SHARP®

Remote Device Management Suite

Intelligent Administration
for Sharp® MFPs

Intelligent Device Management

Welcome to the new frontier of MFP administration

Sharp has earned a reputation of innovation, outstanding functionality and solid reliability with its award-winning lineup of MFPs. Further demonstrating this legacy, the Sharp Remote Device Management Suite delivers powerful capabilities that are designed to help maximize your productivity.

The Sharp Remote Device Management Suite is one of the most comprehensive solutions available for managing an MFP infrastructure. To you it means greater efficiency and a reduced total cost of ownership, but to Sharp it's just smart business.

SHARP®

Maximize Your Productivity

iDVM

The Sharp Remote Device Management Suite delivers unparalleled control over the administration of your MFPs through intelligent tools that accelerate routine tasks and enable remote assistance and maintenance. When complemented by Sharp iDVM™ Architecture , the suite can also be integrated with your Sharp-authorized Service Provider for remote diagnostics from their location to help streamline your operation, increase uptime and reduce service calls, as well as provide automated click counts and consumeables usage for more accurate costs.

Sharp Remote Front Panel
A powerful tool that enables users and support staff to remotely view the MFP's control panel and control its features and functions from anywhere via a networked PC.

Sharp Printer Status Monitor
An easy-to-use desktop utility that provides users with information on each device's condition, toner levels, available paper types and quantity, and job status.

Sharp Remote Device Manager (SRDM)
A server-based tool that provides administrators with centralized management, maintenance, auditing and support capabilities, and Remote Diagnostic with Remote Front Panel control.
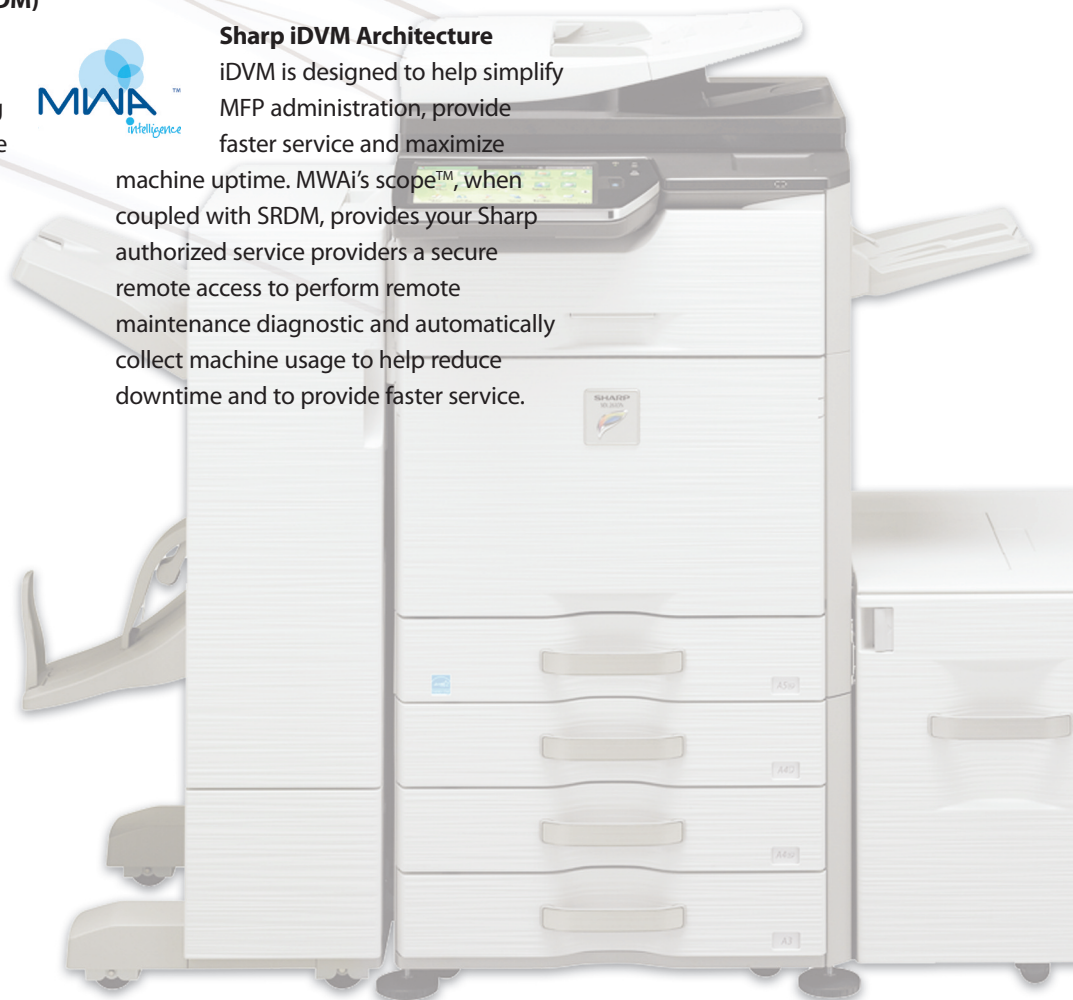
Sharp MFP Home Page
A secured website embedded in the device used to manage device functionality, color settings, security accounts, one-touch keys and more from a standard web browser.

Sharp Remote E-Mail Diagnostic
Monitors and sends e-mail alerts to designated operators, IT managers and service providers about device status, consumables, maintenance reminders and click counts.

Sharp iDVM Architecture
iDVM is designed to help simplify MFP administration, provide faster service and maximize machine uptime. MWAi's scope™, when coupled with SRDM, provides your Sharp authorized service providers a secure remote access to perform remote maintenance diagnostic and automatically collect machine usage to help reduce downtime and to provide faster service.

MWA™
intelligence

Sharp Suite

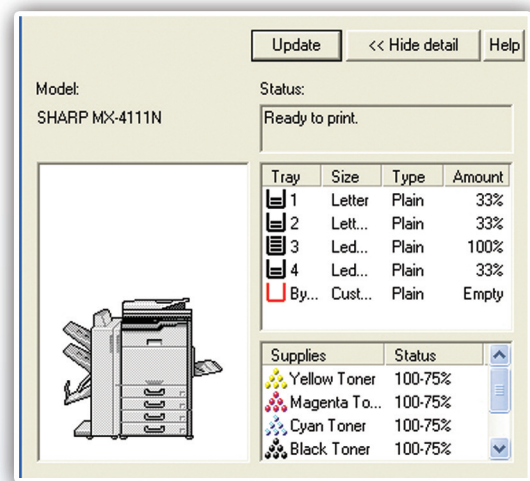## Managing your MFP has never been easier

The Sharp Suite contains a robust set of utilities to automatically distribute print drivers, monitor the MFPs network connection status and view click counts and alerts — all from the convenience of a user's desktop computer. Administrators have access to a host of tools that can be used across the network to:

• Configure settings
• Manage security accounts and privileges
• Remotely view and operate the device's front panel
• Specify e-mail notifications
• Clone settings across multiple devices
• Distribute drivers
• Update firmware
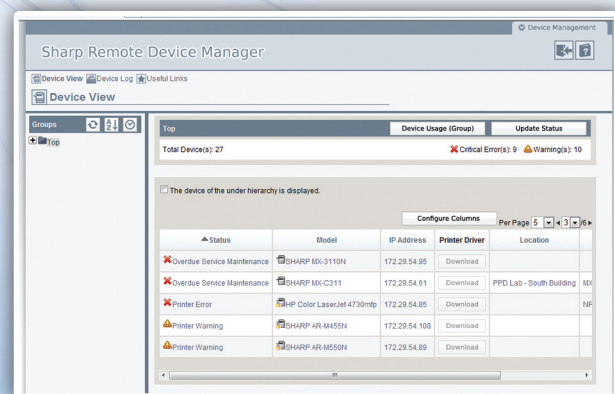
Sharp Printer Status Monitor

The Sharp Printer Status Monitor is an easy-to-use utility that provides users with real-time information on each MFP on their desktop. Prior to sending a job, users can review the device's status, paper supply and toner levels. Information on the progress and completion of each user's print job, as well as preventative maintenance warnings, also help increase productivity and uptime.

Sharp Remote Device Manager

The new Sharp Remote Device Manager is a network tool to facilitate the centralized management of Sharp MFPs, as well as other SNMP-compliant printers. From the console, IT administrators can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The Remote Front Panel feature enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views and to expedite troubleshooting, devices can be grouped together in the utility by model, department, location, network status, IP address or more. Rapid deployment of MFPs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. New features include "*Toner Low*" and "*Toner Empty*" notification by each color and/or monochrome level information.

Sharp Printer Status Monitor

Sharp Remote Device Manager

Sharp MFP Home Page

The Sharp MFP Home Page is an embedded website that makes it easy for users and administrators to manage the MFP though a standard web browser. Once authenticated, users can change their profiles and web links, as well as maintain their one-touch address keys to quickly distribute scanned documents. From anywhere on the network, administrators can login and access the device's status, configuration and network settings, as well as maintain user accounts, specify diagnostic e-mail alerts, clone settings and more.

Sharp Remote E-Mail Diagnostics

Putting timely and relevant information into the hands of key operators, IT managers and Sharp-authorized Service Providers is a breeze with Sharp Remote E-Mail Diagnostics. Administrators can easily configure event-driven or scheduled alerts such as low consumable levels, maintenance reminders or click-counts, and specify the list of recipients for each. Alerts can be delivered by SMTP to e-mail addresses and many PDAs, pagers or mobile phones. This helps bring attention where it is needed, when it is needed, for increased device availability and reduced costs.

Field Value

Sex   Male

DOB   12/25/1968

Chart No   1234

Full Name John Doe

Form Date 5/5/2008

A More Helpful Help Desk

Sharp understands the challenge of providing support to users when they need help operating an MFP. This becomes even more formidable when your company has multiple MFPs deployed across different office locations. Business workflows depend on information on-demand, and productivity suffers when users can't get the output they need. Sharp innovation has again come to the rescue with the Remote Front Panel feature of Sharp Remote Device Manager.

The Sharp Remote Front Panel feature provides support staff with the ability to not only view exactly what a user sees on the LCD control panel, but control it from anywhere on the network as well. From the Sharp Remote Front Panel screen, support staff can change settings, show the user how to perform a function, or diagnose and often rectify problems without deploying a technician to the device. Administrators can also provide MFP access to service providers from their dealership across the Internet, helping result in dramatically reduced downtime and service expenses.

Sharp iDVM Architecture

Powerful control from near and far...

With Sharp iDVM Architecture, the support of a knowledgeable service technician is only a click away. Implemented in a business relationship with MWA Intelligence™ and based on the powerful capabilities of the Sharp MFPs and Sharp Remote Device Manager, Sharp iDVM provides your Sharp Authorized Service Provider and Sharp's Support Professionals with the information they need to keep your MFP in top running order — no matter where located.

scope

MWAi's scope, developed specifically for and with Sharp, enables the Sharp Authorized Service Provider to securely retrieve meter reads, alerts, and consumable levels, and access your MFP's front panel, service logs and diagnostic data over the Internet. With a customized deployment, this system keeps you in control of the access you grant to your service provider. Armed with this, you enable them to more quickly determine the cause and solution of issues and order replacements when necessary — often without a service call. Your Sharp Authorized Service Provider can also configure devices, clone configurations, update firmware and walk users through problems remotely, virtually eliminating the workload of your IT staff. And with automated reporting of click counts directly into the service provider's ERP system, you can be assured of accurate billing based on your actual usage.

...designed to simplify your life

CUSTOMER SITE
MWAi™ & Sharp® Bundled Application

SHARP MFP

MWAi scope™
Sharp PAU

DEALER SITE

Meters

Meters to ERPs:
ECi La Crosse Nextgen™
ECi OMD®
DIGITAL Gateway e-automate™

MWAi scope™

Sharp iDVM Platform Compatibility

General	Black and White				
	MX-B402/ MX-B402SC Series	**MX-B400P Series**	**MX-M283/M363/ M453/M503 Series**	**MX-M623/ M753 Series**	**MX-M850/ M950/M1100 Series**
Speed	40 ppm	40 ppm b/w	28/36/45/50 ppm	62/75 ppm	85/95/110 ppm
Function[1]	Print/Copy/ Scan/Fax	Print	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax
Maximum Paper Size	LGL	LGL	LDR	LDR	LDR
External Keyboard	Optional	Optional	Standard - Retractable	Standard - Retractable	Optional
Print Controller	Standard	Standard	Standard	Standard	Standard
Postscript® 3 Kit	Standard	Standard	Optional	Optional	Optional
XPS Expansion Kit	Optional	Optional	Optional	Optional	—
Network Scanning Expansion Kit	Standard	—	Standard	Standard	Optional
Sharp Administration Utility Suite					
Sharp Printer Status Monitor - (SMON)					
Print Completion Notification	Yes	Yes	Yes	Yes	Yes
Comsumable Level	Yes	Yes	Yes	Yes	Yes
Out of Paper Notification	Yes	Yes	Yes	Yes	Yes
Sharp MFP Home Page					
User Setup	Yes	Yes	Yes	Yes	Yes
User Folder Setups	Yes	Yes	Yes	Yes	Yes
Scan Destinations	Yes	Yes	Yes	Yes	Yes
User Custom Favorites	Yes	Yes	Yes	Yes	Yes
Admin Setup	Yes	Yes	Yes	Yes	Yes
User/Group Access Control and Permeations	Yes	Yes	Yes	Yes	Yes
Machine Configuration	Yes	Yes	Yes	Yes	Yes
Machine Maintenance	Yes	Yes	Yes	Yes	Yes
SSL Secure Home Page Access	Yes	Yes	Yes	Yes	Yes
Password Protected Access	Yes	Yes	Yes	Yes	Yes
Sharp Remote E-Mail Diagnostics					
Service Alerts and Consumable Level	Yes	Yes	Yes	Yes	Yes
Meter Reads	Yes	Yes	Yes	Yes	Yes
Sharp Remote Device Management (SRDM)					
Imager Home Page Access	Yes	Yes	Yes	Yes	Yes
Print Driver Distribution	Yes	Yes	Yes	Yes	Yes
Device Discovery	Yes	Yes	Yes	Yes	Yes
Device Status	Yes	Yes	Yes	Yes	Yes
Consumable Status	Yes	Yes	Yes	Yes	Yes
Meter Reads	Yes	Yes	Yes	Yes	Yes
Remote Front Panel	Yes	Yes	Yes	Yes	—
Remote Service Logs (22-06, 22-03)	Yes	Yes	Yes	Yes	—
Firmware Download	1 to N	1 to N	1 to N	1 to N	1 to 1[3]
Device Cloning	1 to N	1 to N	1 to N	1 to N	1 to 1[3]
MWAi - scope™ (Optional Dealer Software)					
Remote Access to User Site	Yes	Yes	Yes	Yes	Yes
Automatic Meter Read Collection	Yes	Yes	Yes	Yes	Yes
Automatic Meter Read Integrated with Dealer ERP Systems[2]	Yes	Yes	Yes	Yes	Yes
Automatic MFP Event Notification	Yes	Yes	Yes	Yes	Yes
Secure Remote Communication (SSL)	Yes	Yes	Yes	Yes	Yes
IntelliDashboard™ Reporting Capabilities	Yes	Yes	Yes	Yes	Yes

1 Some functions require optional equipment
2 Dealer ERP systems support: MWA Intelligence™, scope™, OMD®, Nextgen™ and e-automate™
3 Using MFP Home Page

Sharp iDVM Platform Compatibility

General	Color							
	DX-C310/ DX-C400 Series	DX-C311/C401 MX-C311/C401 MX-C402SC Series	MX-C400P Series	MX-2600N/ 3100N Series	MX-4100N/ 4101N/5001N Series	MX-5500N/ 6200N/7000N MX-6201N/7001N Series	MX-2610N/ 3110N /3610N Series	MX-4110N/ 5110N/4111N/5111N Series
Speed	31/40 ppm b/w 31/40 ppm color	31/40 ppm b/w 31/40 ppm color	40 ppm b/w 40 ppm color	26/31 ppm b/w 26/31 ppm color	41/41/50 ppm b/w 41/41/50 ppm color	55/62/70 ppm b/w & 41 ppm color 62/70 ppm b/w & 50 ppm color	26/31/36 ppm b/w 26/31/36 ppm color	41/51 ppm b/w 41/51 ppm color
Function [1]	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax	Print	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax	Print/Copy/ Scan/Fax
Maximum Paper Size	LGL	LGL	LGL	LDR	LDR	LDR	LDR	LDR
External Keyboard	Optional	Optional	Optional	Standard - Retractable	Standard - Retractable	Optional	Standard - Retractable	Standard for MX-4110N/MX-5111N
Print Controller	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Postscript® 3 Kit	Optional	Standard	Standard	Optional	Optional	Optional	Optional	Optional
XPS Expansion Kit	Optional	Optional	Optional	Optional	Optional	—	Optional	Optional
Network Scanning Expansion Kit	Standard	Standard	—	Standard	Standard	Standard	Standard	Standard
Sharp Administration Utility Suite								
Sharp Printer Status Monitor - (SMON)								
Print Completion Notification	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Comsumable Level	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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User Custom Favorites	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Admin Setup	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
User/Group Access Control and Permeations	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Machine Configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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Consumable Status	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Meter Reads	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Remote Front Panel	Yes	Yes	Yes	Yes	Yes	—	Yes	Yes
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Firmware Download	1 to N	1 to N	1 to N	1 to N	1 to N	1 to 1 [3]	1 to N	1 to N
Device Cloning	1 to N	1 to N	1 to N	1 to N	1 to N	1 to 1 [3]	1 to N	1 to N
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Automatic Meter Read Integrated with Dealer ERP Systems [2]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Automatic MFP Event Notification	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Secure Remote Communication (SSL)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IntelliDashboard™ Reporting Capabilities	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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