Frequently Asked Questions

Printer Management (How to Use)

1. ***How can I add a printer?***
   You can add a printer by following the steps below.
   1. Select "Printer Setting" from the menu.
   2. Select "Printer Management" from the displayed menu.
   3. Move to the far right of the registered printer list and select "Register Printer".
   4. On the screen that appears, enter the printer's e-mail address and printer name and select "Register".

2. ***How many printers can be registered?***
   Up to 10 printers can be registered.

3. ***How can I change the printer name?***
   You can change the printer name by following the steps below.
   1. Select "Printer Setting" from the menu.
   2. Select "Printer Management" from the displayed menu.
   3. Display the printer whose printer name you want to change from the list of registered printers and select "Change Printer Name".
   4. Change the printer name on the screen that appears and select "Change".

4. ***How can I change the printer for printing?***
   You can change the printer to print by following the steps below.
   1. Select "Printer Setting" from the menu.
   2. Select "Printer Management" from the displayed menu.
   3. Display the printer to print from the list of registered printers, and select "Using this Printer".

5. ***How can I delete a printer?***
   You can delete the printer to print by following the steps below.
   1. Select "Printer Setting" from the menu.
   2. Select "Printer Management" from the displayed menu.
   3. Display the printer to be deleted from the registered printer list and select "Delete Printer".
   4. Select "Yes" from the menu that appears.

Printing (How to Use)

1. ***How can I print a photo?***
   You can print with one of the following:
    - Post photos you want to print from the Messenger chat screen.
    - After selecting a photo with the photo app, share it to Messenger's "Epson Printer" using the sharing function of your smartphone.

2. ***How can I print a document?***
   You can print with one of the following:
    - Open the document you want to print and share it to Messenger's" Epson Printer "using the sharing function of your smartphone
   (Some devices may not be shared with Messenger.)
    - Post a document you want to print from the Messenger chat screen. (PC only)

3. ***How can I cancel printing?***
   When the printer is online: Cancel with the" Cancel "button from the printer panel.
   When the printer is offline: Select "Cancel" from the Epson Connect user page. (http://www.epsonconnect.com/user)
   ([Remote Print]-[Remote Print Log])

4. *How can I change print settings?*
   You can change the print settings by following the steps below.
   1. Select "Printer Setting" from the menu.
   2. For photos, select "Photo Print Setting".
   For documents, select "Document Print Setting".

Printing

1. *How many photos can I post at once?*
   Up to 10 photos are possible.

2. *How many documents can I post at once?*
   Up to 10 files are possible.

3. *Is printing accepted even when the printer is offline?*
   Accepted. Printing starts when the printer is turned on.

4. *If printer is offline and print job was sent, how long can job be stored in Epson Connect Server before it gets deleted without printing?*
   3 days (72 hours). If it does not print after 3 days (72 hours), the print data is discarded.

5. *Is it possible to post other photos and documents if the printer is offline?*
   Possible. Holds up to 100 posts.

6. **Can I receive an error notification if an error has occurred in the printer?**
   To receive error notifications, check "Send me notifications of printing errors" on the printer registration screen or printer name change screen.

7. *Can I receive a print completion notification?*
   The completion of printing is not notified.

8. *Printing does not start even after posting photos and documents.*
   If an error message is displayed, please post again after the error is resolved.
   If printing does not start after a while, please check the Epson Connect user page.
   (http://www.epsonconnect.com/user)
   ([Remote Print]-[Remote Print Log])

9. *Can I print with higher image quality?*
   In case of iOS, it may be possible to print with high quality by sharing to the Messenger "Epson Printer" using the sharing function of the smartphone from the photo app, rather than selecting the photo from the Messenger chat screen.

Menu (How to Use)

1. *How can I display the menu?*
   It can be displayed by swiping the bar above the text entry field at the bottom of the screen.
   If the menu is not displayed after swiping, post the message "Menu".

2. *How can I change my language?*
   You can change the language as follows:
   1. Select "General Settings" from the menu.
   2. Select "Language Setting" from the displayed menu.
   3. Change the language on the displayed screen and select "Save".

3. *How can I initialize the setting?*
   You can initialize the printer setting by following the steps below.
   1. Select "General Settings" from the menu.
   2. Select "Initialize Settings" from the displayed menu.
   3. Select "Yes" on the displayed screen.

Menu

1. *I cannot select my region on the "Buy Consumables" screen.*
   "Buy Consumables" are only supported in the areas indicated.

2. *"Printing failed. The registered email address is not valid. Register the printer again."*
   The printer's e-mail address is not available.
   Check the current e-mail address of the printer and register the printer again.
   You can check the printer's e-mail address from the printer panel or Epson Connect user page
   (http://www.epsonconnect.com/user).

3. *"Printing failed. You cannot print from this app. Enable remote printing for Epson Connect."*
   Remote Print is not enabled in Epson Connect settings.
   Enable Remote Print from the Epson Connect user page (http://www.epsonconnect.com/user).

4. *"Printing failed. You cannot print from this app. Delete the Epson Connect remote printing access key.*
   "The access key for Remote Print is set in Epson Connect settings.
   Delete Access Key of Remote Print from the Epson Connect user page (http://www.epsonconnect.com/user). "

5. *"Printing failed. Unprinted data has been collected in the print pool. Print the collected data and then try again"*
   There are 100 printing data in Epson Connect.
   Turn on the printer, or cancel printing data from the Epson Connect user page. (http://www.epsonconnect.com/user)
   ([Remote Print]-[Remote Print Log])

6. *"Printing failed. The sent URL is in a format that is not supported."*
   One of the following problems has occurred.
    - The posted URL does not exist
    - The file format of the posted URL is not supported
    - The file size of the data indicated by the URL is too large