EPSON
EXCEED YOUR VISION

Remote Monitoring Platform for Production Printers

Connect. Optimise. Grow.

Take control of your printer fleet and achieve next-level productivity with Epson Cloud Solution PORT — a break-through platform for advanced monitoring and management of Epson professional printers.

Designed with simplicity and security in mind, Epson Cloud Solution PORT provides a live view of your printer fleet production, equipment utilisation, and service information to optimise printer workflow and maximise operational efficiency.

Comprehensive Printer Management

Track your fleet of printers regardless of where they are located in the world, as long as they are connected to the Internet.
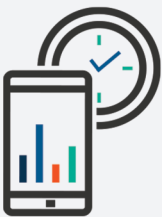
Remote Monitoring
Monitor the real-time status of your entire printer fleet, output production rates, printer status, errors and equipment utilisation—anytime, anywhere.

Production Efficiency Tracking & Reporting
Quickly view key performance data, including total production efficiency, uptime, and printer usage, to optimise production efficiency.

Dashboard Tracking
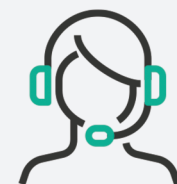Create and customise your in-shop dashboard to internally communicate key performance metrics to employees.

Secure & Encrypted
Data stream and cloud are encrypted end-to-end to protect customers' privacy and usage data.

Mobile Access
Mobile-optimised website and app allow for easy, remote tracking of printer fleet while on the go.

Product Service Benefits
Fast, remote troubleshooting directly with Epson for rapid resolution and uptime maximisation complete with optional user self repair[1].

[1]User self repair is available for selected parts on selected printers. It requires staff to have a moderate level of training and technical skill.

Compatible Printers

Epson Cloud Solution PORT enables you to monitor and track the following Epson professional printers:

SureColor Photo: SC-P5070, P6070, P7070, P8070, P9070, P7560, P9560, P20070, P6560D[2], P8560D[2] & P8560DL[2]

SureColor Technical: SC-T3160, T3160N, T3160M, T5160, T5160N, T5160M, T3465, T5465, T5460M, T3200, T5200, T5200D, T7200, T7200D, T3760D, T5760D[2], T7760D[2] & T7760DL[2]

SureColor Signage: SC-S40600, S60600, S60660L, S80600, S80660L, R5000[2, 3], R5000L[2, 3] & V7000

SureColor Fabric: SC-F160, F560, F561, F6360, F7200, F9200, F9360, F9460, F9460H, F2160, F3000[2, 3], F10060[2, 3] & F10060H[2, 3]

SureLab: SL-D1060[2]

2. Direct printer-to-cloud support; no PC application required.
3. Epson Cloud Solution PORT is required for user self repair on applicable products.

System Requirements

Epson Cloud Solution PORT Viewing Requirements (Browser)

OPERATING SYSTEM	SUPPORTED BROWSER
Windows® 10 (32/64bit) or later	Microsoft, Mozilla Firefox, Google® Chrome™
mac OS® 10.12 (Sierra) or later	Safari
iOS® 11 or later	Safari
Android™ 5.0 or later	Google Chrome

PC Agent Application Requirements

ITEM	DETAIL
OS Version	Windows 10 or later
CPU	X86-based multi-core processor
Memory	4GB or more recommended
Hard Disk	10GB or more recommended
Display	1366 X 768 or more recommended
Communication Interface	Gigbit Ethernet recommended

Supported Smart Devices (Applications)

OPERATING SYSTEM
OS Version
Android 7 or later
iOS/iPad® OS 13 or later

To take advantage of Epson Cloud Solution PORT when mobile, the application must be installed on the user's phone/mobile device. This may require administrator privileges. Additionally, if the mobile device is configured on an enterprise management system, an escalation to your IT department may be required to allow the mobile app to communicate with the Epson server continuously to provide notification information for your Epson printers.

Epson Cloud Solution PORT may not function properly with unsupported browsers or if printer firmware is not updated. A proxy server or firewall may need to be installed to facilitate communication between printer fleet and Epson server.

Security and Encryption

Epson Cloud Solution PORT is an optional software available to customers and is **not required** to operate the printer. Epson Cloud Solution PORT software collects device data from specified printing devices. No data is collected from unspecified devices and/or PCs.

Data transmission via the Internet between the client (printer directly or Software Agent) and the server (ECSP Server) is protected by an encrypted HTTPS connection protecting your data from wiretapping or tampering by a third party. Epson Cloud Solution PORT does not collect printing/image data and there are controls on access.

PORTS Used To Communicate

PROTOCOL	PORT	IN/OUT	EXPLANATION
SNMP (UDP)	161	OUT	Collects data from network-connected printers. Downloads SSL Certificate from the ECSP Server.
HTTPS (TCP)	443	OUT	Transmits device data to the ECSP Server.
MQTT over SSL (TCP)	443	OUT	Waits for remote operation command from the ECSP Server.
ENPC (UDP)	3289	OUT	Epson's proprietary printer control protocol.