



IBM SurePOS 500 system has been redesigned to provide the reliability, functionality, and serviceability retailers demand from their mission-critical point-of-sale systems

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At a glance



Smarter shopping experience

- Sleek, compact design complements store image
 - Slimmer footprint saves valuable counter space
- Powerful technology enables tools for superior customer service
 - Utilizes dual core processor technology
- Industry-leading infrared touchscreen helps attract and interact with operators tasks
 - Unique point-of-service (POS) touch screen technology

Smarter operation

- Less cost with energy efficient processor
 - Power-saving deep sleep automation system is set to a low-power mode and conserves almost as much energy as in the off state
 - Energy efficient processor and power supply
- Improved service with IBM® Light Path Management support
 - Tool-less serviceability
- Increased security for better risk management
 - Biometric fingerprint reader (optional)

- Trusted Platform Management (TPM) enable hardware encryption to protect locally stored data

Optimized operating environment

- Flexibility to customize the operating system to suit specific hardware requirements
 - Choice of POSReady, WEPOS, or XP Pro DTOSE operating systems preloaded on SurePOS™ 500
- System units are designed to withstand both harsh retail and food service/hospitality environments
- Benefits of a dedicated community of industry-leading partners and resources
 - Supported by extensive network of IBM Business Partners

Note: IR Touchscreen, Light path Management, TPM, and dual core processors are available on select models of the SurePOS 500 system.

Overview

The IBM SurePOS 500 is the industry-leading compact point-of-sale system with IR touch screen technology. The all-new SurePOS 500 provides a smarter shopping experience via the sleek compact design that complements the store image, the powerful technology that enables retailers to provide superior customer service, and the industry-leading IR touchscreen that reduces training time and improves employee productivity.

Additionally, the new SurePOS 500 enables smarter operation. Retailers will experience less cost with the new energy-efficient processor and power-saving deep sleep automation technology. Retailers will be able to improve service with tool-free access to components such as the hard drive and IBM Lightpath Management. And with built-in security features and IBM's unique retail-hardened design and construction, retailers will find it easier to manage risk.

In an increasingly connected world, businesses need a platform to help ease the transition from transaction processing to enhanced customer service and relationship building. The next generation of SurePOS 500 offers Windows® Embedded POSReady, WEPOS, and XP Pro as optional preloaded operating systems, designed specifically for point-of-service devices to help enable this transition.

Key prerequisites

One of the following operating systems is required to run the new SurePOS 500 models:

- Microsoft® Windows Embedded POSReady
- Microsoft Windows XP Professional
- Microsoft Windows Embedded for Point of Service V1.1
- SLEPOS 11 (Linux®)
- PC DOS 2000

Driver support will be available from the support Web site. The following drivers will be supported on the SurePOS 500 machine type 4852:

- UPOS 1.12.1

Planned availability dates

September 18, 2009:

- Machine Type 4611 Model 852
- Models 566, 56D, E66, and E6D,
- Models P66, P6D (UK only)
- POSReady features 4491, 4492, 4494
- XP Pro DTOSE features 4431, 4432, 4434
- All features not identified as available until later dates

October 16, 2009:

- Models 526, 52D, E26, and E2D
- Models P26, P2D (UK only)
- POSReady (E26 and E2D) features 4490, 4493

November 20, 2009:

- WEPOS features 4420, 4421, 4422, 4423, 4424
- XP Pro DTOSE (E26 and E2D) features 4430, 4433

Description

The SurePOS 500 System is intended to extend IBM's competitiveness in the specialty retail, food service, petroleum, and hospitality retail enterprises, expanding market share in the medium and small marketplace.

IBM SurePOS 500 - Entry Model 526

IBM SurePOS 500 - Premium Model 566

The system comes standard with an Intel® E1500 Dual Core Celeron®, 1 GB DDR2 Memory DIMM (up to 4 GB), 160 GB HDD SATA, 15-inch IR Touch LCD, Intel Integrated Graphics Device with integrated Dual Independent Video and Single ExpressCard 34/54 mm slot. The system has a tailgate with the following I/O port: (1x) 15 pin VGA.

Accessibility by people with disabilities

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

http://www-03.ibm.com/able/product_accessibility/index.html

Product number

Description	Machine	
	Type	Model
IBM SurePOS 500 Premium Standard Model	4852	566
IBM SurePOS 500 Premium Depot Model, (UK only)	4852	56D
IBM SurePOS 500 Premium Model, w/Microsoft preload	4852	E66

IBM SurePOS 500 Premium Depot Model, w/Microsoft preload, (UK only)	4852	E6D
IBM SurePOS 500 Entry Model	4852	526
IBM SurePOS 500 Entry Depot Model, (UK only)	4852	52D
IBM SurePOS 500 Entry Model, w/Microsoft preload	4852	E26
IBM SurePOS 500 Entry Depot Model, w/Microsoft preload, (UK only)	4852	E2D
IBM SurePOS 500 Premium Model With Printer Bundle	4852	P66
IBM SurePOS 500 Premium Depot Model With Printer Bundle, (UK only)	4852	P6D
IBM SurePOS Entry Depot Model With Printer Bundle -Depot	4852	P2D
IBM SurePOS 500 Entry Model With Printer Bundle	4852	P26
IBM RSS Bulk Order vehicle for machine type 4852	4611	852

Memory

The following features are orderable on machine type 4852 Models 526, E26, 52D, E2D, P26, and P2D:

Description	Feature
Total 1GB DDR2 Total System Memory Mod x2x	7893
Total 2GB DDR2 Total System Memory Mod x2x	7896
512MB Additional DDR2 Memory (1 DIMM) Mod x2x	7892
1GB Additional DDR2 Memory (1 DIMM)	7899

The following features are orderable on machine type 4852 Models 566, E66, 56D, E6D, P66, and P6D:

Total 2GB DDR2 Total System Memory Mod x6x	7897
1GB Additional DDR2 Memory (1 DIMM)	7899
2GB Additional DDR2 Memory (1 DIMM) Mod x6x	7894

The following features are orderable on machine type 4852 Models 566, E66, 526, E26, P66, P26 and Models 56D, E6D, 52D, E2D, P6D, and P2D (UK only):

Description	Feature
Voltage Specify Codes	
Low Voltage Power Supply	2900
High Voltage Power Supply	2901
Cables	
RS232 9 Pin to 15 Pin adapter cable	7498
Storage Devices	
4GB Modular Flash drive - Primary	1899
4GB Modular Flash Drive - Secondary	1999

Trays, Panels and Covers

Retail Countertop /Full Size Cash Dr Integration Tray & Prtr Filler	6129
SurePOS 500 Legacy Migration Tray kit	6131
Filler Panel for CANPOS Keyboard	6126
USB wireless Dongle Cover Kit	6120
Extended Express Card Slot Cover	6121

Displays

Integrated Customer 2X20 Display	1201
Distributed Customer 2X20 Display (RS232)	5910
All Points Addressable Customer Graphics Display (RS232)	5903
Long Customer Display Cable (3.8m) (RS232)	5942
Short Customer Display Cable (1m) (RS232)	5939
Non Touch Customer Display - 6.5" LCD	5899
Payment device mounting bracket	5898
SurePoint LCD Display stand for SurePOS 500	4295

MSR, Biometrics/Multimedia

3-Track Magnetic Stripe Reader	1098
BIO metric finger print reader	1108

Cash Drawers/Tills/Locks

Full Size Cash Drawer	4881
Compact Cash Drawer, vertical till, iron gray	4408
Compact Cash Drawer, Horiz. till, iron gray	4409
Integrated Cash Drawer Cable	4580
Distributed Cash Drawer Cable	4575
Integrated Prtr Cash Drawer Cable	6097
Distributed Prtr Cash Drawer Cable	3387
Cash Drawer Under counter Mounting Brackets	4570
Locking Till Cover for Compact Cash Drawer	4765
Locking Till Cover for Full Size Cash Drawer	4875
Vertical Till Insert for Compact Cash Drawer	4775
Horizontal Till Insert for Compact Cash Draw	4770
Adjustable Till Insert for Full Size Cash Draw	4870
Fixed Till Insert for Full Size Cash Drawer	4865
Euro Cash Till	4866

Standard Locks

Cash Drawer Plug - Non-operational Lock	9200
Cash Drawer Lock	9202
Cash Drawer Lock	9203
Cash Drawer Lock	9204
Cash Drawer Lock	9205
Cash Drawer Lock	9206
Random Key Lock	9218
Hardware Kit	9521

Premium Locks

Cash Drawer Prem Lock (1)	4380
Cash Drawer Prem Lock (2)	4375
Cash Drawer Prem Lock (3)	4370
Cash Drawer Prem Lock (4)	4365
Cash Drawer Prem Lock (5)	4360

Warranty for Legacy I/O Features

Service during warranty period for legacy 2x20 displays	8903
Service during warranty period for legacy cash drawers	8904
Service during warranty period for legacy keyboards	8905

Modular CANPOS keyboards

Modular Compact ANPOS Keyboard - US-English	2250
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Modular Compact ANPOS Keyboard - UK English	2251
Modular Compact ANPOS Keyboard - French	2252
Modular Compact ANPOS Keyboard - Spanish	2254
Modular Compact ANPOS Keyboard - Brazilian Portuguese	2255
Modular Compact ANPOS Keyboard - German	2256
Feature Integration	
Integration of Keyboard Features	1111
Keyboard Features	
Two Position Keylock Module Iron Gray	2264
Touch Pad/Pointing Stick Module Iron Gray	2266
Filler MSR Iron Gray	1370
Filler Authentication Module Iron Gray	1374
Filler Glide Pad/Pointer Iron Gray	1376
Black Cables	
USB cable 1.4 M Black	1320
USB cable 3.8 M Black	1321
PS2 cable 1.4 M Black	1322
PS2 cable 3.8 M Black	1323
Key Caps and Lens Kit	
Modular CANPOS Lens Kit	1422
Keyboard Key Caps - 1x1 SS (25 units)	1426
Keyboard Key Caps - 1x2 (25 units)	1427
Keyboard Key Caps - 1x1 Tall (25 units)	1428
Keyboard Key Caps - 1x2 Tall (25 units)	1429
Legend Sheets	
Modular CANPOS Kybd Legend - Blank	1424
Preload OS Features	
POSReady	
POSReady Full OS (Models E2x)	4490
POSReady Full OS (Models E6x)	4491
POSReady media-language packs	4492
POSReady -IBM Image Recovery Media (E2x)	4493
POSReady -IBM Image Recovery Media (E6x)	4494
WEPOS	
WEPOS 1.1 Full OS (Models E2x)	4420
WEPOS 1.1 Full OS (Models E6x)	4421
WEPOS media-language packs	4422
WEPOS -IBM image Recovery Media (SP3 level) (E2x)	4423
WEPOS -IBM image Recovery Media (SP3 level) (E6x)	4424
XP Pro DTOSE	
XP Pro DTOSE Full OS (Models E2x)	4430
XP Pro DTOSE Full OS (Models E6x)	4431
XP Pro Media - language packs	4432
XP Pro SP3 DTOSE Image Recovery Media E2x	4433
XP Pro SP3 DTOSE Image Recovery Media E6x	4434
Specify Codes for Models P26, P2D, P66 & P6D	
Single Station Printer w/USB Adapt	2400
Dual Station Printer w/USB Adapt	2401
USB Interface w/Prtr Cable 3.8M	2402
RS232 Interface w/Prtr RS232 Cable 2M	2403
Power Cords (Other than country default)	

Power Cord, 4.3 M Non-locking (EURO)	9870
Power Cord, 4.3 M (Denmark)	9865
Power Cord, 4.3 M (South Africa)	9860
Power Cord, 4.3 M (UK,Ireland)	9855
Power Cord, 4.3 M (Switzerland)	9850
Power Cord, 4.3 M (Italy)	9845

The following features are orderable on machine type 4611 Model 852:

Description	Feature
Cables	
RS232 9 Pin to 15 Pin adapter cable	7498
Storage Devices	
4GB Modular Flash Drive - Secondary	1999
Memory	
512MB Additional DDR2 Memory (1 DIMM)	7892
1GB Additional DDR2 Memory (1 DIMM)	7899
2GB Additional DDR2 Memory (1 DIMM) Mod x6x	7894
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Integrated Prtr Cash Drawer Cable	6097
Distributed Prtr Cash Drawer Cable	3387
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Cash Drawer Prem Lock (3)	4370
Cash Drawer Prem Lock (4)	4365
Cash Drawer Prem Lock (5)	4360

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Modular Compact ANPOS Keyboard - Canadian French	2253
Modular Compact ANPOS Keyboard - Spanish	2254
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Keyboard Features

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Keyboard Key Caps - 1x2 Tall (25 units)	1429

Legend Sheets

Modular CANPOS Kybd Legend - Blank	1424
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Education support

Multimedia education is available for Business Partners and IBM representatives who sell and support the IBM SurePOS 500 Series.

The following courses are available.

Sales courses (IBM and Business Partners):

Title		Course Number
Selling the IBM SurePOS 500 Series Models 526 and 566		RE4852S
Course Title	Language	Course Number
Supporting the IBM SurePOS 500 Series Models 526 and 566	English	RE4852T

Technical courses (IBM, Business Partners, and customers):

Course Title	Language	Course Number
IBM SurePOS 500 Models 526 and 566 Hardware Service Training	English	SE485202

To enroll in these and other IBM Retail Store Solutions Education courses, visit the following Web sites:

IBM employees

<http://lt.be.ibm.com/smartzone>

IBM Business Partners

<http://www.ibm.com/services/weblectures/dlv/smartzone>

IBM customers

<http://www.ibm.com/education/retail>

Note: IBM employees in Division 48 should enroll for the hardware service course using IBM Training on Demand. For questions regarding IBM Retail Store Solutions Education offerings, send an e-mail to: grse@us.ibm.com

Services

Global Technology Services

IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an On Demand Business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or visit

<http://www.ibm.com/services/>

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

<http://www.ibm.com/services/continuity>

For details on education offerings related to specific products, visit

<http://www.ibm.com/services/learning/index.html>

Select your country, and then select the product as the category.

Technical information

Specified operating environment

Physical specifications

	Model 566	Model 526
width	359 mm 14.13 in	359 mm 14.13 in
Depth	311 mm 12.24 in.	311 mm 12.24 in.
Height	376 mm 14.8 in.	376 mm 14.8 in.
weight	12.3 kg 27 lb	12.3 kg 27 lb

Operating environment

- Temperature (no HDD): 5° to 40° C (32° to 104° F)
- Relative humidity: 8% to 80%
- Wet bulb (caloric value): 27° C
- Heat dissipation: 115 watts, 392 BTU/Hr
- Electrical power: 0.14 kVA
- Capacity of exhaust: Cubic meter/min
- Noise level: 5.0 bels at idle
- Leakage and starting current: 0.0035/50 Ampere

Software requirements

Hardware driver and operating system requirements

The new models of the next generation of SurePOS 500 Series require drivers for functions of this product. Refer to the Web site for list of drivers supported

<http://www.ibm.com/solutions/retail/store>

At the Web site, access the following:

- Select 'Support' Button.
- Look for terminal hardware.
- Select SurePOS 500.
- Select downloads.

Operating system

The operating system must be ordered separately except for the preload Models E66, E6D (choice of XP Pro DTOSE, WEPOS Full OS, or POSReady Full OS).

The SurePOS 500 supports various other operating systems:

- PC DOS 2000
- Microsoft Windows XP
- Microsoft Windows WEPOS
- Microsoft Windows POSReady
- SLEPOS 11 (SLES10 SP1 (for IBM Diagnostics only))

Drivers: UPOS 1.12.1

Application requirements

No application software is required to be ordered with the next generation of the SurePOS 500 Series. However, a broad choice of IBM or Business Partner applications are available for the new models.

Security, auditability, and control

This product uses the security and auditability features of the SurePOS 500 Series.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings, for the efficient installation, implementation, and/or integration of this product.

Terms and conditions

Volume orders: Contact your IBM representative.

Warranty period

One year

Warranty service

Machine type 4852 Models 566, E66, 526, and E26

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose.

24 hours per day, 7 days a week, next-day response, excluding holidays.

For additional IBM service cover options during warranty, contact your IBM Business Partner or local IBM representative.

Machine type 4852 Models 56D, E6D, 52D and E2D

Note: These models are for UK only.

Depot Warranty Service

You must disconnect the failing machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your machine to a designated service center. A courier will pick up your machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange

the return delivery of the machine to your location. You are responsible for its installation and verification.

The service level is Courier Repair, fourth business day turnaround time, 9 hour day, Monday through Friday, excluding public or national holidays.

Usage plan machine

No

IBM hourly service rate classification

Two

Maintenance service offerings

These machines are eligible under the terms and conditions of the IBM Maintenance Agreement. Consult your IBM representative for details.

When a type of service involves the exchange of a machine part, the replacement may not be new, but will be in good working order.

Field-installable features

Yes

Model conversions

No

Machine installation

Customer setup. Customers are responsible for installation according to the instructions IBM provides with the machine.

Graduated program license charges apply

No

Licensed internal code and licensed machine code

This product does not contain Licensed Internal Code or Licensed Machine Code.

Prices

For all local charges, contact your IBM representative.

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

<http://www.ibm.com/financing>

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withdrawal without notice. Financing solutions from IBM Global Financing can help you stretch your budget and affordably acquire the new product. But beyond the initial acquisition, our end-to-end approach to IT management can also help keep your technologies current, reduce costs, minimize risk, and preserve your ability to make flexible equipment decisions throughout the entire technology life cycle.

For more financing information, please visit

<http://www.ibm.com/financing>

Announcement countries

All European, Middle Eastern, and African countries.

Trademarks

SurePOS is a trademark of IBM Corporation in the United States, other countries, or both.

IBM is a registered trademark of IBM Corporation in the United States, other countries, or both.

Windows and Microsoft are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

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<http://www.ibm.com/planetwide/>