EPSON

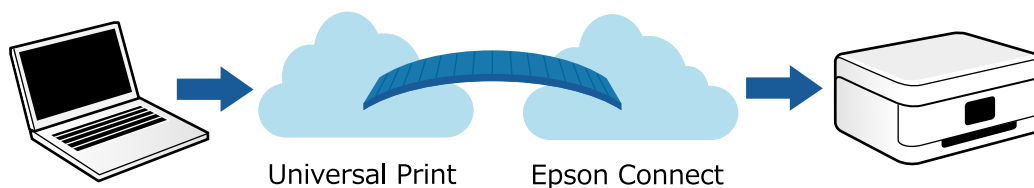**Epson bridge for Universal Print at home**

User's Guide

Contents

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.

Epson bridge for Universal Print at home

Universal Print   Epson Connect

❏ 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 explains how to prepare for and print using Epson bridge for Universal Print at home.

See the *Administrator's Guide* for information on setting up licenses and services.

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 a license such as Universal Print to use the Epson bridge for Universal Print at home service. Contact your administrator for details.

Register your personal printer with Epson Connect and this service, and then register the printer on your computer.

Registering Personal Printers

This section explains how to register a personal printer that can be used with this service.

If you are only using printers registered by the administrator, you do not need to perform this registration step.

Note:
❏ *See the following to remove a registered printer from this service.*

❏ *Service administrators can delete registered personal printers from the service and acquire print logs for the printers.*

1. Register your printer with Epson Connect.

   Follow the procedures on the following site to register your printer.

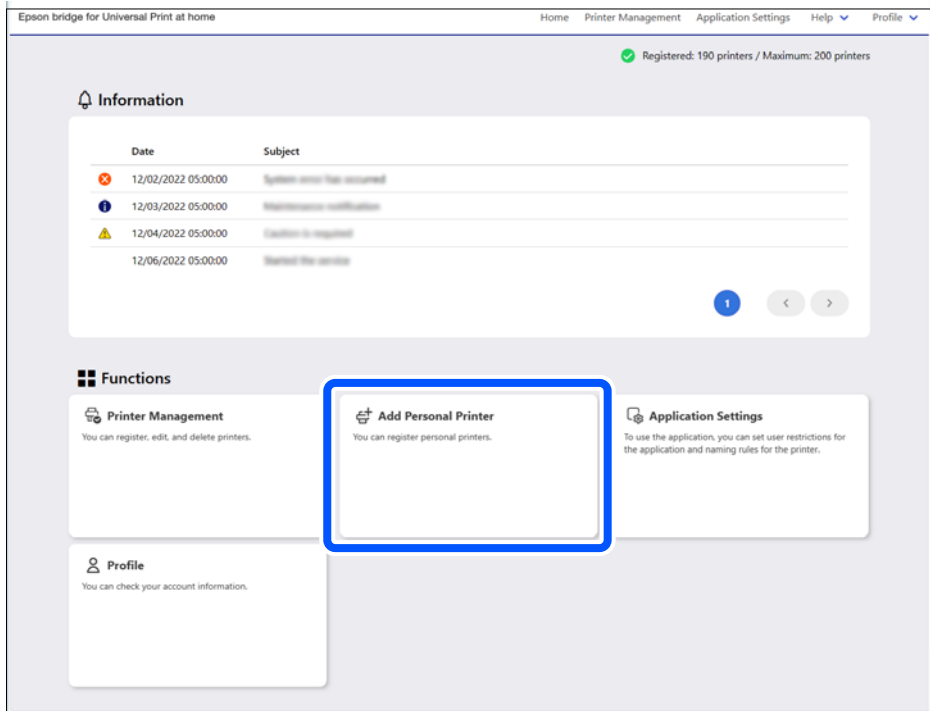   https://www.epsonconnect.com/guide/en/html/regst_1.htm

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.

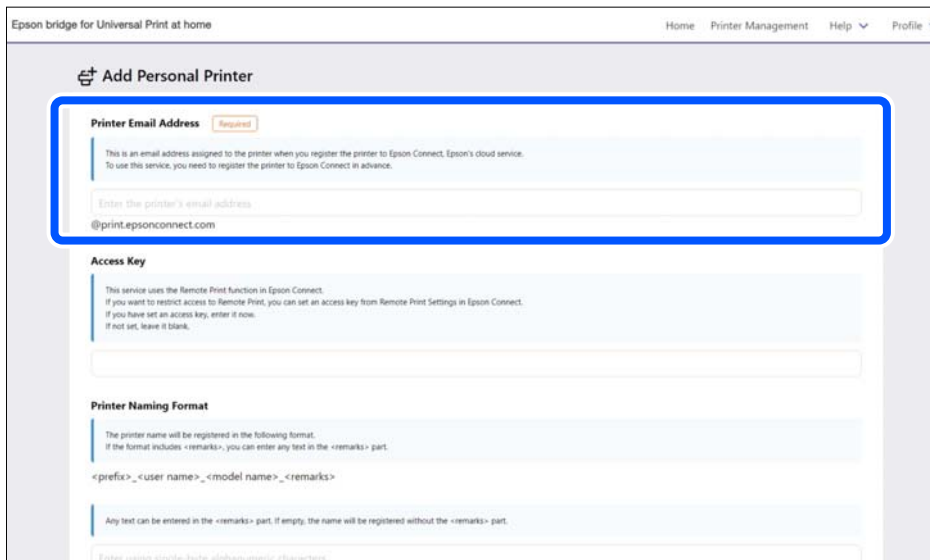   Personal printers registered after logging in are available only to this user.

4. Click **Add Personal Printer**.

5. Enter the printer's email address.

    Set other items as needed.

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.
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 if the administrator has set a pattern that includes <Remarks> in the printer naming format.
Pre-check for the printer name	Check the name of the registered printer.
Auto-registration to PC Setting	When this is enabled, the printer is automatically registered on the computer of the printer user. This is displayed when the administrator has made the settings.

Setting Up Your Computer

Make settings on your computer so that it can print using registered printers. This section explains the procedure in Windows 10.

These settings may be made automatically when **Auto-registration to PC Setting** is enabled. If you can select the registered printer on the print screen, computer settings are complete.

1. Click the Windows start button, and then click ⚙**Settings** > **Devices** > **Printers & scanners**.

2. Click **Add a printer or scanner**.
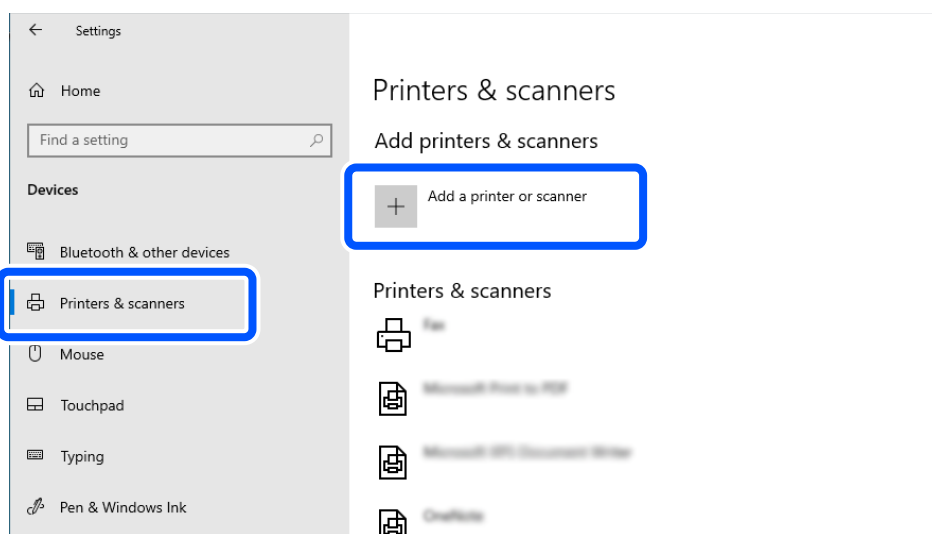
3. Select **Work or school printer & scanner**.

   To narrow down the list of printers, enter keywords to perform a search.

4. Select the registered printer and click **Add device**.

Printing

You do not need to change network settings and so on, and the operations are the same as for normal printing. Make sure that the administrator of this service can acquire print information before using this service for printing.

1. Select **Print** from the **File** menu of the file you want to print.

2. Select the printer registered to this service.

Next, set other items as needed and follow the on-screen instructions to print.

Deleting Personal Printers

This section explains how to delete a registered personal printer from this service.

Even if you delete a registered printer from this service or the subscription ends, it does not delete the Epson Connect registration. If you want to delete your Epson Connect printer registration, you can do so from the Epson Connect website.

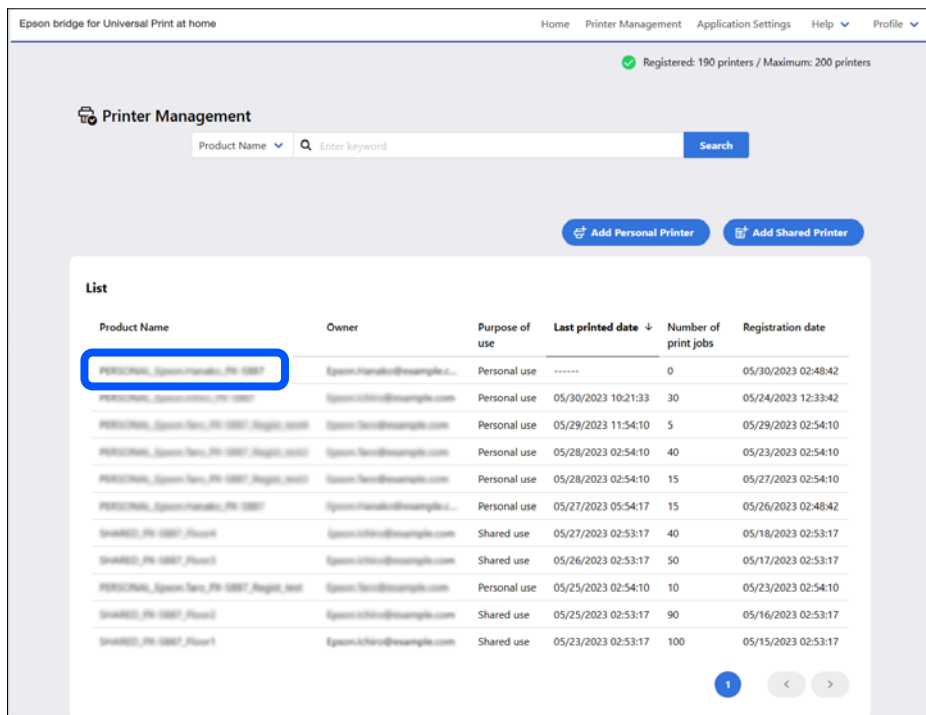1. Go to the Epson bridge for Universal Print at home website.

   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.

Deleting Personal Printers

5. Click **Delete**.

Solving Problems

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.

Contact the administrator for assistance.

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.
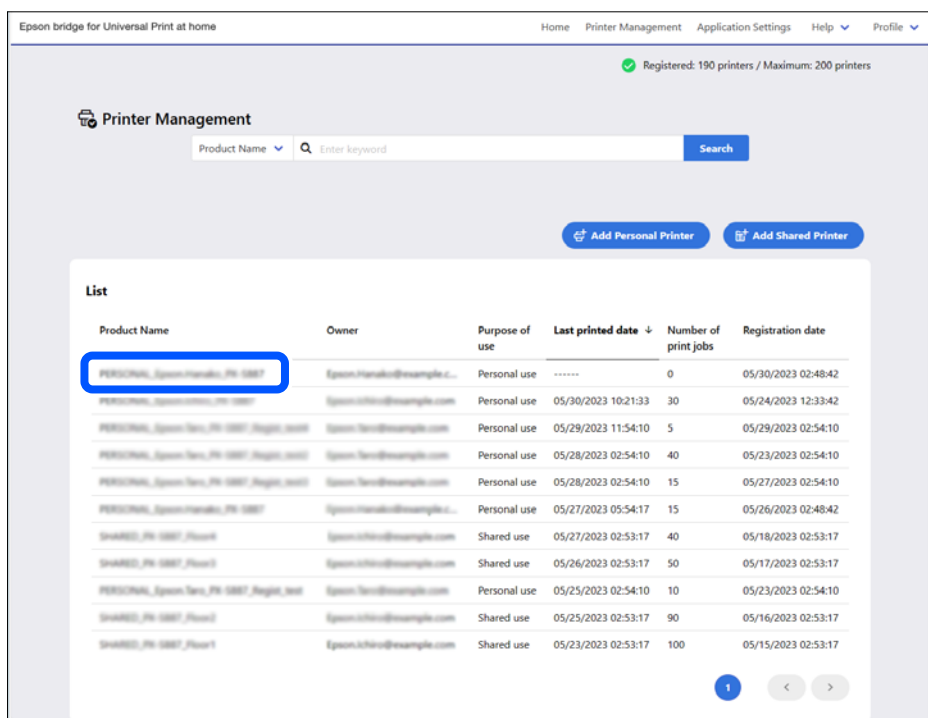
5. Check the **Printer information** screen.
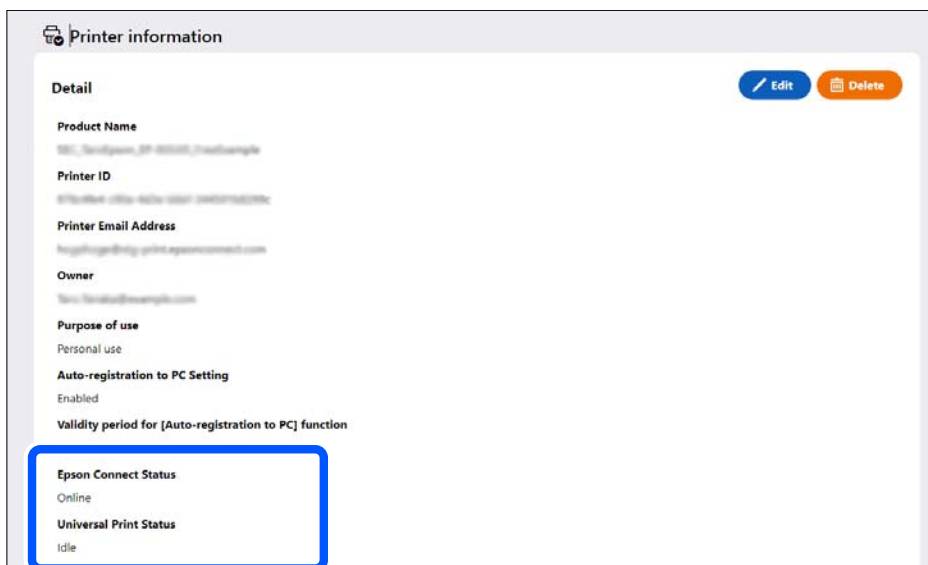
If the following Epson Connect Status and Universal Print Status are displayed, follow the instructions to solve the problem. Otherwise, go to the next step.

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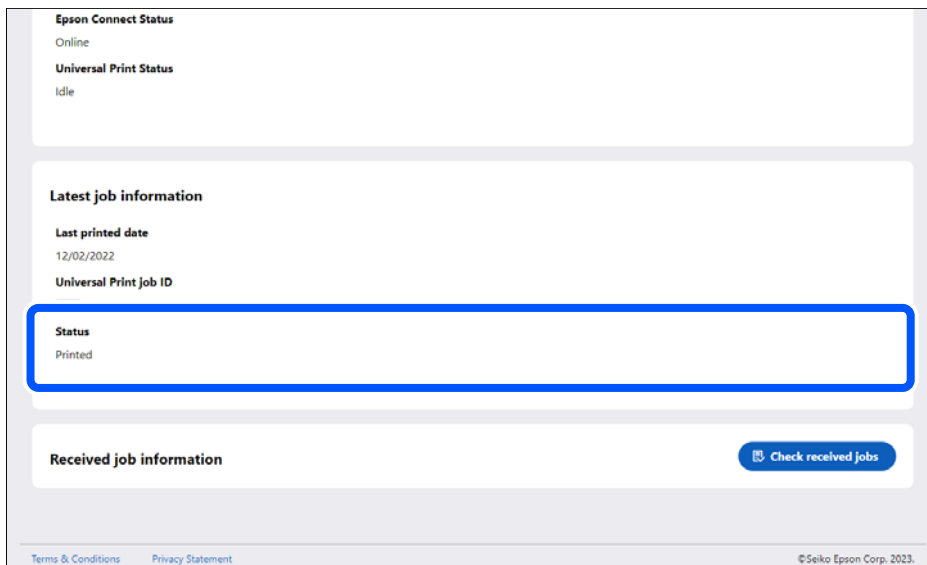
If the status is **Printing** or **Printing Stopped**, check the following. Otherwise, go to the next step.

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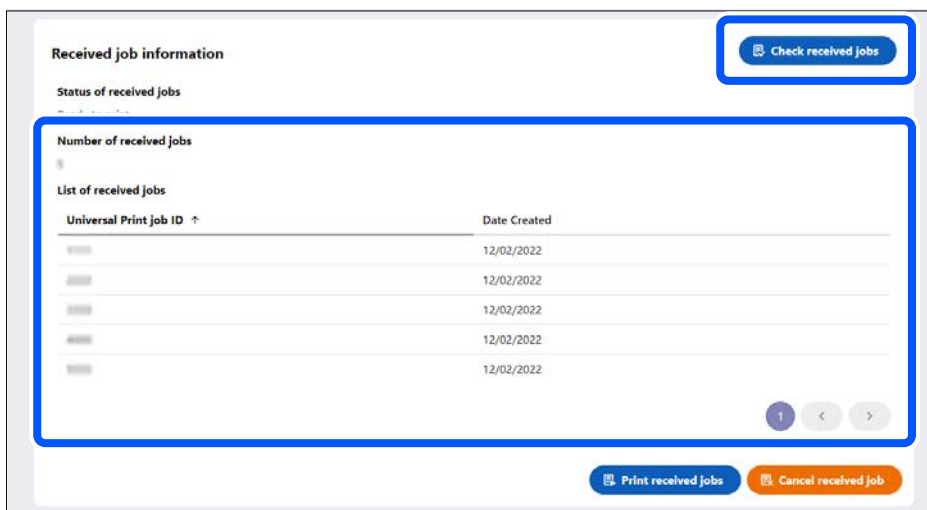
Check the following if there are any received jobs. If there are no received jobs, go to the next step.

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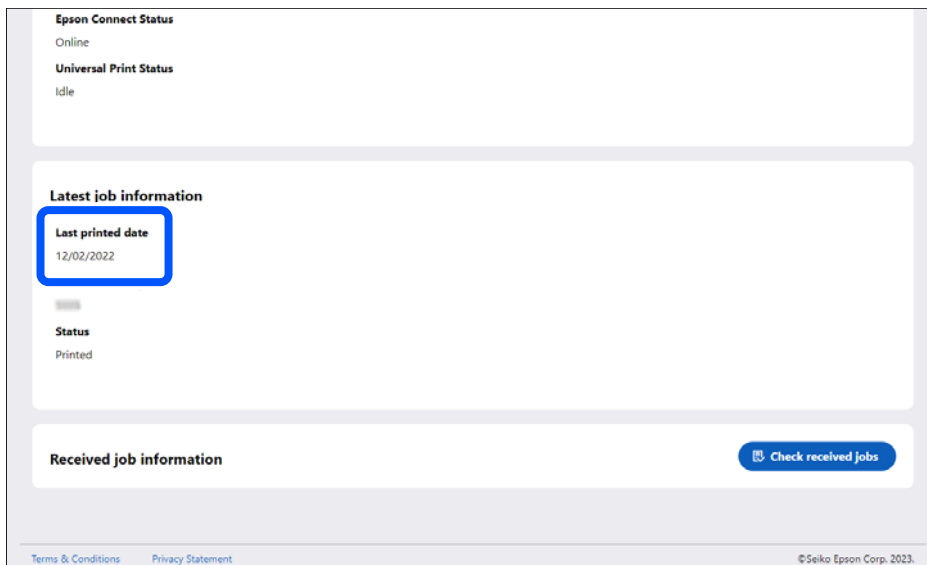
If the time displayed is earlier than the time and date when you performed printing, check the following. If the time displayed is later than the time and date when you performed printing, go to the next step.

❏ 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**.
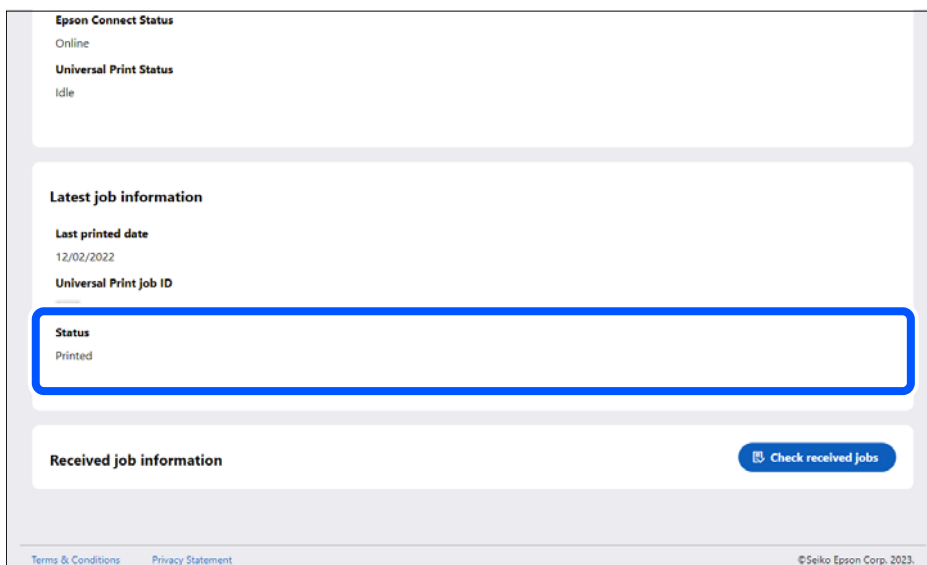
❏ **Printed**: Printing may have been completed. Check if there are any printouts around the printer.

❏ **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.

Appendix

Supported Environments

❏ OS: Windows 10 and later

❏ Browsers: Microsoft Edge and Google Chrome

Use the latest version of your browser.

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