SurePOS 500 FAQ's

1. What is the new model and how does it differ from the existing models of the SurePOS 500 family?

The model 514, provides a **dual bulb** Active Matrix 12" LCD with resistive touch and a 1.2GHz VIA processor. Its predecessor, the model 532, provides single-bulb Active 12" LCD with Resistive touch and a 1.2GHz Intel Celeron processor.

2. What other improvements have been made?

The model 514 also provides improved cable and power management by providing powered USB support allowing customers to install printers or other devices and utilize the power from the SurePOS instead of having unsightly power cords and power bricks.

3. The mechanical packing on the new model is similar to the current 543 and 563.

The new mechanical (design or form factor) incorporates many of the key enhancements requested by SurePOS 500 customers. This is a technology update that incorporates several accessibility and expandability enhancements, such as, more room for easier I/O attachment at the tailgate and increased reliability. The SurePOS 500 mechanical package provides a very unique, distinctive look for the IBM product. The modern, Italian design has been very positively received in the marketplace thus far.

4. The touch technology is different - why was this technology picked?

Infrared technology with the latest enhancement of low profile, high resolution optics, no calibration requirement, and significantly less glare was determined to be the best choice among the available touch technologies available today for the harsh environments of the Food Service and Hospitality segments. But our customer speak with there wallets and we were not able to accommodate the needs of many customers who either became very accustom to the resistive technology or that needed to have a slightly less expensive POS. We have adopted some new resistive technology that we feel will give us better reliability than the 532 and still provide an economical advantage.

5. Why did IBM introduce powered USB into this market segment, which traditionally uses RS-232 serial connectivity for peripherals?

IBM was one of the first to offer the ARTS standard Powered USB interface into the POS market place. IBM continues to introduce technologies in to the market place to meet customer requirements. Food service customers are now requesting what specialty customers have always demanded – eliminate the separate I/O power bricks. Powered USB provides this capability with an industry standard technology. It also provides investment protection for the future, as USB is the connectivity choice for the majority of newly developed peripherals from both the PC and POS market.

6. Which peripherals from the earlier models can I use on the new models?

The mechanical packaging will allow customers to reuse any existing peripherals that were purchased for the 5X3 models. Customers that purchase 514 peripherals and latter decide to upgrade to the 5X3 will have the advantage of retaining peripherals purchased for the 514, including integration trays.

7. Do I have to use an integration tray to sit the new SurePOS 500 on the cash drawer?

No, not with the new models. We have released a feature (FC# 7124) that provides an extended foot for the terminal so it will span the center bar on the cash drawer. With this new mounting foot, the new SurePOS 500 models will sit securely on top of the cash drawer by themselves.

8. How is LCD hinge constructed? Does it need to be locked into place?

The hinge is constructed of steel brackets pivoting around a hardened steel bolt There are spring steel washers on the bolt that are loaded to give the required tilt force. There is no need to provide a lock to keep the tablet in place as touching the screen will not move the LCD tablet tilt position.

9. **What is the "USB Wireless Enablement Kit?"**

The "USB Wireless Enablement Kit" consists of a USB wireless dongle cover and USB extension cable designed to fit is a track on the backside of the display. Wireless is becoming more pervasive but there are many options on the market. This implementation places the USB dongle on top of the display in a sleek cover which allows optimization of coverage in the area the POS is placed. The implementation using USB dongles allows the maximum flexibility for the customer allowing similar technology to be used in varying countries around the world.