



EPSON CONNECT



Frequently Asked Questions for Epson iPrint

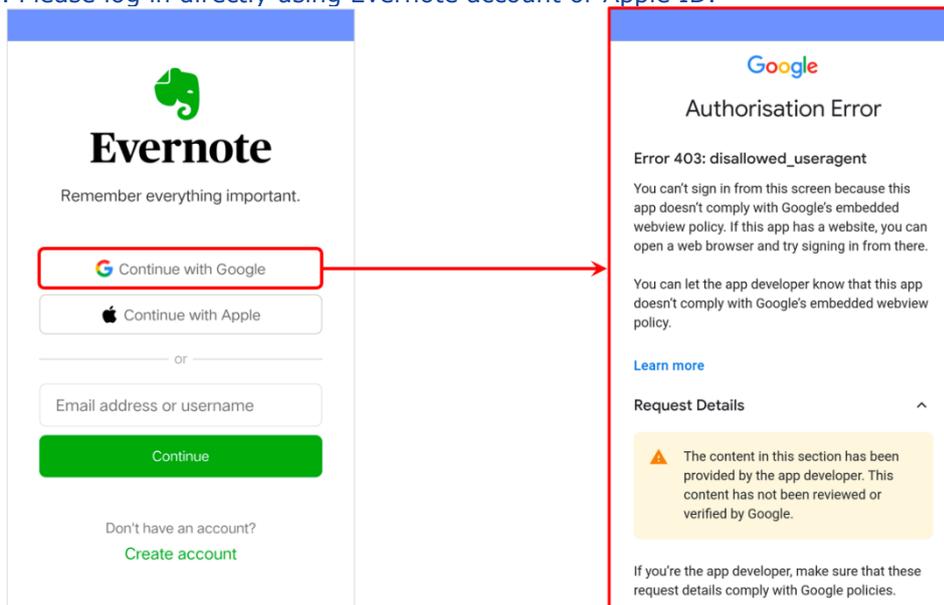
Updated: 02 Sep 2021

Notice

- **Information regarding Print from Cloud – Evernote**

Cannot log in using Google Account.

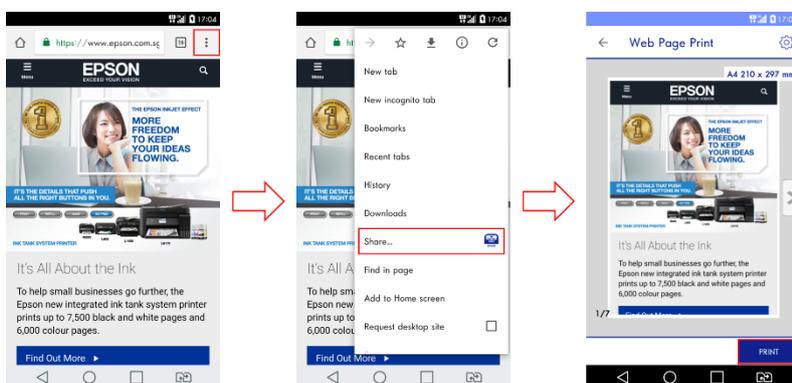
1. This is caused by issues between Evernote and Google.
2. Please log in directly using Evernote account or Apple ID.



- **Information regarding Web Print Function**

From iPrint 6.5.0, the Web Print button is removed from the iPrint Home Screen. Below are the instructions for printing website from a web browser.

1. Open the web page in a web browser app.
2. For the respective OS:
 - iOS: Tap on  then select .
 - Android: Open up the options to share the page and select .

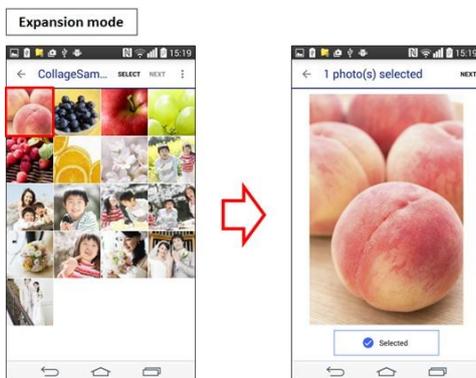


Product Information

- **Q:** What is Epson iPrint?
A: It is a mobile printing app for iOS and Android mobile devices.
- **Q:** How much is it?
A: Epson iPrint is available free of charge.
- **Q:** Where can I get the app?
A: You can download it from the App Store for iOS devices, Google Play Store for Android devices or Huawei App Gallery for Huawei Devices.
- **Q:** Which Epson printers are supported?
A: For a list of supported printers, see our Epson Connect Compatibility table.
- **Q:** Which OS and devices does the Epson iPrint support?
A: Epson iPrint supports devices running on iOS/iPadOS 11.0 or later and Android 5.0 or later.
- **Q:** Which kind of environment does Epson iPrint support?
A: Epson iPrint supports Wi-Fi in infrastructure mode and Wi-Fi Direct connection* (Simple AP mode / Wi-Fi Direct mode*).
* Selected models only.
- **Q:** Is there any difference in the app if I use an iPad versus an iPhone?
A: Yes, the iPad version has the following additional features:
 1. Images can be selected sequentially from a preview window when photo printing.
 2. The Print Settings, Scan Settings and Preview Image window can be closed by tapping outside of the window.

Version update history

- **Q:** What are the changing points in Epson iPrint ver 6.5.0?
A: Several new features, adjustments and fixes were done.
 - Removed "Web" button from iPrint Home screen.
 - Supports Web and PDF printing from external applications.
 - Added Wi-Fi Direct guide for printers without LCD panel.
 - Added "Sharpness" option for image processing.
- **Q:** What are the changing points in Epson iPrint ver 6.0.7?
A: Several new features, adjustments and fixes were done.
 - a. "One tap selection" function - Expansion mode



b. 2 steps selection function - Selection Mode

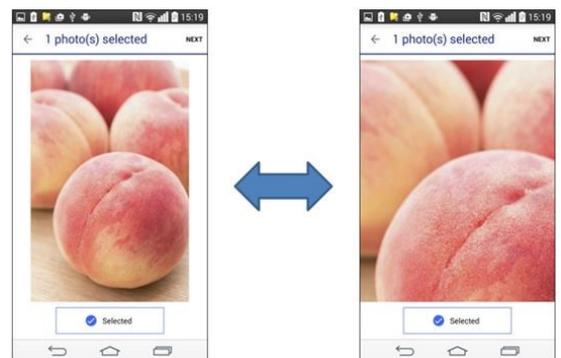


c. Zoom function of a selected image by pinching in and out in the preview window.

iOS Version



Android Version



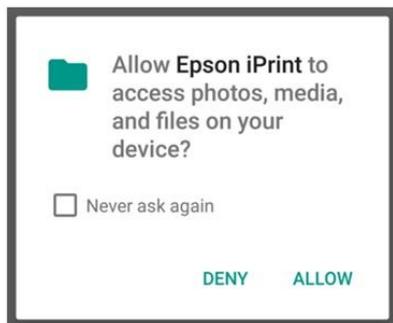
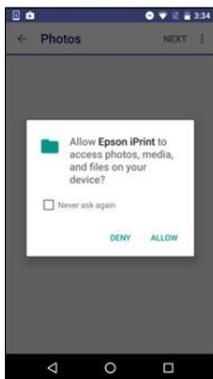
d. Default setting of Photo Printing set to "No Margins".

e. Default setting of "Remote Print Preview" set on "On".

f. Name change of "Camera Capture" function to "Document Capture"

g. After installation, if permission was not already allowed, display request window for user to allow iPrint to access Photos, Media and Files on the device.

Target: Storage access, Camera access, Google account access, Position information access.



h. (Bug fix, iOS only)

Some selected photos are missing in iPrint 6.0.6 after selection in the Photo App. It is displaying correctly now.

- Q:** What are the changing points in Epson iPrint ver 6.0?
A: The following functions are added or changed with Epson iPrint 6.0.

[New Functions]

 - Photo Enhance (Auto Photo Fine)
 - 2-up and 4-up layout
 - Implemented the function "Download App" and "Start up App" for Epson Creative Print App on Main menu.
 - Removed "Brightness", "Saturation" and "Contrast" setting.
- Q:** What are the changing points in Epson iPrint ver 5.1?
A: The following functions are added or changed with Epson iPrint 5.1.

[New Functions] - Camera Capture function
- Q:** What are the changing points in Epson iPrint ver 5.0?
A: The following functions are added with Epson iPrint 5.0.

[New function] - Only for Inkjet Printer products launched after September 2014

 - [Copy Function]
Enables users to use the copy function of the supported MFP using the smart device instead of printer panel.
 - [Access to Memory Device]
Enables users to transfer photos between the smart device and memory device on the printer card slot.
Only JPG files are supported.
 - [Firmware Update] function
- Q:** What are the changing points in Epson iPrint ver 4.1?
A: The following functions are added or changed with Epson iPrint 4.1.

[New function]

 - UI optimisation for iOS 7.

[Changed]

 - Changed naming of "Microsoft OneDrive" in "Online Storage" to "Microsoft SkyDrive".
- Q:** What are the changing points in Epson iPrint ver 4.0?
A: The following functions are added or changed with Epson iPrint 4.0.

[New function]

 - Features which are not supported for the selected printer are not displayed.
 - Promote 3rd party Apps supporting to print on Epson printers with the link to the download sites.
 - You can register printer manually using IP address.
 - "Microsoft SkyDrive" is added to Online Storage.
 - Supported "How to" under Information.
 - Supported "Online Registration" under Settings of Maintenance.

[Changed]

 - Display the selected printer on the home UI instead of "Setting" UI.
 - Printer selected status is synchronized with Scanner selected status.
 - Changed the default setting both Photo and Document.
 - Photo: 4*6 in/10*15 cm
 - Document: A4
- Q:** What are the changing points in Epson iPrint ver 3.0?
A: The Remote Print feature was added to version 3.0.

- **Q:** What are the changing points in Epson iPrint ver 2.0?
A: Version 1.3.x supports printing JPEG files only. Version 2.0 supports the following additional features:
 1. Document printing supports *.pdf, *.doc, *.docx, *.xls, *.xlsx files.
 2. Print from Evernote, Google Drive, Dropbox, and Box.Net online storage services.
 3. Scan with your product using your iPhone, iTouch, or iPad.
 4. Print web pages.
 5. Perform product maintenance such as head cleaning and a nozzle check.

Function related questions

- **Q:** The Auto Photo Fine Ex! Function is turned on by default, what are the advantages and disadvantages of using it?
A: Using the Auto Photo Fine Ex! function improves the print quality when printing photos however it takes a longer time when previewing photos and printing.
- **Q:** Which type of data supports "Photo Enhance" function?
A: Photo Enhance only supports Image data. Document and Web are NOT supported.
- **Q:** Can I print borderless 2-up and 4-up layout?
A: No, 2-up and 4-up layout is only supported when printing with border.
- **Q:** Which products support the "Firmware Update" function?
A: New inkjet printers launched after September 2014 will support this function.
- **Q:** How do I use the "Firmware Update" function?
A: Select "Firmware Update" under "Maintenance".
 [If the Firmware version on the printer is outdated]
 - a. "The latest firmware is available. Do you want to update firmware?" will be displayed on your smart device.
 - b. If you press "OK" button "Start updating" is displayed.
 - c. The smart device will then download and transfer the firmware to the printer.
 - d. After "Transfer complete." message is displayed on your smart device, please refer to the printer panel for the status.
 - e. Please wait until the printer's firmware update process is completed.
 [If the Firmware version on the printer is up to date]
 "You are using the latest firmware." is displayed on your smart device.
 [If the printer is not supported]
 "This printer is not supported." is displayed on your smart device. Use the Firmware Updater on your computer to update the firmware.
- **Q:** Can I access "Microsoft OneDrive" with iPrint?
A: Yes, you can access "Microsoft OneDrive".
- **Q:** How to access to "Microsoft OneDrive"?
A: You need to have a "Microsoft OneDrive" account if you would like to use "Microsoft OneDrive". You can follow the link here to sign up for an account. -> [LINK](#) <-
- **Q:** What is "More Apps"?
A: You can install additional apps recommended by EPSON.
- **Q:** "Epson Creative Print" App is displayed on the introduction page after I press "More Apps", but I am unable to install it.
A: "Epson Creative Print" App is not supported in your market. Displayed Apps depend upon the language of your device. Therefore, some Apps which are not supported in your market may be displayed.

- **Q:** What is Manual IP in Select Printer?
A: You can select a printer by manually entering the IP address of that printer. You can also select a printer beyond your network segment.
- **Q:** How do I view stored photos or documents using the app?
A: Tap Photo or Documents, then select your photo or document.
- **Q:** Can I scan with the app?
A: Yes.
- **Q:** Are iWorks files supported by the app?
A: No.
- **Q:** What are the Local and Remote options in the Maintenance menu?
A: The Local option lets you print to a printer connected to your current network. The Remote option lets you print to a EPSON Connect-enabled printer that's been set up with EPSON Connect.
For information on EPSON Connect solutions or supported products, see our Epson Connect Solutions page.
- **Q:** What is the EPSON Connect option in the app?
A: It's an option to set up an EPSON Connect-enabled printer with EPSON Connect or log into your EPSON Connect user page. For information on EPSON Connect solutions or supported products, see our Epson Connect Solutions page.
- **Q:** What print options can I control in the app?
A: The following settings can be made before printing:
 1. Paper size
 2. Media type
 3. Layout: Borders, Borderless
 4. Print quality: Draft, Standard, Best
 5. Paper source: Automatic, ADF
 6. Color: Color, Monochrome
 7. Copies: Maximum 30
 8. Print Date
 9. Printing Range: Start page# to End page# (for PDF/Webpage)
 10. Brightness, Contrast and Saturation.
- **Q:** How can I print documents from Evernote with the app?
A: Please try the following steps:
 1. Connect your mobile device and printer to the same Network.
 2. Launch the app.
 3. Select your printer at the top of the home UI.
 4. Tap Online Storage.
 5. Tap Evernote.
 6. Sign into your Evernote account.
 7. Select a document to print
 8. Tap Print.
- **Q:** Which scan settings can I select in the app?
A: You can select from the following scan settings
 1. Resolution: 75 dpi, 150 dpi, 300 dpi
 2. Image type: Color, Grayscale, Black & White
 3. Source: Document table, ADF
 4. 2-sided scanning
 5. Brightness and Gamma
- **Q:** Which options are available after I scan a document?
A: The following options are available:
 1. Print, email, or save it locally.
 2. Save the file to an online storage service. The following are supported: Evernote, Dropbox, Google Drive, or Box.net (account required).
 3. Open the file with another app.

- **Q:** How do I save my scan?
A: After you scan your document/photo, tap Save, then select a location to save the file.
- **Q:** How do I save my scanned files to an online storage service?
A: After you scan your document/photo, tap Save. Select Evernote, Google Drive, Dropbox, or Box.net.
- **Q:** How do I use my product's automatic document feeder (ADF) to scan?
A: Select ADF for "Source" in the Scan Settings.
- **Q:** How do I print to a Remote Printer?
A: Please try the following:
 1. Launch the app.
 2. Select your printer at the top of the home UI under the Remote tab.
 3. Tap Add.
 4. Type the Remote Printer's email address in the box.
- **Q:** Does the app support Google Drive?
A: Yes
- **Q:** How do I print content in my Google Drive account?
A: Please try the following:
 1. Connect your mobile device and printer to the same Network.
 2. Launch the app.
 3. Select your printer at the top of the home UI.
 4. Tap Online Storage.
 5. Tap Google Drive.
 6. Sign into your Google account.
 7. Open the document you would like to print.
 8. Tap Print.

App related questions

- **Q:** Why does iPrint need permissions to access my location when I install or update to iPrint 6.0.7 on my Android 5.x or earlier device?
A: 1) Why is the "Access approximate location" message is displayed?
 - a. "Access approximate location" is set for this App to support Android 6.0 or later devices
 - Your location information is NOT acquired or collected by the App.
 - "Location Function" is NOT used when running on Android 5.x or earlier.
 - 2) What do I do when "Access approximate location" message is displayed.
 - a. If you would like to install or update the App, you need to [ACCEPT] and give the permission to the app to access your location.
 - b. If you would like to cancel installing/updating the App, tap [Back] button.
 - If you cancel the update, the App will remain as the previous version on your device.
- **Q:** Why does iPrint need to use location when I try to use iPrint 6.0.7 via Wi-Fi Direct connection on my Android 6.0 or later device?
A: 1) Why is "Use location" message is displayed when using Wi-Fi Direct connection?
For Android 6.0 or later devices, it is required to use location services to search surrounding for SSID information when using Wi-Fi Direct connection.
 - Location information is NOT acquired or collected by the App.
 - When connecting in infrastructure mode, "Location Function" is NOT required.
- 2) What do I do if the "Use location" message is displayed.
You need to make a selection when the message is displayed.
 - If you tap [YES], you can use printer with Wi-Fi Direct connection.
 - If you tap [NO], you cancel printing with Wi-Fi Direct connection.

- **Q:** Which file type can I save a scanned image to?

A: JPEG and PDF.

- **Q:** Which file types are supported by the app?

A: The following files types are supported:

Photo - JPEG

Document - *.pdf, *.doc, *.docx, *.xls, *.xlsx

Technical Issues

- **Q:** I get No Scanner Found, No Printer Found, General Error or Communication Error message when try to scan.

A: Please try the following steps:

1. Launch the app.
2. Make sure your multifunction printer is turned on and it doesn't indicate an error.
3. Select your multifunction printer at the top of the home UI.
4. Tap Scan.

- **Q:** The app doesn't detect my scanner.

A: Please try the following steps:

1. Make sure your multifunction printer is turned on and it doesn't indicate an error.
2. Select your multifunction printer at the top of the home UI.
3. If you do not see your multifunction printer listed, make sure your mobile device is on the same network as your scanner.

- **Q:** Some of my Microsoft Word, Microsoft Excel or Microsoft PowerPoint documents do not print correctly.

A: Some of the formatting of these file types may not display or print correctly, try converting the file to a PDF, and try to print it again.

- **Q:** What is the maximum supported file size?

A: 1 MB maximum

- **Q:** Where can I find FAQs or online assistance for the app?

A: Launch the app, then tap the information button.

- **Q:** Which languages does it support?

A: It supports Japanese, English, French, Italian, German, Spanish, Portuguese, Dutch, Korean, Simplified Chinese, and Traditional Chinese.

- **Q:** Which maintenance functions are supported?

A: Head cleaning and nozzle check.

- **Q:** Which printer connection type does it support?

A: Printer or MFP devices connected to the network by LAN cable / Wi-Fi connection, or directly with mobile devices by Wi-Fi Direct (AP Mode / Wi-Fi Direct Mode).

- **Q:** Epson iPrint will not print to my printer that is connected with a USB cable to an Airport Extreme or Airport Express. What should I do?

A: You have to connect your printer to your router with an Ethernet cable or Wi-Fi connection. iPrint does not support connection through a USB port connection.

- **Q:** I get a CD/DVD not set correctly message when I try to print. What should I do?

A: The printer does not support CD/DVD printing. Make sure the CD/DVD tray/cover is closed or set correctly before printing.

- **Q:** I get a Cassette tray is not installed correctly message when I print. What should I do?

A: Please check that the cassette tray is installed correctly, then press Start on the printer.

- **Q:** I get an "Ink cover Open" / "Printer Cover Open" / "Scanner Cover Open" or "Scanner Unit Open" message when I print. What should I do?

A: Make sure all the ink covers and / or the scanner are properly closed before printing.

- **Q:** I get a Page not printed or Multi-page message when I print. What should I do?
A: Check that there is no paper jammed, ensure that paper is loaded correctly and make sure the correct paper size is loaded in the printer.
- **Q:** I get a Service Required message when I print. What should I do?
A: Please contact Epson Support for assistance.
- **Q:** I get an Incorrect Paper Size message when I print. What should I do?
A: Make sure paper is loaded in the printer and ensure the correct paper size and type are selected in both the printer settings and the iPrint app.
- **Q:** I get an Out of memory message when I try to scan. What should I do?
A: Your device does not have enough memory to store the file. You'll need to free up space on your device to save the file.
- **Q:** Does the app have any limitations?
A: Yes, iPrint for Android cannot perform a rotational display.
- **Q:** Is it possible to print a Nozzle Check Pattern with EPSON Stylus Photo R2000 or EPSON Stylus Photo R3000?
A: Yes.
- **Q:** I am unable to open my PowerPoint presentation in iPrint.
A: Save your presentation as a PDF instead of a .ppt or .pptx file. Epson iPrint does not support .ppt or .pptx file types.
- **Q:** Sometimes a black line prints when I print a PDF that was created from a scan in iPrint.
A: If this happens, save (or convert) the PDF as a JPG before printing it.
- **Q:** I am unable to access Box cloud storage services in iPrint.
A: Box has strengthened its security. Accessing Box from iPrint is restricted if you are using Android OS version 4.4 or earlier. Therefore, please update Android OS version to Android 5.x or later, or use a device with Android 5.x or later. For more details, please refer to below sites.
 - <https://community.box.com/t5/Box-Product-News/Deprecation-Transport-Layer-Security-TLS-1-0-Encryption-Protocol/ba-p/56272>
 - <https://community.box.com/t5/Box-Product-News/Deprecation-Box-support-for-Android-on-KitKat/ba-p/51227>