SATO

Printer registration manual

Real-time for CL4-SXR/CL6-SXR

January 26, 2026

Ver. 1.0

Table of Contents

1. Revision History

Version	Issued on	Revision history
Ver. 1.0	January 26, 2026	First edition

2. Introduction

Before using SOS, SOS account is necessary.
Please contact your nearest SATO local office or our authorized business partners

3. Check your network environment

To connect SOS via your network, The following ports is required to be opened

Port No.：**443/TCP** and Port No.：**8883/TCP** *Both use outbound only

   <Connect method 1>

     connect via firewall both of Port No.443 and 8883

   <Connect method 2>

     Port No.443 connect via proxy server. Port No.8883 connect via firewall.

4. 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.

5. For adding printers to SATO Online Services

To connect printers to SATO Online Services, Set the following printer setting it is necessary to change the network settings of your printers.

- ・ DNS   **required**
- ・ Proxy server   required if it connect via proxy server.
- ・ NTP   optional

And it is also necessary to prepare following information.

1. SOS account（ID,PW）
2. Definition of unique printer name and it's location name.

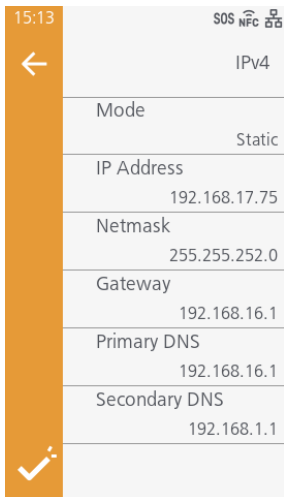If Multiple locations are existing, we recommend registering location settings beforehand.

![SATO]

※This describes only for SOS setting. For other network settings (IP, Subnet, Gateway and WLAN settings), please refer to the printer manual.

https://www.manual.sato-global.com/printer/cl-sxr/en/main/index.html

![SATO]

6. DNS settings

Show setting menu of printer.

Settings => Interface => Network => Wired => IPv4

<Example>

Mode	Static
IP Address	192.168.17.75
Netmask	255.255.252.0
Gateway	192.196.16.1
DNS	**192.168.16.1,192.168.1.1**

*Three DNS address can be set

*DNS is not required if DHCP is set.

7. Set Proxy settings. (Mandatory if proxy server is used)

① Show proxy setting screen of product's menu

Settings => Interface => Network => Advanced => Proxy

② Set proxy server value (IP address and port number) in the Server.

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

③ Set the Username and Password respectively. **If the username and password are not available in the proxy server, this setting is not required.**

④ Check exclude setting contains「127.0.0.1, localhost」.

「127.0.0.1, localhost」are static value. **Leave this setting and no change.**

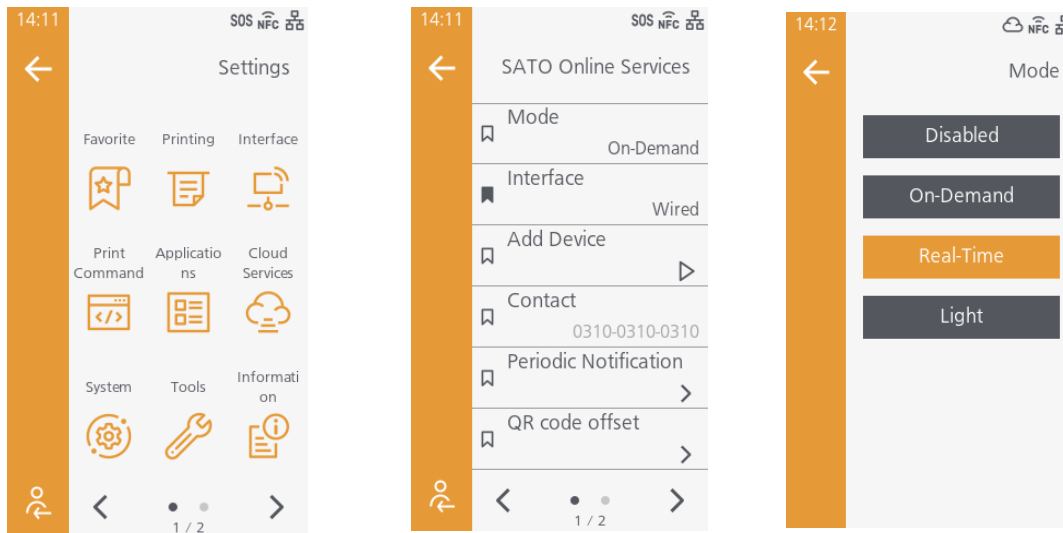**And if there is no value set on this menu, please enter 127.0.0.1, localhost manually**

⑤ Check the checkbox to enable the valid item.
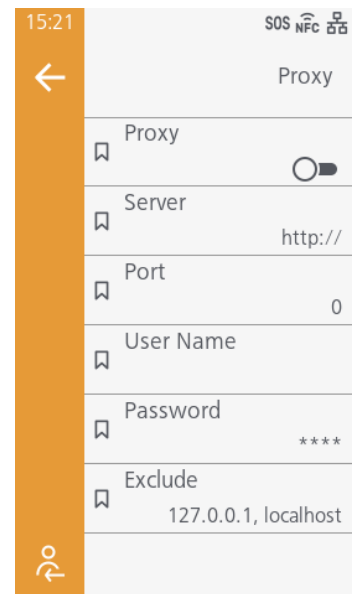
8. SOS mode settings

① Show SOS mode settings screen.

　　1.　　Settings ⇒ Cloud Services ⇒ SATO Online Services ⇒ Mode ⇒ Real-Time

② Set SOS Mode to Real-Time from Disable

③ Check the terms of SOS and agree them.

9. Reboot printer

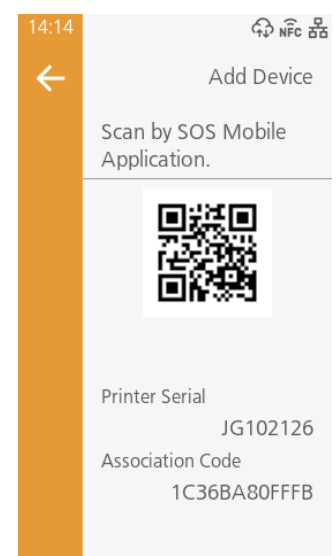Reboot the printer and make sure that SOS icon and cloud icon are appeared on printer LCD.

10. 　Check Association code.

① Show SOS Association menu.

　Settings ⇒ Cloud Services ⇒ SATO Online Services ⇒ Add Device

② "Serial Number"(8 Chars) and "Association code"(12 Chars) are shown on screen. (Recommend to note it)
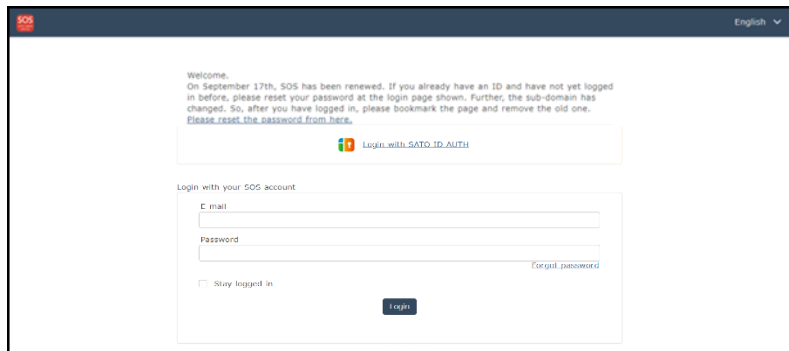
　*Association code will expire 10 minutes after showing.

11. Login to SATO Online Services

*SOS Smart App can access to login

① Login to SATO Online Services

Login URL is your SOS account,
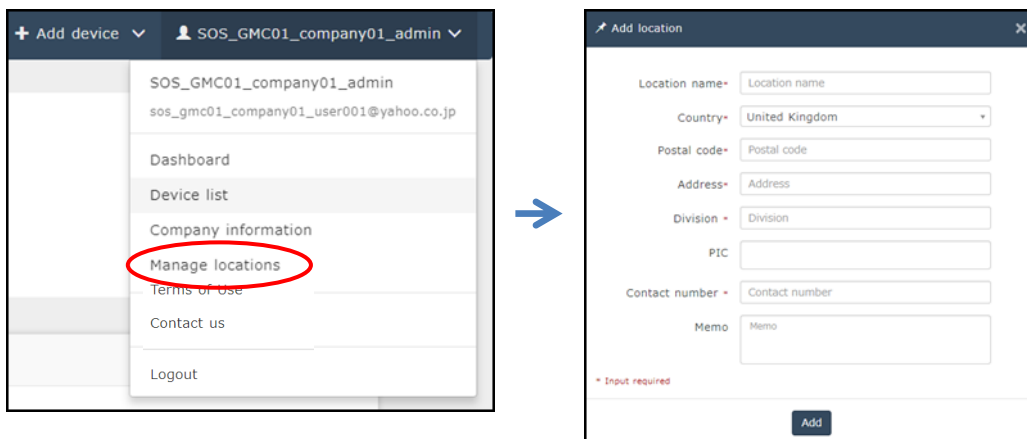
*Login URL is provided SATO or business partners

Enter E-mail and Password

13. Register new location

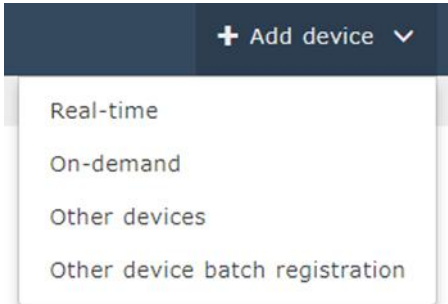① Move to "Manage locations" menu.

User name menu   => Manage locations.

② Input information of new location and press [Add]

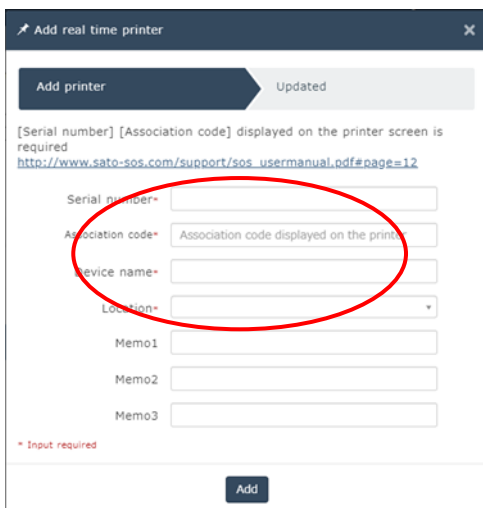# 14. Register your printer via PC.

① Move to "Real-time" screen.

User name menu=> Real-time

*Need to create SOS Account beforehand.
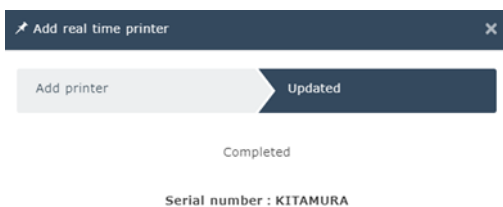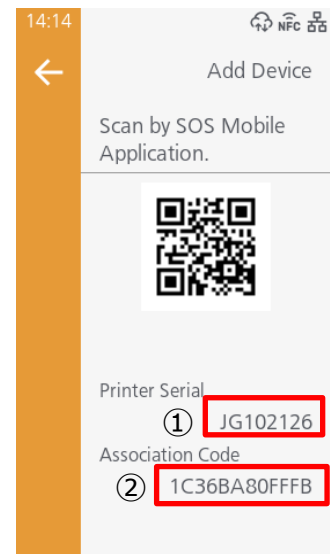
* You can also use SOS Smart App for this operation

② Input printer information

Input following information and press "Add"

・Serial number.

(see at ①)

・Association code

(see at ②)

・Device name

Identification name of printer.

・Location

Where printer is installed at.

*Other items are optional.
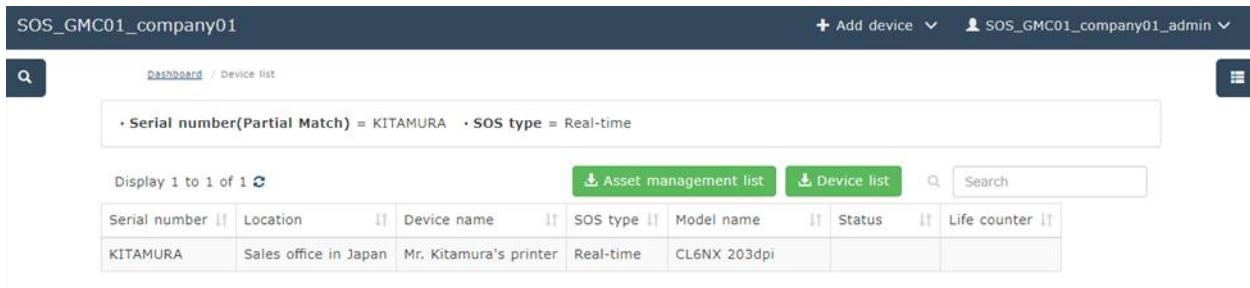

Printer registration is completed.

15. Confirmation.

Check the "Device list" of SATO Online Services show operated serial number.

Registration process is completed.

Please see following manual for check other information.

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

* The above registration process can also be performed from SOS Smart App (application for SOS smartphone).

Also, SOS Smart App is convenient to input the association code by QR code reading function. For details, refer to the SOS Smart App manual.

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

16. Update the printer's firmware

SAS (SATO App Storage) account is required for firmware updates.

Please prepare your "Company ID, Login ID, and Password".

Settings ⇒ Cloud Services ⇒ SATO App Storage ⇒ Authentication ⇒ Firmware Update