

Epson Connect Guide



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Epson Connect and Other Mobile Solutions

What Is Epson Connect?

Epson Connect provides mobile services that allow you to print and scan from anywhere.

You can print photos and documents using your smart phone, tablet, or mobile computer from your home, your office, or anywhere in the world. If you send scanned data to an Epson Connect compatible printer, you can use the printer as a color fax. You can also use your Epson printer to scan a file and upload it to a specific destination, such as an online storage or “Cloud” account.

Access the Epson Connect portal website from the following URL: <https://www.epsonconnect.com/>



The following services are available.

- Email Print** (Print your photos and documents from anywhere by simply sending an email.)
- Scan to Cloud** (Scan your documents and photos to a “Cloud”.)
- Epson iPrint** (A wireless printing app for iOS or Android smartphones and tablets.)
- Epson Remote Driver** (For remote printing over the Internet.)

Note:

Available services may differ depending on the model being used. Information on services may also be updated. For more details on available services or for the latest information, see your regional Epson website.

You also need to make settings on the User Page to use the Epson Connect services. The following section provides a summary of each service.

Epson Connect and Other Mobile Solutions

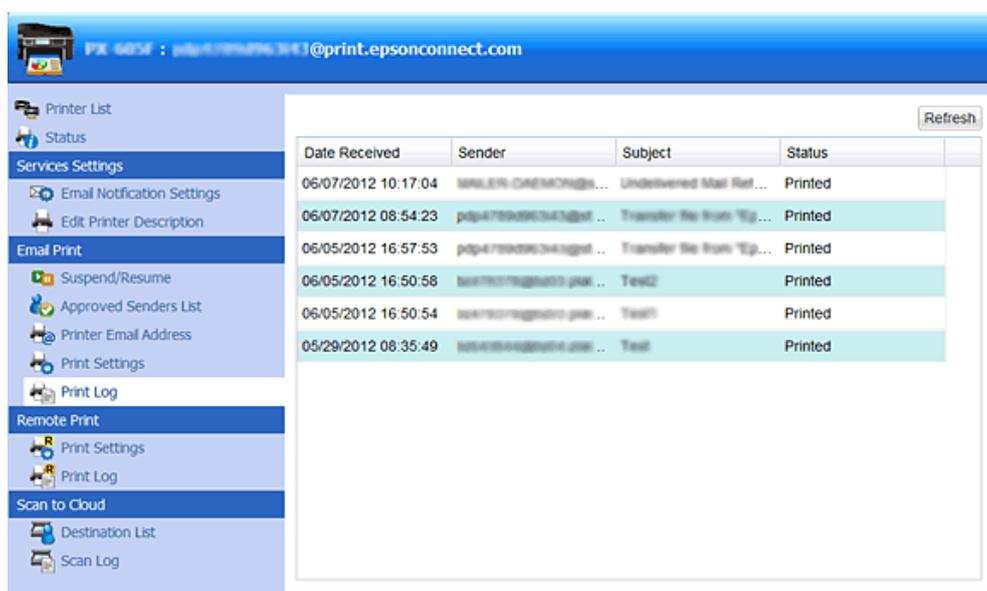
User Page

On the User Page, you can manage your account and printer information, and configure print settings or email notifications. Access the User Page from your smartphone, tablet, or computer connected to the Internet.

Access the Epson Connect User Page Sign-In page from the following URL: <https://www.epsonconnect.com/user/>

After registering your printer and account to Epson Connect, you can do the following from the User Page:

- Displaying the registered printer(s) list for the Epson Connect service
- Displaying and cancelling print jobs for Email Print and the Remote Print service
- Creating and editing the Approved Senders List for the Email Print service
- Editing information for the user account and registered printer for the Epson Connect service
- Suspending and resuming Email Print
- Settings for email notifications
- Enabling Remote Print and setting an Access Key for the Remote Print service
- Creating and editing the Destination List for the Scan to Cloud service



Note:

- If you want to use Remote Print services (Epson iPrint or Epson Remote Driver), you have to check that Remote Print is enabled on the User Page.
- If you want to use the Scan to Cloud service, you have to create a Destination List.
 - ➔ See “3. Creating a Destination List for the Scan to Cloud service” on page 16.

Epson Connect and Other Mobile Solutions

Email Print



When you register your Epson Connect compatible printer and your account to the Epson Connect service, an email address is assigned to your printer. Now you can print to anyone with an Epson printer, anywhere in the world, from your mobile device or computer. Print your emails and attached Microsoft Office documents, PDFs, and photos whether you're next to the printer or on the other side of the world.



Compatible devices

Any device that can send an email such as computers, smartphones, tablets, and mobile phones.

➔ See [“Operating system”](#) on page 46.

Required connection environment

- Printers that are connected to the Internet by a wireless (Wi-Fi) or wired (Ethernet) network and that are registered to the Epson Connect service.
- Devices that can connect to the Internet.

Compatible file types

Word (doc, docx), Excel (xls,xlsx), PowerPoint (ppt, pptx), PDF, JPEG, BMP, GIF, PNG, TIFF

Note:

You cannot print a text file (plain text) except from the body of an email or a compressed file.

Examples

- Printing documents or photos from mobile devices**

Send photos that you took while traveling to your printer at home.

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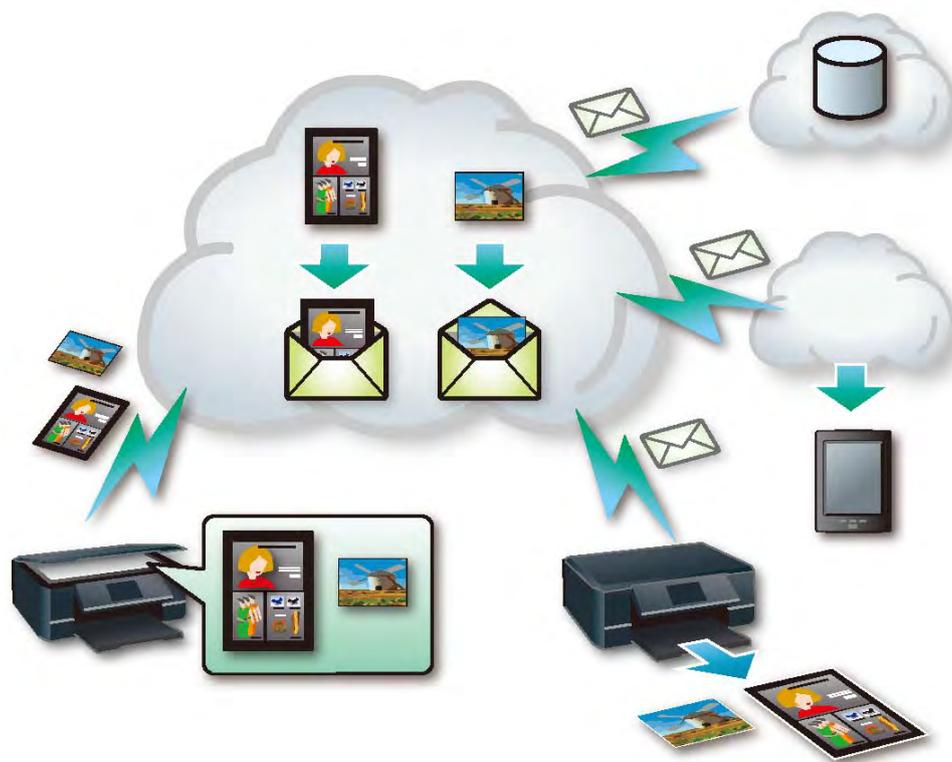
❑ Sending photos to families living far away

Send emails with attached photos to your family's printer.

Scan to Cloud



You can send scanned files to destinations that you specified on the User Page. All you need to do is scan your files with a Scan to Cloud compatible printer that is connected to the Internet. By sending scanned files to an Epson Connect compatible printer's email address, you can use this service as a color fax service. You can also send scanned files to online services provided by other companies such as Evernote, eFax, or Kindle (you may need to create an account and pay a fee to use these services).



Required connection environment

- ❑ Printers must be connected to the Internet by a wireless (Wi-Fi) or wired (Ethernet) network and that are registered to the Epson Connect service.
- ❑ Before you can utilize the Scan to Cloud feature of the Epson Connect, you must create a Destination List on the User Page.

Compatible file types

Jpeg, PDF

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Examples

- ❑ **Using as a color fax service**
You can use the Email Print and Scan to Cloud services to turn your Epson printer into a color fax service.
- ❑ **Uploading handouts to your online storage**
Scan and upload handouts as PDFs to the online storage services.
- ❑ **Sending documents to the Kindle**
Scan and send documents to the Email address for your Kindle Personal Document Service, to read the documents on your Kindle.

Epson iPrint (3.x)



You can print your documents and photos on an Epson printer connected to a wireless (Wi-Fi) network from your smartphone or tablet (iOS/Android). You can even scan and save files on your device to send them as an email, or upload to an online storage service such as Evernote, Google Docs, Dropbox, and Box.

If your printer supports Email Print, you can use the Internet to print remotely.



Compatible devices

Any device that run iOS or Android such as smartphones and tablets.

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Required connection environment

Available functions and compatible file types vary depending on the network environment to which the printer is connected.

The following outlines the relationship between the connection environment and available functions.

Network environment and available functions

Available functions may differ depending on the printer's operating environment and the device being used.

For example, if your network is not connected to the Internet, you cannot print contents on the web, even though you can print data saved on the device.

Item		Device and Printer are Connected to the same Local Area Network		External Operations over the Internet
		Cannot Connect to Internet	Can Connect to Internet	
Print data on the device		Y*	Y	Y
Print data on an online storage service		N	Y	Y
Print a Web page on the device		N	Y	Y
Remote Scanning from the device		Y	Y	N
Storage destination for scanned data	Device	Y	Y	-
	Web storage service	N	Y	-
	Attached to email	Y	Y	-

* Depending on the file format, you may need an Internet connection.

Compatible file types

File compatibility between different networks and OS types.

For example, Android devices can only print PDF and JPEG data through a local network connection. Other data types can be printed by using remote printing over the Internet.

Note:

The list of supported file types may have been updated. See your regional Epson website for the latest information.

Item	Device and Printer are Connected to the same Local Area Network		External Remote Printing over the Internet
	Print from iOS device	Print from Android device	
PDF (pdf)	Y	Y	Y
PowerPoint (ppt, pptx)	Y	N	Y
Word (doc, docx)	Y	Y*	Y
Excel (xls,xlsx)	Y	Y*	Y

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JPEG (jpg, jpeg)	Y	Y	Y
PNG (png)	Y	Y	Y
BMP (bmp)	Y	N	Y
GIF (gif)	Y	N	Y
TIFF (tif, tiff)	Y	N	Y

* The Internet connection is required.

Examples

- Printing photos and documents saved on your mobile device**
Print photos and documents saved on your device at any time without drivers or cables.
- Saving scanned files to your mobile device or an online storage service**
Scan documents to your device or to an online storage service such as Evernote and Dropbox.
- Attaching scanned files to an email**
Scan a printed image, attach it to an email, and then send it to someone.
- Printing handouts on a printer at your office from a remote location**
By saving handouts to an online storage service, you can print from anywhere. You can make print settings such as paper size, paper type, and print quality, as well as display a print preview.

Epson Remote Driver (Windows only)



You can use an Epson Connect compatible printer over the Internet from a remote office. When printing documents or photos, you can print as if you were using the printer connected to your computer.



Epson Connect and Other Mobile Solutions

Compatible devices

Windows computers

Required connection environment

- Printers that are connected to the Internet by a wireless (Wi-Fi) or wired (Ethernet) network and that are registered to the Epson Connect service.
- Devices that can connect to the Internet.

Compatible file types

Applications with printing functions such as Word, Excel, and PowerPoint.

Examples

- Printing handouts in a video conference**
Print additional handouts on a printer at a remote office over the Internet during a video conference. To print using Remote Print, simply select the printer over the Internet.

Other Company Network Solutions

Epson printers support other mobile solutions. Available services may differ depending on the model being used. See your regional Epson website to check which services are available for your printer.

Google Cloud Print



Google Cloud Print allows you to print on the go from your smartphone or tablet with Gmail or Google Docs accounts and other supported apps. You can also print from Chromebooks and the Google Chrome browser without drivers or cables, and share the printer with others.

For more details about Google Cloud Print, see the Google website.

Epson Connect and Other Mobile Solutions



Compatible devices

Any device that can connect to the Internet and sign in to the Google website using a Google account, such as computers, smartphones, or tablets.

Required connection environment

- Printers that are connected to the Internet by a wireless (Wi-Fi) or wired (Ethernet) network and that are registered to the Google Cloud Print service.
- Devices that can connect to the Internet.

Compatible file types

- Files that can be printed from Google Chrome
- Emails from Gmail
- Files that are supported by Google Docs

For more details about compatible file types, see the Google website.

Examples

- Printing files on Google websites**
Print emails received in Gmail and data in Google Docs from anywhere. If Google Chrome is installed on your computer, you can print displaying web pages, PDFs, images and so on by using Google Cloud Print.

Epson Connect and Other Mobile Solutions

AirPrint



AirPrint makes it simple to print your emails, photos, web pages, and documents straight from your iPad, iPhone, or iPod touch. You do not need to download any software, install any drivers, or connect any cables. With just a few taps, you can go from viewing something on screen to holding a printed copy.

For more details about AirPrint, see the Apple website.



Compatible devices

iPad (all models), iPhone (3GS or later), iPod touch (3rd generation or later) running the latest version of iOS

Required connection environment

- Printers connected to a local network.
- Devices connected to the same network as the printer.

Compatible devices

Files that are supported by AirPrint compatible applications.

Examples

- Printing web pages that you are browsing**
When you come across a website that you like on Safari, you can print it easily with just a few taps.

Setting up the Services

To use the Epson Connect services and other mobile services, you need to first register your printer.

Setting Up from Your Computer

You can start up the Epson Connect services from your computer by using the installer provided on the printer software disc.

Setup workflow

1. Basic printer setup

Install the ink cartridges
Setup on the printer's control panel
Insert the printer software disc
Connect to the network



2. Connecting to Epson Connect

Register Printer and User Information



3. Setting up Scan to Cloud

Create Scan to Cloud Destination List



4. Setting Remote Print service

Check that remote printing is enabled

Setting up with the printer software disc

Create your Epson Connect account and register your printer to the Epson Connect service.

Before starting setup, check that your computer is connected to the Internet with a Wi-Fi or Ethernet network.

Note:

- JavaScript must be enabled in your browser to register the printer.
- If you need to use a proxy server for your printer to connect to the Internet, check that the correct proxy settings have been made in Internet Explorer.
- The following Internet connection is recommended to register the printer.
Minimum download speed: 512 Kbps or faster
Recommended download speed: 1 Mbps or faster

1. Basic printer setup

First, connect your printer to the network so that it can be used from a computer. Follow the instructions in the "Start Here" setup guide to perform your printer's initial setup and network setup.

Note:

Depending on the model being used, setup for Epson Connect may start straight after the printer's initial setup. If it does start, follow the on-screen instructions.

2. Connecting to Epson Connect

Next, use the Epson Connect Printer Setup to create your Epson Connect account and register your printer.

Note:

If you do not perform setup straight after the printer's initial setup, check that the printer is on.

Setting up the Services

For Windows

- 1 Select **Mobile Print Services Setup** from the installer's main menu.

Note:

If you do not perform setup straight after the printer's initial setup, follow the steps below.

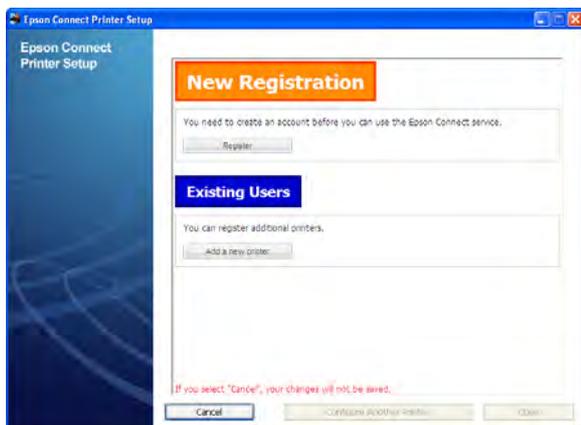
1. Insert your printer's software disc into the computer.
2. Click **Run InstallNavi.exe**.
3. When the License Agreement is displayed, select the check box to agree, and then click **Next**.

- 2 Click **Next**.
- 3 Click **Epson Connect Printer Setup**.
- 4 Automatically search for printers. Select the printer, and click **Next**.
- 5 The License Agreement is displayed. Select **Agree**, and then click **Next**.
- 6 Load paper into your printer, and then click **OK** when the printing confirmation screen is displayed. The process for registering your printer to the Epson Connect service starts.
- 7 Click **Register**, when the user account registration screen is displayed.



Caution:

If you do not finish registering a user account, you cannot use the Epson Connect service.



- 8 Follow the on-screen instructions to enter your account information.
For more details on registering information, see ["Creating your Epson Connect account"](#) on page 15.

When registration is complete, a setup information sheet is printed from the printer you registered, and a notification email is sent to your email address.

- 9 Click **Close**, and the Epson Connect portal website opens automatically.

You can now use the Epson Connect service.

For Mac OS X

- 1 Launch Download Navigator.
Double-click **Macintosh HD > Applications > Epson Software > Download Navigator** then double-click on the **Download Navigator** icon.

Note:

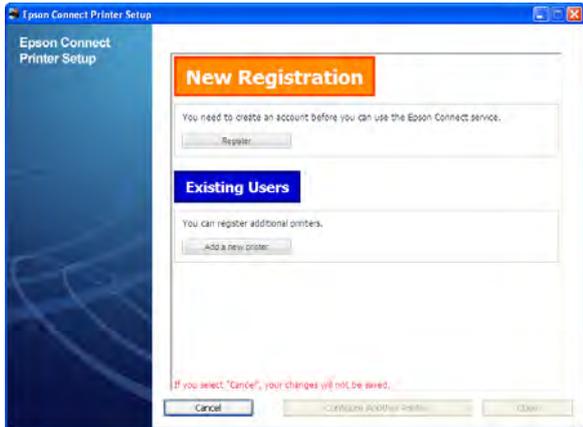
If you cannot find the Download Navigator, install it from your printer's software disc.

- 2 When the **Epson Connect Printer Setup** is displayed, select it and install it.
- 3 Launch the Epson Connect Printer Setup, and then follow the on-screen instructions.
Double-click [**Macintosh HD**], [**Applications**], [**Epson Software**], and then [**Epson Connect Printer Setup**].
- 4 Automatically search for printers. Select the printer, and click **Next**.
- 5 The License Agreement is displayed. Select **Agree**, and then click **Next**.
- 6 Load paper into your printer, and then click **OK** when the printing confirmation screen is displayed. The process for registering your printer to the Epson Connect service starts.

Setting up the Services

- Click **Register**, when the user account registration screen is displayed.

Caution:
If you do not finish registering a user account, you cannot use the Epson Connect service.



- Follow the on-screen instructions to enter your account information. For more details on registering information, see [“Creating your Epson Connect account”](#) on page 15.

When registration is complete, a setup information sheet is printed from the printer you registered, and a notification email is sent to your email address.

- Click **Close**, and the Epson Connect portal website opens automatically.

You can now use the Epson Connect service.

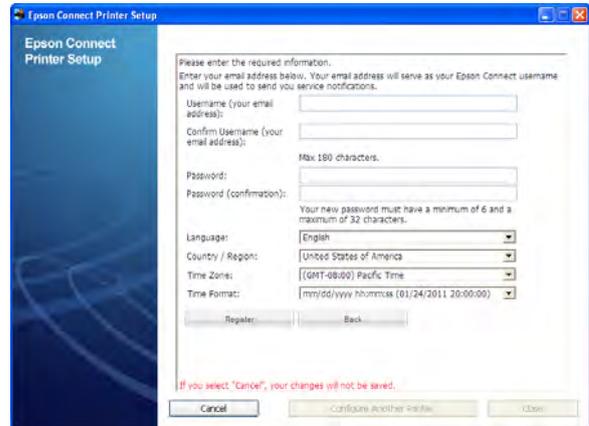
Creating your Epson Connect account

You have to create an Epson Connect account to register your printer for the first time.

- Click **Register**.

Note:
Windows: The same screen as step 5 in [“For Windows”](#) on page 14.
Mac OS X: The same screen as step 7 in [“For Mac OS X”](#) on page 14.

- Enter your account information.



- When you have finished entering your account information, click **Register**.

If your printer supports the Scan to Cloud service, go to [“3. Creating a Destination List for the Scan to Cloud service”](#) on page 16.

Information necessary to register to Epson Connect

The following provides detailed descriptions for each item.

Username (your email address)	Enter your email address. You cannot copy and paste the address. This email address is your ID used to sign into Epson Connect.
Confirm Username (your email address)	Enter the Username (your email address) again to make sure there were no typing errors in the address.
Password	Enter the password used to sign into the Epson Connect services. The password must be a minimum of 6 and a maximum of 32 characters.
Password (confirmation)	Enter the password again to make sure there were no typing errors.
Language	Select the language used to display the User Page and email notifications.
Country / Region	Select the country or region in which the printer is located.

Setting up the Services

Time Zone	Select the time zone in which the printer is located. Select to receive the date of print and scan logs. The time displayed is for Daylight Saving Time (summer time). Daylight Saving Time (summer time) is automatically applied to the time displayed for the selected time zone.
Time Format	Select the time format you want to use. This setting is applied to the date display for the print log.

3. Creating a Destination List for the Scan to Cloud service

To use the Scan to Cloud service, you need to register email addresses to the Destination List on the User Page.

- 1** After registering a user account, the Epson Connect portal website opens. Click **Go** on the right of “Login to Epson Connect”.
- 2** The Sign-In page opens. Sign in to the User Page.

Note:
If multiple printers have been registered, select the printer you want to configure from the printer list.
- 3** Select **Destination List** for Scan to Cloud from the menu on the left.
- 4** Click **Add** and enter the email address and the Display Name in the Edit Destination window, and then click **OK**. Repeat as necessary.
- 5** Check that all of your registered email addresses are listed in the Destination List.

You can now use the Scan to Cloud service.

4. Setting the Remote Print service

To allow users to use the printer over the Internet, Remote Print must be enabled.

For more information on using Remote Print:

- ➔ Epson iPrint: See “Using Epson iPrint over the Internet (Remote Print)” on page 30.
- ➔ Epson Connect Remote Driver (Windows only): See “Epson Remote Driver (Windows only)” on page 31

Epson Remote Driver service is only available for Windows computers.

- 1** Sign in to the User Page.
- 2** Select **Print Settings** for Remote Print from the menu on the left of the User Page.
- 3** Check that “Enable Remote Print” is enabled.

Note:

- Select “Enable Remote Print” if it has not been selected.
- If you want to allow specified users to print, enter an access key, and then give them the key.

- 4** Click **Apply**.
- 5** Setup is complete. Click the **Sign Out** button, and sign out of the User Page.

Setting up without using the printer software disc (Windows only)

You can use the following procedure to perform the setup if you cannot use the printer software disc (for example, if your computer does not have a CD/DVD drive).

Note:

- The following Internet connection is recommended to register the printer.
Minimum download speed: 512 Kbps or faster
Recommended download speed: 1 Mbps or faster
- Check that the printer is on.

- 1** Access your regional Epson website, and download “Web Installer” or “ComboInstaller”. (The names for these applications vary depending on your region or country.)

Setting up the Services

- 2 Follow the on-screen instructions to launch the installer, and then connect your printer to the network.

Continuously refer to the next section “Registering an additional printer”, and create your Epson Connect account and register your printer.

Registering an additional printer

You can perform the following procedure if you want to add a printer registered to the Epson Connect service.

Note:

The following Internet connection is recommended to register the printer.
 Minimum download speed: 512 Kbps or faster
 Recommended download speed: 1 Mbps or faster

- 1 Turn on the printer.
- 2 Launch the Epson Connect Printer Setup, and then follow the on-screen instructions.

Windows: Click **Start > All Programs > Epson > Epson Connect Printer Setup** and then **Epson Connect Printer Setup**.

Mac OS X: **Macintosh HD > Applications > Epson Software** and then **Epson Connect Printer Setup**.

Note:

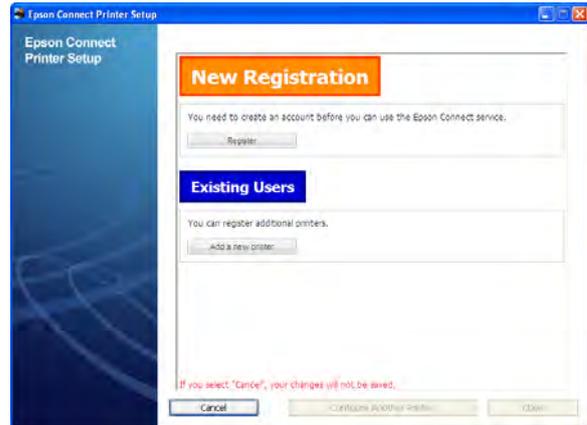
If you cannot find Epson Connect Printer Setup, download the Download Navigator using one of the following options, and then launch Epson Connect Printer Setup.

- From Software Update: Click **Start > All Programs > Epson > Software Update**
- From the following URL: <http://support.epson.net/dnavi/>

- 3 Click **Add a new printer**, when the user account registration screen is displayed.

Note:

If you are registering your printer to Epson Connect for the first time, click **Register**.



- 4 Follow the on-screen instructions.
 When registration is complete, a setup information sheet is printed from the printer you registered, and a notification email is sent to your email address.
- 5 Click **Close**, and the Epson Connect portal website opens automatically.

You can now use the Epson Connect service.

Setting up using Web Config

You can setup the Epson Connect service by using Web Config (a web page embedded in the printer).

Note:

Before you start making settings, enable JavaScript and cookies in your browser.

To open Web Config

Open the browser and enter your printer’s IP address as shown below.

<http://<Printer IP address>> (without the < >)

Note:

You can check your printer’s IP address using one of the following methods. For more information on the network status, see the documentation provided with your printer.

- The network status on the printer’s control panel
- The network status sheet
- The network connection check report

Setting up the Services

1. Basic printer setup

First, connect your printer to the network so that it can be used from a computer. Follow the instructions in the “Start Here” setup guide to perform your printer’s initial setup and network setup.

2. Setting up Epson Connect

Create your Epson Connect account and register your printer to the Epson Connect service.

1 Turn on the printer.

2 Open Web Config for the printer.

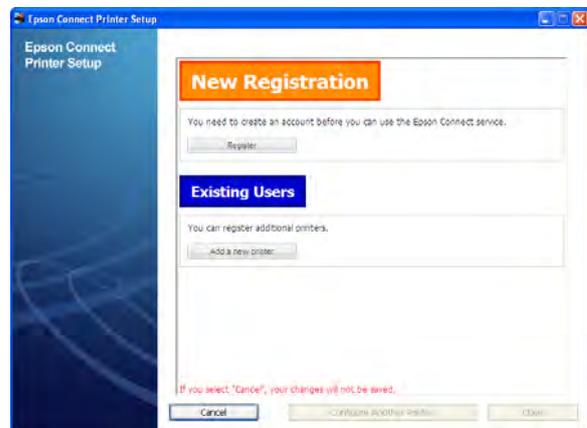
To display Web Config, see “[To open Web Config](#)” on page 17.



3 Click **Firmware Update**, and then follow the instructions to update the printer’s firmware.

4 Click **Epson Connect Services**.

5 Click **Register**, when the user account registration screen is displayed.



6 Follow the on-screen instructions to enter your account information.

Caution:

Do not close your browser until user account registration is complete and the setup information sheet is printed.

If you close your browser before registration is complete, you cannot use the Epson Connect service.

After registration is complete, if you want to setup Scan to Cloud or Remote Print, click the URL to open the User Page.

For more information on setting up these services, see “[3. Creating a Destination List for the Scan to Cloud service](#)” on page 16 or “[4. Setting the Remote Print service](#)” on page 16.

Setting Up from Your Smartphone or Tablet

You can also start the Epson Connect services from your smartphone or tablet without having to use a computer.

Setup workflow

1. Basic printer setup

Setting up the Services

Install the ink cartridges
 Setup on the printer's control panel
 Connect to the network
 Download and install Epson iPrint



2. Connecting to Epson Connect

Register printer and user information from Web Config



3. Setting up Scan to Cloud

Create Scan to Cloud Destination List



4. Setting up Remote Print service

Check that remote printing is enabled

Setting up using Web Config

You can setup the Epson Connect service by using Web Config (a web page embedded in the printer).

1. Basic printer setup

First, connect your printer to a Wi-Fi network.

- 1** Follow the “Start Here” setup guide to perform the initial setup for your printer.
- 2** Connect the printer to the local area network from the printer's control panel.

For more information on the connection procedure, see the printer's documentation.

2. Setting up Epson Connect

Create your Epson Connect account and register your printer from Web Config.

- 1** Turn on the printer.
- 2** Open Web Config for the printer.

To display Web Config, see [“To open Web Config” on page 17](#)



- 3** Tap **Firmware Update**, and then follow the instructions to update the printer's firmware.
- 4** Tap **Epson Connect Services**.
- 5** The printer registration screen is displayed.
Tap **Register**.



Setting up the Services

- 6** The License Agreement is displayed. Tap **Epson Connect Member Service Terms and Conditions**, and read the information displayed. Select **Accept**, and then tap **Next**.



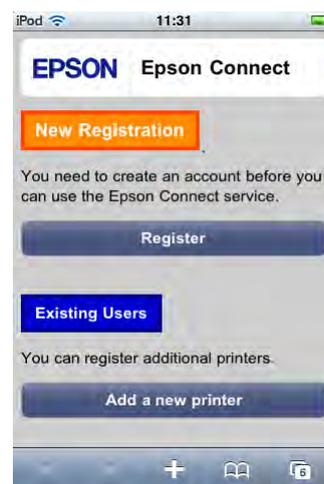
- 7** The process for registering your printer to the Epson Connect service starts.



- 8** Load paper into your printer, and then tap **OK** when the following screen is displayed.



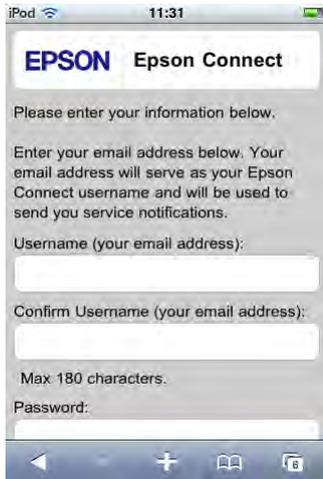
- 9** Tap **Register**, when the user account registration screen is displayed.



Setting up the Services

- 10** Enter your account information, then tap **Register**.

For more information about details that need to be filled in, see “[Creating your Epson Connect account](#)” on page 15.



- 11** Registration is complete. If you want to setup Scan to Cloud or Remote Print, tap the URL to open the Epson Connect portal website, and then make your settings.



3. Creating a Destination List for the Scan to Cloud service

To use the Scan to Cloud service, you need to register destinations on the User Page. For more information on registering the Destination List, see “[3. Creating a Destination List for the Scan to Cloud service](#)” on page 16.

4. Setting the Remote Print service

Before you can use the remote printing function, you need to enable Remote Print on the User Page. For more information on making settings, see “[4. Setting the Remote Print service](#)” on page 16.

Setting Up Google Cloud Print

Google Cloud Print allows you to print from anywhere over the Internet.

To use this service, you need to register your printer to Google Cloud Print. Epson printers support Google Cloud Print, which allows you to use your printer without drivers or cables.

Create your Google account first, and then setup this service from Web Config using your device.

Note:

- The strings of Google website in this section may be changed.
- For more information about Google Cloud Print, see the Google website.

Creating a Google account

You need to create a Google account to use Google Cloud Print.

If you already have a Google account, you do not need to create a new one. If you do not have an account, follow the steps below.

- 1** Navigate to google.com on your device.
- 2** Click or tap **Sign in**.
- 3** Click or tap **SIGN UP** in the Sign in page.
- 4** Fill out the form, and then follow the on-screen instructions.

Registering a printer

After creating your Google account, use Web Config to register your printer to Google Cloud Print.

Sign in to Google using your account.

- 1 Navigate to google.com on your device, then click or tap Sign in.
- 2 Enter the email address and password, and then click or tap Sign in.
- 3 Open Web Config on your printer.
➔ See [“To open Web Config” on page 17](#).
- 4 Tap **Firmware Update**, and then follow the instructions to update the printer’s firmware.
- 5 Click or tap **Google Cloud Print Services**.
- 6 Click or tap **Register**.
- 7 Click or tap **Usage Advisory** and read it carefully, select **Accept**, and then click or tap **Next**.

A confirmation screen is displayed.

- 8 Click or tap **OK** to open the Google Cloud Print registration screen.

Note:

- If you are not signed into the Google website, the Sign in page is opened.
- If you already have a Google account, sign in using that account.
- If you do not have one, create a new Google account.
➔ See [“Creating a Google account” on page 21](#).

- 9 Click or tap **Finish printer registration** on the Google Cloud Print registration screen.
- 10 When registration is complete, an information sheet is printed from the printer you registered.

You can now use Google Cloud Print.

Using the Services

Epson Connect Services

This section explains how to use the Epson Connect services. Available services may differ depending on the model being used. See your regional Epson's website to check which services are available for your printer. To view Epson's website, select your country/region, and then click **Go** at the bottom-right of the Epson Connect portal website.

User Page

On the User Page, the owner of the printer can manage the registered printer's information. Once you have created your account and registered your printer, you can use the User Page functions.

For more information on the operations for each screen on the User Page, access the User Page and then see the Help.

Required settings on the User Page

To use the following functions, finish setting up Epson Connect from your computer or device, and then access the User Page and make settings.

Approved Senders List

If you don't enable the Approved Senders List, all emails are printed despite of mail sources. Therefore, it is recommended the use of the Approved Senders List to prevent the wrong or malicious emails.

A print log of an email from address that is not in the Approved Senders List is recorded.

For more details about creating the Approved Senders List, see Help of User Page (<https://www.epsonconnect.com/user/>)

Scan to Cloud

To use the Scan to Cloud service, you need to register destinations on the User Page. If you do not create a Destination List, you cannot use the Scan to Cloud service.

User Page functions

The following functions are available on the User Page. Available functions differ depending on the model.

- Displaying the registered printer(s) list for Email Print**
- Displaying and cancelling print jobs for Email Print and Remote Print**
You can check print and scan jobs that have been sent to the Epson Connect server, and you can also cancel these jobs.
- Creating and editing the Approved Senders List for Email Print**
You can create and edit a list that contains email addresses that are allowed to send emails to the printer.
- Editing information for the user account and registered printer for the Epson Connect service**
You can configure settings such as your personal email address, language, and time zone.
- Suspending and resuming print service**
You can suspend or resume the Email Print and the Remote Print service.
- Settings for email notifications**
You can make email notification settings. When the Epson Connect server receives an email or an error occurs, an email notification is sent to the owner of the printer and the sender of the email.
- Enabling Remote Print and setting an Access Key for the Remote Print service.**
- Creating and editing the Destination List for the Scan to Cloud service**
You can create and edit the list of destinations that you want to scan and send to.

Email Print

You can print to any Epson Email Print compatible printer from any device that can send email, such as your smartphone, tablet, computer, or mobile phone.

Sending an email

You can send an email from not only a computer, but also a smartphone, tablet, or mobile phone.

Using the Services

- 1 Create an email and attach the photos or documents you want to print.

Note:

- Text in the body of the email will print separately from the attachment.
- You can set whether or not to print the body of the email in Print Settings on the User Page.

- 2 Enter the printer's email address and send an email.

You can check the printer's email address using one of the following methods.

- On the information sheet printed when you completed the setup for Epson Connect.
- On the Printer List on the User Page.
- On the printer LCD panel.
- On the network connection report or the network status sheet.

Note:

For more information on the network connection report and the network status sheet, see the documentation provided with the printer.

Notes when sending an email

Note the following when sending an email.

- Do not enter more than one address in the To, Cc, or Bcc fields. As a security measure, Email Print only prints emails that are sent to a single recipient.
- You can attach 10 files.
- You can attach files up to a total of 20 MB including the body of the email.
- The following file types are supported.

Word (doc, docx), Excel (xls, xlsx), PowerPoint (ppt, pptx), PDF, JPEG, GIF, BMP, PNG, TIFF

- Except for the body of the email, text files (plain text) cannot be printed.

- Zip compressed files cannot be printed.

- Short Message Services (SMS) unique to mobile phone providers are not supported.

Cancelling print jobs

You can cancel printing after sending a print job.

Note:

- If printing has already started, cancel the print job from the printer's control panel.
- You can cancel pending print jobs from the User Page.

From a printer's control panel

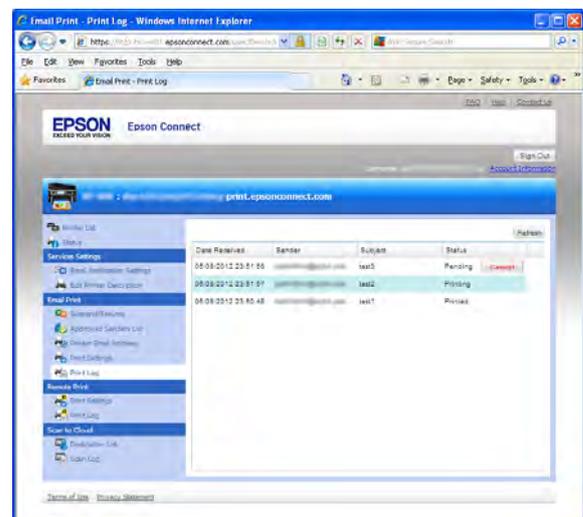
Press the stop/cancel button on a printer's control panel during printing.

Note:

The name and location of the stop/cancel button varies by printer. See the documentation provided with your printer.

From the User Page

Sign in to the User Page, and cancel a print job from the Print Log.



- 1 Sign in to the User Page.

Note:

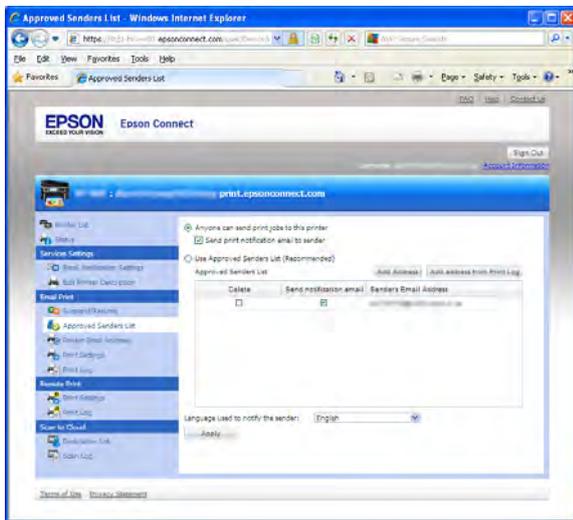
If multiple printers have been registered, select the printer you want to configure from the printer list.

Using the Services

- 2 Select **Print Log** in Email Print from the menu on the left.
- 3 The print job is displayed. Click or tap **Cancel** in the Status column.
- 4 When the Status changes to **Cancel**, the print job has been canceled.

Enabling and editing the Approved Senders List

By enabling the Approved Senders List, you can allow only trusted senders access to your printer and block malicious emails. The Approved Senders List is disabled by default.



- 1 Sign in to the User Page.

Note:
If multiple printers have been registered, select the printer you want to configure from the printer list.

- 2 Select **Approved Senders List** in Email Print from the menu on the left.
- 3 Select “**Use Approved Senders List (Recommended)**”.

- 4 Click or tap **Add Address** or **Add address from Print Log**.

Note:

- Your email address (username) is listed by default.
- If you want to add an email address that is not in your print log or add a domain address, select **Add Address**.
- If you want to add an email address that you have received an email from before, select **Add address from Print Log**.

- 5 If you select **Add Address**, enter the email address or domain that you want to add.

If you select **Add address from Print Log**, select the email you received from the address you want to add.

Note:

- By adding a domain name, the printer can receive emails from email addresses that have the same domain.
- When adding a domain name, make sure you include “@” (e.g. @epson.com).
- You cannot add a domain from **Add address from Print Log**.

- 6 Click or tap **Add**.

- 7 Check that the address you added is listed in the Approved Senders List, and then click or tap **Apply**.

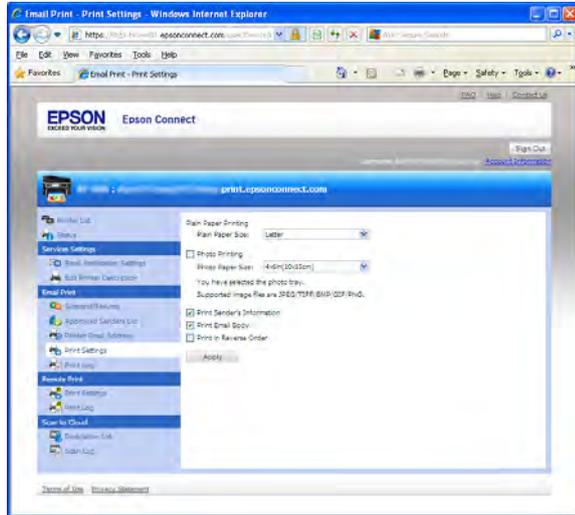
Note:

- If you want to delete a registered email address or domain name address, select the **Delete** column for the address you want to delete from the Approved Senders List, and then click or tap **Apply**.
- If you want to disable the Approved Senders List, select “**Anyone can send print jobs to this printer**”, and then click or tap **Apply**.

Using the Services

Change Print Settings

When you select print settings, all emails are printed according to your settings. When multiple printers have been registered, you can select print settings for each printer.



- 1 Sign in to the User Page.

Note:
If multiple printers have been registered, select the printer you want to configure from the printer list.

- 2 Select **Print Settings** in Email Print from the menu on the left.
- 3 Select the print settings you want to use.

Note:
Print settings may differ depending on the model being used.

- 4 Click or tap **Apply**.
This setting is enabled the next time email is received.

Scan to Cloud

You can send your scanned file as an email to destinations you registered previously from the printer's control panel. Your scanned file is automatically sent to the Epson Connect server and a destination address as an email.

Depending on the model, the Scan to Cloud service may not be supported. See your regional Epson website to check if the Scan to Cloud service is available for your printer.

Creating the Destination List

You need to register addresses to the Destination List on the User Page to use the Scan to Cloud service. For more information on registering the Destination List, see [“3. Creating a Destination List for the Scan to Cloud service”](#) on page 16.

Operating the printer's control panel

This section describes how to scan originals and send data.

Note:
The screen displays may differ from your actual printer, but the instructions are the same.

- 1 Turn on the printer and check that it is connected to the network

When the printer is connected to the network, a network icon is displayed on the LCD screen. For more information about the network icon, see the documentation provided with the printer.

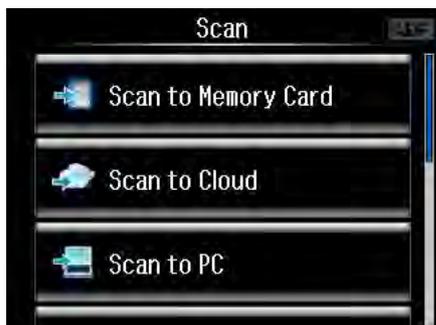
Note:
You need to register your printer and your account to the Epson Connect service, and then you need to register a Destination List.
➔ See [“3. Creating a Destination List for the Scan to Cloud service”](#) on page 16.

- 2 Enter **Scan** mode from the Home menu, or press the **Scan** button to enter Scan mode.

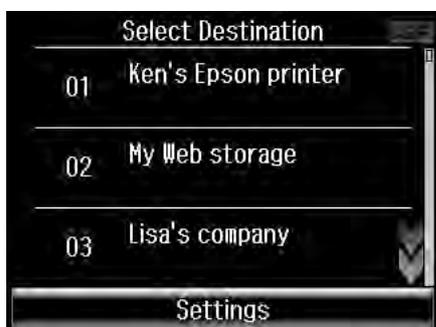


Using the Services

- 3 Select **Scan to Cloud** from the Scan mode menu.



- 4 Select the destination where you want to send your data.



- 5 Press **Settings** (or **OK**).
- 6 Make the scan settings you want to use. Available settings may differ depending on the model being used.

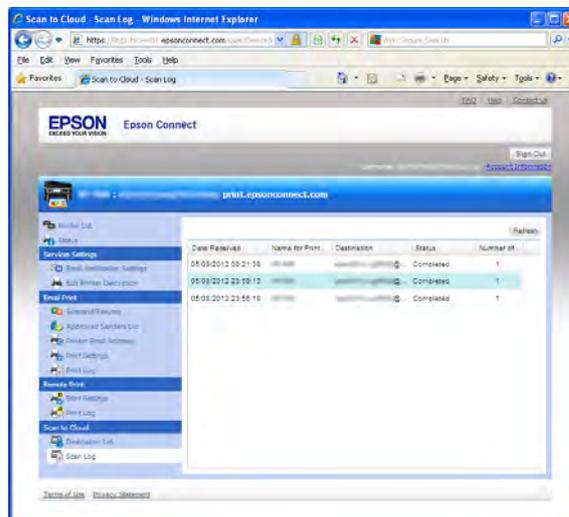


- 7 Set the original(s) you want to scan on the document glass or ADF, and then press the Start button.

Your scanned data is sent to the destination.

Checking the Scan Log

You can check your scan jobs on the User Page.



- 1 Sign in to the User Page.

Note:
If multiple printers have been registered, select the printer you want to configure from the printer list.

- 2 Select **Scan Log** in **Scan to Cloud** from the menu on the left.

You can check the destinations to which you sent the scanned data and the scan results.

About destinations

By sending scanned files to an Epson Connect compatible printer's email address, you can use this service as a color fax service.

You can also send scanned files to online services such as Evernote or eFax.

Epson iPrint (3.x)

You can print your documents and photos on an Epson printer connected to a wireless (Wi-Fi) network from your smartphone or tablet (iOS/Android). You can even scan and save the file on your device to send it as an email or upload to an online storage service.

If your printer supports Email Print, you can use the Internet to print remotely.

Using the Services

Installing Epson iPrint

Download and install Epson iPrint from the App Store or from Google Play. This app is free and you can find it by searching for “Epson iPrint”.

Using Epson iPrint in a local Wi-Fi network

Print and scan your documents and photos to an Epson printer connected to the same local Wi-Fi network as your smartphone or tablet. If you can access the Internet from the Wi-Fi network, you can even print web pages and upload files to a cloud service.

Setting up a printer

First, you have to setup a printer in Epson iPrint.

1 Launch Epson iPrint.

2 Tap **Maintenance**.

3 Tap **Printer**.

Note:

- Local: Displays a list of printers that are currently connected to the local network.*
- Remote: Displays a list of printers that have been setup for remote printing.*

4 Tap **Local**.

5 Select the printer that you want to use.

The display returns to the Maintenance screen.

Note:

*If the printout is unexpectedly faint or if dots are missing and you want to print a nozzle check pattern or clean the print head, tap **Nozzle Check** or **Head Cleaning** on the Maintenance screen and follow the instructions.*

6 Tap **Home** (iOS) or press the Back button (Android).

7 Tap **Scan**.

8 Tap  (iOS) or press the Menu button and **Scan Settings** (Android).

9 Check that the name of the printer you selected in step 5 is displayed.

If it is displayed, tap **Done** and **Home** (iOS) or press **Done** and the Back button (Android).

If it is not displayed, follow the steps below.

- For iOS: Tap , **Scanner**, and then select the printer you selected in step 5.
- For Android: Press the Menu button, tap **Scan Settings**, **Scanner**, and then select the printer you selected in step 5.

You can now use Epson iPrint on a local Wi-Fi network.

Photos

Print photos saved on your device.

1 Tap **Photos**.

2 Tap the photos you want to print, and then tap **Next**.

Note:

*If you use iPad, you do not have to tap **Next**.*

3 Selected photos are displayed.



Tap  to select more photos.

Using the Services

Tap  to delete a displayed photo.

Tap  or  to rotate the paper orientation.

- 4 Tap  (iOS), or press the Menu button and tap **Print Settings** (Android).

Select the print settings you want, and then tap **Done**.

- 5 Tap **Print**.

Saved Documents

Print documents stored in the document folder on your device.

- 1 Tap **Saved Documents**.
- 2 Tap the document you want to print.

Note:

Follow the steps below to delete files or create a new folder on the Documents screen.

iOS: Tap **Edit**.

Android: Press and hold a file to delete it, or press the Menu button, and then tap **New Folder** to create a new folder.

- 3 The selected document is displayed.
- 4 Tap  (iOS), or press the Menu button and tap **Print Settings** (Android).
Select the print settings you want, and then tap **Done**.
- 5 Tap **Print**.

Online Storage

Print files uploaded to online storage services such as Evernote, Google Docs, Dropbox, Box.

If you want to use this function, create an account for the online service you want to use. You also need to be able to access the Internet from the Wi-Fi network to which your device is connected.

- 1 Tap **Online Storage**.
Select the service from the displayed online storage services.
- 2 Tap **Sign In** at the top-right and sign in with your account.
Your files are displayed.
- 3 Select the file you want to print.
- 4 The selected file is downloaded and displayed.
- 5 Tap  (iOS), or press the Menu button and tap **Print Settings** (Android).
Select the print settings you want, and then tap **Done**.
- 6 Tap **Print**.

Web Page Print

Print web pages that you are browsing. You also need to be able to access the Internet from the Wi-Fi network to which your device is connected.

- 1 Tap **Web Page Print**.
- 2 Enter the URL for the web page you want to print.
The web page is displayed.
- 3 Tap **Print** (iOS), or press the Menu button and tap  (Android).
- 4 The web page is displayed.
- 5 Tap  (iOS), or press the Menu button and tap **Print Settings** (Android).
Select the print settings you want, and then tap **Done**.
- 6 Tap **Print**.

Using the Services

Scan

Scan files to your device from a printer that supports Epson iPrint. You can even send scanned files by email or upload to an online storage service.

- 1 Place the original in the printer.
- 2 Tap **Scan**.
- 3 Tap  (iOS), or press the Menu button and tap **Print Settings** (Android).

Select the print settings you want, and then tap **Done**.
- 4 Tap **Scan**.

Start scanning to display the scan results.
- 5 Select what you want to do with the scanned file.
 - Save:** You can save a scanned file to your device or an online storage service.
 - **Camera Roll** (iOS only): Save to your Camera Roll.
 - **Local Folder:** Save to a specific folder.
 - **Open In...:** Display with a specific application.
 - **Online storage services:** Save to online storage services.
 - Mail:** Send an email with a scanned file attached.
 - Print:** Print a scanned file.

Using Epson iPrint over the Internet (Remote Print)

If your printer supports the Epson Connect service, you can use the Remote Print function for Epson iPrint. You need to check the following points before you can use Remote Print.

- The printer that you want to use for remote printing is registered to Epson Connect.
- Remote Print is enabled on the User Page.

Enable Remote Print in Epson iPrint

You need to enable the Remote Print functions in Epson iPrint.

- 1 Launch Epson iPrint.
- 2 Tap **Epson Connect** on the Home menu.
- 3 Tap **Manage Remote Printers**.
- 4 Tap **Add**.
- 5 Enter the printer's email address.

Note:

- You can check the printer's email address using one of the following methods.
 - On the information sheet printed when you completed the setup for Epson Connect.
 - On the Printer List on the User Page.
- If you are not the owner of the printer and you do not know the printer's email address, contact the owner of the printer.

- 6 Tap **Done**.

Note:

- If an access key has been set, the access key entry screen opens. Enter the access key, and then tap **Done**.
- If you do not know the access key, contact the owner of the printer.

Now you can use the Remote Print function in Epson iPrint.

Printing files over the Internet

Even if you are out, you can use a printer connected to your home or small office network.

- 1 Connect your device to the Internet (for example, Wi-Fi spots, 3G).
- 2 Launch Epson iPrint.

Using the Services

- 3 Select and display photos or documents that you want to print from each menu on the Home screen.

Note:

For more information on the printing method, see each section in “Using Epson iPrint in a local Wi-Fi network” on page 28.

- 4 Tap  (iOS) or press the Menu button and **Print Settings** (Android).

Note:

The icons indicate the following network connection status.

- : Printers that are currently connected to a local network.
- : Printers that have been setup for remote printing.

- 5 Tap **Printer**.
- 6 Tap **Remote**, and select the printer.
- 7 Make the print settings you want, and then tap **Done**.
- 8 Tap **Print**.

Checking a print log and cancelling a print job

You can check your print jobs on the User Page.

- 1 Tap **Maintenance**.
- 2 Tap **Printer**.
- 3 Tap **Remote**, and then select the printer for which you want to check the print log.
- 4 Tap **Print history**, to display the Print Log from Remote Print on the User Page.
To cancel a pending print job, tap **Cancel** in the Status column.

Epson Remote Driver (Windows only)

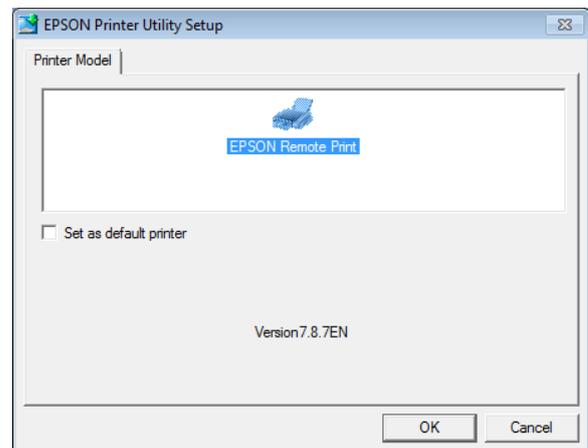
By using Epson Remote Driver you can print files on a remote printer over the Internet from a computer connected to the network. To use Epson Remote Driver, the printer’s owner needs to confirm that Remote Print is enabled.

For more information on checking Remote Print settings, see “4. Setting the Remote Print service” on page 16.

Installing the Epson Remote Driver and registering a printer

Download and setup the Epson Remote Driver.

- 1 Download Epson Remote Driver from the following URL: <http://support.epson.net/wrdriver/>
- 2 Double-click “**Setup.exe**” of Epson Remote Driver.
- 3 Select **EPSON Remote Print**, and then click **OK**.



- 4 Read the license agreement, select **Agree**, and then click **OK**.

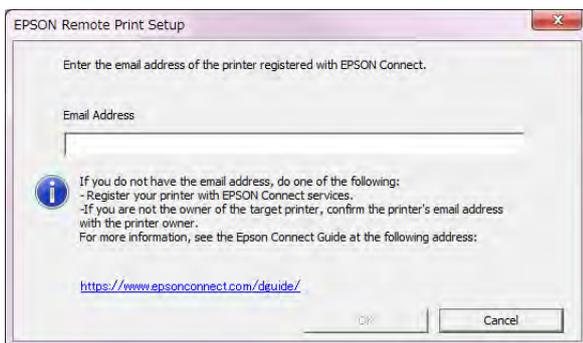
The printer registration screen is displayed.

Using the Services

- 5** Enter the printer's email address.

Note:

- You can check the printer's email address using one of the following methods.
 - On the information sheet printed when you completed the setup for Epson Connect.
 - On the Printer List on the User Page.
- If you are not the owner of the printer and you do not know the printer's email address, contact the owner of the printer.



- 6** Click **OK**.

Note:

- If an access key has been set, the access key entry screen is displayed. Enter the key, and then click **OK**.
- If you do not know the access key, contact the owner of the printer.

Printing with Epson Remote Driver

- 1** Open the data you want to print from an application.
- 2** Select **Print** in the application.
- 3** Select **Epson Remote Driver** as the printer name.
- 4** Select print settings in **Property**, and then start printing.

Note:

For more information about Epson Remote Driver, see the printer driver's Help.

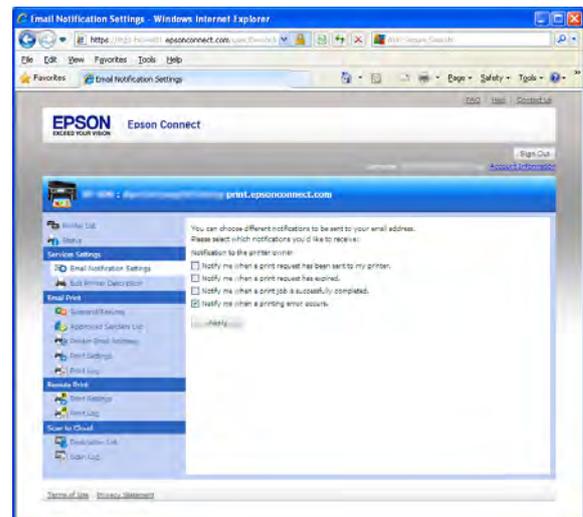
Settings for email notifications

Email notifications are automatically sent to the printer's owner or the sender of the email under the following conditions.

- An error occurs
- Settings are changed
- Emails are received

You can make email notification settings on the User Page.

Sending email notifications to the printer's owner



- 1** Sign in to the User Page.

Note:

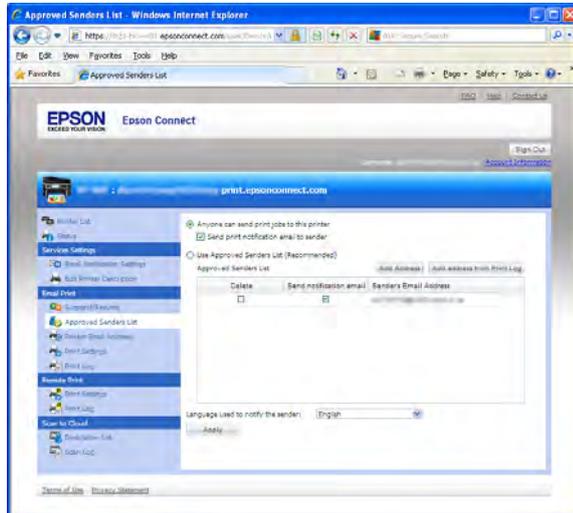
If multiple printers have been registered, select the printer you want to configure from the printer list.

- 2** Select **Email Notification Settings** in **Services Settings** from the menu on the left.
- 3** Select the notifications you want to receive.
- 4** Click or tap **Apply**.
The email notification setting is changed.

Using the Services

Sending email notifications to the sender of the email

You can change email notification settings for the sender of the email in Approved Senders List on the User Page.



- 1 If the Approved Senders List is enabled, select the check box in the **Send notification email** column of the email or domain address to which you want to send notifications.

If you the Approved Senders List is not enabled, select the check box in the **Send print notification email to sender**.

- 2 Click or tap **Apply**.

Note:

If an error occurs from the sender's side, a notification will automatically be sent to the sender, regardless of the settings.

Other Company Network Services

Google Cloud Print

You can print data over the Internet on a printer that supports Google Cloud Print. You can use this service from a computer or a smart device.

Note:

- The strings of Google website in this section may be changed.
- For more information about Google Cloud Print, see the Google website.

Printing from a computer

The following is an example of using Google Cloud Print to print from Google Chrome. You can download Google Chrome from the Google website.

- 1 Launch Google Chrome, and then go to the Google website.



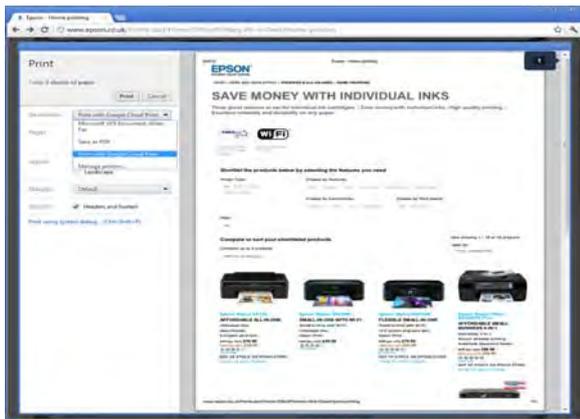
- 2 Click **Sign in**.
- 3 Enter your Google Account credentials, and then click Sign in.
- 4 Open the web page you want to print.

Using the Services

- Click  at the top right, and then select **Print**.
The print screen is displayed.



- Select **Print with Google Cloud Print as the Destination**.



- Click **Print**.
A list of the printers registered to Google Cloud Print are displayed.
- Select a printer.
- Click **Print**.

Printing from a smartphone or tablet

The following is an example of using Google Cloud Print to print Gmail from your smartphone or tablet.

- Launch the browser on your smartphone or tablet, and then open the Google website.
- Tap **Sign in**.

- Enter the email address and password, and then tap **Sign in**.

Your ID (email address) is displayed in the same location as the Sign in.

Note:
Smartphones may not display your ID.

- Select **Gmail** from the top of the screen.
If you want to print from a smartphone, use the built-in browser to access Gmail, do not use the Gmail application for smartphones.
- Select the email you want to print.
- Tap , and then select **Print**.
Printer(s) registered to Google Cloud Print are displayed.
- Select a printer to display the print settings.
- Configure the print settings, and then tap **Print**.

Sharing the printer and checking print jobs

You can share the printer with other Google accounts and check print jobs on the Google Cloud Print maintenance page.

Accessing the maintenance page

- Navigate to google.com, and click or tap **Sign in**.
- Enter your account details (email address and password), and then click or tap **Sign in**.
- Click or tap the email address displayed at the top-right of the screen, and then select **Account**.
- Click or tap **Products**.
- Click or tap **Google Cloud Print**.

Using the Services

- 6 Click or tap **Printers**.
- 7 A list of the printers registered to Google Cloud Print are displayed.

Sharing the printer

- 1 Select the printer you want to share.
- 2 Click or tap **Share**.
- 3 A list of users with access to the printer is displayed.

The email address for the printer's owner is displayed by default.
- 4 Enter the email address with which you want to share the printer.
- 5 Click or tap **Share**.
- 6 Click or tap **Close**.

The printer is now shared and can be accessed from other Google accounts.

Checking print jobs

- 1 Select a printer.
- 2 Click or tap **Show Print Jobs**.

The list of print jobs is displayed.

AirPrint

The following is an example of using AirPrint to print from Safari.

Note:

- The strings of Apple website in this section may be changed.*
- For more information about AirPrint, see the Apple website.*

- 1 Launch Safari and open the web page you want to print.

- 2 Tap .
- 3 Tap **Print**.
- 4 Tap **Printer**, and then select the printer.

Note:

Once the printer has been detected, you do not need to set the printer the next time you connect to the same network.

- 5 Press  or  to set the number of copies, and then tap **Print**.

Note:

- To use AirPrint, connect the printer to a wireless (Wi-Fi) or wired (Ethernet) network.*
- Use iOS 5.x or later to use AirPrint with Epson printers. If your device is iOS 4.x, update to iOS 5.x or later. Printing with iOS 4.x may adversely affect the printing results.*

AirPrint settings

You can use Web Config to make settings for AirPrint (Bonjour settings).

- 1 Open Web Config on your printer.
➔ See [“To open Web Config” on page 17](#).
- 2 Tap **AirPrint Setup**.
- 3 Configure the following settings:

Bonjour Service Name: this is the name used on Bonjour. The printer's model name is used by default.

Bonjour Location: this is for entering information to identify the printer (for example, the installation location of the printer). This is blank by default.

Top Priority Protocol: this allows you to set the top priority protocol. This is set to “IPP” by default.

Using the Services

- 4 Tap OK.

Suspending Services

You can suspend services when you want (for example, when you want to prevent print jobs from being interrupted for the Email Print service).

Services can be suspended from the User Page, the printer's control panel, or Web Config. Services that can be suspended depend on where you are suspending from.

From the User Page

You can suspend the following Epson Connect services: Email Print and Remote Print.

Email Print

If you suspend the Email Print service from the User Page, emails are not received and an email notification is sent to the sender of the email.

- 1 Sign in to the User Page.

Note:

If multiple printers have been registered, select the printer you want to configure from the printer list.

- 2 Select **Suspend/Resume** in **Email Print** from the menu on the left.

- 3 Click or tap **Suspend Service**.

Email Print is suspended. To resume Email Print, click or tap **Resume Service** from **Email Print**.

Remote Print

If you suspend the Remote Print service, you cannot use the following services.

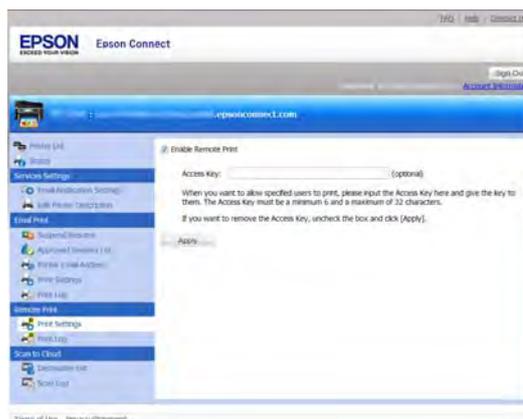
- Epson Remote Driver from a computer.
- Remote Print for Epson iPrint from a smartphone or tablet.

- 1 Sign in to the User Page.

Note:

If multiple printers have been registered, select the printer you want to configure from the printer list.

- 2 Select **Print Settings** in **Remote Print** from the menu on the left.



- 3 Clear **Enable Remote Print**.

- 4 Click or tap **Apply**.

Remote Print is suspended.

From a printer

If you suspend the Epson Connect services or the Google Cloud Print service from the printer's control panel or from Web Config, you cannot use any of the services.

However, emails can still be received, and print jobs remain on the Epson Connect service. These print jobs are deleted automatically after reaching the maximum pending time of 72 hours since the email was received.

From the printer's control panel

Suspend the Epson Connect services or the Google Cloud Print service from the printer's control panel.

Note:

The screen displays may differ from your actual printer, but the instructions are the same.

Using the Services

- 1 Turn on the printer and check that it is connected to the network.

When the printer is connected to the network, a network icon is displayed on the LCD screen. For more information about the network icon, see the documentation provided with the printer.

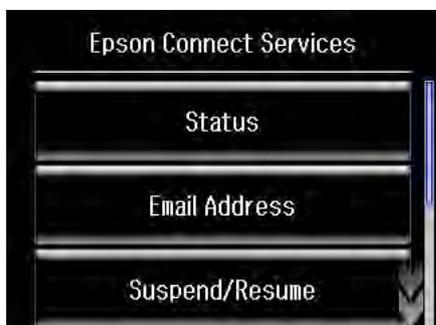
- 2 Enter **Setup** mode from the Home menu, or press the **Setup** button to enter Setup mode.



- 3 Select the service (**Epson Connect Services** or **Google Cloud Print Services**) that you want to suspend.



- 4 Select **Suspend/Resume**.



- 5 Select **Yes**, when the confirmation message is displayed.



- 6 The finish message is displayed. The Epson Connect or Google Cloud Print service is now suspended.

Note:
To resume the services, select **Suspend/Resume** from the **Epson Connect Services** or **Google Cloud Services** again.

From Web Config

Suspend the Epson Connect services or the Google Cloud Print service from Web Config.

- 1 Open Web Config on the printer.
➔ See [“To open Web Config” on page 17](#)
- 2 Click or tap **Epson Connect Services** or **Google Cloud Print Services**.
- 3 Click or tap **Suspend**.
- 4 The complete screen is displayed.
The Epson Connect or Google Cloud Print service is now suspended.
Close the browser.

Deleting Your Epson Connect Account

To delete your Epson Connect account, you first need to delete all registered printers from the Epson Connect services.

Deleting your registered printers

You can delete your registered printers from the Epson Connect services by using Epson Connect Printer Setup from a computer or by initializing the services from the printer's control panel.

From a computer

- 1 Launch the Epson Connect Printer Setup, and then follow the on-screen instructions.

Windows: Click **Start > All Programs > Epson > Epson Connect Printer Setup** and then **Epson Connect Printer Setup**.

Mac OS X: Double-click **Macintosh HD > Applications > Epson Software** and then **Epson Connect Printer Setup**.

Note:

If you cannot find Epson Connect Printer Setup, download the Download Navigator using one of the following options, and then launch Epson Connect Printer Setup.

- From Software Update: Click **Start > All Programs > Epson > Software Update**
- From the following URL: <http://support.epson.net/dnavi/>

- 2 Select the printer that you want to delete from the Epson Connect services, and then click **Next**.
- 3 Select **Printer Removal**, and then click **Next**.
- 4 Click **OK**.
- 5 Click **Close**.

Note:

If you want to delete another printer, click **Configure Another Printer**, and then follow the on-screen instructions.

From the printer's control panel

To delete a printer from the printer's control panel, select **Restore Default Settings** for each service.

Note:

- The screen displays may differ from your actual printer, but the instructions are the same.
- By initializing the network settings to their factory defaults from the printer's control panel, information about the Epson Connect services and the Google Cloud Print service is also deleted. However, the server continues to receive email but it does not send notifications to the sender.

- 1 Turn on the printer and check that it is connected to the network.

When the printer is connected to the network, a network icon is displayed on the LCD screen. For more information about the network icon, see the documentation provided with the printer.

- 2 Enter **Setup** mode from the Home menu, or press the **Setup** button to enter Setup mode.



- 3 Select the service (**Epson Connect Services** or **Google Cloud Print Services**) that you want to delete.



Using the Services

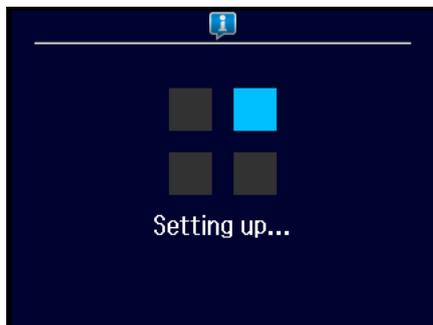
- 4 Select **Restore Default Settings**.



- 5 Select **Yes** when the confirmation message is displayed.



The printer begins communicating with the server.



- 6 Select **OK** and return to the Setup mode. Your printer is deleted from the Epson Connect or Google Cloud Print service.



From Web Config

You can also delete a registered printer from Web Config.

- 1 Open Web Config on the printer.
➔ See [“To open Web Config” on page 17.](#)
- 2 Click or tap **Epson Connect Services** or **Google Cloud Print Services**.
- 3 Click or tap **Delete**.
- 4 Click or tap **OK** when the confirmation message is displayed.
- 5 The complete screen is displayed.
Your printer is deleted from the Epson Connect or Google Cloud Print service.

Close the browser.

Deleting your Epson Connect account

Once you've deleted all registered printers from the Epson Connect service, you can delete your Epson Connect account. Follow these steps to delete your account:

- 1 Sign in to the User Page, and then click or tap **Account Information** at the top right.
- 2 Click or tap **Delete User Account**.
- 3 Click or tap **Delete**.
- 4 Click or tap **OK** when the confirmation message is displayed.

Your account is deleted from the Epson Connect service.

Notes on Transferring or Disposing of the Printer

Private information may be registered to the printer, and the printer itself has a unique email address assigned to it by the Epson Connect service. When transferring or disposing of the printer, we suggest that you delete all private information.

Private information on the printer

Network setup information and telephone numbers (for fax capable models) are registered to the printer itself. We suggest that you delete the setup information by following the printer's documentation.

Private information in the Epson Connect service

If you have used the Epson Connect service, make sure you delete registered printers when transferring or disposing of the printer. If the registration is not deleted and the "Approved Senders List" was not being used, the printer prints any emails it receives. This could cause private information to leak to a third party. The Scan to Cloud Destination List is also registered.

Troubleshooting

Restrictions

The following restrictions apply to the Epson Connect and Google Cloud Print services.

- ❑ Epson Connect does not support IPv6.
- ❑ The connection cannot pass through more than one proxy server.
- ❑ Because Epson Connect uses XMPP communication protocol, you need to open port 5222.

Epson Connect

Email Print

Checking for an error

The following features are useful for identifying the cause of an error.

- ❑ **Print Log**
You can view the status of emails sent to the Email Print service by using the Print Log on the User Page.
- ❑ **Email Notifications - to the owner**
When you enable Email Notifications on the User Page, the Email Print service notifies the owner of the printer when an error occurs. For more information on sending email notifications to the printer's owner, see [“Sending email notifications to the printer's owner”](#) on page 32.
- ❑ **Email Notifications - to the sender**
When you enable Email Notifications on the User Page, the Email Print service notifies the sender of the email when an error occurs. For more information on sending email notifications to the sender of an email, see [“Sending email notifications to the sender of the email”](#) on page 33.

Email is not received

The following situations may prevent an email from being received, even if the email was sent to the printer.

- ❑ **Email rejected because sender not registered to the Approved Senders List:**
The email sender's email address is not on the Approved Senders List. Register the sender's email address to the Approved Senders List, and then re-send the email.
For more information on the Approved Senders List, see [“Enabling and editing the Approved Senders List”](#) on page 25.
When you enable Email Notifications on the User Page, the server notifies the sender of the email when this error occurs.
- ❑ **Error in email destination address:**
More than one address is entered in the To, Cc, or Bcc fields. As a security measure, Email Print only prints emails with one recipient.
When you enable Email Notifications on the User Page, the server notifies the sender of the email when this error occurs.
- ❑ **Email too large:**
The combined size of the email and the attachment(s) exceeds the maximum limit. The maximum size for an email and attachment(s) is 20 MB.
When you enable Email Notifications on the User Page, the server notifies the sender of the email when this error occurs.
- ❑ **Too many attachments:**
The number of files attached to the email exceeds the maximum limit. The maximum number of attachment(s) is 10.
When you enable Email Notifications on the User Page, the server notifies the sender of the email when this error occurs.
- ❑ **Too many print jobs pending:**
The number of pending emails in the printer's print queue exceeds the maximum limit. The maximum number of pending emails is 100. Print pending emails or delete them to make more space.
When you enable Email Notifications on the User Page, the server notifies the sender of the email when this error occurs.

Troubleshooting

- ❑ **The printer owner has suspended the Email Print service:**
The printer owner has suspended the Email Print service for the printer.
When you enable Email Notifications on the User Page, the server notifies the sender of the email when this error occurs.
- ❑ **The Email Print service has been suspended for system maintenance:**
The Email Print service is suspended during server maintenance. Wait for a while, and then try sending the email again.
- ❑ **User account registration to the Epson Connect service is not complete:**
If you registered your account by using Web Config, you may have closed the browser before registration was complete. Delete the printer from the Epson Connect service, and then register it again.

Email body text or attachment(s) are not printed

The following situations may prevent an email from being printed, even if the email has been received.

- ❑ **Files that are not supported are attached to the email:**
There are files that are not supported attached to the email. You may be able to print by converting the unsupported files to PDF format.
➔ See [“Compatible file types” on page 5](#).
- ❑ **There is nothing to be printed:**
There is nothing to be printed in the sent email. Check the following, and then resend the email.
 - The email has printable content in the body of the email or in the attachment(s).
 - The email has printable content in the attachment(s) if Print Email Body is disabled.
 - There is a photo in the attached files if Photo Paper Printing is set for a single source printer.
- ❑ **Print job was deleted due to expiration of storage time:**
Print jobs are deleted when the maximum storage time for pending files is exceeded. The maximum pending time is 72 hours.
When you enable Email Notifications on the User Page, the server notifies the printer’s owner when this error occurs.

- ❑ **The print job was deleted:**
The print job was deleted from the Print Log by the printer’s owner.
- ❑ **The print job was cancelled:**
Printing was cancelled from the printer’s control panel.
- ❑ **The printer is not ready for printing:**
Check the printer’s status, and then clear any problems.
 - Printer is off
 - Paper out
 - Ink is near end
 - Paper jam occurred
 - Printer cannot connect to the network
 For more information on printer operations, see the printer’s documentation.
- ❑ **Port 5222 is not open:**
Enterprise networks may restrict access to this port. Open port 5222 to use the Email Print service. For more information, contact your network administrator.
- ❑ **The printer passes through two or more proxy servers:**
Only one proxy server connection is supported. Change the printer’s connection so that it only passes through one proxy server.
- ❑ **The printer is connected to the IPv6 network:**
Email Print does not support the IPv6 network. Connect the printer to the IPv4 network.

Printing is slow to start or paper is ejected before printing is complete

Check the Internet environment to which the printer is connected.

We recommend using the following printer Internet connection.

- Minimum download speed: 512 Kbps or faster
- Recommended download speed: 1 Mbps or faster

Problems with printer setup

You can check the printer’s status from the control panel, a network status sheet, a network connection report, and so on.

For more information on printer operations, see the printer’s documentation.

Scan to Cloud

Cannot scan

The Destination List is not set:

Before you can use the Scan to Cloud service, you need to create a Destination List on the Epson Connect User Page.

When you send data using Scan to Cloud, the Destination List is displayed from the Epson Connect server.

For more information on registering the Destination List, see [“3. Creating a Destination List for the Scan to Cloud service”](#) on page 16.

Cannot connect the printer to the Internet:

Check that the printer is connected to a network that can connect to the Internet.

You cannot use Scan to Cloud if the network cannot connect to the Internet.

The printer is connected to a dedicated IPv6 network:

You cannot use this function on a network that is only for IPv6.

If the network supports IPv4 and IPv6, this function connects using IPv4.

An error mail is printed

Error emails from the Scan to Cloud destination address may be printed as Email Print jobs. Check that the destination's service can receive emails directly.

The Scan to Cloud menu is not displayed

Check that the printer supports the Scan to Cloud service.

You can check supported printers for each service from Epson's website.

If the menu is not displayed even though the printer supports with this function, the printer firmware may need to be updated. Click or tap **Firmware Update** in Web Config, and then follow the on-screen instructions to check and update the firmware.

Epson iPrint (3.x)

The printer is not found in the local network

The printer or the wireless router are off:

Check that the printer and the wireless router are on and connected to the network.

The network is not connected:

Check that the device containing Epson iPrint is connected to the network.

The device and the printer are not on the same network:

Check that the wireless LAN network (SSID) that the device is connected to is same as the printer's network. Epson iPrint searches for printers that are on the same network. If the wireless router (the access point) supports several networks (SSIDs), the printer may be connected to another network (SSID).

Cannot find the printer over the Internet

Cannot connect the device containing Epson iPrint to the Internet:

Check that the device containing Epson iPrint is connected to the Internet. Otherwise, remote printing is not available.

The printer is not registered to the Remote Print function

Before you can use Epson iPrint over the Internet, register the printer that you want to use. For more information on registering the printer, see [“Enable Remote Print in Epson iPrint”](#) on page 30.

Remote printing over the Internet is not available

Before you can use this function, you need to enable Remote Print on the User Page. For more information on making settings, see [“4. Setting the Remote Print service”](#) on page 16.

Port 5222 is not open:

Connecting using port 5222 may be restricted on enterprise networks. Port 5222 needs to be open to use the remote printing service. For more information, contact your network administrator.

Troubleshooting

- ❑ **The printer is connected to a dedicated IPv6 network:**

You cannot use this function on a network that is only for IPv6.

If the network supports IPv4 and IPv6, this function connects using IPv4.

Cannot print Office format files

For Android, you cannot print Office format files when printing directly through the local network. Try converting the file to PDF format, or printing over the Internet.

For more information on supported formats, see “Epson iPrint (3.x)” on page 7.

Printing or scanning is too slow

If another application is running or the device enters power saving mode while printing or scanning using Epson iPrint, printing or scanning may stop or slow down. Printing or scanning resumes when Epson iPrint becomes active again.

Cannot change and save the scanned file name

If prohibited symbols or characters (such as /,;,*,?,<,>,|) are used in the file name, the display returns to the previous screen when you tap **Save**. Enter a file name without symbols.

Remote Print

Remote printing is not available

- ❑ **The printer or the wireless router are off:**
Check that the printer and the wireless router are on and connected to the network, and that the network is working normally. Also, check that the network to which the computer using Remote Print is connected is working normally.
- ❑ **Port 5222 is not open:**
Connecting using port 5222 may be restricted on enterprise networks. Port 5222 needs to be open to use the remote printing service. For more information, contact your network administrator.

- ❑ **The printer is connected to a dedicated IPv6 network:**

You cannot use this function on a network that is only for IPv6.

If the network supports IPv4 and IPv6, this function connects using IPv4.

Cannot install the driver

- ❑ **Your computer’s operation system does not support this driver.**

Epson Remote Driver is for Windows only.

The following operating systems are supported.

Windows 7, Vista, XP

Printing is slow to start or paper is ejected before printing is complete

Check the Internet environment to which the printer is connected.

We recommend using the following printer Internet connection.

- Minimum download speed: 512 Kbps or faster
- Recommended download speed: 1 Mbps or faster

Other Company Network Services

Google Cloud Print

For more information on supported applications and details on the Google Cloud Print functions, see the help page.

➔ <http://www.google.com/support/cloudprint/>

For more information on supported printers, see Epson’s website.

Cannot register the printer or cannot print

The Google Cloud Print service may have been updated. In this case, it may be necessary to update the printer’s firmware.

Troubleshooting

Select **Firmware Update** from Web Config, and then check that the printer is using the latest firmware version.

The printer does not appear in the list

- ❑ **The printer is not registered.**
You need to register the printer to the Google Cloud Print service in advance. For more information on registering the printer, see [“Setting Up Google Cloud Print” on page 21](#).
- ❑ **The printer is not shared.**
You need to share the printer if you want to print from an account that you did not use to register the printer. Check that the account is registered in printer sharing, or contact the owner of the printer.

For more information on sharing the printer, see [“Sharing the printer and checking print jobs” on page 34](#).

Cannot print

- ❑ **The printer or the wireless router are off:**
Check that the printer and the wireless router are on and connected to the network, and that the network is working normally.
- ❑ **The service is turned off on the printer or the printer is not connected to the service.**
Check the Google Cloud Print connection status on the printer. You can check the connection status on the network status sheet or the network connection report.

For more information on the network status sheet or the network connection report, see the manuals provided with the printer.

- ❑ **The application is not available with this service:**
You can only print from applications that are supported by Google Cloud Print.

When using a smart device, you may not be able to print from applications that are unique to the smart device, even if that application is supported by Gmail or Google Docs. Try accessing Gmail or Google Docs through a web browser, and then print using the menu on the web.

- ❑ **The printer is connected to a dedicated IPv6 network:**
You cannot use this function on a network that is only for IPv6.

If the network supports IPv4 and IPv6, this function connects using IPv4.

- ❑ **Port 5222 is not open:**
Connecting using port 5222 may be restricted on enterprise networks. Port 5222 needs to be open to use the remote printing service. For more information, contact your network administrator.

AirPrint

The printer is not found

- ❑ **The printer is not available with this function:**
Check that the printer supports AirPrint on Epson’s website.
- ❑ **The network does not work:**
Check that the printer and the wireless router are on and connected to the network, and that the network is working normally.
- ❑ **The device and the printer are not on the same network:**
Check that the device and the printer are connected to the same network. You cannot print from a different segment.

Cannot print

- ❑ **The application does not support AirPrint:**
You can only print from applications that support AirPrint.

Appendix

System Requirements

The Epson Connect service is available under the following conditions.

Operating system

Computer

- Windows 7, Windows Vista, Windows XP, Windows XP x64
- Mac OS X 10.5.x or later

Smartphone, tablet

- iOS: iPhone or iPod Touch with iOS v 4.1 or later, or iPad with iOS v 4.2 or later

(Device) iPhone 4, iPhone 3G, iPhone 3GS, iPod Touch 3rd Generation or later, iPad

- Android: Android OS v 2.1 or later

Web Browser

- Computer: Internet Explorer ver. 7 or later, Safari ver. 5.0 or later, Firefox ver. 13 or later, Google Chrome ver. 19 or later
- Smartphone/Tablet:
iOS: Standard browser for iOS 5.0 or later
Android 2.x: Firefox 10 or later
Android 3.x or later: Standard Android browser

Network Environment

- Printer connected to Wi-Fi or Wired LAN
- Printer connected to Wi-Fi/Wired LAN router (or access point) that is connected to the Internet
- Recommended Internet connection.
 - Minimum download speed: 512 Kbps or faster
 - Recommended download speed: 1 Mbps or faster

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