



Printer registration manual
Real-time Light for PW208NX
October 1, 2024
Ver. 2.1





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1. Revision History

Version	Issued on	Revision history
Ver. 1.0	January 11, 2019	First edition
Ver. 2.0	February 14, 2022	Added Cover page, Table of contents, Revision history, SOS diagnostic tool
Ver. 2.1	October 1, 2024	Made changes about SATO ID AUTH




2. Introduction

Before using SOS, SOS account is necessary.

Please contact nearest SATO local office or our contracted business partners.

3. Connect a printer to SOS

Push the power button on the control panel until the LED lights up in blue and turn on the printer.
An initial icon  is displayed at the top of the printer screen, but it is not yet connected with SATO.
Please make the following settings to link the printer and use account.



Important

The printer firmware is old, SOS is not supported. And SOS icon is not displayed.
Firmware version 3.2.3-r2 or newer version is required.

4. Network setting.

Network requirement for SOS

In order to connect the printer to SOS using the network,
It is necessary to enable communication on the Internet with the following port numbers.

Port number: **443/TCP** *Outbound only

Connection method 1

Through a firewall (DNS setting required for printers)

Connection method 2

Through a proxy server (Proxy server setting described below is necessary)



5. About SOS diagnostic tool

A tool to quickly diagnose customer's network environment is mounted in the printer.

Use the tool for the network diagnosis. (Depending on the firmware version in use, the tool may not be available for use.)

See "SOS diagnostic tool" for the detail.

NOTE

6. Limitation about Real-time Light

Wireless LAN connection is required to connect the printer to SOS using the network as Real-time Light. Since it is necessary to configure communication conditions according to your network environment, please consult your network administrator for details.

7. How to set the wireless LAN interface

- 1) In order to connect the printer to the wireless LAN, Network setting is configured by using SATO All-In-One Tool Application.

Please check your country page in the sato-global site.

Wireless LAN configuration by All-In-One Tool Application.

http://www.manual.sato-global.com/printer/cl4nx_cl6nx/main/main_GUID-F0688981-C154-440A-BBC0-CDBEF7FCEA0A.html?q=interface%2Bsetting

Manual is not for PW208NX. However configuration steps are the same.



8. Proxy server (if customer use proxy)

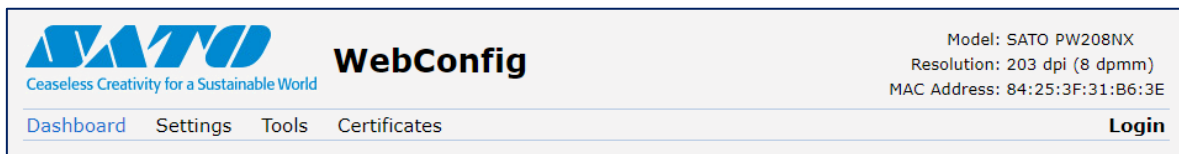
In order to set up proxy server setting for printer, please access the printer through Web config page to set. Please display the web config page and set up the proxy server as follows.

(1) Open the browser and enter the URL of this product.

If the IP address of the device is "192.168.143.123",

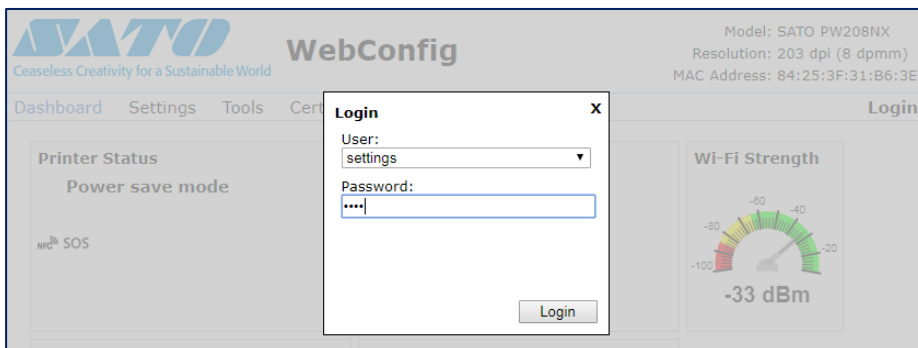
Please enter "https://192.168.143.123"

Web config screen.



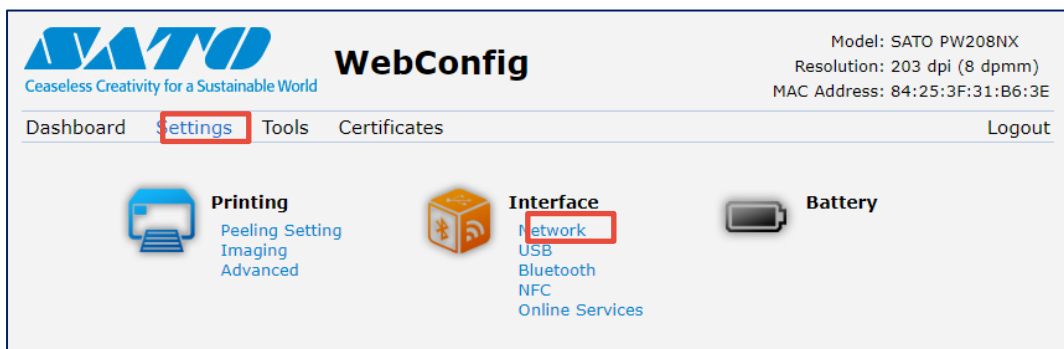
(2) If you are asked for a security certificate, you need to authenticate and click "Continue".
The model name, print head resolution and MAC address are displayed in the upper right of each page.

(3) Click "Login" to log in



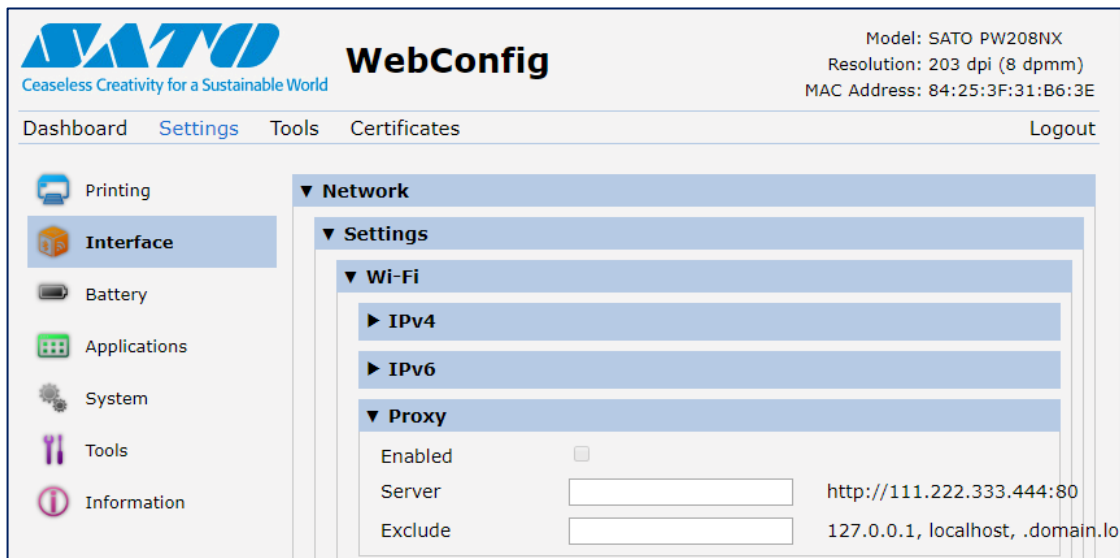
Select "setting" and enter 0310 as password

(4) After login, select [Settings] → [Network] in the menu to display the setting menu.



(5) Set proxy saver

(6) In the setting menu, select →[Network] →[Settings] → [Wi-Fi] →[Proxy] and set the proxy server information



9. Printer settings for SOS

Turn on the printer and go to "Online Service" to change SOS mode to Light

When you press and hold the ►||/→ button and ◀/◀ button simultaneously for 2 seconds or more in the offline (stop) screen,



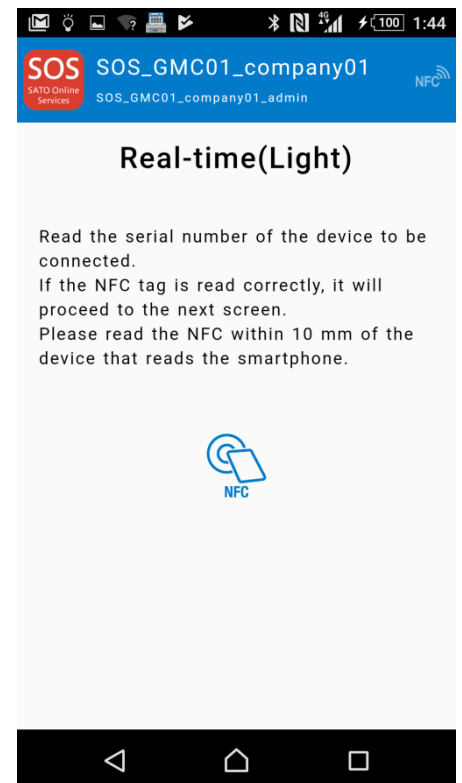
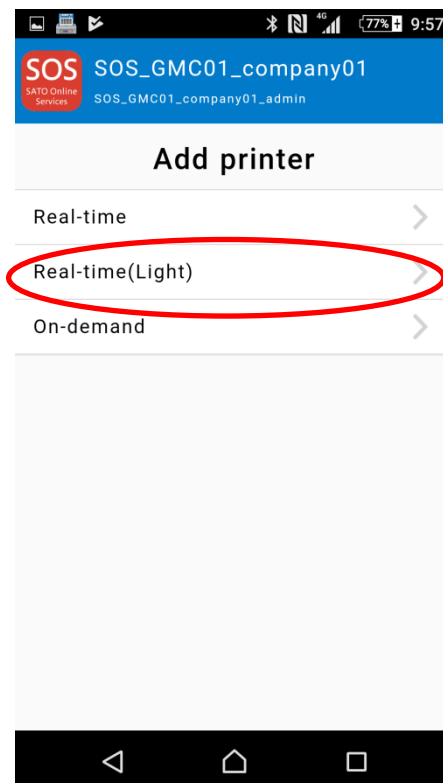
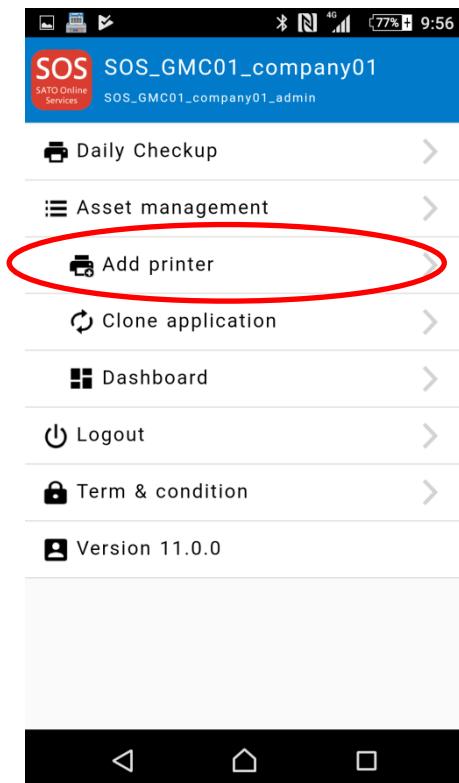
Select [Communication setting] ⇒ [Online service] ⇒ [SOS mode] from the printer menu and set the SOS mode to "Light".



Log in to SOS Smart app select [Add printer] →[Real-time Light]

Only for NFC-enabled devices/smartphones running the Android OS or NFC must be enabled on the device/smartphone

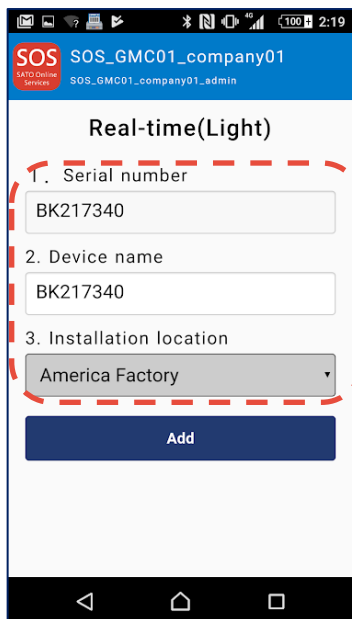
Touch the NFC of the printer with the Real-time Light” displayed. NFC is installed in the red circle part of the figure below.





When NFC reading is completed, the screen changes so enter the device name and installation location with SOS Smart App and tap the Add button.

After completing the addition, long press the power button of the printer, turn off the power to restart the printer.



Long press to turn off the printer

10. SOS diagnostic tool

A tool to quickly diagnose customer's network environment. The diagnosis is performed by referring to the network settings selected in the printer. The tool can be used in the printer with the firmware version 3.4.0-r1 and later.

Ensure to check the following before using the tool:

- ✧ The printer is connected to the network.
- ✧ All the network settings to connect SOS are completed.

● How to use

Select "Port diagnosis" under Settings>Network settings>Network>Services>Online services.

When the confirmation screen appears, press ENTER key.

Diagnosis starts and please hold.

Diagnosis results will be shown when the diagnosis is done. Check the results and press ENTER key.

● Diagnosis results

Diagnosis results will be shown as follows:

[Results] (Light mode)



OK: Connection is OK

NG: Connection is NG

RUN: Connecting

TMO: Network timeout

SKP: The process is skipped

*Even when all results are okay, the ports need to be checked as they may not support TLS1.2.

● Diagnostic results description

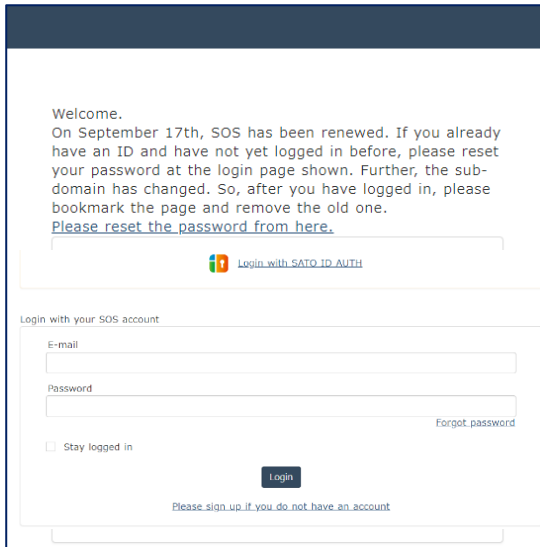
The diagnosis consists of eight test items and following test items are performed in order.

Test Number	Test item	Connection host	Connection port	NG or timeout message
1	Communication with gateway	Default gateway	-	No ping response from gateway. Due to physical disconnection such as cable is pulled out, or wrong network settings.
2	Host name check	api.sato-sos.com	-	Host name cannot be converted to IP address. Wrong DNS settings.

Test Number	Test item	Connection host	Connection port	NG or timeout message
3	Connection with SOS cloud service	api.github.com	443	Failed to acquire a file from api.github.com. The access may be blocked by firewall. Contact IT Dept. and provide host name and port number to enable the use of this function.
4		codeload.github.com	443	Failed to acquire a file from codeload.github.com. The access may be blocked by firewall. Contact IT Dept. and provide host name and port number to enable the use of this function.
5		api.sato-sos.com	443	Failed to acquire a file from api.sato-sos.com. The access may be blocked by firewall. Contact IT Dept. and provide host name and port number to enable the use of this function.
6		s3-ap-northeast-1.amazonaws.com	443	Failed to acquire a file from s3-ap-northeast-1.amazonaws.com. The access may be blocked by firewall. Contact IT Dept. and provide host name and port number to enable the use of this function.
7	Socket connection with SOS network	aih-stsos-pro-001.azure-devices.net	443	The port is not open. The access may be blocked by firewall. Contact IT Dept. and provide host name and port number to enable the use of this function.
8		aih-stsos-pro-001.azure-devices.net	443 + 8883	

11. SOS connection test

Choose "Dashboard" on SOS Smart App to go to own dashboard to confirm.
Or log into own SOS account to see device list



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 SATO ID AUTH

Login with your SOS account

E-mail

Password

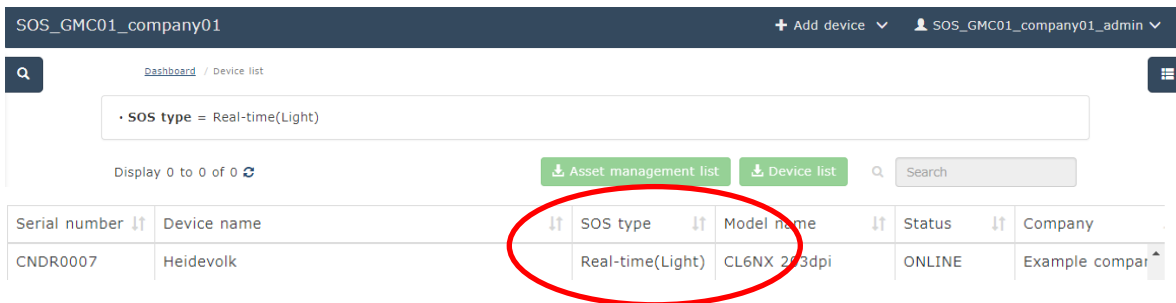
Forgot password

☐ Stay logged in

Login

Please sign up if you do not have an account

When the printer has been registered in your account, The SOS type of the device list displayed "Real-time (Light)" Registration process is completed.



Serial number	Device name	SOS type	Model name	Status	Company
CNDR0007	Heidevolk	Real-time(Light)	CL6NX 203dpi	ONLINE	Example compar

However the SOS type is still "On-demand", The printer is not connected to SOS as Real-time Light yet. So please check the followings

- Network setting, DNS saver and Proxy server.

Please refer to the SOS user manual from the following URL for WEB application.

https://www.sato-sos.com/en/support/sos_usermanual.pdf