



SATO Online Services

SATO Online Services
Operation manual for business partners

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Ver1.0



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1 Introduction

When an individual Business Partner (hereafter referred to as BP) uses SATO Online Services (hereafter referred to as SOS), the SATO's Group Member Company (hereafter referred to as GMC) in charge of the BP creates the accounts of the BP organization and its administrator. Start using the created accounts in the BP organization.

2 Login and Initial Settings

When you use SOS for the first time, GMC configures the settings for the BP organization and creates the account of the administrator.

Then, the administrator logs in to SOS and confirms the initial settings of the account that has been set.

2.1 Login (invitation e-mail)

When using SOS, the administrator of the BP organization receives an invitation e-mail from the system.

Log in to SOS referring to the login URL and temporary password in the invitation e-mail. After login, the password can be reset.

English

It is information from SATO SOS.

"SOS"Ryo Takizawa 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
<https://gmc01-takizawa.sos-pro.net/sos-web/login>

Login URL

ike "GMC_01(Takizawa)".

Temporary password:21gPWpC1M7IL3K1y

Temporary password

Sign up from other than this invitation email can not use the same service information, please be careful.

If you do not recognize the contents of this mail, thank you for deleting all contents.

2.2 Login

Log in to SOS using the URL and password in the invitation e-mail.

Welcome.
Please enter your e-mail address and password

E-mail address

Password

[Forgot password](#)

☐ Stay logged in

Login

[For inquiries about SOS from here](#)

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2.3 Confirming and changing the administrator (individual settings)

After login, click the blue frame below on the side menu on the upper right of the screen.

The screenshot displays the SOS web interface. On the left, there are two circular gauges under the heading "Device Status". On the right, a user profile box is visible, showing the user name "GMC_01_admin01" and the email address "sos_gmc01@yahoo.co.jp". Below the profile box is a side menu with the following items: Dashboard, Device list, User search, Firmware, E-mail template, Create topics, Part replacement timing, Parts replacement log, Maintain device information, Organization information, and Logout. A red rectangular frame highlights the side menu area.

Open “User information” from the side menu, and confirm each item.

SOS

GMC_01(Takizawa)

Serial Number

+ Add device

GMC_01_user01

Dashboard

User information

User information

E-mail address

sos_gmc01@yahoo.co.jp

Password

Re-set password

User name

GMC_01_user01

Language

English

Time zone

(UTC+09:00) Osaka, Sapporo, Tokyo

Work group

Empty

Notification set

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

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E-mail address	Administrator’s e-mail address
Password	Press “Re-set password” to reset the password. (Another screen appears.)
User name	User name at the time of registration
Language	Display language (English, Japanese or Chinese) selectable
Time zone	Set or change the time zone
Work group	System reserve setting (Japan-limited function)
Notification set	Types of notifications set for the individual are displayed. See the SOS User’s Manual to change the notification settings

To change the individual settings, click a target item and press the display area.
Then change the setting from the pull-down list or by direct entry.

E-mail address

Language

English

English

日本語

中文（簡体字）

×

✓

(UTC+09:00) Osaka, Sapporo, Tokyo

BP organization settings (initial settings)

Confirm the initial settings for “Organization information”.

Click “Organization information” on the side menu.

Home page URL, e-mail address to receive e-mails sent from SOS, and other items have been set. Settings other than Contract period can be changed.

The screenshot shows the 'BP organization' settings page. The 'Organization information (BP)' section is highlighted with a red box. The 'Side menu' is also visible on the right.

Organization information (BP)	
ID	ORG46EF9
Org type	BP
Responsible org	TestGMC
Org name	Business Partner
Country	United Kingdom
Postal code	M2
Address	Manchester city
Language	English
Sub domain	example-bp.sato-sos.com
Contract period	2018-10-01 to 2019-11-01

Side menu:

- GMC_01_admin01
- sos_gmc01@yahoo.co.jp
- Dashboard
- Device list
- User search
- Firmware
- E-mail template
- Create topics
- Part replacement timing
- Parts replacement log
- Maintain device information
- Organization information**
- Logout

Details

ID	Number automatically given on the system
Org name	Organization name
Country	Location country
Postal code	Postal code
Address	Address
Language	Language to be used When a user is added to this organization, the language set here is applied as default.
Sub domain	Domain to be used
Contract period	Period during which the SOS system can be used Renewable by SATO after the effective period expires
Share company	Set whether company organizations to manage can be shared with SATO. When this is set to No, SATO cannot refer to the company organizations under the supervision.
Share topics	Set whether to display topics registered by GMC (SATO) on the top pages of its own organization and company organizations under the supervision. When this is set to No, topics created by SATO are not displayed. However, topics such as maintenance notifications, etc. registered by the system administrator are displayed.
Home page	Home page to be set

Reply reception	The system sends e-mails to the customer using the address, "grp-do-not-reply-sos@sato-global.com". "Reply reception" is the e-mail address that receives a reply mail when the customer replies to this system's e-mail address.
E-mail setting-1	<p>E-mail address to receive each notification sent from SOS</p> <p>Basically, set the same e-mail address for E-mail setting-1 and E-mail setting-2.</p> <p>With this e-mail address, the following e-mails are internally received. For the purpose of separating the operations, e-mail settings can be changed individually.</p> <p>*Note the types of e-mails that can be received cannot be changed.</p> <p>(1) Inquiries within the WEB, (2) SOS usage expiration date</p>
E-mail setting-2	E-mail address to receive each notification sent from SOS

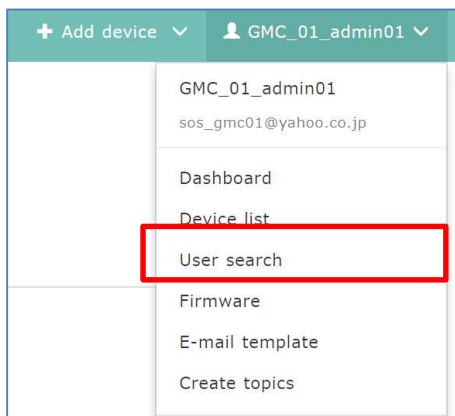
The relationships between the types of e-mails automatically sent from SOS and reception e-mails set in the "Organization information" are shown below.

Category	Description	Customer recipient	GMC and/or BP, and/or SP recipient
Confirm email address (sign up)	Confirmation e-mail address user entered (Japan only)	User who entered	N/A
Mail address confirmation (address change)	Message if the person has changed the email address	User who entered	N/A
Reset a password	When user reset the password	User who entered	N/A
User invitation	When the higher-level organization, or invited another member from the administrator	User who was invited	N/A
Updated user information	When user update your user information	User who updated	N/A
Deleted user	When user has been deleted	User who was deleted from admin	N/A
Receiving inquiries (management side)	If the query in the WEB has been sent	User who entered the inquiry	Email setting-1
Inquiry reception confirmation	If the query in the WEB has been sent	User who entered the inquiry	N/A
SOS notification	If the notification has occurred	User who set notification by admin	N/A
Serious error notification	If the notification has occurred	User who set notification by admin	Email setting-2 in charge GMC / BP has set

Cleaning notice (Real-time connection)	When printer (real-time) unconnected for 90 days	PIC of installation View> Edit>Admin If there is no "view" user does not exist, Send to "Edit" user, if the "edit" user does not exist, Send to the admin user	None * However display on the dashboard as a long-term uncut list
Cleaning notice (On-demand connection)	When printer (on-demand) unconnected for 180 days	PIC of installation View> Edit>Admin If there is no "view" user does not exist, Send to "Edit" user, if the "edit" user does not exist, Send to the admin user	None * However display on the dashboard as a long-term uncut list
Warning notification	If the warning notification occurs	User who set notification by admin	N/A
SOS renewal notice	When the expiration day will reach within 60 days	User admin	Email setting-1
Notice of license renewal	When the expiration day of partner contract will reach within 90 days	N/A	GMC / BP /SP= admin
Quick service request	Function for Japan only	Function for Japan only	Email setting-1
Confirmation of receipt at depot center	Function for Japan only	Function for Japan only	Email setting-1
Completion of repair	Function for Japan only	Function for Japan only	Email setting-1
Notice for registration of foreign country	When the installation site has been created to other country.	N/A	Email setting-1
Serious error summary	Summary of the serious error is sent	N/A	Email setting-2

2.4 Confirming and editing the E-mail template

Contents of automatic e-mails sent from SOS can be changed according to the operation. This is a function to provide the customer with appropriate messages and contact information as well as services that do not stop the customer's operation. Select a target e-mail from "E-mail template" on the side menu and edit it.



"E-mail template" specifications

- *All the titles of automatic e-mails and the contents can be changed.
- *Three languages are provided. According to the language setting of the customer recipient, e-mails are sent with the same language.
- *One day is required to reflect the e-mail template.
- *Parts separated by %{ } are variables, to which characters are entered by the system. These can be deleted although changing is not recommended.

For the types of e-mails and recipients, see the list on Section 2.4. BP organization settings (initial settings)

Editing method

1. Select the e-mail template.
2. Select the language.
3. Select the title and edit it.
4. Select the content and edit it.

Mail template

Select e-mail template

Confirm e-mail address(Sign up)

Select Mail template

en ja zh

Select language

Subject

Confirm e-mail address (sign up)

Subject (Click to edit)

Thank you for using SATO SOS.
It is confirmation of change of login ID (mail address) from SATO SOS.
New login ID (email address):%{to_usr:mail_address_info}
Please visit "below 24 hour" to the following URL to confirm the identity of the person, please complete the book registration of the account.
%{arg_onetime_url}
After completing the procedure, please log in using this mail address.
If you exceed 24 hour after sending this email, it will expire for security reasons. In that case, please proceed again from the beginning.
If you do not recognize the contents of this mail, thank you for deleting all contents.

The editing example is shown below.

Subject: Confirm e-mail address (address change)

Contents: Thank you for using SATO SOS.

It is confirmation of change of login ID (mail address) from SATO SOS.

New login ID (email address) **%{to_usr:sosuser.mail_address1}** This is variable data

Please visit "below 1 hour" to the following URL to confirm the identity of the person, please complete the book registration of the account **%{arg_onetime_url}** This is variable data

After completing the procedure, please log in using this mail address.

If you exceed 1 hour after sending this email, it will expire for security reasons. In that case, please proceed again from the beginning.

If you do not recognize the contents of this mail, thank you for deleting all contents.

2.5 Part replacement timing settings

Set the part replacement timings. Setting the part replacement timings will display the list of printers that have reached the replacement timings.

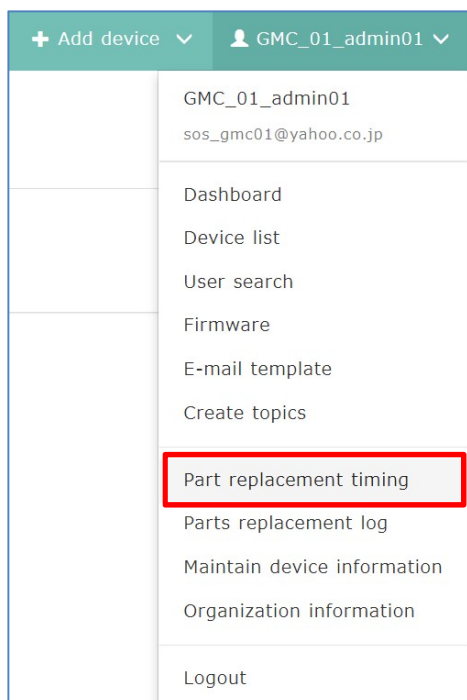
This function shows the printers that have reached the replacement timings in the list to lead to the actions for preventive maintenance. Up to five replacement timings can be registered.

The reason for this is that the customer may postpone repair or servicing until the next timing even if the first replacement timing is notified to the customer. Up to five replacement timings including the next timing can be set. Also, usage ratio, etc. of Device details are calculated based on the first replacement timing.

Set the replacement timings of all parts in principle.

If this replacement timing is not used in operation, enter the maximum value for replacement timing.

Replacement timings can be set for the following parts of the current SOS-applicable models.

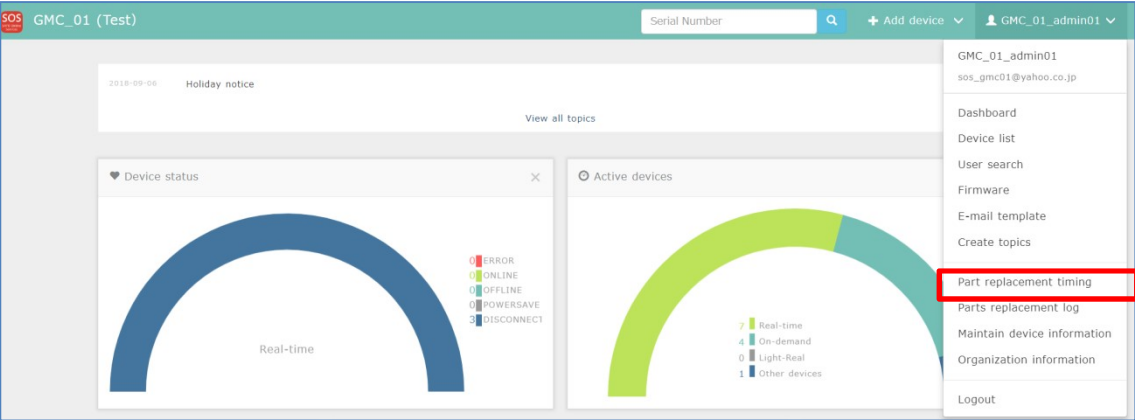


List of parts for replacement

Series	Parts no	Parts information	Parts name	Units
LR4NX-FA	R34987400	Print head	LR4NX-FA heads_609dpi L	Distance(m)
	R34987500	Print head	LR4NX-FA heads_305dpi R	Distance(m)
	R34987300	Print head	LR4NX-FA heads_305dpi L	Distance(m)
	R33446402	Print head	LR4NX-FA heads_203dpi R	Distance(m)
	R33341502	Print head	LR4NX-FA heads_203dpi L	Distance(m)
	P58346000	Timing belt (feed)	LR4NX-FA timing belt70	Distance(m)
	P58344000	Timing belt (Gear box)	LR4NX-FA timing belt60	Distance(m)
	R34898700	Nip roller	LR4NX-FA pressure nip roller	Distance(m)
	R33357000	Platen roller	LR4NX-FA platen roller	Distance(m)
	P38499000	Feed nip roller	LR4NX-FA nip roller	Distance(m)
	P57268601	Gear. Pulley (Ribbon)	LR4NX-FA gear pulley(77/22)	Distance(m)
	P57270301	Gear. Pulley (Feed)	LR4NX-FA gear pulley(32/52/46)	Distance(m)
	PW3805004	Filter for conium	LR4NX-FA convum filter	Distance(m)
FX3	R34075400	Platen roller	FX3-LX roller(B)	Distance(m)
	R34075500	Platen roller	FX3-LX roller	Distance(m)
	WWFX35200	Cutter	FX3-LX partial cutter kit	Times (Cuts)
	G00641900	Print head	FX3-LX heads	Distance(m)
	P57049900	Dispensing roller	FX3-LX dis roller	Distance(m)
	WWFX35100	Cutter	FX3-LX cutter kit	Times (Cuts)
CL4NX/CL6NX	R32174100	Platen roller	CL6NX roller	Distance(m)
	R32169900	Print head	CL6NX heads_305dpi	Distance(m)
	R32169600	Print head	CL6NX heads_203dpi	Distance(m)
	R33047600	Cutter	CL6NX cutter	Times (Cuts)
	R30311000	Platen roller	CL4NX roller	Distance(m)
	R29799000	Print head	CL4NX heads_609dpi	Distance(m)
	R29798000	Print head	CL4NX heads_305dpi	Distance(m)
	R29797000	Print head	CL4NX heads_203dpi	Distance(m)
	R32310101	Cutter	CL4NX cutter ns	Times (Cuts)
	R33047500	Cutter	CL4NX cutter	Times (Cuts)

Part replacement timing changing method

Select “Part replacement timing” on the side menu.



Select the replacement timing of each part.

SOS GMC_01(Takizawa)

Serial Number

Parts threshold setting

100 items displayed

Product code	Parts information	Product name	unit	Threshold
PW3805004	Filter for conium	LR4NX-FA convum filter	Distance	48000
R29797000	Print head	CL4NX heads_203dpi	Distance	48000
R29798000	Print head	CL4NX heads_305dpi	Distance	48000
R29799000	Print head	CL4NX heads_609dpi	Distance	48000
R30311000	Platen roller	CL4NX roller	Distance	48000
R32169600	Print head	CL6NX heads_203dpi	Distance	48000
R32169900	Print head	CL6NX heads_305dpi	Distance	48000
R32174100	Platen roller	CL6NX roller	Distance	48000
R32310101	Cutter	CL4NX cutter_ns	Times	288000
R33047500	Cutter	CL4NX cutter	Times	960000
R33047600	Cutter	CL6NX cutter	Times	960000

➤Add to

Product code* G00641900

Parts type* Print head

Product name* FX3-LX heads

Operational unit Distance (m)

Recommended value* 48000

Replacement timing Replacement timingTyp + -

* Input required

Registration Delete last line

Press the “+” button to add another replacement timing, and press the “-” button to delete one replacement timing that has been set.

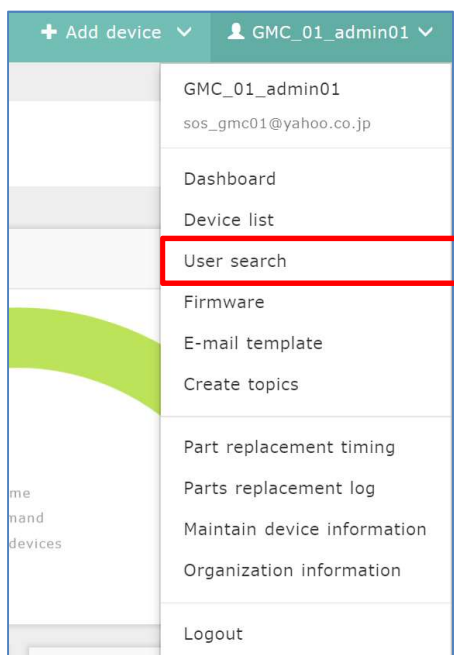
Product code	Product code
Parts type	Check the type of consumable part
Product name	Product name
operating units	Unit
Recommended value	Set the threshold (replacement timing)
Replacement timing	Set the second threshold (replacement timing) (up to four timings)

3 Operation

3.1 Adding a user (Adding a member of its own organization)

The administrator of the BP can invite a member of its own organization. Adding a member will enable multiple members to manage the company organization of the customer and users.

Go to the side menu, and select "User search".



Proceed to the side menu and press the “New user” button.

SOS User **New user**

BP: All SP: All
Company: All Access level: All
User name: Enter user name E-mail: Enter e-mail address

100 items displayed

E-mail	User name	Access level	Company ID
There is no data			

New user

BP **Company**

ID (automatic numbering)

Company: Shrouded company

PIC of location:

E-mail: Enter e-mail address

Name: Enter name

Access level: Admin

Last lock date

* Input required

Registration

New user

BP Company

ID (automatic numbering)

Company: Shrouded company

PIC of location:

E-mail: Enter e-mail address

Name: Enter name

Access level: Admin

Last lock date

* Input required

Registration

On the BP tab, set the member’s e-mail address, name and access level, and press the “Registration” button.

The member receives an e-mail that includes the login URL and password, and then logs in using the URL and password written in the e-mail.

It is information from SATO SOS.
"SOS"Ryo Takizawa 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 "GMC_01(Takizawa)".

<https://gmc01-takizawa.sos-pro.net/sos-web/login>

Temporary password:21gPWpC1M7IL3K1y

Login URL

Temporary password

Sign up from other than this invitation email can not use the same service information, please be careful.

If you do not recognize the contents of this mail, thank you for deleting all contents.

3.2 Creating, editing and deleting the company organization

When a customer agrees to use SOS, the management organization of the BP organization creates the company organization of the customer.

- 1) Open "Organization information" and go to the lower part of the screen.
- 2) Press the "Create company" button.

Business Partner

Serial Number

+

Add device

BP Admin

Organization information (BP)

ID

ORG46EF9

Org type

BP

Responsible org

TestGMC

Org name

Business Partner

Country

United Kingdom

Postal code

M2

Address

Manchester city

Language

English

Sub domain

example-bp .sato-sos.com

Contract period

2018-10-01 to 2019-11-01

Share company

No

Share topics

Not display

Home page

Empty

Reply reception

satosos491@gmail.com

E-mail setting-1

satosos491@gmail.com

E-mail setting-2

satosos491@gmail.com

Company

Create company

there is "*" at the end of the company, it refers to the secondary management account

Search by account name, address, expiration date

3) Enter information required to create the company organization.

Create company

ID (automatic numbering)

Responsible org GMC_01 (Test)

Company * Company

Industry * Retail-Departme...

Country * Iceland

Postal code Postal code

Address * Address

Location * Enter locations

Division * Enter division of company

Contact number * Enter contact number

* Input required

Registration

Description of each item

ID	(automatic numbering)
Responsible org	(automatic filling)
Company	Name of company.
Industry	Category of industry
Country	Company located country.
Postal code	Postal code(zip code)
Address	Address of company.
Location	Set default printer location name.
Division	Enter division of location.
Contact number	Enter phone number of company.

The customer organization that has been created can be confirmed from “Organization information”.

Reply reception sos_gmc01_bp01_ok@yahoo.co.jp

E-mail setting-1 sos_gmc01_bp01_ok@yahoo.co.jp

E-mail setting-2 sos_gmc01_bp01_ok@yahoo.co.jp

Company

Create company

 * If there is "*" at the end of the company, it refers to the secondary management account

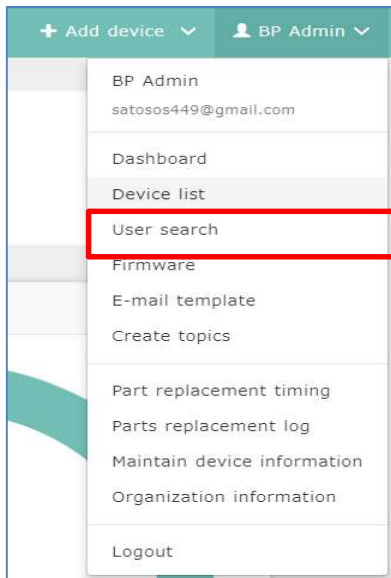
Search by account name, address, expiration date

ID	Comp...	Company	Country	Address	End date	
	ORG17D44	SOS_GMC01_BP01_company01	Iceland	222	—	
	ORG244E8	SOS_company06	Afghanistan	2222	—	
	ORG3BE75	SOS_GMC01_company01	United Kingdom	22222	—	

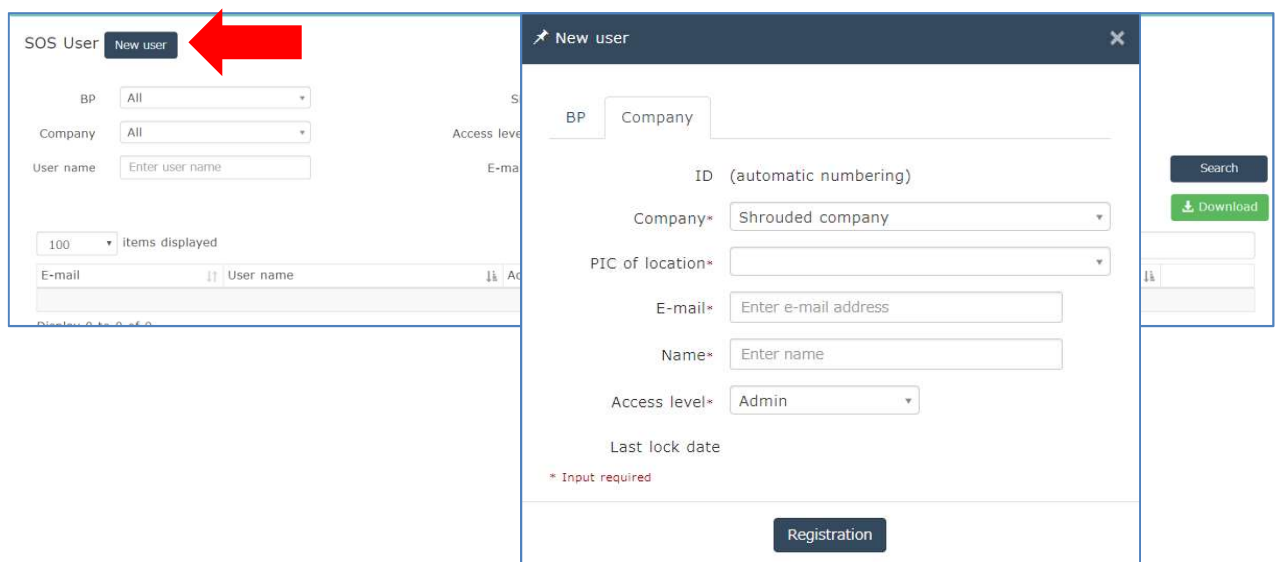
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3.3 Registering the administrator of the company organization

Set (Invite) the administrator of the customer for the created company organization of the customer.



Proceed to the side menu, select “User search” and press the “New user” button.



Select the “Company” tab, set the e-mail address, name and access level (Admin) of the administrator to invite, and press the “Registration” button.

Notice) * is marked at right of “Pic of location” label. But location is not required for Admin user.

After registration, an e-mail is sent to the registered administrator of the customer. The administrator of the customer logs in using the URL and temporary password written in the e-mail.

It is information from SATO SOS.

"SOS"Ryo Takizawa 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 "GMC_01(Takizawa)".

<https://gmc01-takizawa.sos-pro.net/sos-web/login>

Login URL

Temporary password:21gPWpC1M7IL3K1y

Temporary password

Sign up from other than this invitation email can not use the same service information, please be careful.

If you do not recognize the contents of this mail, thank you for deleting all contents.

3.4 Device registration (batch registration)

Devices can be added for the created company organization. Also, multiple devices can be added in a batch. Set the batch addition range for each installation location of the customer.

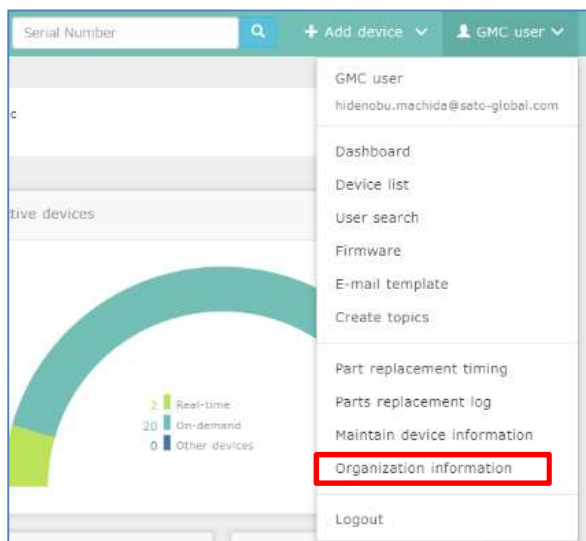
3.4.1 Registering the installation locations of the customer company

When the company organization is created and registered in the above section 3.2, one address is registered as an installation location.

Please add other locations beforehand when registering printers at multiple locations.

How to add locations

Select the company organization of the customer from “Organization information” on the side menu.



The customer organization list is displayed on the lower part of the “Organization information” screen.

Company organization search can be performed from the blue frame below. When viewing the company organization of the customer, click the target company from the “D” or “Company” item.

Reply reception sos_gmc01_bp01_ok@yahoo.co.jp
 E-mail setting-1 sos_gmc01_bp01_ok@yahoo.co.jp
 E-mail setting-2 sos_gmc01_bp01_ok@yahoo.co.jp

Company account [Create company](#) * If there is "*" at the end of the company, it refers to the secondary management

Search by account name, address, expiration date

D	Compa...	Company	Country	Address	End date	
	ORG17D44	SOS_GMC01_BP01_company01	Iceland	222	—	
	ORG244E8	SOS_company06	Afghanistan	2222	—	
	ORG3BE75	SOS_GMC01_company01	United Kingdom	22222	—	

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The screen is switched to the company organization information of the customer.
 Select "Manage locations".

SOS SOS_GMC01_company01 + Add device GMC_01_admin01

Dashboard / Company information

Company information

Company [SOS_GMC01_company01](#)

Company ID [ORG3BE75](#)

Industry [Retail-Department store](#)

Country [United Kingdom](#)

Postal code [11111](#)

Address [22222](#)

Share printer control Yes

Primary responsible org [SOS_GMC01_BP01_OK](#)

Notification settings

CL4NX

[Serious errors](#)

CL4NX-J

FX3-LX_Ad

FX3-LX_Ln

- GMC_01_admin01
- sos_gmc01@yahoo.co.jp
- Dashboard
- Device list
- Company information
- Manage locations**
- Contact us
- Logout

Press "+" on the upper right of the "Manage locations" screen, and add another installation location.

SOS SOS_GMC01_company01 + Add device GMC_01_admin01

Dashboard / Manage locations

Manage locations

America Factory

Malaysia Factory

Osaka Branch

Sales office in Japan

UK office

Vietnam Factory

3.4.2 Batch registration

Return to the BP organization screen and perform batch registration of devices.

Remarks

When adding five printers each in two installation locations, add the printers per location.

If the number of printers is large, the printers can be registered at one location, but the added printers must be distributed to each installation location after registration.

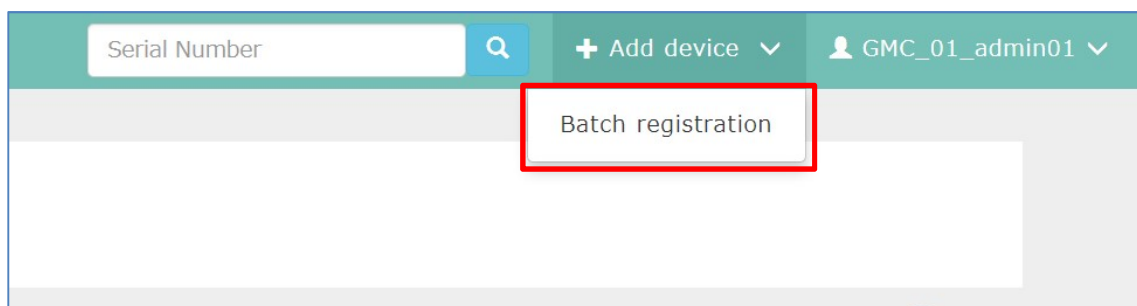
*The file format is xls.

*If the items in the file are changed, importing fails, resulting in an error.

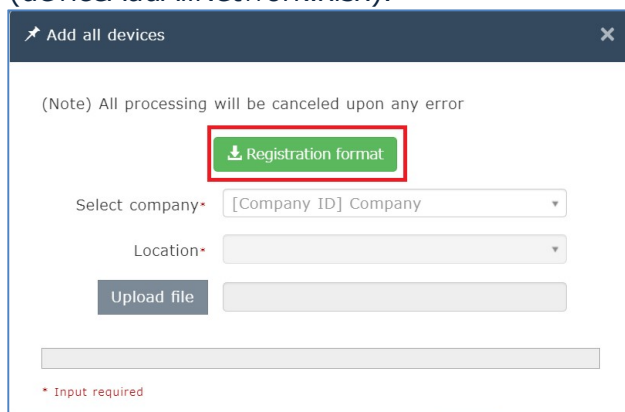
*When importing, the language in the format and the display language of the application must be the same.

(e.g. For the English format, set the display language of the application to English before import.)

Select “Batch registration” from the common menu on the upper right.



Click the “Registration format” button and download the template file (deviceAddAllNetwork.xlsx).



Set the following items in the downloaded template file.

Serial number	Serial number
Device name	Device name
Deactivation	Do not enter *1

*1 If 1 is entered to “Deactivation” for registration, the registered printer is added as an unused device.

In that case, the printer is not displayed on the “Device List”.

After entry, upload the file to the system. Select “Company” and “Location” and click the “Upload file” button to select the file. Selecting the file will automatically start to import. If an error occurs, an error file is downloaded. Check the file.

- 1) Select the company organization of the customer where the printer is added.
- 2) Select the location in the company organization of the customer where the printer is added.
- 3) Select the file where the items have been set.

✦ Add all devices ✕

(Note) All processing will be canceled upon any error

↓ Registration format

Select company* [Company ID] Company ▼

Location* ▼

Upload file

* Input required

3.5 Notification settings

The notification settings are composed of 2-level settings. The BP organization is allowed to change the notification category for the company organization of the customer. Individual notification settings for the administrator and members of the company organization of the customer cannot be changed.

- 1) Notification category
- 2) Individual notifications within the notification categories

Types of notification categories and individual notifications within the categories

Category	Individual notification (Error name)
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)
Common error	Head open Out of paper Ribbon end Media error Sensor Error Cutter cover open Head density changed Gap not found Cover Open I-mark not found Paper jam

Category	Individual notification (Error name)
Communication and network	Program Error Parity error Overrun error Framing error Buffer overflow USB R/W error USB memory full SBPL command error Calendar error BCC check error NTP error EAP authentication error EAP authentication error (time out) Bluetooth module error CRC check error WLAN Error
Auto labeller (LR4NX-FA)	Capacity over (no data) Capacity over (offline) Capacity over (origin warning) Capacity over (applying) Cylinder error (forward) Cylinder error (backward) Emergency stop error The nip roller lever is open Lock error of liner rewinder Assist nozzle error Dumper error Apply part evacuation error Internal signal trouble Exclusive error 1 Exclusive error 2 Exclusive error 3 External Alarm Internal signal trouble 2
Battery	Low battery

Category	Individual notification (Error name)
	Battery Low No Battery Battery Degradation Battery Temperature Error Battery Error Charging Battery warm out Power Off Error Changed Power Error in Printing
Option	RFID tag error RFID error Option Error Non-RFID warning NFC error Invalid command in NFC Barcode reader connection error Barcode reading error 1 Barcode reading error 2 Barcode comparison error
Warning	Ribbon near end Label near end Buffer near full Command warning Head error
Alert	Clean printer P/H replacement timing Replace cutter unit Next replacement timing of platen roller

3.5.1 Configuring the notification settings for the customer from the BP organization

Notification settings for the customer from the BP account can be made limited to the notification category. These notification settings can also be made by the administrator of the customer.

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

Company information

Company

SOS_GMC01_company01

Company ID

ORG3BE75

Industry

Retail-Department store

Country

United Kingdom

Postal code

11111

Address

22222

Share printer control

Yes

Primary responsible org

SOS_GMC01_BP01_OK

Notification settings

CL4NX

Serious errors

CL4NX-J

FX3-LX_Ad

FX3-LX_Ln

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.

* About Notification settings as default

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

* 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.

Notification settings

☒ Serious errors

☐ Common errors

☐ Communication and network

☐ Auto labeler

☐ Battery

☐ Option

☐ Warnings

☐ Alerts

✕

✓

Serious errors

3.6 Installation contract registration

After a printer is added, update the installation contract information of the customer's printer.

The installation contract information can be registered and edited by entering the information to specific items on "Device details".

Device details

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 replace

-

Device status

DISCONNECTED

ent

Last error

-

Ribbon replace

-

Last update

2018-08-14 09:32:27

ment

Battery

-

Parts replacement timing

Print head

-

Platen roller

-

Cutter

-

Battery

-

Display

No Image

Device detailsLogControl panelSettings

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%

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

-

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

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

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The contract information of multiple printers can be updated in a batch.
Utilization contract status of each device can be updated from this function only.

The following items can be updated from the installation contract registration.
(Serial number is a mandatory item.)

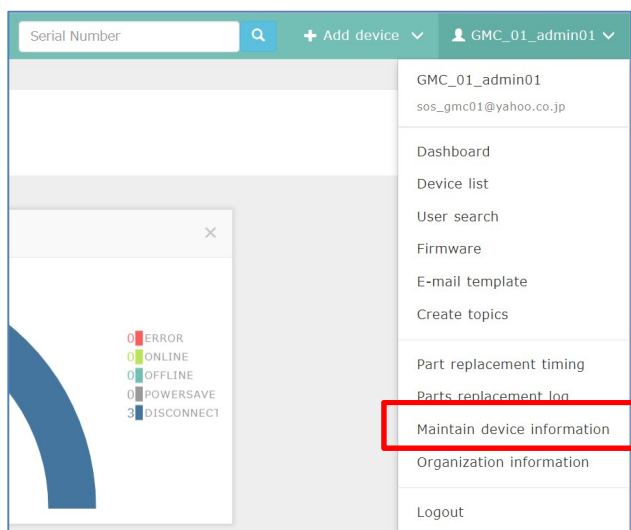
English item	Entry style	Digit number	Condition to import	Entry format	Description
Serial number	Alphanumeric	80	Mandatory, digit number		Serial number of the target device (printer and other devices)
Contract number	Alphanumeric	255	Digit number		Enter the contract number associated with the device
Contract name	Two-byte	255	Digit number		Enter the contract name associated with the device
Contract start date	Date		Format	YYYY-MM-DD format	Period during which the customer can use SOS
Contract expired	Date		Format	YYYY-MM-DD format	Period during which the customer can use SOS (After the expiration date, the printer information can no longer be viewed.)
Work group name	Alphanumeric	100	Digit number		If there are bases or regions managed by SATO or BP, they can be classified with codes.
Account number	Numerical value	18	Digit number		Entry possible if there is an identification number for the client
Location code	Numerical value	18	Digit number		Entry possible if there is an identification number for the installation location
Sales destination code	Numerical value	18	Digit number		Entry possible if there is an identification number for the sales destination
Delivery destination code	Numerical value	18	Digit number		Entry possible if there is an identification number for the delivery destination
Installation date	Date	18	Format	YYYY-MM-DD format	Installation date

SOS usage period alert not displayed	Numerical value	1	Digit number		0: Displayed 1: Not displayed, Other numbers are regarded as 0.
-----------------------------------------	--------------------	---	-----------------	--	--------------------------------------------------------------------

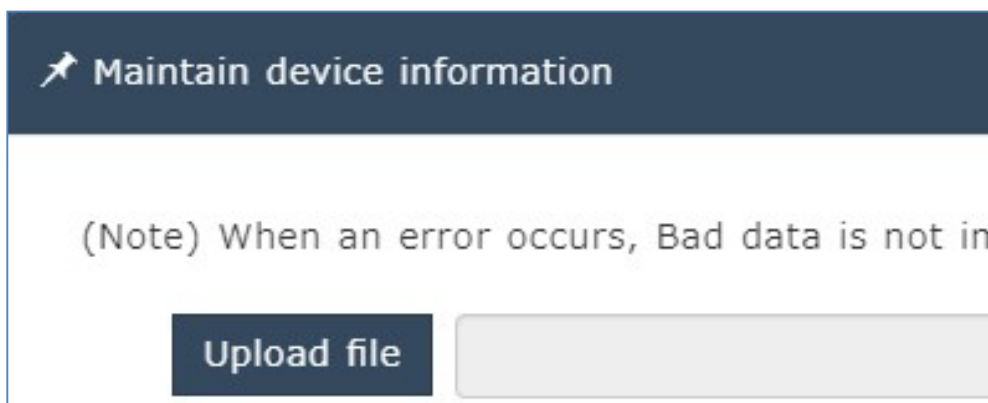
For the layout of the file for registration, see Specification for Maintain device information (EN. JP) in Appendix I _Maintain device information.

Installation contract registration method

Select “Maintain Device Information” on the main menu.



Press an “Upload file” button and choose edited file. Then import task is started.



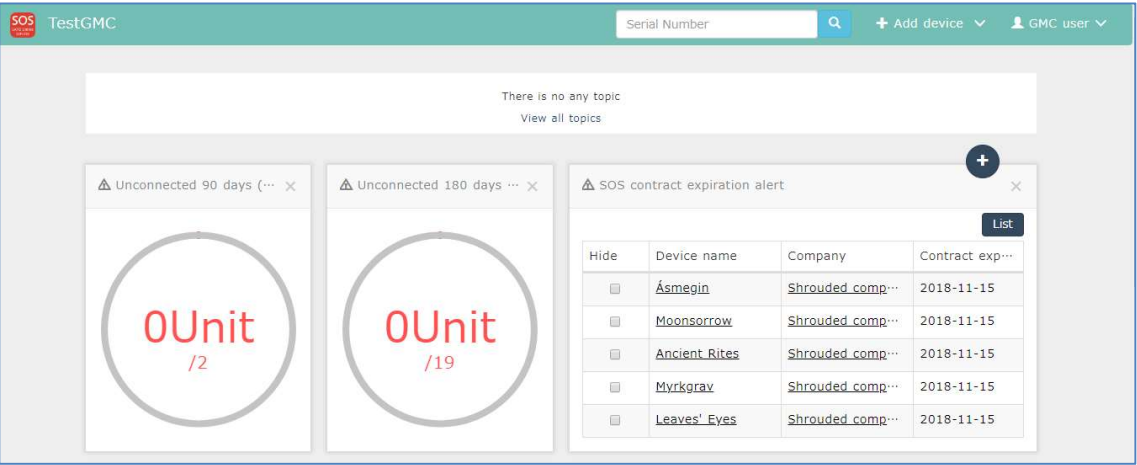
3.7 SOS contract expiration alert

According to the “Contract expired” item in the updated installation contract information, devices whose contract expire within 60 days are displayed in the “SOS contract expiration alert” list on the Dashboard.

To extend the contract period (usage period), update “Contract expired” described in “Section 3.6 Installation contract registration”.

“SOS contract expiration alert” panel at your dashboard. And it show preview of alerts. You can check all data by pressing “List” button

To exclude the target device from the alert list, add a check mark on the “Hide” box.



Hide checkbox: Hide checked row. And it will never listing at this screen.

SOS contract alert button: Download this table as excel workbook file.

Device list

The screenshot shows the 'List of SOS contract alert' page. It includes a search bar, a '100 items displayed' dropdown, and a 'Download SOS contract alert' button. The table below lists 21 devices with columns for Hide, Notes, Serial number, Device name, Model name, Company, Location name, Emergency contact, and SOS contract expiration date. The first 10 devices are visible in the screenshot.

Hide	Notes	Serial number	Device name	Model name	Company	Location name	Emergency contact	SOS contract expiration
<input type="checkbox"/>	Empty	CNDR0010	Leaves' Eyes	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0021	Ásmegin	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0011	Moonsorrow	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0001	Ancient Rites	CL6NX 203dpi	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0012	Myrkgrav	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0002	Burzum	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0013	Obscurity	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0003	Doomsword	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0014	Primordial	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15
<input type="checkbox"/>	Empty	CNDR0004	Enslaved	SATO PRINTER	Shrouded.com	Secret house	+81 90-3...	2018-11-15

3.8 Parts replacement log

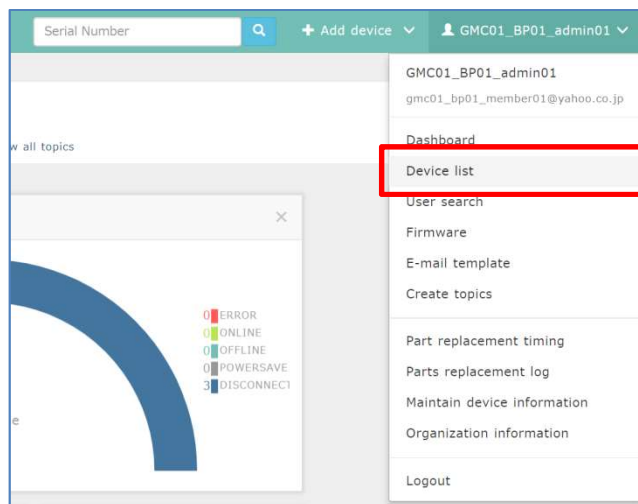
SOS provides the customer with the replacement timing information of the designated parts for preventive maintenance. Note it is necessary to enter a replacement log appropriately so that the next replacement timing can be informed appropriately.

If the replacement log is not registered, the fact that the part has been replaced is not confirmed on the system, thus the alert is not displayed until the next replacement timing. When two or more replacement timings are not set, do the following after the first alert is displayed.

3.8.1 Update “Parts replacement log” manually.

After the target part is replaced, create the replacement log of the replaced part manually from the “Device details” screen of the customer.

Search the target printer from the “Serial number” search on the upper part of the screen or “Device list”.



Open “Device details” of the target printer and confirm the items of “Replace spare parts”.

Replace spare parts

Spare parts status
Platen roller replacement
P/H replacement
Replace cutter unit

Spare parts	Replacement date	Usage
Platen roller		2.9 km 0%
Print head		2.9 km 0%
Cutter		191 times 0%

Click the tab of the replaced part.

Enter the fields of the “Replace spare parts” on the lower part and press “Replace”.

Replace spare parts

Spare parts status
Platen roller replacement
P/H replacement
Replace cutter unit

Current spare parts

Serial number
Empty
Replacement date
Empty
Counter
2.9 km (Usage)
0.0 km (Replaced)
Life counter
2.9 km

Replace spare parts

Serial number
ABCDEFGG
Replacement date*
2018-11-28
Life counter*
2963
m (Replaced)
Replace

When “Replace” is pressed, the entered items are reflected on the corresponding items of “Current spare parts”.

A replacement log is created through this operation, and the next part replacement timing is monitored based on the replacement date.

Replace spare parts

Spare parts status

Platen roller replacement

P/H replacement

Replace cutter unit

Current spare parts

Serial number	ABCDEFGG
Replacement date	2018-11-28
Counter	0.0 km (Usage)
	2.9 km (Replaced)
Life counter	2.9 km

3.8.2 Batch registration for Parts replacement log (function for BP organization)

The parts replacement log is registered manually in Section 3.8.1 whereas with the BP organization authority, the parts replacement log can be registered in a batch by creating a file.

*The file format is csv.

*If the items in the file are changed, importing fails, resulting in an error.

*When importing, the language in the format and the display language of the application must be the same.

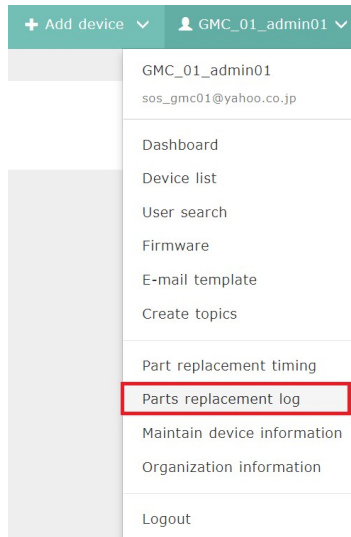
(e.g. For the English format, set the display language of the application to English before import.)

Item	Entry style	Digit number	Condition to import	Entry format	Description
Serial number	Alphanumeric	80	Mandatory	TAKI1111	Serial number of the target device (printer and other devices)
Maintenance resolution date	Date	-	Mandatory	YYYY-MM-DD format	Date of replacement
Parts code	Alphanumeric	8	Mandatory		Replaced parts (only parts registered with SOS)
Part Lot no.	Alphanumeric	-			Lot number of the replaced part

For the layout of the file for registration, see Specification for Parts replacement log (EN. JP) in Appendix. II _Parts replacement log

Registration method

Select “Parts replacement log” on the main menu.



Click the “Upload file” button on the displayed window to display the file selection dialog. Select the created file for registration from the dialog to start the file import

Press an “Upload file” button and choose edited file. Then import task is started



3.9 Preventive maintenance alert

Devices that have reached the part replacement timings are displayed in the list on “Preventive maintenance alert” in the Dashboard. Clicking the “List” button will display the list on the “Device details” screen.

Preventive maintenance alert		
		List
Co...	Device name Company	Over-limit parts Alert date
<input type="checkbox"/>	Heidevolk Shrouded company	Platen roller 48.0 km 2018-10-22 15:47:44
<input type="checkbox"/>	Heidevolk Shrouded company	Print head 48.0 km 2018-10-22 15:47:44
<input type="checkbox"/>	Heidevolk Shrouded company	Cutter 960000 times 2018-10-22 15:47:44

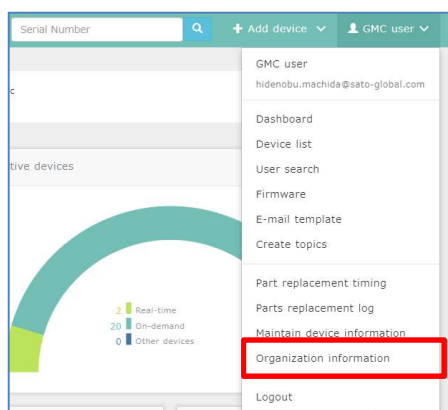
Confirmed checkbox	Hide checked row. And it will never listing at this screen.
Company link	Show company details
Device name link	Show device details
Preventive maintenance alert Button	Download this table as excel workbook file.

Adding a check mark on the “Confirm” box on the left side of the list will hide the target device in the list.
Once the device is hidden, it will not be displayed in the list until the next replacement timing.

3.10 Editing the BP organization information, and viewing, editing and deleting the customer information

3.10.1 Confirming and editing the BP organization (own organization) information

You can refer to and edit your own organization information from “Organization information” on the side menu.



BP organization

For details of each item, see “Section 2.4 BP organization settings”.

Business Partner

Serial Number

+ Add device

GMC user

Organization information (BP)

ID

ORG46EF9

Org type

BP

Responsible org

TestGMC

Org name

[Business Partner](#)

Country

[United Kingdom](#)

Postal code

[M2](#)

Address

[Manchester city](#)

Language

[English](#)

Sub domain

[example-bp.sato-sos.com](#)

Contract period

2018-10-01 to 2019-11-01

Share company

No

Share topics

[Not display](#)

Home page

[Empty](#)

Reply reception

[satosos491@gmail.com](#)

E-mail setting-1

[satosos491@gmail.com](#)

E-mail setting-2

[satosos491@gmail.com](#)

Company

Create company

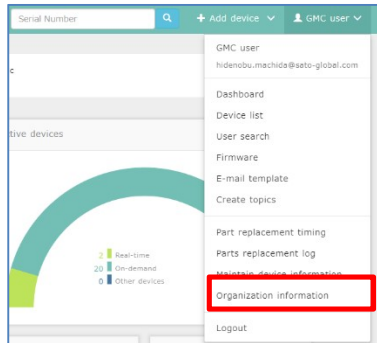
* If there is "*" at the end of the company, it refers to the secondary management account

Search by account name, address, expiration date

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3.10.2 Viewing and editing the customer organization

You can view and edit the customer organization information from “Organization information” on the side menu.



The customer organization list is displayed on the lower part of the “Organization information” screen.

Company organization search can be performed from the blue frame below. When viewing the company organization of the customer, click “D” or “Company”.

Reply reception sos_gmc01_bp01_ok@yahoo.co.jp
E-mail setting-1 sos_gmc01_bp01_ok@yahoo.co.jp
E-mail setting-2 sos_gmc01_bp01_ok@yahoo.co.jp

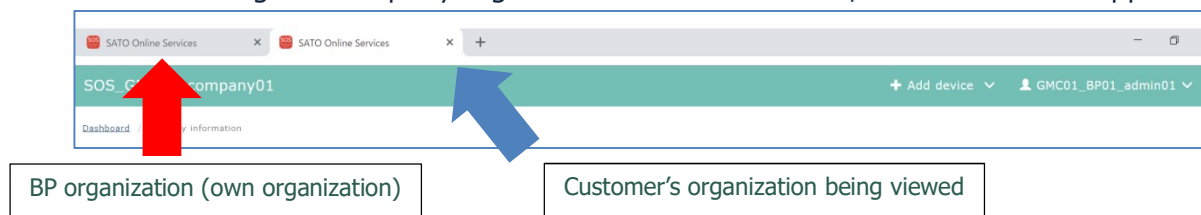
Company account * If there is "*" at the end of the company, it refers to the secondary management

D	Company ID	Company	Country	Address	End date	
	ORG17D44	SOS_GMC01_BP01_company01	Iceland	222	—	
	ORG244E8	SOS_company06	Afghanistan	2222	—	
	ORG3BE75	SOS_GMC01_company01	United Kingdom	22222	—	

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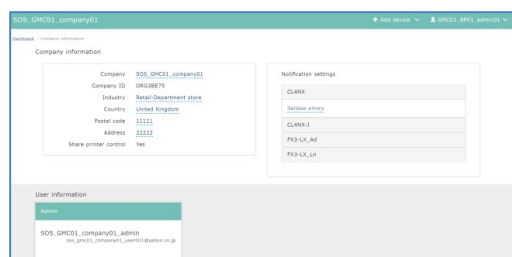
D	Displays the Dashboard of the company organization of the customer.
Company ID	Automatically numbered by the system.
Company	Name of the company organization of the customer
Country	Country where the company organization of the customer exists
Address	Location where the company organization of the customer exists
End-day	Expiry date of the contract (max. value) associated with the company information Not displayed when the default value “9999/12/31” is set for all the devices in the organization
Trash icon	Deletes the company organization of the customer.

When viewing the company organization of the customer, another window appears.



3.10.3 Editing the company organization of the customer

There are editable items and un-editable items of the information in the company organization of the customer.



	Operation in the state where the company organization has been viewed from the BP organization side
Dashboard display setting	Editable
Company information	Editable
Adding or deleting a member	Direct editing unavailable *Add or delete from the control menu within the BP organization (own organization)
Device list display	Editable
Download of each list	Downloadable
Adding a printer	Addition unavailable Register from "Batch Registration" within the BP organization
Adding other devices	Addition unavailable Can be added only from the organization of the customer
Printer operation	Operation available *Operation log remains in the printer log of the customer.
Viewing and changing the settings of the printer settings tab	Operation available *Operation log remains in the printer log of the customer.

3.10.4 Deleting the company organization of the customer

Delete the target company organization. The condition to delete the company organization is that no device has been registered with the target company organization.

Deletion method 1

When there is no device that has been registered with the company organization

Refer to the organization of the customer from “Organization information” on the side menu, and delete the organization of the customer from the rightmost “Trash” icon.

Reply reception sos_gmc01_bp01_ok@yahoo.co.jp
E-mail setting-1 sos_gmc01_bp01_ok@yahoo.co.jp
E-mail setting-2 sos_gmc01_bp01_ok@yahoo.co.jp

Company: [Create company](#) * If there is "*" at the end of the company, it refers to the secondary management

Search by account name, address, expiration date

D	Compa...	Company	Country	Address	End date	
	ORG17D44	SOS_GMC01_BP01_company01	Iceland	222	—	
	ORG244E8	SOS_company06	Afghanistan	2222	—	
	ORG3BE75	SOS_GMC01_company01	United Kingdom	22222	—	

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Deletion method 2

When there are devices that have been registered with the company organization

- A. If the target device is known, specify the printer on the “Device list” within the BP organization and delete it from “Edit device information”.
- B. If the target device is unknown, view the company organization of the customer, specify the printer on the “Device list” within the company organization and delete it from “Edit device information”.

Device details

Panel [TAKI0005]

[Edit device information](#) Edit device information

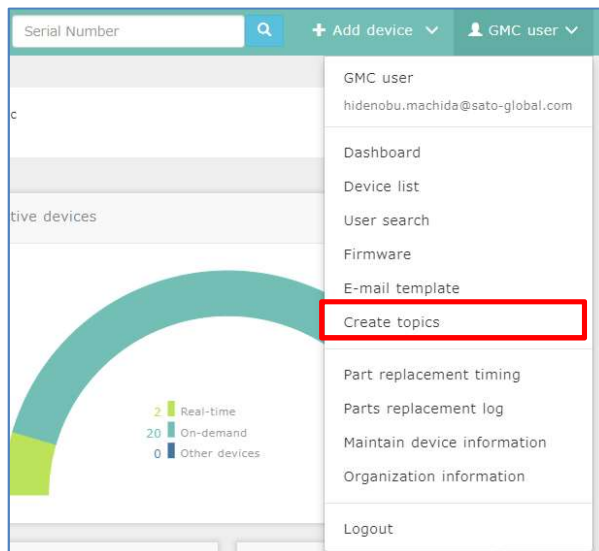
Device status		Parts replacement timing	
Location	America Factory	Print head	-
Device name	TAKI0005	Platen roller	-
Model name	CL4NX-J 609dpi	Cutter	-
Device status	-	Battery	-
Last error	Head open		
Last update	2018-11-28 15:23:25		

After all the devices are deleted, delete the company information with deletion method 1.

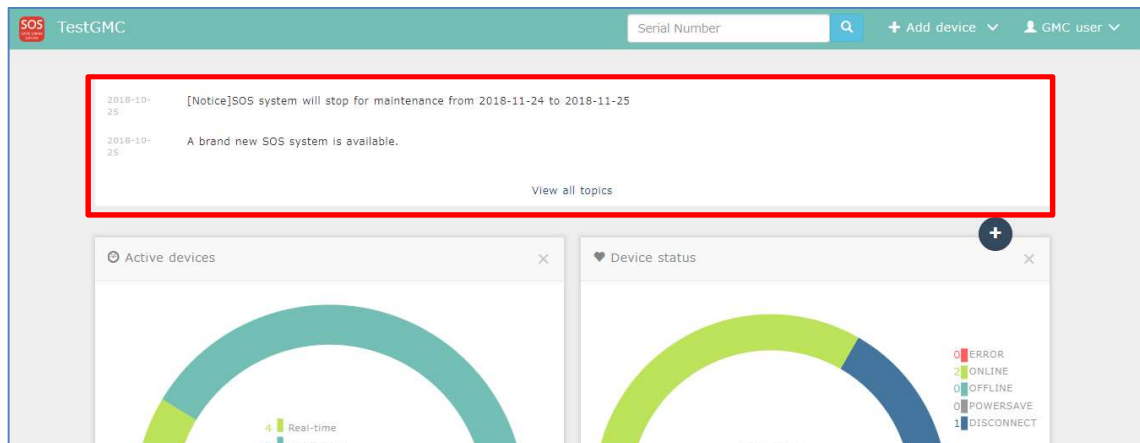
3.11 Creating and editing topics

Select “Create topics” on the side menu to display the topics list screen. You can register a new topic or edit existing topics on this screen. The topics registered here are displayed on the upper part of the Dashboard when the company organization of the customer or members belonging to your BP organization log in.

Most recent registered topics are shown at top of dashboard.



Topics-displayed location



Topics list

SOS

TestGMC

Serial Number

All Topics

New

100

 items displayed

Registration date	Topics	URL for topics
2018-10-25 15:56:37	[en][Notice]SOS system will stop for maintenance from 2018...	
2018-10-25 15:53:36	[en]A brand new SOS system is available.	

Topics created in the past can be deleted from the list.

New Button	Show new topics window.
Topics Link	Show edit topics window

New topics window

To create new topic, fill text items and click “Registration” button.

Topics

×

Topics[en]

URL for topics[en]

Registration

Topics	Text of new topic.
URL for topics	Set URL if topic has detail explaining web page.

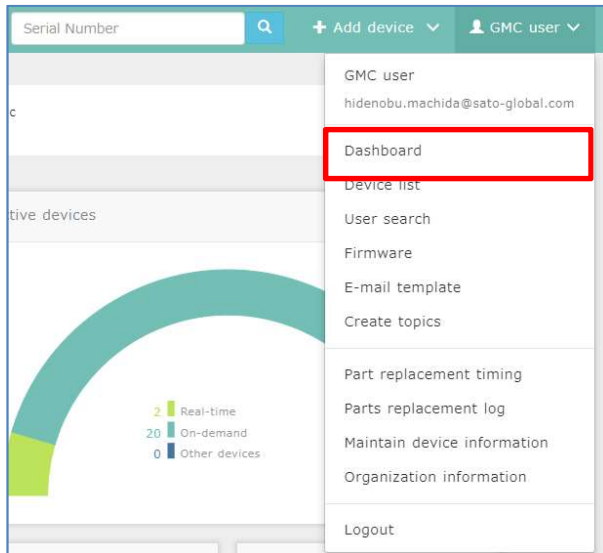
*Set topics per supported language.

When creating topics per supported language, change the language of the administrator, and create topics in the same procedure.

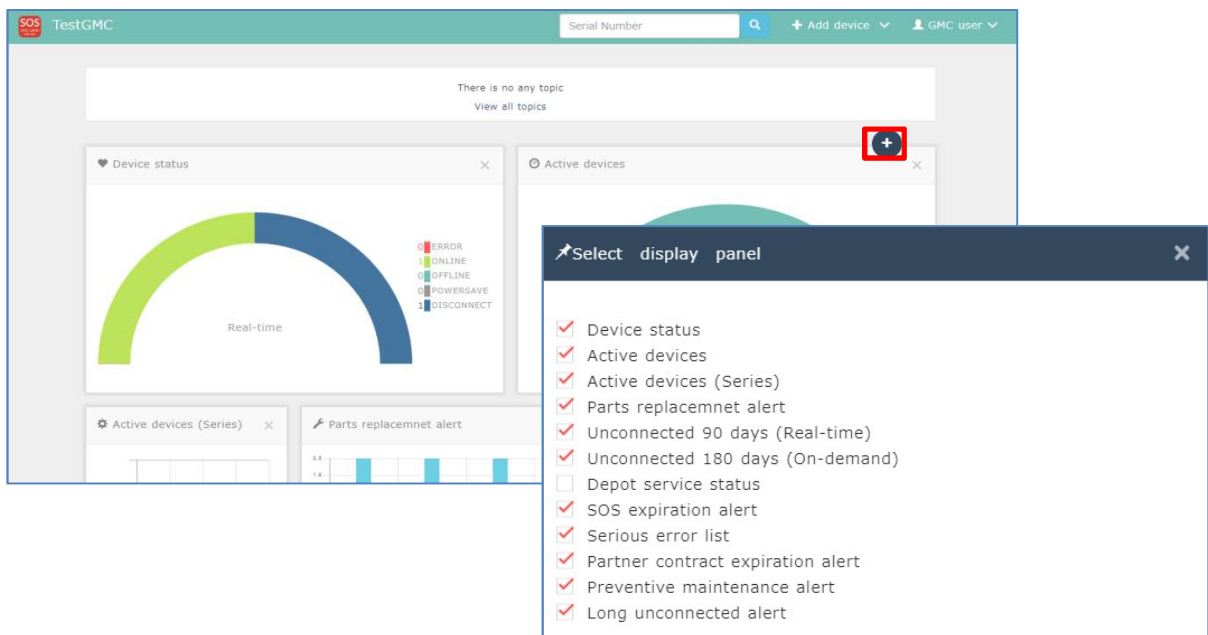
3.12 Common Menu Dashboard

Press the “Dashboard” button at main menu to display the dashboard screen.

Dashboard is constituted with several display panels.



Choose show/hide setting of panel at select menu. Select menu is shown by pressing plus button. And you can sort order of panels by drag and drop



Over view of each panels are below.

Panel name	Description
Active devices	Aggregate a count of devices by connection type
Device status	Aggregate a count of real-time devices by status
Active devices(series)	Aggregate a count of real-time devices by printer series
Parts replacement alert	A graph aggregated with ratio of threshold for each parts
Unconnected for 180days(On-demand)	Summarize on-demand devices there are unconnected for 180 days
Depot service status	No use
Unconnected for 90days(Real-time)	Summarize real-time devices there are unconnected for 90 days
SOS expiration alert	See "SOS contract expiration alert" section of this manual
Serious error list	Aggregate of devices there are occurring serious error
Partner contract expiration alert	See "Partner contract expiration alert" section of this manual
Preventive maintenance alert	See "Preventive maintenance alert" section of this manual
Long unconnected alert	See "Long unconnected alert" section of this manual

3.13 Partner contract expiration alert

The administrator of the BP organization receives an e-mail 90 days before the expiry date of the contract, and the information is displayed in “Partner contract expiration alert” on the Dashboard.

Please consult with SATO about the contract before the expiry date.

Partner contract expiration alert			×
			List
Co...	Company	Contract Exp. date	
Va...	<u>Business Partner</u>	2018-11-30	

3.14 Long unconnected alert

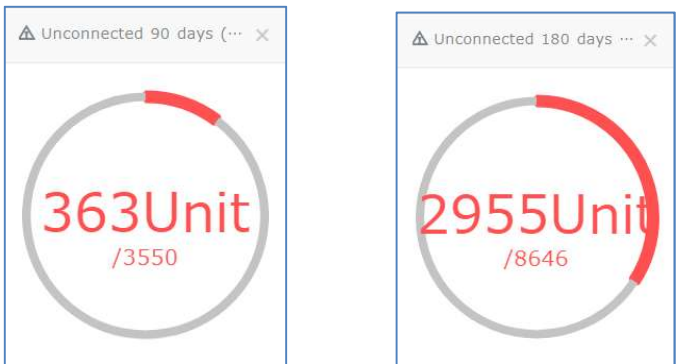
This alert shows the list of devices that have been disconnected for a long period among already SOS-connected devices. Since customers are not conscious of SOS connection during operation, this function supports the customers for continuous connection.

Also, the person in charge of the target device will inform the customer of disconnection as a cleaning notice.

(For email-related matters, see “Section 2.4 Initial settings”. Also, refer to the transmitted content from “E-mail template” on the side menu of the application.)

Long term condition

Connected to SOS by Real-time method	90days
Connected to SOS by On-demand method	180days



To show relative devices, you need to click red line of circle graph.
After that the “Device list” is shown.

And also you can check long term unconnected devices by “Long term unconnected alert” panel that is shown on your dash board. And show detail list by clicking “List” button.

Long unconnected alert x			
List			
Co...	Device name	Company	Last connected ...
<input type="checkbox"/>	Printer 11	TEST1002002	2018-08-29 16:...
<input type="checkbox"/>	10021001	TEST1002002	2018-08-23 14:...

Confirmed checkbox	Hide checked row. And it will never listing at this screen.
Company link	Show company details
Device name link	Show device details
Long unconnected alert Button	Download this table as excel workbook file.

3.15 Serious error notification

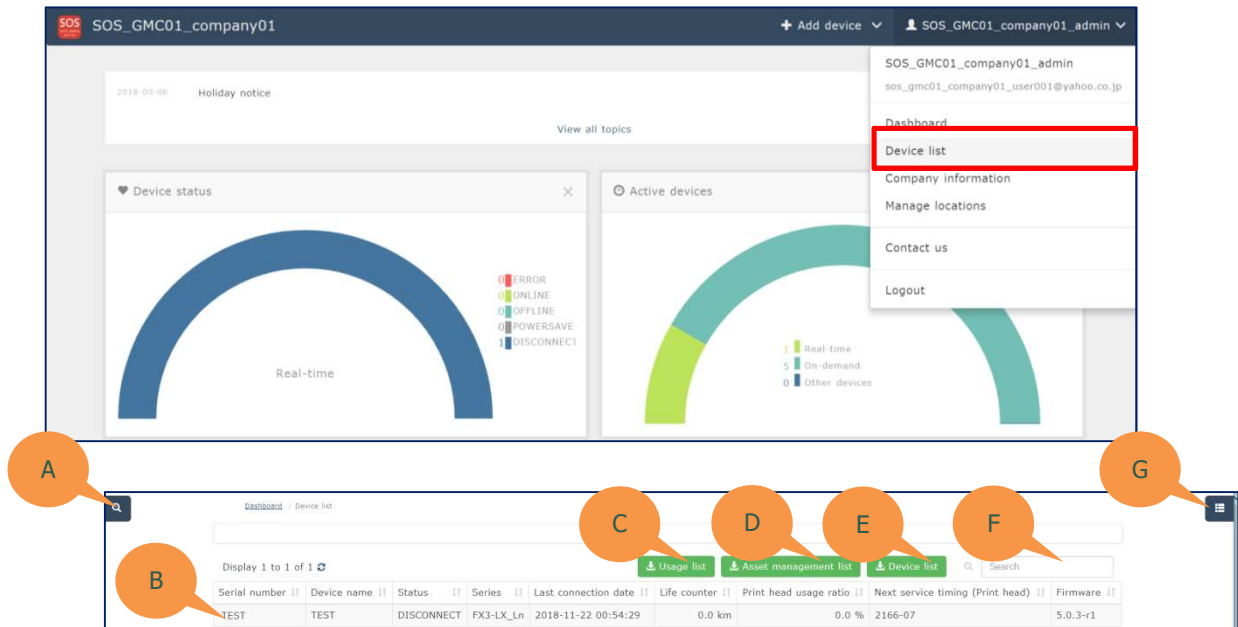
This function allows the BP organization to receive notifications on specific errors regardless of the notification settings of the company organization of the customer. The customer receives the notifications that have been set by the company organization of the customer.

The applicable errors are shown below. Also, the errors are as follows.

Serious error	Machine error
	Head error
	Cutter error
	Print head overheated
	Motor Overheated
	Printer Overheated
	Worn out battery *only for a printer which has battery
	Suction error (printing) *Auto labeler product only
	Suction error (applying) *Auto labeler product only
	Apply error (label is remaining) *Auto labeler product only
	Apply error (missed) *Auto labeler product only

3.16 Common Menu Device list (Control panel)

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.



A. 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.

B. 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.

C. Usage list

Export the list of usage

D. Asset management list

Export the list of device with asset management information.

E. Device list

Export the list of device

F. 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.

G. Display column selection

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.

Device details

Displaying various information such as device setting information and usages of parts on the Device details screen, 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

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%

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	-

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

Real-time

Clone	❌
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

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A. 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.)

B. Edit device information button

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

C. Device details tab

Refer to the usage and setting contents of the device.

D. 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.

E. 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.

F. Settings tab (Please pay attention to the below note)

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

About “Setting tab”

Printer operation and operation from the settings tab are recorded as operation log in the printer log of the customer. Keep this in mind for operation.

3.17 Side menu(SOS User List)

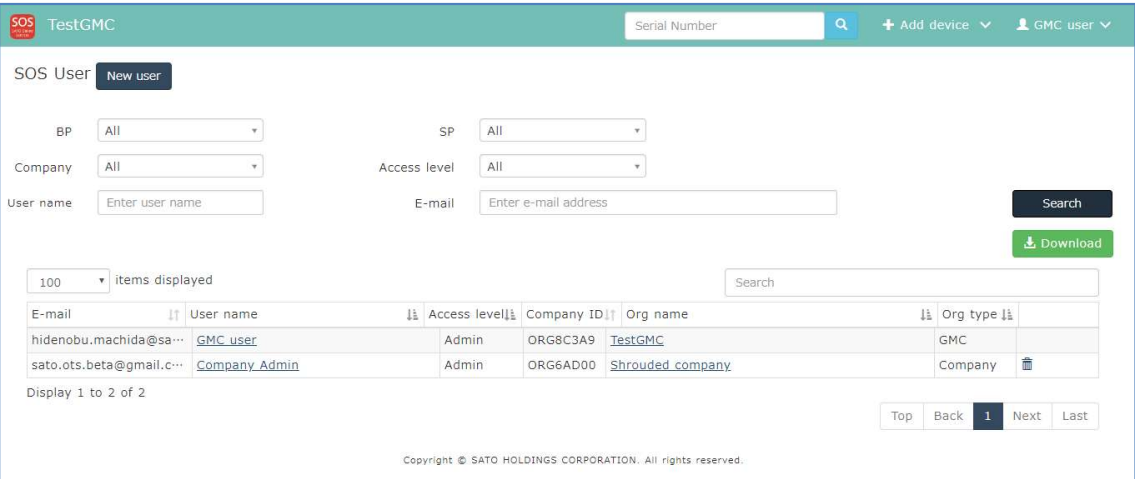
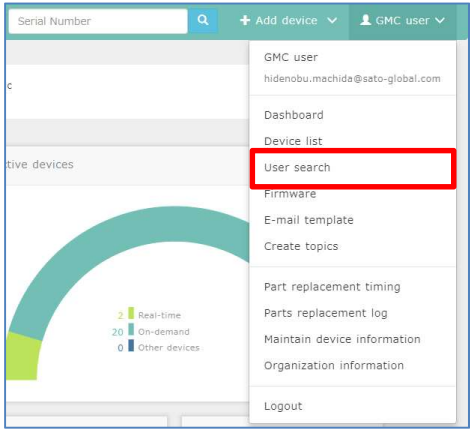
3.17.1 Searching users

Open the user search screen from “User search” on the menu.

The user search allows you to newly register users of GMC, BP, SP and company organization and search, edit and delete each user.

However, you cannot refer to users other than those under the supervision of the organization where you belong.

User search result screen



- “User name” link Displays the user information edit screen
- “Org name” link Displays the organization information screen
- “Download” button Downloads user search results in a batch

3.17.2 Deleting users

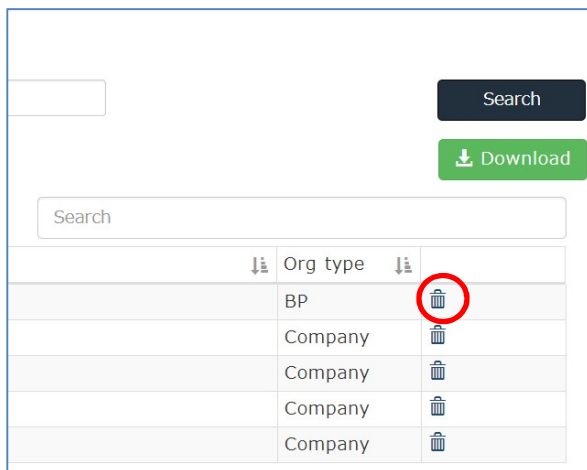
There are some conditions to delete users.

The last user (administrator) in the company organization of the customer once created cannot be deleted.

To delete the target administrator or the last person by setting another administrator, the company organization itself must be deleted. Refer to “Section 3.10.4 Deleting the company organization”.

Deletion method

Delete the target user from the rightmost “Trash” icon.



3.18 Side menu Firmware

The BP organization can update the firmware, and obtain and apply the clone file for the devices of the company organization of the customer.

3.18.1 Firmware

Precautions (Important)

*Download of the firmware should be preceded carefully with the customer, keeping in mind the following points.

If you have any problems about the following points, refrain from using the device and manually download the firmware.

Our company assumes no responsibility even if this task causes any damage or troubles to operation.

Also, we cannot guarantee that the download is completed 100%, due to network line failure or packet loss.

- 1) The printer stops for a certain period of time, causing operation trouble.
- 2) In a printer installation environment where the power supply to the printer is cut due to unstable power, blackout, instantaneous power failure, or extraction and insertion of power cord
- 3) In an environment where a network is unstable
- 4) In an environment where network failure or halt occurs due to low network capacity while transmitting a large volume of files
- 5) In an environment where printer operation cannot be checked after the download is complete
(In an environment where operation can be started after check)

Instruction

The firmware function enables the following tasks.

- Uploading the firmware or clone file of the printer from PC
- Reflecting the uploaded firmware or configuration files to the printer

Also, the uploaded firmware can be shared only within the same company organization, and the clone file can be shared only in the same installation location.

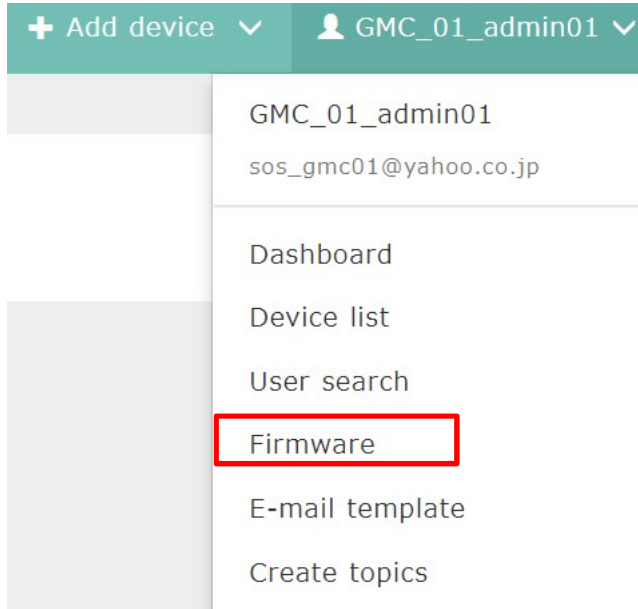
Note that re-uploading is required to apply them to another organization.

The firmware of the printer is updated with the following steps.

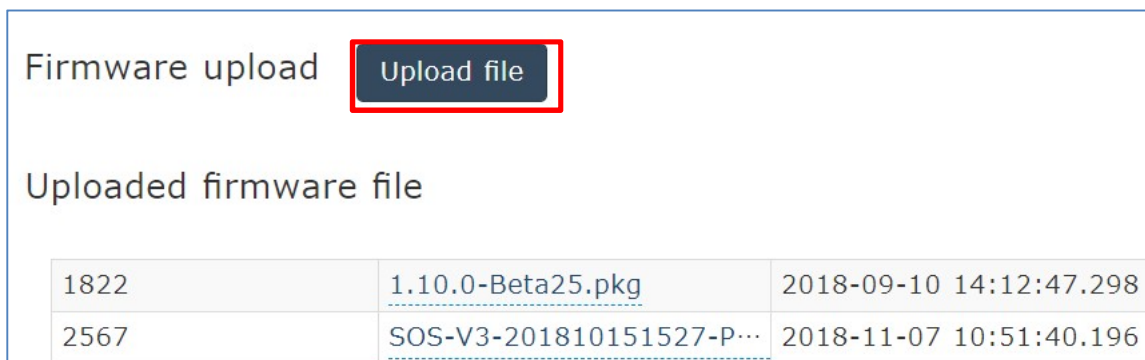
- 1) Upload the target firmware file into SOS.
- 2) Select the target device for download.
- 3) Transfer the firmware file to the device for download via SOS.
(Approx. 5 to 10 minutes required though it depends on the network condition)
- 4) When the file transfer to the printer is completed, the printer starts to update the firmware. (Approx. 10 minutes)
*While the download is in process, connection with SOS is cut.
- 5) When the printer completes the updating process of the firmware, it automatically restarts.
- 6) When the restart is completed properly and there is no problem, the printer will be connected to SOS again.
- 7) Confirm that the firmware of the printer has been updated on the "Device list", etc. of SOS.

Instruction

(1) Select "Firmware" on the side menu.



(2) Upload the files that need downloading from "Upload file".



(3) Select the target customer ➡ Select the target location ➡ Select the series

*The files can be downloaded to multiple printers per installation location.

Firmware update

Company

SOS_GMC01_compa...

Location

Sales office in Japan

Series

CL4NX

100

items displayed

Search

Search

Firmware upload

Upload file

Select device to apply

	Serial number	Device name	Series	Ver.	Status
<input type="checkbox"/>	4F033258	TEST01	CL4NX	1.10.0-B...	DISCON...

Uploaded firmware file

1822	1.10.0-Beta25.pkg	2018-09-10 14:12:47...	✓	↓	🗑
2567	SOS-V3-20181015152...	2018-11-07 10:51:40...	✓	↓	🗑
	SOS-V3-201810151527-Ppkg				

(4) Select the target printer. The printer can be selected in online state.

Multiple printers are selectable.

Firmware update

Company

SOS_GMC01_compa...

Location

Sales office in Japan

Series

CL4NX

100

items displayed

Search

Search

Firmware upload

Upload file

Select device to apply

	Serial number	Device name	Series	Ver.	Status
<input type="checkbox"/>	4F033258	TEST01	CL4NX	1.10.0-B...	DISCON...

Uploaded firmware file

1822	1.10.0-Beta25.pkg	2018-09-10 14:12:47...	✓	↓	🗑
2567	SOS-V3-20181015152...	2018-11-07 10:51:40...	✓	↓	🗑
	SOS-V3-201810151527-Ppkg				

(5) Download the files to the selected printer.

Firmware update

Company

SOS_GMC01_compa...

Location

Sales office in Japan

Series

CL4NX

100

items displayed

Search

Search

Firmware upload




Upload file


Select device to apply

	Serial number	Device name	Series	Ver.	Status
<input type="checkbox"/>	4F033258	TEST01	CL4NX	1.10.0-B...	DISCON...

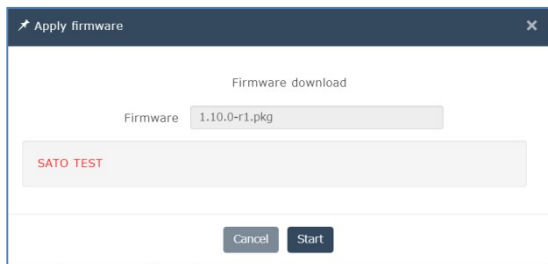
Uploaded firmware file

1822	1.10.0-Beta25.pkg	2018-09-10 14:12:47...	✓	↓	🗑
2567	SOS-V3-20181015152...	2018-11-07 10:51:40...	✓	↓	🗑
	SOS-V3-201810151527-Ppkg				

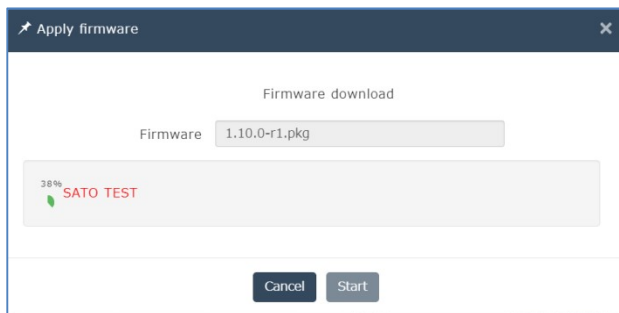
BP, Company, Location, Series	Narrow down the displayed devices with the selected contents.
Upload file button	Uploads the firmware or clone file of the printer from PC. The uploaded files are displayed at the bottom. Before uploading the clone file, select the type from Type1 to Type3.
 icon	Opens the dialog to apply the firmware or clone file to the printer checked on the left section.
 icon	Downloads the displayed files to the PC.
 icon	Deletes the displayed files.
File name link	The name of the uploaded file can be edited and changed to a name easy to understand.

(6) Press [] to open the dialog and press “Start”.

If multiple printers are selected, the selected devices are displayed.



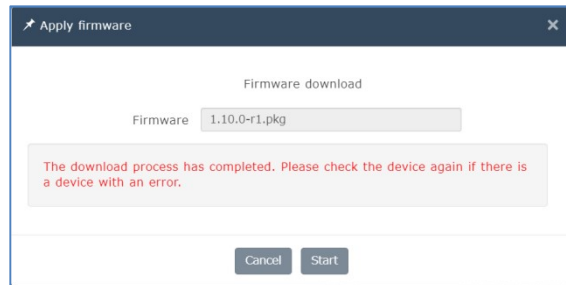
(7) The progress to show the file being transferred to PC is displayed.



(8) When the file transfer is completed, the selected devices disappear from the list.

If an error occurs to a device during transfer or the transfer is canceled by a printer during transfer, The device remains in the dialog with the error.

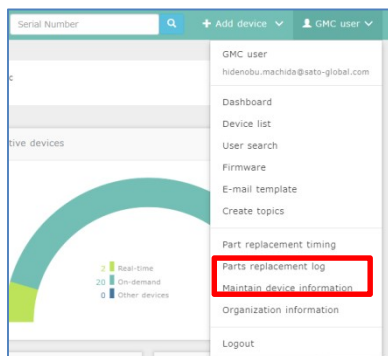
(9) When the firmware transfer processing has finished, the printer starts to download the firmware. (Approx. 10 minutes) After a while after the file transfer, check if the firmware is being updated, from “Device list” or “Device details” on SOS.



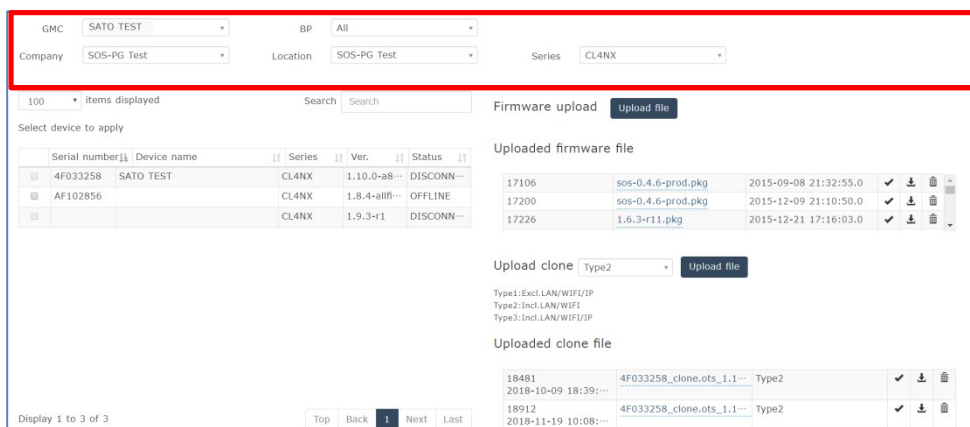
3.18.2 Uploading and applying the clone file

Instruction

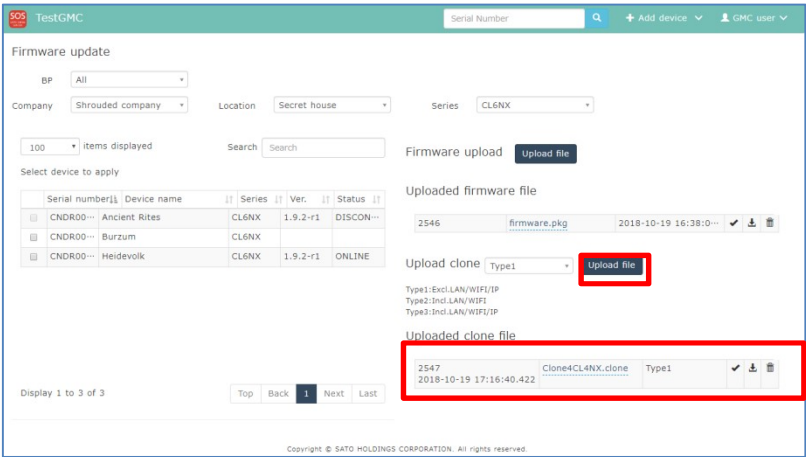
(1) Select “Firmware” on the side menu.







(2) Select the target customer ➡ Select the target location ➡ Select the series
 *The clone file can be uploaded and applied by selecting and determining items including Series which is the final item.



(3) Select the target printer and the clone to apply. Upload the files that need downloading from “Upload file”.



BP, Company, Location, Series	Narrow down the displayed devices with the selected contents.
Upload file button	Uploads the firmware or clone file of the printer from PC. The uploaded files are displayed at the bottom. Before uploading the clone file, select the type from Type1 to Type3.
 icon	Opens the dialog to apply the firmware or clone file to the printer checked on the left section.
 icon	Downloads the displayed files to the PC.
 icon 	Deletes the displayed files.
File name link	The name of the uploaded file can be edited and changed to a name easy to understand.

(4) Press to open the dialog.

The subsequent procedure is the same as the download procedure for the firmware.

4 Authority

Two types of authorities are provided for the BP organization: Main administrator authority and viewer authority

	BP organization	
	Administrator authority	Viewer authority
End user organization	Create, edit and delete	Reference only
Location creation	Create, edit and delete	Reference only
End user account	Create, edit and delete	Reference only
Printer	Batch registration Printer operation Firmware download	Reference only
License (BP) organization	Edit	Reference only
License (BP) account	Create, edit and delete	Reference only

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