

IBM SureMark printers set a new world standard for performance, serviceability and “green” retailing



## IBM SureMark Printers

### Dual-station models 2CR/2NR



A new world standard for retail receipt printers

#### The world's premier retail printer

Today's competitive retail environment places enormous pressure on merchants to not only create a compelling shopping experience, but also to invest in store systems technology that can improve business performance on all levels—reducing total cost of ownership, remotely managing systems and information, empowering store employees and providing consumers with a differentiated shopping experience.

IBM, the global leader in advanced retail store systems technologies, meets these demands with the addition of new models of the SureMark™ dual-station thermal/impact receipt printer—the premier point-of-sale printing solution for large and mid-market retailers. Built for ultimate retail-hardened performance and ease of use in demanding retail environments, new SureMark dual-station printers deliver unmatched speed, accuracy, reliability, serviceability and exclusive eco-friendly features that set new industry standards.

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#### Highlights

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- **Fastest receipt printing in its class—80 LPS—27% faster than closest competitor**
- **Industry leading MICR reading and check processing—99.95% accuracy**
- **First to support “green” polymer film receipts**
- **Easy to manage with IBM exclusive Retail Systems Management**
- **Light-Path Management visual indicators**
- **Unique service features including more customer replaceable parts**
- **Compatibility tested, global-ready, open platform**
- **Streamlined model structure simplifies ordering and inventory management**

### **Ultimate performance for high-traffic retail environments**

SureMark dual-station printers are designed specifically for retail and feature the most advanced printer technologies available today to help speed transactions. New SureMark printers lead the industry in fast receipt printing with a record *80 lines per second (LPS)*. They set a new industry standard for check processing accuracy with *MICR reading that is 99.95% accurate*.

SureMark innovations, such as expanding flash memory to 3 MB<sup>1</sup>, help retailers print eye-catching messages on receipts while keeping checkout lanes moving. Larger diameter paper roll capacity (up to 4 inches) and drop-in paper loading help minimize downtime due to paper changes, boosting employee productivity.

### **Count on reliability and serviceability ...**

#### **IBM has delivered leading printer technology to retail since 1973**

IBM is the world leader in providing technology solutions exclusively for retailers. SureMark dual-station printers are retail-hardened and constructed to be easy to manage and easy to service. Unique service features and IBM exclusive remote management tools help keep your store printers running smoothly. *IBM Light-Path Management*, coupled with tool-less replacement of the main card, interface adapter and thermal print head, help minimize service calls.

A new onboard *sensor system* that includes usage counters helps ensure reliability and maximum uptime. Supported by IBM systems management software, thirteen sensors constantly detect printer status and report conditions such as paper motion/paper out, cutter-complete, low-paper and print head "health."

### **Expect lower total cost of ownership<sup>2</sup> ...**

#### **69 of the world's top 100 retailers use IBM point-of-sale<sup>3</sup>**

With more than 30 years' experience in global retail POS, IBM focuses on helping clients save on the total extended costs of their technology capital investment—the cost and benefit elements realized during the whole operational life of the equipment.

*IBM Retail Systems Management* tools provide critical maintenance and environmental information that help make IBM SureMark dual-station printers easy to maintain and easy to service, in one store or across a chain of stores. By enabling key personnel to make in-store adjustments, systems management can help reduce costs of all types of service needs and improve field efficiency.

Constructed from the highest quality materials available, IBM printers have a service life of 7+ years and a 4 – 5 year marketing life. Parts are available for at least 7 years more. Real-time performance measurements provided by systems management, such as detecting the wear level of a store's printers, can translate into significant cost of ownership (TCO) savings and help extend the average life of printers by using them more equally.

*Four-inch diameter receipt rolls* require less changing, helping to reduce downtime. *Easy "drop in" loading of receipt rolls* and improved document loading help reduce employee training time and costs. *High MICR reading accuracy*

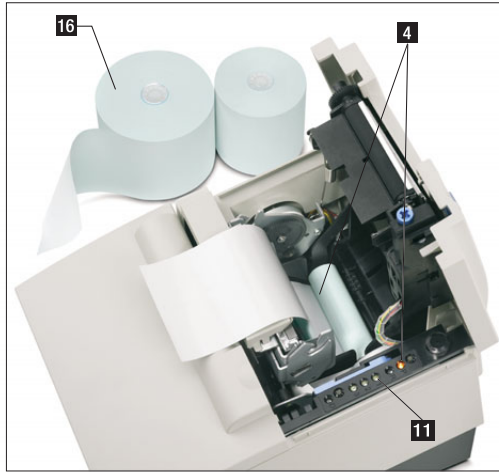
(99.95%) enables electronic check conversion (ECC) and minimizes administrative returns, reducing transport and postage of checks.

**IBM SureMark dual-station printers are supremely green ... good for the environment and your bottom line**

IBM sets new world standards in eco-friendly POS technology with new SureMark dual-station printers that exceed worldwide environmental directives. Extending the IBM commitment to environmental stewardship, SureMark dual-station printers are the *first designed to use polymer film*—an advanced receipt media that is fully recyclable.

This groundbreaking receipt media is not only more "eco-friendly," but it helps reduce operational costs. The new receipt material has multiple layers of polymer film for strength and opacity but is much thinner than standard paper media. Each roll has *19% more footage* than paper, meaning less environmental impact, fewer roll changes and reduced printer and employee downtime.

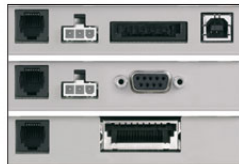
SureMark Printer packaging is *totally recyclable*, including box and inserts. The high-density polyethylene (HDPE) inserts are made from 100% recycled post-consumer waste. Printer plastics and metal parts are also recyclable, minimizing the environmental impact of disposal when the product reaches end of life.



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- 1 Fast 80 LPS receipt printing for single-byte (SBCS) or double-byte (DBCS) printing
- 2 99.95% accuracy MICR reading and single-pass check processing
- 3 Push button receipt cover opening
- 4 Easy paper loading helps reduce downtime and training expenses
- 5 Extended code page support enables world-wide use
- 6 3 MB user flash memory supports barcodes, logos, color graphics and TrueType™ fonts
- 7 Prints single or multipart forms in portrait or landscape orientation
- 8 Retail-hardened design delivers high reliability in retail environments

- 9 Paper motion sensor detects jams and reduces waste of receipt media
- 10 All IBM peripherals are tested, engineered, color coordinated, provide latching connections, are compatible and optimized to work as a total store solution
- 11 IBM Light-Path Management and Retail Systems Management enables firmware updates as well as communication of printer status (like paper low, EMI noise, failed cutter, failed thermal print head) to key store personnel who can resolve problems proactively
- 12 Customer Replaceable Units (thermal print head, main card and interface adapter) snap out to provide easy service and maintenance of key printer components (CRU)

- 13 Powered USB and RS-485 connectivity eliminates the need for a separate power brick and conserves counter space
- 14 Standard USB and RS-232 connectivity integrates with IBM and third-party POS systems (external power brick required)
- 15 Compatibility mode eases transition to new models
- 16 Support for eco-friendly polymer film receipt media reduces carbon footprint
- 17 All packaging materials are recyclable and most are made from recycled post-consumer waste

## IBM SureMark Printers: Dual-Station Models at a glance

Models	2CR/2NR	T19/TG9
<b>Printing speed<sup>6</sup></b>		
Receipt station (one-color paper)	80 lps @ 8 lpi, 60 lps @ 6 lpi	52 lps @ 8 lpi, 60 lps @ 6 lpi
Receipt station (two-color paper)	35 lps @ 8 lpi, 26 lps @ 6 lpi	35 lps @ 8 lpi, 26 lps @ 6 lpi
Impact slip station	4.3 lps	4.3 lps
Printing resolution (thermal) 203 dpi	203 dpi	
<b>Memory usage</b>		
Data buffer RAM	Dynamic/expandable	16 KB
Flash memory for microcode	5 MB	2 MB
Flash memory for offline journal	Up to 3 MB	Up to 2 MB
Flash memory for logos	Up to 3 MB	Up to 2 MB
Flash memory for fixed messages	Up to 3 MB	Up to 2 MB
Flash memory for code pages	Up to 3 MB	80 KB
Flash memory for user characters	128 KB	80 KB
Flash memory for scanned images	n/a	Up to 2 MB
Interfaces	Powered USB plus standard USB, RS-485, standard RS-232 (external power brick or special power cable required)	Powered USB plus standard USB, RS-485 plus standard RS-232 (external power brick or special power cable required for RS-232)
CRU (customer replaceable units) with Light-Path management	Thermal printhead, main card, interface card	None
Paper low, paper motion, printhead health sensors	Yes	No
Mounting options	Integrated with POS, Distributed	
Support for wide range of receipt media—thickness/type of media	Paper rolls/up to 4 in (102 mm) x 558 ft (170m)	Paper rolls/3.1 in (80 mm) x 315 ft (96m)
“Green” attributes	Polymer receipt media; Shipping container and inserts	
Ports	Cash drawer (one physical, two logical, +24V)	
<b>Physical dimensions and weight</b>		
Dimensions (WxDxH) <sup>7</sup>	Width: 190.5 mm (7.5 in) Depth: 255 mm (10.0 in) Height (rear): 198 mm (7.8 in) Height (front): 140 mm (5.5 in)	Width: 190.5 mm (7.5 in) Depth: 255 mm (10.0 in) Height (rear): 200.5 mm (7.9 in) Height (front): 153 mm (6.0 in)
Weight	Model 2CR: 4.8 Kg (10.6 lb) Model 2NR: 4.7 Kg (10.4 lb)	4.9 kg (10.8 lbs)

## IBM SureMark Printers: Dual-Station Models at a glance

Models	2CR/2NR	T19/TG9
<b>Software<sup>8</sup></b>		
Operating system support <sup>9</sup>	Linux® NLPOS 9 SSP3 & IRES 2.1.5 4690 OS Microsoft® Windows® 2000, XP, WEPOS, Embedded, Vista Business	IBM 4690 Operating System Microsoft Windows 2000 (Professional Edition) Microsoft Windows 98 (Second Edition) Microsoft Windows NT® 4.0 Microsoft XP (Professional Edition) Linux (RedHat 7.1) DOS
Drivers supported <sup>9</sup>	Linux NLPOS 9 SSP3 & IRES 2.1.5—UPOS future version supported 4690 OS—a future version of 4690 OS will provide native support Microsoft Windows 2000, XP, WEPOS, Embedded, Vista Business UPOS 1.9.6 4610 NWD 2.5 Native Windows drivers	OLE for Point of Sale (OPOS) (version 1.5.0 or later) JavaPOS™ (version 1.5.0, Linux 1.5.1 USB or later) POS Subsystem (POSS) for Microsoft Windows (version 2.3.0 or later) POS Subsystem for Linux (version 1.1.0 or later) DOS
IBM application support	IBM SurePOS ACE	IBM SurePOS ACE IBM 4680 – 4690 Supermarket Application IBM Chain Drug Sales Application IBM 4680 – 4690 General Sales Application
<b>Industry standards</b>		
Resident barcode formats	UPC A/E, JAN 8 (EAN), Code 39, ITF, Code 93, Code 128 a, b and c, Codabar, PDF417	
<b>Optional accessories</b>		
Integration kits		
<b>Receipt roll sizes supported<sup>10</sup></b>		
Media type supported/roll diameter/ approximate roll length	Paper rolls/up to 102 mm (4 in) – 558 ft	Paper rolls/80 mm (3.1 in) – 315 ft
<b>Availability</b>		
North America	Yes	Yes
Latin America	Yes	Yes
Europe, Middle East, Africa	Yes	Yes
Asia Pacific	Yes <sup>11</sup>	No

### IBM SureMark Printers: Dual-Station Models Overview

Model	Character Set	MICR	OCR MICR	Single-Pass Check Handling	Document Imaging	Cover Color	Warranty Service <sup>4</sup>
T19	SBCS	-	Yes	Yes	Yes	Pearl White	IBM on-site repair <sup>5</sup>
TG9	SBCS	-	Yes	Yes	Yes	Iron Gray	IBM on-site repair
DI9	SBCS	-	Yes	Yes	Yes	Pearl White	Depot service <sup>5</sup>
DG9	SBCS	-	Yes	Yes	Yes	Iron Gray	Depot service
2CR	SBCS DBCS	Yes	-	Yes	-	Pearl White or Iron Gray	IBM on-site repair
2NR	SBCS DBCS	-	-	-	-	Pearl White or Iron Gray	IBM on-site repair



The family of SureMark dual-station printers. Models T19, TG9 and the new models 2CR and 2NR in pearl white and iron gray.



## For more information

To learn more about industry-leading IBM SureMark Dual-station Printers and other retail store solutions from IBM, contact your local IBM representative or visit:

[ibm.com/products/retail](http://ibm.com/products/retail)

To place an order, call 1-800-IBM-CALL (1-800-426-2255) or 1-770-863-1000 in countries other than the U.S. and Canada.

<sup>1</sup> MB equals one million bytes when referring to storage capacity; accessibility may be less

<sup>2</sup> 2008 Global Retail Insights, an IDC Company

<sup>3</sup> January, 2005. Deloitte Global 250

<sup>4</sup> All limited warranty terms are for one year. For a copy of the terms and conditions of IBM's statement of limited warranty, contact your IBM representative or reseller.

<sup>5</sup> Systems with limited on-site service are designed to be repaired during the applicable warranty period primarily with IBM supplied replacement parts, installed by trained IBM service technicians at the customer's location. IBM will only send a technician on-site to perform a repair if (a) remote telephone diagnosis and/or customer part replacement is/are unable to resolve the problem, or (b) the part is one of the few designated by IBM for customer replacement. For a list of customer replaceable parts, contact IBM. Support unrelated to a warranty issue may be subject to additional charges.

<sup>6</sup> Indicates rated speed. Actual print speed depends on user-specific configuration of interface, application, operating system and drivers.

<sup>7</sup> With overhanging ledge, width is 200.5 mm (7.9").

<sup>8</sup> Some printer functions may not be supported by all combinations of operating systems and drivers. Models 2NR and 2CR have a "compatibility" mode that enables some, not all, features of the product reusing existing drivers in each operating system environment. See User Guide for more detail.

<sup>9</sup> Please visit the IBM support Web site, [ibm.com/support](http://ibm.com/support), to obtain the latest compatibility data for operating systems, interfaces and IBM hardware.

<sup>10</sup> IBM now offers branded paper supplies. For more information please contact your IBM sales representative.

<sup>11</sup> Only Model 2NR is available in China.

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