



SATO ID AUTH



SATO Online Services

SATO ID AUTH

SATO Online Services – User’s Manual

Oct. 1, 2024

ver 1.0



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1. 

# Revision History

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Version	Issued at	Revisions
Version1.0	Oct 1, 2024	Changes due to SATO ID AUTH release.

## 2. Introductions

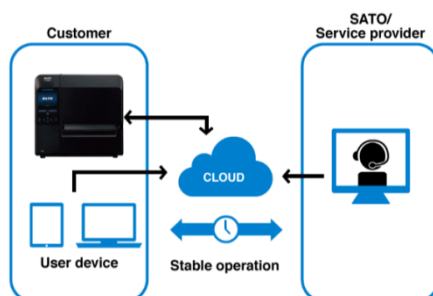
### About SATO Online Services

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

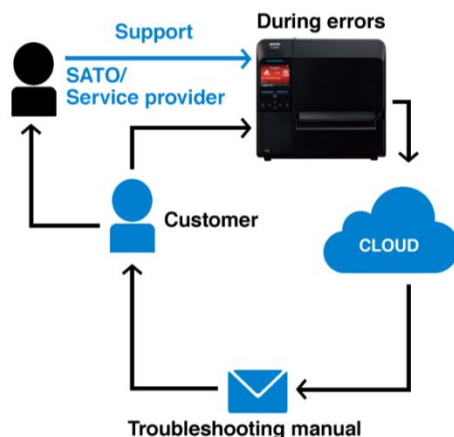
Quickly sends a specific solution suitable for the error status via email on the spot.

- 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. SATO ID AUTH

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Single sign-on can be realized by associating SATO ID AUTH (Hereafter called ID AUTH) with SOS account. By associating the account, the number of registered Company, User, Device can be centrally managed. Customers can just log in with their ID of SATO ID AUTH and their Google/Microsoft account will also be supported.

### Notes for account association

#### 1. In case of existing account

When associating with ID AUTH from SOS, please check if Company information and service information is available in ID AUTH. If Group information, User information, Device information is available in ID AUTH, account association may not work correctly.

#### 2. Cancel existing account association

ID AUTH association cancel feature shall be used to cancel association when the association is made by mistake. Do NOT use the feature for other cases than the above.

## 4. Create SATO ID AUTH Account

For initial login, invitation from SATO or business partner is required. Please log in from the URL written in the invitation email. Please see <Invitation from SATO>. To create an account from ID AUTH, please see [SATO ID AUTH Operation Manual for User].

## 5. SOS Login (Login from SATO ID AUTH)

### 5-1. SATO ID AUTH Login

SATO ID AUTH account has been registered with below information.

\*\*\*\*\*

Company name: 07 既存会社\_評価G  
Group: 07 既存会社\_評価G  
Department: 07 既存会社\_評価G  
Phone number:  
Name: 評価G\_会社(管理者)  
Furigana:  
Authority: User administrator  
Language: Japanese  
\*\*\*\*\*

<https://stg.sato-id-auth.com/login>  
If you have any questions and doubts about password change,  
please contact SATO's sales office or distributor.

\*This email address is for sending only. Please understand that reply to this email will not reach the PIC.

Issued by SATO Holdings Corporation <https://www.sato-global.com/>

<Invitation from SATO>

Invitation email will arrive from SATO.  
When you click the invitation e-mail, the  
authentication code transmission screen  
will appear.

**SATO ID AUTH**

Enter Email address and click "Send authentication  
code" to send password reset email.

English(en)

**Send authentication code**

Back to login page

Enter email address and click "Send  
authentication code" icon.

[SATO ID AUTH]Authentication code

SATO ID AUTH <ssssnoreply@stg.sato-id-auth.com> 13:30  
宛先: 私

Dear 評価G\_SOS

Login request to SATO ID AUTH has been received with below information.

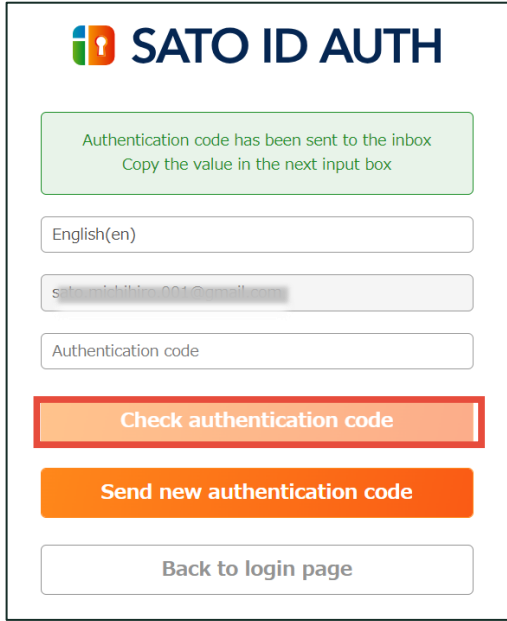
Please enter below code for identification confirmation.

Please ensure that 評価G\_SOS will enter information in the link.  
Expiration date:2024-09-27 04:35:02(UTC)

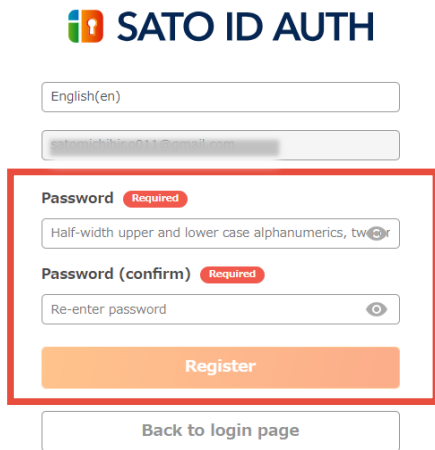
If you have any questions and doubts about password change,  
please contact SATO's sales office or distributor.

\*This email address is for sending only. Please understand that reply to this email will not reach  
the PIC.

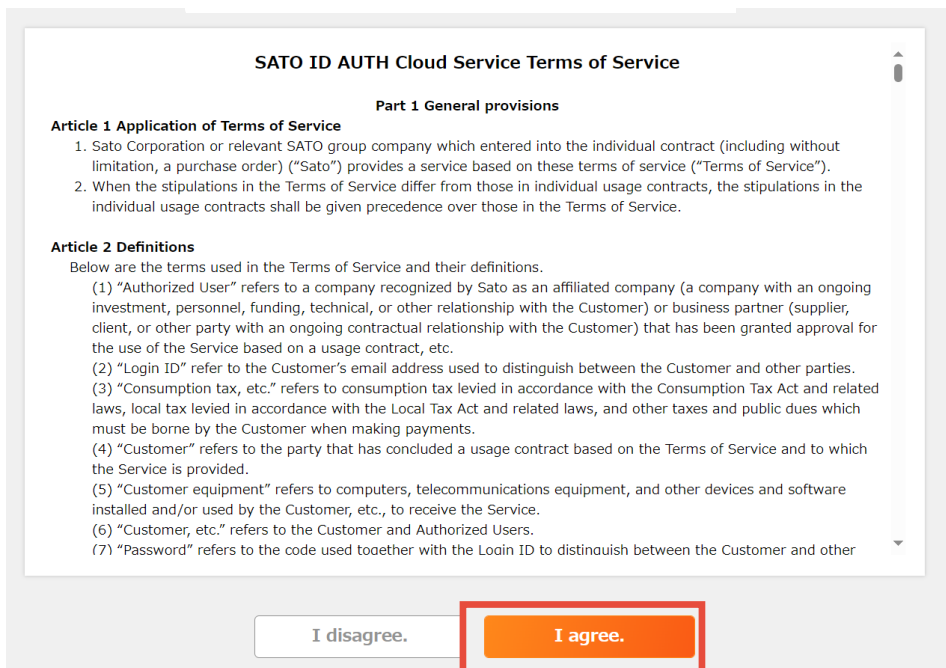
Authentication code received email. Check  
the code.



Enter authentication code and log in with "Check authentication code."

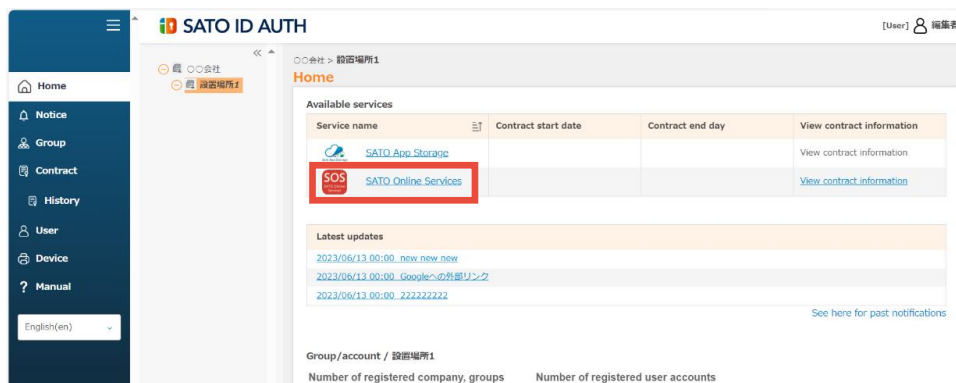


the password setting screen will appear.



Please check our Terms of Use.






Screen shifts to HOME screen.  
Click "SATO Online Services."

Welcome.  
If you are using it for the first time, you need to sign up. After signing up with the person in charge of managing the company organization, it is possible to invite multiple people involved.

If you have a SATO ID AUTH account, please log in 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 SOS screen shows, click [[Login with SATO ID AUTH](#)].

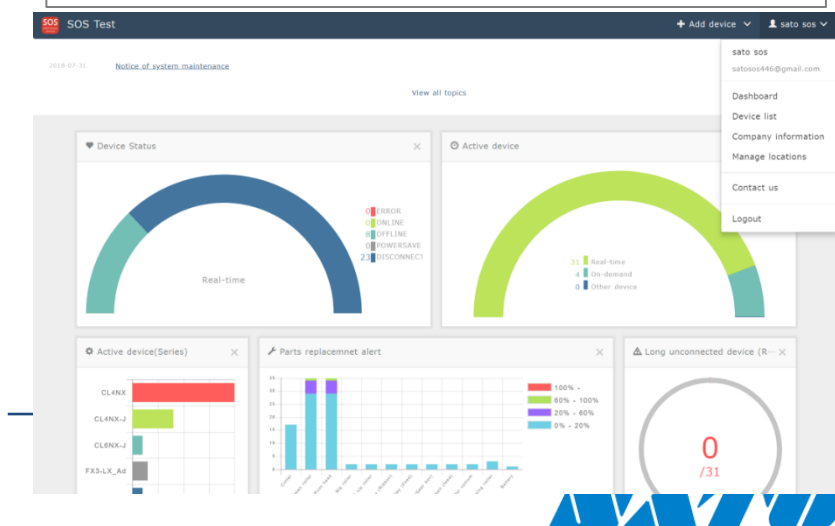
[Term & condition](#) Please agree to use SOS application.

☐ I agree to the terms & condition

[Start SOS application](#)

Copyright © SATO HOLDINGS CORPORATION. All rights reserved.

Read Terms of Service and check [[Agree with Terms of Service](#)]. Click "Start using SOS application."



When dashboard opens, the login is complete.

## 5-2 Re-set password.

The screenshot shows the SATO ID AUTH interface. On the left sidebar, the 'User' menu item is highlighted with a red box. In the main content area, the 'Edit' button is highlighted with a red box. The interface displays user information and usage service details.

Organization	Contact phone number	Group	Authority	Language	Memo	Operation permission settings	Connection date and time(UTC)	Update date and time(UTC)
		/〇〇会社/設置場所1/	User	Japanese			2024-09-27 07:05:50	2024-09-27 07:05:50

Service name	Link status	Authority
SATO Online Services	Linked	EVE:User authority(Edit)

Buttons: Search / List, Edit

·Change password from ID AUTH. Select user to change password form “User,” choose “Edit” to reset password.  
 -User upper and lower half-byte alphanumeric up to eight characters. Note that symbol cannot be used at the top of the password.

The screenshot shows the 'User information / Update' form. The 'Furigana' and 'Password (register)' fields are highlighted with red boxes. The form includes fields for Email address, Name, Furigana, and Password (register).

**User information / Update**

Email address  
 satomichihir.o010@gmail.com

Name **Required**  
 編集者

**Furigana**  
 (Half-byte alphanumerics and symbols: up to max characters)

**Password (register)** \*Enter only when you want to change  
 Up to 8-100 half-width alphanumerics including one upper and lower case alphabet

Buttons: Cancel, Undo changes, Delete, Update

Click [Update]. Password will be reset.

## 6. 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.

### 6-1. 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>

## 6-2. Manage installation location(Group list)

SOS manages Installation locations, and ID AUTH manages Groups. Group can be registered from ID AUTH. Registered Groups can also be checked from SOS.

Select “Company/Group” from Menu, and choose the company to register from the tree.

Check Company name, and if correct, switch to “Group” tag and press “Create new group” button.

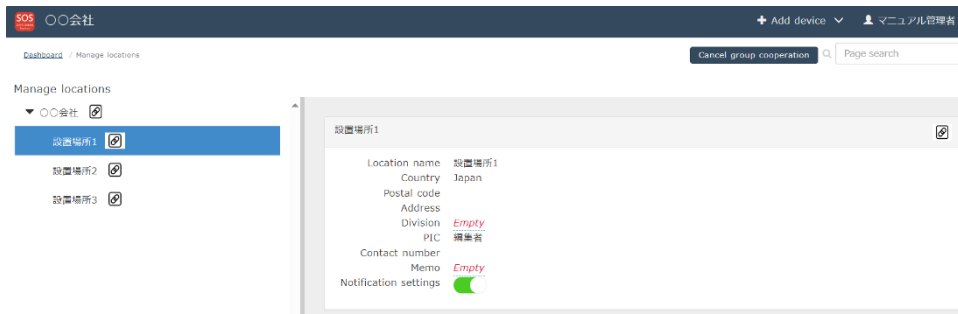
The screenshot shows the SATO ID AUTH interface. On the left is a navigation menu with 'Group' highlighted. The main area is titled 'Company, group / Search'. There are tabs for 'Company' and 'Group', with 'Group' being the active tab. Below the tabs is a search form with a 'Company/Group name' field and a 'Search' button. A table below shows search results. The first row is highlighted with a red box. At the bottom, there are 'Batch delete' and 'New entry' buttons, with 'New entry' highlighted with a red box.

Group ID	Group name	Hierarchy path	Country name	Time zone
26736	設置場所1	/〇〇会社/	Japan	(UTC-10:00) Hawaii

The screenshot shows the 'Group' registration form. It has tabs for 'Company' and 'Group', with 'Group' being the active tab. The form contains several required fields: Parent group, Group name, Language, Country name, Time zone, Postal code, and Address. There is also a section for 'Icon image' with a file upload button. At the bottom, there is an 'Authority' dropdown and a 'Register' button highlighted with a red box.

Enter “Required” slots in Group information, and press “Register” button.  
\*Check “Parent Group” is the applicable Company.

“Group name” for ID AUTH, “Installation location” for SOS is shown.

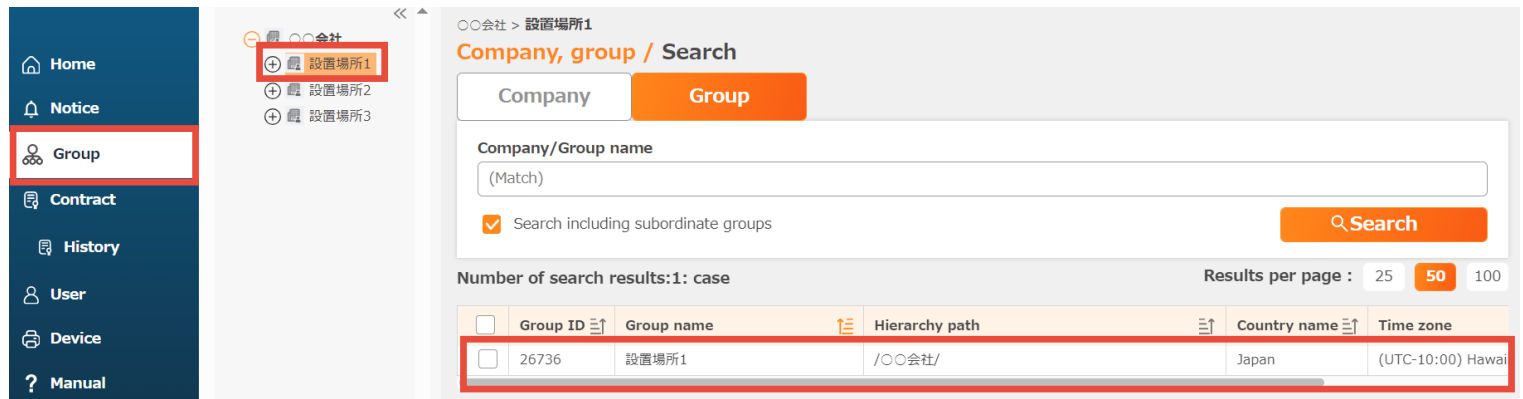


-Installation location reference(SOS)  
Click installation location management from Menu, item window will open as shown in the left image.  
Please edit from ID AUTH.

\*Please change email receive setting from SOS.

### 6-3. Installation location (Group edit)

Click “Company/Group” from Menu, click Group to edit, click Edit to edit the items.



Time zone	(UTC-10:00) Hawaii
Postal code	
Address	
Phone number	
Icon image	
Authority	User
Operation permission settings	Edit

### Usage service

Service name	Link status
SATO App Storage	Linked
SATO Online Services	Linked
All-In-One Tool V2	Not linked
EFC	Not linked

Search / List

Edit

## 6-4. Printer Registration (common to all models)

The screenshot shows the SATO ID AUTH web interface. On the left sidebar, the 'Device' menu item is highlighted with a red box. The main content area is titled 'Device information / Search'. It features search filters for 'Company/Group name' and 'Serial number', both with '(Match)' as the default value. A checkbox for 'Search including subordinate groups' is checked. A 'Search' button is present. Below the search filters, a table displays search results. The first row is highlighted, showing details for a device with serial number OZW00004, company name 〇〇会社, group name 設置場所1, device name OZW00004, maker name SATO, and model name CL4NX-3 Plus 305dpi. At the bottom of the search results, there are buttons for 'Batch move groups', 'Batch delete', and 'New entry', with the 'New entry' button highlighted by a red box.

Select "Device" from Menu, choose Installation location, and click "New entry."

### Device information / Register

The screenshot shows the 'Device information / Register' form. It contains several input fields, each with a 'Required' label in a red box: 'Device ID', 'Serial number', 'Device name', 'Maker Name', 'Series name', 'Model name', and 'Password'. The 'Serial number' field has a hint: '(Half-byte alphanumerics and symbols: up to max characters)'. The 'Maker Name', 'Series name', and 'Model name' fields are dropdown menus. The 'Password' field has a hint: 'Up to 8-100 half-width alphanumerics including one or more numbers, one or more non-number characters'. Below the form, there is a 'Memo' section with a text area and a 'Usage service' section with a checkbox for 'Service name' and a red box around the 'SOS SATO Online Services' option.

Enter "Required" slots in Device information, and press "Register" button.

- Device information(serial number, device name, password) shall be entered by User.

Enter information.

- Enter "SATO" for "Supplier name."
- Select "Device model name" based on the serial number.
- Please check if contracted service has been selected for "Service in use."

Cancel

Undo changes

Register

-Select "Device" from Menu, choose Group to view registered device.

〇〇会社

Device information / Search

Company/Group name (Match) Serial number (Match)

☒ Search including subordinate groups

Search option + Search

\*Time and data is indicated by UTC(Universal Time Coordinated).

Number of search results:1: case Results per page : 25 **50** 100

<input type="checkbox"/>	Serial number	Company name	Group name	Device name	Maker Name	Model name	Connection date and time	Update date and time	Available services
<input type="checkbox"/>	OZW00004	〇〇会社	設置場所1	OZW00004	SATO	CL4NX-J Plus 305dpi		2024-09-26 01:37:23	SATO App

Batch move groups Batch delete Batch register New entry

-Registered device can also be viewed by selecting "Device list" of Menu in the upper right corner in SOS

SOS 〇〇会社 + Add device マニュアル管理者

Dashboard / Device list

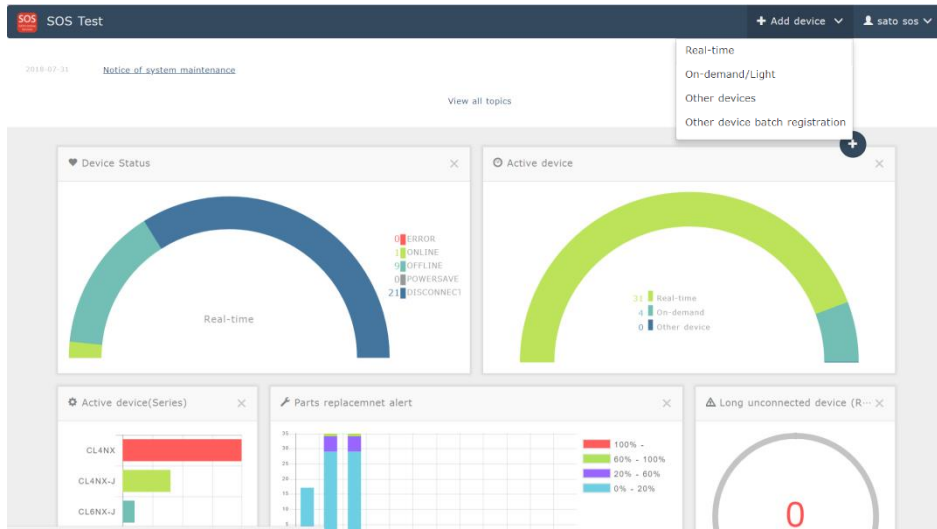
Display 1 to 2 of 2

Asset management list Device list Maintenance history device\_linkage Cancellation of device linkage

1,000 items displayed

Device name	SOS type	Model name	Status	Location	Last connection date	IP address	Forecasted printable qty.	AC connection status	Linkage
FF216825	Real-time	FX3-LX_Ad USB+LAN	OFFLINE	設置場所1	2024-09-30 15:37:11	192.168.17.144			
OZW00004	On-demand	CL4NX-J Plus 305dpi		設置場所1					

## 6-5. 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, there is a progress bar with 'Successfully add the printer' and 'Updated'. Below this, there is a note: '[Serial number] [Association code] displayed on the printer screen is required' with a link to the user manual. The form fields are: '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). There is a red asterisk icon and the text '\* Input required' at the bottom left. An 'Add' button is at the bottom right.

·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.

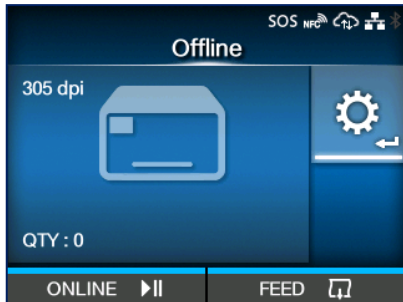
·After entry, click the [Add] icon to complete the setting.







## 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) Execute following operations after printer is registered from SATO ID AUTH.




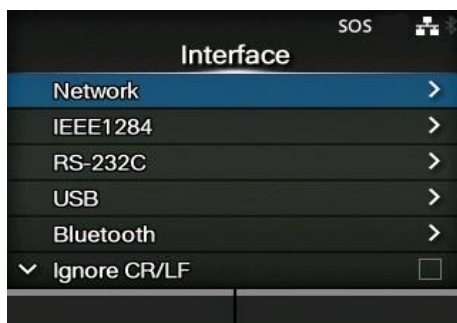
- Power on the printer. The Online screen is displayed.
- Check that a LAN or Wi-Fi network connection is established and the SOS icon is displayed.
- Press the  key. The Offline screen is displayed.






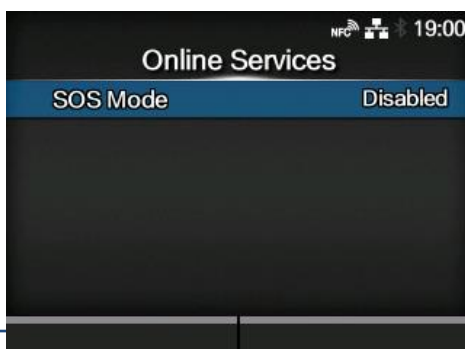
- On the Offline screen, press the  key. The Settings screen is displayed.





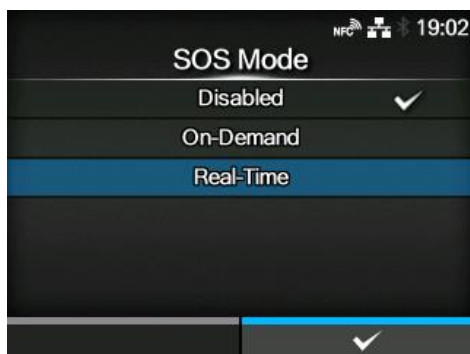
- On the Settings screen, press the (   ) keys to select "Interface", and then press the  key.



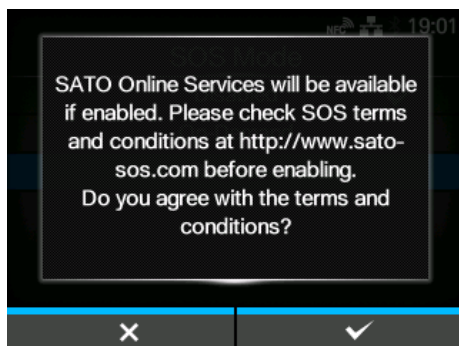
- On the Interface screen, press the (   ) keys to go down to "Network"=>"Service"=>"Online Services" with the  key to select it.




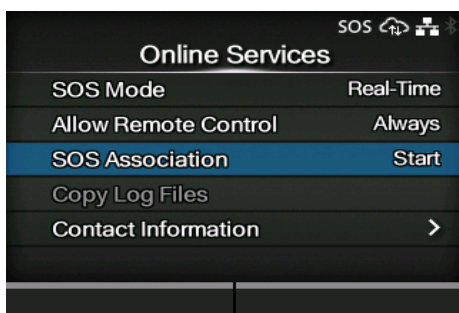
- On the Online Services screen, press the (   ) keys to select "SOS Mode".




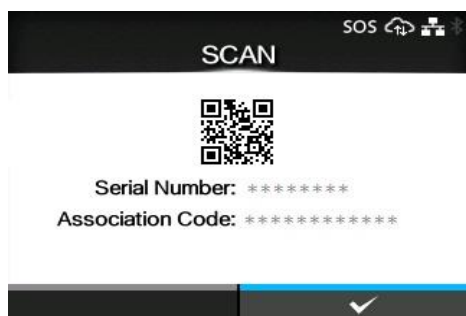
· On the SOS Mode screen, press the (▲▼) keys to select “Real-Time”, and then press the  key or  key.



· 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.

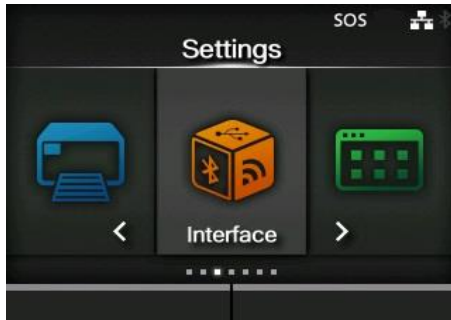
· The 8-digit “Serial Number” and 12-digit “Association Code” are displayed. Write them down and transfer the number and code on the Add A Printer screen previously shown.

· 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.

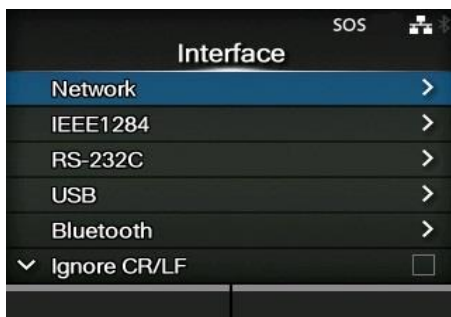


## 6-6. Adding On-demand devices(With QR connection) or Light connection devices

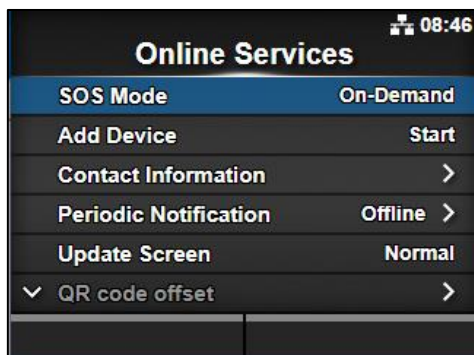
Operate the printer to show the on-demand PIN registration screen. Execute following operations after printer is registered from SATO ID AUTH.



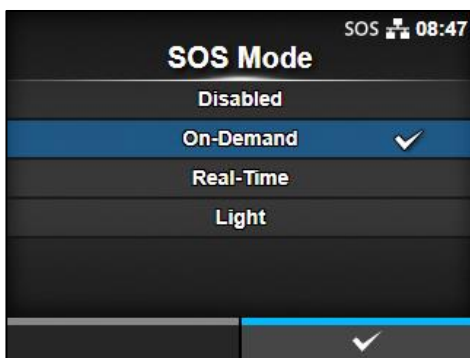
- On the Settings screen for the printer, press the (◀▶) keys to select "Interface", and then press the ⬅ key.



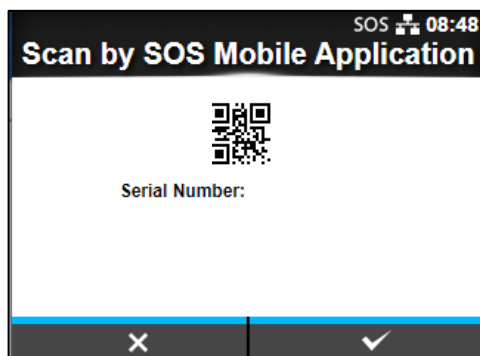
- On the Interface screen, press the (▲▼) keys to go down to "Network"=>"Service"=>"Online Services" with the ⬅ key to select it.



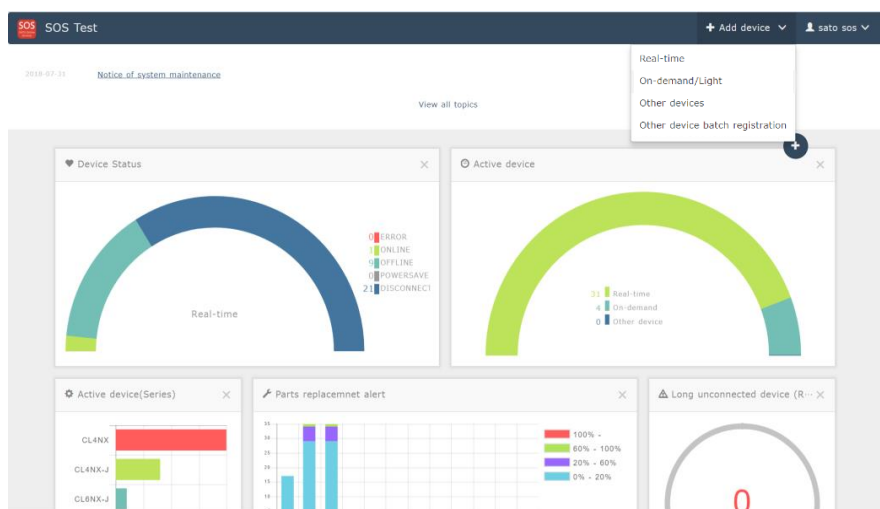
- On the Online Services screen, press the (▲▼) keys to select "SOS Mode".



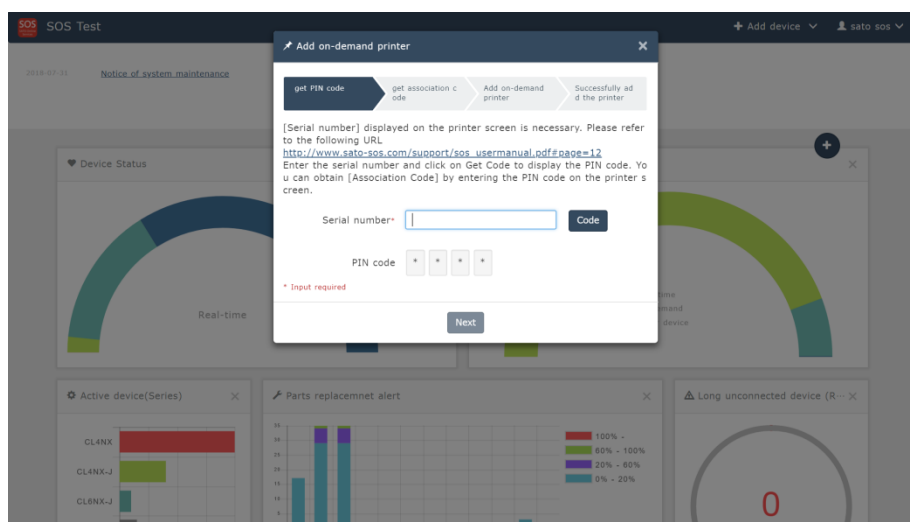
- On the SOS Mode screen, press the (▲▼) keys to select "On-Demand" or "Light", and then press the ⏏ key or ⬅ key.



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






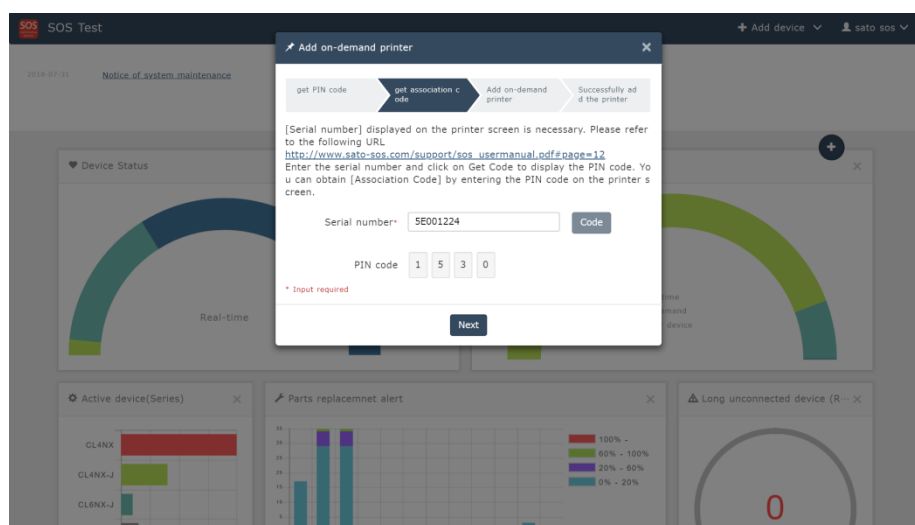
- Click [+ Add device] on the upper right of the Dashboard screen as shown on the left, and select [On-demand/Light].



- 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.

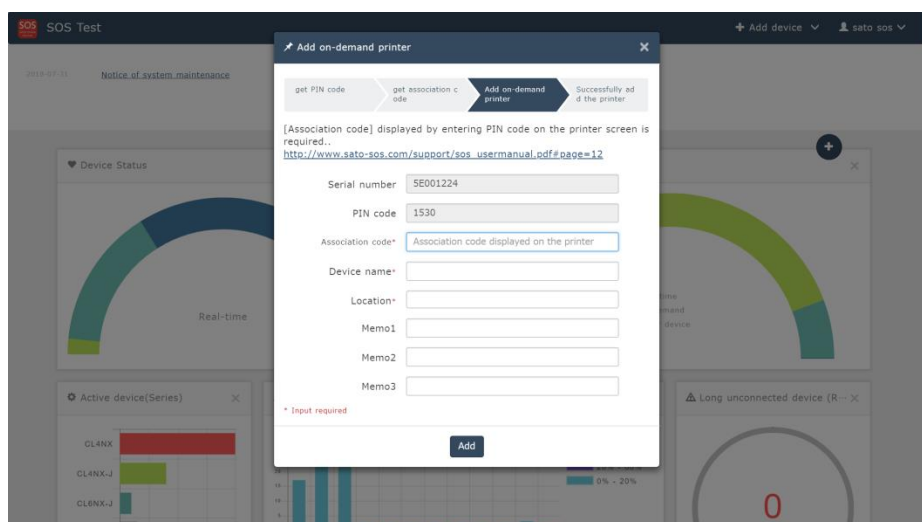


- Pressing the  key on the screen where the printer serial is displayed will display the PIN entry screen. Press the ( ) keys to set the PIN code for the printer. The printer screen displays the association code.



\*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.

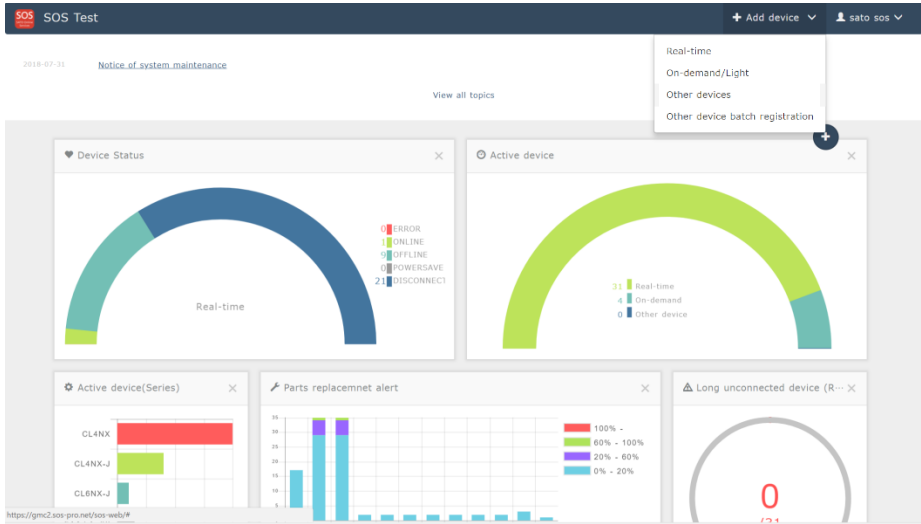
After entry, click the [Add] icon to complete the setting.

### 6-7. 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.

Execute following operations after printer is registered from SATO ID AUTH.

### 6-8. Adding other devices



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

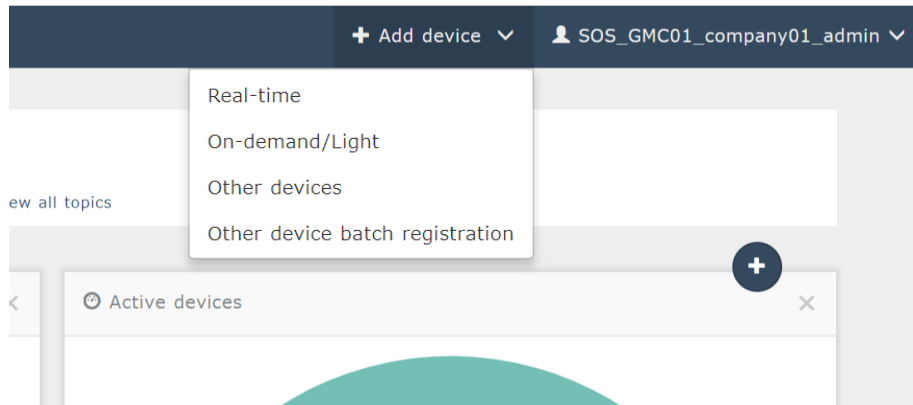
The screenshot shows the 'Edit other device' form. It has a title bar 'Edit other device' and a success message 'Successfully add other device'. Below the title bar, there is a note: '(Note) Please set the asset management number unique in the organization. When it is blank, the system automatically assigns it.' The form contains several input fields: 'Asset No', 'Device name\*', 'Model name', 'Serial number', 'Location\*', 'Installation date\*', 'Asset acquisition date', 'Deactivation' (checkbox), 'Firmware', 'IP address', 'Memo1', 'Memo2', and 'Memo3'. There is an 'Add' button at the bottom right of the form.

·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

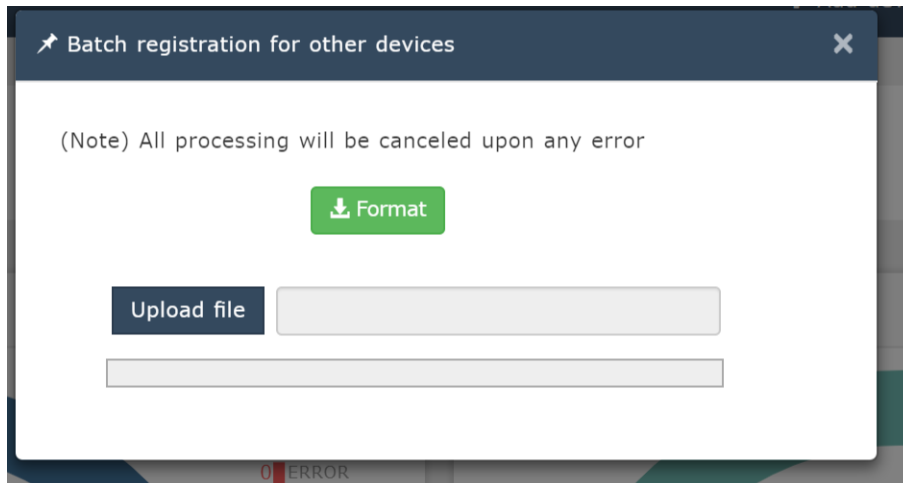
\*All fields followed by an asterisk must be filled in.  
After the field entries are complete, click the [Add] icon to complete the setting.

## 6-9. 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.

## 7. Company info

### 7-1. Updating company information

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

The screenshot shows the 'Company information' screen in the SATO Test application. The main form contains the following fields:

- Company: ○○会社
- Company ID: ORGB0F42 (194d028166d8437e839c8e1b777dcabb)
- Industry: Agriculture
- Country: Japan
- Postal code: 0000000
- Address: 東京都港区○○1丁目
- Share printer control: Yes

Below the form, there are two buttons highlighted with red boxes:

- printer operation status report guide(CSV)
- printer operation status report guide(PDF)

On the right, there is a 'Notification settings' section with a list of devices: FX3-LX\_Ad, CT4-LX, PWNX, CL4NX Plus, PW4NX, and Other. The 'FX3-LX\_Ad' device has a status of 'Serious errors' and a link for 'Long unconnected notification'.

At the bottom, there is a 'User information' section with a 'Disconnect your account' button and a warning: '<-Do NOT cancel Account association.' Below this, there are three user roles: Admin (マニユアル管理者, satomichiir.o009@gmail.com), Editor (閲覧者, satomichiir.o011@gmail.com), and Editor (編集者, satomichiir.o010@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. Printer operation status report notification (CSV)(PDF) (Appears when applicable data is created.)

Operation status report of contracted printers will be distributed quarterly. After the notification email is distributed, the data can be downloaded.

By pressing buttons, the data will be output via file and the data can be checked.



## 7-2. Company - Notification settings

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

The screenshot shows the 'Company information' screen in the SATO Test application. The top navigation bar includes 'SOS SATO Test' and a user profile 'sato sos'. The main content area is titled 'Company information' and contains a form with the following fields:

- Company: ○○会社
- Company ID: ORGB0F42 (194d028166d8437e839c8e1b777dcabb)
- Industry: Agriculture
- Country: Japan
- Postal code: 0000000
- Address: 東京都港区○○1丁目
- Share printer control: Yes

Below the form are two buttons: 'printer operation status report guide(CSV)' and 'printer operation status report guide(PDF)'. To the right, a 'Notification settings' section is highlighted with a red box. It contains a list of notification types: 'FX3-LX\_Ad', 'Serious errors', 'Long unconnected notification', 'CT4-LX', 'PWNX', 'CL4NX Plus', 'PW4NX', and 'Other'. At the bottom, the 'User information' section shows three roles: 'Admin' (satomichihir.o009@gmail.com), 'Editor' (satomichihir.o011@gmail.com), and 'Editor' (satomichihir.o010@gmail.com) with a 'Disconnect your account' button.

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.

The screenshot shows the 'Notification settings' dialog box. It contains a list of notification types with checkboxes:

- ☒ Serious errors
- ☐ Common errors
- ☐ Communication and network
- ☐ Auto labeler
- ☐ Battery
- ☐ Option
- ☐ Warnings
- ☐ Alerts
- ☐ Long unconnected notification
- ☐ Long unconnected

At the bottom, there is a red box around the 'Serious errors' label, which is likely a link to edit the settings for that specific error type.

### 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 notification	Notification email of printer operation status report

### 7-3. Company - User information management

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

User information screen will show when login is made by Administrator's authority and add/edit/delete of User can be performed..

#### 9-3-1 Add User from SATO ID AUTH

##### 1. Adding a user

Select "User" form Manu and choose Company to register from the tree. Click "New entry."

Enter "Required" slots in User information and press "Register" button.

\*Please see 9-4 for the authority

Cancel    Undo changes    Register



### 9-3-2 Edit User information form SATO ID AUTH

Select "User" form Menu, choose Group, and select User to edit.

The screenshot shows the SATO ID AUTH web interface. On the left, a dark blue sidebar contains a menu with options: Home, Notice, Group, Contract, History, **User** (highlighted with a red box), Device, and Manual. The main content area is titled 'SATO ID AUTH' and shows a breadcrumb path '〇〇会社 > 設置場所1'. Below this, there's a 'User information / Search' section with input fields for 'Company/Group name' and 'Email address/Name(Furigana OK)', both containing '(Match)'. A checkbox 'Search including subordinate groups' is checked. A 'Search option' dropdown is set to '+'. An orange 'Search' button is on the right. Below the search section, a message states '\*Time and data is indicated by UTC(Universal Time Coordinated)'. The search results show 'Number of search results:1: case' and 'Results per page : 25 50 100'. A table lists search results with columns: Company name, Group name, Authority, Name, Email address, and Contact phone number. The first result is highlighted with a red box: Company name: 〇〇会社, Group name: 設置場所1, Authority: User, Name: 編集者, Email address: satomichihir.o010@gmail.com.

[User ad

Organization	
Contact phone number	
Group	/〇〇会社/設置場所1/
Authority	User
Language	Japanese
Memo	
Operation permission settings	
Connection date and time(UTC)	2024-09-27 07:05:50
Update date and time(UTC)	2024-09-27 07:05:50

-Click "Edit" to edit the items.

#### Usage service

Service name	Link status	Authority
SATO Online Services	Linked	EUE:User authority(Edit)



### 7-3-1. Delete User from SATO ID AUTH

Select "User" from Menu, choose Group, choose User to delete. Click "Batch delete."

The screenshot shows the SATO ID AUTH web interface. The 'User' menu item in the sidebar is highlighted with a red box. The search results table shows the same user as before, but the 'Batch delete' button at the bottom is highlighted with a red box. The 'Batch move groups' and 'New entry' buttons are also visible.

7-4. SATO ID AUTH authority

- SOS authority after associated with ID AUTH
- ID AUTH

SOS
- User administrator authority checked with operation authority setting=> Management authority: entire authority including adding user is available
- User authority(Edit) authority checked with operation authority=> Edit authority: add User/Device cannot be performed
- User authority(View) not checked with operation authority=> View authority: limited information can be viewed

Authority Required

User

Usage service

<input type="checkbox"/>	Service name
<input checked="" type="checkbox"/>	<div><div>SOS</div>SATO Online Services</div>

Operation permission settings

\*Items to edit vary depending on logged-in user authority

☐ Edit

Authority

EUE:User authority(Edit)

EUE:User authority(Edit)

EUR:User authority(View)

Cancel

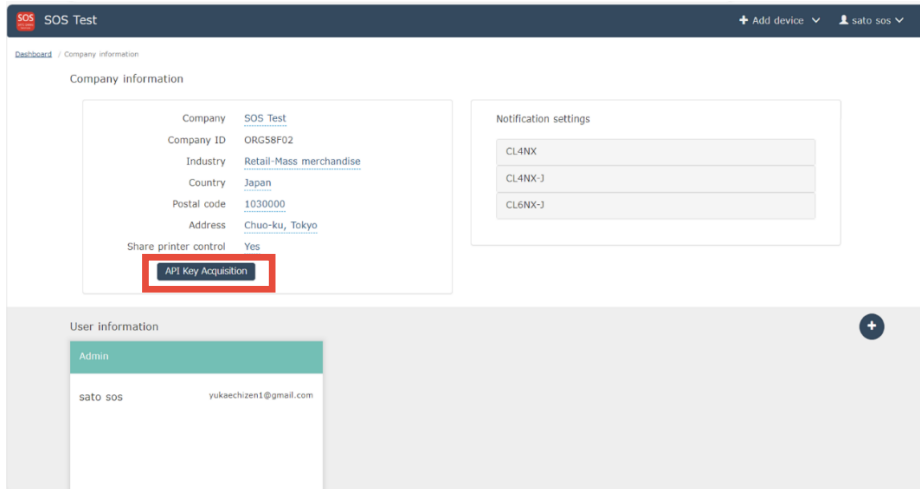
Undo changes

Delete

Update

## 7-5. 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' dialog box contains the following elements:
 

- 1**: Client selection dropdown menu set to 'ReMoCloud'.
- 2**: Language dropdown menu set to 'English'.
- 3**: 'Get API Key' button.
- 4**: 'Copy API Key' button.
- 5**: 'Register' button at the bottom.

 There is also a red asterisk icon and the text '\* Input required' at the bottom left.

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 dialog box now shows the 'Get API Key' button next to the text 'wBd7n62IoDvY'. The 'Copy API Key' button is still present.

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.

A message box appears with the text: 'Press the Copy API Key button and press OK to register.' Below the text are '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.

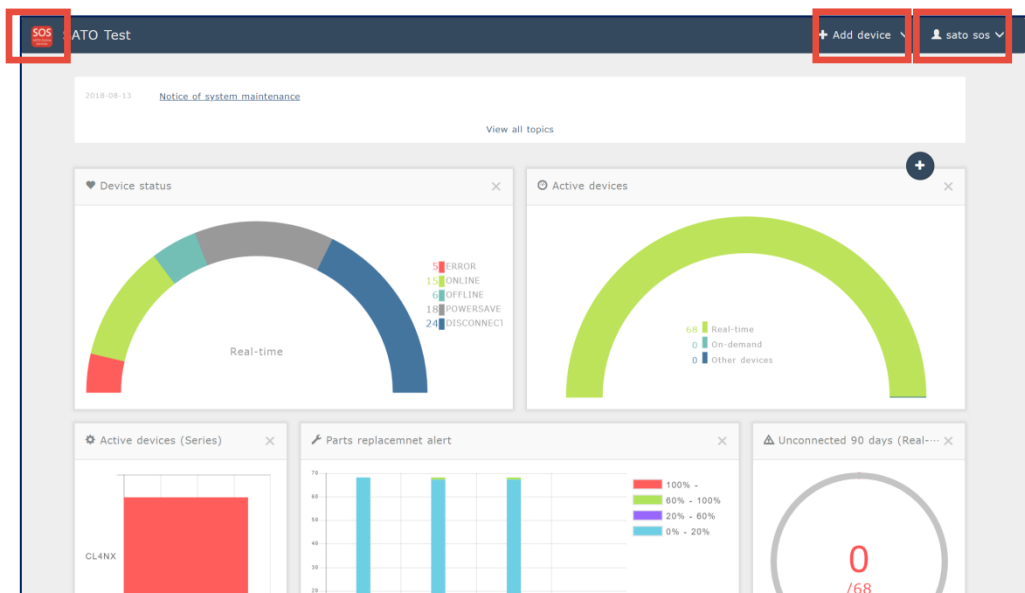
-After the registration of ⑤, set API Key at ReMoCloud.

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

## 8. Dashboard

### 8-1. Common operations

When logging in, the following Dashboard is displayed.

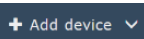


#### 1. Home button



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

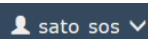
#### 2. Adding a device



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

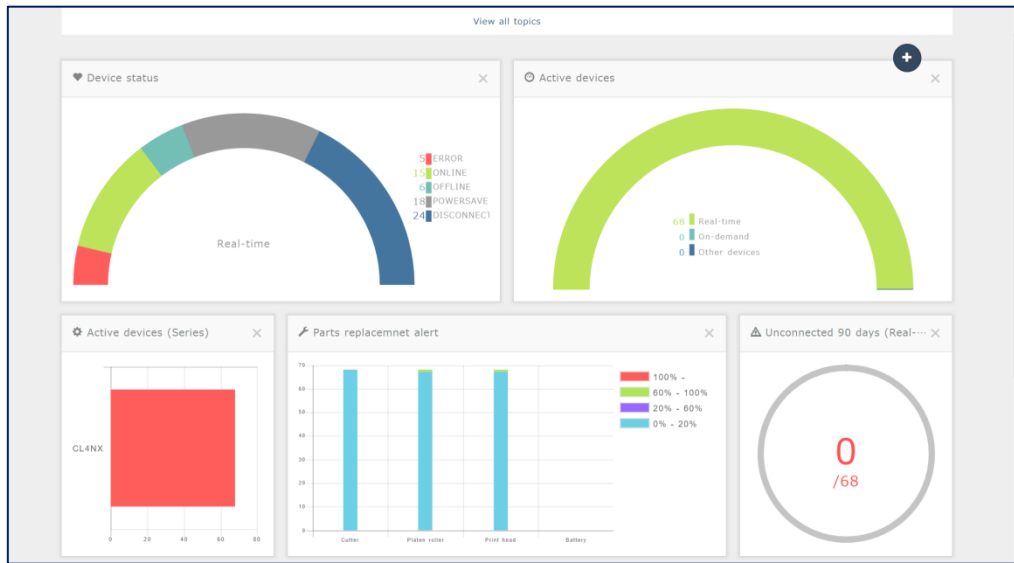


Clicking the login name on the upper right of the screen will display the main menu.

- 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.

## 8-2. Dashboard

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

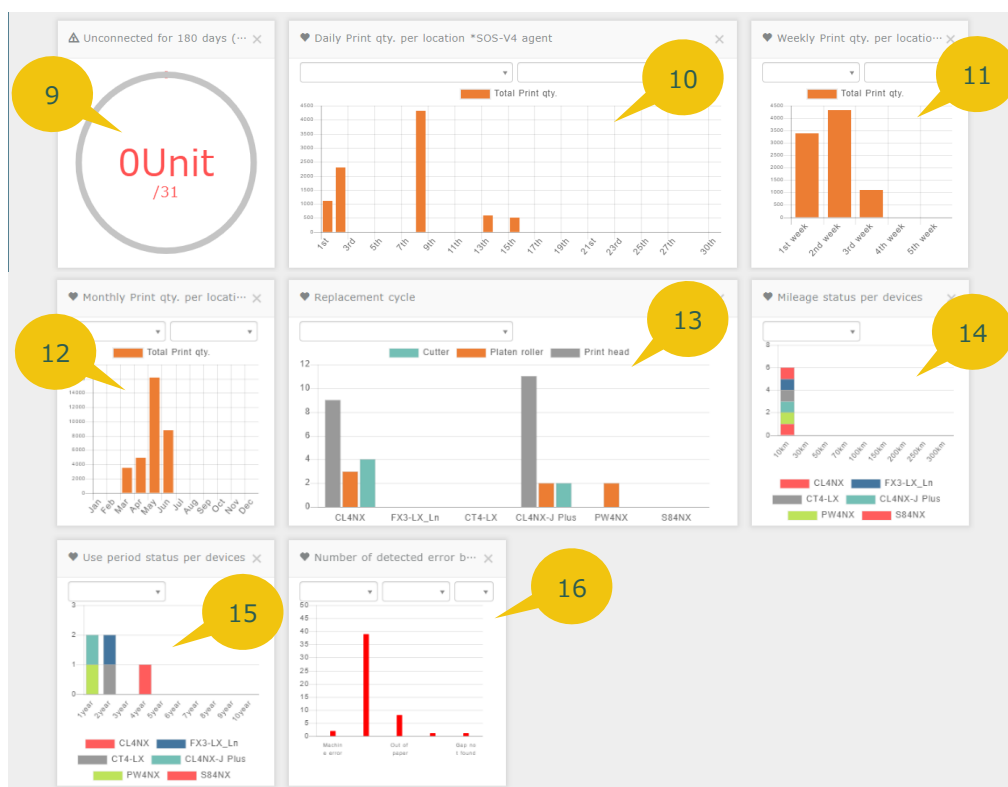


## 8-3. Dashboard parts

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





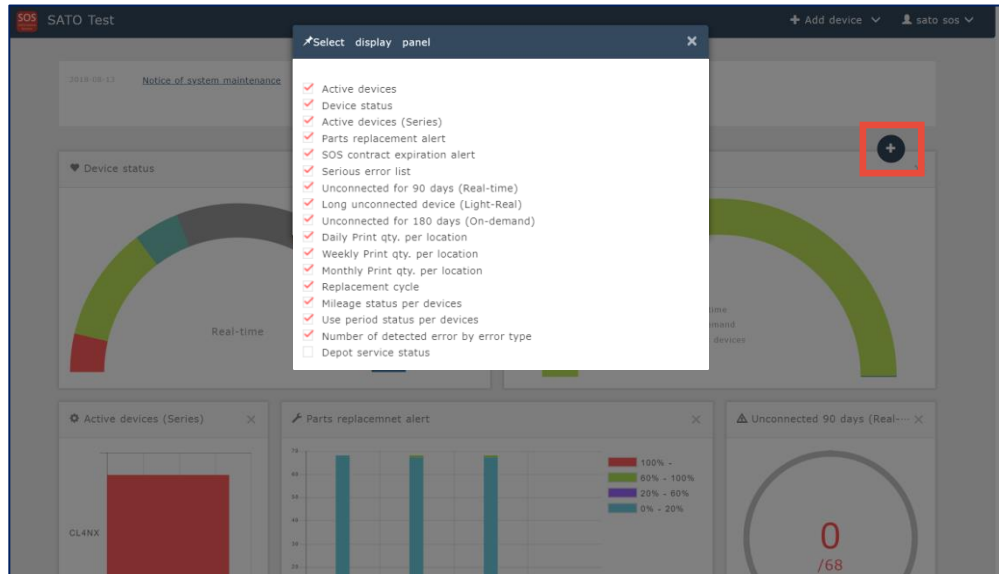


Available Dashboard parts are shown in the table below.

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. <b>*Feature supported in SOS agent V4 and later(for real time communication devices only)</b>
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. <b>*Feature supported in SOS agent V4 and later(for real time communication devices only)</b>
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. <b>*Feature supported in SOS agent V4 and later(for real time communication devices only)</b>
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.

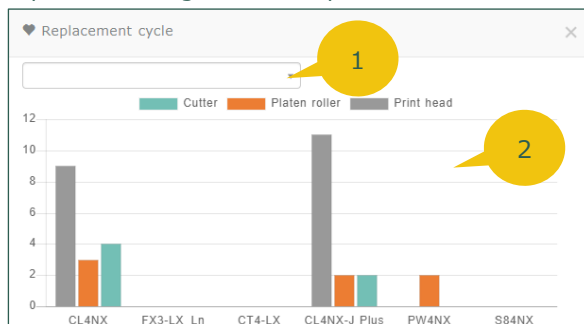
The Display locations of Dashboard parts can be changed. Also, Show/Hide setting for each part can be made.



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

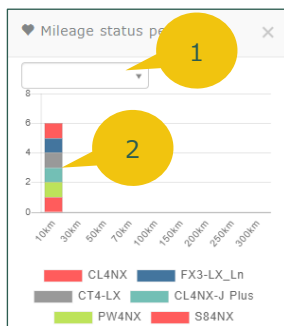
Device installed location of the devices displayed in the graph can be selected. If the search window is left blank, devices of all installed locations will be shown.

### 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

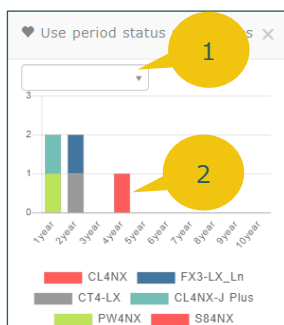
Device installed location of the devices displayed in the graph can be selected. If the search window is left blank, devices of all installed locations will be shown.

### 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

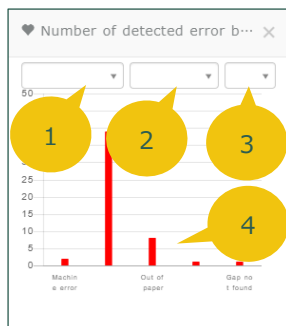
Device installed location of the devices displayed in the graph can be selected. If the search window is left blank, devices of all installed locations will be shown.

## 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

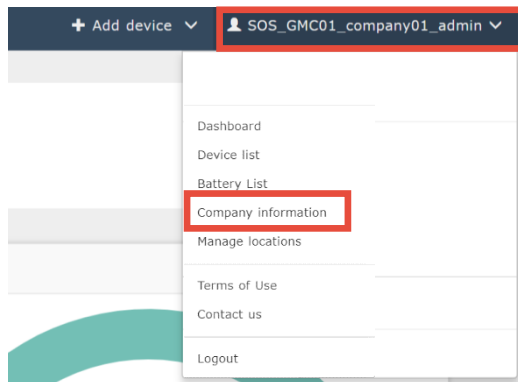
Maximum 8 error types can be shown in one page. More than 9 error types will be shown in multiple pages; select the page to be shown in the search window.

#### 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.

#### 8-4. 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

Search

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

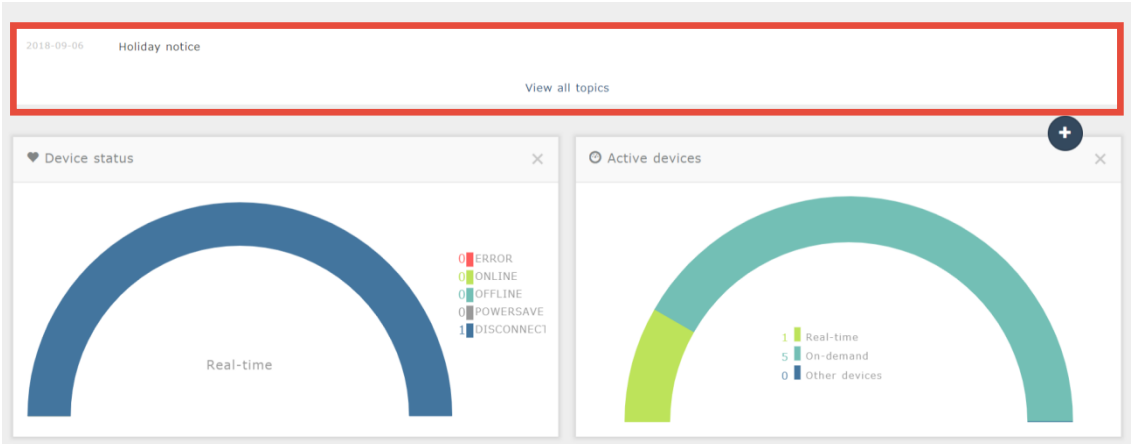
Copyright © SATO HOLDINGS CORPORATION. All rights reserved.

device\_list\_201809...xlsx

すべて表示

8-5. Topics

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



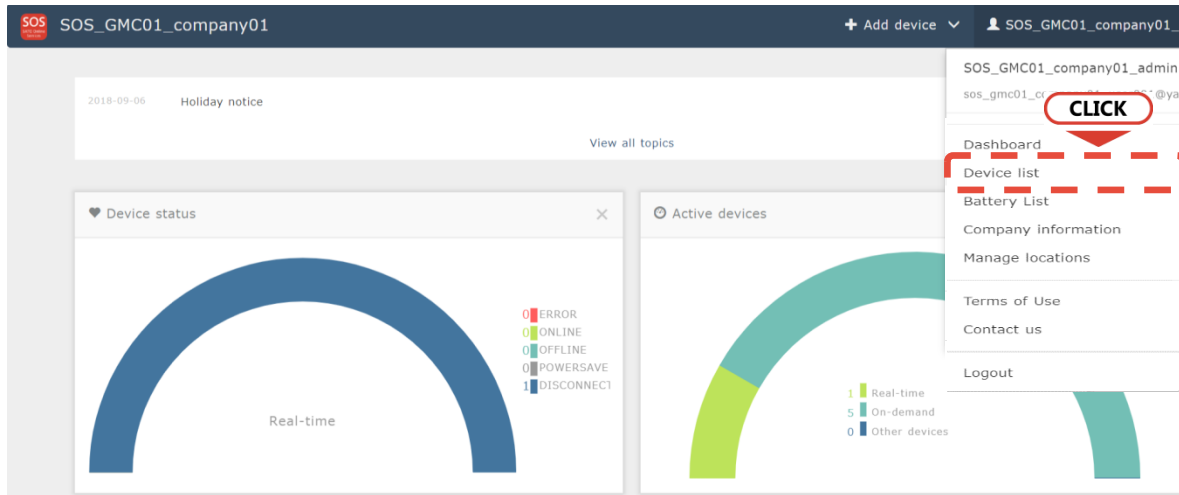
1. Checking the past topics
- Click "View topics list" to check the past topics.



## 9. Administrating Registered Printers

### 9-1. 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.

7. Cancel Device association/Associate Device

Cancels device association with SATO ID AUTH. \*Do NOT cancel this association.

When device is not associated with SATO ID AUTH, Associate button (  ) will show.

8. Associated state

When device is associated with SATO ID AUTH, this symbol(  ) will be added.



## 9-2. 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

**Battery List** Supported series: PWNX, FX3-LX\_Ln

1 2 3 4 5

Display 1 to 1 of 1 100 items displayed

Download Device list Search

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

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### 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.**

### 9-3. 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.

**Device details**

Panel [Printer 0002]

**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

**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

**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

**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	0
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

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. Association icon

When the device is associated with SATO ID AUTH, this symbol(  ) will be added.

9-4.

Printer log tab

SOS

uhuru1002002

+ Add device

User SATO

Dashboard

Device details

Device details

Panel [Printer 0002]

Edit device information

Device status

Location

Factory01

Device name

Printer 0002

Model name

CL4NX 305dpi

Device status

DISCONNECTED

Last error

-

Last update

2018-08-14 09:32:27

Life counter

0.0km

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

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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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## 9-5. Control panel

The screenshot displays the 'Control panel' for a SATO printer (uhuru1002002). The interface includes a top navigation bar with 'Add device' and 'User SATO' options. Below the header, the 'Device details' section shows various status metrics like location, device name, model, and last update. The 'Parts replacement timing' section lists components like print head, platen roller, cutter, and battery. The 'Control panel' section contains several buttons and dropdown menus, each highlighted with a numbered callout. The 'Last print image' section shows a table of recent print jobs. The 'Hex dump' section has buttons for starting and ending a hex dump. The 'Clone file' section includes options to upload or create a clone file.

1. Restart button  
The printer can be restarted on the SOS system. Note that when labels are being issued, it is stopped before restart.
2. 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.
3. 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.
4. Change status button  
Select ONLINE or OFFLINE from the combo box to change the printer status.
5. 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.
6. 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.

## 9-6. 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

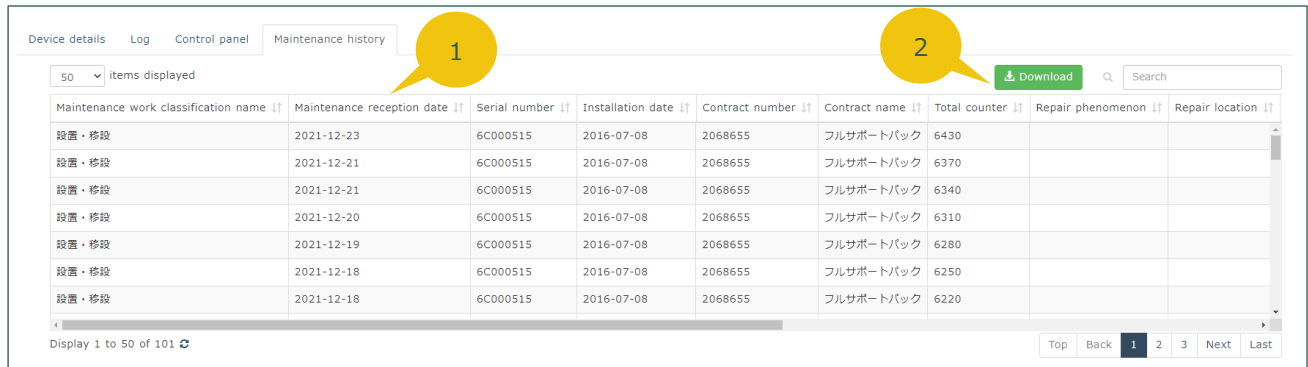
dot

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.



## 9-7. 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

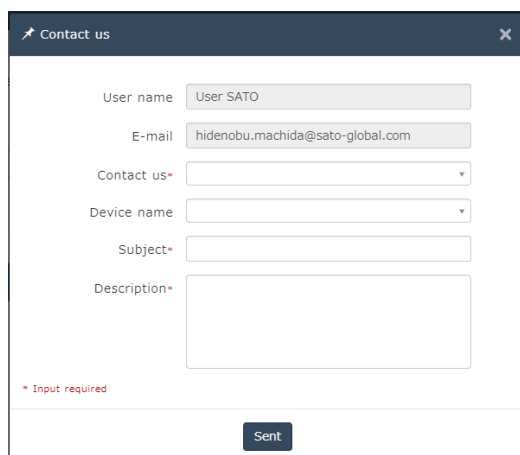
Maintenance history can be downloaded via CSV file.

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

## 10. How To Contact Us

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



## 11. FAQ

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### 11-1. 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.

### 11-2. 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.

### 11-3. 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.

### 11-4. 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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