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**EPSON**

# Loftware Cloud

## How to register Epson ColorWorks printers as a cloud printer

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## *About This Manual*

### **Aim of the Manual**

This manual is intended to provide information required for Software Cloud users.

### **Illustrations**

Unless otherwise noted, illustrations of CW-C8000 Series are used in this manual. They may look slightly different from your printer.



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## *Using Loftware's Loftware Cloud*

Loftware Cloud is a cloud-based label management system from Loftware. The entire process of creating labels, including design, management, data linkage, and printing, can be managed in the cloud. In order to print from Loftware Cloud, the printer must be registered with Loftware Cloud and configured in Web Config or Epson Device Admin.

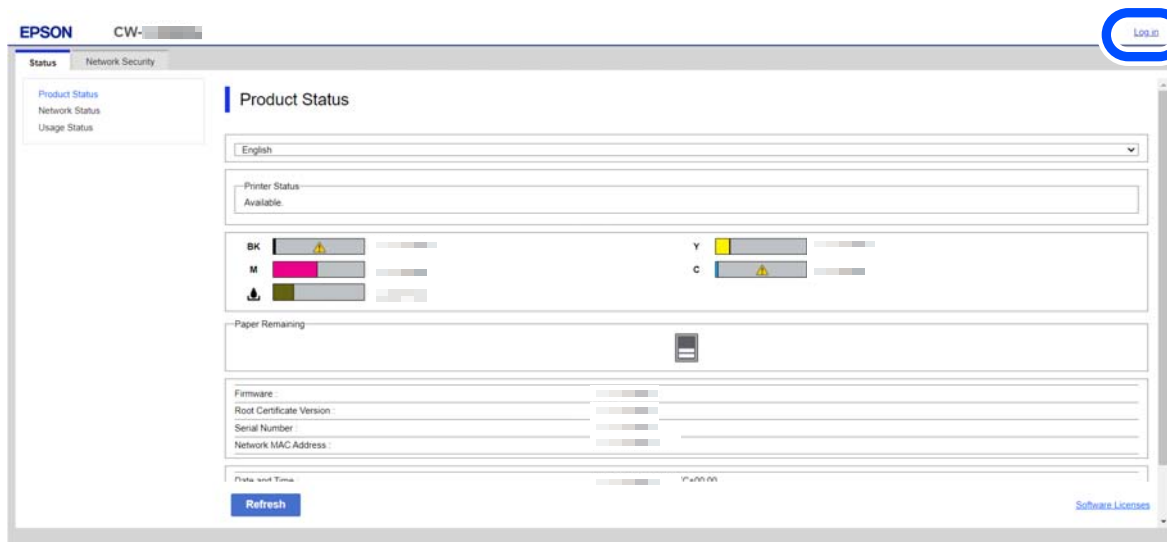
["Registering a Printer \(Web Config\)" on page 6](#)

["Registering a Printer \(Epson Device Admin\)" on page 14](#)



## Registering a Printer (Web Config)

- 1 Open Web Config, and log in from the [Log in].  
Web Config



For details on Web Config, see ["Web Config" on page 28](#).



## 2 Check the following settings in the [Network] tab.

- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS Server
- Secondary DNS Server
- Proxy Server
- Proxy Server Port Number

### Web Config

The screenshot shows the Epson CW-C4520 Web Config interface. The 'Network' tab is selected, and the 'Basic' section is expanded. The following settings are highlighted with blue boxes:

- Device Name: EPSONA5C1BA
- Location:
- Note: The values in Device Name and Location are applied to multiple network protocols.
- Obtain IP Address: ☐ Auto ☒ Manual
- Set using BOOTP: ☐ Enable ☒ Disable
- Set using Automatic Private IP Addressing: ☒ Enable ☐ Disable
- IP Address: 192.168.1.10
- Subnet Mask: 255.255.252.0
- Default Gateway: 192.168.1.1
- Primary DNS Server: 192.168.0.1
- Secondary DNS Server: 192.168.0.2
- DNS Host Name: EPSONA5C1BA
- DNS Domain Name Setting: ☐ Auto ☒ Manual
- DNS Domain Name:
- Register the network interface address to DNS: ☐ Enable ☒ Disable
- Proxy Server: 192.168.1.101
- Proxy Server Port Number: 8080
- Proxy Server Password:
- IPv6 Setting: ☒ Enable ☐ Disable
- IPv6 Privacy Extension: ☐ Enable ☒ Disable
- IPv6 DHCP Server Setting: ☒ Do Not Use ☐ Use
- IPv6 Address:
- IPv6 Address Default Gateway:
- IPv6 Link-Local Address: fe80::dec0:2fff:fea5:c1ba/64
- IPv6 Stateful Address:
- IPv6 Stateless Address 1:

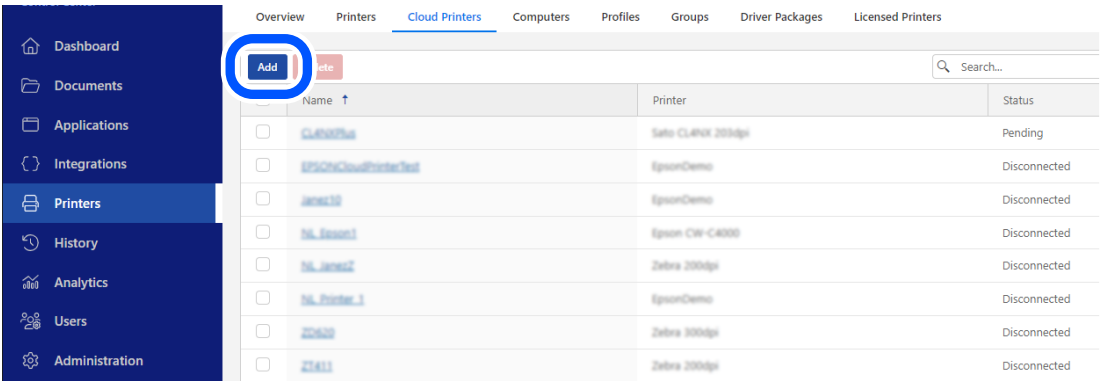
A 'Next' button is visible at the bottom of the form.

## 3 Open Software Control Center and sign in.

Please get the account information to sign in from Software company.



4 Select [Printers] in the tree on the left, and then select [Cloud Printers] - [Add].  
Loftware Cloud




5 Set [Name] and [Printer] for the new cloud printer.  
Loftware Cloud

A screenshot of the 'Cloud Printer Settings' form. It has two numbered callouts: '1' points to the 'Name' field which contains 'TEST\_CW-C4000', and '2' points to the 'Printer' dropdown menu which is set to 'Epson CW-C4000'. Below these are fields for 'Serial number' and 'Server URL'. A link 'Where can you find your printer's serial number?' is present below the serial number field.

- (1) [Name] Enter the name you want to display on Loftware Cloud.
- (2) [Printer] Select the printer to set as a cloud printer.

| Printer to be selected | Printer you are using   |
|------------------------|---|
| Epson CW-C4000         | CW-C4000u, CW-C4000e, CW-C4010, CW-C4020, CW-C4030, CW-C4040, CW-C4050        |
| Epson CW-C6000A        | CW-C6000Au, CW-C6000Ae, CW-C6010A, CW-C6020A, CW-C6030A, CW-C6040A, CW-C6050A |
| Epson CW-C6000P        | CW-C6000Pu, CW-C6000Pe, CW-C6010P, CW-C6020P, CW-C6030P, CW-C6040P, CW-C6050P |
| Epson CW-C6500A        | CW-C6500Au, CW-C6500Ae, CW-C6510A, CW-C6520A, CW-C6530A, CW-C6540A, CW-C6550A |
| Epson CW-C6500P        | CW-C6500Pu, CW-C6500Pe, CW-C6510P, CW-C6520P, CW-C6530P, CW-C6540P, CW-C6550P |
| Epson CW-C8000         | CW-C8000u, CW-C8000e, CW-C8010, CW-C8020, CW-C8030, CW-C8040, CW-C8050        |



When you select [Printer], [Serial number] and [Server URL] will appear.



- 6 Open [Status] - [Product Status] in Web Config, copy the serial number of the printer, and paste it into [Serial number] in Loftware Cloud.

Web Config

The screenshot shows the 'Product Status' page in Web Config. The 'Serial Number' field is highlighted with a blue circle. A blue arrow points from this field to the 'Serial number' field in the Loftware Cloud interface below.

Loftware Cloud

The screenshot shows the 'Add New Cloud Printer' page in Loftware Cloud. The 'Serial number' field is highlighted with a blue circle. A blue arrow points from the 'Serial Number' field in the Web Config interface above to this field.

- 7 Select [Save].

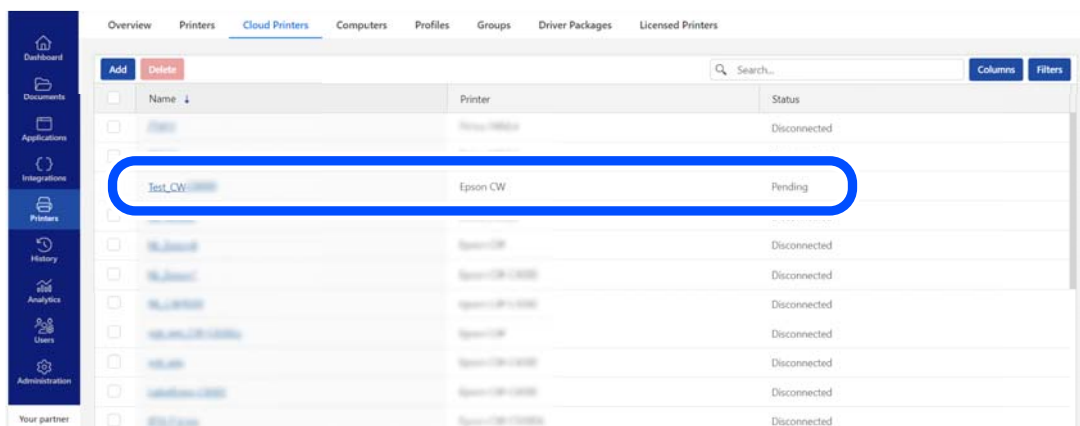
Loftware Cloud

The screenshot shows the 'Add New Cloud Printer' page in Loftware Cloud. The 'Save' button is highlighted with a blue circle.



## 8 Select the saved printer from [Cloud Printers].

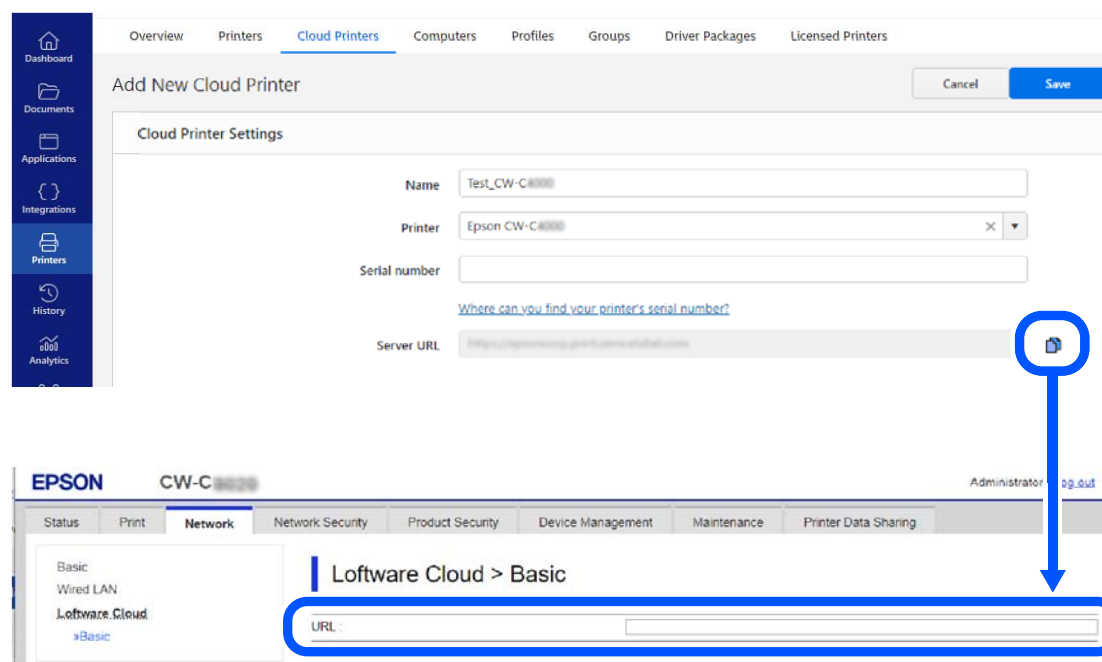
Loftware Cloud



## 9 Click the button to copy the server URL and paste it into the following field in Web Config.

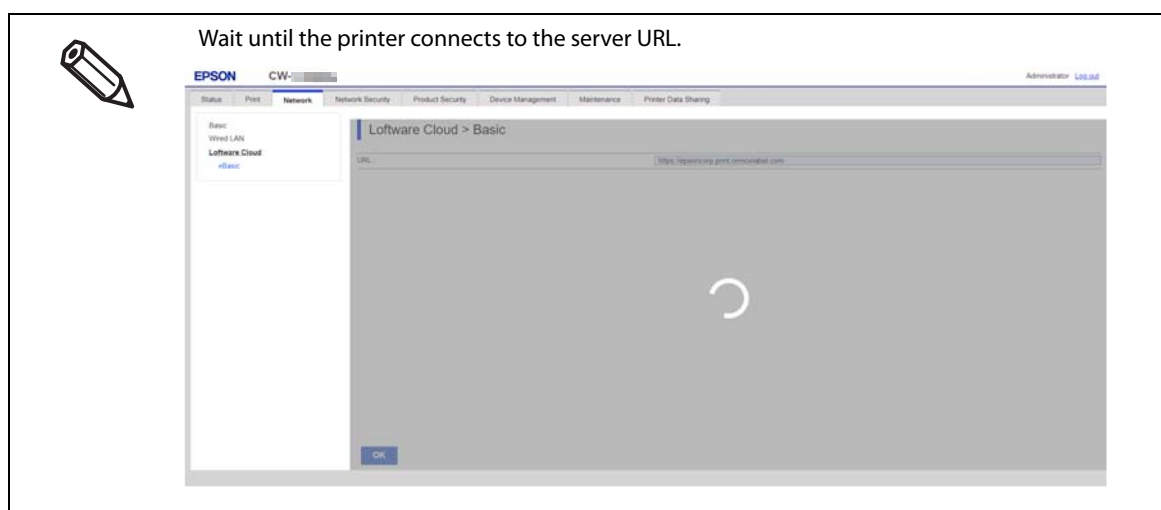
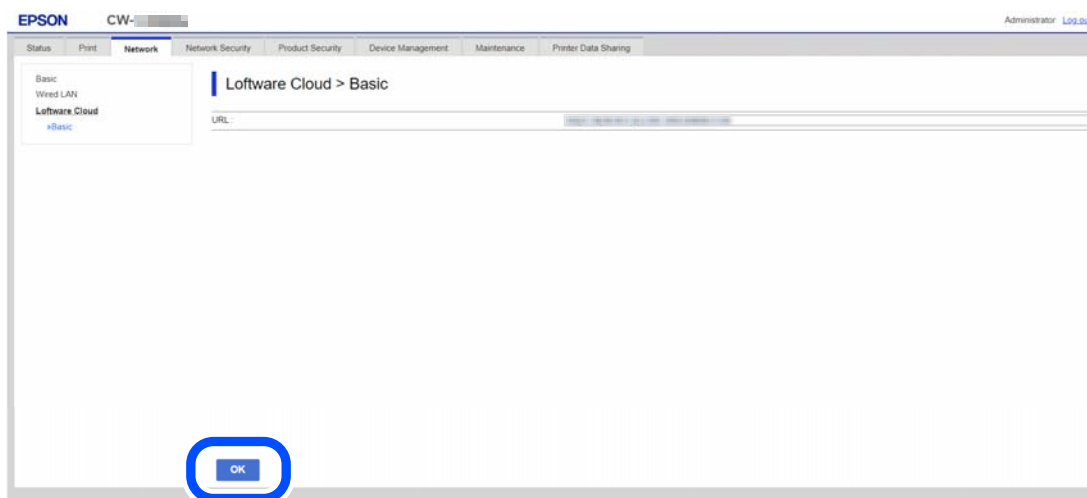
[Network] - [Loftware Cloud] - [Basic] - [URL]

Loftware Cloud





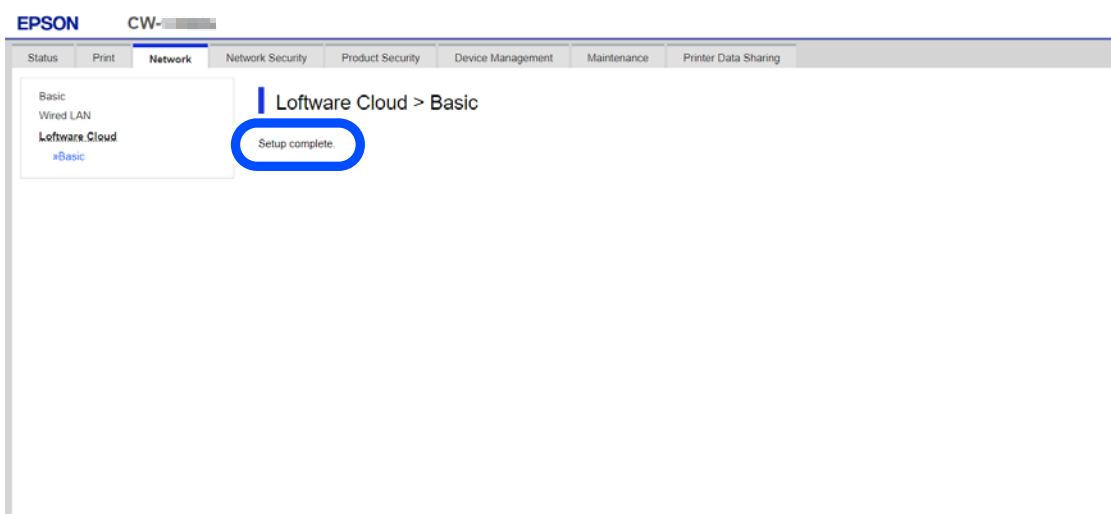
10 Click [OK].  
Web Config



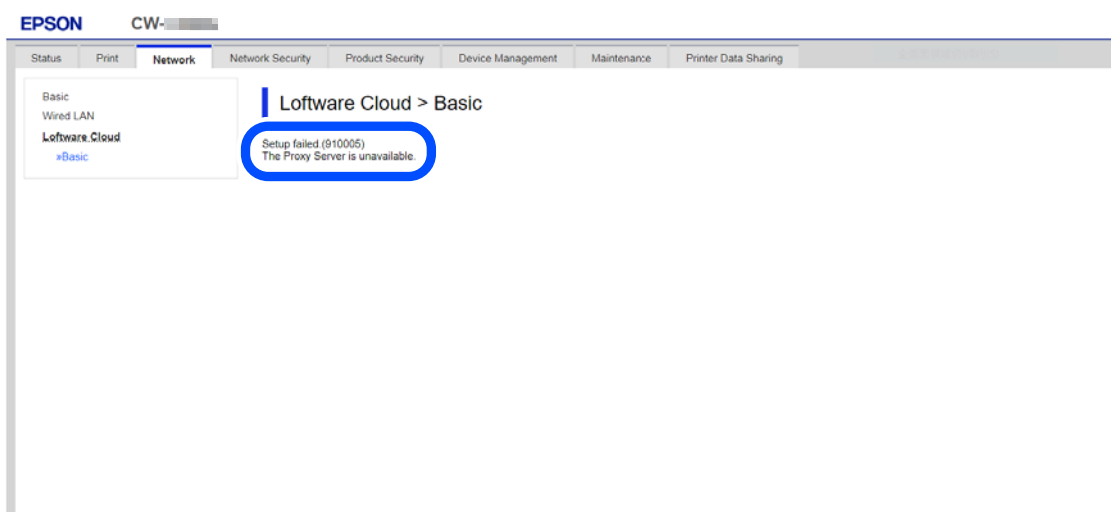


## 11 If your printer is a CW-C8000 Series, check the connection results displayed on the screen.

- If the message "Setup complete" is displayed, the printer has been successfully registered.



- If an error number is displayed, the printer registration has failed. Check the solutions listed in ["Error Number List \(Only for CW-C8000 Series\)"](#) on page 26. In this example, the error number is 910005.







The printer's connection status can also be checked from Loftware Cloud.  
[Printers] - [Cloud Printers] - [Status]

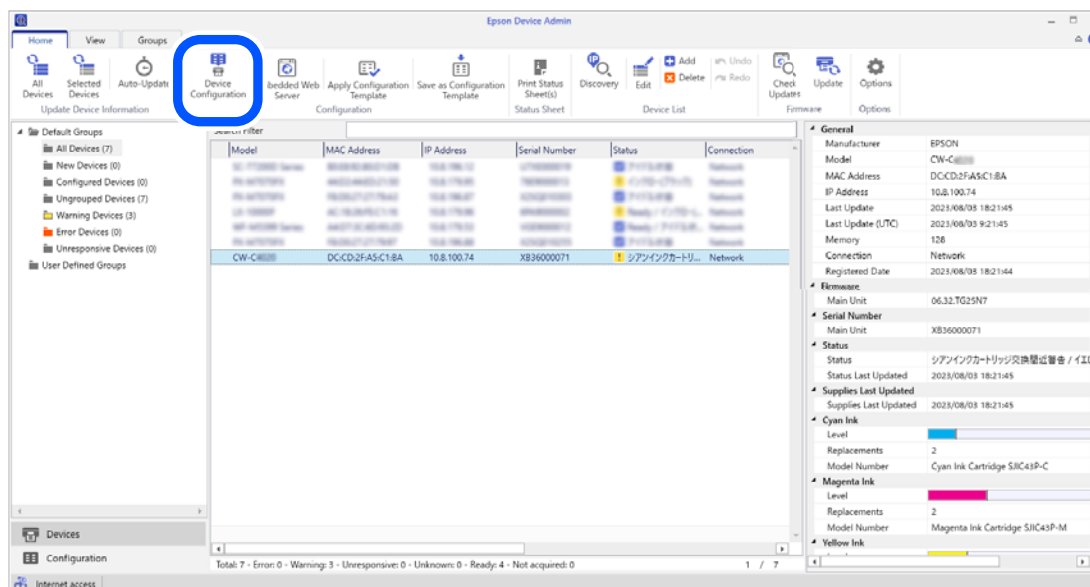
The screenshot shows the Loftware Cloud interface with the 'Cloud Printers' tab selected. The table lists various printers and their connection statuses. The printer 'TestLW-00000' is highlighted with a blue circle, indicating it is 'Connected'.

| Name         | Printer  | Status       |
|--------------|----------|--------------|
| TestLW-00000 | Epson CW | Connected    |
| TestLW-00001 | Epson CW | Disconnected |
| TestLW-00002 | Epson CW | Disconnected |
| TestLW-00003 | Epson CW | Disconnected |
| TestLW-00004 | Epson CW | Disconnected |
| TestLW-00005 | Epson CW | Disconnected |
| TestLW-00006 | Epson CW | Disconnected |
| TestLW-00007 | Epson CW | Disconnected |
| TestLW-00008 | Epson CW | Disconnected |
| TestLW-00009 | Epson CW | Disconnected |
| TestLW-00010 | Epson CW | Disconnected |



# Registering a Printer (Epson Device Admin)

- 1 Open Epson Device Admin, and select [Device Configuration].  
Epson Device Admin



For details on Epson Device Admin, see ["Epson Device Admin" on page 31](#).

The default administrator password is written next to "PASSWORD" on the password label affixed to the rear or right side of the printer.



## 2 Check the following settings on the "Device Properties" screen.

- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS Server
- Secondary DNS Server
- Proxy Server
- Proxy Server Port Number

[Network] – [TCP/IP] – [Basic]

Method for Specifying IP Address

☐ Automatic ☒ Manual

☐ Set using BOOTP

☒ Set using Automatic Private IP Addressing (APIPA)

IP Address: 10.0.0.1

Subnet Mask: 255.255.255.0

Default Gateway: 10.0.0.1

[Network] – [TCP/IP] – [DNS]

DNS Server Address Settings

☐ Acquire DNS server address automatically

DNS Server Addresses (order of use):

10.0.0.1

10.0.0.2

Add... Edit... Delete Up Down

[Network] – [TCP/IP] – [Internet]

☒ Use proxy server

Proxy Server

Address: 10.0.0.1

Port: 8080

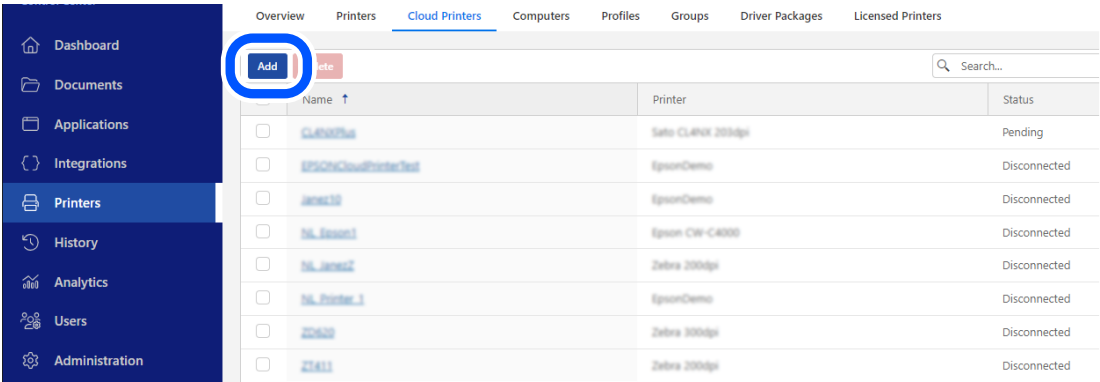
Acquire from browser information.

## 3 Open Loftware Control Center and sign in.

Please get the account information to sign in from Loftware company.



4 Select [Printers] in the tree on the left, and then select [Cloud Printers] - [Add].  
Loftware Cloud




5 Set [Name] and [Printer] for the new cloud printer.  
Loftware Cloud

A screenshot of the 'Cloud Printer Settings' form. It contains several input fields: 'Name' (with a blue arrow and the number 1 pointing to it, containing the text 'TEST\_CW-C4000'), 'Printer' (with a blue arrow and the number 2 pointing to it, containing a dropdown menu with 'Epson CW-C4000' selected), 'Serial number' (empty), and 'Server URL' (containing a placeholder URL). A link 'Where can you find your printer's serial number?' is located below the serial number field.

- (1) [Name] Enter the name you want to display on Loftware Cloud.
- (2) [Printer] Select the printer to set as a cloud printer.

| Printer to be selected | Printer you are using   |
|------------------------|---|
| Epson CW-C4000         | CW-C4000u, CW-C4000e, CW-C4010, CW-C4020, CW-C4030, CW-C4040, CW-C4050        |
| Epson CW-C6000A        | W-C6000Au, CW-C6000Ae, CW-C6010A, CW-C6020A, CW-C6030A, CW-C6040A, CW-C6050A  |
| Epson CW-C6000P        | CW-C6000Pu, CW-C6000Pe, CW-C6010P, CW-C6020P, CW-C6030P, CW-C6040P, CW-C6050P |
| Epson CW-C6500A        | CW-C6500Au, CW-C6500Ae, CW-C6510A, CW-C6520A, CW-C6530A, CW-C6540A, CW-C6550A |
| Epson CW-C6500P        | W-C6500Pu, CW-C6500Pe, CW-C6510P, CW-C6520P, CW-C6530P, CW-C6540P, CW-C6550P  |
| Epson CW-C8000         | CW-C8000u, CW-C8000e, CW-C8010, CW-C8020, CW-C8030, CW-C8040, CW-C8050        |

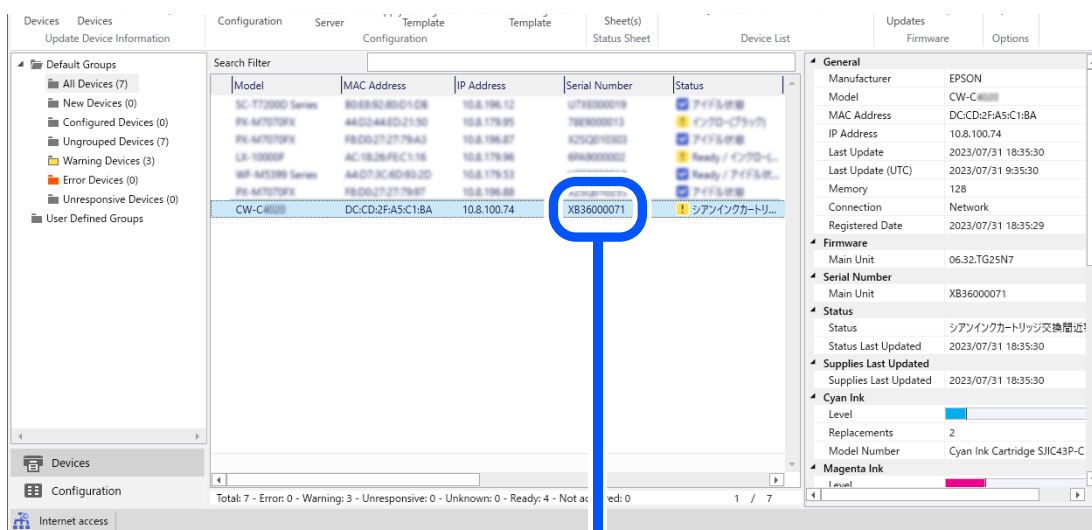


When you select [Printer], [Serial number] and [Server URL] will appear.

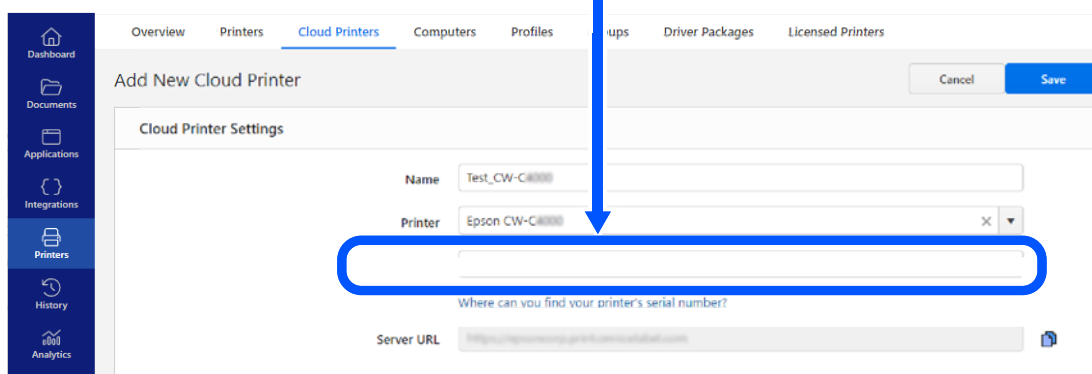


## 6 Open Epson Device Admin, find the serial number of the printer, and enter it into [Serial number] in Software Cloud.

### Epson Device Admin

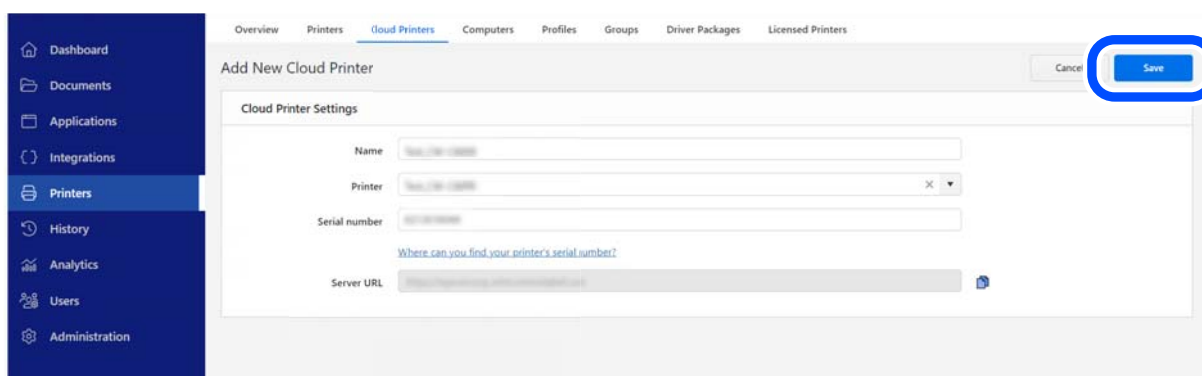


### Software Cloud



## 7 Select [Save].

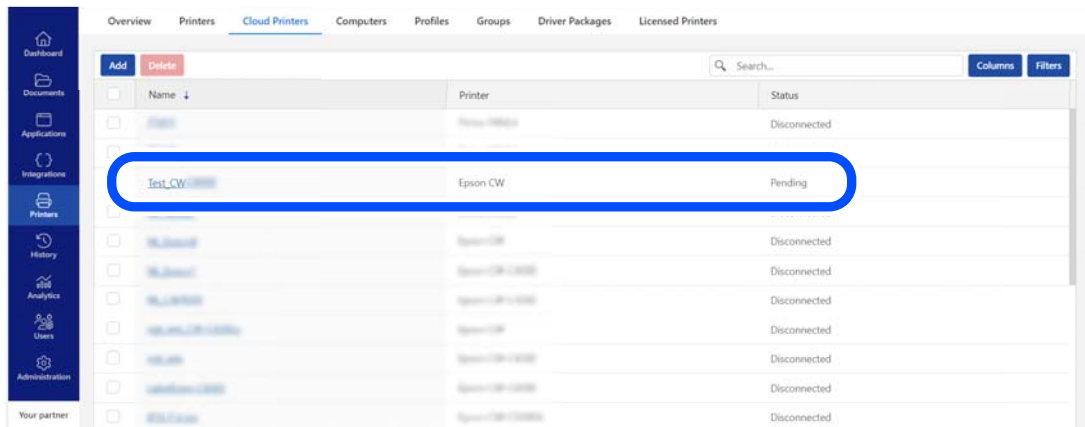
### Software Cloud





## 8 Select the saved printer from [Cloud Printers].


Software Cloud



The screenshot shows the 'Cloud Printers' tab in the Software Cloud interface. The table lists various printers, with 'Test\_CW-10000' (Epson CW) highlighted by a blue circle. The status of this printer is 'Pending'. Other printers listed are all 'Disconnected'.

| Name          | Printer  | Status       |
|---------------|----------|--------------|
| Test_CW-10000 | Epson CW | Pending      |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |
| Test_CW-10000 | Epson CW | Disconnected |



- 9 Click the  button to copy the server URL and paste it into the following field in **Epson Device Admin**.  
[Device Configuration] - [Print/Copy] - [Label] - [Software Cloud] - [URL]

## Software Cloud

Dashboard

Documents

Applications

Integrations

**Printers**

History

Analytics

Overview

Printers

Cloud Printers

Computers

Profiles

Groups

Driver Packages

Licensed Printers

Add New Cloud Printer

CancelSave

Cloud Printer Settings

Name

Test\_CW-C1000

Printer

Epson CW-C1000

×

▼

Serial number

Where can you find your printer's serial number?

Server URL

https://printing.print-central.com

## Epson Device Admin

Configuration Template Properties

- Scan to Network Fo
  - Scan to Email
  - Scan to Memory De
  - Scan to Cloud
- Print / Copy
  - Paper Source
    - Basic
    - User-Defined Paper
    - Auto Select Settings
  - Output destination
  - Print
  - Error
  - Printing Language
  - Printing Format
  - PDL Print Configuration
  - ESC/PS Environment
  - ESC/Page Environment
  - PCL Menu
  - ESCP2 Environment
  - FX Environment
  - I239X Environment
  - PS Menu
  - Copy Operation
  - User adjustment
- Label
  - Basic
  - Image Quality
  - External I/O Setting:
  - Command Character
  - Favorite Settings
- Software Cloud

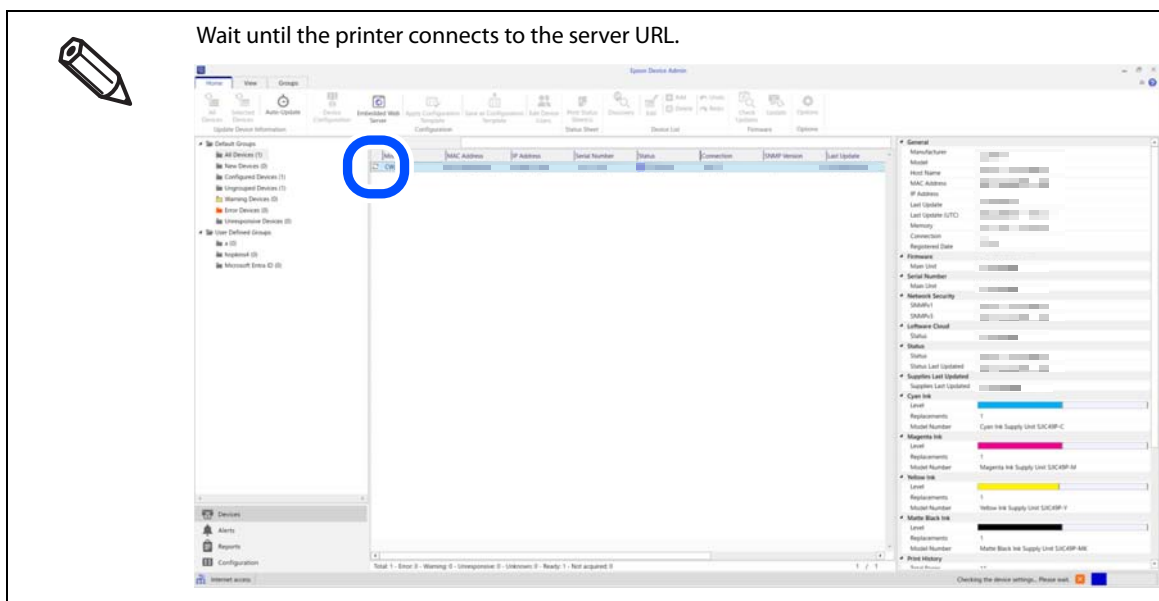
Software Cloud

URL : http:// \* . \*

Deselect All Save Cancel Help

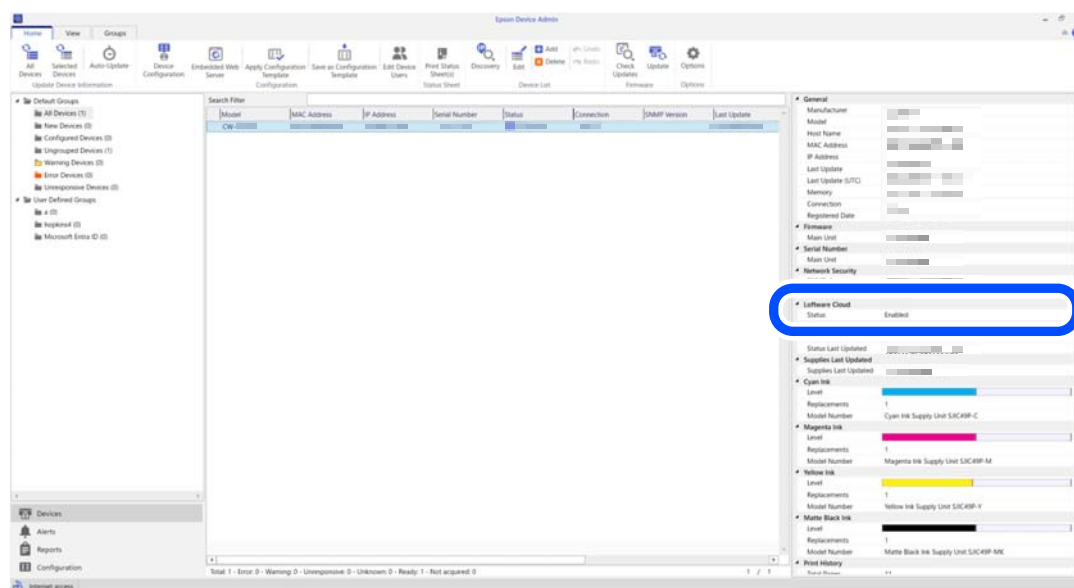


## 10 Select [Save].



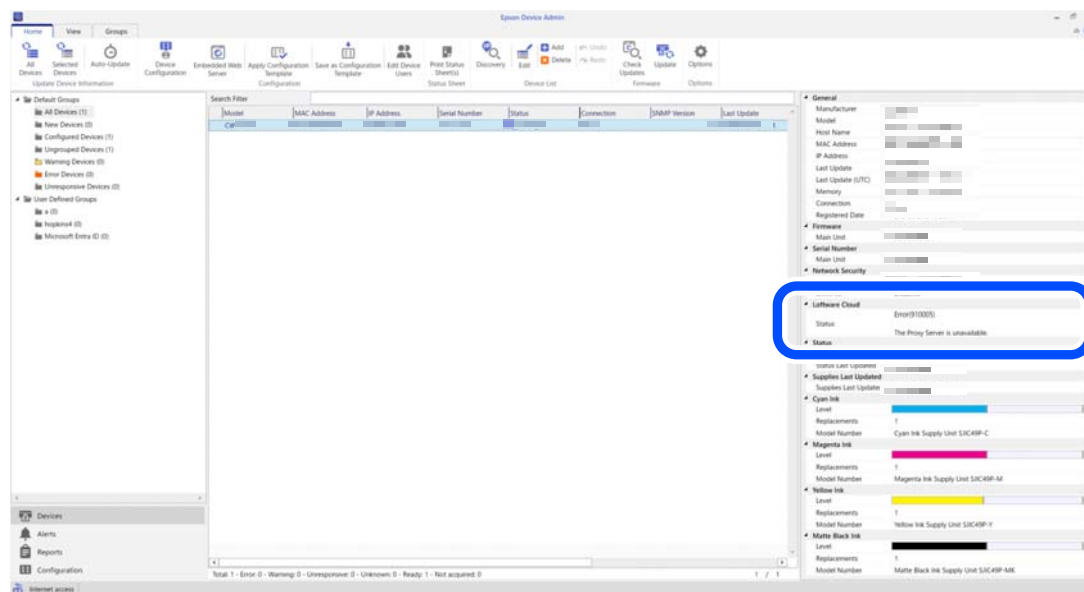
## 11 If your printer is a CW-C8000 Series, check [Software Cloud] - [Status] on the device details screen.

- If "Enabled" is displayed, the printer has been successfully registered.



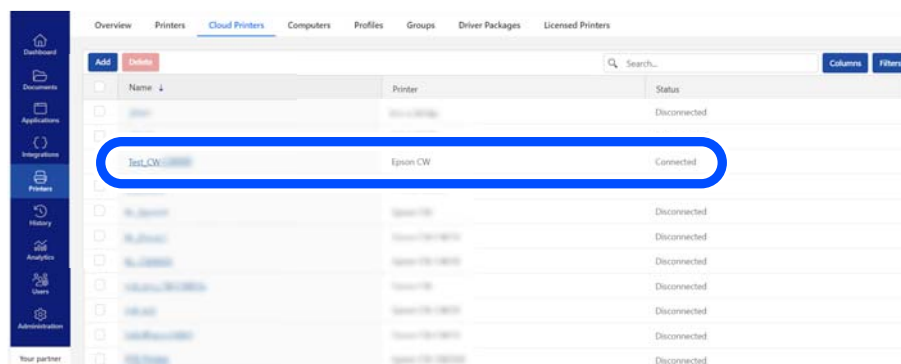


- If "Disabled" or an error number is displayed, the printer registration has failed.  
Check the solutions listed in ["Error Number List \(Only for CW-C8000 Series\)"](#) on page 26.  
In this example, the error number is 910005.



The printer's connection status can also be checked from Software Cloud.  
[Printers] - [Cloud Printers] – [Status]

#### Software Cloud





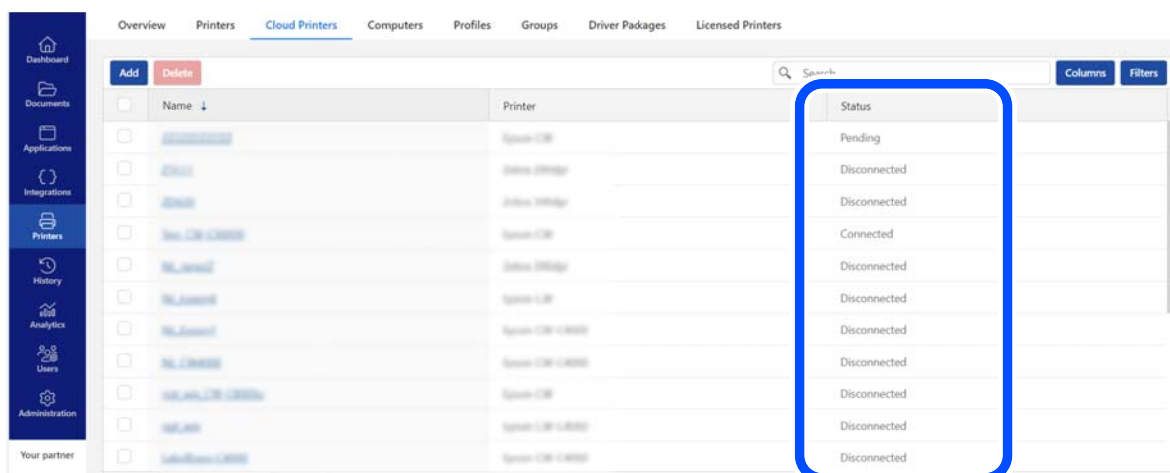
## How to Check the Printer Connection Status

The connection status between the printer and Software Cloud can be checked from Software Cloud, Web Config, and Epson Device Admin.

### Checking from Software Cloud

Select [Printers] from the tree on the left of Software Cloud. The printer's connection status will be displayed under [Cloud Printers] – [Status].

#### Cloud Printers



| Message      | Explanation   |
|--------------|---|
| Connected    | The printer is ready to print.<br>The printer is connected to the Software Cloud server and has been successfully authenticated.  |
| Pending      | Printing from the printer is not possible.<br>The printer has never been able to connect to the Software Cloud server.  |
| Disconnected | Printing from the printer is not possible.<br>The following are possible causes. <ul style="list-style-type: none"> <li>• The printer has connected to the Software Cloud server, but is now disconnected.</li> <li>• The Software Cloud server has failed to authenticate the printer.</li> <li>• The printer is not turned on.</li> </ul> |

If your printer is a CW-C8000 Series, and "Pending" or "Disconnected" is displayed in the "Status" column, check the error number on the Web Config or Epson Device Admin screen, and take action according to the error number.

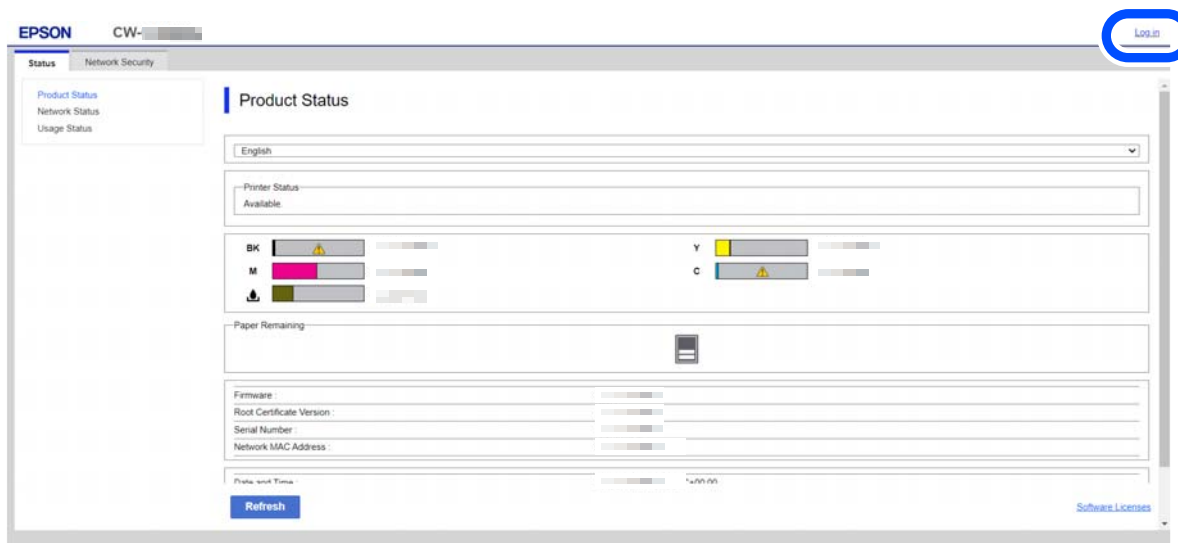
["Checking from Web Config \(Only for CW-C8000 Series\)" on page 23](#)

["Checking from Epson Device Admin \(Only for CW-C8000 Series\)" on page 25](#)

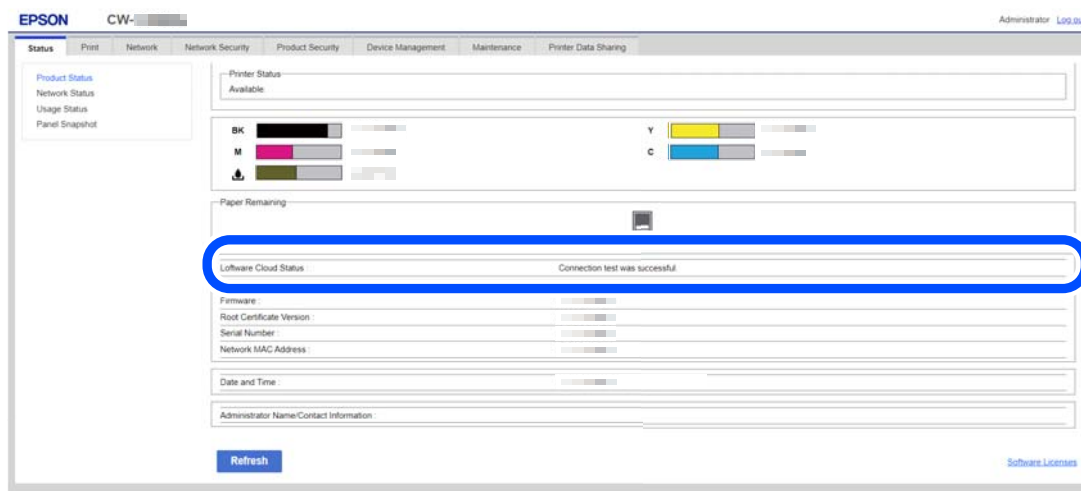


## Checking from Web Config (Only for CW-C8000 Series)

- 1 Open Web Config and click [Log in] to log in.

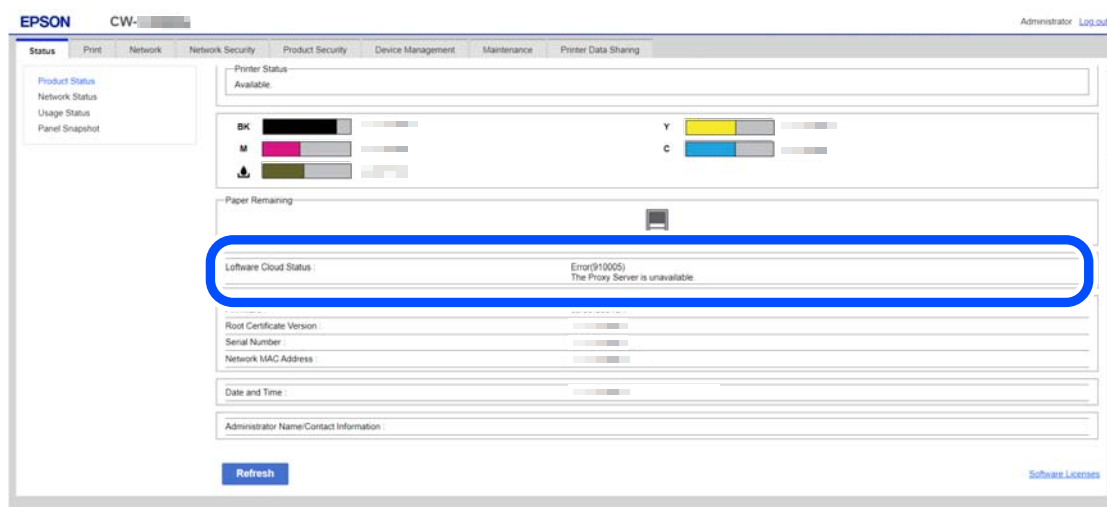


- 2 Check the [Software Cloud Status] field on the [Status] screen.
  - If the message "Connection test was successful" is displayed, the printer is connected.





- If an error number is displayed, the printer is not connected.  
Check the solutions listed in ["Error Number List \(Only for CW-C8000 Series\)"](#) on page 26.  
In this example, the error number is 910005.





## Checking from Epson Device Admin (Only for CW-C8000 Series)

### 1 Start Epson Device Admin.

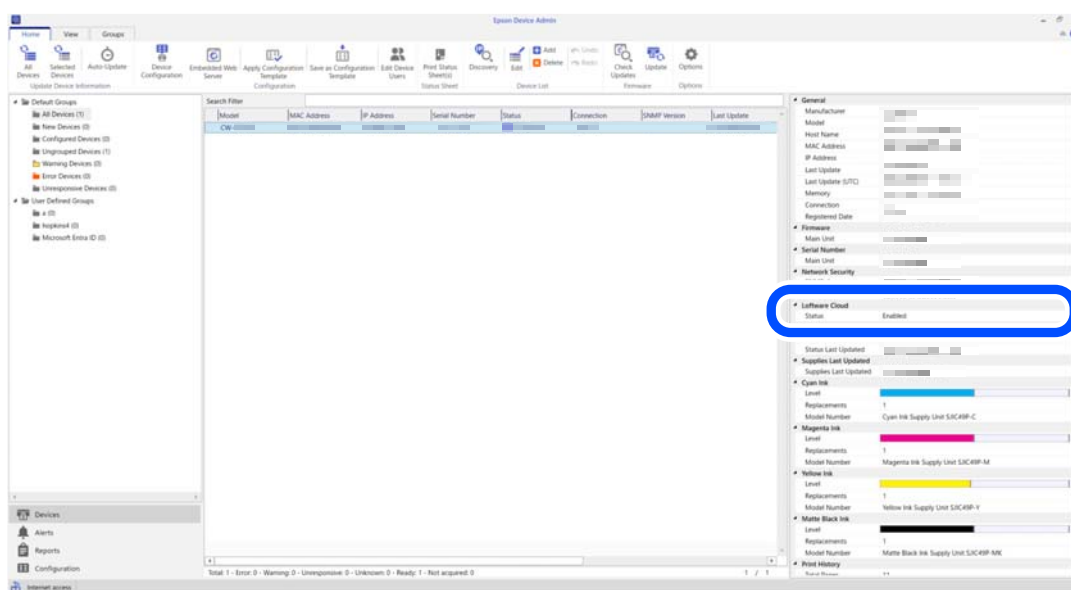


For details on Epson Device Admin, see ["Epson Device Admin" on page 31](#).

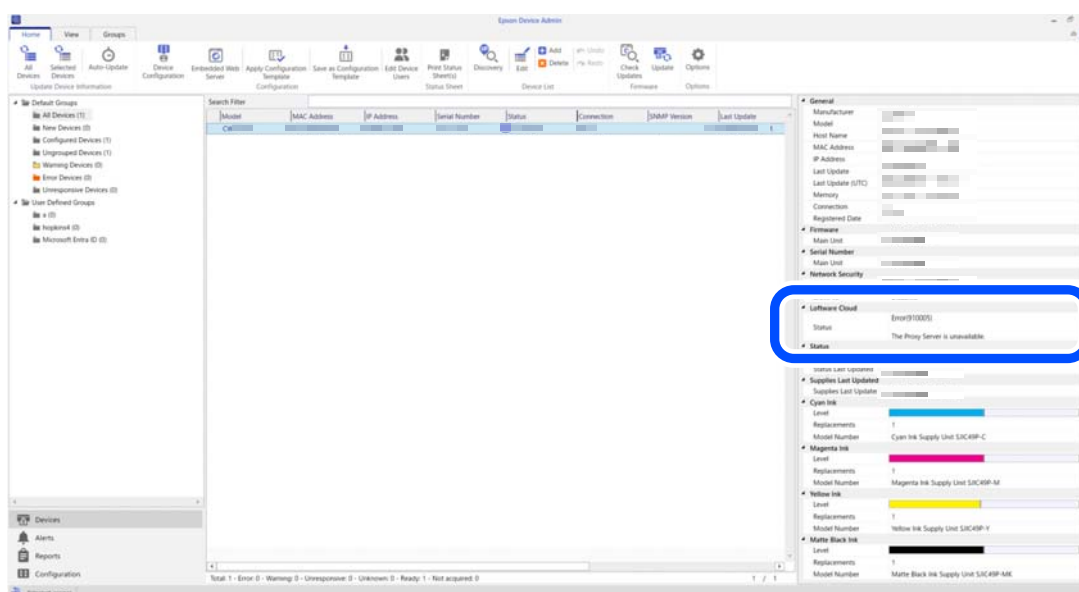
The default administrator password is the string on the password label on the right side of the printer.

### 2 Check [Software Cloud] - [Status] on the device details screen.

- If "Enabled" is displayed, the printer is connected.



- If "Disabled" or an error number is displayed, the printer registration has failed.  
Check the solutions listed in ["Error Number List \(Only for CW-C8000 Series\)" on page 26](#).  
In this example, the error number is 910005.





## Error Number List (Only for CW-C8000 Series)

Check the error number regarding Loftware Cloud and take action according to the number.

| Error Number           | Descriptions   |
|------------------------|--|
| 910002, 910010, 910011 | Internet or service is not available.<br>Check the LAN cable connection and network settings and try again later.  |
| 910003                 | DNS server is not available.<br>Check if the DNS server settings are correct and try again later.  |
| 910004                 | DNS cannot resolve the domain name.<br>Check your Internet connection and domain name and try again later.   |
| 910005                 | Connection to the proxy server has failed.<br>Check if the proxy server settings are correct and try again later.  |
| 910006                 | The connection to the proxy server has been disconnected.<br>Check the HTTPS port permission settings or proxy authentication and try again later.   |
| 910007                 | The Loftware Cloud server is failing to authenticate the printer because the printer's date or time is not set correctly.<br>Match the printer's date and time to the server's date and time.<br>The date and time can be set on the control panel, in Web Config, or in Epson Device Admin. |
| 910008, 910009         | Loftware Cloud service is not available.<br>Try again after a while. If the problem persists, please contact Loftware Cloud support.   |
| 910012                 | The Loftware Cloud server has failed to authenticate the printer.<br>Re-register the printer after a while. If the problem persists, please contact Loftware Cloud support with the error ID and message shown on the screen.  |



## Troubleshooting

If you failed to connect your printer to the server as a cloud printer, check the following.

- 1 **Check if the printer's network settings are correct. The following network-related items must be configured correctly. In particular, make sure that the DNS server and proxy server settings are correct.**
  - IP Address
  - Subnet Mask
  - Default Gateway
  - Primary DNS Server
  - Secondary DNS Server
  - Proxy Server
  - Proxy Server Port Number
- 2 **Make sure that the printer serial number entered into [Cloud Printer Settings] - [Serial Number] in the Software Control Center does not contain spaces or line feed codes.**

If you copied the printer serial number from Web Config or other source when registering the cloud printer, you may have inadvertently included spaces or line feed codes and unintentionally entered an incorrect serial number that includes them.

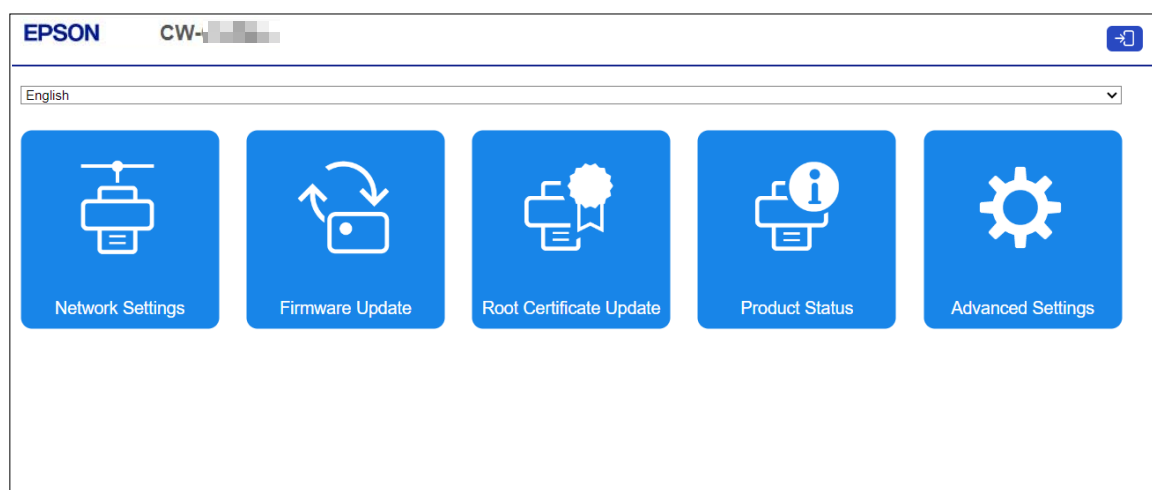


## Web Config

Web Config is an application software that allows you to check or change the printer settings using a web browser on a computer.

To use Web Config, you need to set up an IP address to the printer in advance.

Connect the computer to the same network as the printer.



It is not possible to set the administrator login to be unnecessary. If you forget the administrator password, you can initialize it.



## How to Start Web Config

Start a web browser on a computer or device that is connected via a network, and then type the printer IP address into the browser. To change the printer settings, log in from [Administrator Login] on the upper right corner of the screen.

### If there is a password label applied to the rear or right side of the printer

Leave the User Name field blank. Enter the default administrator password, which is the value for “PASSWORD” on the password label.



In the example shown, the initial password is 03212791.

### If there is no password label

#### CW-C4000 Series

The initial value is the serial number of the printer.

#### CW-C6000/C6500 Series

The login screen varies depending on the setting for the administrator password for the printer.

- If the administrator password for the printer is not set  
The password setting screen appears. Set the user name and password.  
User name: Blank, or an arbitrary character string  
Password: An arbitrary character string  
This is automatically reflected as the administrator password for the printer.





- If the user name is set to blank  
You can enter an arbitrary character string for subsequent logins. (This is not used for login.)
- If the user name is not set to blank  
Enter the set character string for subsequent logins.

- When setting the administrator password for the printer  
Enter your user name and password on the login screen for WebConfig.  
User name: Blank, or an arbitrary character string (if set to a blank)  
Set character string (if user name is not set to a blank)  
Password: Administrator password for the printer

Enable the JavaScript on the browser. Because the communication with the printer uses a self-signed certificate of the printer over HTTPS, a warning message is displayed on the browser when you start Web Config.

### Communication over HTTPS

IPv4: `https://IP address of the printer`  
IPv6: `https://[IP address of the printer]`

### Communication over HTTP

IPv4: `http://IP address of the printer`  
IPv6: `http://[IP address of the printer]`

### Examples

IPv4:  
`https://192.0.2.111/`  
`http://192.0.2.111/`  
IPv6:  
`https://[2001:db8::1000:1]/`  
`http://[2001:db8::1000:1]/`



## Epson Device Admin

Epson Device Admin is multifunctional software that allows you to manage printers on a network. It offers the following functions.

- Monitoring and managing networked printers
- Issuing a detailed report on consumables and printer status
- Updating printer's firmware
- Installing a new networked printer
- Configuring various settings of a networked printer
- Configuring various settings of multiple networked printers at a time

You can download Epson Device Admin from the Epson website.



Epson Device Admin supports Ethernet connection only. It cannot be used if the printer is connected via USB.