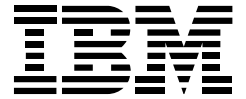The IBM SurePoint Solution
The SurePOS family

IBM

High-resolution, colour interface designed exclusively for retail

SurePoint

An integrated interface solution designed for retail

One solution. Five interfaces. Unlimited potential.

As retail stores face the future, change is quick and constant. From the point of sale (POS) to the service desk, every customer contact point must meet different challenges. That could mean purchasing separate technology for full-size displays, touch panels, Web-based browsing and key-entering data.

Fortunately, IBM developed a more powerful, integrated alternative: the IBM SurePoint™ Solution.

This remarkably flexible system provides up to five interface options, each one carefully designed for smooth, easy operation. Use the full-screen display to support graphical user interfaces (GUI) and view high-resolution video. Add touch-screen capabilities for point-and-touch performance that optimises hand-eye co-ordination and operator accuracy. Select the optional 32-key keypad for familiar key-entry of data. Choose the pointing device to navigate browser and Windows-based applications – without cluttering the checkout with a mouse. Or add the speaker/microphone system for multimedia applications, voice recognition or other voice applications.

With the IBM SurePoint Solution retailers can choose the ideal combination of interfaces to meet specific needs for point-of-sale, customer service or other specialised departments. So, you can depend on the same interface throughout your global operation, which reduces training time and streamlines service and support.

High-quality video and sound capabilities

All models of the SurePoint Solution can provide exceptional video and sound quality for multimedia applications. The 12.1" flat panel display delivers high brightness, SVGA resolution and active matrix technology for sharp, no-flicker video images. Models 48D and 48T offer the enhanced digital visual interface (DVI) for even higher quality performance. Models 46D, 48D, 46T, 48T and 42T can be equipped with a speaker and a microphone kit, which is powered by an external sound card. The external card ensures greater tonal control and lower distortion levels, so users can enjoy a fully interactive environment complete with high-fidelity sound.

Easy to use for every operator

IBM developed the SurePoint Solution using the rigorous principles of User-Centred Design. Throughout the development process, we gathered customer and end-user feedback to make sure the interface solution provides the functions and features you need in today's retail world.

As a result, IBM ergonomically engineered each component – including the touch screen, keypad, pointing device and MSR – for maximum efficiency and productivity. The interface provides a viewing area similar to that of a typical 14" CRT, but in a smaller, 12.1" package. So it gives operators the maximum amount of information, without taking up valuable space at the checkout. Plus, the pointing device is conveniently centred to accommodate left- or right-handed operators.

Immediate economic impact

IBM understands that you need to maximise the investment
you have already made in POS and other systems. That is why
we designed the IBM SurePoint Solution to integrate with a
variety of systems and configurations.

Models 46D, 46T and 42D easily attach to the IBM 4694 POS
System and select other IBM systems you have in place today.
Integration to an IBM 4694 POS System is smooth and does
not require an extra feature card.

We also made sure retailers moving towards a more open
environment could take advantage of the SurePoint Solution,
which is why we offer models 48T and 48D with USB and
DVI connectivity. You can also attach these models to the
IBM SurePOS™ 700 Series or PCs with adequate levels of
DVI compliance. Models 42D, 42T, 4FD and 4FT feature
RS-232 and SVGA connections for maximum flexibility.

No matter which model you choose, the SurePoint Solution offers broad operating system support, including Windows and the proven IBM 4690 OS. IBM provides the drivers necessary to run applications from a long list of software suppliers.

IBM also delivers the services and support you need to expand your current applications for full-screen displays or touch-screen performance. IBM can provide these services directly, or you can turn to one of many valued IBM Business Partners who can make these modifications for you.

The SurePoint Solution helps you take advantage of emerging applications while preserving the technology investment you've already made. When you choose the IBM SurePoint Solution, you gain the ability to run virtually any retail application, including the GUI and browser-based tools your business is demanding.

Designed for the real retail world

Like every POS solution IBM develops, the SurePoint Solution is hardened for retail. That means the sleek, attractive packaging also safeguards electronics against dust, dirt, humidity and electromagnetic susceptibility. Sealed, spill-resistant construction protects against food and liquid hazards. The space-saving design has a much smaller footprint than a CRT, reducing checkout clutter. And cabling preserves each display's clean look.

Proven advantages of touch

If you choose touch-screen capabilities, this display incorporates the latest MicroTouch touch technology. The capacitive screen offers reliable performance, long-term durability, exceptional clarity and high-resolution viewing.

The advantages of touch-screen technology are well documented. By using the touch-screen, sales associates perform the vast majority of POS actions faster and more accurately than with a separate keyboard and monitor. This speeds up the checkout process, helping to earn customer loyalty. Operational flexibility is profound, too. Because the interface is completely programmable, screens can be easily customised for each operator, based on duties, favoured hand or language preference.

High-resolution, flat-panel performance

For every application – touch and display-only alike – the SurePoint Solution offers high-resolution, full-screen, flat panel capabilities. The viewing panel can be adjusted from completely vertical to practically horizontal, so operators of different heights can use it equally well. Power consumption is much lower than that of conventional CRT monitors. A long list of mounting options – including a VESA-compliant mounting bracket – helps retailers integrate the display onto the terminal or stand it alongside on a pedestal. Mounting options have minimal moving parts to ensure a sturdy base for touch-screen operation. And the mounting pole rotates to provide maximum flexibility while preventing cables from getting twisted and tangled.

Reduced training time

When you are faced with rapid turnover, high training costs can be an operational burden. Whether you choose a full-screen, display-only or touch-screen SurePoint Solution, you can use full-motion video to speed operator training with instructional audio and video clips and full-colour diagrams.

With touch-screen performance, training time drops even more. It eliminates the need for operators to memorise long series of keystrokes. They simply learn to recognise screen prompts. And with the right software, they always select from a limited number of appropriate choices. This makes it much easier to follow correct procedures. In environments where operators move from station to station or department to department, the advantages multiply. Operators trained on a SurePoint Solution in one department can easily transfer this learning to a SurePoint Solution used in other departments.

IBM SurePoint Solution at a glance

Standard Features	• Compact design provides a 12.1 in viewing area comparable to a large CRT • Lower power consumption and less heat dissipation compared to a standard CRT • High brightness, active matrix, SVGA (800 x 600) resolution display for full-motion video in multimedia applications • Direct attachment to 4694 SVGA or SurePOS 730/750 DVI port, no adapter required • Integrated and distributed mounting configurations with the IBM SurePOS 700 Series and 4694 POS Terminals • VESA-compliant mounting option for custom configurations (for example, wall hanging) • Hardware brightness controls • Available in display-only or touch models • Spill resistant • Up to 16.7 million colours • Pearl white casing (models 46D, 48D, 42D, 46T, 48T and 42T) • Iron gray casing (models 4FD and 4FT)
Models	• 46D: Display-only (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with SVGA and RS-485 attachment cables • 46T: Touch (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with SVGA and RS-485 attachment cables • 48D: Display-only (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with DVI and USB attachment cables • 48T: Touch (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with DVI and USB attachment cables • 42D: Display-only (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with SVGA attachment cable • 42T: Touch (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with SVGA and RS-232 attachment cables • 4FD: Display-only (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with SVGA attachment cable • 4FT: Touch (307 mm (12.1 in)) colour active matrix technology LCD (800 x 600), 16.7 M colours, with SVGA and RS-232 attachment cables

Optional Features	4820-46D	4820-46T	4820-48D	4820-48T	4820-42D	4820-42T	4820-4FD	4820-4FT
32-key keypads *– Programmable keys* *– Includes MSR*	•	•	•	•		•		
Thumb-operated, sealed *pointing device*	•	•	•	•		•		
Magnetic stripe reader (MSR) *– Three tracks* *– JUCC*	•	•	•	•		•		•
Speaker and microphone kit *– Housing mounted to the back* * of the SurePoint Solution* *– External sound card required*	•	•	•	•		•		
Manager's keylock	•	•	•	•				

Power Consumption

24 watts typical

Physical Dimensions

	Model 4820- 46D/48D/42D/4FD	Model 4820- 46T/48T/42T/4FT	MSR	MSR and Keypad
Width	12 in (300 mm)	12 in (300 mm)	2.5 in (64 mm)	5.3 in (132 mm)
Depth	1.8 in (46 mm)	1.8 in (46 mm)	1.5 in (39 mm)	1.6 in (40 mm)
Height	10 in (245 mm)	10 in (245 mm)	7.6 in (191 mm)	7.6 in (191 mm)
Weight	3.9 lbs (1.8 kg)	4.1 lbs (1.9 kg)	0.44 lbs (0.2 kg)	1 lb (0.5 kg)

Please note: the weights for the MSR and MSR and Keypad are in addition to the display figures. When integrated, the MSR adds 1.7 in (43 mm) to the width of the display. The MSR and Keypad add 4.4 in (122 mm) to the width of the display.

Operating Systems

IBM provides POS Subsystem (POSS) drivers to support the following operating systems:
- IBM 4690 OS V2 R2 or higher

- Microsoft Windows NT

- Microsoft Windows 2000

- Microsoft Windows 95/98

- Windows 3.1

- DOS 7.0, 2000

- OPOS and JavaPOS compliant

Limited Warranty[1]

One year, IBM on-site service

Note: Not all devices are available in all countries. See your IBM Marketing representative or an authorised dealer for information.

IBM ®

For more information

To learn more about the IBM SurePoint Solution and other IBM POS solutions, please contact your IBM representative or authorised reseller.

Visit our Web site
www.ibm.com/industries/retail/store