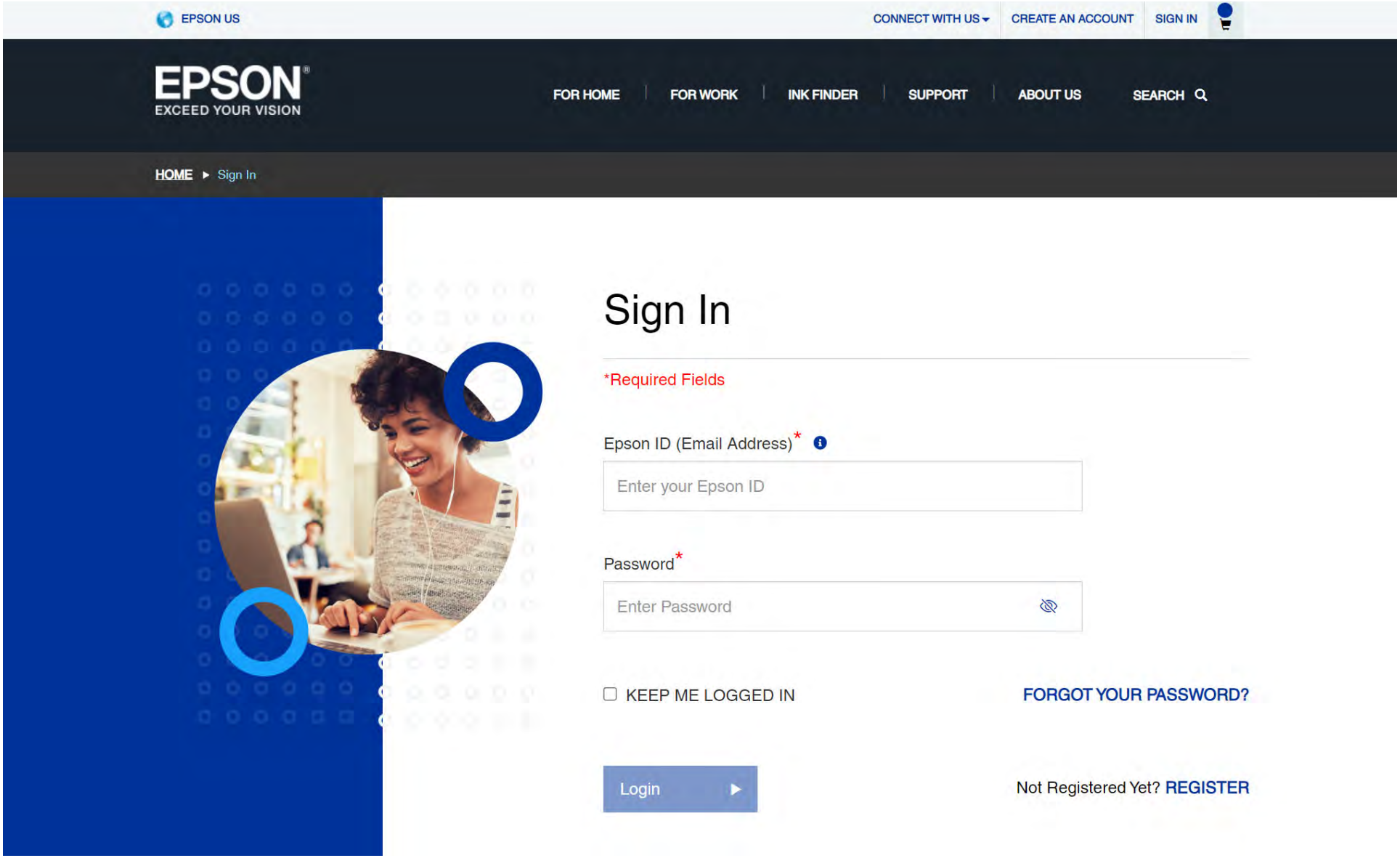
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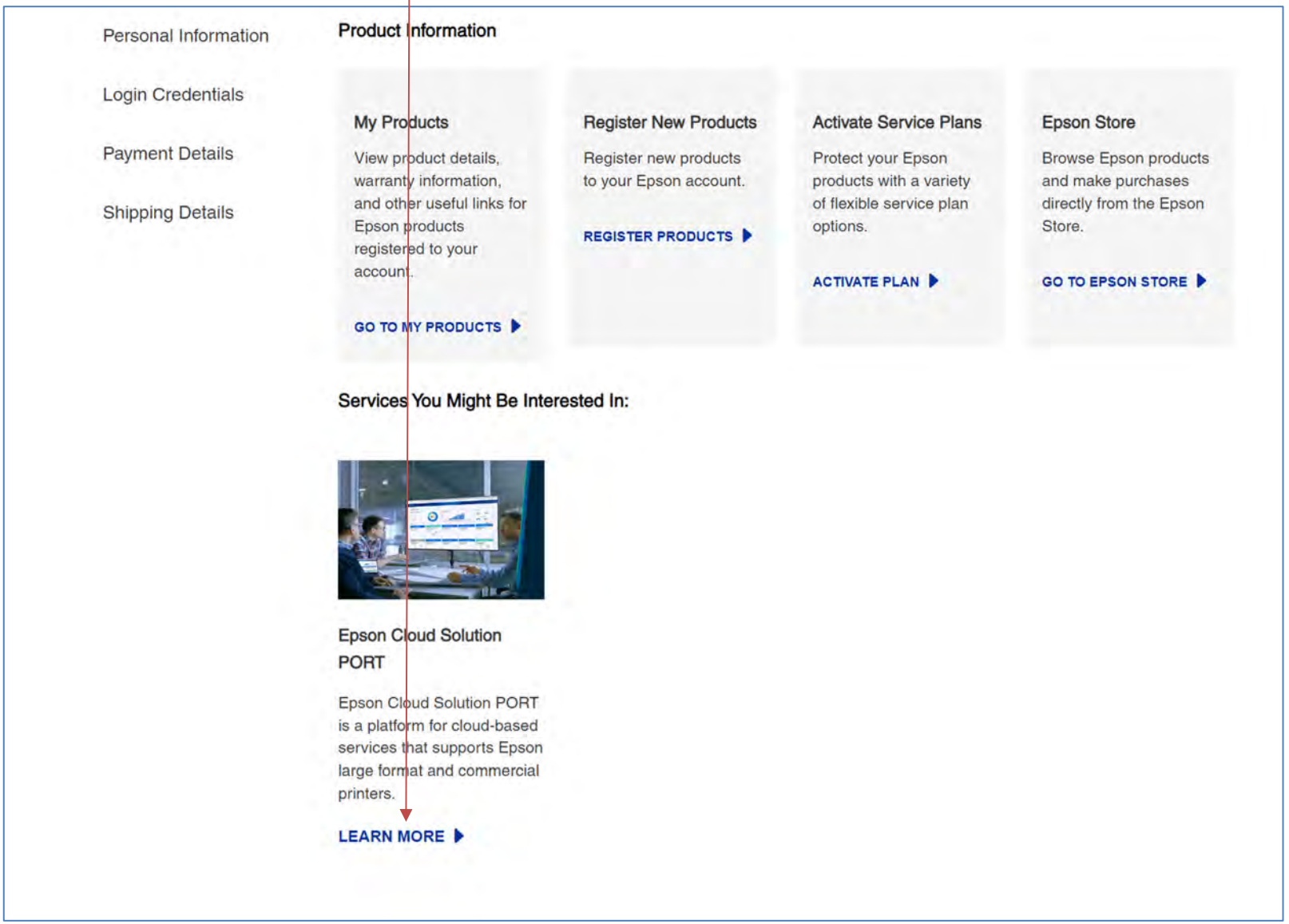
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Creating an ECSP Account

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



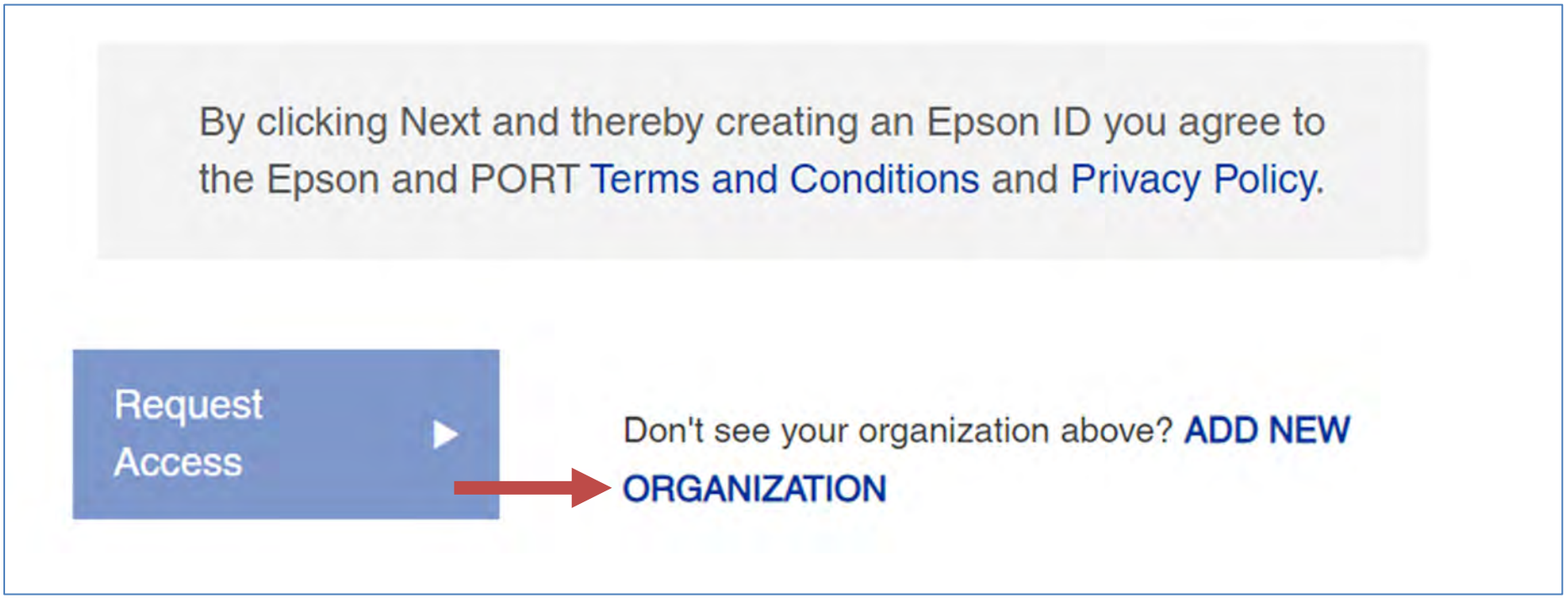
2. Once logged in, click on **Learn More** under Epson Cloud Solution PORT



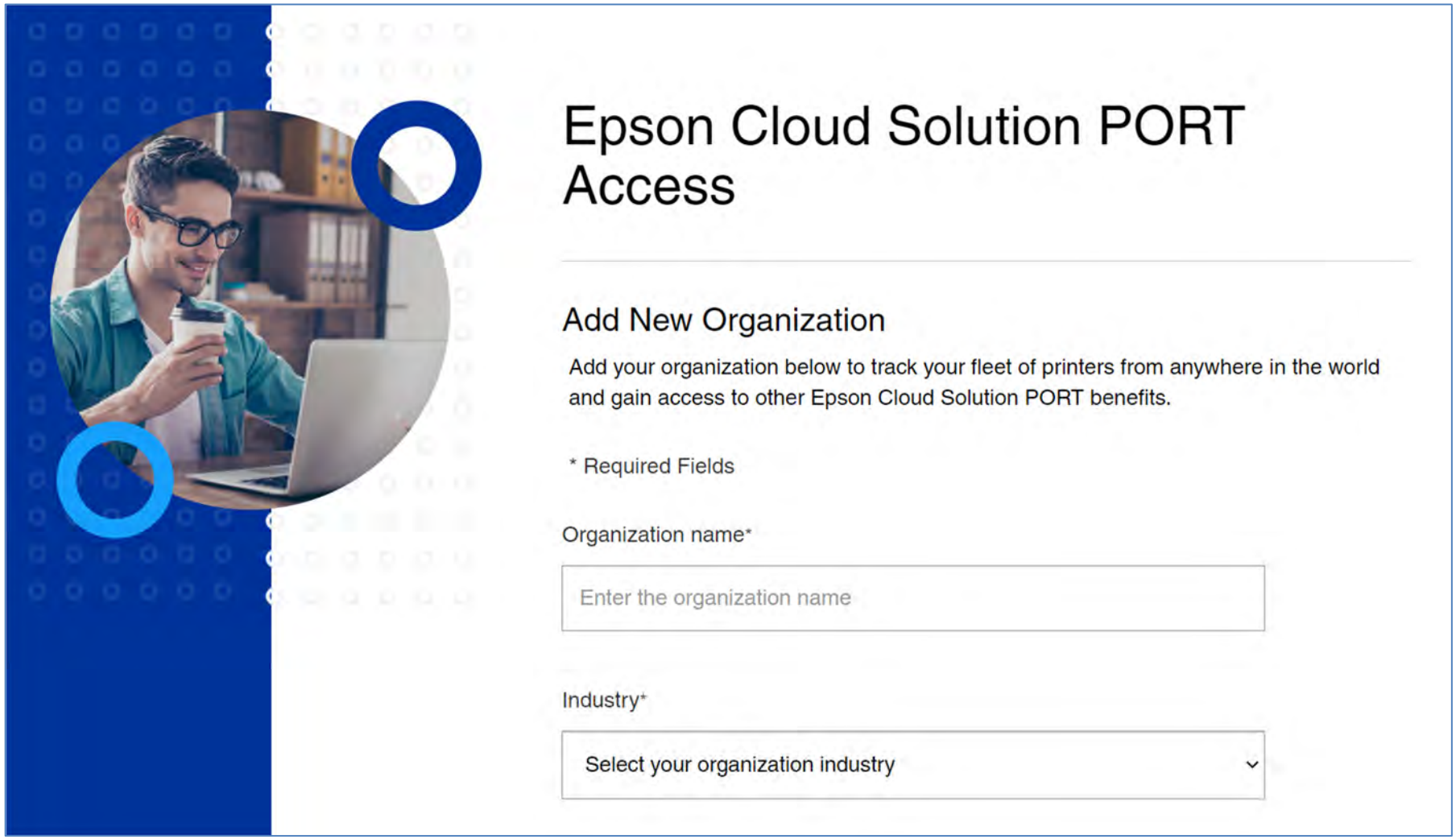
3. Click on **Complete PORT Setup**



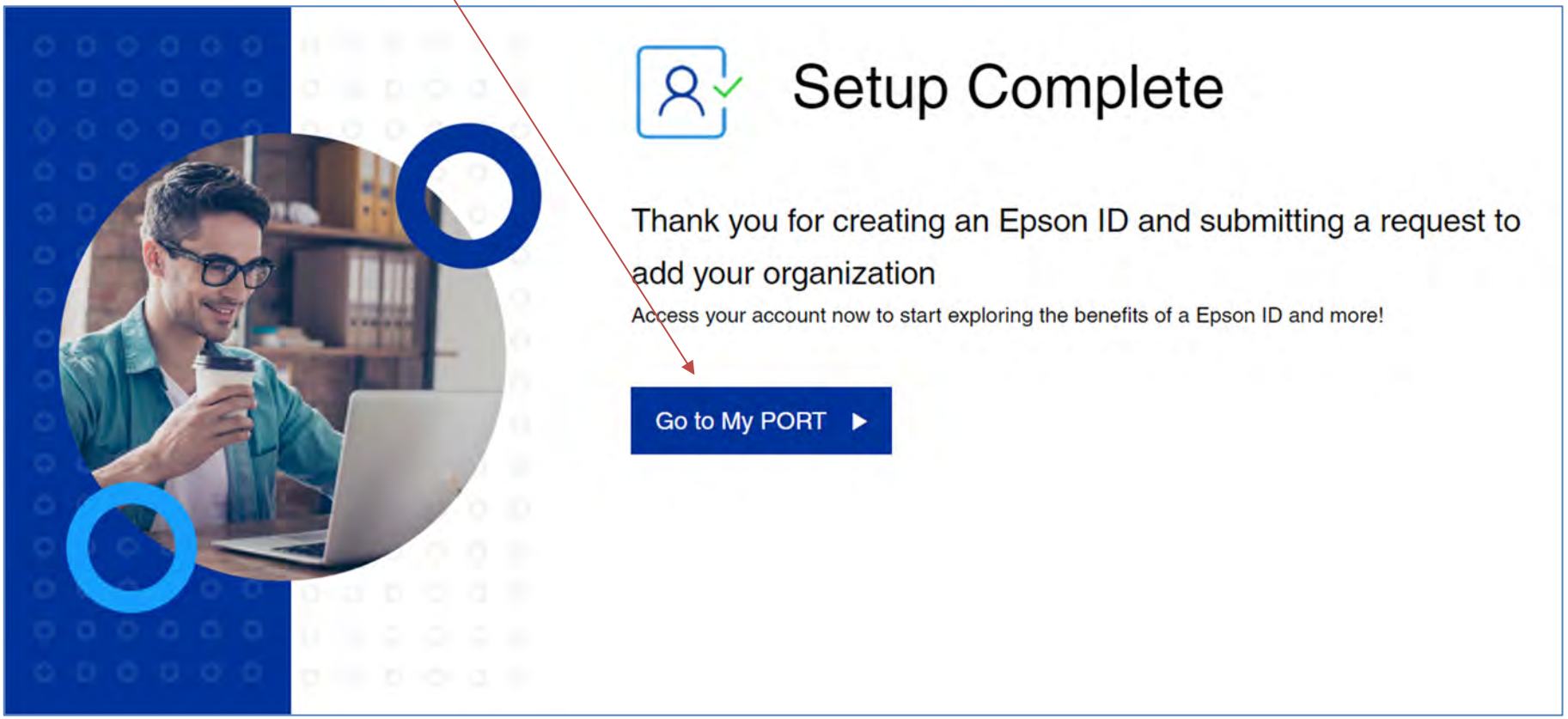
4. Scroll down, then click on **ADD NEW ORGANIZATION**.



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

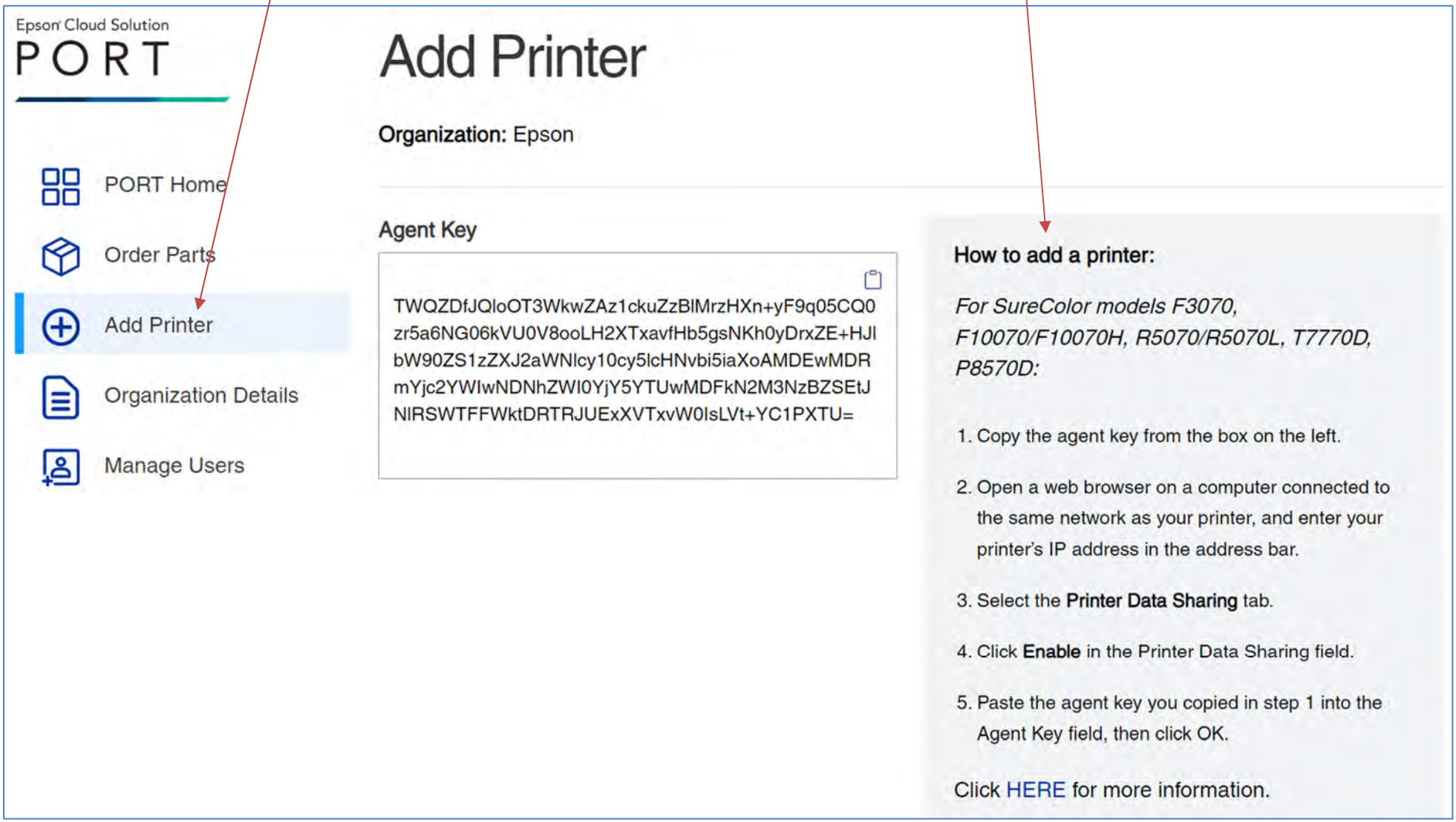


6. Click on the **Go to My PORT** button.



Adding a Printer on ECSP

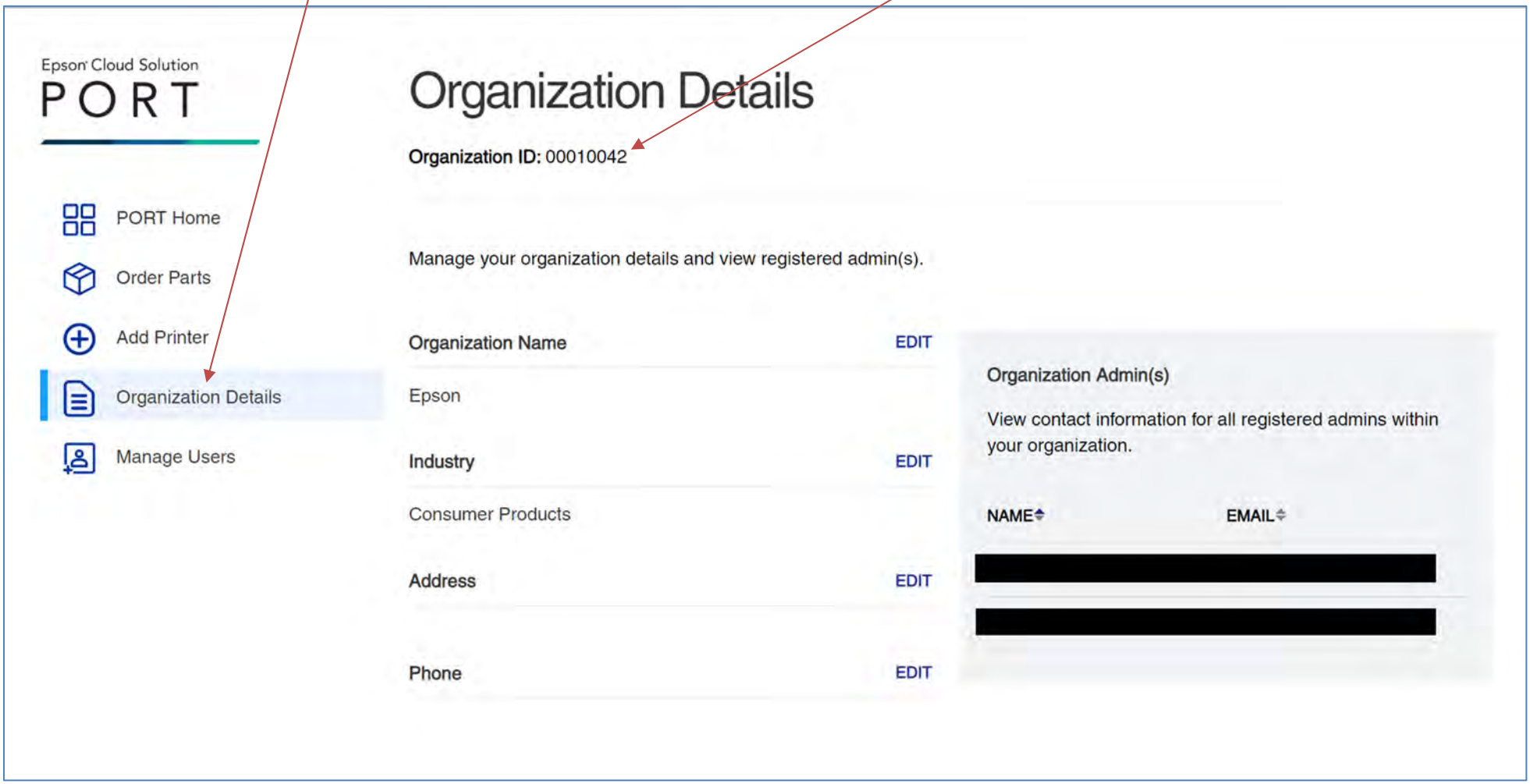
1. Click on **(+) Add Printer**, then follow the instructions under **How to add a printer**. For more detailed instructions, please click on the link in 'Click HERE for more information.'



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**.

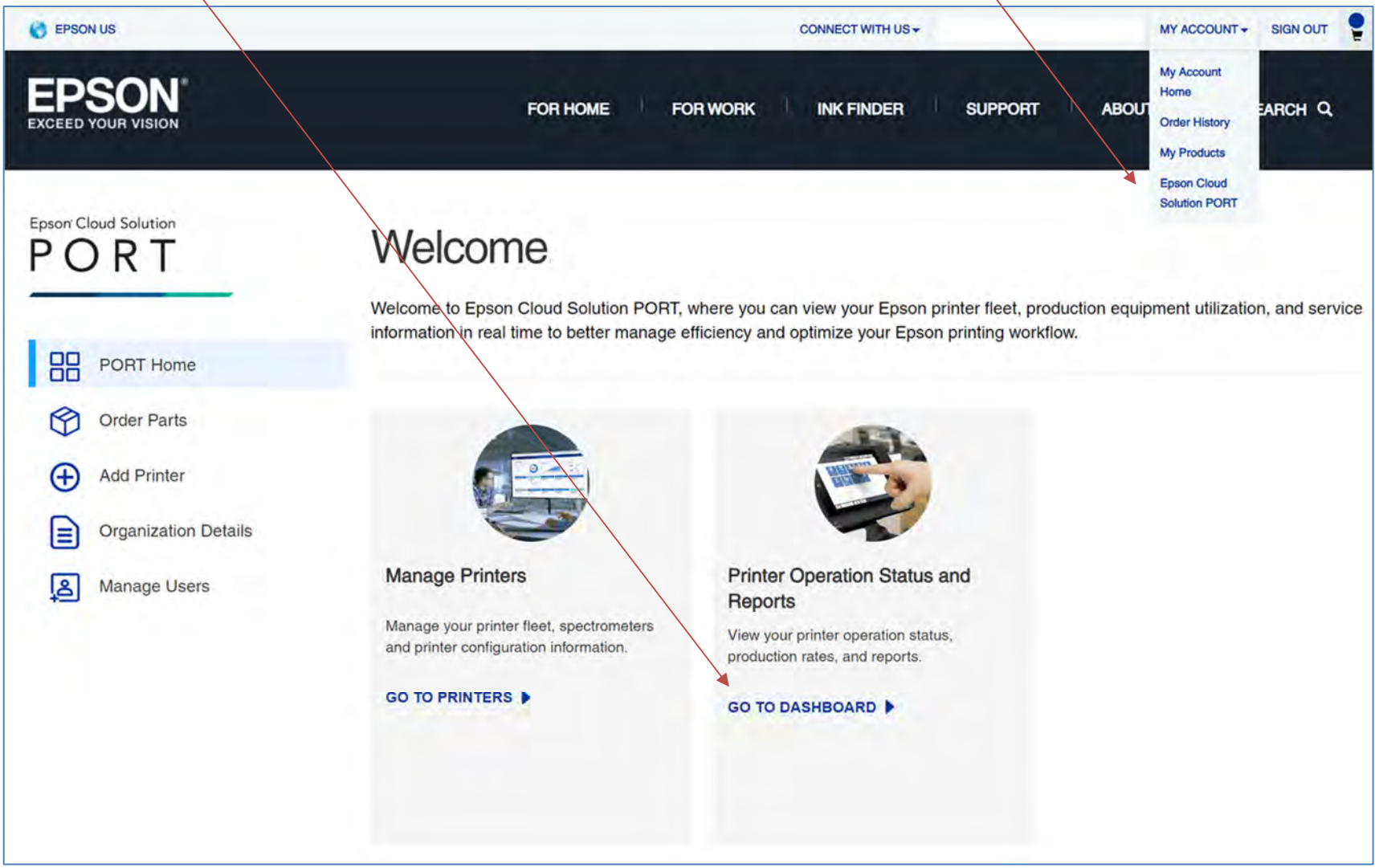


2. Call the Epson Pro Graphics Advanced Support line at: 1-800-234-1445 **(Note: This phone number is to be used for User Self-Repair activation only).** Inform the representative that you would like to activate the User Self-Repair mode on the printer. You will be asked to provide a phone number and 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.

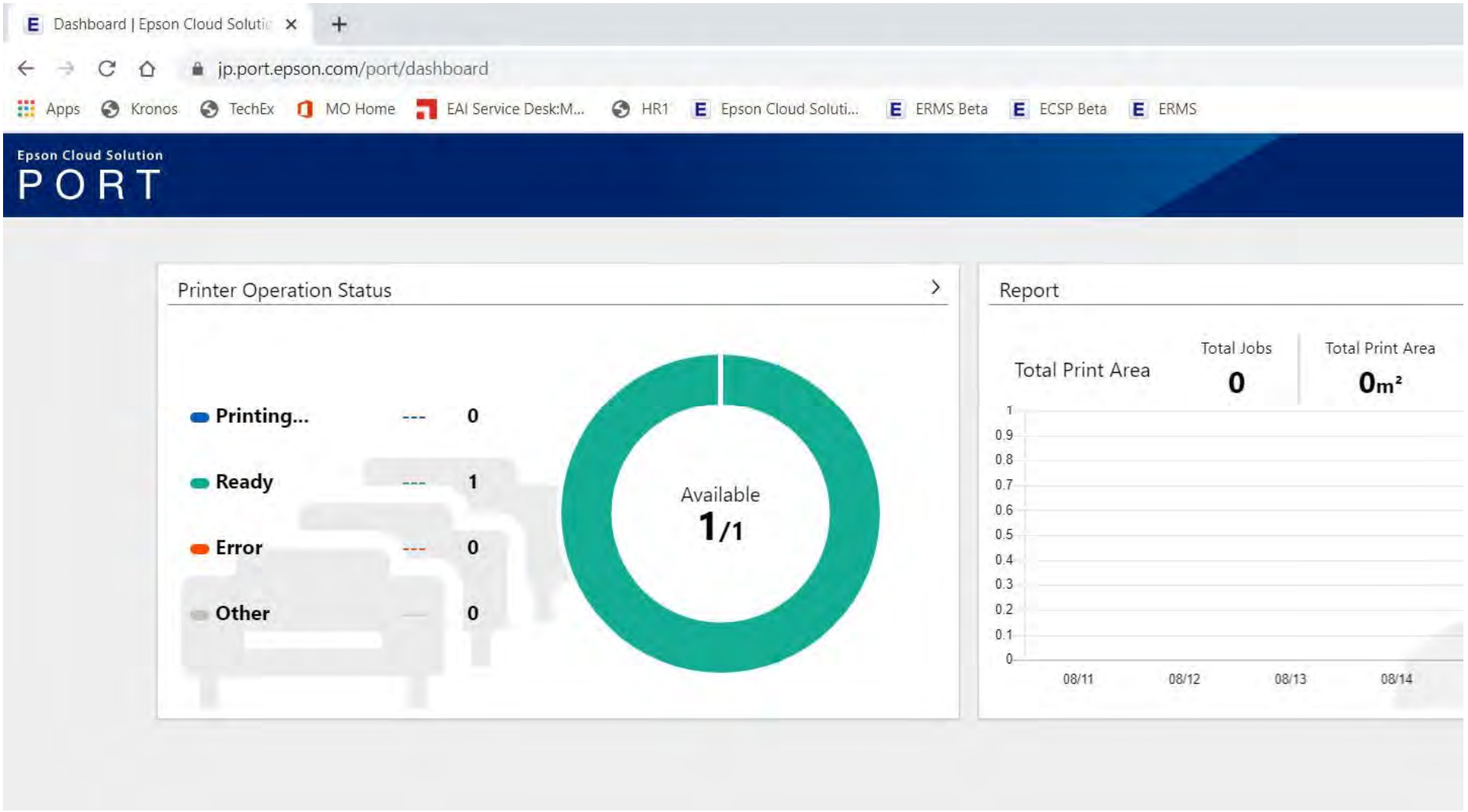
Note: Once User Self Repair has been activated by Epson, please refer to the "ECSP Head Ordering" chapter of this guide for printhead ordering and the "Self-Repair, How to Replace the Print Head" guide for the self-repair process.

ECSP Dashboard

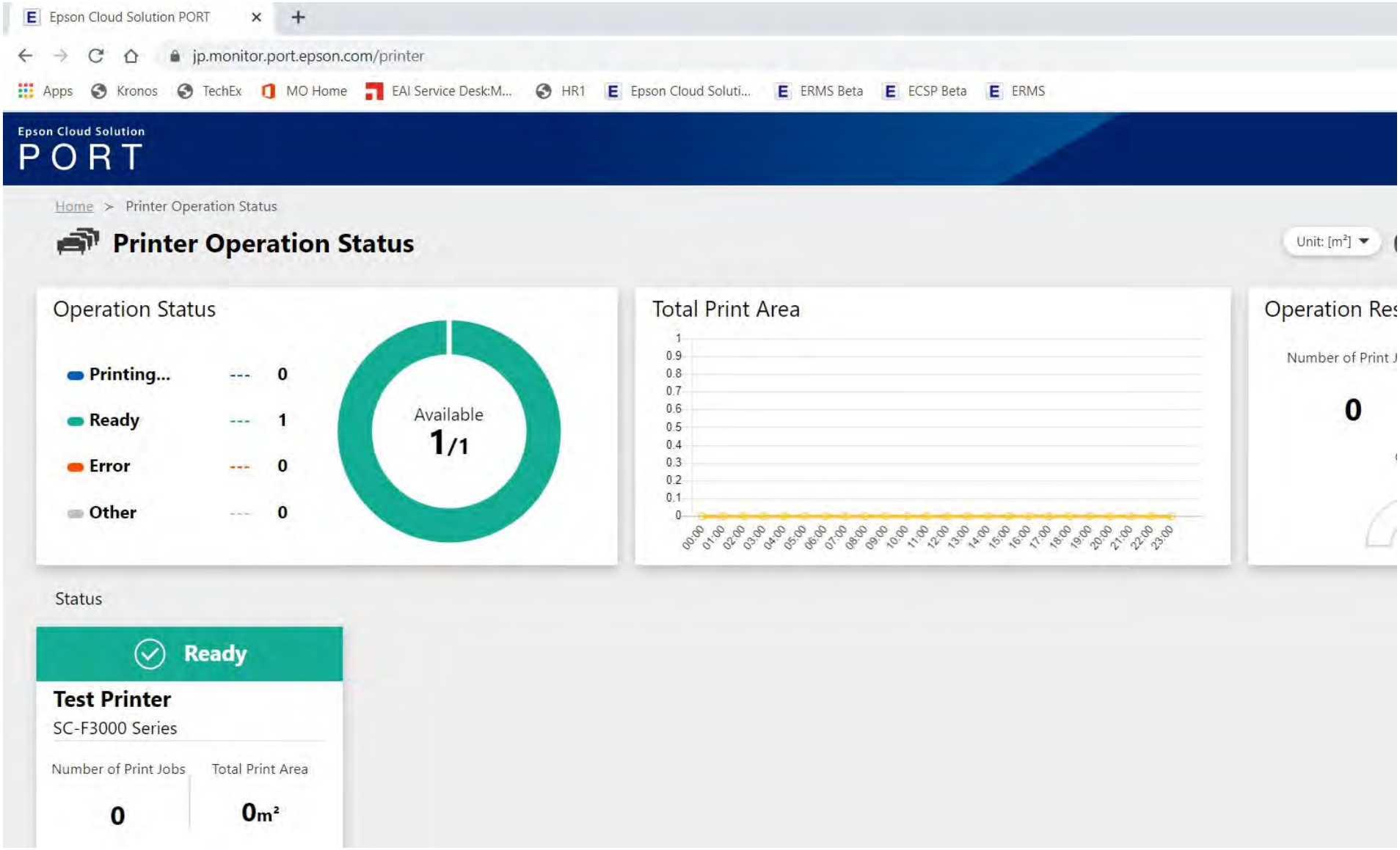
1. Log into **https://www.epson.com**, click on **Epson Cloud Solution PORT**, and then **GO TO DASHBOARD**.



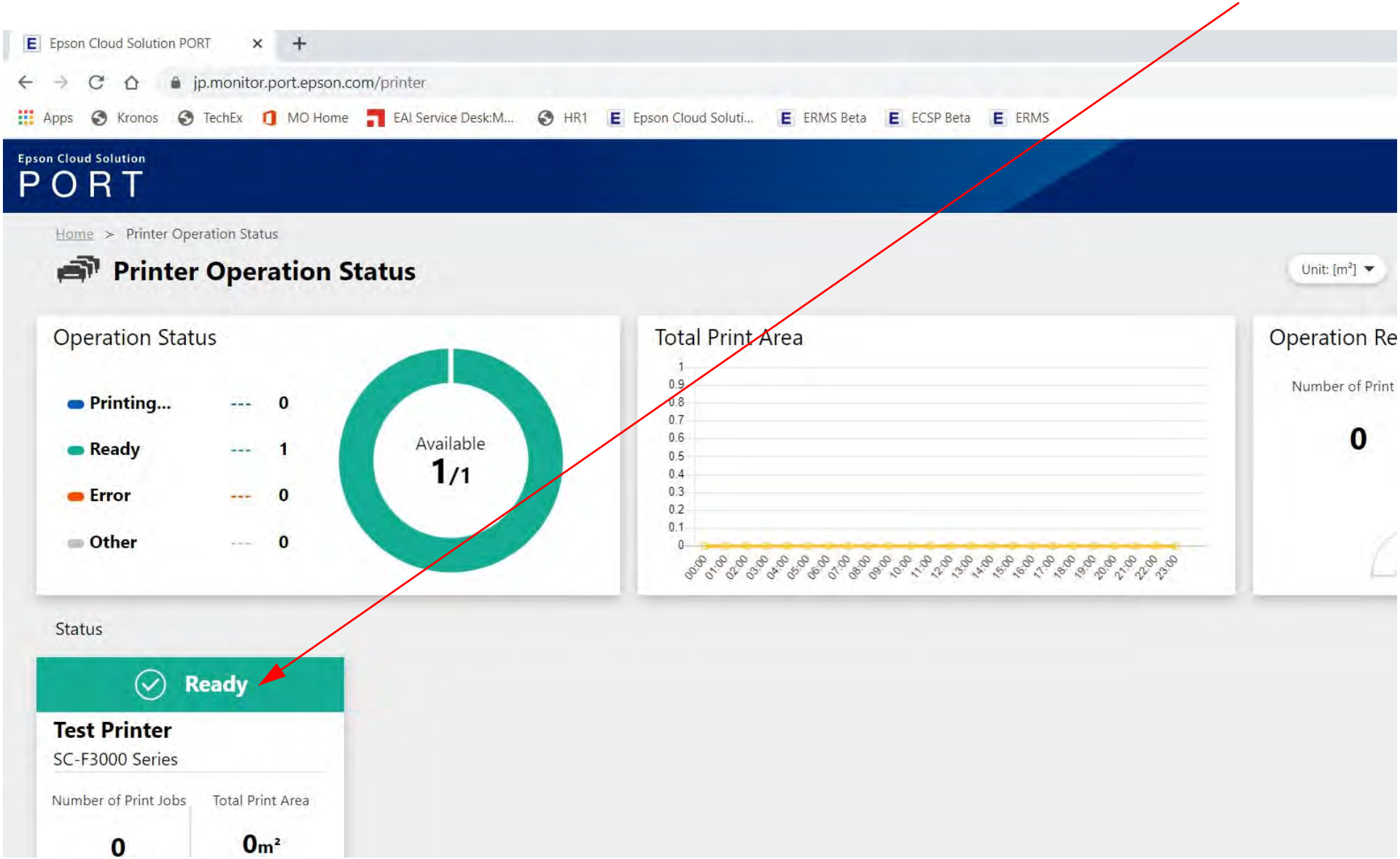
2. With at least one printer registered, you can now access the Printer Operation Status and Report from the main Dashboard.



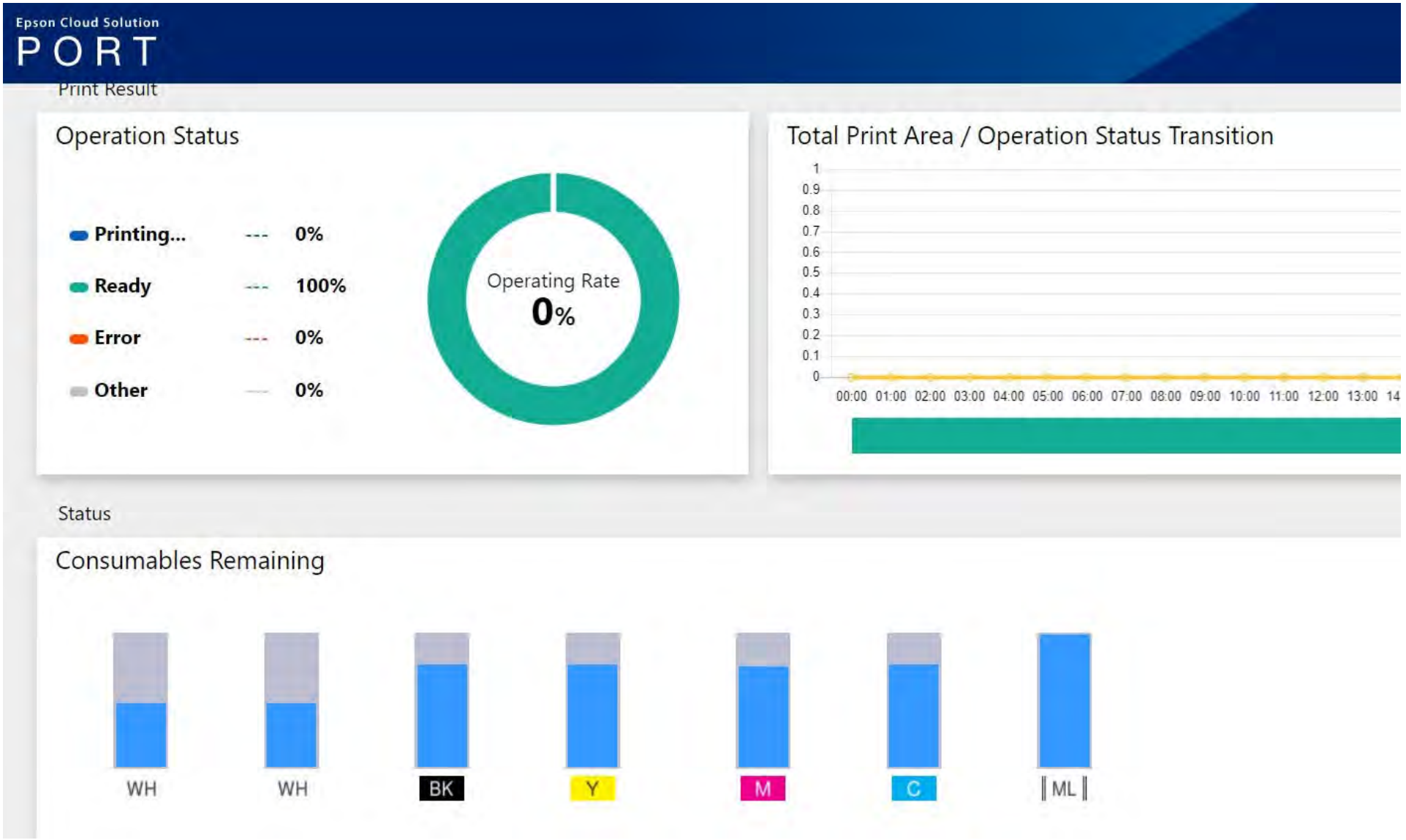
3. Click on the “Printer Operation Status” window to view the status of the printer(s). A summary of all printer operations is displayed across the three windows at the top while the individual status of each printer is displayed below.



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

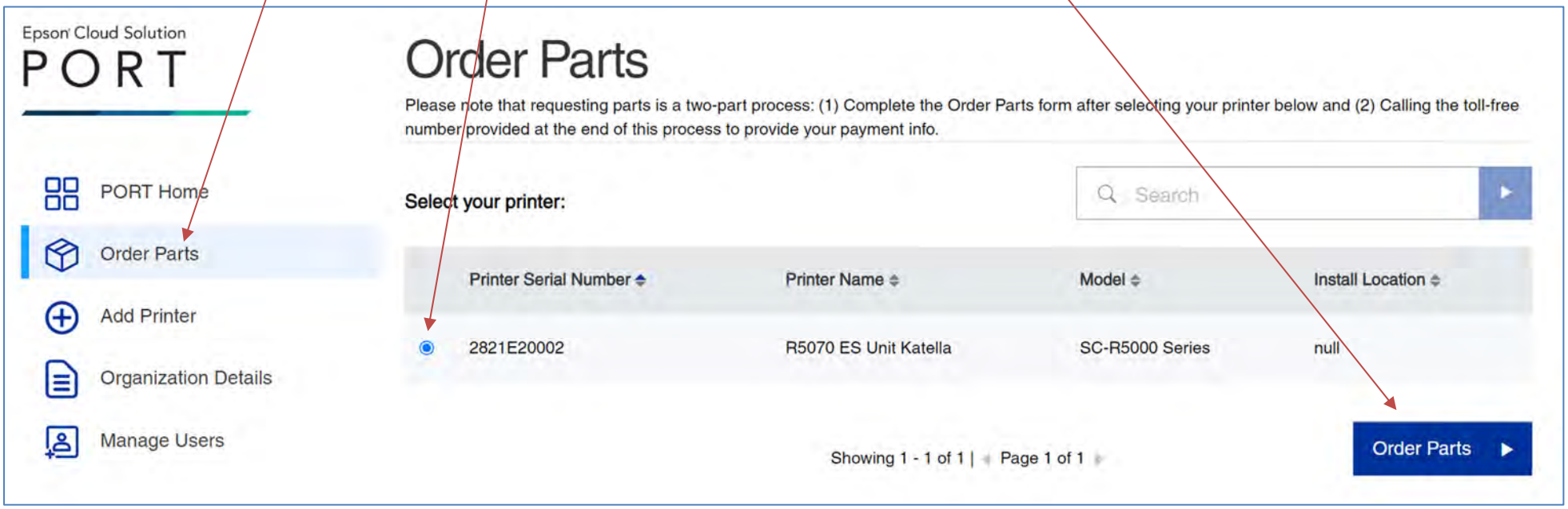


5. The operation status, total print area, and ink and maintenance tank levels are displayed.



ECSP Print Head Ordering

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



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**.

