SHARP   SERVICE MANUAL

SHARP REMOTE
DEVICE MANAGER

This document is the service manual for Sharp Remote Device Manager 2 (hereinafter referred to as "SRDM 2"). This document explains the procedure for using SRDM 2 and also the pre-requisites which are to be considered before using the service features of SRDM 2.

For installation and operation of SRDM 2, please refer following documents

- Server Setup Guide - This document explains the installation steps of SRDM 2
- Operation Guide - This document explains various features available in SRDM 2

This document is mainly used for the service persons of the sales agencies of SHARP or the dealers who retail SHARP products. Information in this document is confidential and intended for the service persons only. Unauthorized use, disclosure, copying, alteration or distribution of this document to any other persons is strictly prohibited.

Contents

1. Precautions

1.1. Prior approval to use Service Features

SRDM 2 administrator should get a prior approval from the end user in order to use features such as accessing MFP embedded web pages, fetching service reports, FSS functions etc.

1.2. Using SRDM 2 in the wireless LAN environment

Some functionalities of SRDM 2 may not work properly in below cases

Case1:   If the MFPs are connected to the network via wireless LAN adapter.

Case2:   If the server application of SRDM 2 is installed on PC which is connected via wireless LAN adapter.

In other ways, wired networks provide users with plenty of securities and the ability to move lots of data very quickly. Hence, it is highly recommended to use SRDM 2 in the wired network environment.

2. Special Accounts for Service

2.1. Login procedure for the special accounts

SRDM 2 provides special accounts for using service features and FSS features.

Click on the "Login for Service technician is here" at lower right of login screen.

Details about these special accounts are provided in the below table

User name	Password	Available permissions
service	Append the numerical value of "Initial Password" after "Service" Example: Password is Servicexxxxxxxx. Here xxxxxxxx represents the numerical part of Initial Password.	Admin Features - Device Cloning Service Features - Service Basic - Access to Color Mode Counter - Access to Post Card / A3 or Above Counter - Access to Utility Counter Account Features - Account Management
srdmservice	Append the numerical value of "Initial Password" after "Srdmservice" Example: Password is Srdmservicexxxxxxxx. Here xxxxxxxx represents the numerical part of Initial Password.	Admin Features - Device Cloning Service Features - Service Basic - Access to Color Mode Counter - Access to Post Card / A3 or Above Counter - Access to Utility Counter FSS Features - FSS Basic - FSS Firmware Update Account Features - Account Management

> *● It is recommended to change the password once you logged into service account of SRDM 2.*

2.2. Permissions applied to special accounts

The following list explains each permission with the available features in SRDM 2.

FSS Basic:
- Field support system features are displayed

Service Basic:
- Firmware version is displayed
- Drum life is displayed
- Developer life is displayed

Access to Color Mode Counter:
- 3 colors counter is displayed
- 2 colors counter is displayed
- Single color counter is displayed

Access to Utility Counter:
- Utility counter is displayed

Access to Postcard / A3 or Above Counter:
- Postcard counter is displayed
- A3 or above counter is displayed

The following table shows the list of features and relevant screens based on permission.

| Permission	Screen		Item
FSS Basic	SRDM (FSS Connected Device) Screen		All features
Service Basic	SRDM Screen	Each Screen	Firmware Version
		Group Information Tab	Number of MFP by Each Firmware Version
		Details Tab	Drum life and Developer life
	SRDM (Special Features) Screen		Service Report column
Access to Color Mode Counter	SRDM Screen	Details Tab	3 colors / 2 colors / single color counter
Access to Utility Counter	SRDM Screen	Details Tab	Utility counter
Access to Postcard / A3 or Above Counter	SRDM Screen	Details Tab	Postcard counter / A3 or more counter

3. Service Report (SIM22-06/23-02)

## 3.1. Procedure for getting service reports

SRDM 2 application provides an option to fetch the Service Reports from the MFPs. These service reports can be downloaded as a PDF format using the simulation mode (SIM22-06, SIM 23-02).

The following procedure explains how-to fetch the service report from the MFPs

1). **Login with the account having service permission.**

2). **Click SRDM (Advanced Features) button to open the Advanced Features screen.**
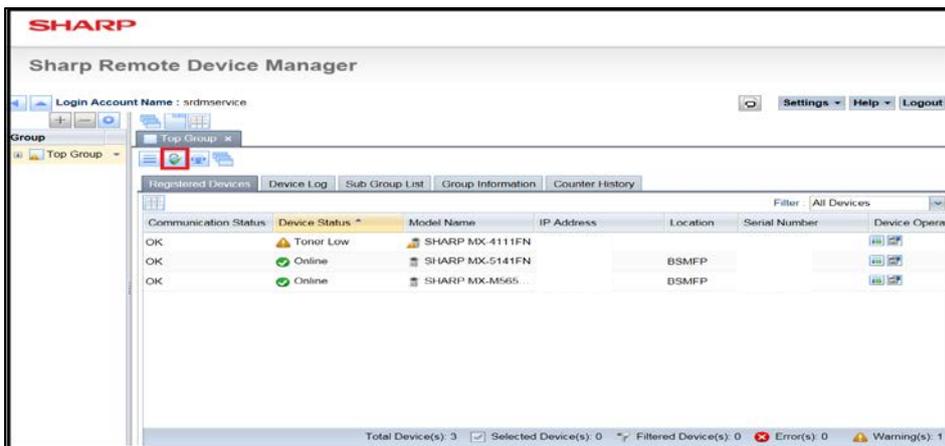
3). **Click [Change Password] button of the target device to set an administrator password for target MFP.**
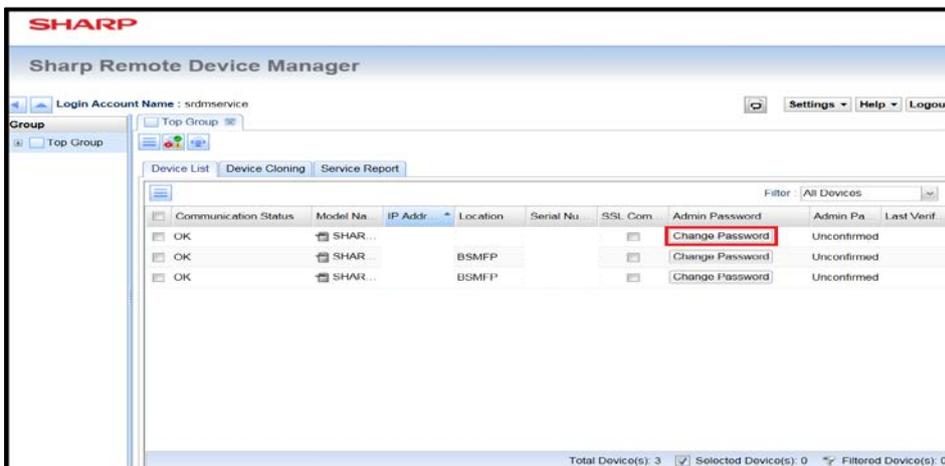
- Login Attempt:
  Login attempt process allows service user to check whether device can be logged in with the saved administrator password. Service user can choose a particular device to perform "Login Attempt" by selecting the check box.
  After selecting the device, click on the [Login Attempt] option from the 'Device List' Menu. The login attempt results will be displayed in the 'Admin Password Validity' column, whether it is 'Login Succeeded, Authentication Failed, Connection Failed etc.'

4). **Click on [Service Report] tab to open Service Report screen.**

5). **Click [SIM22_06] or [SIM23_02] button in the Get Service Report column to download the service reports.**
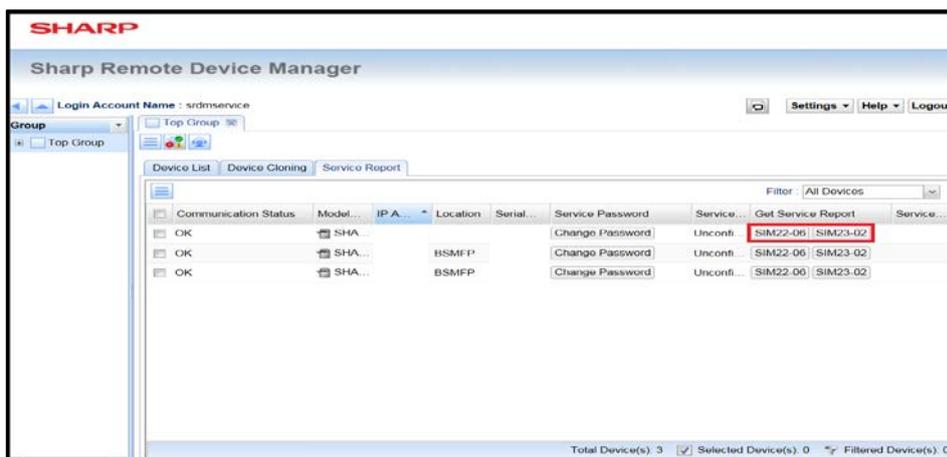
- SIM22-06 report download may take few minutes. Please wait until download is completed.
- Seek prior approval from the end user at client side for getting the service reports.
- It is recommended to keep MFP in online mode to retrieve the service report.

3.2. Applied Models

The model list which supports the function of fetching the service reports is given below.

Color MFP	B/W MFP
MX-2600/3100 series	MX-M283/M363/M423/M453/M503 series
MX-2301/2601/3101 series	AR-M452 series
MX-3600/4100/4101/5000/5001 series	MX-M282/M362/M452/M502 series
MX-C310/C311/C312/C380/C381/C400/C401 series	MX-B381/B401 series
DX-C310/C311/C380/C381/C400/C401 series	MX-B380P/B400P series
MX-C380P/C400P series	MX-B382SC/B402SC series
DX-C310P series	MX-B382/B402 series
MX-C312SC/C382SC/C402SC series	MX-B382P/B402P series
MX-2310/3111/3611 series	MX-M623/M753 series
MX-2311/3112 series	MX-M264/M314/M354 series
MX-1810/2010 series	MX-M904/M1054/M1204 series
MX-2610/3110/3610 series	MX-M365/M465/M565 series
MX-4110/4111/4112/5110/5111/5112 series	MX-M364/M464/M564 series
MX-6240/6540/7040 series	MX-M654/M754 series
MX-6500/7500 series	MX-M265/M266/M315/M316/M356 series
MX-2640/3140/3640 series	AR-M460/M590 series
MX-4140/4141/5140/5141 series	MX-M1055/M1205 series
MX-2615/ 3115 series	MX-M905 series
MX-2614/3114 series	
MX-2314 series	
MX-C301 series	
DX-2500N	
MX-3060/3070/3560/3570/4060/4070/5070/6070 series	
MX-3050/3550/4050/5050/6050 series	
MX-6580/7580 series	

4. FSS Function

FSS (Field Support System) is an MFP control function installed on some MFP models to perform services. The FSS functions available at MFP are used to fetch the detailed information of MFP and also sending alerts in case if any trouble or issue occurs at MFP side.

SNMP/MIB functions also enables the similar functions, however more specialized data acquisition or alert notification for the service users are available in FSS function.

4.1. Communication between FSS function in MFP and FSS server (SRDM 2)

Every communication request between FSS functions (resides at MFP) and FSS Server (available at SRDM 2) is initiated from the MFP.

For example, The data fetching operation will not be started from SRDM until the MFP sends the polling requests even SRDM 2 has set the "Reserved time" for execution of data fetching. This data fetching operation will be started only when the FSS server receives the first polling request after the "Reserved time" which is set in SRDM 2.

[Do immediately] option is available for data fetching operation. However, this operation is performed only when FSS server receives the first polling request after clicking button.

4.2. Supported Models

The models supporting FSS function are shown below.

Color MFP	B/W MFP
MX-2310/3111/3611 series	MX-M264/M314/M354 series
MX-2610/3110/3610 series	MX-M904/M1054/M1204 series
MX-4110/4111/4112/5110/5111/5112 series	MX-M365/M465/M565 series
MX-6240/6540/7040 series	MX-M364/M464/M564 series
MX-6500/7500 series	MX-M654/M754 series
MX-2640/3140/3640 series	MX-M265/M266/M315/M316/M356 series
MX-4140/4141/5140/5141 series	MX-M1055/M1205 series
MX-2615/ 3115 series	MX-M905 series
MX-2614/3114 series	
MX-C250/C300 series	
MX-C301 series	
DX-2500N	
MX-3060/3070/3560/3570/4060/4070/5070/6070 series	
MX-3050/3550/4050/5050/6050 series	
MX-6580/7580 series	

> - *It is recommended to update MFP with the latest firmware version before start using any of the FSS functions,*
> - *If MFP is having special supported firmware then FSS functions will not be supported.*

4.3. FSS initial connection setting procedure

It is mandatory to complete the initial connection to utilize the FSS functions. The initial connections can be made by configuring settings at the MFP side and registration process of MFP at SRDM 2 side. The following procedure explains how to setup the initial connection.

4.3.1. FSS initial connection setting method —MFP side—

1). **Check to see that the network setting for MFP is specified correctly.**
   - IP address
   - Subnet mask
   - Default gateway
   - DNS server address
   - Proxy settings*

   *: In case if the MFP connection is configured in proxy server environment then details of proxy server address, port number, user name for authentication and password are necessary.
   Please contact MFP administrator to get the required details.

2). **Access to the dedicated Web page for FSS setting.**
   Open the browser in PC and access the link [http://IP address of MFP/fss.html].
   Enter the below details in the login screen and click [Login] button.

   Login Name: FSS   Password: servicefss

3). **Select [Default Settings] at the left pane of the screen after login and click [Registration] button after specifying the following settings.**

Item	Description
Use Proxy Server	Select the checkbox when FSS communication is done via proxy server.
URL	Specify URL for initial connection. Input the following URL. This URL is displayed in SRDM 2-FSS -> Service List -> Initial Registration URL Display dialog. **http://(IP address of SRDM server):8085/fssServer/InitialConnection/?gid=(Group ID) or https://(IP address of SRDM server):8086/fssServer/InitialConnection/?gid=(Group ID)**
Setting of Scheduled Polling	Enabling/Disabling of scheduled polling is specified. If entire FSS function is used, specify the scheduled polling to be "Enabled". If the scheduled polling is specified to be "Disabled", only [Alert] can be used among FSS functions.
Interval of Scheduled Polling	Scheduled polling interval is specified.

Setting of Manual Polling	Setting is not necessary.
Status Notification	Setting is not necessary.

> 🖉 *The default URL of the initial connection specified on the MFP web page is only meant for Japanese sales firm. So, it is not recommended to specify the initial connection with the default URL.*

4). **Transit to the simulation mode from the operation panel of MFP.**
It is recommended to read the service manual of each MFP model for understanding the method of transition to the simulation mode.

5). **Perform SIM27-07 and specify as A:ON, B:ON, C:HTTP.**

- A : YES/NO of FSS function (default setting: NO)

- B : YES/NO of alert function (default setting: YES)

- C : CONNECTION(0:FAX 1:NO Use 2:HTTP) (default setting: FAX)

6). **Press [EXIT] key to exit the simulation mode.**

MFP has to be restarted after exiting the simulation mode. If the initial connection is configured successfully then the message '' Setting of Field support system has been configured'' is being displayed on the MFP screen. This message can be seen after restarting the MFP.

The required settings related with MFP have been done successfully. User can continue with the remaining settings at the SRDM 2 end.

> - *Please make sure below settings are configured correctly in case the initial connection is not done successfully*
>   *Network settings*
>   *Proxy settings*
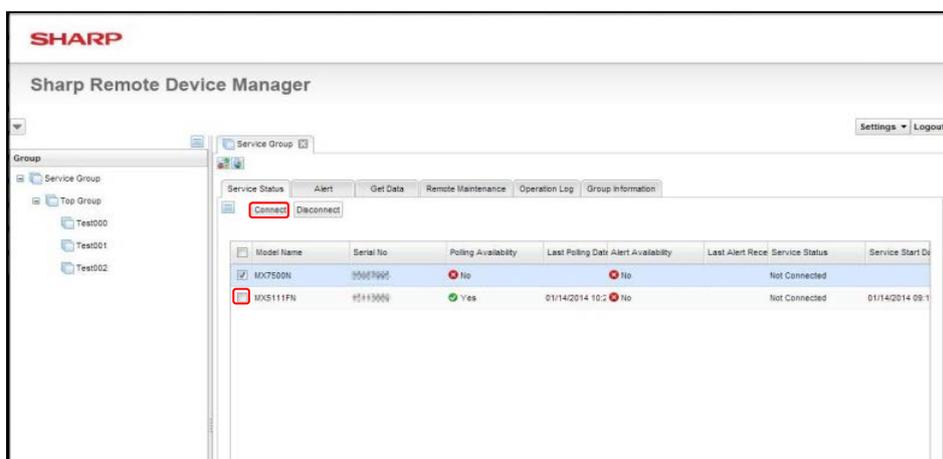>   *URL for initial connection*
> - *It is recommended to turn OFF and ON the MFP to retry the initial connection.*
> - *The message given below is displayed, in case any mandatory value is not entered in the respective field of the FSS settings web page.*
>   *Message – "Setting of Field Support System is not configured. Enter necessary information"*

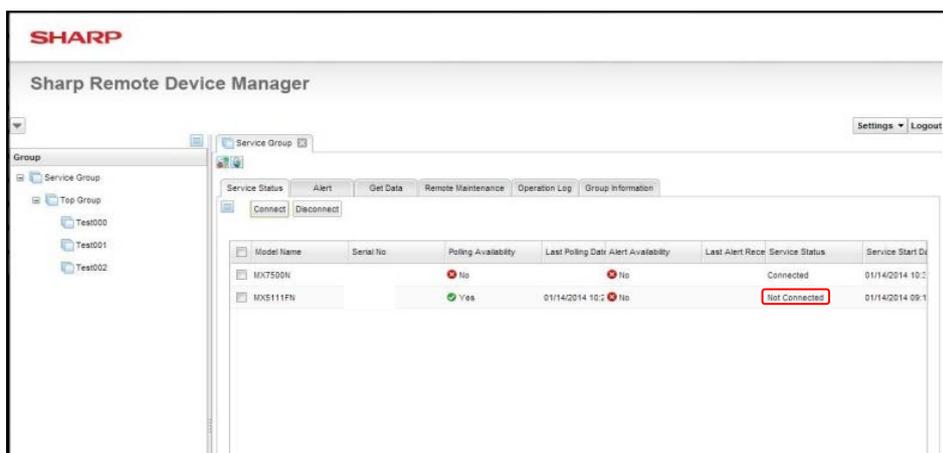## 4.3.2. FSS initial connection setting method from SRDM 2 end

1). **Login with the account having service permission.**

2). **Click [SRDM (FSS Connected Devices)] button to open the FSS function screen.**
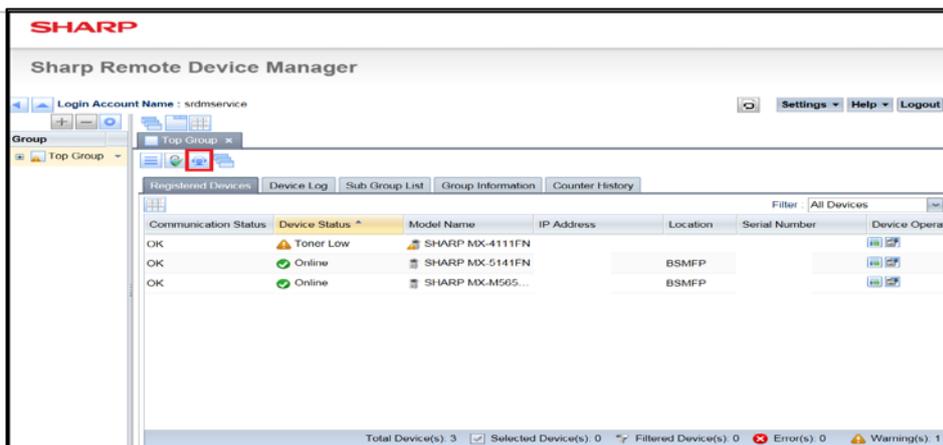
3). **Select the checkbox of MFP to start FSS connection in the service list tab and press click [Connect] button.**

4). **Check to see that the column of [Service Status] is turned to "Connected".**


The initial connection of FSS function has been done.

> *The FSS function can be used only after completing the initial connection setup at the SRDM 2 side. Any polling or alert from the MFP will not be accepted and disposed until the initial connection setup at the SRDM 2 is finished.*

4.4. Description of Screen/ Usage Procedure for SRDM 2

The following sections describe about every screen of "FSS Connected Devices" in SRDM 2 and explain the usage of every function.

4.4.1. Common elements of screen
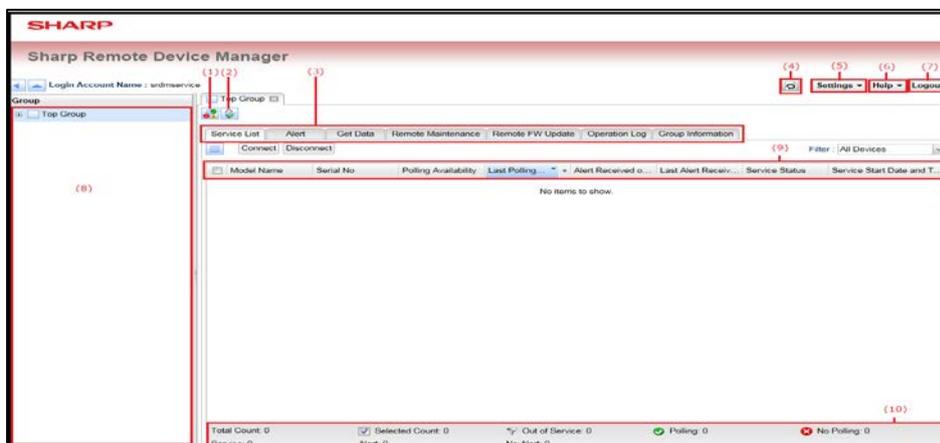
(1). [SRDM (MIB)] button "⬛"

MIB screen is opened as a new window or new tab in the browser.

(2). [SRDM (Advanced Features)] button "🔵"

Advanced Features screen is opened as a new window or new tab in the browser.

(3). Group tab area

Tabs for the groups opened in the group tree are displayed.

(4). [Refresh Menu] button

The contents in Group tree and indicated tab are updated to the latest status.

(5). [Settings] button

Application settings can be changed.

(6). [Help] button

Version information can be confirmed.

(7). [Logout] button

Logout can be done.

(8). Group tree

Group tree is displayed.

The group tree shows the group available on the standard screen of SRDM 2. Hence, it cannot be edited (adding or deleting) on this screen.

(9). Column header

The list of items can be sorted in ascending / descending order by clicking the 'column header'.
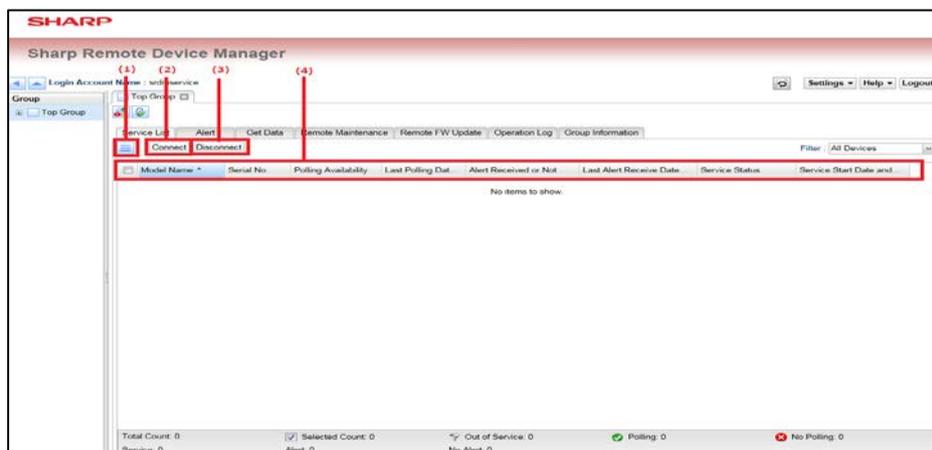
User can perform the below operations by right clicking on the column header

- Each displayed items can be selected.
- Sorting or usage of simplified filter for each displayed items.

(10). Status bar

Status bar is the place where the details like total number of MFPs, number of selected MFPs are shown.

4.4.2. Service List Tab

(1). [Menu] button "⊟"

The following items will be displayed on clicking [Menu] button.

- Initial Registration URL Display
- Device Trash Can
- Delete device
- Service List Download (XML)

(2). [Connect] button

Select the MFP with service status [Disconnect], click the [Connect] button to enable FSS function.

(3). [Disconnect] button

Select the MFP based on service status [Connect], click the [Disconnect] button to disable FSS function.
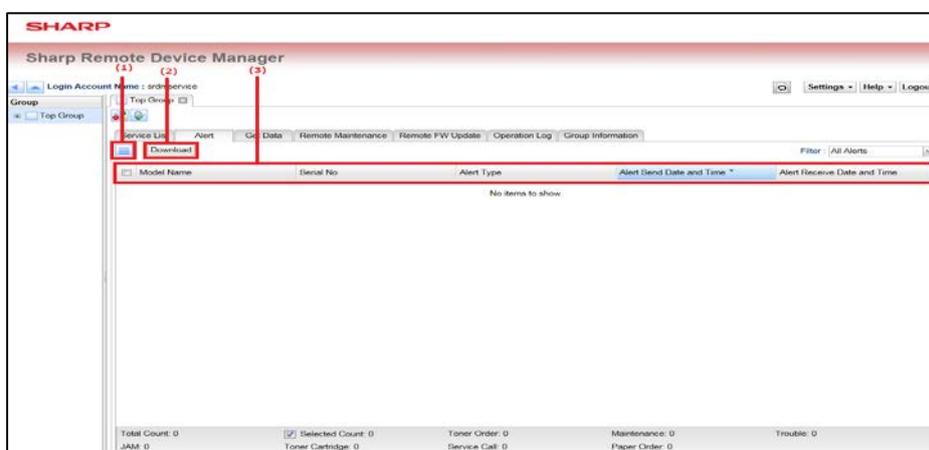
(4). Column header

Each column has the following meaning;

- **Model Name**

  Displays the model name of MFP.

- **Serial No.**

  Displays the serial number of MFP.

- **Polling Availability**

  This status column is used for identifying when the MFP polling request happened. If the polling request from MFP is happened within 24 hours then 'true' will be displayed. If polling request is taken more than 24 hours then 'false' will be displayed.

- **Last Polling Date and Time**

  This status column is used for identifying when is the last date and time of the MFP polling received by SRDM 2.

- **Alert Received Or Not**

  This status is used for identifying whether any alert is sent from MFP within 24 hours or not. If yes then 'true' will be displayed and if no alert is sent more than 24 hours then 'false' will be displayed.

- **Last Alert Receive Date and Time**

  This status column is used for identifying when is the last date and time of the alert from MFP received by SRDM 2.

- **Service Status**

  Displays the service status of MFP [Connect / Disconnect].

- **Service Start Date and Time**

  This status column is used for identifying the start date and time of the service.

4.4.3. Alert Tab

(1). [Menu] button " ▤ "

The following items will be displayed on clicking [Menu] button.

- Alert List Download (XML)

(2). [Download] button

User can click [Download] button and download the data for the selected alert as attachment in .zip format.

(3). Column header

Each column has the following meaning;

- **Model Name**

  Displays the model name of MFP.

- **Serial No**

  Displays the serial no of MFP.

- **Alert Type**

  Displays the MFP alert type.

- **Alert Send Date and Time**

  Displays the date and time on which the MFP alert has been sent.

- **Alert Receive Date and Time**

  Displays the date and time on which the MFP alert has been received.

4.4.3.1. Alert type

If the conditions related with various alerts configurations are satisfied then MFP can send the respective alerts to SRDM 2 using FSS functionalities.

Using Simulation mode, user can check "Enable" or "Disable" the alerts.

4.4.3.2. Trouble alert

A trouble alert will be sent whenever a trouble occurs which need to be recorded in the trouble history of SIM22-04.

Settings related to sending the Trouble Alert condition is based on the specification [SIM26-35: Trouble Memory Mode Setting].

SIM26-35 Trouble Memory Mode Setting	FSS Trouble Alert Send Condition
0: ONCE	Alert will be sent whenever a trouble code occurred. The alert will not be sent if there is no change in the successive trouble code.
1: ANY	Alert will be sent even the same trouble code occurs repeatedly, if the value of total count is different.

4.4.3.3. Repeated jam alert

MFP will be sending jam alerts whenever jam occurs. These alerts will be sent repeatedly even for the continuous occurrence in the same place (It means the jam with the same jam code occurred again). The threshold value of this repetition is based on the specification [SIM27-9 D: Continuous JAM alert judgment threshold value].

In addition, the specification [SIM27-9 E: Continuous JAM alert period setting] enables to send repeated jam alerts for the jams which occurred "M" times for the period of "N" days in the same place (It means the jam with the same jam code occurred again).

Models supporting repeated jam alert period setting:

Color MFP	B/W MFP
MX-6240/6540/7040 series	MX-M904/M1054/M1204 series
MX-6500/7500 series	MX-M365/M465/M565 series
MX-2640/3140/3640 series	MX-M364/M464/M564 series
MX-4140/4141/5140/5141 series	MX-M654/M754 series
MX-2615/ 3115 series	MX-M265/M266/M315/M316/M356 series
MX-2614/3114 series	MX-M1055/M1205 series
MX-C301 series	MX-M905
DX-2500N	
MX-3060/3070/3560/3570/4060/4070/5070/6070 series	
MX-3050/3550/4050/5500/6050 series	
MX-6580/7580 series	

4.4.3.4. Toner cartridge replacement alert

When a new toner cartridge is loaded in an MFP, a 'Toner cartridge replacement' alert will be sent to the SRDM 2.

> *The 'Toner cartridge replacement' alert is sent only if a new (unused) toner cartridge has been installed on the MFP and no alert will be sent for an old cartridge replacement.*

4.4.3.5. Maintenance alert

MFP sends a maintenance alert for the following situations
>   When the user reads the value of the counter during the maintenance phase
>   When the lifetime of the developer or drum has reached to the end

Settings related to sending the maintenance alerts is based on the specification [SIM26-38 A: Enabling/disabling of printing when maintenance is overdue].

SIM26-38 A：Enabling/disabling of printing when maintenance is overdue	FSS trouble alert send condition
0: Enabling of printing when maintenance is overdue (print is continued)	Alert is sent when the expiry period is reached.
1: Disabling of printing when maintenance is overdue (print is stopped)	Alert is sent when preparation is requested. (near end)

> *The conditions related to sending the alerts can be reset by the Service persons once the service has been done and cleared the maintenance counter.*

4.4.3.6. Toner order alert

If the toner cartridge level reaches below to a particular level (about to empty) then a toner order alert will be sent from MFP.
Settings related to sending the Toner order alerts is based on the specification [SIM27-04 G-J：Toner order auto send timing setting]. If the setting of sending toner order alert time is specified as 25% then a toner alert will be sent once the toner amount reaches to below 25%.

> *The alert conditions will be reset and considered for next alert once after the new toner cartridge has been placed. This replaced new toner cartridge can be a used one with lesser toner value. Hence, if user replaces with the used toner cartridge (which has toner level lesser than the particular limit), then alert will not be sent.*

4.4.3.7. Service call alert

MFP sends Service call alert to FSS server if the logging in happened with administrator authority from the front panel and pressing the [Service Call] key in Service Call < Field Support System < System Settings.
When the key [Service Call] is pressed, a below message will be displayed for 6 seconds.
"Calling for service. Communication status can be checked on Job Status screen if FAX kit is installed."

4.4.3.8. Paper order alert

Number of consumed papers is counted for each paper size (A4/A3/B4/B5) separately. MFP sends paper order alert if the number of used paper size has been reached the particular limit.
For the initial time, alert will be sent when [SIM27-17 Paper order alert setting (Number of sheets for first alert)] is exceeded. Next time onwards, alert will be sent when [SIM27-17 Paper order alert setting (Number of sheets)] is exceeded.
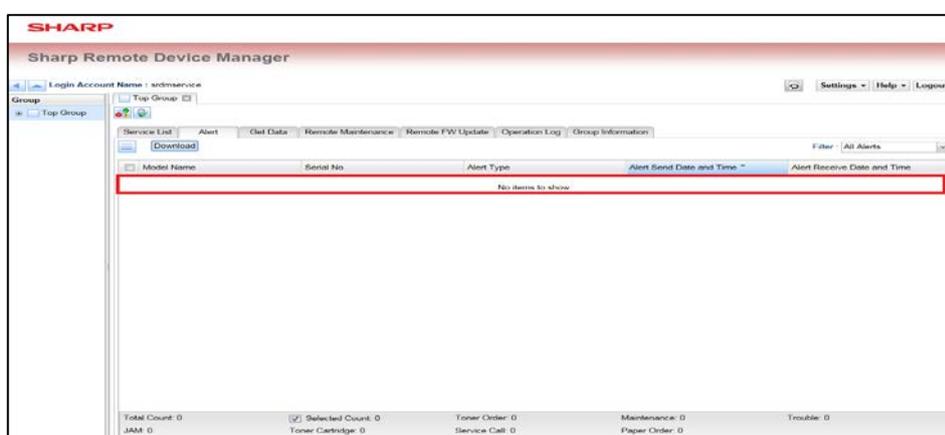The target paper for Paper order alert can be selected by [SIM27-17 Setting paper type for paper order alert].

4.4.3.9. Download procedure for alert attached data

The following procedure explains how to download the data related with the alert.

1). **Select MFP from which you wish to download the data. (Select the checkbox.)**
   Multiple MFPs can be selected to download the data

2). **Click [Download] button.**
   On clicking the [Download] button, the latest data of selected MFPs will be downloaded.

4.4.4. Get Data Tab
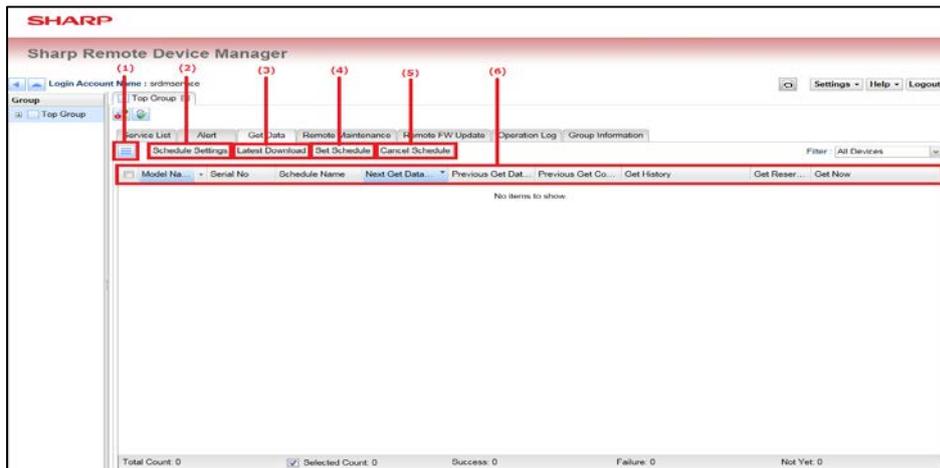
(1). [Menu] button "☰"

The following items will be displayed on clicking [Menu] button.

- Get Data List Download (XML)
- Get Data Schedule Edit

(2). [Schedule Settings] button

If user select an MFP (by selecting the check box) and click this button, the schedule for that particular MFP will be displayed. Multiple selections of MFPs are also possible.

(3). [Latest Download] button

If user select an MFP (by selecting the check box) and click this button, the fetched data will be downloaded in .zip format. Multiple selections of MFPs are also possible.

(4). [Set Schedule] button

If user select an MFP (by selecting the check box) and click this button, scheduled reservation will be reactivated which is in canceled mode.

(5). [Cancel Schedule] button

Select the MFP (by selecting the checkbox) and click the [Cancel Reservation] button cancels the reservation data which is scheduled.

(6). Column header

Each column has the following meaning;

- **Model Name**

  Displays the model name of MFP.
- **Serial No**

  Displays the serial number of MFP.
- **Schedule Name**

  Displays the name of the schedule.
- **Next Get Data Date and Time**

  Date and time which FSS server sets Get Data order next time.
- **Previous Get Data Result**

  Displays the previous Get Data operation's result.

– **Previous Get Complete Date and Time**

Date and time which FSS server completed the Get Data on previous time.

– **Get History**

On clicking [Data History] button, displays the data fetching history dialog of each MFP.

– **Get Reservation Now Date and Time**

Time when Get Reservation Now button is pressed.

– **Get Now**

On clicking [Get Now] button for each MFP, the instruction of data acquisition can be set to the server.

4.4.4.1. Get Data Schedule setting procedure

The following procedure explains how the data fetching should be performed periodically based on schedule.

1). **Click the menu button " ![icon] " of Get Data tab and click [Get Data Schedule Edit].**
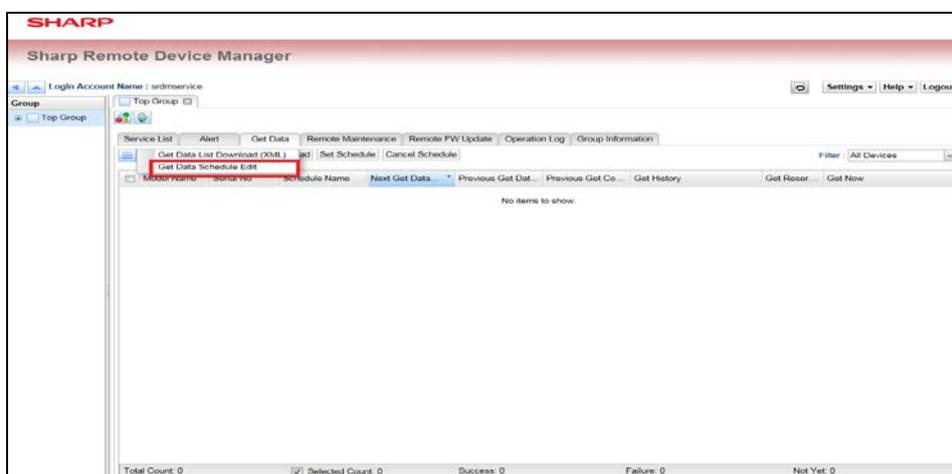
2). **Click the button for addition " ![icon] " to create new schedule.**

Select the schedule to edit from the list at upper part of the screen for editing the existing settings.

3). **Input Schedule Name, Execute Start Date, Recurrence, Execute Time and Time Zone and click [Update] button.**

4). **Click [OK] button after confirming that the schedule has been updated.**

5). **Select MFP to specify the schedule (check the checkbox) and click [Schedule Settings] button.**
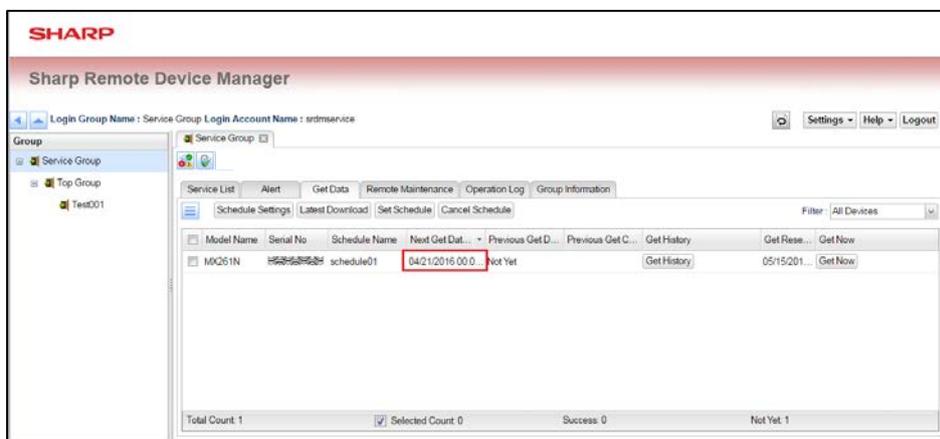Multiple MFPs can be selected for specifying the schedule.

6). **Select the schedule to specify (check the checkbox) and click [OK] button.**
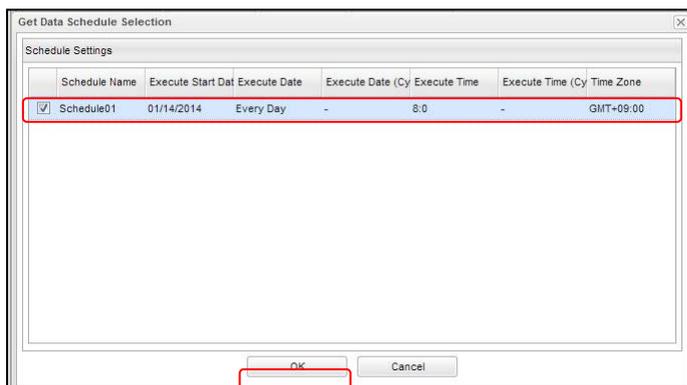
7). **Check to see whether the schedule is specified correctly.**

Get Data Schedule Settings and Next Date columns value will be displayed if the schedule is specified correctly

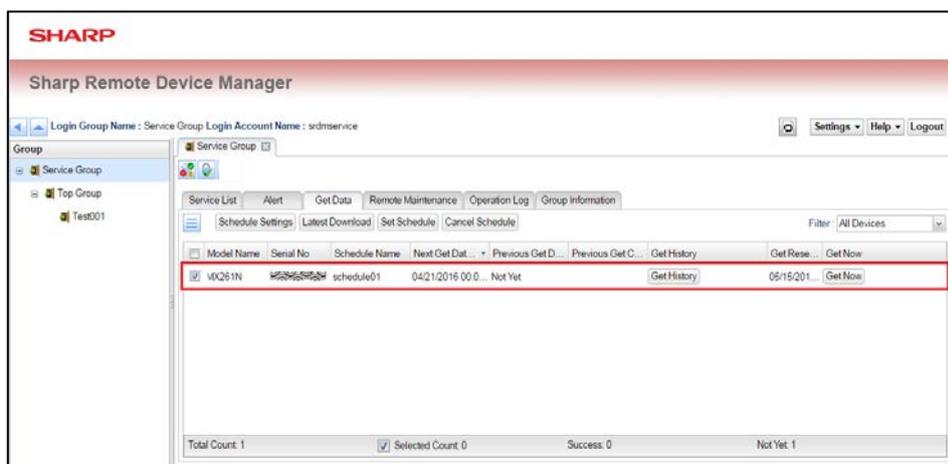The settings related with Get Data Schedule have been completed.

> *On clicking [Get Now] button, data can be received at the time of next MFP polling request. Execution of [Get Now] will not affect the scheduled fetching operation.*

4.4.4.2. Data Download Procedure

Select (check the checkbox) MFP to download the data.
Multiple MFPs can be selected for the data download
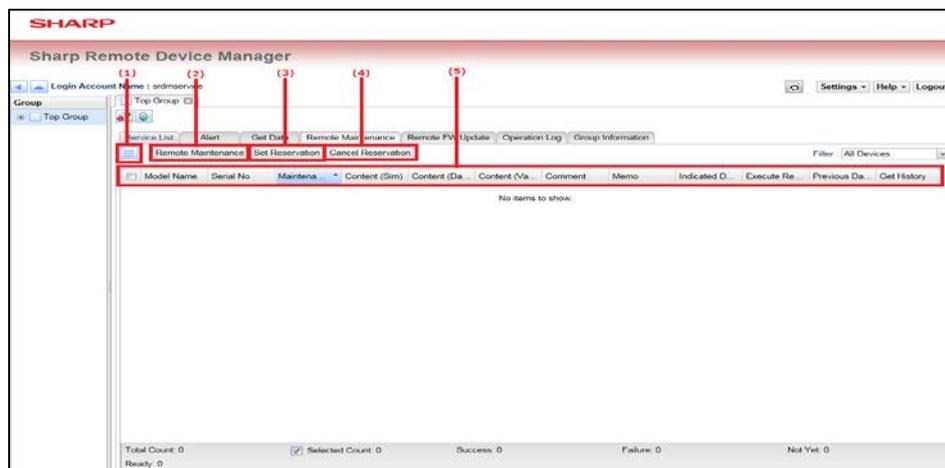

Click [Latest Download] button.
On clicking this button, user can download the latest data of the selected MFP.

> *The following procedure explains how to download the older data.*
> 1). *Click [Get History] button.*
> 2). *Select (check the checkbox) the data to download from the displayed dialog.*
> 3). *Click [Download] button.*

4.4.5. Remote Maintenance Tab

(1). [Menu] button " ☰ "

The following items will be displayed on clicking [Menu] button.
- Remote Maintenance List Download (XML)
- Edit Remote Maintenance

(2). [Remote Maintenance] button

When user select an MFP (by selecting the check box) and click this button, the remote
maintenance operation will be applied to the MFP. Multiple selections of MFPs is also possible.

(3). [Set Reservation] button

When user select an MFP (by selecting the check box) and click this button, the cancelled remote maintenance operation will be reactivated.

(4). [Cancel Reservation] button

When user select an MFP (by selecting the check box) and click this button, the remote maintenance operation will be cancelled.

(5). Column header

Each column has the following meaning;

- **Model Name**

  Displays the model name of MFP.

- **Serial No**

  Displays the serial number of MFP.

- **Maintenance Name**

  Displays the specified remote maintenance name.

- **Content(Sim)**

  Displays the specified simulation number.

- **Content(DataNo)**

  Displays the specified data number.

- **Content(Value)**

  Displays the specified setting value.

- **Comment**

  Displays the comment which is entered in the remote maintenance registration dialog.

- **Memo**

  Displays the memo entered at the registration of remote maintenance.

- **Indicated Date and Time**

  Displays the indicated date for remote maintenance.

- **Execution Result**

  Displays the execution results of remote maintenance.

- **Previous Date and Time**

  Displays the date and time when the previous remote maintenance was executed.

- **Get History**

  Clicking [Get] button displays the history dialog of remote maintenance of each MFP.

4.4.5.1. Remote Maintenance Registration Procedure
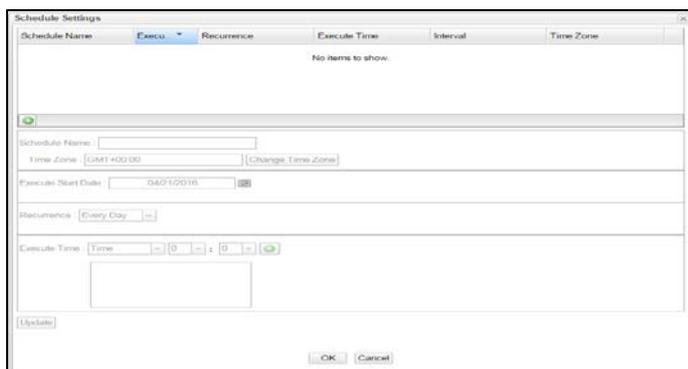
The following procedure explains how to perform the remote maintenance registration.

1). **Click Menu Button "≡" in the Remote Maintenance Tab and click [Edit Remote Maintenance].**
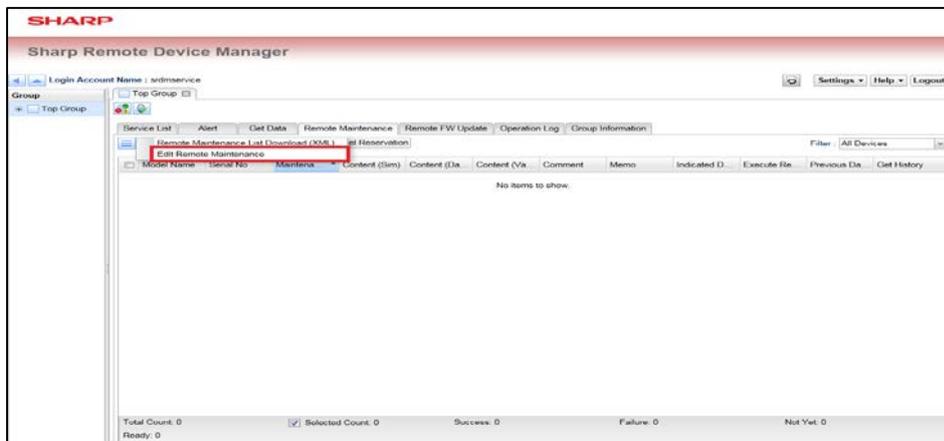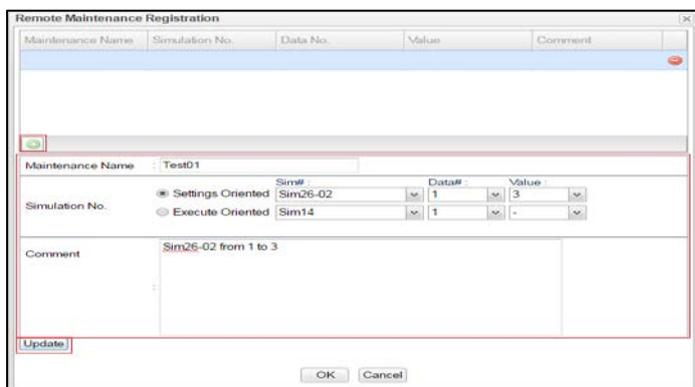

2). **Click the addition button "⊕" to create a new Remote Maintenance.**

   Select the remote maintenance schedule available on the list at the upper part of the screen to edit the existing settings.

3). **Enter Maintenance Name, Simulation No., Comment and click [Update] button.**

4). **Click [OK] button after confirming that Remote Maintenance item is updated.**

5). **Select MFP (select the checkbox) for which Remote Maintenance is required and click [Remote Maintenance] button.**

Multiple MFPs can be selected for which Remote Maintenance is required. Maintenance operation can be initiated for the selected MFPs.

6). **Select the Remote Maintenance to indicate and click [OK] button after entering Memo.**

7). **Check to see that the Remote Maintenance is indicated properly.**

If the Remote Maintenance schedule of a particular device is done properly then Maintenance name, Content (Sim), Comment, Memo and Scheduled Date and Time values will be displayed as below
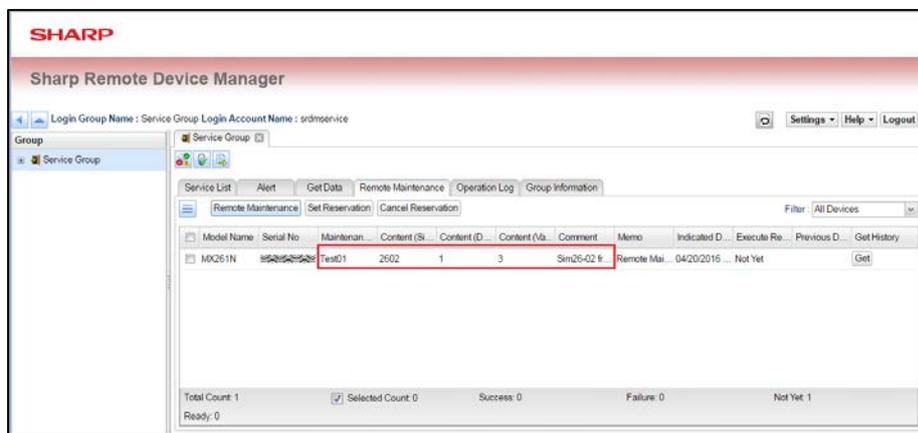
The settings related with Remote Maintenance have been done successfully.

> - *It is recommended to check the service manual of the respective MFP model before executing the remote maintenance operation. Then execute the simulation based on the settings available for each MFP model.*
> - *After executing the Remote Maintenance, MFP will be restarted automatically to reflect the modified settings.*
> - *During Remote Maintenance, MFP Settings can be changed by using the Service features. SRDM 2 administrator should inform about the execution of Remote Maintenance operation in advance and get a prior approval from the end user at client side.*

4.4.6. Operation Log Tab
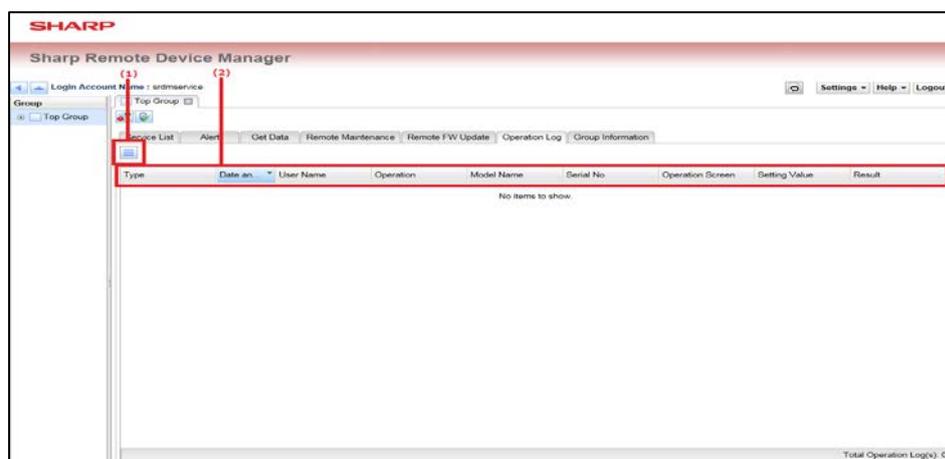
(1). [Menu] button "**"**

The following items will be displayed on clicking [Menu] button

- XML File Output
- Delete all Operation Logs

(2). Column header

Each column has the following meaning;

- **Type**
  Displays the log type
- **Date and Time**
  Displays the date and time on which the operation has been performed.
- **Login Group ID**
  Displays Logged in Group
- **User Name**
  Displays the User name of Logged in Group
- **Model Name**
  Displays the model name of the MFP
- **Serial No**
  Displays the serial number of the MFP
- **Operation Screen**
  Displays the tab on which the operation has been executed
- **Operation**
  Displays what operation has been performed
- **Setting Value**
  Displays the specified setting value, if it exists
- **Result**
  Displays the result of the operation

4.4.7. Group Information Tab
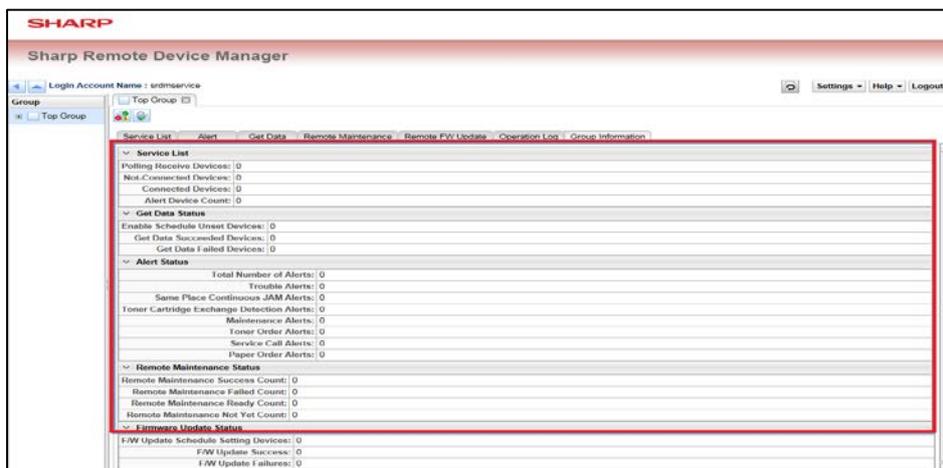
(1). Group information

Displays each information about the selected group.

5. [Reference] FSS Simulation Setting List

The following section describes the Simulation settings which are related at the main unit of MFP side, when connecting FSS function with SRDM 2.

Sim No.	Item	Setting Item	Description	Setting Range	Default
27-4	A	Set the FSS Mode	Setting is not necessary.		
	B	Resend number setting when busy			
	C	Resend timer setting (minute) when busy			
	D	Resend number setting when error			
	E	Resend timer setting (minute) when error			
	F	Resend number setting when FAX initial connection			
	G	Toner order auto send timing setting (K)	Toner order auto sending time is specified according to the usage situation of toners for YMCK respectively.	EMPTY, NEAR END,5%, 10%,15%, 20%,25%, 30%,35%, 40%,45%, 50%	50[%]*1
	H	Toner order auto send timing setting (C)			
	I	Toner order auto send timing setting (M)			
	J	Toner order auto send timing setting (Y)			
	K	Frequency of acquiring the temperature and humidity history	Setting is not necessary.		
	L	Log output capacity	Log information is attached to FSS alert or log capacity is specified. Especially in FAX method, it takes long time to send a large volume of log, so it is needed to be limited. If the setting value is "0", output is not done.	0-50[KB]	30[KB]
	M	Toner order timing control	Setting is not necessary.		
	N	Toner order delivery setting			
	O	Toner order delivery setting delivery threshold setting			
	P	REMOTE FIRMWARE UPDATE (PULL)			

	Q	FIRMWARE VER. SEARCH INTERVAL			
27-6	A	Manual service call setting	Specify whether [Field Support System] key is displayed on the operation panel or grayed out when initial connection of FSS is completed.	Allow / Inhibit	Allow
27-7	A	FSS enable / disable	Specify FSS function to be enabled or disabled.	Enable / Disable	Disable
	B	Alert call enable / disable	Specify alert call to be enabled or disabled.	Enable / Disable	Enable
	C	FSS connection method selection	Specify FSS connection method.	FAX connection HTTP connection	FAX connection
27-9	D*1	Continuous JAM alert judgment threshold value	Specify the number of occurrence of JAM at the same location.	1 – 20 [time]	10 [time]
	E*1	Continuous JAM alert period setting	Specify the number of occurrence of JAM at the same location.	0 – 99 [day]	30 [day]
27-14	A	FSS connection test mode	Perform FSS connection test.	Enable / Disable	Disable
27-15	-	FSS connection status display	Display whether FSS is being operated (the initial connection has been completed) or not.	Not operated / Operated	Not operated
27-16	*2	FSS alert operation specification	Select alert type to notify.	Enable / Disable	*2
27-17	-	Setting paper type for paper order alert	Specify target paper for paper order alert count.	0 – 2	0
		Paper order alert setting [Number of sheets] (A3)	Specify number of A3 paper for sending paper order alert.	500 – 5,000	1,250
		Paper order alert setting [Number of sheets] (A4)	Specify number of A4 paper for sending paper order alert.	500 – 5,000	2,500
		Paper order alert setting [Number of sheets] (B4)	Specify number of B4 paper for sending paper order alert.	500 – 5,000	2,500
		Paper order alert setting [Number of sheets] (B5)	Specify number of B5 paper for sending paper order alert.	500 – 5,000	2,500
		Paper order alert setting [Number of sheets for first alert] (A3)	Specify number of A3 paper for sending first paper order alert.	500 – 10,000	1,000
		Paper order alert setting [Number of sheets for first alert] (A4)	Specify number of A4 paper for sending first paper order alert.	500 – 10,000	1,000

		Paper order alert setting [Number of sheets for first alert] (B4)	Specify number of B4 paper for sending first paper order alert.	500 – 10,000	1,000
		Paper order alert setting [Number of sheets for first alert] (B5)	Specify number of B5 paper for sending first paper order alert.	500 – 10,000	1,000

*1：Different depending on models

*2：Refer the following table.

Item	Setting Item	Setting Range	Default
A	Maintenance alert send enable setting	Enable / Disable	Enable
B	Toner order alert send enable setting	Enable / Disable	Enable
C	Toner cartridge replacement alert send enable setting	Enable / Disable	Enable
D	Continuous JAM alert send enable setting	Enable / Disable	Enable
E	Trouble alert send enable setting	Enable / Disable	Enable
F	Paper order alert send enable setting	Enable / Disable	Disable

SHARP