

Epson® Remote Services

Software

Network



The easy printer fleet management service for Epson devices.

Help reduce service costs — receive advance diagnosis of errors or issues, which makes field visits more efficient

More uptime — with preventative maintenance alerts; intervene early to avoid downtime

Remote management — easily manage your customer's printer fleet over the cloud via the device dashboard

Remote maintenance functionality — acquire printer status, reboot the device and clean the printhead¹

Track device status — receive device alerts and email notifications

Quick, concise overview — use the dashboard to easily locate devices that need attention

Convenient usage reports — schedule weekly, monthly or quarterly reports

Intuitive user controls — browser-based tool with easy-to-use, modular user interface

Batch registration — register multiple devices simultaneously; control access with a specified range of IP addresses

Access devices connected via USB — monitor the status of printers connected via USB², rather than the Ethernet network



Device Management

Device status dashboard
Device supplies dashboard
Device usage dashboard
Preset device groups for support prioritization
User-defined groups, up to 2,000 groups, and 3 levels deep
Detailed device status with hardware module and replacement parts information
Module status
Consumable/periodical replacement parts information
Detailed device settings
General hardware information
General management information
General optional unit information
Basic settings
Network settings
Print settings
Paper source settings
Scan settings
Fax settings
Epson Open Platform settings
Epson Print Admin Serverless settings³
Detailed device usage settings
First time printing
Total pages printed
Total black-and-white pages
Total color pages
Usage by paper size, simplex/duplexes, color/B&W
Top usage summary by print/copy/fax/memory print
Top usage summary by paper type
Scanning usage summary
Remote operation
Acquire current status
Remote printhead cleaning¹
Remote device reboot
Remote operation log
Extended service information
Print error log
Paper error log
Fatal error when printing log
Scan error log
Ink low display setting on/off
Ink level display setting on/off
Print cleaning settings
Periodical replacement parts settings
Printhead cleaning history
Nozzle clogging state
Cumulative number of paper jam
FFC durability counter
Support USB connected devices²

Notifications

Create customized notifications with 6 different notification types
Paper jam
Supplies warning
Supplies empty
Maintenance parts warning
Replace maintenance parts
Service call problem
Create customized notification list, up to 1,000 different notifications
Notification log up to 1,000 most recent notifications

Customer Management

Easy customer account creation
New customer activation via emails

Customer Management (continued)

Configurable remote operation on/off for customers
Invite new administrator by emails⁴
Share device information with other customer by Partner ID
Create DC Agent unique to the customer
Send DC Agent download link via emails
Customer profile settings management

User Management

Add/Edit/Delete 2 types of partner accounts
Admin
Member
Customizable permission functions
Customizable device information access
Invite user to register via emails
View user list

Partner Management

Add/Edit/Delete 4 types of partner accounts
Sales and Service channel partner
Sales channel
Service channel
Service partner
Invite partner to register via emails
View partner list

Reporting

Create instant usage reports
Create scheduled usage reports, weekly, monthly, and quarterly
Create usage report with a custom email message
Pick usage report delivery date and output format
Manage/Edit report settings

Service and Support

Quick managed device search with partial match by
Serial number
Device model name
Customer name
Detailed device information available for service and support
Detailed device status information
Detailed device settings information
Detailed device usage information
Device remote operation information
Device extended service information

Security

Cloud-based services hosted by Amazon Web Services
No personal data is collected
Use secure connection (HTTPS and MQTT over SSL) for data transmission
Use industry standard JSON data format
Configurable remote operations
Acquire current status
Remote printhead cleaning¹
Remote device reboot
Remote operation can be turned on/off
Minimum network traffic, up to 100KB for a full data collection per device

Data Collection Agent

Operating Environment
Supported OS
Windows® 7, Windows 7 x64 Edition, Windows 8.1, Windows 8.1 x64 Edition, Windows 10, Windows 10 x64 Edition, Windows Server® 2008 R2, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019

Data Collection Agent (continued)

Runtime environment
.NET Framework 4.0 or later
Hard drive space
Minimum 500MB
Operating network ports
DNS (UDP): 53
NBNS (UDP): 137
SNMP (UDP): 161
SLP (UDP): 427
HTTPS (TCP): 443
MQTT over SSL (TCP): 443
LPD (TCP): 515
LLMNR (UDP): 5355

Device Discovery

Flexible device discovery
Device discovery by IP address range
Device discovery by IP address
Device discovery via text file import
Device discovery with multicast
Device discovery by broadcast beyond the router via port #3289
Configurable device discovery timeout setting up to 180 seconds

Device Registration

Easy device registration
Device registration via device discovery
Device registration by IP address
Device registration by DNS name
Device registration by text file import
Easy registered device list management
Manual addition
Import devices from a list
Edit registered devices
Remove registered devices

Service Configuration

Support proxy settings
Regular acquisition service
Test Web Services connection
Customized device information upload frequency, minimum 3 minutes, maximum once a week
Status monitoring service
Test Web Services connection
Customized device information probing, minimum 3 minutes, maximum 59 minutes
Remote control service⁵

Service Monitoring

Easy way to start/stop services from the Windows hidden task bar
Manage DC Agent service
Start service
Stop service
Configure DC Agent
Check for DC Agent software update
Display DC Agent version information
Acquire printer information now
Do connectivity test now

Eco Features

Epson America, Inc. is a SmartWay® Transport Partner⁶

Ordering Information

Epson Remote Services

ERS000001

¹ Excludes WorkForce® Enterprise models. | ² Requires installation of a USB agent. For Windows only. | ³ Only available for models that support Epson Print Admin Serverless. | ⁴ Admin's email must be registered to Epson Remote Services and under the same partner's account. | ⁵ This service is displayed when the remote operation service is enabled. | ⁶ SmartWay is an innovative partnership of the U.S. Environmental Protection Agency that reduces greenhouse gases and other air pollutants and improves fuel efficiency.

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