

Helping expand POS capabilities with an elegant,  
reliable design



## IBM SurePOS 500 Series

SurePOS 543 and 563



Model 563 shown configured with optional component: programmable magnetic stripe reader.

### Highlights

- **Introduces a compact, innovative design that helps improve usability and enhances the customer experience**
- **Features leading-edge, open standards-based technology that integrates with a broad choice of applications**
- **Delivers a highly reliable, rigorously-tested system designed to extend life span in rugged environments**
- **Provides a flexible foundation to support long-term operational needs.**

### Packing powerful POS capabilities in an attractive, compact design

The IBM SurePOS 500 is a sophisticated, sleek point-of-sale (POS) system with an innovative touchscreen interface designed to enable rapid, convenient transactions while withstanding the harsh food service and retail environments. With a 20 percent smaller footprint than previous models, this system is ideal for compact countertops, giving you more room to display impulse-buy or promotional items.

### Streamlining operations with next-generation POS technology

The SurePOS 500 touchscreen features leading-edge infrared (IR) technology that enables personnel to use a broad range of interaction tools – from a gloved finger to a credit card – while maintaining high levels of transaction accuracy and speed. A higher contrast ratio, reduced glare and wider viewing angle offer improved screen visibility over previous models, even when positioned in brightly lit environments. Best of all, the IR's fixed optical alignment lasts throughout the life of the display to help avoid time-consuming recalibrations and touch sensor wear.

Providing Universal Serial Bus (USB), serial and PC card connectivity, the SurePOS 500 lets you customise your POS system with printers, scanners, Personal Identification Number (PIN) pads, cameras, biometrics, radio frequency identification (RFID) and wireless communications. Powered USB ports support POS peripherals directly from the base unit without an additional power source. Designed for investment protection, the SurePOS 500 also offers standard RS-232 ports, enabling you to leverage existing I/O devices.



Model 563 shown configured with optional components: integration tray, cash drawer, IBM SureMark printer and programmable MSR.

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|--|--|---|
| <p>1 <b>Cooling tunnel technology helps keep the processor cool and the circuit board clean</b></p> <p>2 <b>Ethernet 10/100 LAN, RS-232 and USB ports provide industry-standard connectivity options</b></p> <p>3 <b>PC card slot enables wireless standards</b></p> <p>4 <b>IBM SureMark printers provide fast, quiet, two-colour thermal printing (optional)</b></p> | <p>5 <b>Integration trays help ensure a clean, organised appearance (optional)</b></p> <p>6 <b>Spill-resistant infrared touchscreen available in a 12 or 15-inch version</b></p> <p>7 <b>Programmable magnetic stripe reader (MSR) also designed to work with foil and resort cards (optional)</b></p> <p>8 <b>Presence sensor wakes system to conserve energy</b></p> <p>9 <b>LED message centre explains system status</b></p> | <p>10 <b>Compact alphanumeric keyboard with pointing device saves space (optional)</b></p> <p>11 <b>Wall mounting for areas where space is limited (optional)</b></p> <p>12 <b>Wide tilt range for ergonomically correct viewing</b></p> <p>13 <b>Second independent display can be used for improved customer information and digital merchandising (optional)</b></p> |
|--|--|---|

**Providing a dependable, long-lasting system for extreme conditions**

Building upon our wide base of customer experience, IBM delivers an elegant, yet rugged, point of sale terminal. IBM engineered the system to help withstand severe thermal and humidity thresholds, and tested its durability under extensive vibration, power fluctuations and radio interference to ensure that the system can thrive under gruelling wear and tear.

**Supplying a flexible platform, suitable for next-generation applications**

The model's open-system design helps prepare you for next-generation solutions such as loyalty and multichannel retailing applications, and offers a flexible migration path to help you integrate new technologies as you need them. These systems

also support diverse third-party applications, including Ready for IBM Retail Store Innovations solutions created by independent software vendors which they pretest for use with IBM POS technologies.<sup>1</sup>



**IBM SurePOS 500 Series new model highlights**

<b>Model 563</b>	<b>Leadership multimedia</b>	<ul style="list-style-type: none"> <li>• Dual bulb 12 or 15-inch* active matrix IR touchscreen LCD</li> <li>• Stereo speakers and on-board audio system</li> <li>• Presence sensor</li> </ul>	<ul style="list-style-type: none"> <li>• PC card slot</li> <li>• Headphone and microphone ports</li> <li>• Super-wide viewing angle</li> </ul>
<b>Model 543</b>	<b>Entry dual bulb</b>	<ul style="list-style-type: none"> <li>• Dual bulb, 12-inch* active matrix IR touchscreen LCD</li> </ul>	<ul style="list-style-type: none"> <li>• Super-wide viewing angle</li> </ul>

\*Screen sizes: 12-inch offers 800x600 pixels and 15-inch offers 1024x768 pixels.

## IBM SurePOS 500 Series at a glance

<i>Product name</i>	<i>SurePOS 543</i>	<i>SurePOS 563</i>
<i>Model number</i>	4840-543	4840-563
Processor <sup>2</sup>	2.0GHz Intel Celeron (400MHz FSB)	2.0GHz Intel Celeron (400MHz FSB)
<i>Storage</i>		
Hard disk drive <sup>3</sup>	40GB standard	40GB standard
System memory	128MB (2GB maximum)	128MB (2GB maximum)
Video memory (shared with system memory)	8MB to 64MB UMA	8MB to 64MB UMA
<i>Expansion options</i>		
PC card slot	0	1
Diskette drive (1.44MB)	External	External
CD-ROM	External	External
<i>Connectivity</i>		
Powered USB (12V)	1	1
Powered USB (24V)	1	1
Standard PC USB	6	6
RS-232	1 powered; 3 standard	1 powered; 3 standard
Parallel port	1	1
PS/2 keyboard/mouse	1 side; 1 back	1 side; 1 back
RJ45 Ethernet	1	1
Video	S/VGA	S/VGA
Audio mic-in/line-out	–	1
Headphone	–	1
Cash drawer	2	2

## IBM Sure POS 500 Series at a glance (continued)

<i>Peripheral options<sup>4</sup></i>	
Secondary displays	<ul style="list-style-type: none"><li>• IBM SurePoint Solution (touch and non-touch)</li><li>• Distributed, pole-mounted, 40-character customer display</li><li>• Integrated 40-character customer display</li><li>• All-points-addressable character graphics display</li></ul>
Printers	<ul style="list-style-type: none"><li>• IBM SureMark standard and fiscal printers</li></ul>
Keyboard	<ul style="list-style-type: none"><li>• CANPOS keyboard (includes 32 programmable keys, numeric keypad and pointing device)</li></ul>
Cash drawers	<ul style="list-style-type: none"><li>• Full-size and compact</li></ul>
Integration trays	<ul style="list-style-type: none"><li>• Full-size cash drawer, countertop and compact cash drawer</li></ul>
Magnetic stripe readers	<ul style="list-style-type: none"><li>• Three-track or JUCC</li></ul>
<i>Industry standards</i>	
Systems management	<ul style="list-style-type: none"><li>• WfM, SMBIOS, WOL and PXE</li></ul>
Power management <sup>5</sup>	<ul style="list-style-type: none"><li>• APM and ACPI</li></ul>
<i>System dimensions and weight (without MSR)</i>	
Maximum dimensions in mm (WxDxH)	<ul style="list-style-type: none"><li>• 12-inch: 321x325x384</li><li>• 15-inch: 383x338x410</li></ul>
Maximum dimensions in inches (WxDxH)	<ul style="list-style-type: none"><li>• 12-inch: 12.6x12.8x15.1</li><li>• 15-inch: 15.1x13.3x16.1</li></ul>
Weight	<ul style="list-style-type: none"><li>• 12-inch: 23 lbs/10.5 kg</li><li>• 15-inch: 24.5 lbs/11.1 kg</li></ul>
<i>Power requirements</i>	
Power requirements	<ul style="list-style-type: none"><li>• Universal Switched Power Supply (76W typical/200W maximum)</li></ul>
<i>Software</i>	
Operating systems supported <sup>6</sup>	<ul style="list-style-type: none"><li>• Microsoft® Windows® 2000</li><li>• Microsoft Windows XP</li><li>• Microsoft Windows XP Embedded</li><li>• IBM Retail Environment for SuSE Linux</li><li>• IBM PC DOS 2000</li></ul>
Drivers supported	<ul style="list-style-type: none"><li>• OPOS and JavaPOS™</li></ul>
<i>Services</i>	
Limited warranty service <sup>7</sup>	One year depot or on-site service
Technical support	24x7 phone support (during limited warranty period) <sup>8</sup> and Web-based help

## 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](http://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 GHz refers to internal microprocessor clock speed only; many factors affect application performance.
  - 3 GB equals one billion bytes when referring to storage capacity; accessibility may be less.
  - 4 Not all peripherals are available in all countries. Please contact your local IBM representative for details.
  - 5 Power management functionality is device-dependent.
  - 6 An operating system is not included and can be purchased separately.
  - 7 For a copy of the terms and conditions of the IBM statement of limited warranty, please contact your IBM representative or reseller.
  - 8 Technical support response times may vary.