



Optimum Device Uptime

Sharp Remote Device Manager (SRDM) facilitates centralized management of Sharp MFPs and printers as well as third party SNMP-compliant printers and MFPs*. SRDM is the ideal tool for both IT Administrators and Service Providers to properly manage and monitor their MFP fleets.

For IT Administrators

SRDM assists IT administrators who need to remotely manage and configure Sharp devices on their networks. SRDM allows IT administrators to expedite troubleshooting and centrally manage an organization's MFPs and printers from the SRDM web console. SRDM obtains valuable information such as paper tray details, toner levels, copy/print/fax output counts and scan/fax counts. In addition, SRDM provides greater control in network security and energy consumption to help ensure corporate resources are protected.

Key IT Features:

- Manual or automated device discovery
- Device status and consumable monitoring (1%, 5% and 25%)
- Security policy management, MFP admin password management
- Scheduled power management
- Remote front panel access for quick user assistance
- Email notifications
- Device cloning and storage backup
- Pre-configured driver distribution

For Service Providers

Along with MICAS cloud-based device management, Sharp SRDM brings to service providers a cost-effective way to remotely monitor a customer's devices to increase printer and MFP uptime, decrease loss of productivity and improve customer satisfaction. Features such as remote firmware upgrades, device setting cloning, remote service, e-mail alerts, and system and usage logs will prove invaluable.

Key Service Features:

- Device remote configuration and cloning
- Service report
- Service alerts and data
- Remote service feature (SIM service report, SIM settings)
- Remote firmware updates (on demand and scheduled)

SRDM is the ideal tool for both IT Administrators and Service Providers to conveniently manage and monitor their MFP fleets to optimize device uptime.

Discover

- Manual or automated device discovery

Monitor

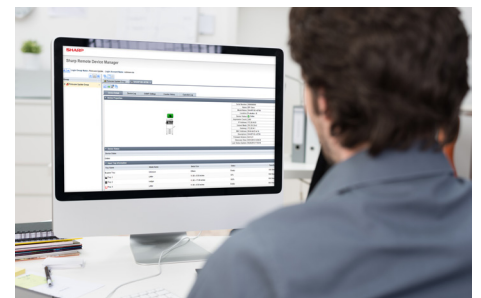
- Remote status and consumables monitoring
- Email notifications to keep IT administrators aware of critical issues
- Usage analytics to understand how devices have been used

Configure

- Security, energy, network and system configuration
- Device cloning for fast device set up
- Remote firmware updates to minimize deployment time

Assist

- Remote front panel access and device web page for quick user assistance
- Remote service delivery for faster and efficient problem solving



* Features may vary per model.

SHARP REMOTE DEVICE MANAGER COMPATIBILITY LIST

Models	Toner Level*	Driver Distribution	Power/ Security Mgmt	Device Cloning	Service Code	Service Report	FSS Features	FSS Features
							(Remote Maintenance)	(Firmware Update)
Color Printers								
MX-C300P	5%	Yes	No	No	No	No	No	No
MX-B350P/450P	1%	Yes	No	No	No	No	No	No
B&W MFPs								
MX-B350W/450W	1%	Yes	No	No	No	No	No	No
MX-B355W/B455W	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-M3050N/M3550N/M4050N/M5050N/M6050N	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-B401/B402/B402SC	25%	No	Security Only	Yes	No	Yes	No	No
MX-M264N/M314N/M354N	5%	No	Yes	Yes	No	Yes	Yes	No
MX-M266N/M316N/M356N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-M503/M453/M363/M283	25%	No	Security Only	Yes	No	Yes	No	No
MX-M365N/M465N/M565N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-M364N/M464N/M564N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-M2630/M3050/M3550/M4050/M5050/M6050	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-M3070/M3570/M4070/M5070/M6070	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-M654/M754N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-M6570/M7570	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-M904/M1054/M1204, MX-M1055/M1205	5%	No	Yes	Yes	Yes	Yes	Yes	No
MX-M905	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Color MFPs								
MX-C311/C312/MX-C401/C402SC DX-C311/DX-C401/DX-C310/DX-C400	25%	No	Security Only	Yes	No	Yes	No	No
MX-C250/MX-C300W	5%	Yes	No	No	Yes	No	No	No
MX-C301W	5%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-2310U/3111U	25%	No	Security Only	Yes	No	Yes	Yes	No
MX-2615N/3115N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-2616N/3116N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-2600N/MX-3100N	25%	No	Security Only	Yes	Yes	Yes	No	No
MX-2610N/3110N/3610N	5%	No	Yes	Yes	No	Yes	Yes	No
MX-2640N/3140N/3640N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-2630N/3050N/3550N/4050N/5050N/6050N MX-3050V/3550V/4050V/5050V/6050V	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-3070N/3570N/4070N/5070N/6070N MX-3070V/3570V/4070V/5070V/6070V	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-4110N/4111N/5110N/5111N	5%	No	Yes	Yes	No	Yes	Yes	No
MX-4140N/4141N/5140N/5141N	5%	No	Yes	Yes	Yes	Yes	Yes	Yes
MX-6201N/MX-7001N	25%	No	Security Only	Yes	No	Yes	No	No
MX-6240N/MX-7040N	5%	No	Yes	Yes	Yes	Yes	Yes	No
MX-6580N/7580N	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-6500N/7500N	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MX-7090N/8090N	1%	Yes	Yes	Yes	Yes	Yes	Yes	Yes

* May require SIM setting change to read toner level at 5%

System Requirements

Brower Support

- Google Chrome® (64-bit and 32-bit)
- Internet Explorer® 10/11+ (The latest Microsoft browser is recommended)

Hardware Requirements For Running SRDM Server Software (64-bit systems)

- Windows Server® 2008 R2 SP1
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016

Recommended Hardware Requirements

CPU: Intel® Core® i7-3770 3.4 GHz, 4 Cores /8 Threads or higher
Memory: 8GB or more
HDD: 80GB or more*3 *4

Supported Combination between VMware Products and Operating Systems

- VMware® ESXi™ 6.5
- OS Type: Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016

Driver Distribution

- PDL: PCL6/SPDL2(-c), PS
- Please refer to the compatibility model list for supported MFP models.



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