(Supplementary information)

Printer operation during SOS (SATO Online Services) maintenance

SOS services will not be available during system maintenance. If the printer accesses SOS during maintenance, we will inform you of the screen information that will occur below. In addition, the printer can use functions such as label printing other than SOS without any problem.

1. Printer operation example

If the printer has a network connection (real-time or real-time light connection), provisioning errors may occur during server maintenance.

[When turning on the power or when sending a real-time light connection regularly]

① If the printer is online

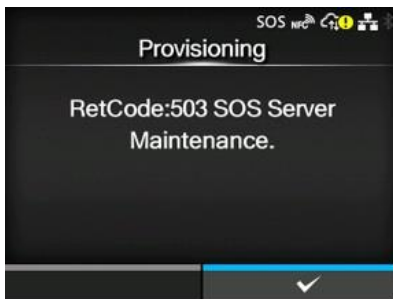Only the status icon changes (is displayed.)

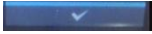**② If the printer is offline or has an error**

A provisioning error message is displayed.
＊ The error message can be sent offline immediately after the power is turned on.
It can be displayed.
＊ Provisioning is processed for about 30 seconds after the power is turned on.

If a provisioning error occurs, you can press the key displayed on the screen to return to the offline screen and print the remaining labels. There is no need to restart the power supply or resend the data.

＊ Regarding real-time light mode, the printer log is uploaded to SOS on a regular basis, and provisioning is executed at that timing.
＊ The interval for uploading the printer log in real-time light mode depends on the SOS Agent firmware of the printer.
The latest V3 agent for CL4/6NX Plus, LR4NX-FA, CT4-LX and FX3-LX: 60 minutes
Other agents: 15 minutes