

EPSON

Epson bridge for Universal Print at home

Administrator's Guide



Contents

Introduction

Overview of Epson bridge for Universal Print at home.	3
About this Guide.	3
Using this Guide.	3
Marks and Symbols.	3
Operating System Descriptions.	4

Setting Up

Before Use.	5
Introducing the Service.	6
Initial Settings.	7
Service Operations.	8
Registering Printers.	8
Registering Individual Printers.	9
Registering Batches.	11

Maintenance

Managing Credentials Information.	15
Managing Printer Registration Status.	15
Changing the Maximum Number of Printers that can be Registered.	16
Deleting a Printer.	16

Canceling Your Subscription

Solving Problems

Problems when Introducing the Service.	19
Problems when Using the Service.	19

Appendix

Supported Environments.	24
Trademarks.	24
Caution.	24

Introduction

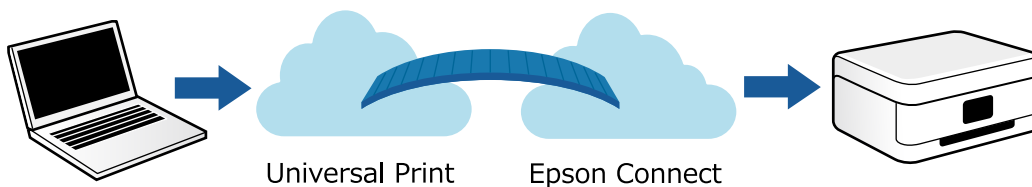
Overview of Epson bridge for Universal Print at home

Epson bridge for Universal Print at home is a service that uses Universal Print and Epson Connect. By registering your printer with Epson Connect, this service allows you to print from your computer to your home or office printer using Universal Print.

When working from home, you can print on your home printer while maintaining a secure VPN connection. Administrators can also check the print status.

You can also register shared printers used in the office and allow them to be accessed by multiple users.

Epson bridge for Universal Print at home



- Universal Print: A service provided by Microsoft that allows you to print using the cloud. You can print on a shared printer without installing a driver on your computer.
- Epson Connect: A cloud service provided by Epson. You can connect to a printer on the Internet to perform operations such as printing or scanning.

About this Guide

This guide provides the following information for administrators.

- Making initial settings for the service
- Canceling the service
- Managing licenses and printers

See the *User's Guide* for details on making computer settings and how to print.

Using this Guide

Marks and Symbols



Caution:

Instructions that must be followed carefully to avoid bodily injury.



Important:

Instructions that must be observed to avoid damage to your equipment.

Note:

Provides complementary and reference information.

Related Information

➔ Links to related sections.

Operating System Descriptions

Windows

In this guide, the following operating systems (OS) are referred to as "Windows 11" and "Windows 10" respectively. Additionally, "Windows" is used as a generic term for these products.

- Microsoft® Windows® 11 operating system
- Microsoft® Windows® 10 operating system

Setting Up

You need to purchase a subscription to use Epson bridge for Universal Print at home. After making initial settings for this service, register a shared or personal printer for use.

Before Use

Check the following before use.

About Credentials

To purchase and manage subscriptions for this service, you must have the necessary credentials on Azure Active Directory (Azure AD)*. The roles required for purchasing and managing differ. If you are granted the role of Global Administrator, you can purchase and manage.

* Azure Active Directory (Azure AD) is going to be renamed Microsoft Entra ID.

Jobs		Required Roles	Purpose of Roles
At time of purchase	<input type="checkbox"/> Purchase services	Billing administrator	Required to purchase a subscription
	<input type="checkbox"/> Assign Azure AD roles to users	Privileged role administrator	Required to log in to this site as a purchaser
	<input type="checkbox"/> Manage users	License administrator or user administrator	Required to assign licenses
When managing	<input type="checkbox"/> Set up the environment	Printer administrator	Required to log in to this site as an administrator
	<input type="checkbox"/> Manage registered printers	License administrator or user administrator	Required to assign licenses
	<input type="checkbox"/> Manage users	Intune administrator	Required to manage Auto-registration to PC Setting feature

About Licenses

- To use this service, you must assign the following licenses to users in addition to purchasing subscriptions.
 - Universal Print license
 - Intune license (only when using the Auto-registration to PC Setting feature)
- Universal Print and Intune licenses are included with some Microsoft 365 and Windows subscriptions.
- You can manage licenses in the Microsoft 365 admin center.

About Epson Connect

You need to register your printer in Epson Connect and obtain a printer email address.

<https://www.epsonconnect.com/>

About Personal Information Protection

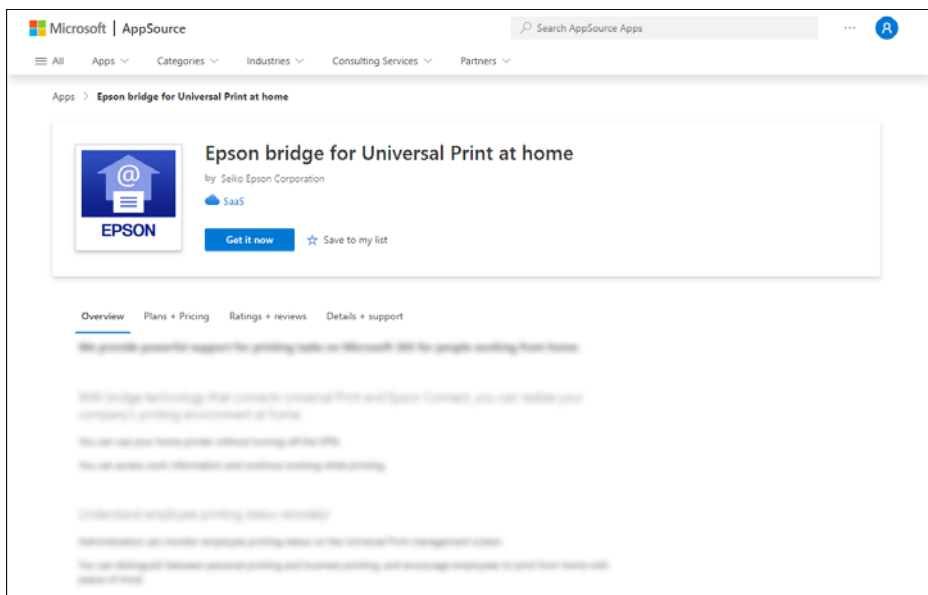
Printer email addresses, access keys, and print logs are the personal information of the printer owner or printer user.

Be sure to comply with all laws and regulations regarding the handling of personal information.

Introducing the Service

This section explains the procedures from purchasing Epson bridge for Universal Print at home to making the initial settings.

1. Go to Microsoft AppSource.
<https://appssource.microsoft.com>
2. Search for “Epson bridge for Universal Print at home” and purchase a subscription.
When your order is complete, you will receive an order confirmation email.



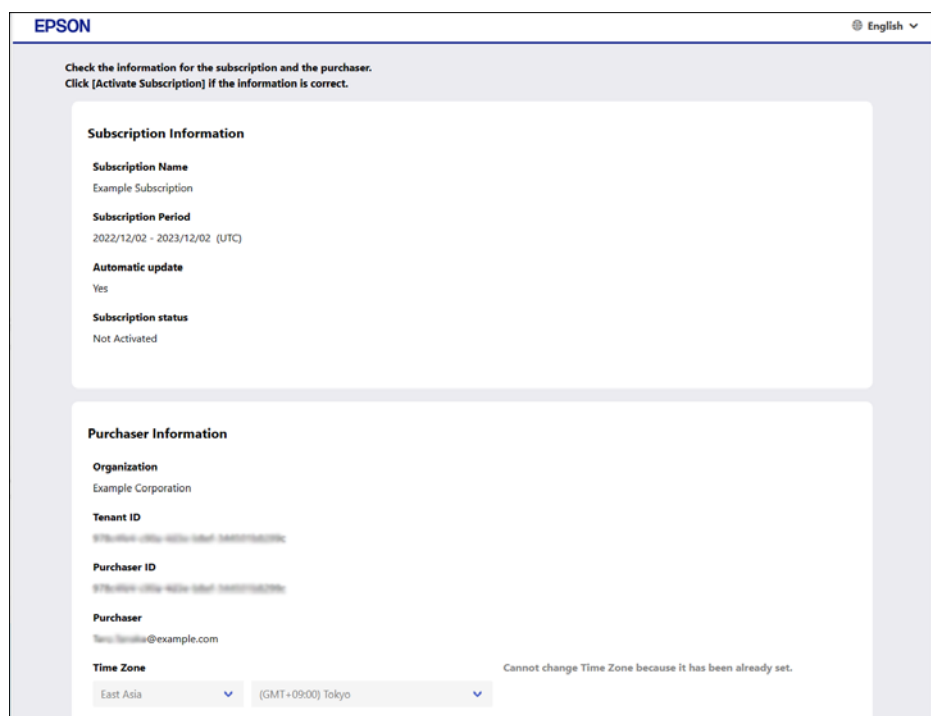
Note:

After purchasing a subscription, you can change your subscription plan according to the number of printers you use. See the following for more information.

[“Changing the Maximum Number of Printers that can be Registered” on page 16](#)

3. Access the purchase information confirmation page from the URL in the order confirmation email, check your purchase information, and then activate your subscription.
You can also activate subscriptions from the purchase completion screen.

Activate your subscription as soon as you receive your order confirmation email. It may take a few minutes to activate your subscription.



4. Follow the instructions in the message to make the initial settings.

[“Initial Settings” on page 7](#)

Make the following settings.

- Access Permission Settings
- Registering authentication information for administrator
- Printer Registration Setup
- Auto-registration to PC Setting
- E-mail Settings

Note:

If you need to stop during the initial settings, go to the Epson bridge for Universal Print at home site to resume making settings.

<https://app.eb4up.epson.biz>

Initial Settings

The following are the initial settings you need to make when installing the service. After completing each setting, click **Next** to proceed to the next setting. After making the initial settings, you can change settings from the **Application Settings** screen.

Settings	Required Settings	Person	Description
1	Access Permission Settings	Purchaser	Allow this service to access your organization’s information.

Settings	Required Settings	Person	Description
2	Registering authentication information for administrator	Administrator	Allow this service administrator access rights so that it can register and delete printers.
3	Printer Registration Setup	Administrator	<p>Make settings for printer registration.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Printer Name Patterns: Sets the printer name pattern to be displayed. When a pattern that contains <Remarks> is set, the user can add any text when registering the printer. <input type="checkbox"/> Prefix: Sets the text for the <Prefix> portion of the printer name pattern. <input type="checkbox"/> Permission to edit remarks (personal printers only): Sets whether or not non-administrative users are allowed to change <Remarks>. <input type="checkbox"/> Allow printer registration (personal printers only): To allow non-administrative users to register personal printers, select All Users or Select from group.
4	Auto-registration to PC Setting (If you do not have an Intune license, go to the next step.)	Administrator	<p>You can make settings so that printers registered to this service are automatically registered to the computer being used for printing.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Validity Period: Sets the period during which personal printers are automatically registered. When the valid period has passed, click Printer information > Edit to extend the automatic registration period. For shared printers, the period is indefinite regardless of the settings. <input type="checkbox"/> Auto-registration to PC: Sets the default value when registering a shared or personal printer. If you select Allow changing setting, you can change the settings on the Edit printer information screen when registering the printer or after registering the printer.
5	E-mail Settings	Administrator	Set the recipients of notifications for this service.

Service Operations

When providing information on using the service to users, we recommend including the URL for users and instructions on how to contact the administrator.

Registering Printers

You can register shared printers used in offices and other locations, as well as personal printers owned by individuals at home and so on.

Only service administrators can register a shared printer. In addition to the owner, the service administrator can register a personal printer on their behalf.

There are two ways for administrators to register printers in Epson bridge for Universal Print at home.

- Register individually: Registering printers one-by-one
- Register in batch: Registering multiple printers at once using a CSV file

Before registering a printer, you need to register it in Epson Connect to obtain a printer email address.

https://www.epsonconnect.com/guide/en/html/regist_1.htm

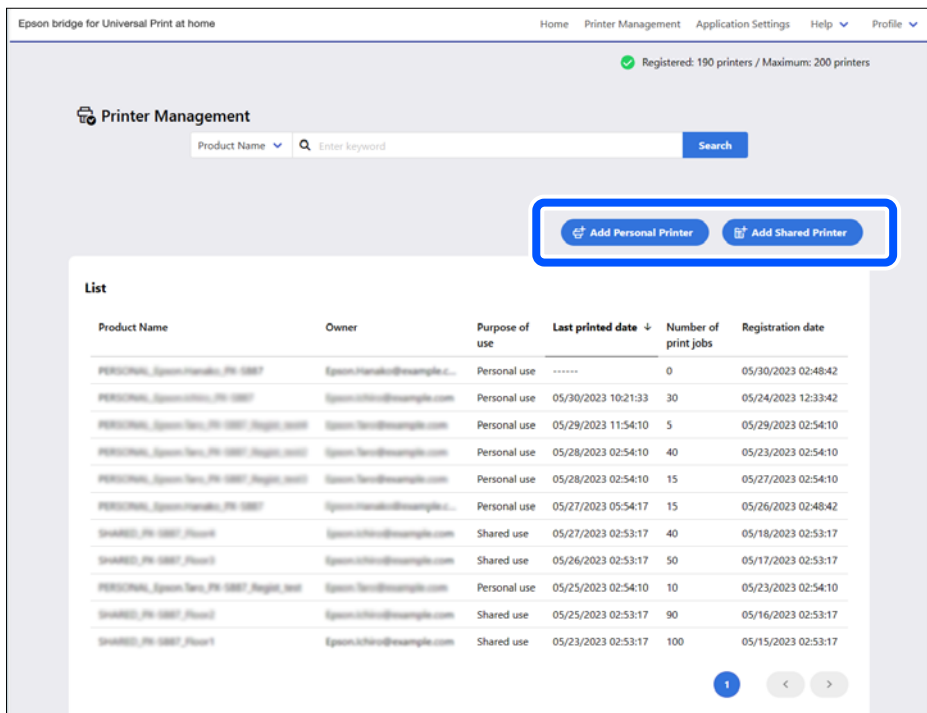
Related Information

- ➔ “Registering Individual Printers” on page 9
- ➔ “Registering Batches” on page 11

Registering Individual Printers

This section explains how to register printers one-by-one.

1. Go to the Epson bridge for Universal Print at home website.
<https://app.eb4up.epson.biz>
2. Click **Log in**, and then enter the log in ID and password.
3. Click **Printer Management**.
4. Click **Add Personal Printer** or **Add Shared Printer**.

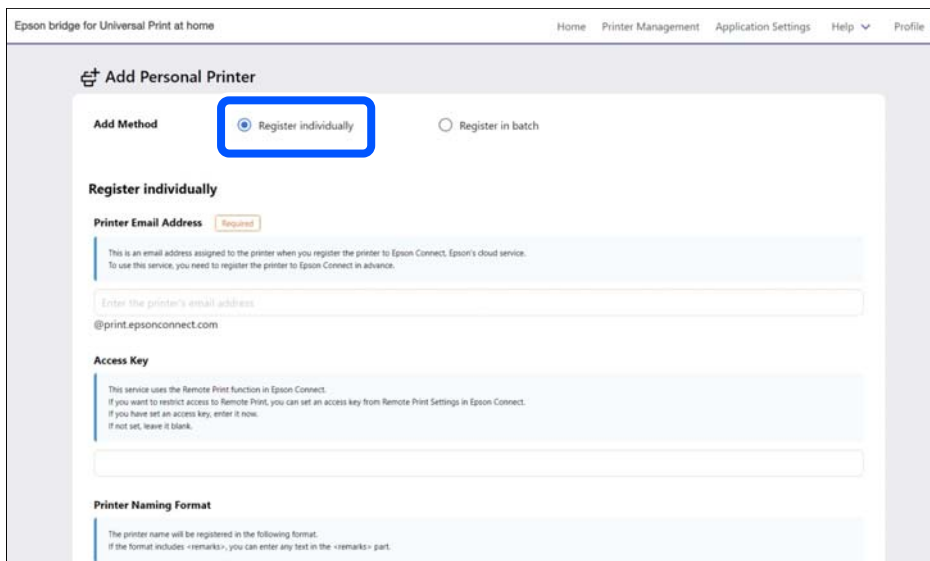


Note:

You can also register a personal printer using the **Add Personal Printer** button on the Home screen.

5. Select **Register individually**, and then enter the printer's email address.
Set other items as needed.

“Setting Items for Individual Registration” on page 10



6. Click **Register**.

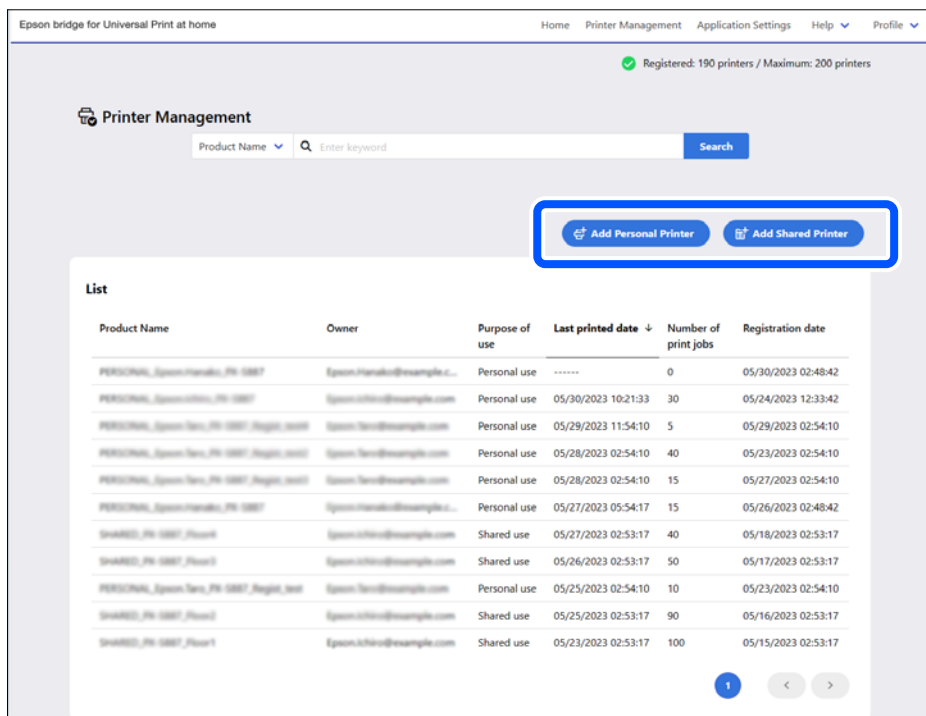
Setting Items for Individual Registration

Item	Description
Printer Email Address	Enter the Epson Connect printer email address (the part before the @).
Access Key	Enter the Epson Connect access key. Leave this blank if the key has not been set.
Printer Naming Format	Displays the format of the printer name being registered. Elements other than the <Remarks> section will be filled in automatically. You can change the printer name display pattern on the Printer Registration Setup screen.
Remarks	You can enter any text you feel is necessary in the <Remarks> section of the Printer Naming Format . Enter up to 30 single-byte alphanumeric characters. This is displayed when a printer name display pattern that includes <Remarks> is set in Application Settings > Printer Registration Setup > Printer Name Patterns
Pre-check for the printer name	Check the name of the registered printer.
Printer Owner	When the administrator registers a personal printer on behalf of another user, select Set another user as the owner and select the printer's owner. This is only displayed when registering a personal printer. Personal printers can only be used by their owners.
Auto-registration to PC Setting	When this is enabled, the printer is automatically registered on the computer of the printer user. This item is enabled when Allow changing setting is selected in Application Settings > Auto-registration to PC Setting > Administrator .
Destination to share	Select the group with which you want to share the printer. This is displayed when registering a shared printer.

Registering Batches

This section explains how to register multiple printers at once using a CSV file.

1. Create a CSV file containing the printer information in the specified format.
[“Batch Registration File Formats” on page 11](#)
2. Go to the Epson bridge for Universal Print at home website.
<https://app.eb4up.epson.biz>
3. Click Log in, and then enter the log in ID and password.
4. Click **Printer Management**.
5. Click **Add Personal Printer** or **Add Shared Printer**.



6. Select **Register in batch**.
7. Click **Select file**, and then select the CSV file.
 Click **Format Check** to check if the CSV format can be registered.
8. Click **Register**.

Batch Registration File Formats

You can register multiple printers as a batch by saving the printer settings to a CSV file.

Create a CSV file using spreadsheet software or a text editor according to the following specifications.

- You can register up to 100 printers in one batch.

- The maximum size of the CSV file is 1 MB.
- Make sure you enter column names in the first row of the file.
- Check the following when creating a CSV file in a text editor.
 - Separate the settings with commas.
 - When you need to use commas within a setting, enclose the setting in double quotation marks.
 - When you need to use double quotation marks within a setting, enclose the setting in double quotation marks. Replace the double quotation marks used in the setting with two double quotation marks.
 - Lines that start with a # are treated as comments.

Personal Printer Registration Format

Column name	Setting value and description
Remarks	<p>You can enter any text you feel is necessary in the <Remarks> section of the Printer Naming Format. Enter up to 30 single-byte alphanumeric characters.</p> <p>This is enabled when a printer name display pattern that includes <Remarks> is set in Application Settings > Printer Registration Setup > Printer Name Patterns.</p>
PrinterMailAddress	<p>Required field.</p> <p>Enter the Epson Connect printer email address.</p>
AccessKey	<p>Enter the printer's access key.</p>
Owner	<p>Set the printer's owner.</p> <p>0: Owned by the administrator</p> <p>1: Owned by a proxy</p> <p>If the value is left blank, it is set to "Owned by the administrator".</p>
UserPrincipalName	<p>This needs to be entered when "Owner" is set to 1 (Owned by a proxy).</p> <p>Nothing needs to be entered when "OwnerID" is already entered. If both "UserPrincipalName" and "OwnerID" are entered, the "OwnerID" setting takes precedence.</p> <p>Set the user principal name of the user who will act as the owner. Check the Azure Portal site for user principal name.</p>
OwnerID	<p>This needs to be entered when "Owner" is set to 1 (Owned by a proxy).</p> <p>Nothing needs to be entered when "UserPrincipalName" is already entered. If both "UserPrincipalName" and "OwnerID" are entered, the "OwnerID" setting takes precedence.</p> <p>Set the object ID of the user who will act as the owner. Check the Azure Portal site for object IDs.</p>
Provisioning	<p>Make settings to automatically register the printer to a computer.</p> <p>0: Disabled</p> <p>1: Enabled</p> <p>This item is enabled when Allow changing setting is selected in Application Settings > Auto-registration to PC Setting > Administrator. If the value is left blank, the Default setting is used.</p>

Note:

Example of creating in spreadsheet software:

	A	B	C	D	E	F	G
1	Remarks	PrinterMailAddress	AccessKey	Owner	UserPrincipalName	OwnerID	Provisioning
2	Floor1	test123@print.epsonconnect.com	AccessKey123	0			0
3	Floor2	abc123@print.epsonconnect.com		1	test123@sample.onmicrosoft.com		1
4	Floor3	sample123@print.epsonconnect.com	Key123	1		11112222-aabb-3344-ccdd-555555666666	1
5		mail123@print.epsonconnect.com		1	abc123@sample.onmicrosoft.com	aaaaaaaa-bbbb-cccc-1111-222233334444	

https://app.eb4up.epson.biz/template/personal_printers.csv

Shared Printer Registration Format

Column name	Setting value and description
Remarks	<p>You can enter any text you feel is necessary in the <Remarks> section of the Printer Naming Format. Enter up to 30 single-byte alphanumeric characters.</p> <p>This is enabled when a printer name display pattern that includes <Remarks> is set in Application Settings > Printer Registration Setup > Printer Name Patterns.</p>
PrinterMailAddress	<p>Required field.</p> <p>Enter the Epson Connect printer email address.</p>
AccessKey	<p>Enter the printer's access key.</p>
Shared	<p>Set the target users for sharing the printer.</p> <p>0: All users in the organization 1: Administrator only 2: Specified groups</p> <p>If the value is left blank, it is set to "All users in the organization".</p>
SharedGroupID	<p>This needs to be entered when "Shared" is set to 2 (Specified groups).</p> <p>Set the group object ID with which the printer will be shared. The only group type that can share printers is security. Check the Azure Portal site for object IDs.</p> <p>When setting multiple groups, separate the group object IDs with commas (,) When editing in a text editor, separate multiple group object IDs with commas (,) and enclose them in "" double quotation marks.</p> <p>Example of entering multiple group IDs in a text editor</p> <p>"11111111-2222-3333-4444-aaaabbbbcccc,aaaa1111-bb22-cc33-11aa-bbbbccccdddd"</p>
Provisioning	<p>Make settings to automatically register the printer to a computer.</p> <p>0: Disabled 1: Enabled</p> <p>This item is enabled when Allow changing setting is selected in Application Settings > Auto-registration to PC Setting > Administrator. If the value is left blank, the Default setting is used.</p>

Note:

Example of creating in spreadsheet software:

	A	B	C	D	E	F
1	Remarks	PrinterMailAddress	AccessKey	Shared	SharedGroupID	Provisioning
2	Floor1	test123@print.epsonconnect.com		0		1
3	Floor2	abc123@print.epsonconnect.com		1		1
4		sample123@print.epsonconnect.com	AccessKey123	2	11111111-2222-3333-4444-aaaabbbccccc	0
5		mail123@print.epsonconnect.com		2	11111111-2222-3333-4444-aaaabbbccccc,aaaa1111-bb22-cc33-11aa-bbbbccccddd	0

https://app.eb4up.epson.biz/template/shared_printers.csv

Maintenance

Managing Credentials Information

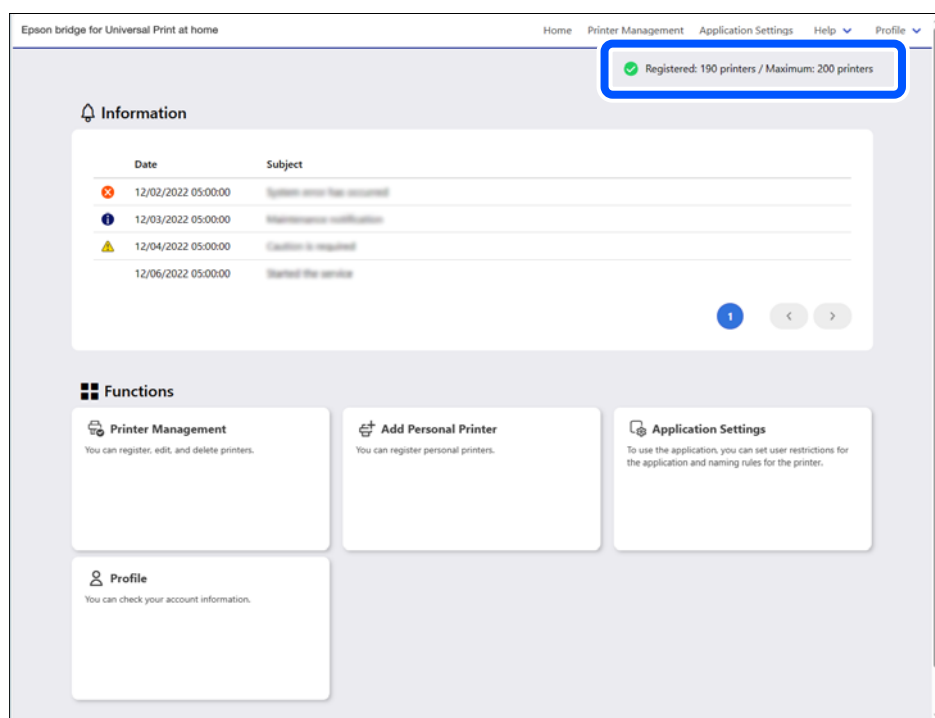
If the administrator changes or the credentials information is displayed as invalid, re-register the credentials information.

You also need to re-register your credentials information when you have not used the service for a long time and an error occurs when you log in.

1. Go to the Epson bridge for Universal Print at home website.
<https://app.eb4up.epson.biz>
2. Click **Log in**, and then enter the log in ID and password.
3. Click **Application Settings > Registering authentication information for administrator > Register**.

Managing Printer Registration Status

You can check the number of registered printers and the maximum number of registered printers on the Home screen or the Printer Management screen. You can purchase additional subscriptions, cancel subscriptions, and review registered printers as needed.



Related Information

- ➔ “Changing the Maximum Number of Printers that can be Registered” on page 16
- ➔ “Deleting a Printer” on page 16

Changing the Maximum Number of Printers that can be Registered

If you want to change the maximum number of printers that can be registered, you can use one of the following methods to change your subscription plan.

- Access the Microsoft 365 admin center and change your plan
<https://admin.microsoft.com/>
- Access Microsoft AppSource, and then select and purchase a new plan
<https://appsource.microsoft.com>

When you change your subscription plan and exceed the maximum number of registered printers, older printer registrations in the usage history are automatically deleted after a certain period.

Deleting a Printer

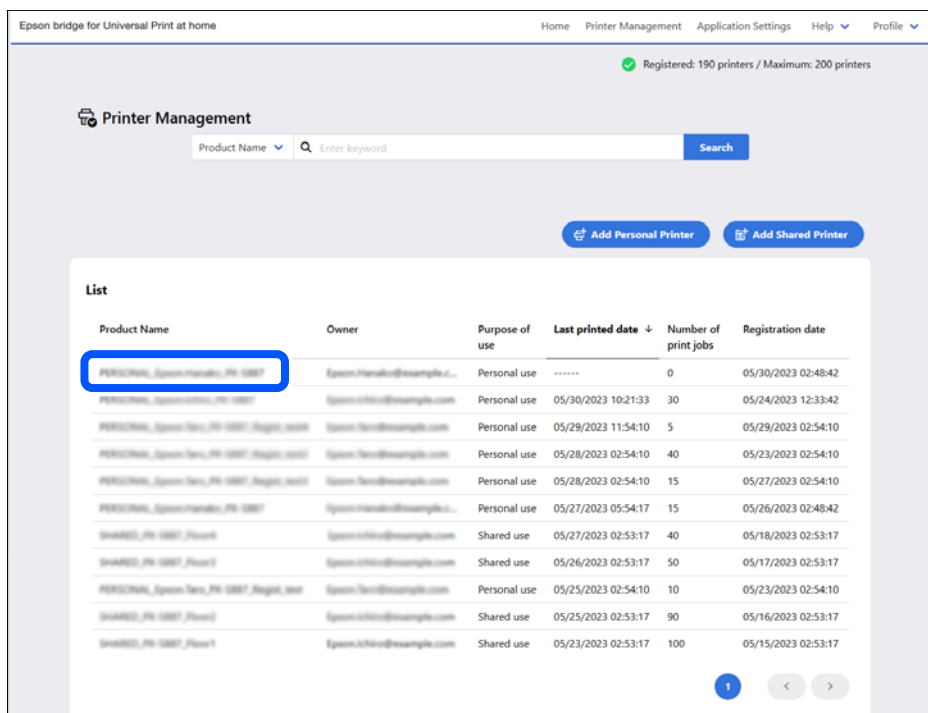
This section explains how to delete a registered printer.

Note:

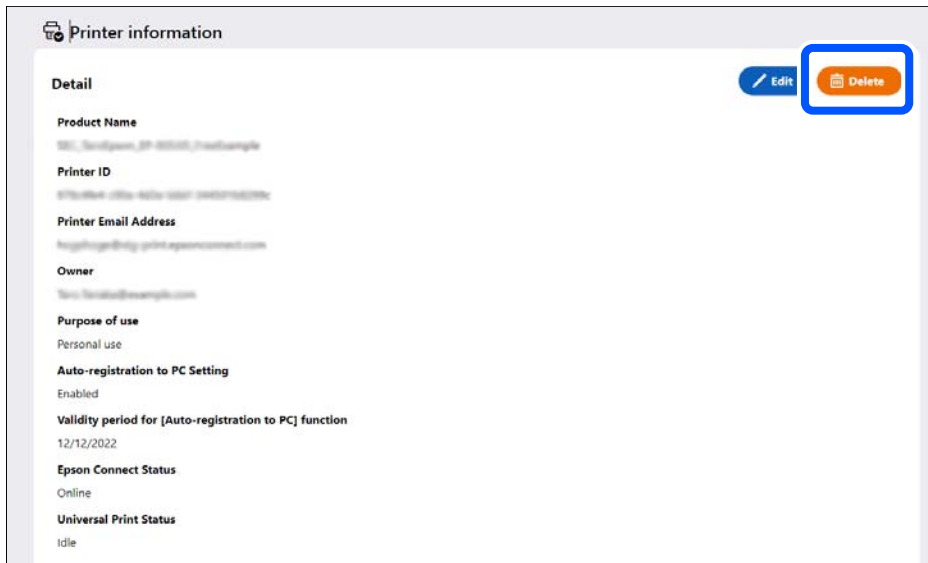
If you change the printer email address, delete the printer with the old email address from this service, and then re-register it with the new printer email address.

1. Go to the Epson bridge for Universal Print at home website.
<https://app.eb4up.epson.biz>
2. Click **Log in**, and then enter the log in ID and password.
3. Click **Printer Management**.
4. Click the name of the printer you want to delete from the list.

To narrow down the list of printers, select **Product Name** or **Owner** and enter keywords to perform a search.



5. Check the printer information, and then click **Delete**.



Note:

Printer email addresses for personal printers owned by other users are hidden.

Related Information

➔ [“Registering Printers” on page 8](#)

Canceling Your Subscription

You can cancel your Epson bridge for Universal Print at home in the Microsoft 365 admin center.

Procedures are subject to change without notice.

1. Go to the Microsoft 365 admin center.
<https://admin.microsoft.com/>
2. Cancel your subscription on the administrators page.

Solving Problems

Problems when Introducing the Service

If you need to stop during the initial settings, go to the Epson bridge for Universal Print at home site to resume making settings.

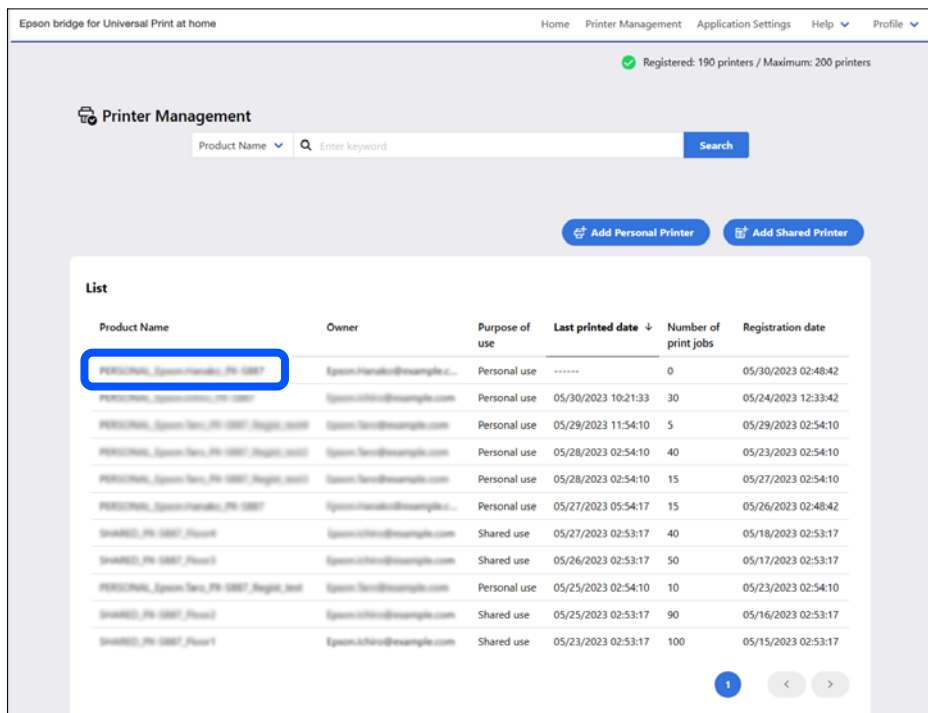
<https://app.eb4up.epson.biz>

Problems when Using the Service

If a problem occurs when using the service, follow the steps below to identify the cause of the problem and how to solve it.

1. Go to the Epson bridge for Universal Print at home website.
<https://app.eb4up.epson.biz>
2. Click **Log in**, and then enter the log in ID and password.
3. Click **Printer Management**.
4. Click the name of the printer from the list.

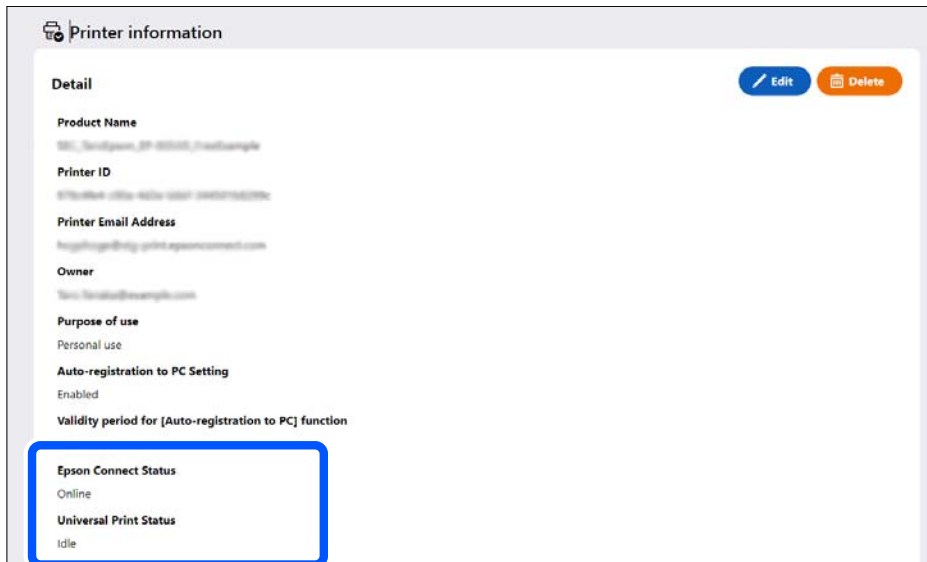
To narrow down the list of printers, select **Product Name** or **Owner** and enter keywords to perform a search.



5. Check the **Printer information** screen.

Note:

Printer email addresses for personal printers owned by other users are hidden.



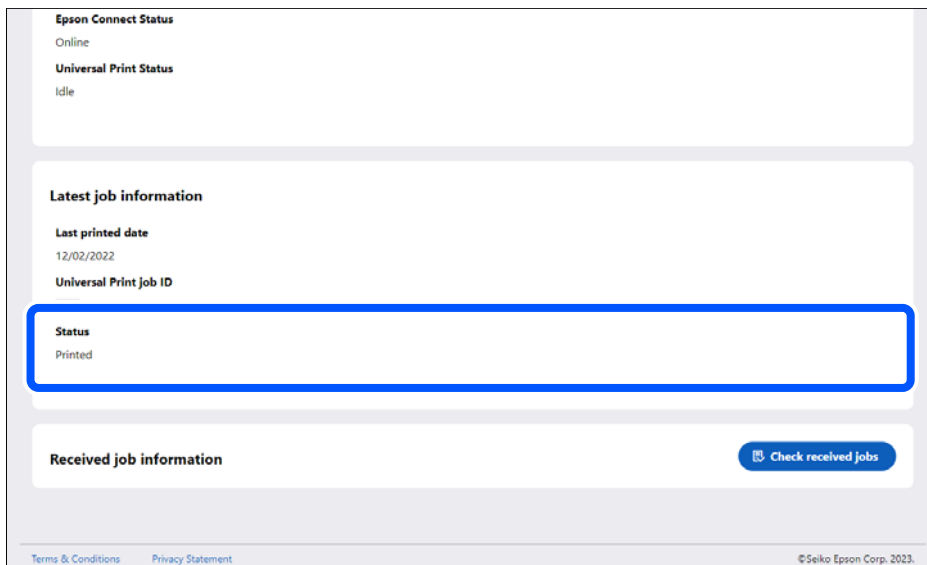
If the following Epson Connect Status and Universal Print Status are displayed, follow the instructions to solve the problem. Otherwise, go to the next step.

- Epson Connect Status
 - Remote printing disabled:** Set remote printing to **Enabled** in Epson Connect.
 - Offline:** The printer is off or a communication failure has occurred. Check the printer.
 - Unregistered:** Delete the registered printer from the service, and then re-register the printer.
- Universal Print Status
 - Unknown:** Failed to obtain the Universal Print status. If **Unknown** is still displayed even after refreshing the screen display, check if there is a problem with Microsoft service availability.
 - Unregistered:** Delete the registered printer from the service, and then re-register the printer.

Note:

*Click **Edit** to change the printer settings.*

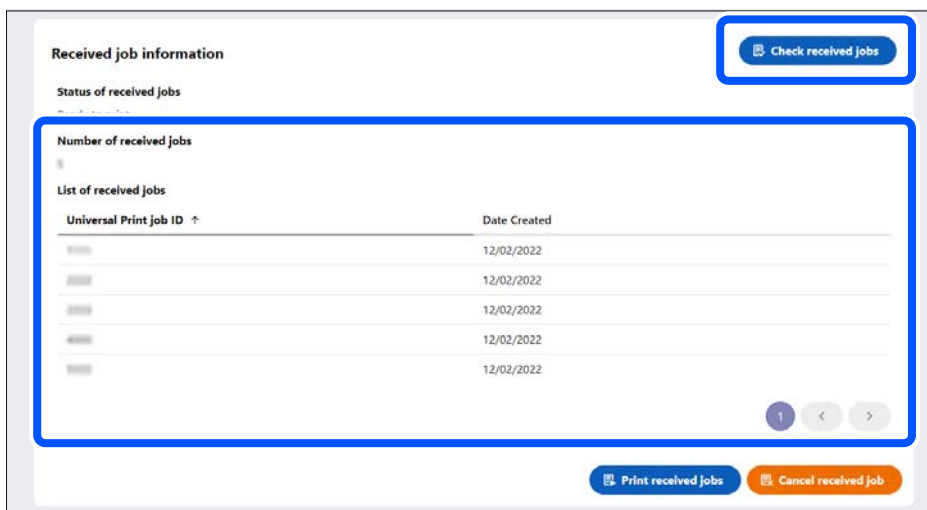
6. Check the **Latest job information**.



If the status is **Printing** or **Printing Stopped**, check the following. Otherwise, go to the next step.

- Has Epson Connect been stopped?
- Has printing been suspended because paper is jammed or ink needs to be replaced?
- Has a problem occurred with the network connection (Wi-Fi or Internet)?

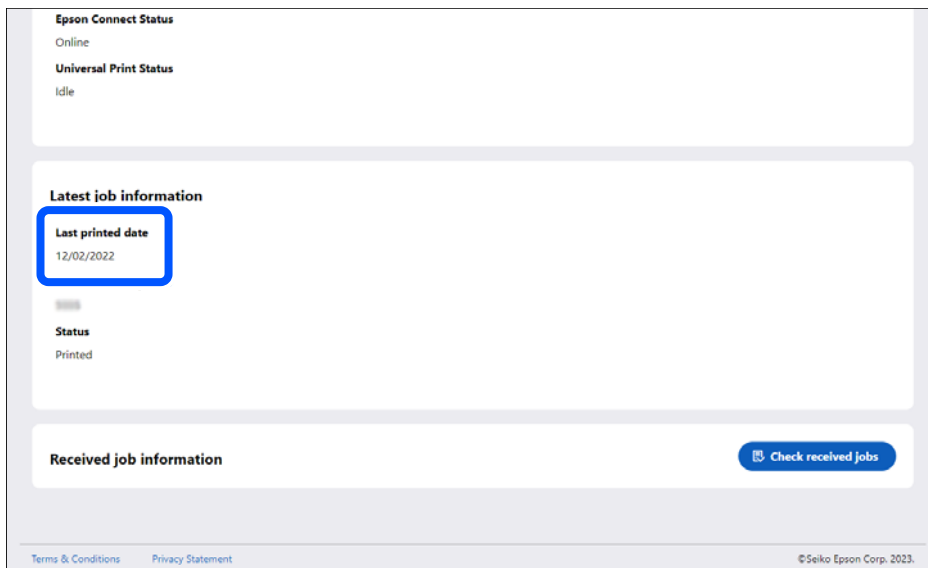
7. Click **Check received jobs**.



Check the following if there are any received jobs. If there are no received jobs, go to the next step.

- Click **Print received jobs**
 - All jobs in the received job list will be executed.
- Check the network connection status, and connect to the network again if there is a problem
- Restart the computer used for printing, and then print again
- Delete the printer from the computer used for printing, and then register the printer again

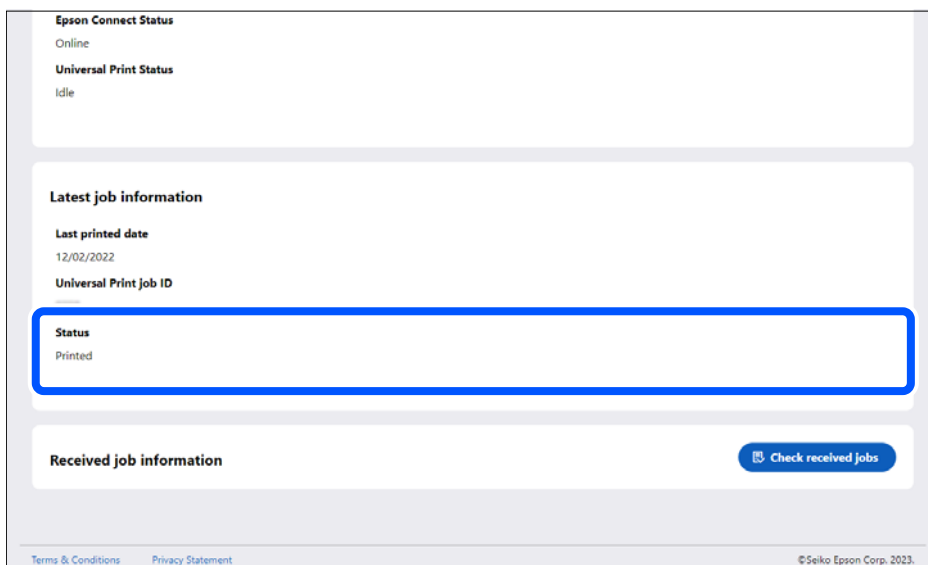
8. Check the **Last printed date**.



If the time displayed is earlier than the time and date when you performed printing, check the following. If the time displayed is later than the time and date when you performed printing, go to the next step.

- Check the network connection status, and connect to the network again if there is a problem
- Restart the computer used for printing, and then print again
- Delete the printer from the computer used for printing, and then register the printer again

9. Check the status in **Latest job information**.



- Printed:** Printing may have been completed. Check if there are any printouts around the printer.
- Cancel:** Printing may have been canceled. Try printing again.
- Abort:** If an error message is displayed, check the message and follow the instructions. If the size of the print data exceeds 20 MB, it cannot be sent to Epson Connect. Check the universal print job information for the size of the print data. If an error message is not displayed, check the status of the license.

Related Information

- ➔ [“Registering Printers” on page 8](#)
- ➔ [“Deleting a Printer” on page 16](#)

Appendix

Supported Environments

- OS: Windows 10 and later
- Browsers: Microsoft Edge and Google Chrome

Use the latest version of your browser.

Trademarks

- Microsoft®, Windows®, Microsoft 365, AppSource, Azure, Intune, Microsoft Edge, and Microsoft Entra are registered trademarks or trademarks of Microsoft Corporation.
- Chrome is a trademark of Google LLC.
- General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

© 2024 Seiko Epson Corporation

Caution

- Unauthorized reproduction of a part or all of this guide is strictly prohibited.
- The contents of this guide are subject to change without prior notice.
- Contact our company if you have any questions, find a mistake, encounter a missing description, and so on in the contents of this guide.
- Regardless of the previous point, we will under no conditions be liable for any damages or losses resulting from the operation of this product.
- We will under no conditions be liable for any damages or losses resulting from operation of this product in any way other than described in this manual, inappropriate use of this product, or modifications performed by a third party other than our company or our suppliers.