



# The MICAS<sup>SM</sup> Difference

## Device Management Simplified

Sharp is committed to providing you with innovative business solutions and continually striving to provide our customers with the highest level of customer satisfaction and optimum service performance. Our cloud-based Machine Intelligence Call Assistance Service (MICAS) helps provide you with vital feedback on the performance and maintenance requirements to keep your MFPs running at the level you'd expect. This allows your authorized Sharp dealer's service technicians to perform their tasks with a minimal inconvenience and based on your schedule.

MICAS takes device management to an entirely new level. Designed and developed by Sharp, it currently monitors over 100,000 devices. MICAS only collects device specific details, such as meters, toner levels, service alerts, and never any personal details. Our MICAS Agent uses SNMP to monitor your registered print devices while giving your authorized Sharp dealer the ability to check on your devices' current status, and toner levels, as well as place toner orders.

## Key Features

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### *MICAS Performs:*

- Reducing call backs
- Updating firmware remotely
- Inter-territorial access
- Scheduling maintenance visits
- Dashboard views to maintain fleet

### *Available Reports:*

- Device Overview
- Maintenance Report
- Trouble Codes Report
- Export Counters
- Toner Levels
- Transaction Log Reports



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**The MICAS difference** means that your MFPs are consistently working for you and your business.

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If you are interested in adding MICAS to your MFP portfolio and would like to experience these features for yourself, please contact the MICAS support team at [MICAS@sharpsec.com](mailto:MICAS@sharpsec.com) to arrange a demonstration and training session for you and your team.

## Product Diagnostics

Review a range of specific device data that includes:

- *Model/Serial/Machine ID/Location*: Device info by Model, Serial Number, Machine ID or Location
- *Firmware Version*: List of the latest versions of firmware that your device is using
- *Toner Usage*: Summary of current toner levels
- *Toner Forecasting*: Forecasts toner end dates by page or date to assist in ordering toner
- *Device Installed Options*: List of current hardware options installed to work with your device
- *All Meters*: Summary of toner, meter and various usage counts (i.e. copy/scan/fax)
- *Maintenance Counters*: Summary of device scan, tray and installed options usage counts (i.e. scans, stapling, jams, fusing, etc.)
- *Historic Event Logs*: List of all device's trouble/jam codes history by date/time and paper count
- *Historic Service Alerts*: List of device's trouble/jam code alerts data
- *Transaction History*: List of the device's activity
- *MFP Visual Report*: Data collected from registered MFPs including visual image of the life status of key MFP engine components

## Viewer

Interactive panel for technicians to address and troubleshoot any issue using available assets assigned to the device's specific maintenance alert, jam or trouble code.

## Dashboard

MICAS online location allowing a dealership to view your device or entire fleet's status as well as data on meters, toner, alerts, agents and reports.



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**SHARP**<sup>®</sup>

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