

An unmatched combination of elegant style,
POS performance and high reliability



IBM SurePOS 500 Series



Powerful capabilities in a sleek, attractive design

The IBM SurePOS™ 500 Series redefines point-of-sale (POS) sophistication, providing retailers with a superior combination of style, performance and retail-hardened reliability. These systems feature a compact footprint that conserves counter space and a sleek, elegant look that adds appeal to any location. They come standard with processing power up to 2.0 GHz and touchscreen interfaces, and are engineered to help withstand harsh conditions.

Highlights

- ***Features an award-winning, compact design that helps improve usability and enhance the customer experience***
- ***Offers an innovative, open standards-based platform that supports a broad range of applications***
- ***Delivers a highly reliable, rigorously tested design that lasts longer in rugged environments***
- ***Scales to meet operational needs with a range of models, from high-end multimedia to a standard system with cost effective technology***

Models for multiple retail markets

The IBM SurePOS 500 Series family includes models designed for retailers in specialty, food service, hospitality, and gas and convenience. Depending on your needs, you can select a premier multimedia model with an infrared (IR) touchscreen display in one of three sizes. Or you can choose the more economical standard model, which features the same elegant design as the premier system plus a unique combination of cost effective technology.

Designed for convenience

Every model of the SurePOS 500 Series is designed for easy serviceability and convenient access to replaceable units, including the hard drive and power supply. Ergonomic cable management helps ensure a cleaner appearance. Plus, simple connectivity and no external power supply allow for easy installation.

High-end touchscreen technology

Several models of the IBM SurePOS 500 Series offer next-generation IR touchscreen displays. These innovative interfaces enable operators to use a wide range of interaction tools – from a gloved finger to a credit card – while maintaining high levels of transaction accuracy and speed. Additional advantages include a higher contrast ratio, reduced glare and a wider viewing angle for better overall screen visibility. Best of all, the IR display's fixed optical alignment helps eliminate time-consuming recalibrations.

Flexible, easy retail connectivity

With USB, serial and PC card connectivity, the IBM SurePOS 500 Series makes it easy to connect printers, scanners, PIN pads, cameras, biometric devices, RFID technology and wireless communications. Powered USB ports allow you to operate peripherals directly from the system unit without external power bricks. The SurePOS 500 also offers standard and powered RS-232 ports to help protect your investment in most current POS peripherals.

Extreme reliability and durability

The SurePOS 500 Series is designed to help withstand severe thermal and humidity thresholds, extensive vibration, power fluctuations and radio interference. This retail hardening helps ensure your IBM SurePOS 500 system can thrive under grueling wear and tear.

Open platform for the latest POS software

With an open systems architecture, the IBM SurePOS 500 Series helps prepare you for the next generation of POS and point-of-service applications. It also offers the flexibility and scalability to integrate most new technologies as your needs change. Available options include preloads of Microsoft® Windows Embedded Point of Service (WEPOS) and Windows® XP Professional on some models. In addition, these systems support diverse third-party applications, including Ready for IBM Retail Store Innovations solutions.¹



IBM SurePOS 500 Series new model highlights

Model 573

17" leadership multimedia

- Dual-bulb, high brightness, 17" active matrix IR touchscreen
- Stereo speakers and onboard audio system
- Presence sensor
- PC card slot
- Headphone and microphone ports
- Super-wide viewing angle

Model 563

Leadership multimedia

- Dual-bulb, high brightness, 12" or 15" active matrix IR touchscreen
- Stereo speakers and onboard audio system
- Presence sensor
- PC card slot
- Headphone and microphone ports
- Super-wide viewing angle

Model 543

Performance dual-bulb

- Dual-bulb, high brightness, 12" active matrix IR touchscreen
- Super-wide viewing angle

Model 514

Standard dual-bulb

- Dual-bulb, 12" resistive touchscreen
 - Wide viewing angle
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IBM SurePOS 500 Series at a glance

Product name	SurePOS 514	SurePOS 543	SurePOS 563	SurePOS 573
Model number	4851-514	4840-543	4840-563	4840-573
Microsoft Windows XP Professional Preload ³	–	4840-W43	4840-W63	4840-W73
Microsoft Windows Embedded for Point of Service Preload ³	4851-E14	4840-E43	4840-E63	–
Processor ⁴	1.2GHz VIA Processor (133MHz FSB)	2.0GHz Intel Celeron (400MHz FSB)	2.0GHz Intel Celeron (400MHz FSB)	2.0GHz Intel Celeron (400MHz FSB)
Storage				
System memory	256MB (2GB maximum) 256MB (on Model E14)	128MB (2GB maximum) 256MB (on Model E43)	128MB (2GB maximum) 256MB (on Model E63)	128MB (2GB maximum)
Video memory ⁵ (shared with system memory)	8MB to 64MB UMA	8MB to 64MB UMA	8MB to 64MB UMA	8MB to 64MB UMA
Hard disk drive ⁶	40GB Serial ATA or higher	40GB or higher	40GB or higher	40GB or higher
Expansion slots				
PC card slot	0	0	1	1
Diskette drive	External	External	External	External
CD-ROM	External	External	External	External
Connectivity				
Powered USB (12V)	0	1	1	1
Powered USB (24V)	1	1	1	1
Standard PC USB	4	6	6	6
RS-232	1 powered; 3 standard	1 powered; 3 standard	1 powered; 3 standard	1 powered; 3 standard
Parallel port	0	1	1	1
PS/2 keyboard/mouse	Dedicated PS/2 keyboard port and mouse port	1 side; 1 back	1 side; 1 back	1 side; 1 back
RJ45 Ethernet	1	1	1	1
USB wireless port	1	0	0	0
Secondary video port	0	S/VGA	S/VGA	S/VGA
Audio mic-in/line-out	0	0	1	1
Headphone	0	0	1	1
Cash drawer port (24V)	2	2	2	2

IBM SurePOS 500 Series at a glance (continued)

Peripheral options⁷

Secondary displays	<ul style="list-style-type: none">• IBM SurePoint™ Solution (touch and nontouch)• Distributed, pole-mounted, 40-character customer display	<ul style="list-style-type: none">• Integrated 40-character customer display• All-points-addressable character graphics display
Printers	<ul style="list-style-type: none">• IBM SureMark standard and fiscal printers⁷	
Keyboard	<ul style="list-style-type: none">• CANPOS keyboard (includes 32 programmable keys, numeric keypad and pointing device)	
Cash drawer	<ul style="list-style-type: none">• Full-size	<ul style="list-style-type: none">• Compact
Integration trays	<ul style="list-style-type: none">• Fits on full-size and compact cash drawers, as well as countertop	
MSRs	<ul style="list-style-type: none">• Three track	<ul style="list-style-type: none">• JUCC

Industry standards

Systems management	<ul style="list-style-type: none">• Wired for Management (WfM)• SMBIOS	<ul style="list-style-type: none">• Wake on LAN® (WOL)• PXE
Power management	<ul style="list-style-type: none">• APM	<ul style="list-style-type: none">• ACPI

System dimensions and weight (without MSR)

Maximum dimensions	<ul style="list-style-type: none">• 12": 12.6x12.8x15.1"/321x325x384mm• 17": 16.3x15.1x16.3"/414x383x413mm	<ul style="list-style-type: none">• 15": 15.1x13.3x16.1"/383x338x410mm
Weight	<ul style="list-style-type: none">• 12": 23lbs/10.5kg• 17": 30.2lbs/13.7kg	<ul style="list-style-type: none">• 15": 24.5lbs/11.1kg

Power requirements

Power requirements	<ul style="list-style-type: none">• Universal Switched Power Supply (76W typical/200W maximum)
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Software

Operating systems supported ⁸	<ul style="list-style-type: none">• Microsoft® Windows® 2000• Microsoft Windows XP Professional Edition• Microsoft Windows XP Embedded for Point of Service (WEPOS)	<ul style="list-style-type: none">• IBM Retail Environment for SUSE LINUX• IBM PC DOS 2000• Novell SUSE LINUX Retail Solution (SLRS)
Drivers supported	<ul style="list-style-type: none">• OPOS and JavaPOS™	

Services

Limited warranty service ⁹	One year depot or onsite service
Technical support ¹⁰	24x7 phone support (during limited warranty period) and Web-based help

IBM SurePOS 500 features



- 1 *Cooling tunnel technology helps keep the processor cool and the circuit board clean*
- 2 *Ethernet 10/100 LAN, RS-232 and USB ports provide industry-standard connectivity options*
- 3 *PC card slot enables industry-standard wireless connectivity*
- 4 *IBM SureMark™ printers provide fast, quiet, two-color thermal printing (optional)*
- 5 *Integration trays create a clean, organized appearance (optional)*
- 6 *Spill-resistant IR touchscreen available in 17", 15" or 12" versions*

- 7 *Programmable magnetic stripe reader (MSR) accepts foil and resort cards (optional)*
- 8 *Presence sensor conserves energy, wakes system when operator approaches*
- 9 *LED message center displays system status*
- 10 *Compact alphanumeric (CANPOS) keyboard with pointing device saves space (optional)*
- 11 *Wall-mount allows placement in space-restricted areas (optional)*
- 12 *Wide tilt range for ergonomically correct viewing*

- 13 *Second independent display delivers customer information and digital merchandising (optional)*
- 14 *Remote display function (not shown) enables positioning of display unit up to six feet away from system unit (optional)*
- 15 *Powered USB ports operate peripherals directly from the system unit without power bricks*
- 16 *Hidden USB dongle enables wireless connectivity yet remains invisible to the user (optional)*

For more information

To learn more about the IBM SurePOS 500 Series and other POS solutions from IBM, contact your local IBM representative or visit:

ibm.com/industries/retail/store

To place an order, call 1 800 IBM-CALL (1 800 426-2255) or 1 770 863-1000 outside the U.S. and Canada.

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- 2 Screen sizes: 12" offers 800x600 pixels, 15" offers 1024x768 pixels and 17" offers 1280x1024 pixels.
- 3 Microsoft preload terms, restrictions and conditions are described in the End User License Agreement. Microsoft, Windows and the Windows logo are trademarks or registered trademarks of Microsoft Corporation.
- 4 MHz/GHz only measures microprocessor internal clock speed; many factors affect application performance.
- 5 Memory supports both system and video. Accessible system memory will be the installed memory size less the amount defined for video.
- 6 GB equals one billion bytes when referring to storage capacity; accessibility may be less.
- 7 Only available in some countries. Ask your IBM representative for details.
- 8 With the exception of the Microsoft Windows XP Professional and Microsoft Windows Embedded for Point of Service Preload models, an operating system is not included and can be purchased separately.
- 9 For a copy of terms and conditions of IBM's statement of limited warranty, contact your local IBM representative or reseller.
- 10 Geography dependent.



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Cover shows SurePOS 500 model 563 configured with optional component: programmable MSR.

Page 5 shows SurePOS 500 model 563 configured with optional components: integration tray, cash drawer, IBM SureMark Printer and programmable MSR.

