

System Comparison				
Vendor	IBM	NCR	IBM Advantage	Notes
Product	SurePOS 500	RealPOS 20	+ -- =	
Model Number	4840-401 (514)	7443		
Target Segment(s)	Hospitality, Food Service, Specialty	Hospitality, Food Service, Specialty	=	N/A
Form Factor (Foot Print)	Integrated	Integrated	=	N/A
Mounting Options	counter or wall	counter or wall	=	N/A
Integration Trays	Yes	No	+	Keeps peripherals and cables organized and off the counter for a neater appearance.
Display				
Screen Size	12.1" (Dual Bulb)	10.4" (Single Bulb) 12.1" (Dual Bulb)	= / --	NCR RP20 offers a choice of LCD sizes. However, industry / marketplace has moved beyond 10.4" LCDs.
Tilt Angle	0 - 60 degrees	30 - 90 degrees	?	Note: NCR RP20 has a 90 degree tilt so the entire unit may be mounted to a wall.
Touch Technology	Resistive (5-wire)	Resistive (5-wire)	=	N/A
Dual LCD Support	No	No	=	N/A
Processor	1.2GHz VIA C3 (133MHz FSB) Processor soldered	733MHz VIA (P3-class)	+	Faster sales and service transactions. Shorter checkout. Less wait time for the retailer's customers.
Processor (upgrades)	None	unknown	?	N/A
Memory				

Base Memory	256MB (2x DIMM)	128MB (on Motherboard) (1x SODIMM)	+	IBM POS users can buy memory upgrades in smaller increments (saves money) and 2x DIMM provides redundancy. IBM smaller base memory less expensive than NCR. NCR has 1x 128MB memory built-in and customer limited to 1x 256MB memory upgrade (Total = 384MB) Reference the NCR tool free serviceability and IBM defense document. The comments on "snap and hook" components apply here.
Memory Capacity	Up to 2GB	Up to 384MB	+	Faster sales and service transactions. Shorter checkout. Less wait time for the retailer's customers.
Video Memory	8 - 64MB UMA	unknown	?	N/A
Multi-Media Support	No	No. Built-in mono speaker	=	N/A
Storage / Expansion				
PCI Slots	No (USB 802.11b/g wireless dongle) Antenna enclosure	Mini-PCI Slot	=	Enables wireless POS terminals for more flexible store planning.
Hard Disk Drive	40GB (7200 RPM) or greater	3.5" IDE HDD (opt.)	=	N/A
Floppy Disk Drive (1.44MB)	Via USB port	Via USB port	=	N/A
CD-ROM	Via USB port	Via USB port	=	N/A
Compact Flash	64MB - 2GB supported	1x IDE CF	+ / =	Allows more flexibility / expandability of client-based POS applications. CF memory eliminates the need for a hard drive at the POS.
Connectivity				

Tailgate	Fixed	Fixed?	=	N/A
Video	SVGA	SVGA	=	N/A
RS-232	3x std. / 1x power	4x powered (5V/12V)	--	Counter: Move customer towards standard USB connectivity for peripherals.
USB standard PC (5V)	4 (2.0)	2 (1.1)	+	More standard USB ports on SP500 give retailers more flexibility to configure peripherals. Extra ports allow retailers to add more peripherals later, without buying a new system unit - which improves investment protection. Two times the standard USB ports provides retailer greater peripheral flexibility.
Powered USB (12V or 24V)	1x 24V	None	+	Powered USB allows retailer to attach peripherals (e.g. printers) without the need for external power bricks. Latching mechanism prevents cabling from being removed accidentally.
PS/2 Keyboard / Mouse	1/1 (back only)	1/1	=	N/A
RJ45 Ethernet (LAN) 10/100	Yes	Yes	=	N/A
Parallel	None	1	--	Counter: Most retail peripherals do not use a parallel connector.
Cash Drawer	2 (24v)	2	=	N/A
AC (24V for Printer) Power Connector	Use 1x 24V USB	None	+	Powered USB allows retailer to attach peripherals (e.g. printers) without the need for external power bricks. Latching mechanism prevents cabling from being removed accidentally.
Microphone / Headphone	No	No	=	N/A
Dimensions				
10-inch (WxDxH) Inches / mm (Standard)	N/A	11.6x12.0x10.6 / 295x305x270		N/A

10-inch (WxDxH) Inches / mm (with MSR)	N/A	13.1x12.0x10.6 / 333x305x270		N/A
12-inch (WxDxH) Inches / mm (Standard)	12.6x12.8x15.0 / 321x324x382	12.2x12.0x11.2 / 308x305x285	--	NCR RP20 has a smaller footprint.
12-inch (WxDxH) Inches / mm (with MSR)	14.4x12.8x15.0 / 365x324x382	13.7x12.0x11.2 / 346x305x285	--	NCR RP20 has a smaller footprint.
12-inch (WxDxH) Inches / mm (with Antenna Cover)	12.6x12.8x16.0 / 321x324x406	N/A		N/A
Weight				
10-inch	N/A	13.8 lbs/6.3 kg		N/A
12-inch	20.5 lbs/9.3 kg	15.5 lbs/6.9 kg	--	NCR RP20 is lighter in weight.
Power Management	APM, ACPI	APM, ACPI	=	N/A
Systems Management	WfM, WOL, SMBIOS, PXE	WOL	=	N/A
Power Supply	45W typical / 23W standby (94W max.)	Internal 90W max	=	N/A
Operating Systems	DOS, WIN 2000, WIN XPp, WEPOS, Linux (IRES)	DOS, WIN XPp, WIN XPe, WIN CE (WIN 2000 and Linux available by special request)	=	Note: NCR OS. A Linux reference image, including NCR drivers, is available on CD-ROM, but must be loaded / configured by customers. Customers must negotiate with NCR Customer Services or Professional Services for custom preloading services, including WIN XPp, WIN 2K and Linux.
Motion / Presence Sensor	No	No	=	N/A
Peripherals				
Customer Displays	Integrated and Pole Mounted (opt.)	Integrated and Pole Mounted (opt.)	=	N/A

Spill Resistant	Yes	Yes	=	N/A
Warranty	1-Year Onsite	1-Year Onsite?	=	N/A
Serviceability	Once covers removed - all major components (HDD, memory, compact flash, and power supply easily accessible.	Tool-free front access to HDD and power supply.	--	Counter: Reference the NCR tool free serviceability and IBM defense document. The comments on "snap and hook" components apply here. NCR tool-free access only applies to front access HDD & power supply. Note: NCR RP20 User Manual states that "The backcover can be difficult to remove. To ease this and prevent damage to the plastic, use the following [6 step] procedure." NCR Step #6 states: "Pull the back cover from the terminal. This is a tight fit so it requires a brisk pull."
Peripherals				
Secondary Displays	2x20 VFD customer display	5972 customer display		
Printers	4610-TF6/TF7 SS thermal 4610-TG3, TG4, TG5 4610-GB3 (fiscal)	7167 thermal receipt 7197 thermal receipt		
Keyboards	Compact retail A/N keyboard CANPOS Keyboard	Std. PC keyboard 5932 alpha "big ticket" keyboard		
Cash Drawers	Compact	2182 compact 2184 compact 2183 mid-size		
	Full-size	2189 full-size		
Integration Trays				
MSRs	3-track or JUCC MSR	3-track wedge MSR		

Other	802.11g USB adapter plastic enclosure (Dongle cover kit)	5992 signature capture "plus"		
		5993 advanced payment terminal		
		5945 electronic payment terminal		
	IBM 4685-S01/LOH HH scanner	NCR scanners (HH, single-window, bi-optic)		