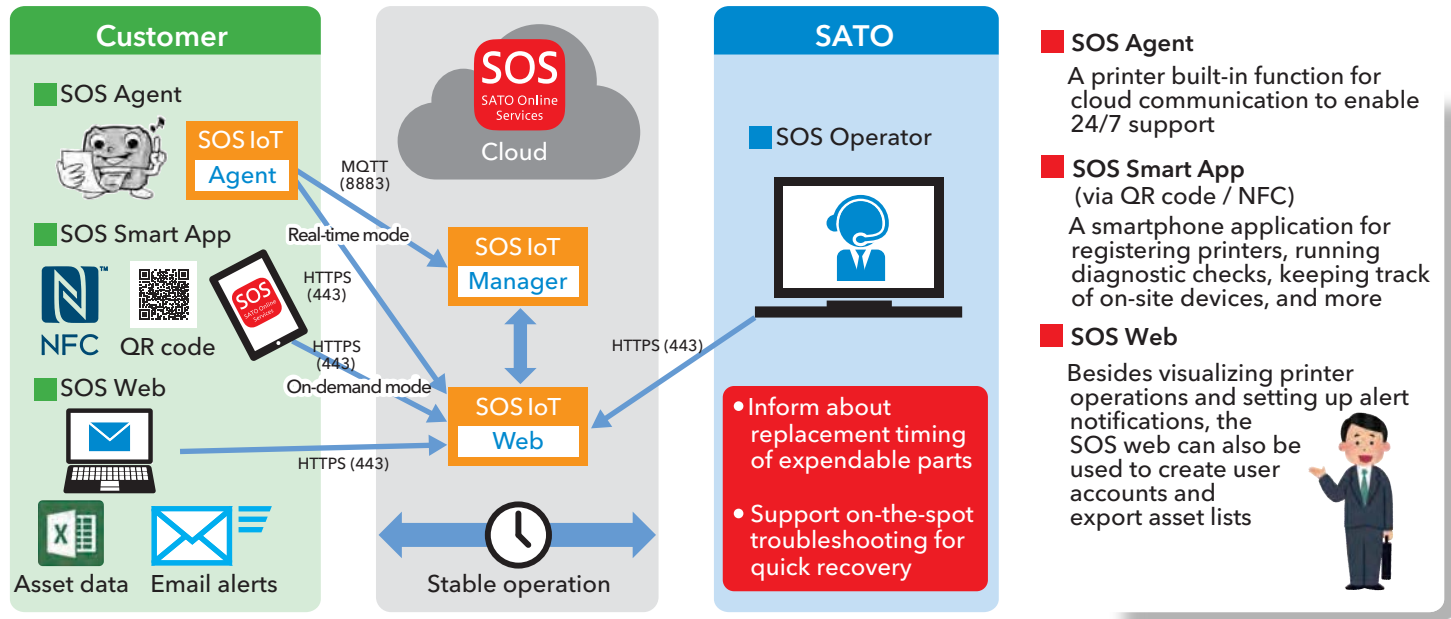


SOS Cloud and Smart App for Complete Printer Support



SOS 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			SOS for Printers with no Internet Access	
Always connect	Always connect	Connect periodically	Connect via NFC	Connect via QR code
<ul style="list-style-type: none"> Configure printers remotely Enjoy quick error recovery and maintenance with peace of mind 	<ul style="list-style-type: none"> Configure printers remotely Enjoy quick error recovery and maintenance with peace of mind Suited for users who cannot open 8883 port 	<ul style="list-style-type: none"> Gain visibility of SOS printers / devices for maintenance with peace of mind Suited for users who cannot open 8883 port 	<ul style="list-style-type: none"> Tap NFC to: <ul style="list-style-type: none"> Run diagnostic checks and view their results for replacement timing and troubleshooting instructions Update device information for easy monitoring (of even mobile printers) 	<ul style="list-style-type: none"> Scan QR code to: <ul style="list-style-type: none"> Run diagnostic checks and view their results for replacement timing and troubleshooting instructions Update device information for easy monitoring
Real-time	Real-time (WebSocket)*2	Real-time Light	On-demand (NFC)	On-demand (QR code)

*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

iPhone / iPad

Device Requirement	Android 6.0 or higher Latest iOS version
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SATO Australia Pty Limited
Regional Headquarter - VIC
6 Federation Way, Chifley Business Park,
Mentone VIC 3194, Australia
www.sato-oceania.com

Satellite Sales Office - NSW
Level 1, Unit 17, 75 Corish Circle,
Banksmeadow NSW 2019 Sydney, Australia

SATO New Zealand Limited
Regional Sales & Manufacturing
30 Apollo Drive, Mairangi Bay,
Auckland 0632, New Zealand



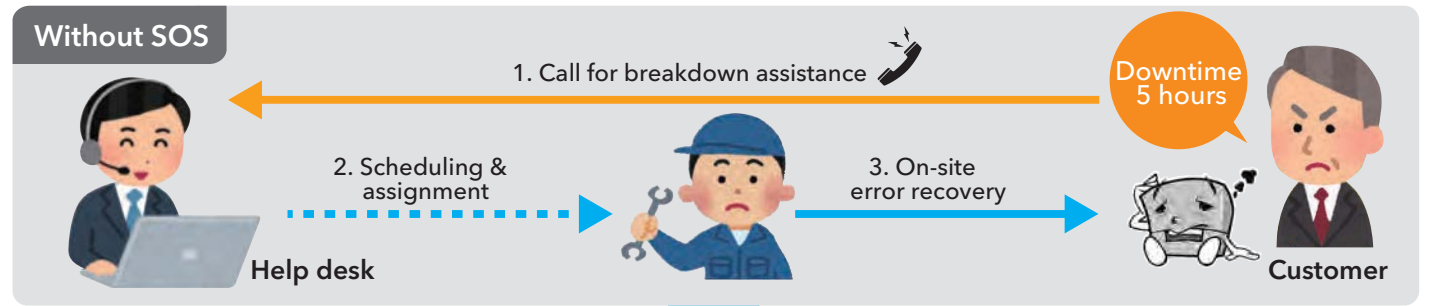
SATO Online Services
Virtual customer engineer, right on site

SATO monitors all your printers via cloud (for registered customers)

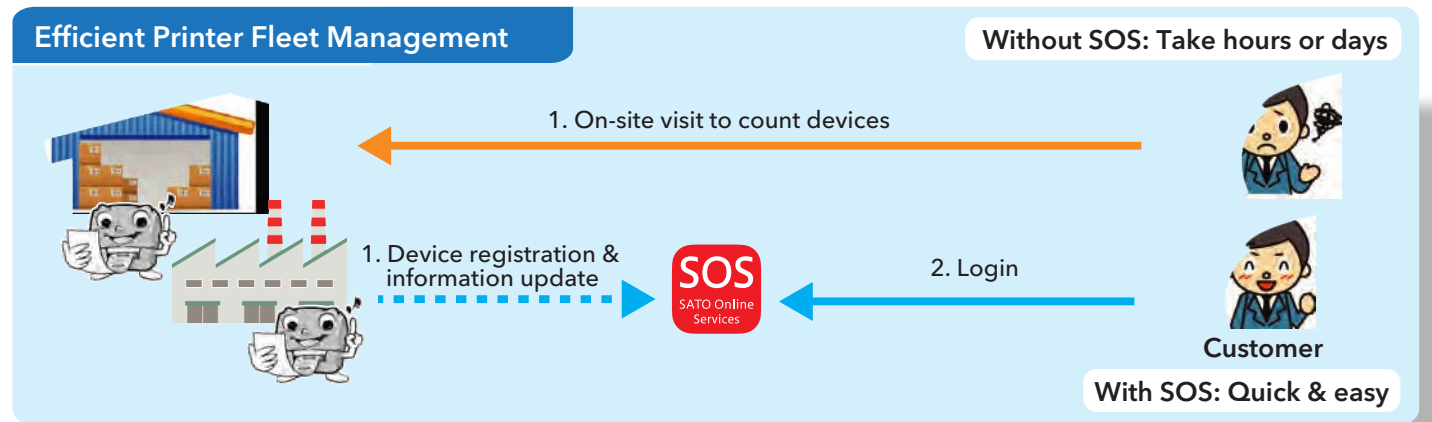
By keeping constant watch on printer status, SOS notifies operator when an expendable part needs replacement, and offers prompt and effective resolution to problems, reducing downtime significantly

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

*Based on survey conducted by SATO in Japan



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

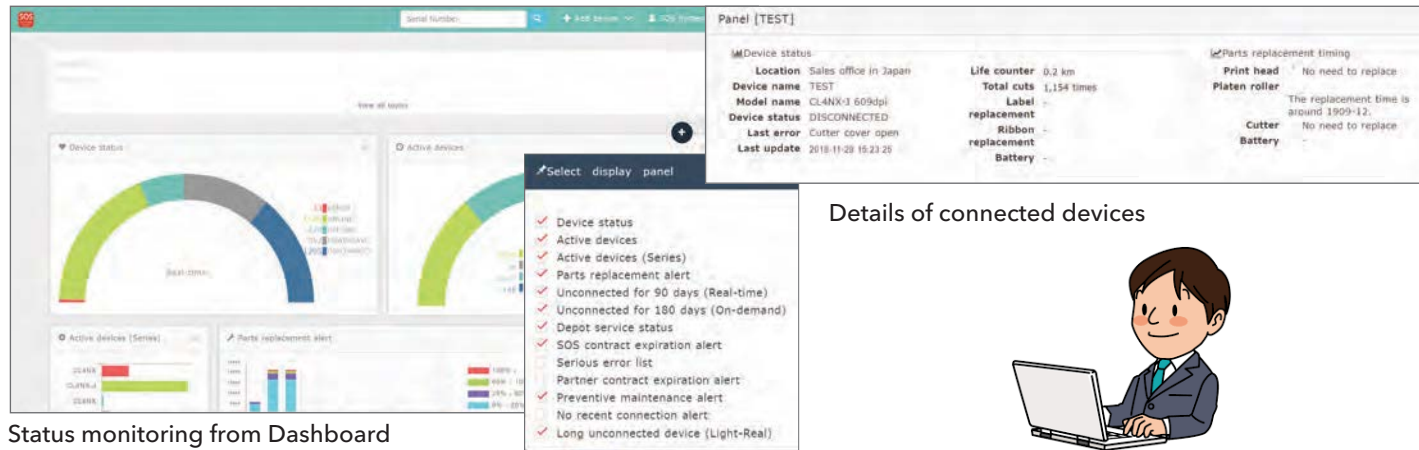


Visibility with SOS Web

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



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

2. Set up email notifications

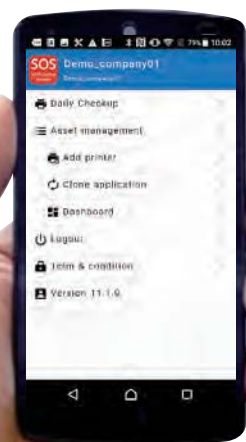
Configure SOS to send emails on printer errors (involving e.g. print head, cutter, paper end, ribbon end), alerts and warnings

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

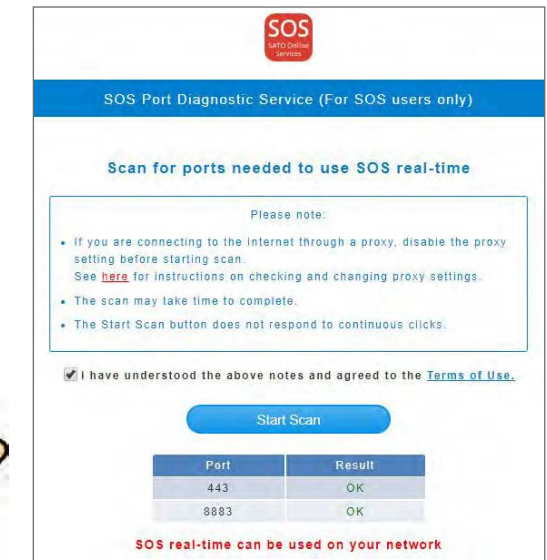


Simple Setup

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



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



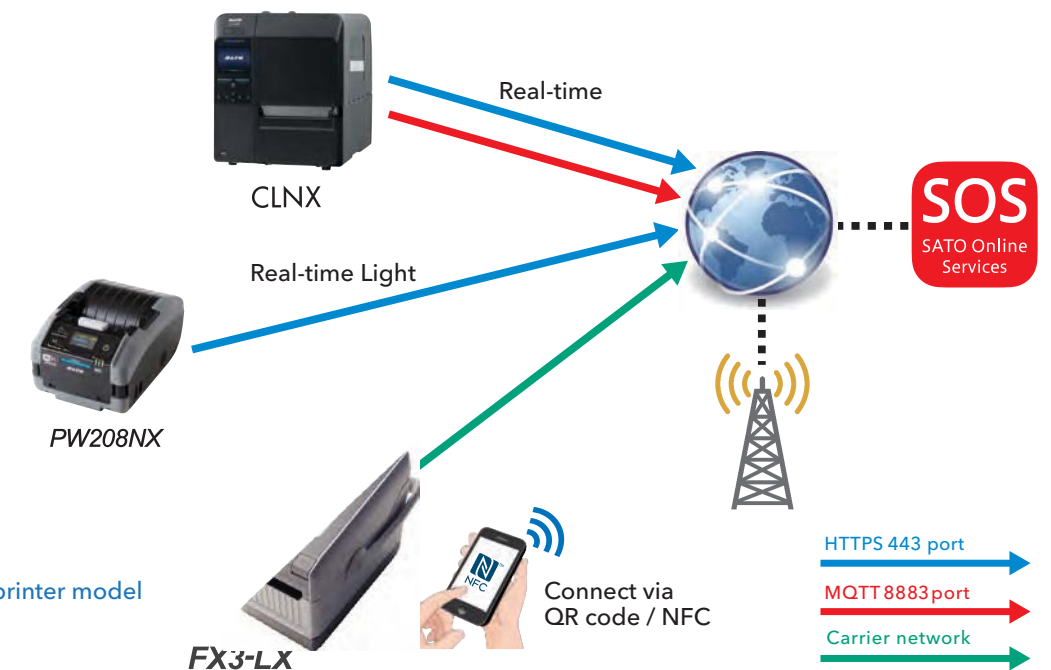
Flexible Operating Modes

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



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

