



SATO Online Services

SATO Online Services – User's Manual

Oct. 1, 2024

ver 3.6



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1. Revision History

Version	Issued at	Revisions
Version1.0	Aug 03, 2015	Initially published.
Version1.1	Nov 20, 2017	Add some explanation about SOS mobile application.
Version2.0	Sep 17, 2018	Revise for SOS System Renewal.
Version2.1	Jan 15, 2019	Add description about NFC.
Version2.3	Nov 01, 2021	Add description about new feature
Version3.0	Jun 27, 2022	Change description about SATO Online Services version update
Version3.1	Sep 1, 2022	Corrected wrong description about selecting a clone file type in "8-5.Control panel."
Version3.2	Oct 24, 2022	Change about new feature release
Version3.3	Mar 7, 2023	Change about new series release
Version3.4	Oct 10, 2023	Change about new feature release
Version3.5	Nov 27, 2023	Revise for SOS System Renewal.
Version3.6	Oct 1, 2024	Changes related to the addition of printer availability report functionality

2. Introductions

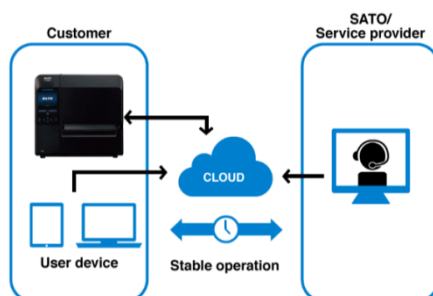
About SATO Online Services

SATO Online Services (hereafter referred to as SOS) monitors all printers using the IoT technology, and performs preventive maintenance, "Proactive action" for consumable parts by tracking the operating statuses. Furthermore, in case of a malfunction, SOS identifies the cause immediately to contribute to quick troubleshooting, and drastically reduces the downtime due to printer errors.

2-1. System configurations

Monitors your SATO printers with the system 24 hours a day, 365 days a year.

- Checks the operating statuses of the printers at all times on the SOS Web screen on your PC or mobile device.
- The SATO assists stable operation without stopping printers by tracking the operating statuses.



2-2. Supported models

CLNX series, LR4NX-FA series, FREQV series, PW208NX series, CT4-LX series, CLNX Plus series, S84/86NX series and PW4NX series

2-3. Stable operations with preventive maintenance

*The SOS system monitors the printers 24 hours a day, 365 days a year (except for maintenance period).

2-4. On-site troubleshooting

If a critical error is detected, the customer is notified,

Critical error: Thermal head, cutter and control board-related errors

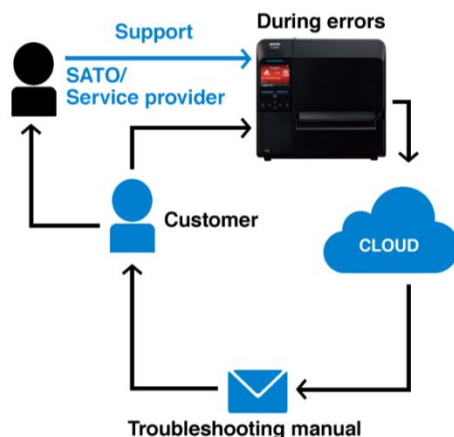
Quickly sends a specific solution suitable for the error status via email on the spot.

- Notification settings for error statuses can be made. (Optional)

Label end error, various sensor errors, etc.

- Sends error-specific troubleshooting support instructions via email.
- Promptly grasps the printer status from the cloud for speedy solution.

*If problems cannot be solved on the spot, contact local SATO office



2-5. Long term non-connection alert

For a printer that has not been connected for a fixed term or longer counting from the last connection day, the nearest service center assists to resume connection, and supports to maintain your printer environment.

- ・Real time connection For a printer that has not been connected for 90 days or longer counting from the last connection day
- ・QR/NFC connection For a printer that has not been connected for 180 days or longer counting from the last connection day

3. Initial Registrations

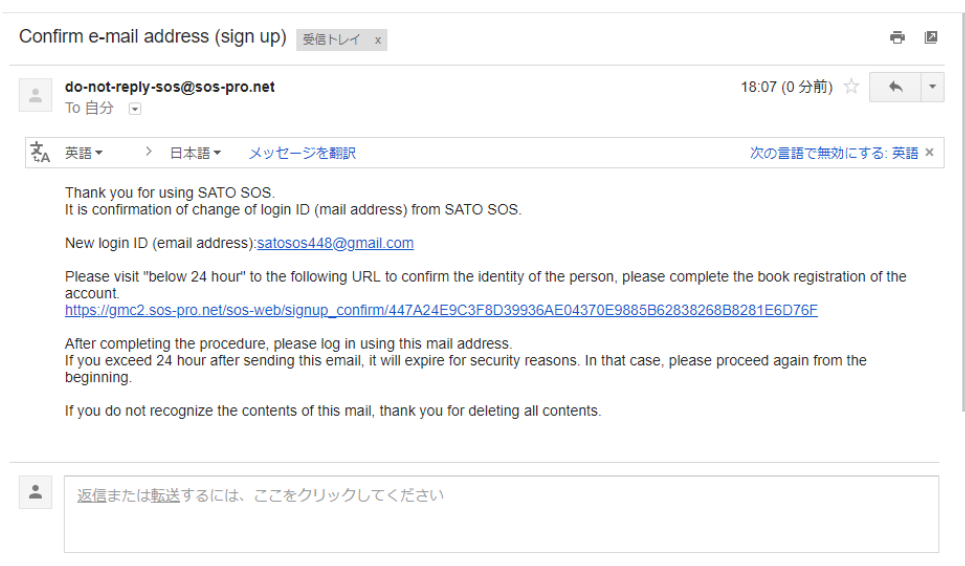
3-1. Open an account.

Before using SOS, create a representative account to log in to SOS by SATO local office or our contracted business partners. After an administrative account that represents an individual company or organization is created, the representative account can invite multiple accounts for each printer location or each division.

First, SATO local office or our contracted business partners create the representative account.

3-2. Invitation email

Once SATO local office or our contracted business partners invite a main administrator to login to the SOS, invitation email is sent as follow.



Access the URL written on the email and temporary password, The URL will be invalid in 24 hours for security reasons after the email is received. Access the URL within the time to complete the registration.

Use a combination of alphanumeric with upper and lower case within 8 characters to register a password. However, a symbol cannot be used in the first character of the password.

3-3. Login step

Step 1 Enter the email address and the temporary password.

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.](#)

E-mail

Password

[Forgot password](#)

☐ Stay logged in

Login

[For inquiries about SOS from here](#)

Step 2 Confirm the terms & condition of the SOS application, and click the checkbox of "I agree to the terms & condition."

[Term & condition](#) Please agree to use SOS application.

☐ I agree to the terms & condition

Start SOS application

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Now, you can log in to SOS using the registered email address and password.

4. Login

4-1. Login

Welcome.
Please enter your e-mail address and password

E-mail address

Password

[Forgot password](#)

☐ Stay logged in

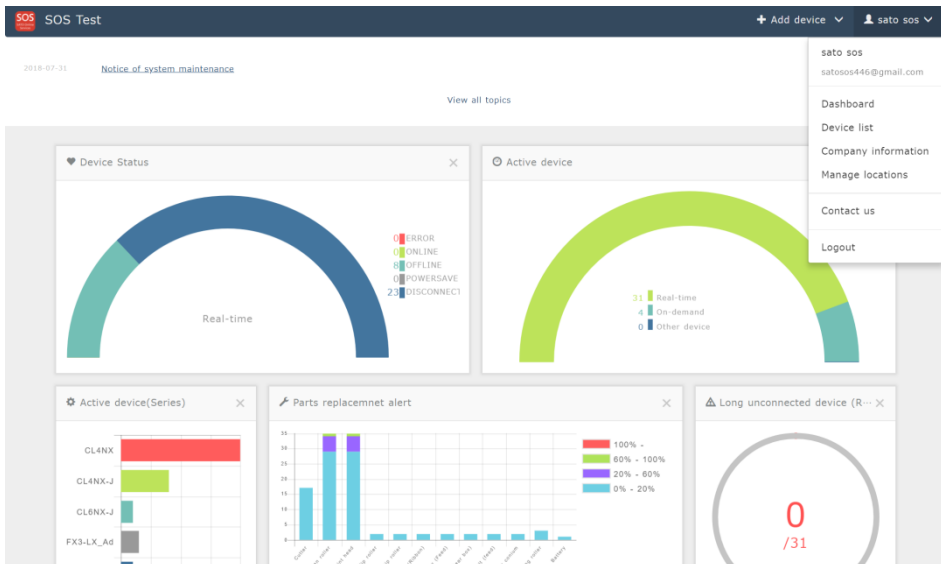
Login

[Please sign up if you do not have an account](#)

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- Click [[SOS Log in](#)] displayed in the sign-up completion screen.
- The login screen is displayed. Enter the email address and password

4-2. Updating user information



- Click the account name on the common menu on the upper right.

SOS Test

Dashboard / User information

User information

E-mail address: [satosos446@gmail.com](#)

Password: [Re-set password](#)

User name: [sato sos](#)

Language: [English](#)

Time zone: [\(UTC+09:00\) Osaka, Sapporo, Tokyo](#)

(Note) Re-login if you change your e-mail address.

Notification set

Serious error

Machine error
Head error
Cutter error
Print head overheated
Motor Overheated
Printer Overheated
Worn out battery
Suction error (printing)
Suction error (applying)
Apply error (label is remaining)
Apply error (missed)

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- The following items can be edited on the User information screen.
[E-mail address]
[Password]
[Username]
[Language]
[Time zone]
[Notification set]

4-3. Re-set password.

Re-set password

Enter new password (Setting conditions : 8 or more a mix of lower and uppercase letters and numbers. A symbol can not be specified as the first letter.)

Password

Password (Re-confirm)

Set

Back

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- Clicking [Re-set password] on the User information screen will display the screen shown on the left.
- Enter the new password twice, and click the [Set] icon.
- Re-set password must be a combination of alphanumeric with upper and lower case within 8 characters to register a password. However, a symbol cannot be used in the first character of the password.

Re-set password

Reset the password. Please login again.

SOS Log in

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Password reset instruction

- After resetting the password, the screen on the left will be displayed. Then click [\[SOS Log in\]](#).

Welcome.

Please enter your e-mail address and password

E-mail address

Password

Forgot password

☐ Stay logged in

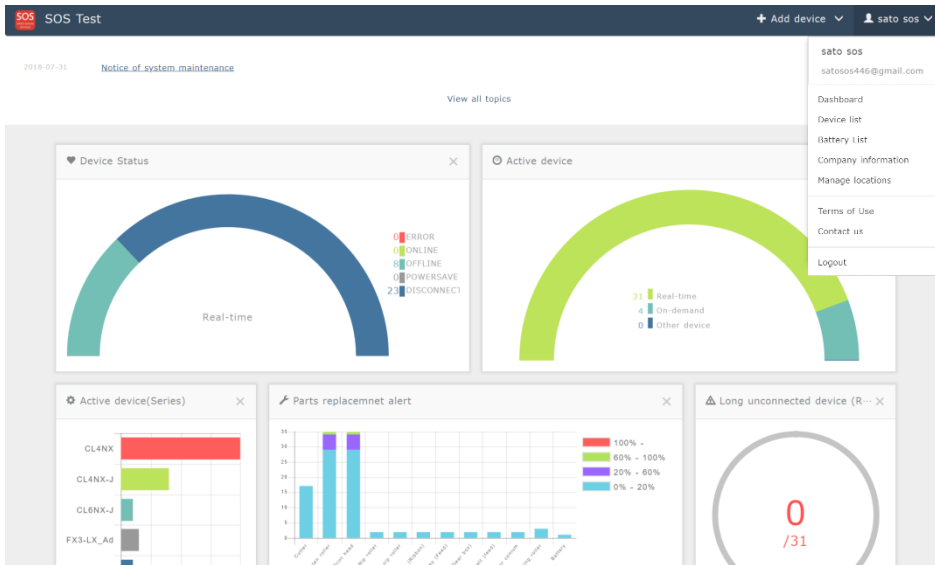
Login

Please sign up if you do not have an account

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New password entry

- Enter the email address and the new password on the login screen, and click the [Login] icon.



Password reset complete

·When the dashboard screen shown on the left is displayed, the password reset is complete.

5. Connect Printers

Connect printers to use SOS. There are two methods to connect the printers.

·Real-time connection (Network connection)

The Real-time connection (Network connection) enables the printers connected within your intra-network to be safely connected to the SOS cloud.

The printers are monitored for safety use by sharing the operating statuses, setting information, error information, etc. of the printers with the SOS cloud. Operation log is sent every 60min at normal operation mode but error will be shown at real time by instantly sending error log when an error happens. To connect your printers from the company's intra-network to SOS, establish communication with the following port numbers.

Port number: 443/TCP and Port number: 8883/TCP *Both are for outbound only.

<Connection method 1>

Use both port numbers 443 and 8883 via firewall.

<Connection method 2>

Use port number 443 via proxy server and 8883 via firewall.

·On-demand connection (QR code connection)

The on-demand connection using QR codes requires scanning QR codes of the printers with a mobile device (smartphone, tablet, etc.) where the SOS mobile application is installed beforehand.

The printers are monitored for safety use by sharing the operating statuses, setting information, error information, etc. of the printers between the mobile device and the SOS cloud.

5-1. Port diagnostic service

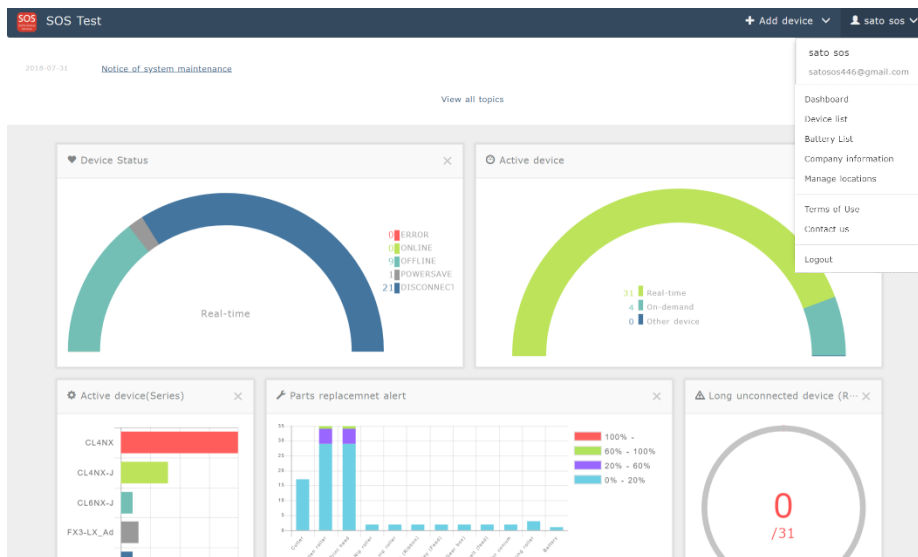
·To connect to SOS from your intra-network, a port diagnostic tool that easily diagnoses the network environment is provided. Use the tool from the following SOS portal site.



Port diagnostic service

<https://www.sato-sos.com/en>

5-2. Manage Locations



- The installation locations of printers can be added, edited, copied and deleted.
- Select Manage locations from the common menu on the upper right of the Dashboard screen.

The screenshot shows the 'Add location' form with the following fields:

- Location name*
- Country* (Japan)
- Postal code*
- Address*
- Division*
- PIC
- Contact number*
- Memo

* Input required

Buttons: Add, Cancel

The background shows the 'Manage locations' screen with a list of locations and their IDs.

- Adding installation locations
- Click the [+] icon on the Manage locations screen, open the Add location screen, and enter the following items.

Location name*
 Country*
 Postal code*
 Address*
 Division*
 PIC (Person In Charge)
 Contact number*
 Memo

*All fields followed by an asterisk must be filled in.
 After the field entries are complete, click the [Add] icon to complete the setting.

•Editing, copying and deleting installation locations

Clicking the location name to edit will open the editing items as shown on the left. Select the item, and edit it. After entry, click the [✓] icon to complete the setting.

To copy the installation location, click the [] icon on the right side of the location name.

To delete the installation location, click the [] icon on the right side of the location name.

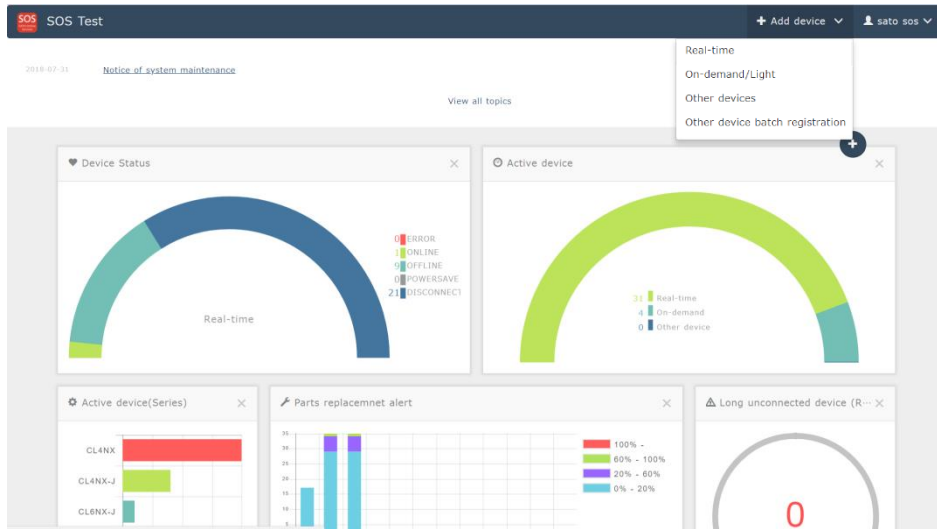
•Batch-register printer installed locations
Click [] button to show pop-up and select special format to batch-register the printer installed locations.

Maximum 2000 cases can be registered at a time to realize time-savings and work efficiency.

Click [Registration format] button to download the special registration format. When a generated file is selected, batch registration dialog will be shown. Click [Start].

*For registration error, error information file will be output.

5-3. Adding Real time connection devices (network connection (For details, see SOS mobile application))



·Click [+ Add device] on the upper right of the Dashboard screen as shown on the left, and select [Real-time].

The screenshot shows the 'Add real time printer' dialog box. It has a title bar with 'Add real time printer' and a close button. Inside the dialog, there is a progress bar with 'Successfully add the printer' and 'Updated'. Below the progress bar, there is a note: '[Serial number] [Association code] displayed on the printer screen is required' followed by a URL: http://www.sato-sos.com/support/sos_usermanual.pdf#page=12. The form contains the following fields: 'Serial number*' (text input), 'Association code*' (text input with placeholder 'Association code displayed on the printer'), 'Device name*' (text input), 'Location*' (text input), 'Memo1' (text input), 'Memo2' (text input), and 'Memo3' (text input). At the bottom right, there is an 'Add' button. A red asterisk indicates that fields marked with an asterisk are required.

·The Add real time printer screen is displayed. Then enter the following items.

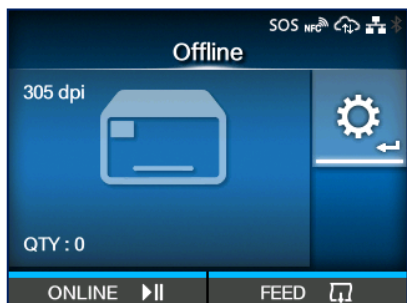
Serial number*
 Association code*
 (Association code displayed on the printer)
 Device name*
 Location*
 Memo1
 Memo2
 Memo3


*All fields followed by an asterisk must be filled in.

·After entry, click the [Add] icon to complete the setting.


Displaying the serial number and association code on the printer

This section describes how to operate the printer and shows screen samples. For details on printer operations, go to the manual available on our SOS website.(Search SATO ONLINE SERVICES)



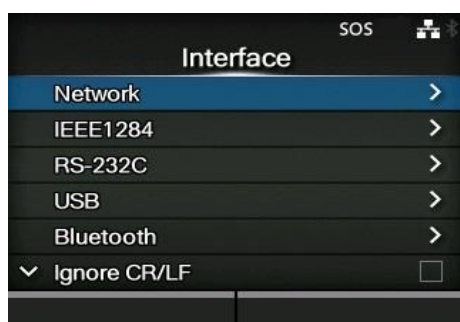
- Power on the printer. The Online screen is displayed.
- Check that a LAN or Wi-Fi network connection is established and the SOS icon is displayed.
- Press the  key. The Offline screen is displayed.






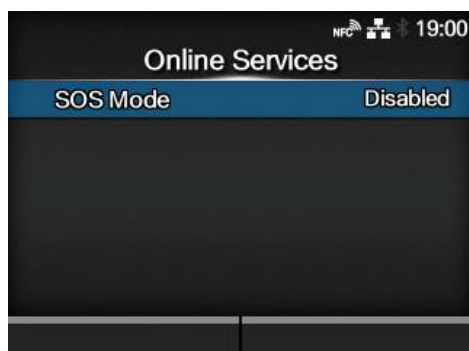
- On the Offline screen, press the  key. The Settings screen is displayed.



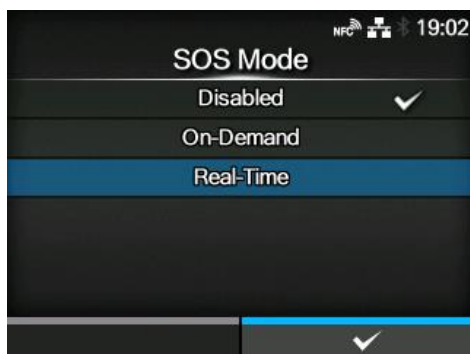
- On the Settings screen, press the ( ) keys to select "Interface", and then press the  key.



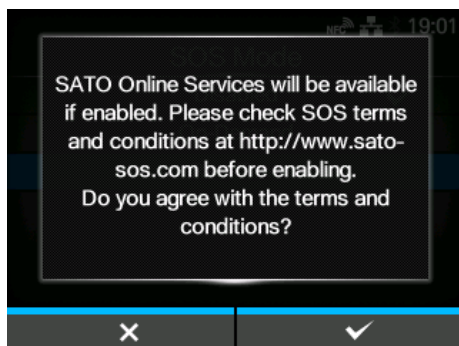
- On the Interface screen, press the ( ) keys to go down to "Network"=>"Service"=>"Online Services" with the  key to select it.




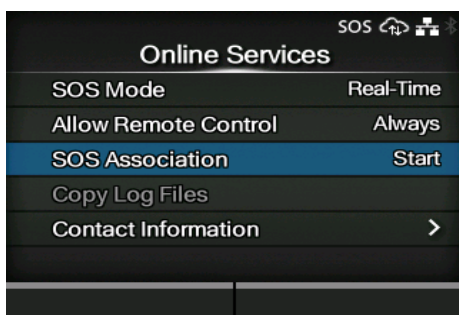
- On the Online Services screen, press the ( ) keys to select "SOS Mode".




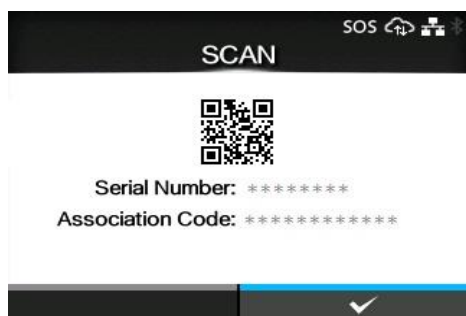
· On the SOS Mode screen, press the (▲ ▼) keys to select “Real-Time”, and then press the  key or  key.



· Read the SOS Terms and Conditions, and then press the  key to accept it.




· Go back to the Online Services screen. Press the (▲ ▼) keys to select “SOS Association”, and then press the  key.



* Prepare memo paper at hand.

· The 8-digit “Serial Number” and 12-digit “Association Code” are displayed. Write them down and transfer the number and code on the Add A Printer screen previously shown.

· After entering them, check that the  icon appears at the top of the screen. If the icon does not appear, the printer may be disconnected from SOS Cloud. Check network settings again.

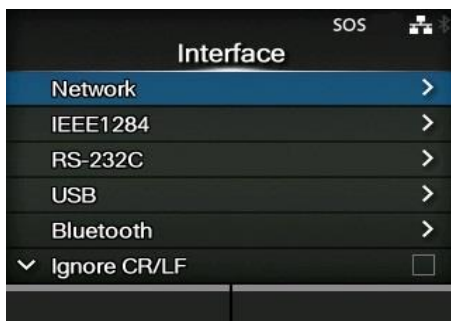


5-4. Adding On-demand devices(With QR connection) or Light connection devices

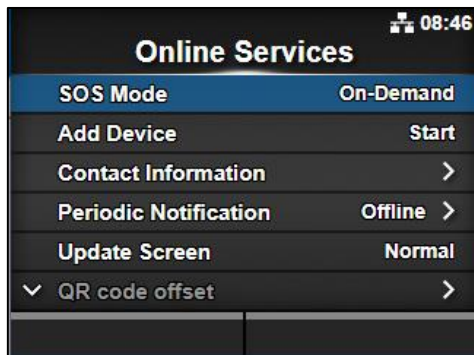
Operate the printer to show the on-demand PIN registration screen.



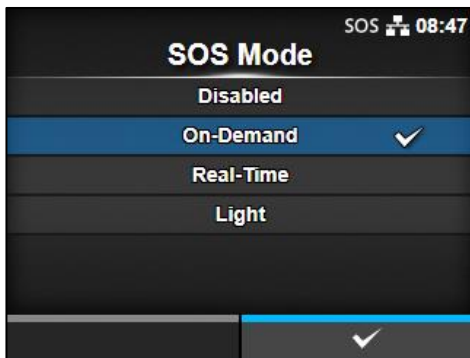
- On the Settings screen for the printer, press the (◀▶) keys to select "Interface", and then press the ⏪ key.



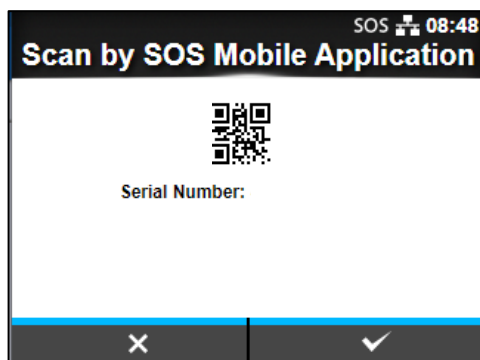
- On the Interface screen, press the (▲▼) keys to go down to "Network"=>"Service"=>"Online Services" with the ⏪ key to select it.



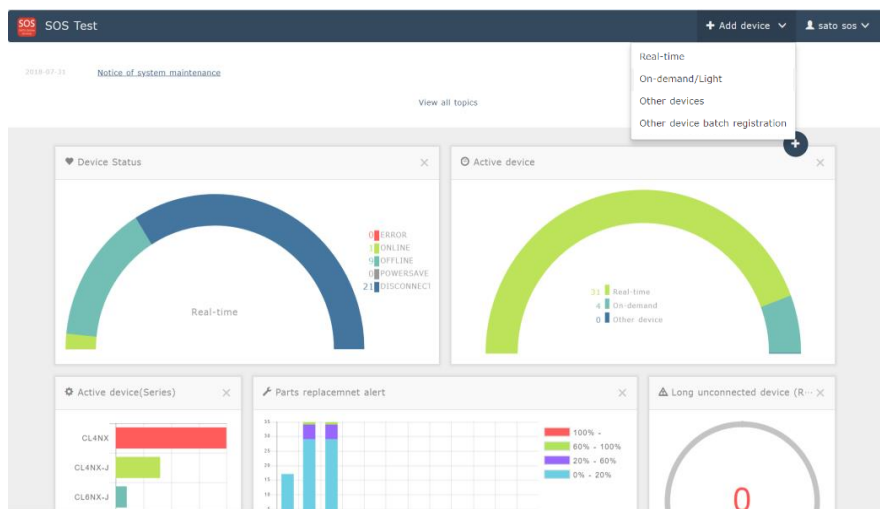
- On the Online Services screen, press the (▲▼) keys to select "SOS Mode".



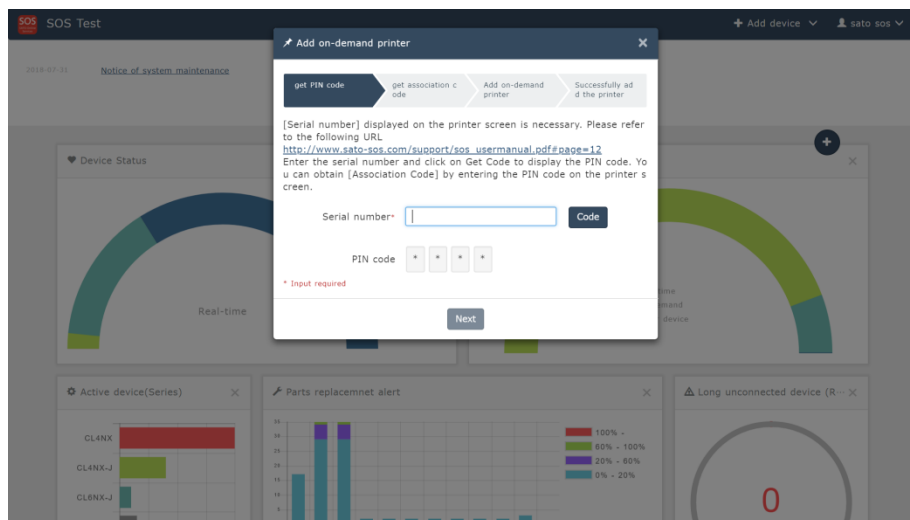
- On the SOS Mode screen, press the (▲▼) keys to select "On-Demand" or "Light", and then press the ⏮ key or ⏪ key.



- The serial number of the printer is displayed.
- After that, configure settings for SATO Online Services.






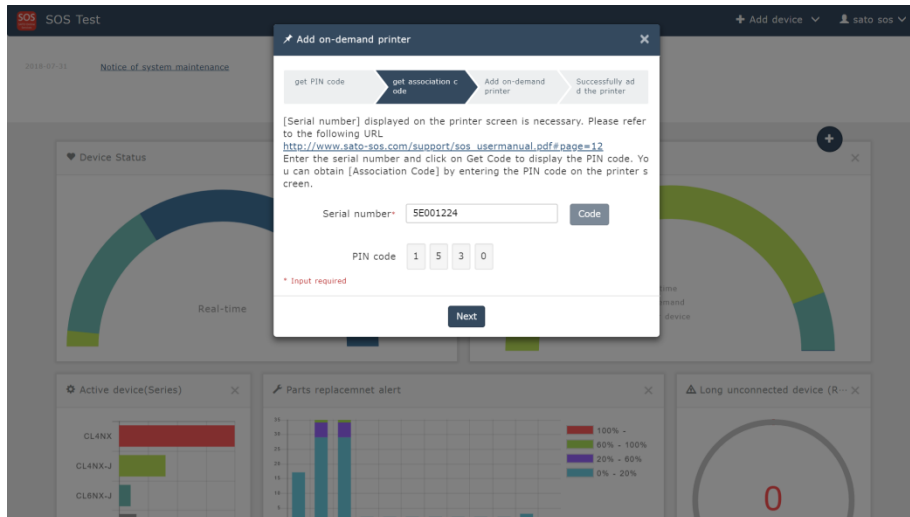
- Click [+ Add device] on the upper right of the Dashboard screen as shown on the left, and select [On-demand/Light].



- The Add on-demand printer screen is displayed. Then enter the serial number displayed on the LCD of the printer, and click the [Code] icon.
- [PIN code] is displayed, and enter it on the printer side.

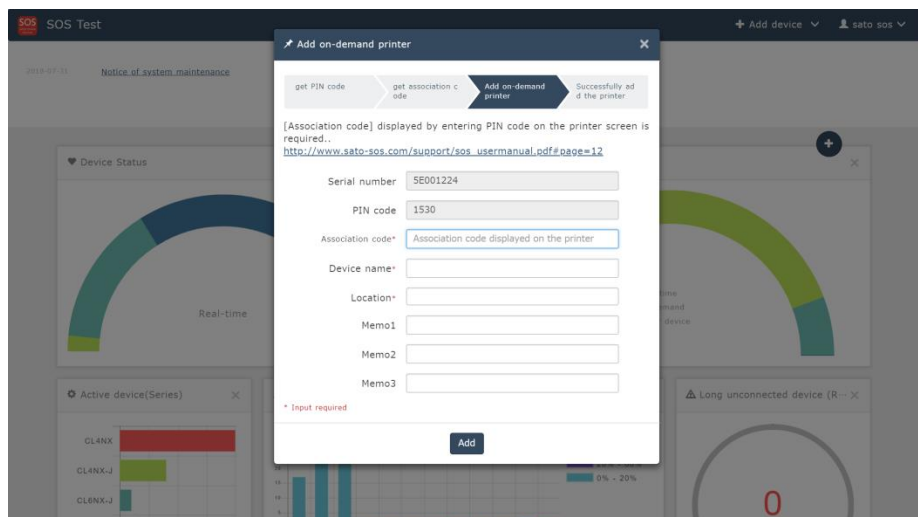


- Pressing the  key on the screen where the printer serial is displayed will display the PIN entry screen. Press the ( ) keys to set the PIN code for the printer. The printer screen displays the association code.



- * Perform the following operations on the PC.

- Click the [Next] icon on the screen shown on the left.



- Enter the following items.

Association code*

(Association code displayed on the printer)

Device name*

Location*

Memo1

Memo2

Memo3

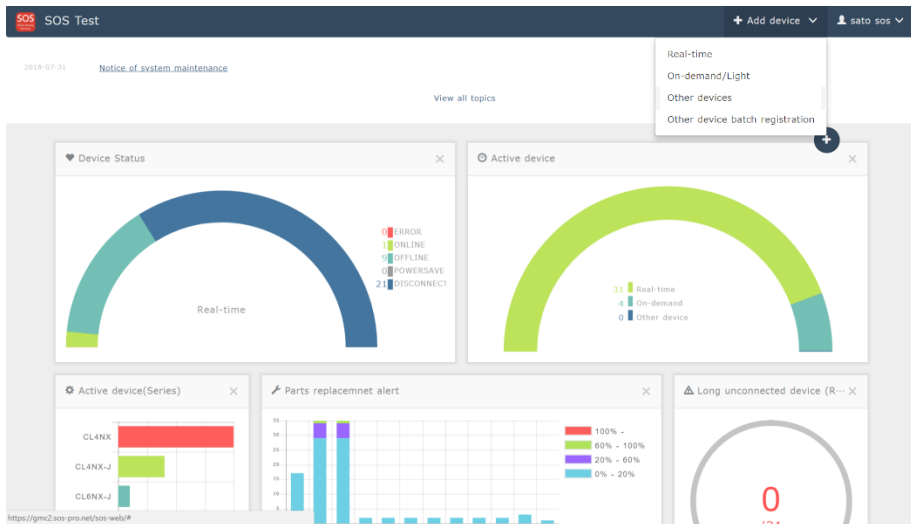
* All fields followed by an asterisk must be filled in.

After entry, click the [Add] icon to complete the setting.

5-5. Adding On-demand devices(With NFC)

If you are using following printer series (PW2NX, FX3) then you can connect your printer to SOS via NFC. If you want to use this method, please use SOS Mobile application and see that's manual.

5-6. Adding other devices



·Click [+ Add device] on the upper right of the Dashboard screen as shown on the left, and select [Other device].

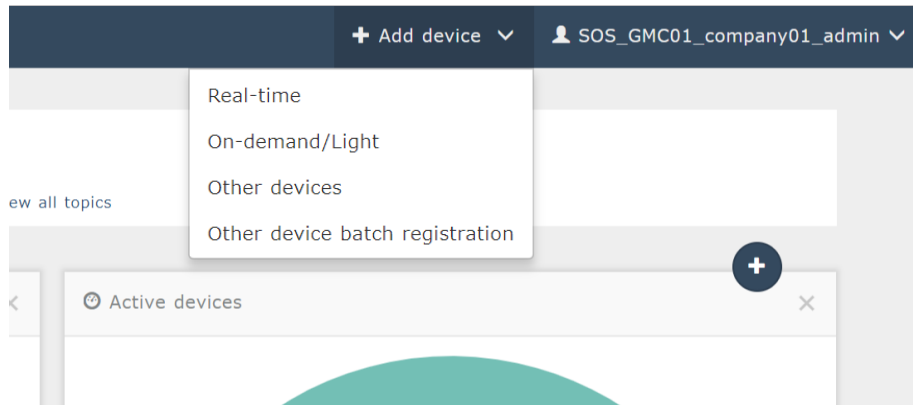
The screenshot shows the 'Edit other device' form. At the top, there is a 'Add other device' button and a 'Successfully add other device' message. Below this, a note states: '(Note) Please set the asset management number unique in the organization. When it is blank, the system automatically assigns it.' The form contains the following fields: 'Asset No' (text input), 'Device name*' (text input), 'Model name' (text input), 'Serial number' (text input), 'Location*' (text input), 'Installation date*' (date picker), 'Asset acquisition date' (date picker), 'Deactivation' (checkbox), 'Firmware' (text input), 'IP address' (text input), 'Memo1' (text input), 'Memo2' (text input), and 'Memo3' (text input). At the bottom right, there is an 'Add' button.

·The Edit other device screen is displayed. Then enter the following items.

Asset No
Device name*
Model name
Serial number
Location*
Installation date*
Asset acquisition date
Deactivation
Firmware
IP Address
Memo1
Memo2
Memo3

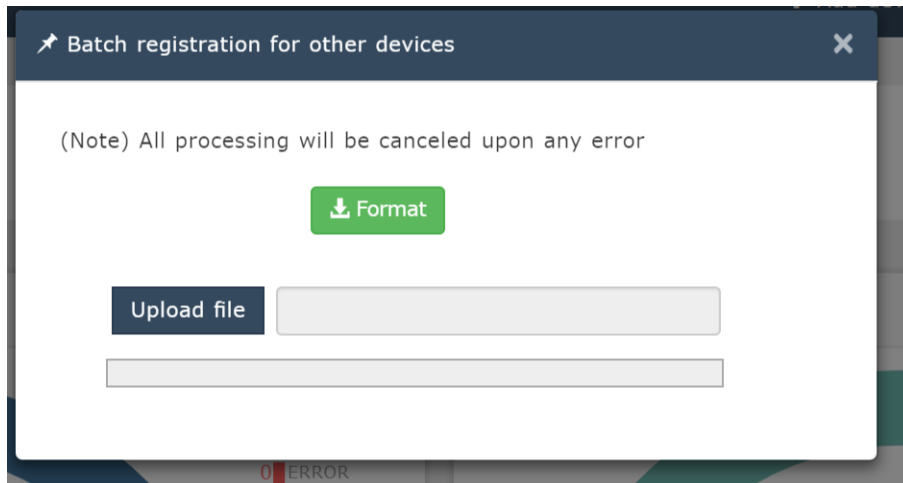
*All fields followed by an asterisk must be filled in.
After the field entries are complete, click the [Add] icon to complete the setting.

5-7. Adding other devices batch registration



Other device batch registration

·Click [+ Add device] on the upper right of the Dashboard screen as shown on the left, and select [Other device bulk registration].

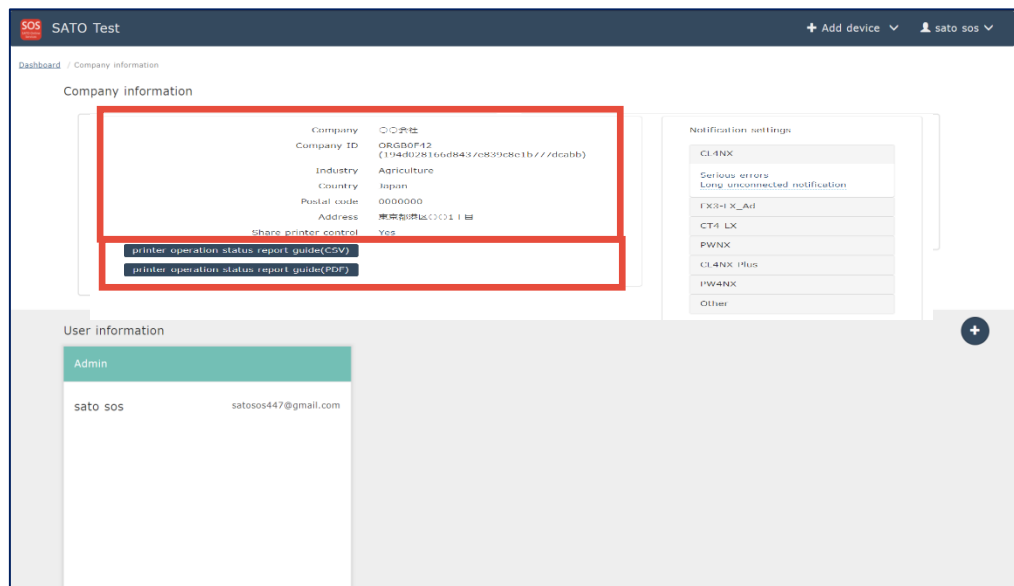


·The Batch registration for other device screen is displayed. Then click the [Format] icon, and download the format.
·With the [File selection] icon, select the format with the items in 5-6 section entered, and click the [Start] icon to complete.

6. Company info

6-1. Updating company information

Clicking the Company information on the main menu will display the Company information screen.



Company information

Company	〇〇会社
Company ID	ORG00F42 (194d02816d843/8839c8e1b77dcabb)
Industry	Agriculture
Country	Japan
Postal code	0000000
Address	東京都港区〇〇1-1-1
Share printer control	Yes

[printer operation status report guide\(CSV\)](#)
[printer operation status report guide\(PDF\)](#)

Notification settings

CL4NX	
Serious errors	
Long unconnected notification	
FX3-H X_Ad	
CT4 LX	
PW4NX	
CL4NX Plus	
PW4NX	
Other	

User information

Admin	
sato sos	satosos447@gmail.com

When logging in with the administrator authority or editor authority, Company, Industry, Country, Postal code, Address and Share printer control can be edited.

When logging in with the viewer authority, viewing is only possible.

1. About Share printer control

If Share printer control is set to “Yes,” the settings of your label printers can be changed by our customer help desk.

Support is provided when you have any problems.

If Share printer control is set to “No,” the settings of your label printers cannot be changed by our customer help desk.

Viewing is only possible.

2. Regarding printer operation status report notification via CSV, PDF format (message shows when selected data is created)

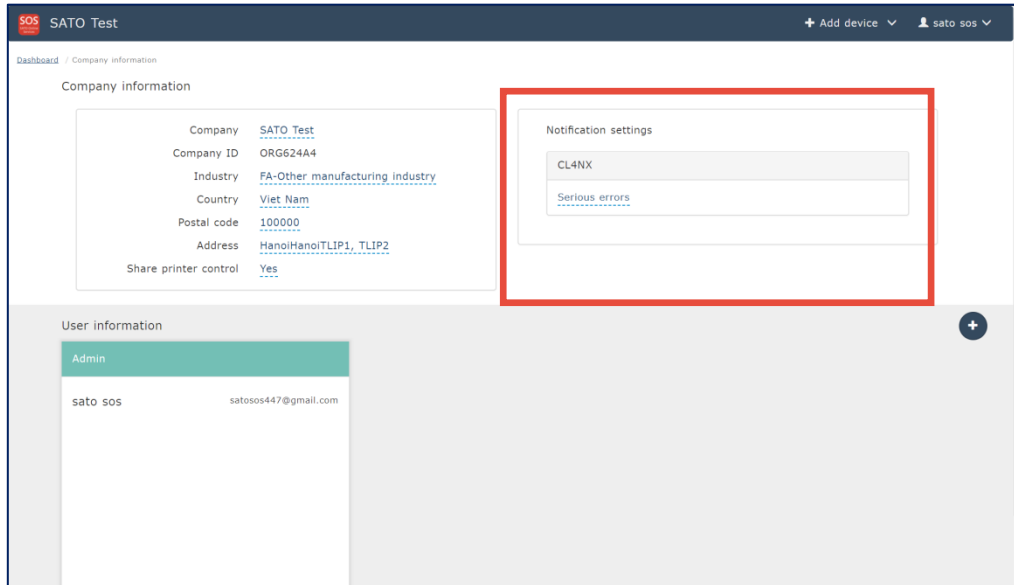
Operation status report of the contracted printers will be distributed quarterly.

The data can be downloaded after the report is distributed.

The file will be output by pressing the respective button and the data can be viewed.

6-2. Company - Notification settings

Clicking the Company information on the main menu will display the Company information screen.



When logging in with the administrator authority or editor authority, Notification settings can be edited.
When logging in with the viewer authority, viewing is only possible.

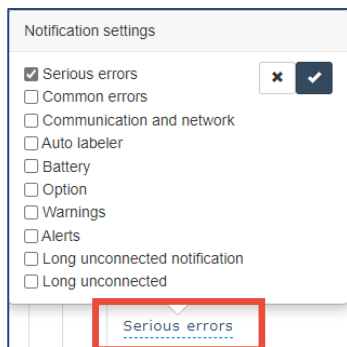
1. About Notification settings as default

As default settings, an email notification is sent if serious errors designated by our company occur.

2. Editing Notification settings

Clicking Serious errors, etc. of the series to edit notification settings will open the screen of the notification settings details. Then the detailed settings can be made.

The notification settings can be made for each series.



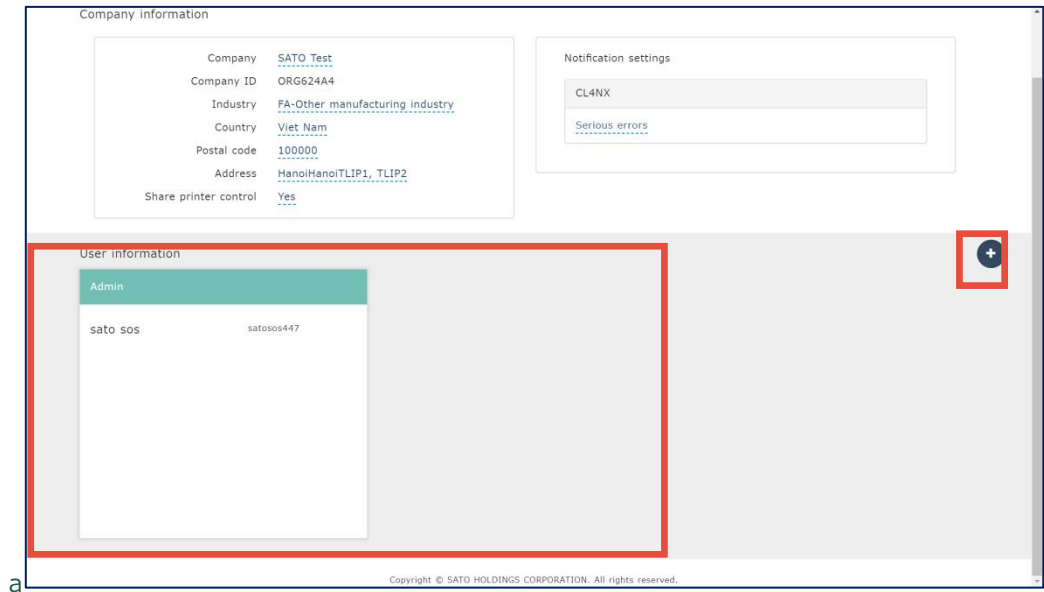
3. Notification type

Notification settings and errors are shown in the below table. Those may not be supported by some series.

Critical error	Machine error, thermal head error, cutter error, battery degradation
Common errors to devices	Head open, paper end, ribbon end, printing skip error, sensor error, cutter is open, overheat error, head density change, gap not found, cover open, I mark not found, paper jam error, power ON/OFF switch error while printing, abnormal supply voltage error, printing skip error, over range printing error, paper auto-feed error, tag not found, write failure, tag read failure, tag locked for writing or tag cannot be written, write value and read value unmatched, lock failure, wrong tag UID is read, multiple tags captured at once, inconsistent EPC, writing is locked or no power to write, wrong tag type selected, internal error occurred, out of power, auto clone error, Bluetooth MFi chip error
Communication, network	Program error, communication condition check(parity/overflow/framing), buffer overflow, USB memory read/write error, USB memory storage is full, command error, calendar error, BCC unmatched, NTP error, EAP authentication error, EAP authentication error(timeout), Bluetooth error, CRC check error, WLAN error
Auto-labeling	Adherence error(while printing/label pasting), label paste error(takeaway, no pasting), over capacity(data not available/offline/start point warning/label paste ongoing), cylinder error(forward/backward), emergency stop error, nip is open, backing winding non-lock error, assisting nozzle error, dumper error, pasting area save error, internal signal trouble, dedicated error1, dedicated error 2, dedicated error 3, external alarm, internal signal trouble2
Battery	Low battery, low battery error(charging), battery not inserted, cannot use battery, battery temperature error, battery error, charging, battery consumption warning, power off error, re-setting, charging error,battery consumption warning
Options	RFID tag error, RFID system error, option error, non-RFID warning, NFC error, NFC command error, barcode reader connection error, barcode read error1, barcode read error2, barcode matching error, RTC module error, RFID SRA Error, RFID overheat error, option not supported
Warning	Ribbon near end, label near end, head error
Alert	Excess address, printer cleaning needed, thermal head replacement needed, cutter replacement needed, platen roller replacement needed
Long time disconnection notification	Head Density Change, Network long-term unconnected
Information	Maintenance, Email notifications of failures, etc
Printer operation status report guide	Printer availability report information email

6-3. Company - User information management

Clicking the Company information on the main menu will display the Company information screen.



Only when logging in with the administrator authority, the User information is displayed, and users can be added, edited and deleted.

1. Adding a user

Clicking the plus button on the right side of the screen will display the New user screen. Enter E-mail, Username, Access level and Responsible location of the person to invite, and click Add. Then an invitation mail is sent to the entered email address.

New user

E-mail*

sato@sato-global.com

User name*

sato

Access level*

Editor

Responsible location*

Assembling

* Input required

Add

The invited person clicks the URL written in the received email, open the login screen, and log in with the email address and temporary password.

It is information from SATO SOS.

"SOS Test"sato sos received an invitation to the account addressed to this email address.

Please proceed to sign up from the following URL.

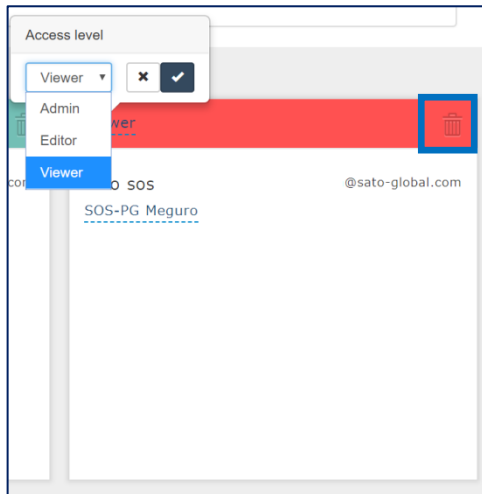
After signing up, you can use the service from the login to the printer like "SOS Test".

<https://gmc2.sos-pro.net/sos-web/login>

Temporary password:b57hPon6cf5M7qK2

2. Editing a user

The authority indication and responsible location of the user displayed with a dotted underline can be edited.



3. Deleting a user

Click the trash can mark to delete the user.

To invite a user once deleted, add the user.

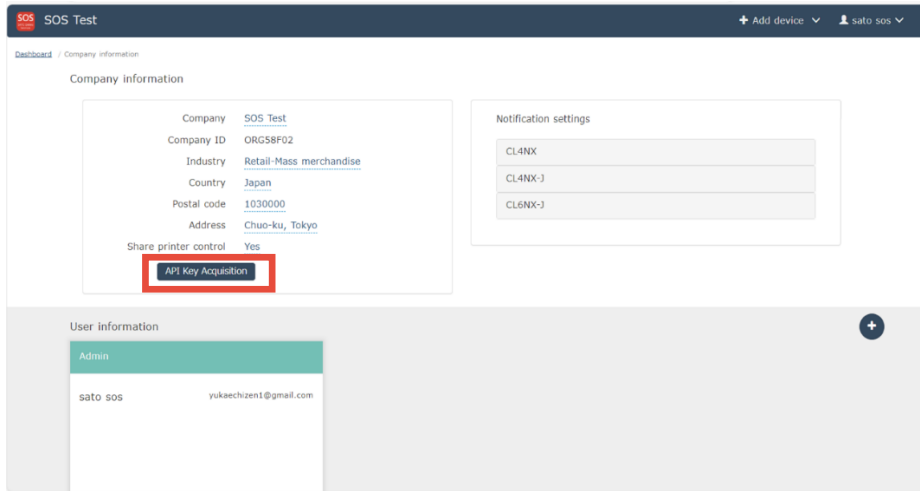
6-4. Access level setting

SOS classifies the access level of users logging in into 3 types: Administrator, Editor and Viewer to enable appropriate management.

- Admin ... Adding a user and all the other operations are allowed.
- Editor ... Adding a user, device, etc. is not allowed.
- Viewer ... Viewing only restricted information is allowed.

6-5. Client collaboration setting

If there is a collaboration contract with ReMoCloud, “Get API Key” button will show.



The button will show and API Key can be issued only if a login is made with the administrator authority.

1. API Key issuance

By clicking “Get API Key” button, API Key Acquisition screen will show.

The 'API Key Acquisition' screen has the following elements:

- 1: Client selection dropdown menu (currently showing 'ReMoCloud').
- 2: Language dropdown menu (currently showing 'English').
- 3: 'Get API Key' button.
- 4: 'Copy API Key' button.
- 5: 'Register' button.

 There is also a red asterisk indicating 'Input required' for the client and language selections.

① Select Client “ReMoCloud”.

② Select a display language.

③ Issue API Key.

By clicking “Get API Key” button, API Key will be issued and shown next to the button.

The screenshot shows the 'Get API Key' button next to the issued API Key: wBd7n62IoDvY.

④ Copy the displayed API Key to the clipboard.

⑤ Register the selected client, language, API Key.

After the message is shown, click “OK” button to complete the registration.

The dialog box contains the text: 'Press the Copy API Key button and press OK to register.' with 'Cancel' and 'OK' buttons.

[Note]-API Key issuance performed in ③ is the screen display only and make sure to perform the registration of ⑤.

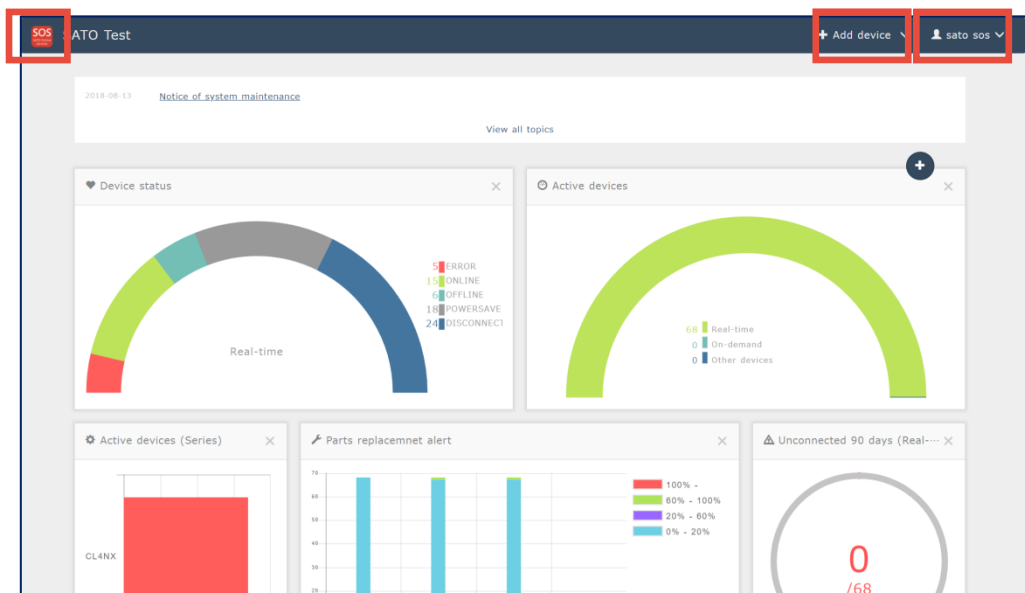
-After the registration of ⑤, set API Key at ReMoCloud.

Please see ReMoCloud manual for the flow of API Key setting at ReMoCloud.

7. Dashboard

7-1. Common operations

When logging in, the following Dashboard is displayed.



1. Home button



Clicking the SOS mark on the upper left of the screen will display the Dashboard.

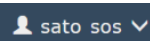
2. Adding a device



Clicking the Add device button on the upper right of the screen will display the device connection menu.

- Real-time ... Displays a screen to add a network connection device.
- On-demand ... Displays a screen to add a QR connection device.
- Other device ... Displays a screen to add an SOS-incompatible device or other devices.
- Other device batch registration ... Displays a bulk registration screen to add an SOS-incompatible device or other devices.

3. Main menu

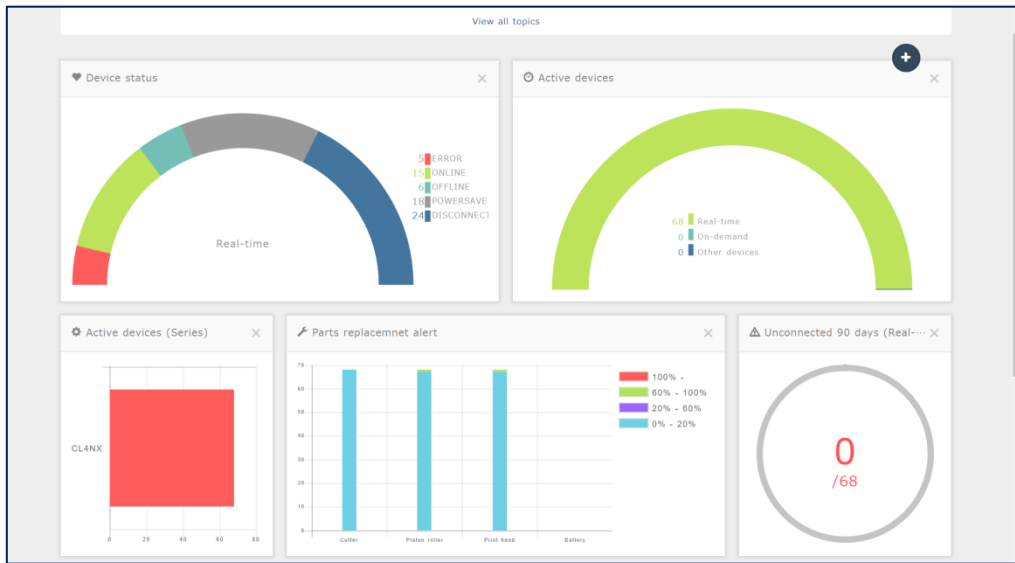


Clicking the login name on the upper right of the screen will display the main menu.

- Login name ... Displays the User information screen.
- Dashboard ... Displays the Dashboard.
- Device list ... Displays the Device list screen.
- Company information ... Displays the Company information screen.
- Manage locations ... Displays the Manage locations screen.
- Contact us ... Displays the Contact us screen.
- Terms of Use ... Displays the Terms of Use.
- Logout ... Select this to log out.

7-2. Dashboard

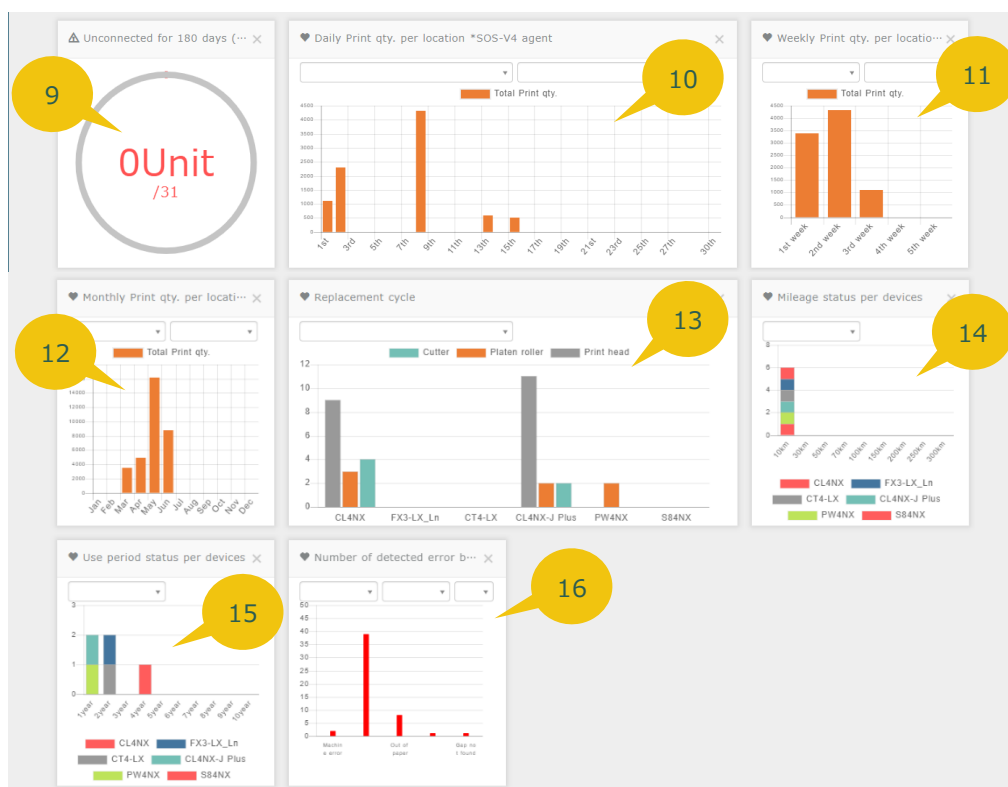
You can check the statuses of your devices clearly on this home screen.



7-3. Dashboard parts

Individual parts that constitute the Dashboard are called the Dashboard parts.



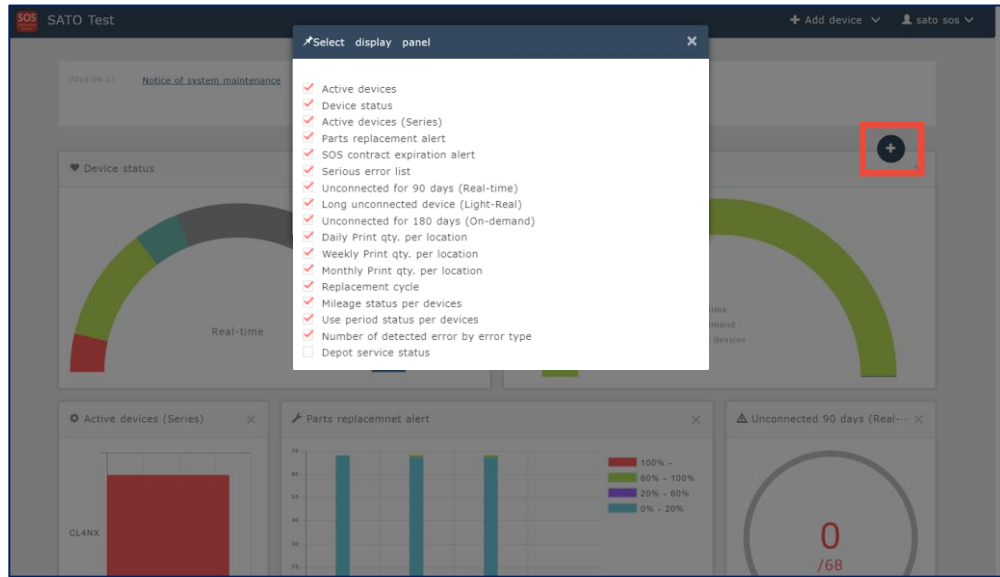


Available Dashboard parts are shown in the table below.

1	Number of registered devices	Show number of registered devices per network connection method in graph.
2	Network connection status	For registered devices, show number of devices connected to network per connection status in graph.
3	Number of registered devices per series	Show number of registered devices per series in graph.
4	Consumables replacement alert	Show use status of consumables and the qty. per part in graph.
5	Maintenance contract alert	Show number of devices with maintenance alert appeared.
6	Serious error list	For registered devices, show a list of serious-error-detected devices with model name, installed location and the trouble date.
7	Long unconnected (network)	For devices with long unconnected alert appeared, show number of devices which are “connected to network”.
8	Long unconnected (QR/NFC)	For devices with long unconnected alert appeared, show number of devices which are “connected via QR/NFC”.
9	Long unconnected(Lite mode)	For devices with long unconnected alert appeared, show number of devices which are “connected via Lite mode”.
10	Daily print qty. per device installed location	Show daily total label print qty. of registered devices in graph. Print history can be output via CSV file. <u>*Feature supported in SOS agent V4 and later(for real time communication devices only)</u>
11	Weekly print qty. per device installed location	Show weekly total label print qty. of registered devices in graph. Print history can be output via CSV file. <u>*Feature supported in SOS agent V4 and later(for real time communication devices only)</u>
12	Monthly print qty. per device installed location	Show monthly total label print qty. of registered devices in graph. Print history can be output via CSV file. <u>*Feature supported in SOS agent V4 and later(for real time communication devices only)</u>
13	Parts replacement log	Show replaced parts and the replacement cycle of the parts of the registered devices per series in graph. Parts replacement log can be output via CSV file.

14	Number of devices per mileage	Show mileage of registered devices and number of devices per mileage in graph. Can also check how many devices have reached certain mileages. Mileage log can be output via CSV file.
15	Number of devices per use period	Show use period of registered devices and number of devices per use period in graph. Can check how many devices have reached certain use periods. Use period log can be output via CSV file.
16	Number of errors detected per error type	Show errors detected in registered devices and number of errors detected in graph. Error log can be output via CSV file.

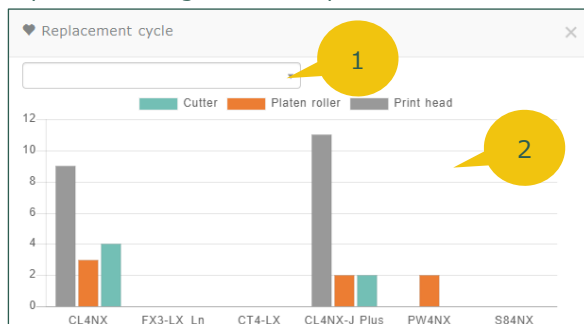
The Display locations of Dashboard parts can be changed. Also, Show/Hide setting for each part can be made.



1. Changing the display locations of Dashboard parts
Drag the Dashboard part you wish to move to the desired location in order to change the display location.
2. Show/Hide setting for Dashboard parts
Clicking the plus button will display the Select display panel screen.
Add the ☒ mark to the Dashboard parts to display, and remove the ☒ mark from the Dashboard parts to hide.

Parts replacement cycle

Show replaced parts and the replacement cycle of the parts of the registered devices per series in graph.
Parts replacement log can be output via CSV file.



X axis	Device series
Y axis	Replacement cycle
Parts	Replacement cycle per part

1. Select device installed location

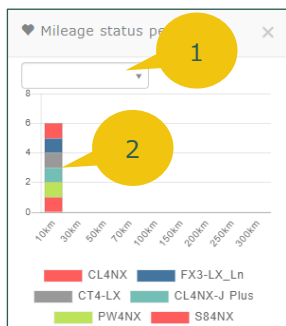
Device installed location of the devices displayed in the graph can be selected. If the search window is left blank, devices of all installed locations will be shown.

2. Graph

By clicking the graph, device installed location can be selected and parts replacement log data file can be downloaded. The log can be used for understanding and analyzing parts replacement trend per serial number, installed location, etc.

Mileage

Show mileage of registered devices and number of devices per mileage in graph. Can also check how many devices have reached certain mileages. Mileage log can be output via CSV file.



X axis	Mileage
Y axis	Number of devices
Device series	Number of devices per series

1. Select device installed location

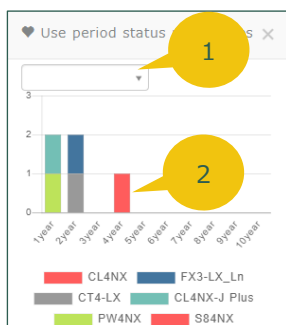
Device installed location of the devices displayed in the graph can be selected. If the search window is left blank, devices of all installed locations will be shown.

2. Graph

By clicking the graph, device installed location can be selected and mileage log data file can be downloaded. The log can be used for understanding and analyzing mileage trend per serial number, installed location, etc.

Use period

Show use period of registered devices and number of devices per use period in graph. Can check how many devices have reached certain use periods. Use period log can be output via CSV file.



X axis	Use period
Y axis	Number of devices
Device series	Number of devices per series

1. Select device installed location

Device installed location of the devices displayed in the graph can be selected. If the search window is left blank, devices of all installed locations will be shown.

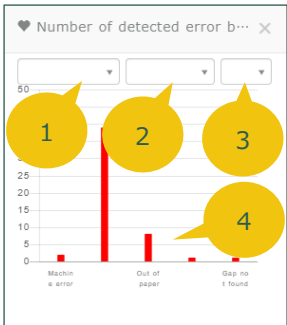


2. Graph

By clicking the graph, device installed location can be selected and use period log data file can be downloaded.
The log can be used for understanding and analyzing use period trend per serial number, installed location, etc.

Number of errors detected per error type

Show errors detected in registered devices and number of errors detected in graph.
Error log can be output via CSV file.

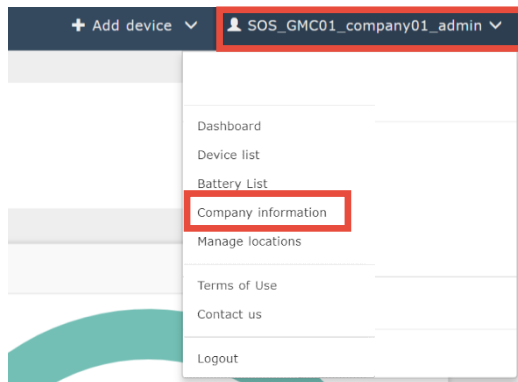


X axis	Error type
Y axis	Number of errors detected

1. Select error type
Error type displayed in the graph can be selected. If the search window is left open, all error types will be shown.
2. Select month
Month displayed in the graph can be selected. If the search window is left open, current month will be shown.
3. Select page
Maximum 8 error types can be shown in one page. More than 9 error types will be shown in multiple pages; select the page to be shown in the search window.
4. Graph
By clicking the graph, error type and period can be selected and use error log data file can be downloaded. The log can be used for understanding and analyzing error trend per serial number, installed location, etc.

7-4. Downloading asset information

You can download the device information displayed on the Dashboard in the CSV file format.
Click the Device list on the main menu to display the Device list screen.



Click the Asset management list button on the Device list screen to download the CSV file.

After the CSV file is successfully downloaded, click the bottom right of the screen to display the file in Excel format.

SOS_GMC01_company01 + Add device SOS_GMC01_company01_admin

Dashboard / Device list

Display 1 to 6 of 6 ↓ Asset management list ↓ Device list

Serial number	Device name	SOS type	Model name	Location	Series	SOS registration date	Contract expired	Status	Last error
TAKI1111	TAKI1111	Real-time	CL4NX-J 609dpi	33333	CL4NX-J	2018-09-07	9999-12-31	DISCONNECT	Head op
TAKI0001	TAKI0001	On-demand	CL4NX-J 609dpi	4444	CL4NX-J	2018-08-17	9999-12-31		Head op
TAKI0002	TAKI0002	On-demand	SATO PRINTER	33333		2018-08-17	9999-12-31		
TAKI0003	TAKI0003	On-demand	SATO PRINTER	33333		2018-08-17	9999-12-31		
TAKI0004	TAKI0004	On-demand	SATO PRINTER	33333		2018-08-17	9999-12-31		
TAKI0005	TAKI0005	On-demand	CL4NX-J 609dpi	33333	CL4NX-J	2018-08-17	9999-12-31		Head op

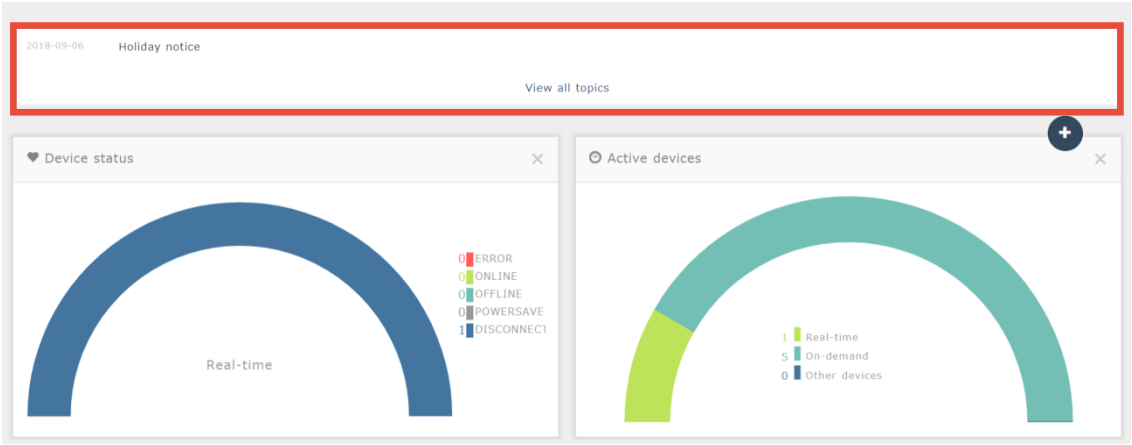
Top Back 1 Next Last

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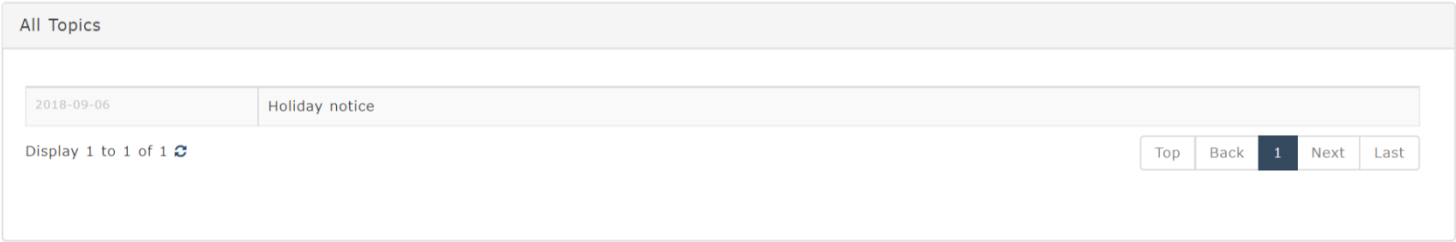
device_list_201809...xlsx すべて表示

7-5. Topics

Displays topics related to SOS.
Notifies the maintenance, added new functions, etc. of the SOS system.



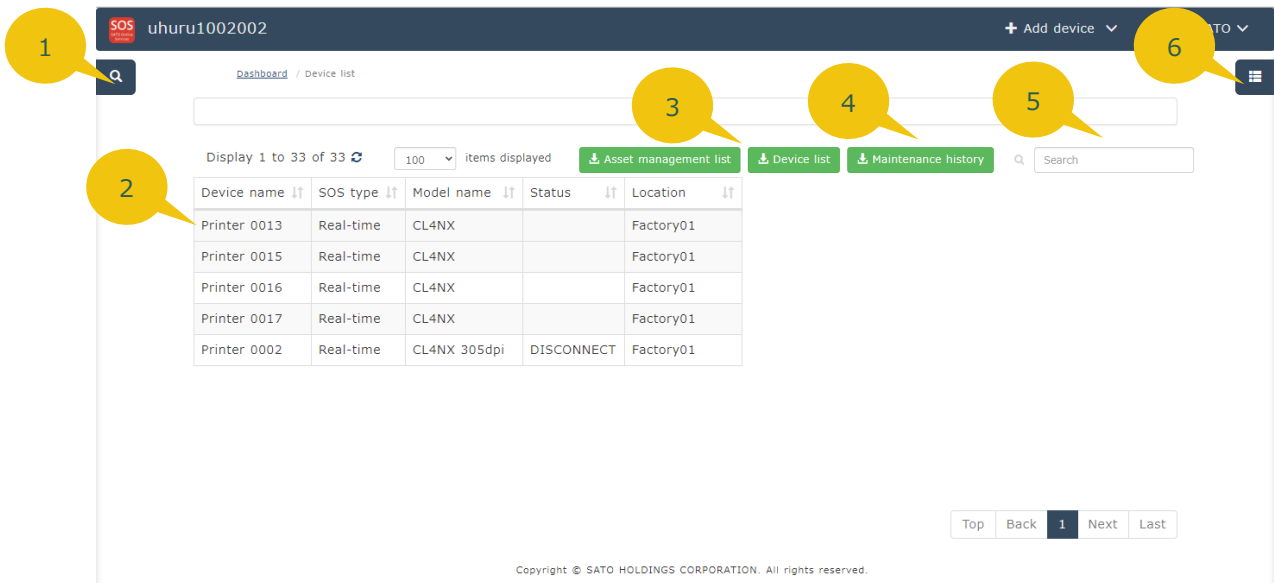
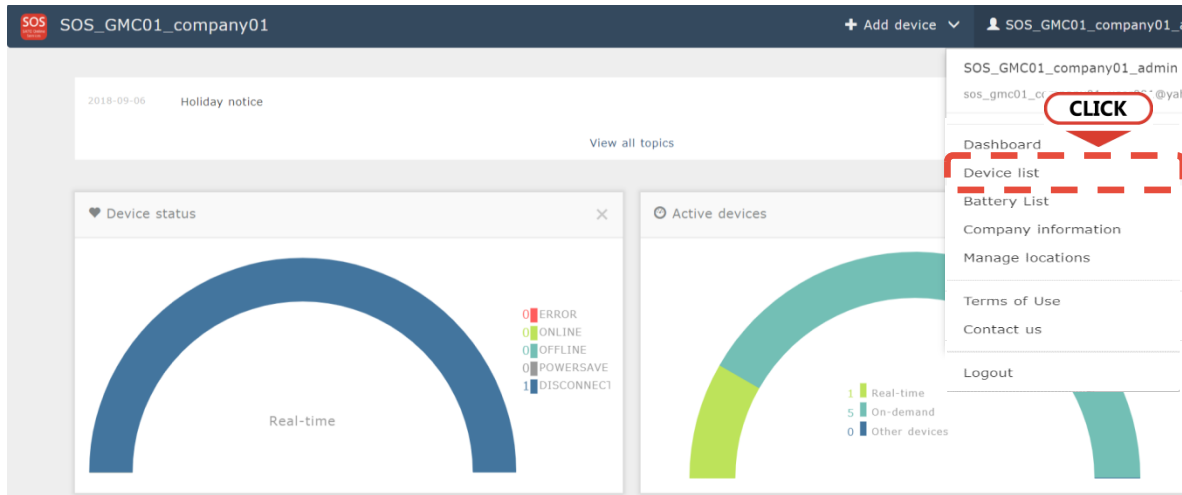
1. Checking the past topics
- Click “View topics list” to check the past topics.



8. Administrating Registered Printers

8-1. Device list

Using the Device list, you can search and manage the devices you have registered with SOS. To display the Device list, select “Device list” from the common menu.



Device list control

1. Search window

Open the Search window, and narrow down devices to be displayed in the search result by using multiple items as search keys, such as device name and installation location.



2. Details
Device details are shown. Clicking the Details will display the Device details screen that allows you to check more detailed information such as device setting information.
3. Download button
Search results can be downloaded in a batch. More items are output with the Asset management button than with the Device list button. Note that the Asset management button can be used only by customers who have signed up for our maintenance support.
4. Maintenance log button
Maintenance log of all devices can be downloaded via CSV file. The log can also be downloaded via CSV file from [Maintenance history] of "Device detail." ***This feature will be enabled sequentially as soon as the system information is integrated.**
5. Free word search
Further narrow down the contents of the Device list currently displayed with free words. The search targets of the contents entered here are all columns.
6. Display column selection
You can select columns to display in the list. Select necessary items such as consumption rate of printer consumables so that the selected items can be displayed at the next and succeeding searches.

8-2. Battery list

In Battery list, batteries used in the devices registered to SATO Online Services by customers can be searched and managed. Battery list can be shown by selecting “Battery list” from the common menu. This feature is supported in devices that use batteries.

Test SOS (EMM) + Add device satosos447

⚠ Password change has not been updated for 90 days. [User information](#) Please click User information link to reset your password

2022-03-11
2021-08-16 [Apology and notification regarding SOS system failure](#)
2020-01-28
2019-07-19 Scheduled Maintenance Notification
Please note that SOS service will be suspended during the mentioned time period for the maintenance.
Start Date : 19/Jul/2019 21:00 (UTC)
End Date : 19/Jul/2019 22:00 (UTC)
We apologize for any inconvenience caused.
2019-02-26 This Environment will stop at following time.
Tuesday, Wednesday, Thursday, Friday 01:00 - 07:00(JST)
From 01:00(JST) Saturday - 07:00(JST) Monday

View all topics

Active devices Device status

5 Real-time
0 Real-time(Light)
31 On-demand
0 Other devices

Real-time

ERROR
ONLINE
OFFLINE
POWERSAVE
DISCONNECT

Active devices (Series) Parts replacement alert SOS contract expiration alert

Test SOS (EMM) + Add device satosos447

1 Battery List Supported series: PWNX, FX3-LX_Ln *

Display 1 to 1 of 1 100 items displayed

3 Device list 4 Search 5

Battery serial number	Battery Status	Battery Level	Number of charges	Charging state	Cell temperature	Cell voltage	Echo Charge	Full Charge Power Off	Location name
JM2050C0033	Good	92 %	2 回	AC adapter not connected or fully charged	36.1 °C	16.275 V	Invalid	Invalid	田町本社

2

Top Back 1 Next Last

Battery list control

1. Search window

Open Search window to filter multiple items to be displayed in the keys including battery status, remaining battery capacity.



2. Battery information
Show Battery information. Display items can be customized. ***"Battery serial number" will be supported from the newly releasing devices.**
3. [Device list] button
Battery list information can be downloaded via CSV file.
4. Free word search
Devices shown in Battery list can be further filtered by free word search. Entered free word applies to all lines shown in the Battery list.
5. Select display items
Display items in Battery list can be selected. Choose necessary items such as battery status and remaining battery capacity to show the selected items from the next time onwards. ***"Battery serial number" will be supported from the newly releasing devices.**

***Support models may vary according to future release of new models.**



8-3. Device details

On the Device details screen, you can display various information such as device setting information and usages of parts,
and edit registration information of devices.

uhuru1002002

+ Add device

User SATO

board / Device details

1

Device details

2

Edit device information

3

Device status

4

Device details

5

Log

6

Control panel

7

Maintenance history

Settings

Panel [Printer 0002]

Location

Factory01

Life counter

0.0km

Total cuts

0times

Device name

Printer 0002

Label replacement

-

Parts replacement timing

Print head -

Platen roller -

Cutter -

Battery -

Display

No Image

Model name

CL4NX 305dpi

Device status

DISCONNECTED

Last error

-

Ribbon replacement

-

Last update

2018-08-14 09:32:27

Battery

-

Summary

Responsible org

テスト-Voice Crew Support

Country

Japan

Status

DISCONNECTED

Last error

-

Depot service

Service request

Last update

2018-08-14 09:32:27

Serial number

4B031700

Company ID

ORG1B676

SOS type

Real-time

Firmware

1.8.1-u111_r6

Contract number

-

Contract name

-

Contract start date

-

Contract expired

-

SOS agent version

dev:a6aed254932f0aa0d840de00b6e7fb464e944b90

Print Method

Direct thermal

Speed

6

Darkness Range

A

Sensor Type

I-MARK

Darkness

5

Print Mode

CONTINUOUS

Backfeed

None

Replace spare parts

Spare parts status

Platen roller replacement

P/H replacement

Replace cutter unit

Spare parts

Replacement date

Occupancy value

Platen roller

0.0 km

0%

Print head

0.0 km

0%

Cutter

0 times

0%

Head resistance value MAX

45%

Usage

Parts replacement alert

-

Long unconnected

-

Total cuts

0times

Life counter

0.0km

P/H usage ratio

0%

Next service timing (P/H)

-

Number used

0times

Cutter usage ratio

0%

Next service timing (cutter)

-

Number used

0times

Platen roller usage ratio

0%

Next service timing (Platen roller)

-

Number used

0times

Battery charge count

-

Battery status

-

Number of labels used in total

-

Number of ribbons used in total

-

Total application times

-

Number of passes

-

Total power-on time

-

Total suction time

-

Uptime

-

Life counter prediction

-

Real-time

Clone

1

MAC address

D0:FF:50:5A:26:65

IP address

192.168.136.124

DNS: IP address

0.0.0.0

Proxy On / off

OFF

Proxy: IP address

0.0.0.0

NTP: IP address

0.0.0.0

Bluetooth enabled

Valid

Wi-Fi status

DISABLED

RFID Enabled

Valid

Location

Company

uhuru1002002

Location

Factory01

Postal code

1030001

Address

tokyochuouku20

Contact number

-

Memo1

-

Memo2

-

Memo3

-

Asset information

Device name

Printer 0002

Series

CL4NX

Model name

CL4NX 305dpi

SOS registration date

2016-11-22

Asset number

CL4NX-305-HF


Asset acquisition date

2017-03-02

Installation date

2016-11-22

1. Device Panel

Displays the basic information of a device. Clicking the  icon in the Display status field will enable you to capture the current printer screen.

(The capture function may not be used depending on the firmware version of the printer.)

2. Edit device information button

Edit the displayed device name, and register or delete the device.

3. Device details tab

Refer to the usage and setting contents of the device. Available information of the items are shown in the table below. **(Contents of the table may vary according to future release of new models.)**

Summary	Replace spare parts
Responsible organization, Country, Status, Last error, Depot service, Last update, Serial number, Company ID, SOS type, Firmware, Contract number, Contract name, Contract start date, Contract expired, SOS agent version, Print method, Speed, Darkness range, Sensor type, Darkness, Print mode, Backfeed	Spare parts status(Platen roller, Print head, Cutter, Maximum head resistance), Platen roller replacement(Current parts, Parts replacement), Thermal head replacement(Current parts, Parts replacement), Cutter replacement(Current parts, Parts replacement)
Location	Usage
Company, Location, Postal code, Address, Contact number, Memo1, Memo2, Memo3	Parts replacement alert, Long unconnected, Total cuts, Life counter, Total print quantity, Print head usage ratio, Next service timing(Print head), Number used(Print head), Cutter usage ratio, Next service timing(Cutter), Number used(Cutter), Platen roller usage ratio, Next service timing(Platen roller), Number used(Platen roller), Battery charge count, Battery status, Number of labels used in total, Number of ribbons used in total, Total application times, Number of passes, Total power-on time, Total suction time, Uptime, Life counter prediction, Total print quantity, Daily average print quantity, Weekly average print quantity, Monthly average print quantity
Asset information	Real-time
Device name, Series, Model name, SOS registration date, Asset number, Asset acquisition date, Installation date	Clone, MAC address, IP address, DNS: IP address, Proxy On/Off, Proxy: IP address, NTP: IP address, Bluetooth enabled, Wi-Fi status, RFID enabled, W-LAN module type, MQTT protocol

4. Printer log tab

Check the history of operations performed by the SOS system to the device, history of errors and warnings that have occurred on the printer, etc. The details are described in the next and subsequent pages.

5. Control panel tab

Printer control can be performed such as test print to the printer from the SOS system. The details are described in the next and subsequent pages.



6. Maintenance history tab

Maintenance log of devices can be viewed and downloaded.

7. Settings tab

Refer to the setting parameters of the printer and change the settings. The details are described in the next and subsequent pages.

8-4. Printer log tab

uhuru1002002

+ Add device

User SATO

Dashboard / Device details

Device details

Panel [Printer 0002]

Edit device information

Device status

Location

Factory01

Life counter

0.0km

Device name

Printer 0002

Model name

CL4NX 305dpi

Device status

DISCONNECTED

Last error

-

Last update

2018-08-14 09:32:27

Total cuts

0times

Label replacement

-

Ribbon replacement

-

Battery

-

Parts replacement timing

Print head

-

Platen roller

-

Cutter

-

Battery

-

Display

No Image

Details

Log

Control panel

Settings

1

2018-07-22 - 2018-08-20

2

Log type

Search

Download

50

items displayed

Date search

2018-08-20 10:50:46

Search

Date	Type	Description	Value	Account
There is no data				

Display 0 to 0 of 0

Top

Back

Next

Last

1. Search conditions

A log extraction period and log type can be specified as search conditions.

2. Download button

The search result of the displayed log can be downloaded in text file format.

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SATO

8-5. Control panel

uhuru1002002 + Add device User SATO

Dashboard / Device details

Device details

Panel [Printer 0002] Edit device information

Device status

Location	Factory01	Life counter	0.0km
Device name	Printer 0002	Total cuts	0times
Model name	CL4NX 305dpi	Label replacement	-
Device status	DISCONNECTED	Ribbon replacement	-
Last error	-	Battery	-
Last update	2018-08-14 09:32:27		

Parts replacement timing

Print head	-
Platen roller	-
Cutter	-
Battery	-

Display

No Image

Device details Control panel

Restart Test print Reset settings Change status Call Printer Play Stop GetList

Execute the test print with the printer online.

Only for PW4NX

Execute the play video with the printer offline.

Last print image

Get last label

ID	File name	Output date	
149	bmp_RS1ucE.bmp	2017-03-02 19:18:20	
149	bmp_kDK2Te.bmp	2017-03-21 00:12:41	
149	bmp_c9bAWm.bmp	2017-03-21 00:41:44	
149	bmp_LhQ4ft.bmp	2017-03-21 19:37:08	
149	bmp_RT8SyQ.bmp	2017-03-21 22:51:44	
149	bmp_X0Y49N.bmp	2017-03-22 23:30:00	

Hex dump

Start hex dump End hex dump

There is no data

Clone file

Select type Upload

Select type Create

Type1:Excl.LAN/WIFI/IP *
Type2:Incl.LAN/WIFI
Type3:Incl.LAN/WIFI/IP *
*Available at SOS agent V3 onward.

ID	Output date	File name	Type
24217	2021-04-02 10:58:12	EA102158_clone.ots_1.1869902593.pkg	Type

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- Restart button**
The printer can be restarted on the SOS system. Note that when labels are being issued, it is stopped before restart.
- Test print button**
Select an item to test-print from the combo box, and click the Test print button to direct the printer to test-print.
- Reset settings button**
Select "UserReset(-I/F)" from the combo box, and click the reset settings button. Then the setting parameters of the printer can be restored to the default values.
- Change status button**
Select ONLINE or OFFLINE from the combo box to change the printer status.
- Play video**
Help videos built into the printer can be played on the printer. Click the "GetList" button to display the list of playable videos in the combo box. Select a video, and click the Play button to play it.
- Last print image acquisition**
Acquire the image data of the last-printed label with the printer. The acquired data can be downloaded from the list beneath the button.



7. Hex dump acquisition

Clicking the Start hex dump button will start to acquire the Hex dump (file containing the issue direction data from PC, etc. to printer expressed hexadecimally). Clicking the End hex dump button will upload the Hex dump of the data printed during the period from Hex dump start to end, to the SOS system. The data uploaded to the system can be downloaded from the list.

8. Clone file operation

Upload the Clone file (file with the printer settings copied) from the PC or printer. By changing the clone type in the combo box, you can change the contents included in the Clone file to be uploaded.

·Type 1 – Excl.LAN/WIFI/IP

Setting parameters except for network settings including IP address(*)

·Type 2 – Incl.LAN/WIFI

Setting parameters except for IP address

·Type 3 – Incl.LAN/WIFI/IP

All setting parameters(*)

* Supported in SOS agent V3 and later.

Each icon in the file display area represents the following operations.



Click this icon to switch enable/disable of Clone file sharing within the same installation location.



Click this icon to apply the Clone file to this printer.



Download the Clone file.

8-6. Settings tab

The setting information list of the SOS network connection device is acquired when the Settings tab is displayed.

Device details

Panel

Device status

Location

Device name

Model name

Device status

Last error

Last update

Life counter

Total cuts

Label replacement

Ribbon replacement

Battery

0.2 km

18 times

-

-

-

Parts replacement timing

Print head

Platen roller

Cutter

Battery

-

-

-

-

Display

No Image

Edit device information

Device details

Log

Control panel

Settings

View

Edit

Fold

Text settings

Shortcut

Adjustments

Offset

Pitch

Darkness Adjust

0

0

70

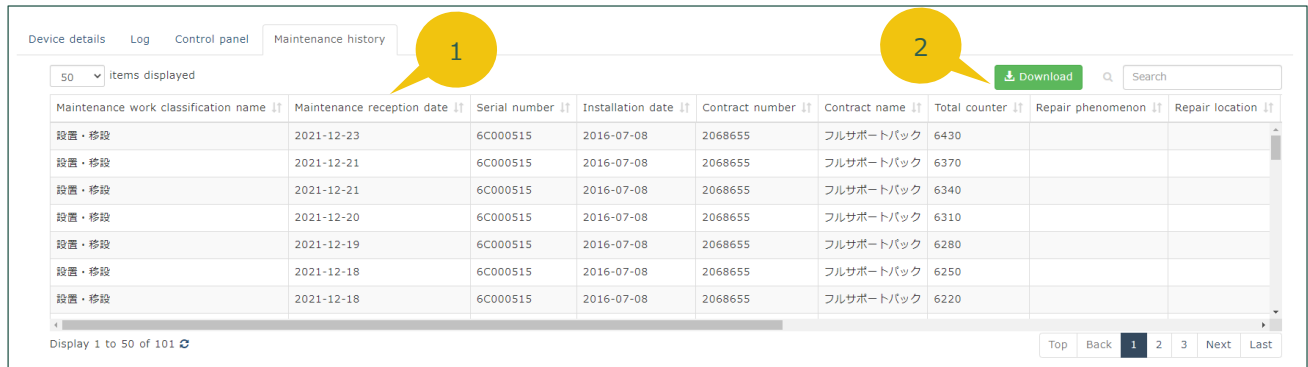
dot

dot

1. Edit/View switching button
Switch between the View mode and Edit mode. When changing the setting parameters of the printer on the SOS system, select the Edit mode.
2. Display all button
This button expands all the folded items. Pressing the button again will return to the previous state.
3. Text file output of setting value button
The setting parameters are downloaded as a text file in a batch.
4. Setting fields
View the setting parameters of the printer and edit them on the SOS system. For details of each setting parameter, see the manual corresponding to your printer.

8-7. Maintenance history tab

Maintenance log of registered devices can be viewed. **(*This feature will be enabled sequentially as soon as the system information is integrated.)**



Maintenance work classification name	Maintenance reception date	Serial number	Installation date	Contract number	Contract name	Total counter	Repair phenomenon	Repair location
設置・移設	2021-12-23	6C000515	2016-07-08	2068655	フルサポートバック	6430		
設置・移設	2021-12-21	6C000515	2016-07-08	2068655	フルサポートバック	6370		
設置・移設	2021-12-21	6C000515	2016-07-08	2068655	フルサポートバック	6340		
設置・移設	2021-12-20	6C000515	2016-07-08	2068655	フルサポートバック	6310		
設置・移設	2021-12-19	6C000515	2016-07-08	2068655	フルサポートバック	6280		
設置・移設	2021-12-18	6C000515	2016-07-08	2068655	フルサポートバック	6250		
設置・移設	2021-12-18	6C000515	2016-07-08	2068655	フルサポートバック	6220		

1. Maintenance history list

Maintenance history for the number of items displayed will be shown.

Viewable items in Maintenance history list are as follows: Maintenance work classification name, Maintenance reception date, Serial number, Installation date, Contract number, Contract name, Total counter, Repair phenomenon, Repair location, Installation location name, Installation location address, Spare parts name, Spare parts quantity

2. Download button

Maintenance history can be downloaded via CSV file.

Maintenance log of all devices can be downloaded via CSV file in a batch from [Maintenance history] of "Device list."

9. How To Contact Us

If there is any inquire, Press the contact us from the SOS main menu and fill in all fields

10. FAQ

10-1. If you forget your login password

Set your password again following the instructions of the login information section in this manual. Our company cannot confirm your password for security reasons.

10-2. Some menus or buttons described in this manual are not displayed.

Some of the functions are provided only to the customers who have made a maintenance support agreement on the printer with our company.

For details of the maintenance support, please feel free to contact our support desk described at the end of this manual.

10-3. Some functions do not work even if operated exactly as the manual says.

Errors may occur temporarily depending on the network status, etc. Perform re-operation.

Also, depending on the type of printer and firmware version, some functions such as the screen shot capture function on the Device details screen may not be supported. For details, please feel free to contact our support desk.

10-4. Cannot register or edit the device.

Depending on the assigned SOS user authority, screen viewing is only permitted. Please ask the person in charge of SOS user management in your company.

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SATO Corporation

Tamachi Station Tower N, 3-1-1 Shibaura, Minato-ku, Tokyo, Japan 108-0023

For inquiries by phone:

Please contact local SATO office

<http://www.satoworldwide.com/sato-group/global-network.aspx>

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