

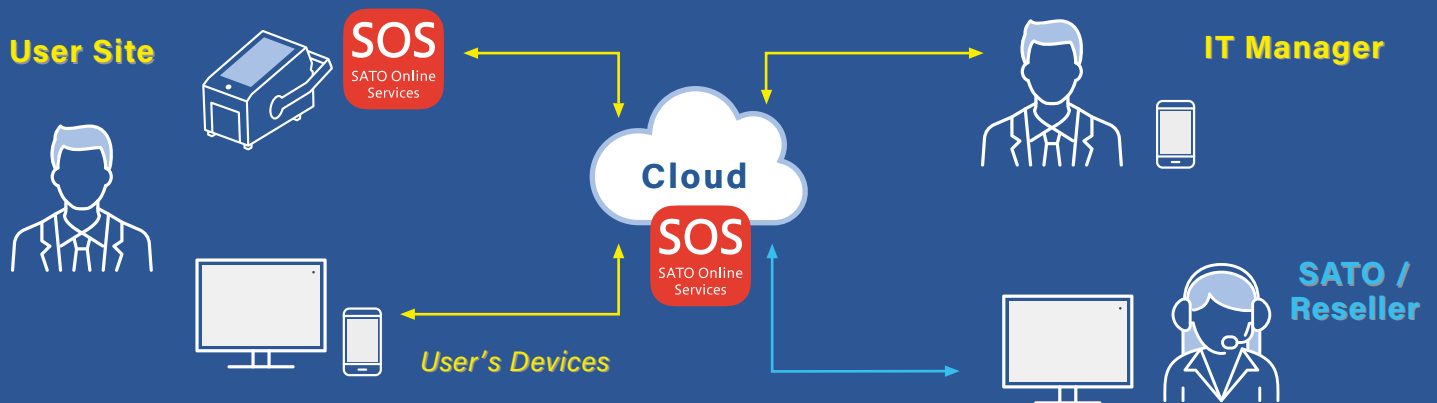
SATO Online Services

What is SATO Online Services?

- Manage global printing operation and configuration of printers via the cloud
- Provide users access to printer information and status
- Keep operations running smoothly with faster remote resolution of problems



Proactive Monitoring



4 Key Features of SATO Online Services

1 Dashboard (SOS Web) and Printer Configuration

- View the operational status at a glance via the dashboard.
- Central management of devices across different locations.
- View each printer's settings, configuration and status.

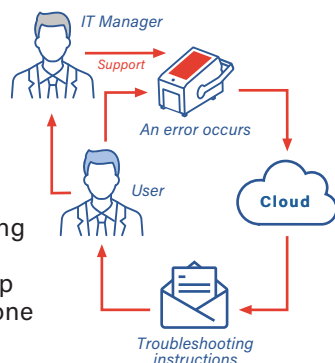
2 Preventative Maintenance Proactive servicing to reduce downtime

By monitoring printer operations using data, SOS detects when wear-parts will need to be replaced. This prevents unplanned downtime and keeps operations running.



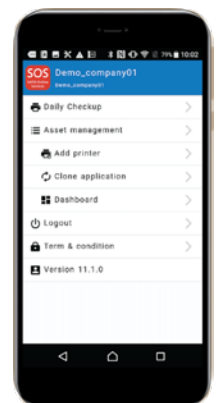
3 Troubleshooting Instructional Videos Initiated Remotely

- SOS can be set up to automatically send emails on printer errors, alerts, and warnings.
- Troubleshooting instructions can be initiated remotely.
- Enable immediate problem solving by: showing printer display, retrieving the print log, hex dump & last print image, uploading clone file.



4 SOS Mobile App Visibility provides efficiency

- Users can view the dashboard on the go.
- Troubleshoot immediately by accessing the printer's manual directly from the device.
- Daily check-up function is easily accessible by QR code or NFC.



Connection Methods for SOS

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

SOS	Method	Description	Interface
For printers with network access	Real-time	Always connected to SOS, allowing two-way communication between printer and the cloud via internet HTTPS and MQTT ports.	LAN, Wireless LAN
	Real-time Light	Connect periodically to SOS, allowing one-way communication to the cloud via internet using HTTPS port. <i>*Can see printer status</i>	LAN, Wireless LAN <i>*Wireless LAN only for PW2NX</i>
For printers without network access	On-Demand (QR code) On-Demand (NFC)	Scan QR code or tap NFC to connect to SOS using SOS Smart App installed on a phone or tablet. <i>*NFC supported by PW2NX and FX3-LX. More NFC-enabled printer models to become available in the future.</i>	LAN, Wireless LAN, USB, RS-232C, IEEE1284, Bluetooth

SOS Security

Cloud environment ensuring confidentiality, security and availability

- Cloud server with the world's highest-level security, integrity and availability.
- Certificate for Cloud: CSA, ISO 27001, ISO 27018, PCI DSS, SOC 1/2/3, FedRAMP, FIPS, FISMA, HIPAA, C5, ENS, etc.
- Security standard for apps: Meets ASVS (Application Security Verification Standard) as vulnerability diagnostic standard.

Communication protected by data encryption

- Encrypt all transmitted data with SSL (Secure Socket Layer) and TLS (Transport Layer Security) protocol to prevent spoofing.

Minimal Network Load

- Uses MQTT (TLS) for messages between printer and MQTT server.
- MQTT (Message Queuing Telemetry Transport) is designed as a lightweight messaging protocol for IoT and M2M connectivity for use on top of the TCP/IP protocol.

SOS Supported Printers



CL4NX Plus



CL6NX Plus



CT4-LX



CT4-LX-HC



FX3-LX



PW4NX



PW2NX

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