EPSON®

Remote Monitoring Platform for Production Printers

Connect. Optimize. Grow.

Take control of your printer fleet and achieve next-level productivity with the Epson® Cloud Solution PORT[1]—a breakthrough platform for easy remote monitoring of Epson professional printers.

Designed with simplicity and security in mind, the Epson Cloud Solution PORT[1] provides a live view of your printer fleet production, equipment utilization, and service information to optimize printer workflow and maximize operational efficiency.

www.epson.com/PORT

Fleetwide Printer Management

Track your fleet of printers regardless of where they are in the world, as long as they are connected to the Internet.
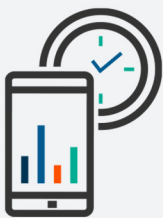
Remote Monitoring[1]

Monitor the real-time status of your entire printer fleet, output production rates, printer status, errors and equipment utilization—anytime, anywhere.

Production Efficiency Tracking & Reporting

Quickly view key performance data—including total production efficiency, uptime and printer usage—to optimize production efficiency.

Dashboard Tracking

Create and customize 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 customer privacy and usage data.

Mobile Access

Optimized mobile website and app allow for easy remote tracking of your printer fleet while on the go.

Product Service Benefits

Enjoy fast remote troubleshooting directly with Epson, plus parts coverage, self-service parts replacement, and savings on multi-year extended service plans.*

* Discounted parts coverage and user self-repair service plans for applicable products only.

Compatible Printers*

The Epson Cloud Solution PORT[1] enables you to monitor and track the following Epson professional printers:

SureColor® P-Series: SC-P6000, SC-P6570D[2], SC-P6570E[2], SC-P6570DE[2], SC-P6570DL[2], SC-P7000, SC-P7570, SC-P8000, SC-P8570D[2], SC-P8570DL[2], SC-P9000, SC-P9750, SC-P20000
SureColor T-Series: SC-T2170, SC-T3170, SC-T3170M, SC-T3170x, SC-T3270, SC-T3475, SC-T3770DE[2], SC-T3770DR[2], SC-T3770E[2], SC-T5170, SC-T5170M, SC-T5270, SC-T5270D, SC-T5470M, SC-T5475, SC-T5770DM[2], SC-T5770DR[2], SC-T7270, SC-T7270D, SC-T7770D[2], SC-T7770DL[2], SC-T7770DM[2]
SureColor S-Series: SC-S40600, SC-S40600PC[2], SC-S60600, SC-S60600L, SC-S60600PC[2], SC-S80600, SC-S80600L
SureColor F-Series: SC-F570, SC-F6370, SC-F6470[2], SC-F6470H[2], SC-F7200, SC-F9370, SC-F9470, SC-F9470H, SC-F10070[2], SC-F10070H[2], SC-F2100, SC-F2270[2], SC-F3070[2]
SureColor V-Series: SC-V7000
SureColor R-Series: SC-R5070[2], SC-R5070L[2]
SureLab® D-Series: SL-D570[2], SL-D1070[2]

* Epson Cloud Solution PORT is required for user self-repair on applicable products.

System Requirements

Epson Cloud Solution PORT[1] Viewing Requirements (Browser)

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

Supported Smart Devices (Applications)

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

PC Agent Application Requirements

ITEM	DETAIL
Operating System	Windows 10 or later
CPU	X86-based multi-core processor
Memory	4GB or more recommended
Hard Disk	10GB or more recommended
Display Size	1366 x 768 or more recommended
Communication Interface	Gigabit Ethernet recommended

To take advantage of the Epson Cloud Solution PORT[1] mobile application, its installation must be allowed on the user's phone. 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 and provide notification information for your Epson printers.

The Epson Cloud Solution PORT[1] 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 fleet and the Epson server.

Security and Encryption

The Epson Cloud Solution PORT[1] is an optional software / cloud service available to customers and is **not required** to operate the printer. Epson Cloud Solution PORT[1] software collects device data ("metadata" only) from specified printing devices. No data is collected from "unspecified" or "unconnected" devices and/or PCs.

Data transmission via the Internet between the client (Printer directly or Software Agent) and the server (ECSP Server) utilizes an encrypted HTTPS connection, protecting your data from wiretapping or tampering by a third party. The Epson Cloud Solution PORT[1] does not collect print/image data.

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.

At Epson, we use service providers that meet global security standards and criteria. The Epson Cloud Solution PORT[1] uses the following service provider for the Americas: Amazon Web Services.