



Optimised Managing Software

Sharp Remote Device Manager

Browser-based device management

www.sharp.co.uk

SHARP
Be Original.

Make managing multiple MFPs and print security policies easy.

Your business, and the people who work in it, rely on equipment like printers, copiers and multi-function printers (MFPs). They're in use all day, every day – often producing important business-critical, time-sensitive documents.

Any unplanned downtime in an office can be expensive as well as inconvenient. So, ensuring there's always enough paper and toner is a vital part of keeping things moving. But when you have a fleet of MFPs to manage, your challenge multiplies. Not to mention staying on top of paper jams, mis-feeds and other interruptions. You need a strategy for keeping everything moving as smoothly as possible. And that's where we come in.

We've drawn on decades of experience to make managing your printing devices as easy and efficient as possible. Joining our suite of Optimised Software Solutions is Sharp Remote Device Manager (SRDM), which, together with Sharp MFPs, gives you a leading fleet management platform.

Manage the entire fleet from your desk

Whether you have one of our MFPs or a fleet of hundreds, SRDM gives you total control, right from your desktop.

The benefits are clear and immediate. You avoid unscheduled interruptions. You minimise unplanned downtime. You seamlessly manage your company's print security policy. And you increase everyone's productivity across every workgroup in your organisation. Because you get all the information you need to keep things running at optimum efficiency, your business benefits from reduced support costs and a much better return on investment.



Add another line of defence to your business.

Your network and business devices are safe from hackers and cyber-attacks. Now extend that protection across your MFPs, with robust, enhanced security.

Whether you're reviewing an existing information security policy or rolling out a new one, you need MFPs that fit in. With SRDM, you can create, deploy and manage your own print or information security policies.

Say goodbye to security fears

You can remotely manage security setup, defining up to three levels of protection. These enhanced security policies are available across all MFPs connected to SRDM and can be deployed easily within seconds, through an intuitive, central management console.

SRDM acts like an extra line of network security defence. In the event that it detects unauthorised changes to device security settings, SRDM issues you with an alert and automatically redeploys the last saved setting configuration.

Comply with the latest security regulations

Plus, with increasingly complex regulations around data protection, like GDPR, SRDM helps you comply. The centralised security management ensures you can meet the required best practices.



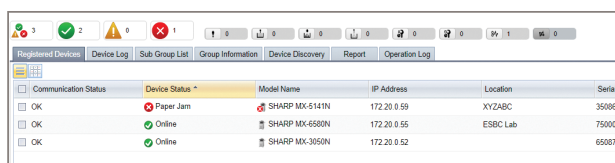
Tools to improve your productivity.

From fast installation and easy configuration to centralised management and problem prevention, you can keep things running smoothly.

Once you install SRDM on your file server, you'll have complete, real-time control of your MFP fleet through a standard web browser. That means faster installation and configuration of your Sharp MFPs, easier error-reporting, swifter technical support response, and simpler driver installation. And if you only need SRDM on a single device, you can install it locally too. Everything is designed to be easy and accessible.

Stop disruptions to work

Fixing problems fast is great. But spotting an issue before it develops, and dealing with it before it becomes a problem, is better. An at-a-glance view of all your managed MFPs will appear at the top of each web page. Thanks to the intuitive traffic light status indicators you'll instantly know which devices are working normally (green tick), those that require urgent attention (red cross), and those that will require attention soon (yellow warning sign). One click on the status icon is all that's needed to dig a little deeper and investigate individual devices.



Communication Status	Device Status	Model Name	IP Address	Location	Serial
OK	Paper Jam	SHARP MX-514TN	172.20.0.59	XYZABC	35086
OK	Online	SHARP MX-6580N	172.20.0.55	ESBC Lab	75000
OK	Online	SHARP MX-3050N	172.20.0.52		65087

An intuitive dashboard gives administrators the clear overview of devices that they need.

Minimise downtime during repairs

Save time, money and effort with SRDM's Remote Front Panel Access feature. It minimises downtime by letting your support staff view and control your MFPs' control panels remotely. The IT administrator or the support engineer can either fix the problem directly from their desk or give step-by-step guidance to the user.



View and control MFPs' control panels remotely.

Device management in one place

Simply load the SRDM home page from your web browser and get immediate access to everything you need to manage your fleet of networked printers and MFPs.

Guaranteed convenience to save you time.

You don't want to spend all your time looking after your MFPs. With SRDM, everything is simplified: from connecting users to topping up toner.

Right from the start of your MFP's lifecycle, you can guarantee simplicity and convenience. It's easy to connect users to a printer, distribute new driver files, and deliver support remotely. And the same can be said for stocking up on toner and paper and carrying out routine servicing. Deploying access and updates centrally and proactively dealing with requests for help saves you time, and keeps everyone productive.

SRDM also allows support staff to install and configure Sharp devices quickly and easily through a single web-based interface. They'll have real-time control over your entire fleet of MFPs.



Manage your entire fleet of MFPs easily and efficiently.

Speed up device installation and updates

Installing new devices used to be a laborious, time consuming task. Not anymore. Device configurations and other labour-intensive activities, such as updates to firmware, power and security settings, can now be simply cloned, managed and rolled out centrally by SRDM.

Device List Security Dashboard Power Management Device Cloning			
Type	File Name	Com...	Execution
<input type="checkbox"/> Device Cloning	MX-M364N_3504235900_1460112218302.bin		<button>Execute Now</button> <button>Schedule</button>
<input type="checkbox"/> Storage Backup	MX-6500N_3510988600_1460112384318.bin		<button>Execute Now</button> <button>Schedule</button>
<input type="checkbox"/> Device Cloning	MX-M364N_3504235900_1460129157333.bin		<button>Execute Now</button> <button>Schedule</button>

Device cloning ensures convenience and simplicity.

Management from anywhere

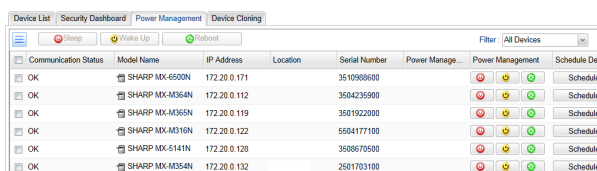
Users can monitor, manage and control their preferred MFPs from an easy-to-navigate web page. And with SRDM's intuitive dashboard, users can work efficiently without unnecessary interruptions. It lets administrators monitor the operational status of any connected MFP, at any time.

Stay in control and stay informed.

Simplicity and control are vital to being effective and efficient. So, we'll help you deploy centralised updates, rollouts, and security protocols.

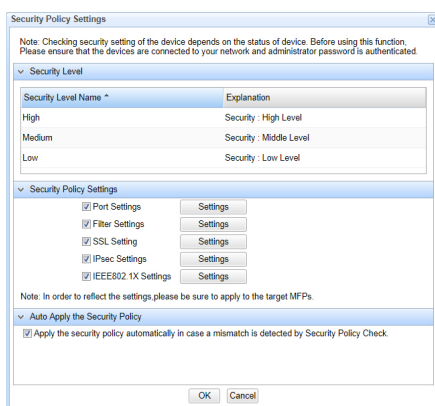
Whatever job you're doing – whether you're checking the location of a device, if it's online and available, or when it will need more toner – you're always in control.

You get an at-a-glance view of the status of each machine along with its location, and you can review and respond to status alert messages. Plus, you can control scanning destinations and configure network cards, access rights and passwords. All through a simple, intuitive, password-protected interface. With more control and fewer complications, you can ensure security and greater convenience.



Communication Status	Model Name	IP Address	Location	Serial Number	Power Manage...	Power Management	Schedule De
OK	SHARP MX-6500N	172.20.0.171		351050600			Schedule
OK	SHARP MX-M364N	172.20.0.112		3504235900			Schedule
OK	SHARP MX-M365N	172.20.0.119		3501922000			Schedule
OK	SHARP MX-M316N	172.20.0.122		5504177100			Schedule
OK	SHARP MX-5141N	172.20.0.128		3500670500			Schedule
OK	SHARP MX-M354N	172.20.0.132		2501703100			Schedule

Power Management.



Note: Checking security setting of the device depends on the status of device. Before using this function, Please ensure that the devices are connected to your network and administrator password is authenticated.

Security Level

Security Level Name	Explanation
High	Security : High Level
Medium	Security : Middle Level
Low	Security : Low Level

Security Policy Settings

☒ Port Settings

☒ Filter Settings

☒ SSL Setting

☒ IPsec Settings

☒ IEEE802.1X Settings

Note: In order to reflect the settings please be sure to apply to the target MFPs.

Auto Apply the Security Policy

☒ Apply the security policy automatically in case a mismatch is detected by Security Policy Check.

Security Policy Settings.

Stay informed with comprehensive reports

SRDM collates meter readings from each device, including details such as date range, device IDs, meter totals, breakdown by colour/mono and by usage, and can automatically email them to the service centre.

And if, on the rare occasion, a service engineer visit is required, you can supply them with service reports that will help them identify the issue.

SRDM also records a wide range of useful information about each machine, such as its name, model, location, IP and MAC address, and usage statistics, making it easy to work out which MFPs are being under-or over-used, as well as keeping an accurate record of your MFP fleet.

Alerts when you need to take action

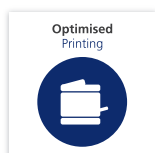
In addition to regular reports detailing the operational status of each of your printers and MFPs, you or a member of your team can also receive email alerts when a particular action is required. It might be topping up the paper or replacing toner cartridges, but staying on top of these routine tasks goes a long way to avoiding unnecessary downtime.

These alerts are great for maintenance and servicing too. You can have them transmitted directly to your service provider, together with a detailed history that describes each event in terms of date, type, paper size and job mode.

Streamline your business.

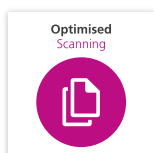
Reduce your costs, increase efficiency and improve security with our suite of Optimised Software Solutions.

We've spent years innovating and working to give you the best possible business solutions. From reducing waste and improving productivity, to ensuring connectivity and helping collaboration, we've got a way to help you, whatever your challenges are.



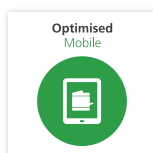
Optimised Printing Solutions

Monitor and manage your print and copy usage, eliminate unauthorised use, track and recover costs, and reduce waste.



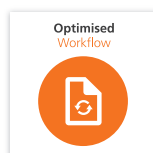
Optimised Scanning Solutions

Save time and avoid costly errors by simplifying and automating how you store and share documents.



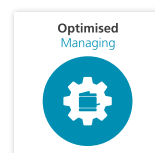
Optimised Mobile Solutions

Create a more flexible team by connecting tablets, phones and laptops simply and securely, so your people are always in touch.



Optimised Workflow Solutions

Maintain productivity and profitable growth by streamlining and simplifying repetitive tasks.



Optimised Managing Solutions

Ease the burden of managing your MFPs and reduce the cost of ownership.



Specifications

Browser Support

Internet Explorer 10, 11

Chrome

Recommended Hardware Requirements*¹

CPU Core i7-3770 3.4 GHz or above

Memory 8 GB or above

HDD 80 GB*² or above

Servers*³

Windows Server 2008 R2 SP1

Windows Server 2012

Windows Server 2012 R2 SP1

Windows Server 2016

VMware Support

VMware ESXi 6.5

Welcome to Sharp

Sharp Information Systems Europe (SISE), a division of Sharp Electronics Europe, offers a comprehensive portfolio of award-winning document management and display solutions to help organisations transform the way they engage with information. Sharp's industry-leading MFPs and large production systems sit at the heart of integrated applications for digital transformation.

Sharp's proprietary Open Systems Architecture (OSA) technology transforms MFPs into powerful information portals, seamlessly integrating to the cloud and third-party business applications. Sharp Cloud Portal Office is an award winning document management and collaboration system designed to help small- to medium-sized businesses drive growth, improve efficiency and reduce costs.

By facilitating the transition to new equipment, methods and processes, Sharp Optimised Managed Services help improve how businesses interact with information through enhanced digital workflows and more collaborative working.

Sharp also offer a range of display solutions that include video walls for immersive entertainment, digital signage and innovative interactive touchscreens for engaging presentations. Through its sales and support service Sharp helps its customers create, manage, visualise and share information, inspiring ideas from technology.

*¹ Recommended hardware requirements for managing 500 devices. *² Estimated value assuming 'Scheduled Log Deletion' is unable or 'Scheduled Log Deletion' is set over 6 months and assumes executing device information updates for 500 devices once a day for 6 months. *³ 64 bit only.

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