SOS Cloud and Smart App for Complete Printer Support

Customer

- SOS Agent
- SOS Smart App
  - NFC
  - QR code
- SOS Web
  - Asset data
  - Email alerts

SOS IoT Agent

MQTT (8883)

Real-time mode

HTTPS (443)

On-demand mode

HTTPS (443)

Cloud — SOS SATO Online Services

SOS IoT Manager

SOS IoT Web

Stable operation

HTTPS (443)

SATO

- SOS Operator

- Inform about replacement timing of expendable parts
- Support on-the-spot troubleshooting for quick recovery
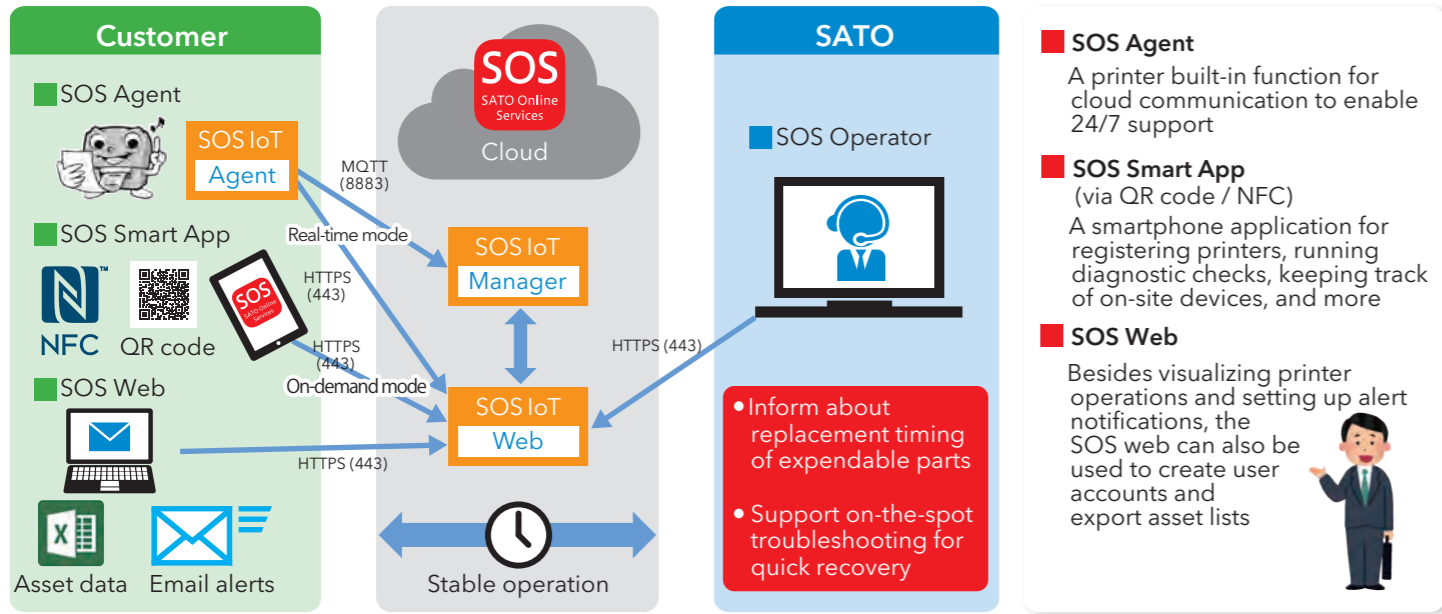
■ SOS Agent
A printer built-in function for cloud communication to enable 24/7 support

■ SOS Smart App
(via QR code / NFC)
A smartphone application for registering printers, running diagnostic checks, keeping track of on-site devices, and more

■ SOS Web
Besides visualizing printer operations and setting up alert notifications, the SOS web can also be used to create user accounts and export asset lists

SOS SATO Online Services

Offered in **five connection methods**
to match diverse printer usage and maintenance needs

Contact your local sales representative to find out more about how you can connect to SOS in your system environment

SOS for Printers with Internet Access

Always connect	Always connect	Connect periodically
• Configure printers remotely • Enjoy quick error recovery and maintainance with peace of mind	• Configure printers remotely • Enjoy quick error recovery and maintainance with peace of mind • Suited for users who cannot open 8883 port	• Gain visibility of SOS printers / devices for maintenance with peace of mind • Suited for users who cannot open 8883 port
OK!	OK!	
Real-time	**Real-time (WebSocket)*2**	**Real-time Light**

SOS for Printers with no Internet Access

Connect via NFC	Connect via QR code
Tap NFC to: • Run diagnostic checks and view their results for replacement timing and troubleshooting instructions • Update device information for easy monitoring (of even mobile printers)	Scan QR code to: • Run diagnostic checks and view their results for replacement timing and troubleshooting instructions • Update device information for easy monitoring
OK!	OK!
On-demand (NFC)	**On-demand (QR code)**

Bluetooth

*2 Real-time (WebSocket) connection cannot be used on proxy server networks

About SOS Smart App

Download the app and use it to scan or tap* your smartphone over the printer's NFC or QR code for a variety of functions

*NFC-enabled Android devices only

Android — GET IT ON Google play

iPhone / iPad — Download on the App Store

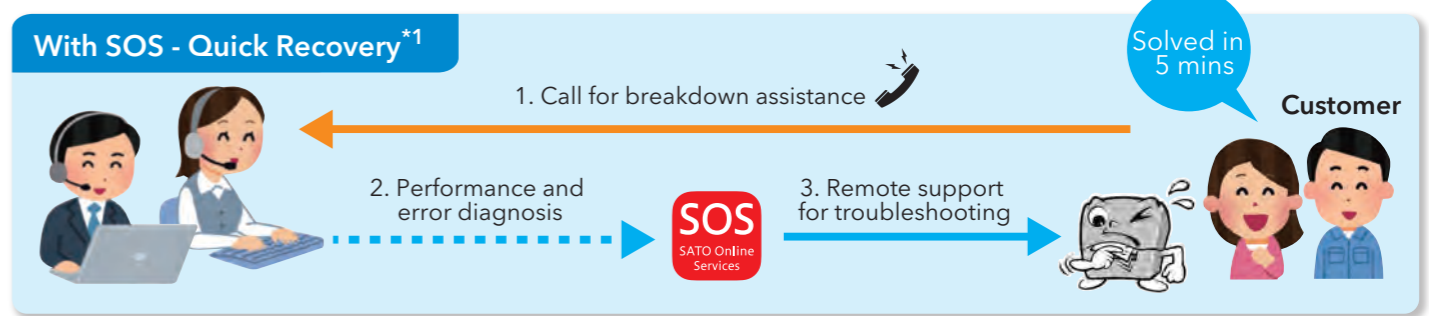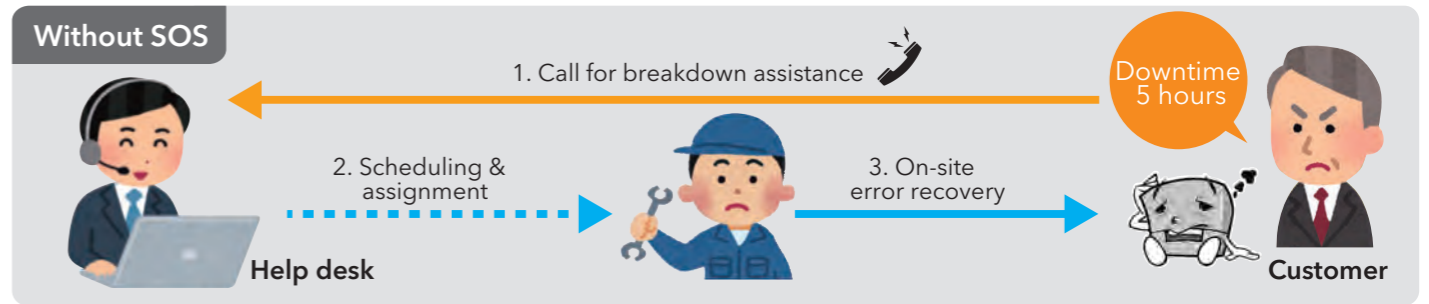| Device Requirement	Android 6.0 or higher
	Latest iOS version

SATO

SOS SATO Online Services
Virtual customer engineer, right on site

SATO monitors all your printers via cloud (for registered customers)
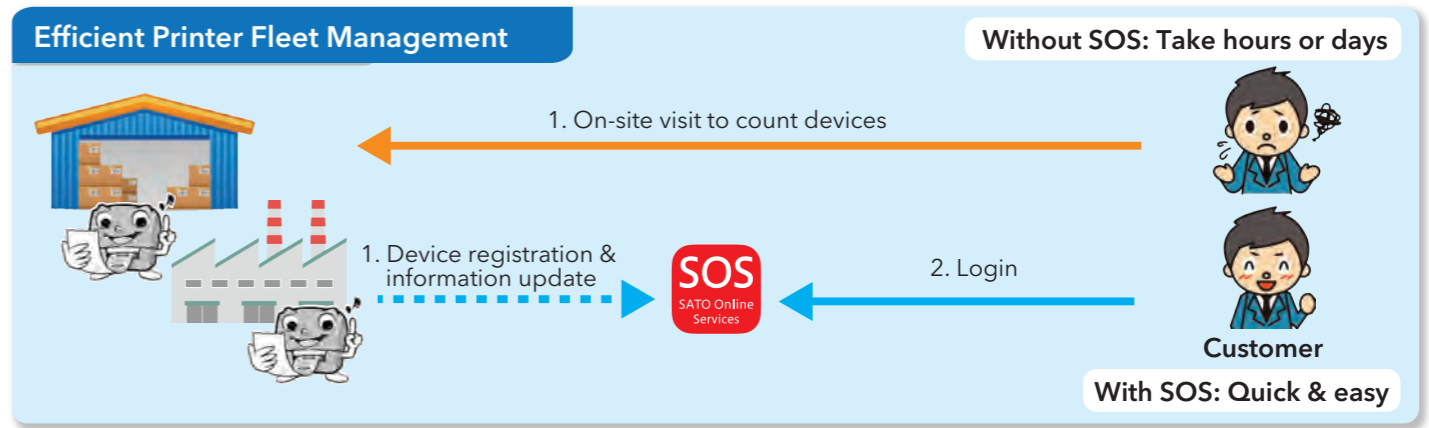
By keeping constant watch on printer status, SOS notifies operator when an expendable part needs replacement, and offers prompt and effective resolution to problems, reducing downtime significantly

Cut 86% industrial printer downtime and **83%** print & apply machine **downtime**! *

*Based on survey conducted by SATO in Japan

Without SOS

Help desk

1. Call for breakdown assistance
2. Scheduling & assignment
3. On-site error recovery

Downtime 5 hours

Customer

With SOS - Preventative Maintenance

Zero Downtime

SOS operator

3. Call before breakdown
2. Notification to replace part
1. Daily data on printer usage

Customer

With SOS - Quick Recovery*1

Solved in 5 mins

1. Call for breakdown assistance
2. Performance and error diagnosis
3. Remote support for troubleshooting

Customer

*1 Level of support may vary depending on region / location

Efficient Printer Fleet Management

Without SOS: Take hours or days

1. On-site visit to count devices

1. Device registration & information update
2. Login

Customer

With SOS: Quick & easy

www.satoasiapacific.com

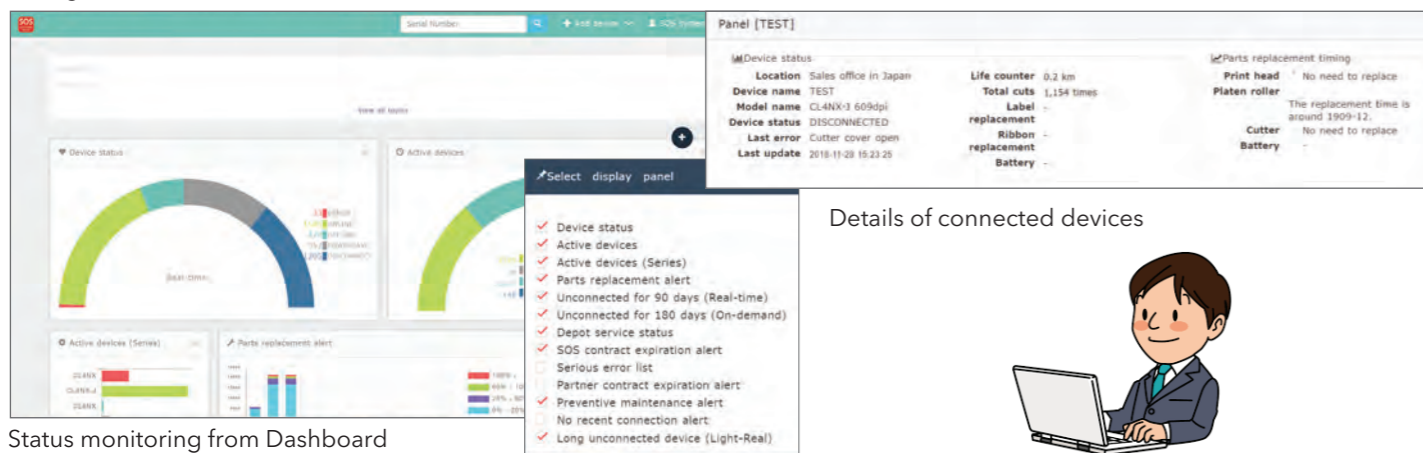## Visibility with SOS Web

Main Features

1. Monitor printers centrally
See operation status, printed mileage, maintenance prediction of expendable parts, and other data for all registered printers at a glance

Details of connected devices

Status monitoring from Dashboard

Series	Last connection date	Country	Status	Model name	Life counter	Print head usage ratio	Next service timing (Pri
CL4NX	2019-02-21 13:36:22	Thailand	ONLINE	CL4NX 305dpi	36.8 km	1.4 %	2022-10
CL4NX	2019-02-21 13:31:32	China	ONLINE	CL4NX 305dpi	0.3 km	0.7 %	2073-04
CL4NX	2019-02-21 13:37:42	China	ONLINE	CL4NX 305dpi	10.3 km	20.6 %	2021-05
CL4NX	2019-02-21 13:35:07	Malaysia	ONLINE	CL4NX 305dpi	93.0 km	79.3 %	2019-03
CL4NX	2019-02-21 13:31:59	Thailand	ONLINE	CL4NX 305dpi	25.4 km	25.4 %	2021-02
CL4NX	2019-02-21 13:40:42	Viet Nam	ONLINE	CL4NX 305dpi	3.2 km	6.8 %	2026-01
CL4NX	2019-02-21 13:27:45	Viet Nam	ONLINE	CL4NX 305dpi	52.0 km	30.0 %	2020-11
CL4NX	2019-02-21 13:35:48	Malaysia	ONLINE	CL4NX 305dpi	66.4 km	100.0 %	2019-01
CL4NX	2019-02-21 13:37:25	Viet Nam	ONLINE	CL4NX 305dpi	1.6 km	3.4 %	2039-04
CL4NX	2019-02-21 13:33:14	China	ONLINE	CL4NX 305dpi	10.3 km	0.1 %	2073-03
CL4NX	2019-02-21 13:30:51	Malaysia	ONLINE	CL4NX 305dpi	1.5 km	3.0 %	2047-09

Labels: Date of last connection to SOS · Printer location · Printed mileage · Predicted replacement timing

Top Back 1 2 3 4 5 6 7 Next Last

2. Set up email notifications
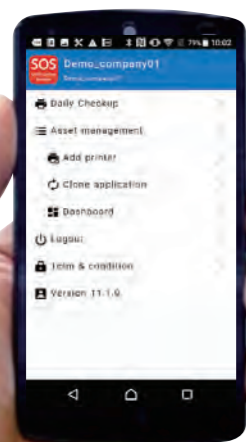Configure SOS to send emails on printer errors (involving e.g. print head, cutter, paper end, ribbon end), alerts and warnings

3. Manage printer and network settings
View and change print speed, print darkness, print position and network settings from anywhere, anytime

Convenience and Portability with SOS Smart App

SOS Smart App

Daily Checkup: Perform diagnostic scan of SOS-supported printers

Other functions include
Asset management: Keep track of all devices, even the ones in sleep mode
Add printer   : Register printers for connecting to SOS
  • Real-time connection
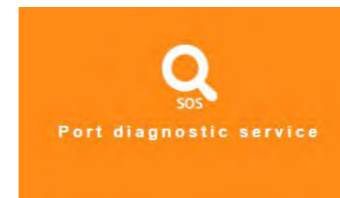 • On-demand connection
Clone application : Clone and transfer printer settings via NFC
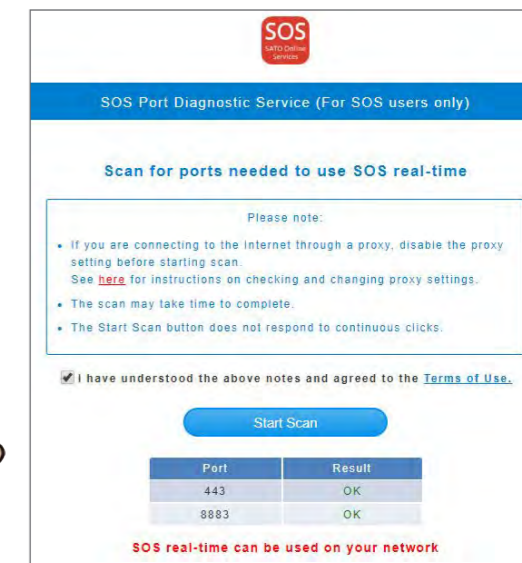**Dashboard**   : Access dashboard to check printer registration

Simple Setup

1. Check your network environment by visiting SOS portal site (www.sato-sos.com/en) and clicking 'Port Diagnostic Service' menu

Port diagnostic service

2. Contact your local SATO office to create an SOS account
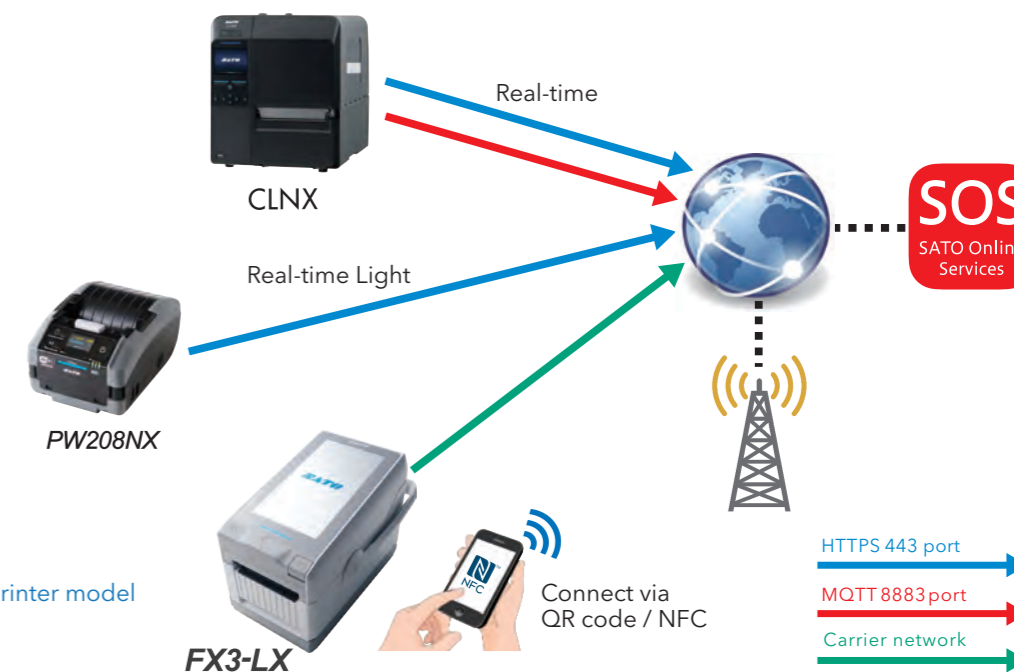3. Log in to your account
4. Register your printers to start using SOS

SOS Port Diagnostic Service (For SOS users only)

Scan for ports needed to use SOS real-time

Please note:
- If you are connecting to the Internet through a proxy, disable the proxy setting before starting scan. See here for instructions on checking and changing proxy settings.
- The scan may take time to complete.
- The Start Scan button does not respond to continuous clicks.

☑ I have understood the above notes and agreed to the Terms of Use.

Start Scan

Port	Result
443	OK
8883	OK

SOS real-time can be used on your network

Flexible Operating Modes

■ **For network printers**
• Real-time
  (direct MQTT or MQTT over WebSocket)
• Real-time Light
  *Remote configuration of printers from the cloud not supported

■ **For non-network printers**
• On-demand
  (QR code or NFC)
  *SOS Smart App required

Operating mode options vary by printer model
Refer to SOS website for details

CLNX — Real-time
PW208NX — Real-time Light
FX3-LX — Connect via QR code / NFC

HTTPS 443 port
MQTT 8883 port
Carrier network

Security

A cloud system of the highest global standards

• Cloud server with the world's highest-level system security, integrity and availability
• Attained international standards such as ISO/IEC 27001, PCI DSS and SOC1
• Passed vulnerability assessment using ASVS (Application Security Verification Standard)

Communications protected by data encryption

• Encrypt all transmitted data with SSL (Secure Socket Layer) and TLS (Transport Layer Security) protocols to prevent spoofing

Minimal network load

• Use MQTT, the choice protocol for IoT and M2M communications
  *MQTT (Message Queuing Telemetry Transport) is a simple and lightweight messaging protocol used over a TCP/IP network and suited to sending/receiving short, frequent messages