An unmatched combination of sleek design, high performance and reliability

IBM

IBM SurePOS 500 Series

Innovative technology meets smart design

The IBM SurePOS™ 500 Series delivers the style, serviceability and state-of-the-art technology retailers need to optimize the customer experience in food service, hospitality, specialty, and gas and convenience. These sleek systems add visual appeal to any location as well as a space-saving footprint. A virtually tool-less design makes service fast and easy, which helps reduce onsite service calls and helps lower total cost of ownership (TCO). Systems management technology enables centralized control to increase efficiency and lower IT support costs.

Highlights

■ *Features a virtually tool-less design that helps enable fast, easy service, which helps to reduce your total cost of ownership*

■ *Supports a broad range of applications and includes models that meet specialized retail requirements*

■ *Offers tested peripherals that are system-matched to help speed implementation and provide a unified appearance*

■ *Combines extensive worldwide service and support from IBM*

Intelligent, affordable choices for your store

The IBM SurePOS 500 Series provides outstanding flexibility. Each system can support multimedia capabilities and can be configured with an array of system-matched peripherals. These IBM-tested peripherals are designed to work with the IBM SurePOS 500 Series, which helps reduce the risk of integrating components from multiple vendors.[1] You can also select from a diverse variety of application software from authorized IBM Business Partners to help enhance customer service, drive loyalty and differentiate from your competitors.

Convenient, streamlined design

Every model of the IBM SurePOS 500 Series is designed for easy service. On select models, a virtually tool-less design makes it easy to access all replaceable units, including the hard drive and power supply. This feature improves usability and helps to minimize downtime in the event of an outage. Plus, it helps reduce the need for service visits.

Industry-leading infrared touchscreens

Most models of the IBM SurePOS 500 Series offer next-generation infrared (IR) touchscreen displays, which maintain high levels of transaction accuracy and speed. Unlike other touchscreens, IR displays do not require plastic overlays that reduce brightness and are susceptible to scratching. A higher contrast ratio provides vivid, well-defined characters and buttons, and a wider viewing angle helps improve visibility. Best of all, fixed optical alignment helps eliminate recalibrations.

Flexible, easy retail connectivity

With USB, serial and PC card connectivity, the IBM SurePOS 500 Series makes it easy to connect a broad range of 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. Enhanced wireless integration provides coverage and flexibility to meet country-specific requirements.

Extreme reliability and durability

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

Open platform for the latest POS software

With an open systems architecture, the IBM SurePOS 500 Series helps you integrate new technologies as your needs change. In addition, these systems support diverse third-party applications, including Ready for IBM Retail Store Innovations solutions.[2] This initiative helps IBM Business Partners validate their solutions on IBM POS systems, so retailers can implement new technologies confidently.

Ready for
IBM **Retail Store Innovations**
point-of-sale solutions

IBM SurePOS 500 Series model highlights

Model 565	Performance multimedia	
	• High brightness, active matrix IR touchscreen (12" or 15")[3] • PC card slot • Headphone and microphone ports	• Stereo speakers and onboard audio system • Super-wide viewing angle • Dual video
Model 545	**Performance standard**	
	• High brightness, active matrix IR touchscreen (12" or 15")[3]	• Super-wide viewing angle • Dual video
Model 544	**Value standard**	
	• High brightness, active matrix IR touchscreen (12" or 15")[3]	• Super-wide viewing angle
Model 514	**Entry standard**	
	• 12"[3] resistive touchscreen	

IBM SurePOS 500 Series at a glance

Product name	SurePOS 514	SurePOS 544	SurePOS 545	SurePOS 565
Model number	4851-514	4840-544	4846-545	4846-565
Microsoft Windows Embedded for Point of Service Preload[5]	4851-E14	4840-E44	4846-E45	4846-E65
Processor[6]	1.2GHz VIA Processor (133MHz FSB)	2.0GHz Intel Celeron (400MHz FSB)	2.53GHz Intel Celeron D (533MHz FSB)	2.53GHz Intel Celeron D (533MHz FSB)
System dimensions and weight (without MSR)				
Maximum dimensions (WxDxH)	12": 12.6x12.8x15.1"/ 321x325x384mm	12": 12.6x12.8x15.1"/ 321/325/384mm 15": 15.1x13.3x16.1"/ 383x338x410mm	12": 12.12x12.47x14.09"/ 308x317x358mm 15": 14.53x12.77x15.03"/ 369x324x382mm	12": 12.12x12.47x14.09"/ 308x317x358mm 15": 14.53x12.77x15.03"/ 369x324x382mm
Weight	12": 23lbs/10.5kg	12": 23lbs/10.5kg 15": 24.5lbs/11.1kg	12": 25lbs/11.36kg 15": 27lbs/23.37kg	12": 25lbs/11.36kg 15": 27lbs/23.37kg
Storage				
System memory	256MB (2GB maximum)	256MB (2GB maximum)	512MB standard (2GB maximum)	512MB standard (2GB maximum)
Video memory[7] (shared with system memory)	8MB to 64MB UMA	8MB to 64MB UMA	Up to 128MB of shared memory	Up to 128MB of shared memory
Hard disk drive[8]	40GB or higher Serial ATA	40GB or higher IDE	80GB or higher Serial ATA 2	80GB or higher Serial ATA 2
Expansion slots				
PC card slot	0	0	0	1
Wireless kit	1	0	1	1
Independent second video	–	–	Yes	Yes
Connectivity				
Powered USB (12V)	0	1	1	1
Powered USB (24V)	1	1	1	1
Standard PC USB	4	6	7	7
RS-232	1 powered; 3 standard	1 powered; 3 standard	1 powered; 3 standard	1 powered; 3 standard
Parallel port	0	1	0	0
PS/2 keyboard/mouse	Dedicated PS/2 keyboard port and mouse port	1 side; 1 back	PS/2 keyboard/mouse	PS/2 keyboard/mouse
RJ45 Ethernet	1	1	1	1
Secondary video port	0	S/VGA	S/VGA	S/VGA
Audio mic-in/line-out	0	0	0	1
Headphone	0	0	0	1
Cash drawer port (24V)	2	2	2	2

IBM SurePOS 500 Series at a glance (continued)

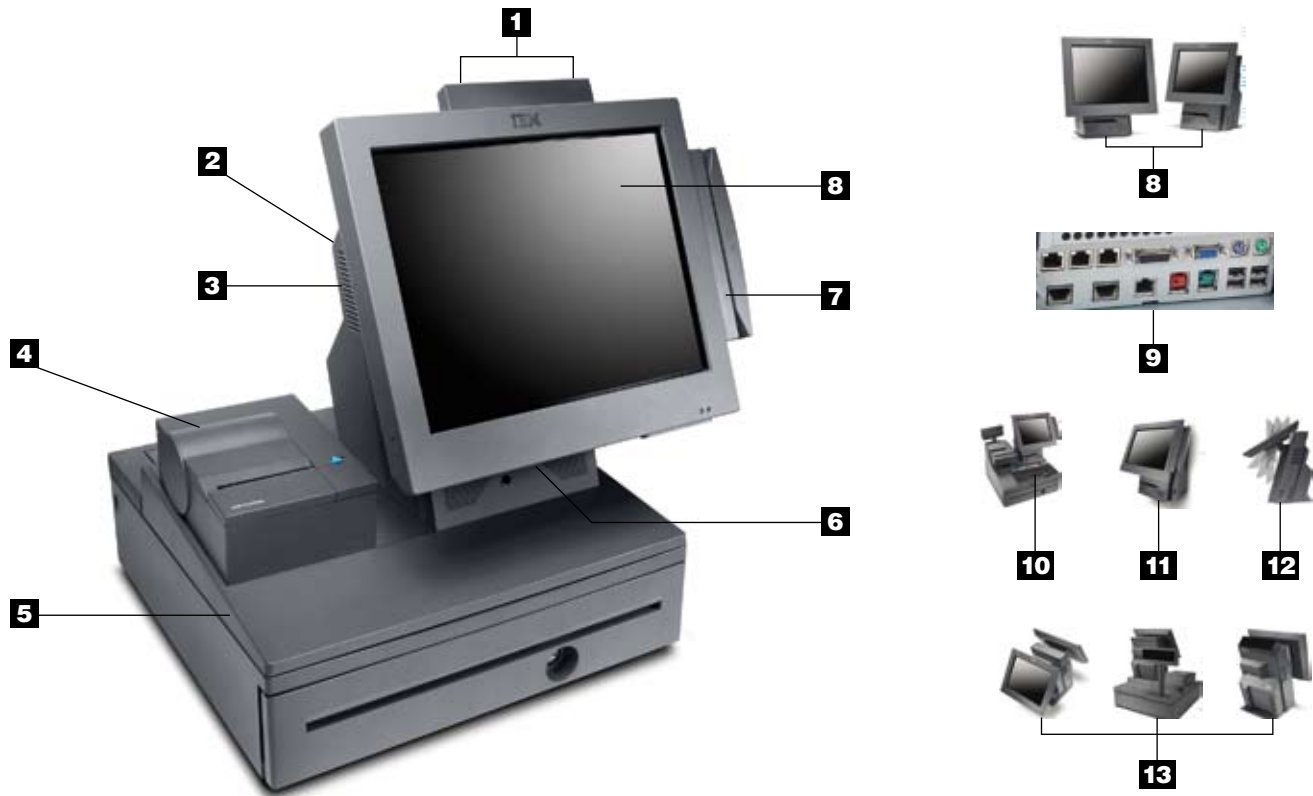|		
Peripheral options[9]		
Secondary displays	• IBM SurePoint™ Solution (touch and nontouch) • Distributed, pole-mounted, 40-character customer display	• Integrated 40-character customer display • All-points-addressable character graphics display
Printers	• IBM SureMark standard and fiscal printers	
Keyboard	• CANPOS keyboard (includes 32 programmable keys, numeric keypad and pointing device)	
Cash drawer	• Full-size	• Compact
Integration trays	• Fits on full-size and compact cash drawers, as well as countertop	
MSRs	• Three track	• JUCC
Industry standards		
Systems management	• Remote Management Agent (RMA) • SMBIOS • Wake on LAN® (WOL)	• Pre-Boot Execution Environment (PXE) • Wired for Management (WfM)
Power management	• APM	• ACPI
Software		
Operating systems supported[10]	• Microsoft® Windows® 2000 • Microsoft Windows XP Professional Edition	• Microsoft Windows XP Embedded for Point of Service (WEPOS) • IBM PC DOS 2000
Drivers supported	• UPOS (OPOS and JavaPOS™)	
Services		
Limited warranty service[11]	One year depot or onsite service	
Technical support[12]	24x7 phone support (during warranty period) and Web-based help	

1. **Industry-standard wireless connectivity allows flexible, mobile placement, so you can locate systems virtually anywhere in your store**

2. **2.53GHz Intel® Celeron® D processor helps deliver peak multimedia performance**

3. **Cooling tunnel technology helps keep the processor cool and the circuit board clean**

4. **IBM SureMark™ printers provide fast, quiet, two-color thermal printing**

5. **Integration trays help create a clean, organized appearance**

6. **LED message center displays system status**

7. **Programmable magnetic stripe reader (MSR) accepts foil and resort cards**

8. **Spill-resistant IR touchscreen available in 15" or 12" versions**

9. **Quick service ports including Ethernet 10/100 LAN, RS-232 and standard and powered USB, help enable easy maintenance, provide industry-standard connectivity options and operate peripherals directly from the system unit without power bricks**

10. **Compact alphanumeric (CANPOS) keyboard with pointing device helps save space**

11. **Wall-mount helps provide placement in space-restricted areas**

12. **Wide tilt range for viewing**

13. **Second independent display delivers customer information and digital merchandising**

14. **Virtually tool-free design makes it easier to perform service**

15. **Serial ATA hard disk drive DDR 2 memory (up to 2GB) and advanced dual independent video help improve performance and support emerging technologies and operating systems**

16. **Remote display function enables positioning of display unit up to six feet away from system unit**

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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/products/retail

To place an order, call 1-866-348-3454
or 1-770-863-1000 outside the
U.S. and Canada.

[1]   The compatibility information provided by IBM should be used as a guide only, since hardware and
     software levels and releases may vary, and numerous hardware and software combinations are possible.
     IBM makes no representation or guarantee regarding the compatibility of specific hardware or software
     products. Unless otherwise specified, warranty, service and support for non-IBM products are provided
     directly to you by the product manufacturer, supplier or publisher of the product.

[2]   The Ready for IBM Retail Store Innovations mark and the trademark contained therein are trademarks of
     the IBM Corporation and are used under license. IBM is not the licensor of this IBM Business Partner's
     product or service and makes no warranties, express or implied, including any implied warranties of
     merchantability or fitness of a particular purpose. Statements made by IBM Business Partners that offer
     Ready for IBM Retail Store Innovations products are provided by the relevant third-party and not IBM.

[3]   Screen sizes: 12" offers 800x600 pixels and 15" offers 1024x768 pixels.

[4]   Some features are optional and model-dependent.

[5]   Microsoft preload terms, restrictions and conditions described in the End User License Agreement.

[6]   MHz/GHz only measures microprocessor internal clock speed; many factors affect
     application performance.

[7]   Memory supports both system and video. Accessible system memory will be the installed memory
     size less the amount defined for video.

[8]   GB equals one billion bytes when referring to storage capacity; accessibility may be less.

[9]   Only available in some countries. Ask your IBM representative for details.

[10] With the exception of the Microsoft Windows Embedded for Point of Service Preload models,
     an operating system is not included and can be purchased separately.

[11] For a copy of terms and conditions of IBM's Statement of Limited Warranty, contact your local
     IBM representative or reseller.

[12] Geography dependent.

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

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

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