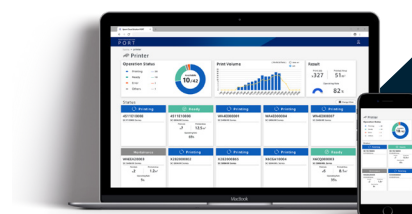**EPSON**



Epson Cloud Solution

# P O R T

## Advanced large format printer management & support

**Connect. Optimise. Grow.**

Take control of your printers and achieve next-level productivity with Epson Cloud Solution PORT. This breakthrough platform helps you grow your business while boosting profits.

Designed for simplicity and security, this free service from Epson helps maximise up-time and productivity while minimising labour and costs. Whether you own a single printer or an entire fleet, it offers tools to optimise workflow and maximise operational efficiency.



## Comprehensive printer management

If you're connected to the Internet, you'll have everything you need at your fingertips for efficient management, accurate costing and so much more.



### Remote monitoring

Monitor the status of printers and print jobs in real-time, get updates on progress and errors on your desktop or mobile device (iOS & Android).



### Production tracking

Monitor utilisation and production rates, create custom dashboards and download data for effective management and reporting.
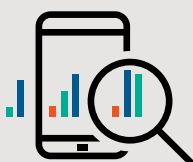


### Profit maximisation

Load consumable and media pricing, monitor and control costs. Use historical data to estimate job times and compute pricing.



### Secure with value-adds

PORT is a secure cloud service with user access management. Activation enables added functionality for a range of Epson products including Edge Print & the SD-10.



### Business on the move

Modern businesses require speed and agility. With PORT you have instant access to accurate information wherever you are, whenever you need it.



### Up-time maximisation

With PORT, Epson can remotely analyse issues for faster resolution. Epson can also dispatch technicians with appropriate parts, and in some cases, send parts directly for user installation.[1]

# SPECIFICATIONS & TECHNICAL DETAILS

## Setup & compatible printers

Epson Cloud Solution PORT is quick to set up and easy to use. There are three simple steps:

1) Create an account using the link www.epson.com.au/epson-cloud-solution-port.

2) Ensure your printers are all connected via Ethernet or Wi-Fi to a network with Internet access.

3) Activate your printers.
   Some models feature integrated support with a DC agent that just needs to be turned on and others require a small Windows application called an ES Agent to be installed on a PC on the same network.

Compatible printers include the following (if your model isn't listed here check our website for the latest information):

| | |
|---|---|
| **SureColor Photo:** | SC-P5070, P6070, P7070, P8070, P9070, P7560, P9560, P20070, P20560[2], P6560D[2], P8560D[2], P8560DM[2] & P8560DL[2] |
| **SureColor Technical:** | SC-T3160, T3160N, T3160M, T5160, T5160N, T5160M, T3465, T5465, T5460M, T3200, T5200, T5200D, T7200, T7200D, T3760D[2], T5760D[2], T5760DM[2], T7760D[2] , T7760DM[2], & T7760DL[2] |
| **SureColor Signage:** | SC-S40600, S60600, S60660L, S80600, S80660L, R5000[2,3], R5000L[2,3], V1060[2] & V7000 |
| **SureColor Fabric:** | SC-F160, F560, F561, F6360, F6460[2], F6460H[2], F7200, F9200, F9360, F9460, F9460H, F9560[2,3], F9560H[2,3], F1060[2], F2160, F2260[2], F3000[2,3], F10060[2,3], F10060H[2,3], F11060[2,3] & F11060H[2,3], |
| **SureLab:** | SL-D560[2] & SL-D1060[2] |

## System requirements

### Desktop operation (browser interface)

| OPERATING SYSTEM | SUPPORTED BROWSER |
|---|---|
| Windows® 10 (32- or 64-bit) 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 |

### Mobile operation (app interface)

| SUPPORTED BROWSER |
|---|
| Android 7 or later |
| iOS/iPad® OS 13 or later |

### ES Agent application requirements:

| SPECIFICATION | REQUIREMENT |
|---|---|
| OS version | Windows 10 or later |
| CPU | X86-based multi-core processor |
| Memory | 4 GB or more recommended |
| Hard disk | 10 GB or more recommended |
| Display | 1366 x 768 or more recommended |
| Communication interface | Gigabit Ethernet recommended |

To utilise Epson Cloud Solution PORT on a mobile device, the application must be installed, which may require administrator privileges. If the device is managed by an enterprise system, escalation to the IT department may be necessary to enable continuous communication with the Epson server, ensuring that Epson printers receive notification information.

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 the printer and Epson server.

## Security and encryption

Data stored in Epson Cloud Solution PORT is encrypted. The service only collects information from printers specified and activated by the user. Upload of job information enhances functionality and assists with support provision but may be turned off. Activation and operation of the service is managed by the user. The user may deactivate it at any time. For full terms, conditions and privacy information, please see the PORT website.

Data transmission via the Internet between the client (printer DS agent or software ES 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 | DESCRIPTION |
|---|---|---|---|
| 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. |