

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

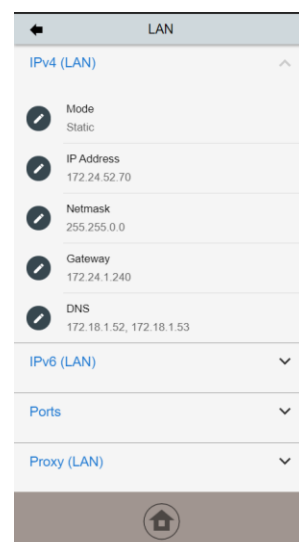
Wi-Fi ⇒ IPv4 (Wi-Fi)

<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).

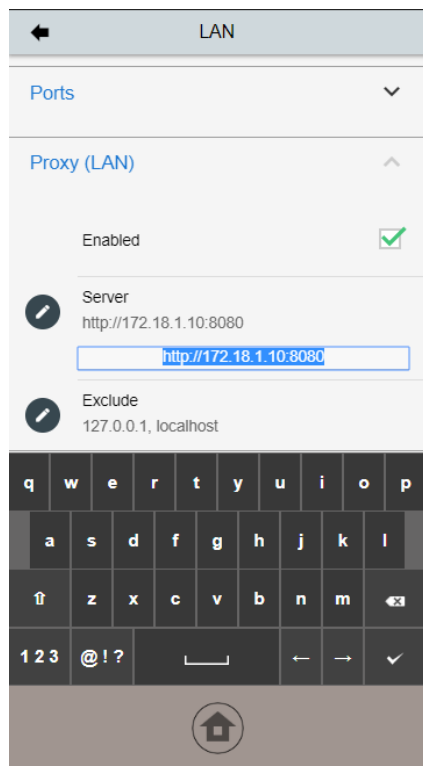
Interface ⇒ Network ⇒ Settings ⇒ LAN(or Wi-Fi) ⇒ Proxy

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.



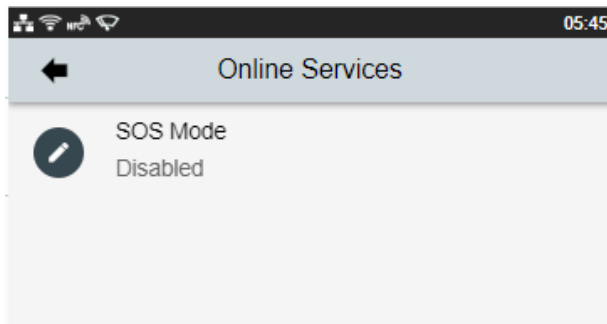
Once completed the network configuration, make sure to reboot the printer.

2. SOS Setting

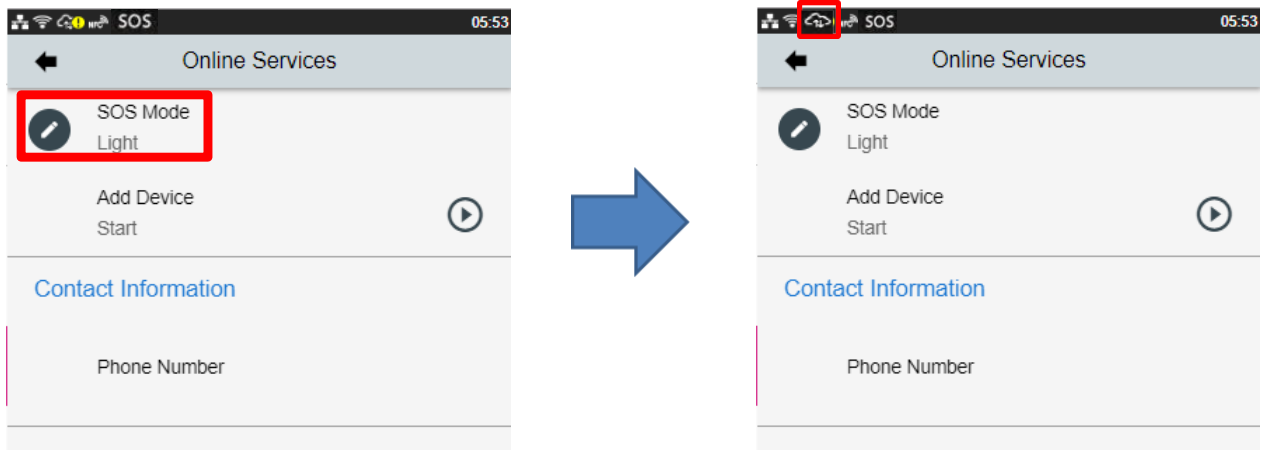
1. After Power ON, make sure that the network or Wi-fi icon is shown on the display.
(network configuration:IP address, DNS etc. should be completed)




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



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



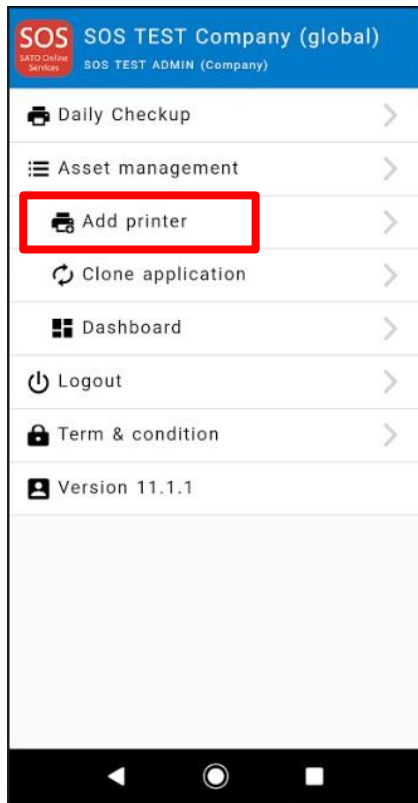
If the cloud icon is shown as , it might not be able to communicate via HTTPS.
So Please check the network setting.

<Printer Registration>

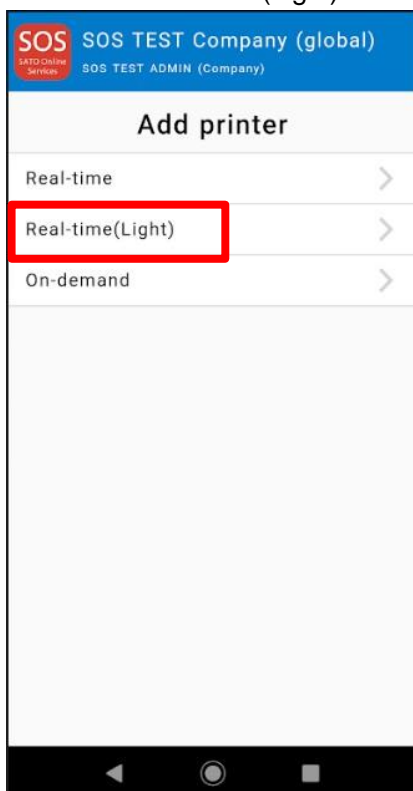
4. Startup SOS Mobile App (Smart App)



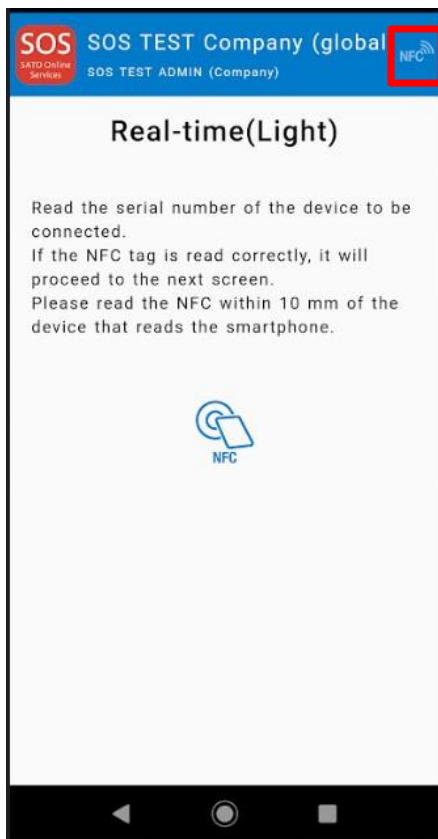
5. Select "Add printer"



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 2 of 2

BH209445 ← Search serial number

Asset management list
Device list

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

← Registered printer is shown on the list

Top Back 1 Next Last

Copyright © SATO HOLDINGS CORPORATION. All rights reserved.

Completed the registration.



Printer registration from PC

1. Login to SATO Online Services

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

Welcome.
On September 17th, SOS has been renewed. If you already have an ID and have not yet logged in before, please reset your password at the login page shown. Further, the sub-domain has changed. So, after you have logged in, please bookmark the page and remove the old one. [Please reset the password from here.](#)

[Login with your SATO ID](#)

Login with your SOS account

Email

Password

☐ Stay logged in

[Forgot password](#)

[Login](#)

Enter email address and password.

2. Register Locations

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

+ Add device

SOS_GMC01_company01_admin

sos_gmc01_company01_user001@yahoo.co.jp

Dashboard

Device list

Company information

Manage locations

Contact us

Logout



+ Add location

Location name*

Country*

Postal code*

Address*

Division*

PIC

Contact number*

Memo

* Input required

[Add](#)

(2) Enter necessary information and click [Add](#) to complete.

3. Register printer

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

+ Add device

Real-time

On-demand/Light

Other devices

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.

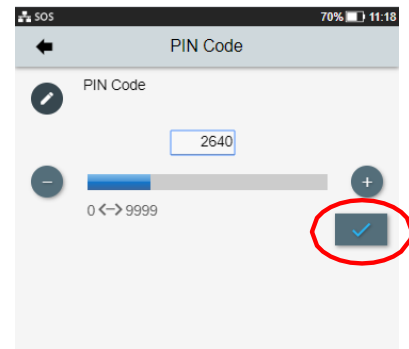
Serial number* BH209445 **Code**

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.

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





4. Confirm the registraion

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

The screenshot displays the SATO SOS web interface. At the top, there is a header with a '+ Add device' button and a user profile for 'Toru Okada'. A dropdown menu is open, showing options: 'Toru Okada', 'peechannel@gmail.com', 'Dashboard', 'Device list' (circled in red), 'Company information', 'Manage locations', 'Contact us', and 'Logout'. Below the menu, a table of device information is displayed. The first row of the table is highlighted with a red border. To the right of the table, there is a search bar containing the text 'BH209445', which is also circled in red. Above the table, there are two buttons: 'Asset management list' and 'Device list'. The table has the following columns: Serial number, Device name, SOS type, Model name, Status, Location, and Last connection date.

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