



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
- Scheduled power management
- Remote front panel access for quick user assistance
- Email notifications
- Device cloning and storage backup

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 features
- 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

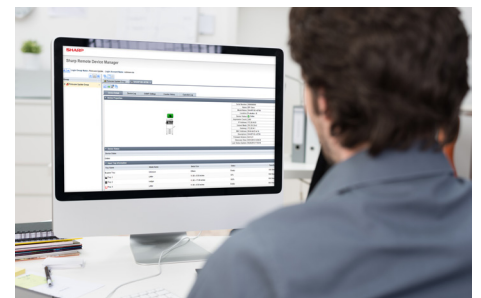
- Remote status and consumables monitoring
- Email notifications to keep IT administrators aware of critical issues
- Usage analytics to understand how devices have been used

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*	Power/Security Mgmt	Device Cloning	Service Code	Service Report	FSS Features (Remote Maintenance)	FSS Features (Firmware Update)
Color Printers							
MB7-I35	5%	No	No	No	No	No	No
B&W MFPs							
MX-M264N/M314N/M354N	5%	Yes	Yes	No	Yes	Yes	No
MX-266N/316N/356N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-M503/M453/M363/M283	25%	Security Only	Yes	No	Yes	No	No
MX-M365N/M465N/M565N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-M364N/M464N/M564N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-B401	25%	Security Only	Yes	No	Yes	No	No
MX-B402	25%	Security Only	Yes	No	Yes	No	No
MX-B402SC	25%	Security Only	Yes	No	Yes	No	No
MX-M623/M753	25%	Security Only	Yes	No	Yes	No	No
MX-M654 / M754N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-M850 / MX-M950 / MX-M1100	25%	Security Only	Yes	No	Yes	No	No
MX-M904 / M1054 / M1204	5%	Yes	Yes	Yes	Yes	Yes	No
MX-M905	1%	Yes	Yes	Yes	Yes	Yes	Yes
Color MFPs							
MX-C311 / MX-C401	25%	Security Only	Yes	No	Yes	No	No
DX-C311 / DX-C401 / DX-C310 / DX-C400						No	No
MX-C312	25%	Security Only	Yes	No	Yes	No	No
MX-C402SC	25%	Security Only	Yes	No	Yes	No	No
MX-C250 / MX-C300W	5%	No	No	Yes	No	No	No
MX-C301W	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-2310U	25%	Security Only	Yes	No	Yes	Yes	No
MX-3111U	25%	Security Only	Yes	No	Yes	Yes	No
MX-2615N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-3115N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-3050N/3550N/4050N	1%	Yes	Yes	Yes	Yes	Yes	Yes
MX-2616N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-3116N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-2600N / MX-3100N	25%	Security Only	Yes	Yes	Yes	No	No
MX-2610N/3110N/3610N	5%	Yes	Yes	No	Yes	Yes	No
MX-2640N/3140N/3640N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-3070N/3570N/4070N	1%	Yes	Yes	Yes	Yes	Yes	Yes
MX-4110N/4111N/5110N/5111N	5%	Yes	Yes	No	Yes	Yes	No
MX-4140N/4141N/5140N/5141N	5%	Yes	Yes	Yes	Yes	Yes	Yes
MX-5050N/6050N/5070N/6070N	1%	Yes	Yes	Yes	Yes	Yes	Yes
MX-6201N / MX-7001N	25%	Security Only	Yes	No	Yes	No	No
MX-6240N / MX-7040N	5%	Yes	Yes	Yes	Yes	Yes	No
MX-6500N/7500N	5%	Yes	Yes	Yes	Yes	Yes	No
MX-6580N/7580N	1%	Yes	Yes	Yes	Yes	Yes	Yes

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

System Requirements

Servers

- Windows Server 2008 (32-bit only)
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2

Agents

- Windows Vista (32-bit only)
- Windows 7 (32/64-bit)
- Windows 8.1 (32/64-bit)
- Windows Server 2008 (32-bit only)
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2

VMware Environment

- Windows Server 2008 (32-bit only) with VMware ESXi 5.5
- Windows Server 2008 R2 with VMware ESXi 5.5
- Windows Server 2012 with VMware ESXi 5.5
- Windows Server 2012 R2 with VMware ESXi 5.5

Browser Support

- IE 9, 10, 11
- Chrome

Hardware Requirements for Running SRDM Server Software (On a Windows Server OS)

- Managing up to 500 devices
CPU: Core 2 Duo 2.0 GHz or higher.
Memory: 4 GB or more. HDD: 40 GB or more.
- Managing up to 30,000 devices
CPU: Xeon E5 2.0 GHz or higher (x 2).
Memory: 7.5 GB or more. HDD: 275 GB or more.

Hardware Requirements for Running SRDM Agent Software (On Windows Vista/7/8.1)

- For 32-Bit Operating Systems
CPU: 2.0 GHz or higher. Memory: 2 GB RAM or more.
- For 64-Bit Operating Systems
CPU: 2.0 GHz or higher. Memory: 3 GB RAM or more.



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