

## Printer configuration and registration manual (Real-time Light) for FX3-LX

Before using SOS, it is needed to create a SOS account by SATO.  
Please contact nearest SATO local office or our contracted business partners.

### Check your network environment

To connect SOS via your network, it is required to open Port No. 443/TCP

<Connect method 1>

Connect via proxy server.

<Connect method 2>

Connect via firewall.

### About SOS Port diagnostic service

Port diagnostic service is a tool that can easily diagnose a customer's network environment.  
Please visit SOS website to access Port diagnostic service <https://www.sato-sos.com/en>

### For adding printers to SATO Online Services

For connecting a printer(s) to SATO Online Services, make sure to configure the printer as following.

- DNS **required**
- Proxy server required if a customer uses proxy server.
- NTP optional

And it is also necessary to prepare the following information.

1. SOS account (User ID, Password)
2. Unique printer name and location name.

If customer has multiple locations, we would recommend to register them beforehand.

**※Regarding a general network configuration (IP address, Subnet, Gateway and WLAN etc.), please refer to a printer manual.**

<http://www.manual.sato-global.com/printer/fx3/main/index.html>

### 1. DNS settings

Go to Printer menu(Settings).

Interface ⇒ Network ⇒ Settings ⇒ LAN ⇒ IPv4  
or

Wi-Fi ⇒ IPv4 (Wi-Fi)

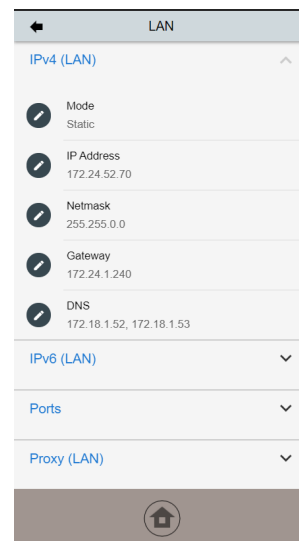
<Example>

Mode	Static
IP Address	172.24.52.70
Netmask	255.255.0.0
Gateway	172.25.1.240

**DNS 172.18.1.52,172.18.1.53**

\*Three DNS address can be set

\*DNS is not required if DHCP is set.



## 2. Set Proxy settings

Go to printer menu (Settings).

Interface ⇒ Network ⇒ Settings ⇒ LAN(or Wi-Fi) ⇒ Proxy

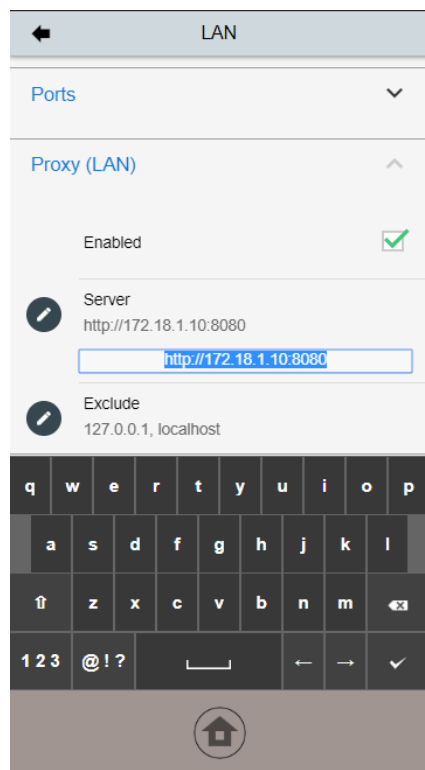
Set a proxy server information

ex.) <http://172.18.1.10:8080> (http://{IP Address}:{Port number})

Check "Exclude" setting contains「127.0.0.1, localhost」.

「127.0.0.1, localhost」 is static value, **so please leave it as it is. (no need to change)**

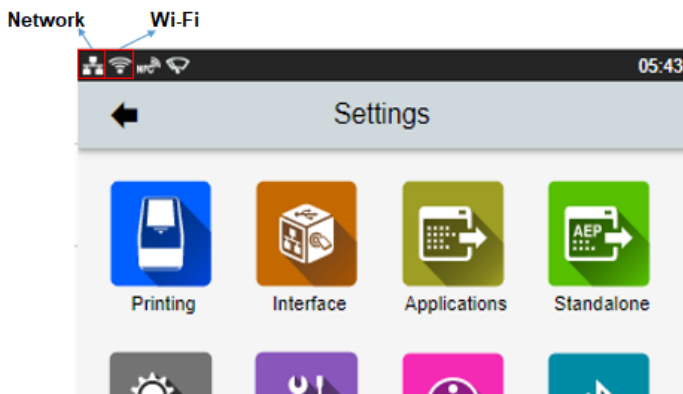
**And if there is no value on this menu, please enter 127.0.0.1, localhost manually.**



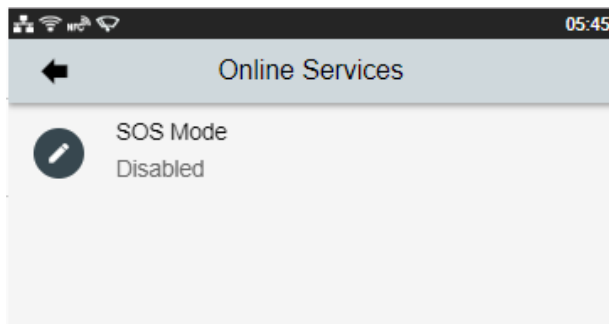
**Once completed the network configuration, make sure to reboot the printer.**

## 2. SOS Setting

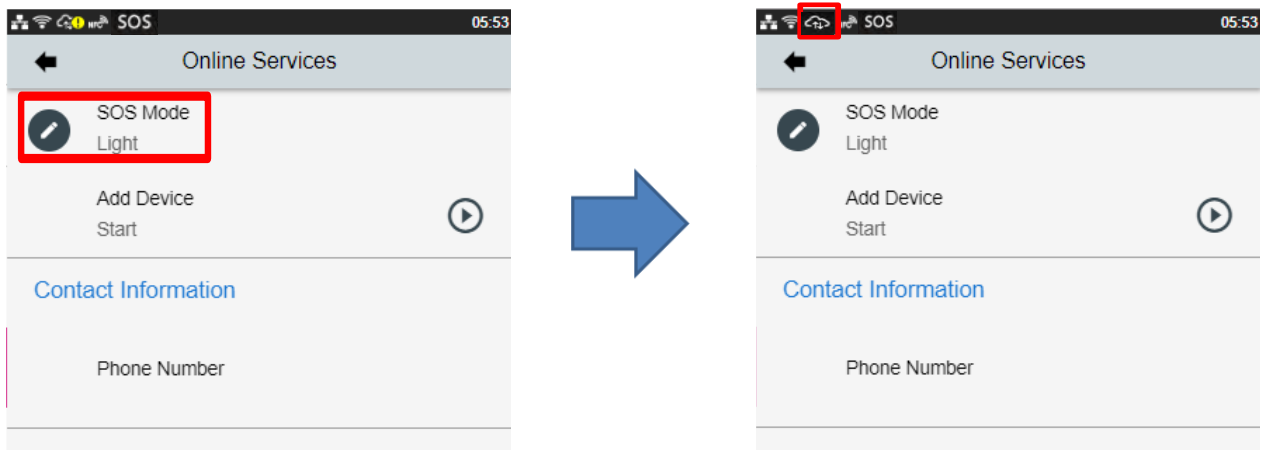
1. After Power ON, make sure that the network or Wi-fi icon is shown on the display.  
(network configuration:IP address, DNS etc. should be completed)




2. Go to Menu > Interface > Network > Services > Online Services



3. Change SOS Mode to "Light". Please make sure that "!" icon is disappeared.



If the cloud icon is shown as , it might not be able to communicate via HTTPS.

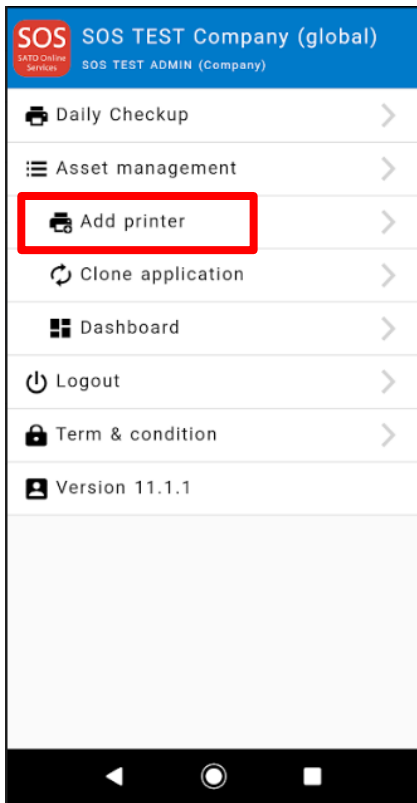
So Please check the network setting.

## <Printer Registration>

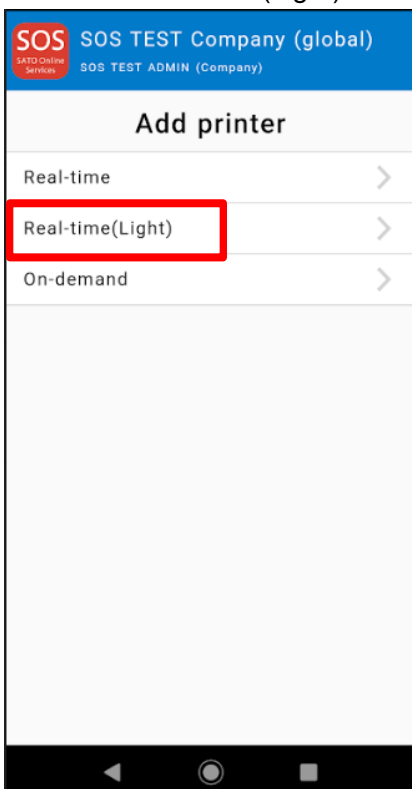
### 4. Startup SOS Mobile App (Smart App)



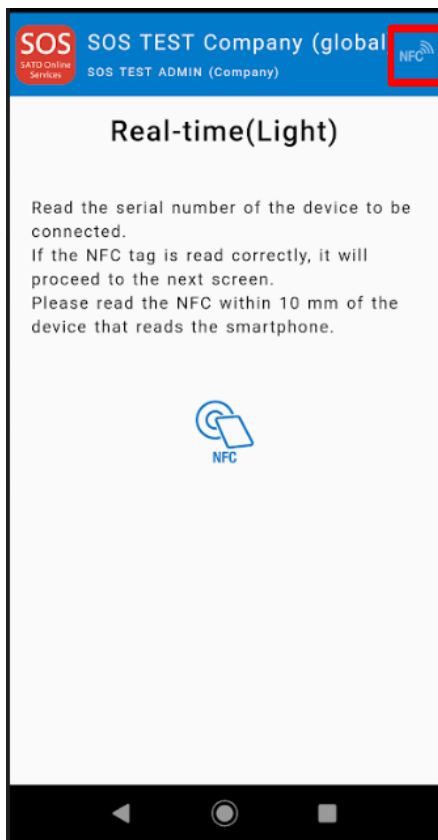
### 5. Select "Add printer"



### 6. Select "Real-time(Light)"

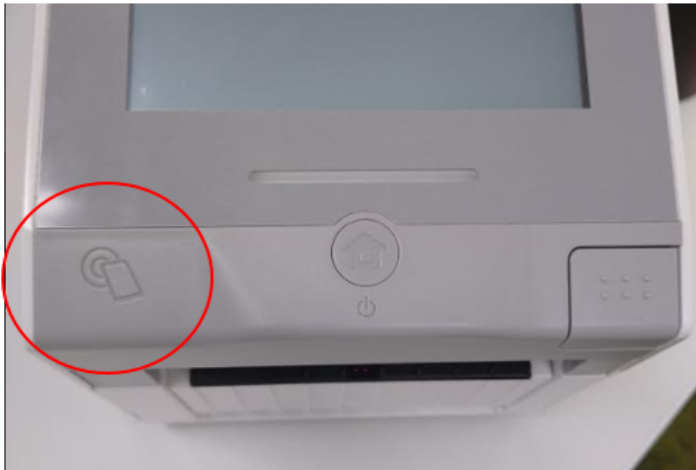


7. Please make sure that NFC icon is blinking. If not, please check your mobile if NFC function on is enabled or not.



←make sure that the NFC icon is blinking

8. Overlap the NFC logo on the mobile and FX3-LX logo.



9. When NFC is read properly, Mobile App displays the registration page.  
Make sure the printer's serial number and select the location.  
(And enter a device name if necessary)  
If it is OK, hit the add button.

SOS TEST Company (global)  
SOS TEST ADMIN (Company)

### Real-time(Light)

1. Serial number  
BH209445

2. Device name  
BH209445

3. Installation location  
Harwich

Add

10. Reboot the printer and wait until "!" icon is disappeared.  
11. Go to SOS Dashboard and search the registered serial number.  
Make sure that printer is on the list and shows as Real-time Light.

SOS TEST Company (global)

Dashboard / Device list

Display 1 to 3 of 3

BH209445

Asset management list

Device list

Device name	SOS type	Series
BH209445	Real-time(Light)	FX3-LX_Li

Top Back 1 Next Last

Copyright © SATO HOLDINGS CORPORATION. All rights reserved.

← Search serial number

← Registered printer is shown on the list

Completed the registration.



## Printer registration from PC

### 1. Login to SATO Online Services

Login URL will be provided from SATO or your Business Partner.

The login page features a dark blue header with the SATO logo and a language dropdown set to 'English'. The main content area has a light gray background. It includes a welcome message, a notice about a password reset due to a domain change, and a link to 'Please reset the password from here.' Below this is a login form with fields for 'E-mail' and 'password', a 'Stay logged in' checkbox, and a 'Login' button. A 'Forgot password' link is also present. The footer contains copyright information for SATO HOLDINGS CORPORATION.

Enter email address and password.

### 2. Register Locations

(1) Go to "Manage Locations" and click button.

The user menu is open, showing the user 'SOS\_GMC01\_company01\_admin' with their email 'sos\_gmc01\_company01\_user001@yahoo.co.jp'. The menu options are: Dashboard, Device list, Company information, Manage locations (circled in red), Contact us, and Logout.



The 'Add location' form is displayed. It contains fields for: Location name, Country (set to 'United Kingdom'), Postal code, Address, Division, PIC, Contact number, and Memo. An 'Add' button is at the bottom right. A red asterisk indicates that input is required for the fields marked with an asterisk.

(2) Enter necessary information and click to complete.

### 3. Register printer

(1) Go to "+ Add device" and select "On-demand/Light" as following.

The '+ Add device' dropdown menu is open. It shows four options: Real-time, On-demand/Light (circled in red), Other devices, and Other device batch registration.



(2) Enter Serial number and click **Code** button, then shows the PIN code.

After that, enter this PIN code to the printer.

get PIN code   get association code   Add on-demand/Light printer   Completed to add a printer

[Serial number] displayed on the printer screen is necessary. Please refer to the following URL  
<https://document-bag.sato-sos.com/manual.pdf#page=16>  
Enter the serial number and click on &quot;Code&quot; to display the PIN code. You can obtain [Association Code] by entering the PIN code on the printer screen.

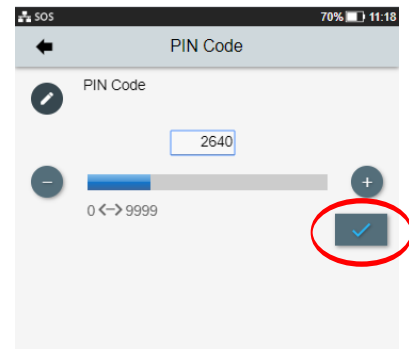
Serial number\* BH209445   **Code**

PIN code   2   6   4   0

\* Input required

**Next**

Printer display



(3) Enter a printer information.

After fill in the required information, click **Add** button.

get PIN code   get association code   Add on-demand/Light printer   Completed to add a printer

Please enter the [Association code] here. It is required to enter the PIN code on the printer first, before getting that code  
<https://document-bag.sato-sos.com/manual.pdf#page=16>

Serial number BH209445

PIN code 2640

Association code\* 6205925ADB5D

Device name\* FX3-LX Test

Location\* R&D office\_1

Memo1 DEMO

Memo2

Memo3

\* Input required

**Add**

### Required items

- Serial number
  - Association code
  - Device name
  - Location
- in order to identify the printer where the printer is installed

### Registration completed



get PIN code   get association code   Add on-demand/Light printer   Completed to add a printer

Completed

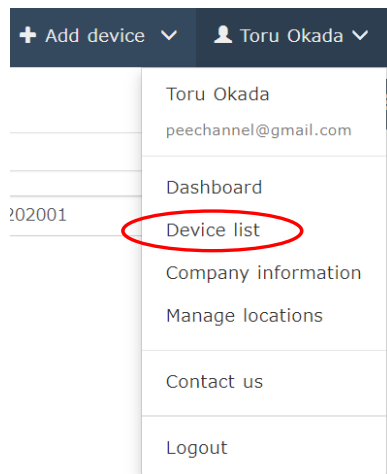
Serial number : BH209445





#### 4. Confirm the registraion

Go to "Device list" from the menu and check the printer.



Display 1 to 5 of 5		Asset management list		Device list		BH209445
Serial number	Device name	SOS type	Model name	Status	Location	Last connection date
BH209445	FX3-LX Test	On-demand	FX3-LX_Ln USB+LAN		R&D office_1	2019-12-23 03:23:51

Registration process is complete.

Please refer below URL link for more information.

[https://www.sato-sos.com/en/support/sos\\_usermanual.pdf](https://www.sato-sos.com/en/support/sos_usermanual.pdf)