

Capitalizing on next-generation touch technologies
for increased usability and accuracy



IBM SurePoint Solution



Highlights

- ***Provides a choice of compact or large flat-panel displays to help enable robust multimedia applications***
- ***Features an intuitive, reliable infrared touchscreen interface to help reduce training and improve customer service***
- ***Helps offer smooth integration, open connectivity and durability of infrared touch for a consolidated, efficient POS platform***

Engaging retail consumers with leading-edge POS display technology

Today's retailers require a powerful point-of-sale (POS) solution that can help enhance customer service, yet is easy for operators to learn and use. Transactions must be rapid and accurate, taking the customer through a pleasant, interactive shopping experience.

The IBM SurePoint™ family of flat-panel, full-color POS displays is compatible with all IBM POS systems and most standard PC platforms. The family includes a full range of innovative infrared (IR) touchscreen models as well as nontouch models for rapid, accurate transactions. The IBM SurePoint

offers two convenient screen sizes: a 12" screen for space-constrained POS environments or a 15" screen for larger viewing areas. For the 12" screen size, you can choose an optional dual-bulb model that provides higher contrast ratio, screen brightness, viewing angle and superior overall image quality.

All models include a flat-panel liquid crystal display (LCD) that can be used for effective multimedia operator training, full-motion video advertising and interactive customer displays. Plus, all IBM SurePoint displays come in a compact footprint, enabling retailers to make the most of valuable counter space.

Enhancing training and customer service through IR touch innovation

While providing reliable transactions has never been more critical to enhancing the customer experience, investing in extensive employee training can be cost prohibitive. IBM SurePoint displays can help an organization reduce training costs and transaction times by supporting prompt-based applications. The need for memorization is eliminated and the number of keystrokes reduced.

IBM SurePoint features



1. **Low power consumption can help reduce both power costs and heat dissipation**
2. **High-brightness, active-matrix display supports full-motion video for better viewing**

3. **Available in pearl white or iron gray to match existing POS equipment**
4. **Displays up to 16.7 million colors for stunning video imagery**

5. **Spill resistant, retail-hardened construction helps protect against extreme store environments**
6. **Hardware controls let users adjust brightness and secure preferences with a tamper-proof cover**
7. **180-degree rotational range enables usage for customer- or cashier-facing applications**
8. **Stable mount fixtures offer a steady screen display with minimal movement**
9. **Industry-standard video attachment eliminates the need to purchase an additional adapter**
10. **The choice of a 12" or 15" display offers an ideal size for various POS environments**

11. **32-key programmable keypad for rapid data entry**
12. **Wide tilt range for ergonomically correct viewing**

Providing exceptional video quality, IBM SurePoint displays let you take advantage of the increasing selection of full-featured, touch-based POS applications. Interactive training and multilingual solutions are readily implemented.

Next-generation IBM SurePoint Solutions feature cost-effective IR touchscreen technology that enables personnel to use a broad range of interaction tools – from a finger to a credit card – while maintaining high levels of transaction accuracy and speed. A higher contrast ratio and

reduced glare offer improved screen visibility, even when positioned in brightly lit environments. And because IR's fixed optical alignment lasts throughout the life of the display, you can avoid time-consuming recalibrations.

Providing POS functionality wrapped in an integrated, durable package

The IBM SurePoint Solution is both modular and scalable, letting you integrate additional peripherals – such as magnetic stripe readers (MSRs), keypads, pointing devices and key locks

– into an aesthetic, timeless design. Because it features open standards-based Universal Serial Bus (USB) or serial connectivity, you can attach your IBM SurePoint display to most POS terminals or PCs, thereby leveraging the equipment you already have on hand. To further safeguard your technology investment, IBM conducts rigorous environmental tests – such as spill resistance and electrostatic discharge – to help extend the life of your IBM SurePoint Solution, even under harsh retail conditions.

IBM SurePoint Solution at a glance

Product Name	SurePoint 2WN	SurePoint 2GN	SurePoint 2WB	SurePoint 2GB	SurePoint 5WN	SurePoint 5GN
Model number: Touch	4820-2WN	4820-2GN	4820-2WB	4820-2GB	4820-5WN	4820-5GN
Model number: Nontouch	4820-2WD	4820-2GD	–	–	–	–
Screen size	12.1"	12.1"	12.1"	12.1"	15"	15"
Resolution	800x600	800x600	800x600	800x600	1024x768	1024x768
Model color	Pearl white	Iron gray	Pearl white	Iron gray	Pearl white	Iron gray
Backlit bulb	High contrast	High contrast	High brightness	High brightness	High brightness	High brightness
Power requirements	12W typical/17W maximum	12W typical/17W maximum	15W typical/20W maximum	15W typical/20W maximum	23W typical/29W maximum	23W typical/29W maximum

Connectivity

Video interface	<ul style="list-style-type: none"> Analog
Touch interface	<ul style="list-style-type: none"> Powered USB, standard USB or RS-232

Optional mounting features

Mounting stands	<ul style="list-style-type: none"> Integrated mounting stands: IBM SurePOS™ 700, IBM SurePOS 4694, IBM SurePOS 500 (second display) Weighted distributed base: Short distributed mount, Tall distributed mount VESA-compliant adapter
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Optional I/O devices¹

MSR	<ul style="list-style-type: none"> Three track or JUCC
Manager keylock	<ul style="list-style-type: none"> 2-position programmable
Keypad/MSR	<ul style="list-style-type: none"> 32-key programmable keypad with MSR

Physical dimensions and weight

Maximum dimensions in mm (WxDxH)	<ul style="list-style-type: none"> 12": 321x53x269 15": 382x53x314
Maximum dimensions in inches (WxDxH)	<ul style="list-style-type: none"> 12": 12.6x2.1x10.6 15": 15x2.1x12.4
MSR	<ul style="list-style-type: none"> Adds 1.7" (43mm) to the width of the display
MSR and keypad	<ul style="list-style-type: none"> Adds 4.4" (112mm) to the width of the display
Weight	<ul style="list-style-type: none"> 12": 4.8lbs/2.2.kg 15": 7.5lbs/3.4kg

Software

Operating systems (OS) supported ²	<ul style="list-style-type: none"> IBM 4690 OS Version 4 Microsoft Windows XP IBM PC DOS 2000 	<ul style="list-style-type: none"> Microsoft® Windows® 2000 Microsoft Windows XP Embedded IBM Retail Environment for SUSE Linux™
Drivers supported	<ul style="list-style-type: none"> OPOS 	<ul style="list-style-type: none"> JavaPOS™

Services

Warranty service ³	<ul style="list-style-type: none"> One year depot or onsite service
Technical support	<ul style="list-style-type: none"> 24x7 phone support (during warranty period)⁴ and Web-based help

¹ Nontouch models 2WD and 2GD can not be configured with optional I/O devices.

² An operating system is not included and can be purchased separately.

³ For a copy of the terms and conditions of IBM's Statement of Limited Warranty, please contact your IBM representative or authorized reseller.

⁴ Technical support response times may vary.



Relying on IBM retail expertise

When you work with IBM, you can tap into our comprehensive retail industry knowledge. We bring a proven track record forged through 30 years of global experience – and nearly two million POS terminal installations worldwide – in the retail industry.

For more information

To learn more about the IBM SurePoint and other POS solutions from IBM, please contact your local IBM representative, call IBM Direct at 1 800 IBM-CALL (1 800 426-2255), or visit: **ibm.com**/industries/retail/store

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Front cover show models 5WN (in back) and 2WN (in front) configured with optional base.

Page 2 shows model 2WN as a component of an IBM SurePOS 700 system.



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