Slimmer design and industry-leading technology helps improve service, reduce cost and manage risk for your dynamic business

IBM SurePOS 500 Series

Shown: IBM SurePOS 500 Model 566

Highlights

- **New sleek, slimmer design**

- **Cutting edge, infrared touch-screen with resistive touch sensitivity[1]**

- **Energy-saving deep sleep[2]**

- **Tool free design and IBM Light-Path Management[1]**

- **Advanced security features**

- **Enviro-friendly packaging**

Customers will wait in line at department stores 6.2 minutes, specialty clothing stores 5.7 minutes and 3.3 minutes at a convenience store before leaving without purchasing[4]

A satisfying store experience helps create Advocates… consumers who have increased spending with their primary retailer by 31% over the last two years.[3]

Deliver a smarter shopping experience

Now more than ever, consumers are looking for differentiation when choosing their retailers. They expect a higher level of satisfaction—better service, better prices, better quality and convenience. Access to product information and fast, accurate transactions, performed by capable, informed employees are vital to a positive experience and help promote customer loyalty.

Improve your service

The IBM SurePOS™ 500 with advanced touchscreen technology provides the ultimate point-of-sale tools to deliver powerful functions that energize the customer experience. The sleek, slimmer IBM SurePOS 500 offers industry-leading, highly accurate infrared (IR) touchscreen technology integrated into the POS system (Model 566).The touchscreen never requires recalibration—avoiding costly downtime and reducing errors. The advanced technology, including a brighter, high contrast screen with adjustable touch sensitivity, helps speed transactions by improving cashier accuracy and performance. Easy to use touchscreens also reduce employee training time.

The displays are totally sealed to avoid damage by liquids and soil from the store environment, making the POS ideal for food service and high traffic areas.

IBM IR touchscreens are available as customer displays; and they are perceived as a service enhancement when used to engage shoppers with multimedia capabilities at the checkout counter.

Shown: Independent customer display (6.5 VGA LCD) delivers customer information and digital, multi-media merchandising (optional)

Shown: Infrared touchscreen never needs recalibration and provides a wide range of adjustment options for better viewing, including changing the angle/height of the display and adjusting the touch sensitivity, screen brightness and contrast ratio. (Model 566)

Each $1 in energy cost saved corresponds to a $6-$8 in overall operational savings.[5]

Reduce your costs

The IBM SurePOS 500 employs a highly efficient Intel® processor (Model 566) and efficient power supply that save on energy costs. Plus IBM's innovative deep sleep, when enabled by IBM Remote Management Agent, can cut energy use by up to an additional 47%.[6]

Enviro-friendly packaging includes high-density polyethylene (HDPE) inserts made from recycled post-consumer waste, saving space for energy and cost-efficient shipping and disposal. Box and inserts are 100% recyclable.

Remote management saves a firm with 75 service engineers nearly $4,000,000 annually in dispatch reduction, including transportation costs[7]

IBM Remote Management Agent provides proactive monitoring that can dramatically reduce service costs and downtime. Aided by a tool free design

and IBM Light-Path Management visual indicators (Model 566), qualified onsite staff can perform simple maintenance tasks. Retail hardened construction helps extend service life (7+ years) even in the most demanding environments.

One-third of consumers notified of a security breach will terminate their relationship with the company they perceive responsible.[8]
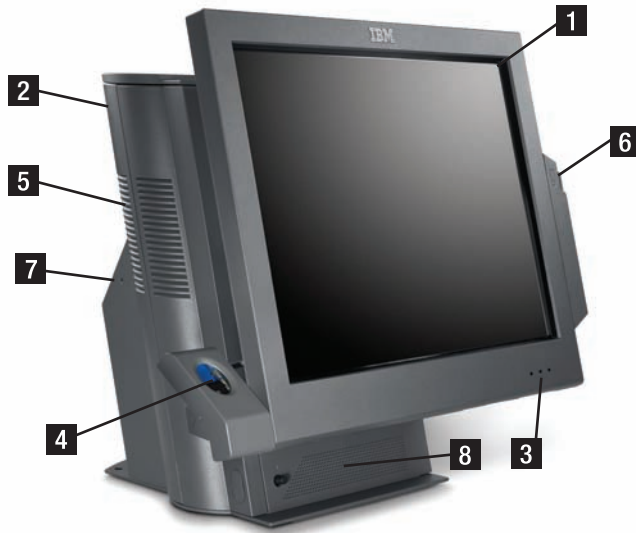
Manage your risk

Protecting customer data—ensuring customer, password, identity and credit card information—is essential today. Built-in security features such as Trusted Platform Management (TPM) enable hardware encryption to protect locally stored data. (Model 566) Physical system security and pin pads with biometric fingerprint reader are available. Most importantly, the latest OS security patches, software updates, firmware levels and BIOS updates can be installed automatically via IBM Remote Management Agent to keep your operation up to date.

IBM SurePOS 500 Series at a glance

Hardware		
Product Name	SurePOS 500 Model 526 (M/T 4852)	SurePOS 500 Model 566 (M/T 4852)
Screen	15" Resistive Touchscreen	15" IR Touchscreen
Processor[a]	1.0 GHZ Intel Celeron® M Core	2.2 GHZ Intel Celeron Dual
Service Processor	None	IBM Light-Path Management
Maximum Dimensions HxWxD In mm (inches)	382(15.0)x359(14.13)x253(9.96)	382(15.0)x359(14.13)x253(9.96)
Weight	12.3 kg (27 lbs)	12.3 kg (27 lbs)
System Memory[b]	512 MB DDR2 (2 GB max)	1 GB DDR2 (4 GB max)
Video Memory[c]	Up to 128 MB via Intel DVMT driver	Up to 256 MB via Intel DVMT driver
Hard Disk Drive/Solid State Drive	160 GB SATA2 HDD/Optional SSD	160 GB SATA2 HDD/Optional SSD
Expansion Slot	None	Express Card slot
Wireless	Optional wireless dongle cover kit	Optional wireless dongle cover kit
Independent Dual Video	Standard	Standard
USB Ports	1x 24v, 1x 12v, 5x USB 2.0 (3x on front tablet)	1x 24v, 1x 12v, 7x USB 2.0 (3x on front tablet)
RS-232 Ports	3x standard, 1x powered	3x standard, 1x powered
RJ45 Ethernet	1x 10/100 Base T	1x Gigabit
Audio Ports/Speaker	0	Mic-in/line out & headphone, speakers
Cash Drawer Port	2	2
Systems Management	IBM Remote Management Agent (RMA); SMBIOS; Wake on LAN® (WOL); Pre-Boot Execution Environment (PXE)	
Power Management	Deep sleep automation; APM; ACPI	
Operating systems supported[d]	Microsoft® Windows® POSReady 2009; Microsoft XP Professional; Microsoft WEPOS; SUSE Linux® Enterprise for Point of Service 11 (SLEPOS 11); PCDOS 2000	
Drivers supported	UPOS 1.12.1	UPOS 1.12.1
Optional Peripherals		
PS/2 Keyboard/Mouse	PS2 Keyboard/Mouse	
Secondary Displays	IBM SurePoint™ Solution (touch and non-touch); Integrated 6.5" VGA display; Integrated 2x20 display; Distributed pole mounted 2x20 display; All Points Addressable Character Graphics Display	
Printers	IBM SureMark™ single station, dual station, and fiscal printers	
Keyboard	Module CANPOS keyboards (includes 32 programmable keys) w/optional keylock and pointing device	
Cash Drawer	IBM full size and compact cash drawer	
Integration Trays	IBM Retail Integration Tray	
MSR	3-Track; JUCC	
Fingerprint reader	Biometric fingerprint reader	
Services		
Limited warranty[e]	One year Depot or On-site service. Multi-year additional service offered. IBM International Service*	
Technical support	24x7 Web Support during warranty period. 24x7 Phone support (check geography availability)	
Service Availability[f]	Up to 7 years following withdrawal from market	

1. Cutting edge, spill resistant, infrared touch-screen (Model 566 only)
2. Tool free design with back access
3. IBM Light-Path Management (Model 566 only)
4. Biometric fingerprint reader (optional)
5. Cooling tunnel technology

6. Programmable magnetic stripe reader (MSR) (optional)
7. Retail hardened design resists damage in harsh environments
8. Audio speaker (Model 566 only)

For more information

To learn how the IBM SurePOS 500 series can create a smarter shopping experience and build a smarter operation for your business, please contact your local IBM representative or visit:

ibm.com/products/retail

Recyclable, please recycle.