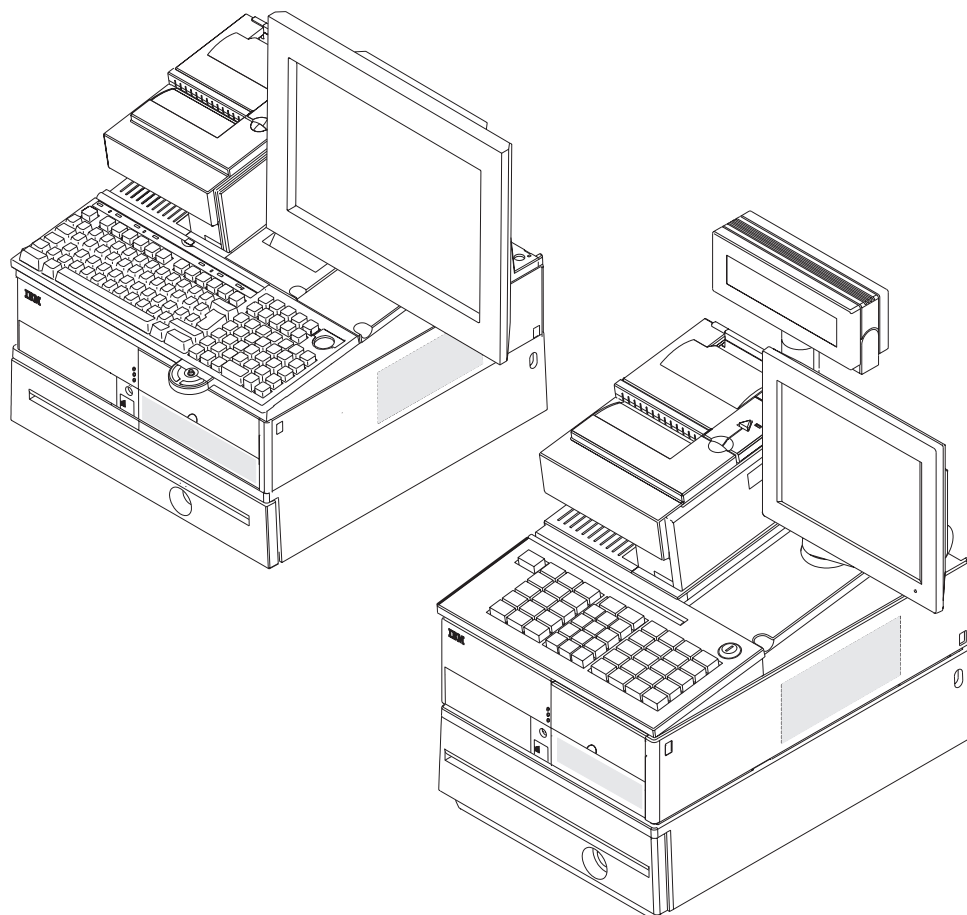


SurePOS 700 Series



SurePOS 700-723/743/783/784 Hardware Service Guide



SurePOS 700 Series



SurePOS 700-723/743/783/784 Hardware Service Guide

Note

Before using this information and the product it supports, be sure to read the general information under Appendix B, "Safety information," on page 87 and Appendix C, "Notices," on page 93.

June 2012

This edition applies to IBM SurePOS 700 Series Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 and to all subsequent releases and modifications until otherwise indicated in new editions.

Current versions of Retail Store Solutions documentation are available on the IBM Retail Store Solutions Web site at <http://www.ibm.com/solutions/retail/store/support>. Click **Publications**.

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Contents

Tables	vii
Figures	ix
About this guide	xi
Who should read this guide	xi
How this guide is organized	xi
Related publications	xi
SurePOS 700 important driver information	xii
Uninterruptible power supply option	xii
Publications accessibility	xii
Providing feedback	xii
Summary of changes	xv
June 2012.	xv
October 2011	xv
October 2010	xv
January 2010	xv
Chapter 1. Introducing the SurePOS 700 models	1
Features and options	2
System memory	3
Service processor	7
Video function.	8
Local area network	8
Audio and headphones	9
PC I/O	9
Optional USB DASD	9
USB support.	10
Unique software interface	10
Physical characteristics	10
Dimensions	10
Controls and indicators	10
Connectors	11
IBM SurePorts Point-of-Sale connections	14
Cooling.	16
Environmental and temperature	16
Power	17
Power switch operation	18
Power management	18
Uninterruptible power supply (optional)	18
I/O devices	21
Cash drawers	22
Voltage setting for the 4689 DBCS SurePOS Receipt Journal printer	22
Powered USB connectors	23
System and driver support.	25
Operating systems	25
Drivers	25
BIOS	25
Compatibility.	25
Hardware	26
Software	26
Preparing to call for service	27

Chapter 2. Removal and replacement procedures	29
Before you begin	29
Cables, connectors, and headphones	29
Removing the slanted I/O tray	29
Removing the covers	31
Removing the front bezel	31
Opening the rear door	33
Removing the top cover	34
Replacing the top cover	35
Replacing the front bezel	36
Removing the pullout tray	37
Opening the drive bay door	37
Replacing a hard disk drive	38
Replacing the optical drive	39
Replacing an I/O module	40
Replacing the I/O module latch	41
Replacing the chassis fan and fan duct (Models 723 and E23 only)	42
Replacing the processor fan (Models 723 and E23 only)	43
Replacing the processor fan (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)	44
Replacing the heatsink and processor (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)	45
Replacing the control switch card	45
Replacing the front lock	45
Replacing the front USB module (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)	46
Replacing the spline	46
Replacing the main riser card	49
Replacing the main riser card battery	49
Replacing the DASD cage	50
Replacing the power supply	51
Replacing the power supply rear coupling	52
Replacing the system board	52
Replacing the system board battery (Models xx3)	53
Replacing the system board battery (Models xx4)	55
Installing a new internal modular flash drive for SurePOS 723, 743, and 783	56
Chapter 3. Problem determination	59
Preliminary checklist	59
Using the diagnostic processor	59
Understanding the light path LEDs	60
Using the System Event Log Viewer	61
Problem isolation	63
Special tools requirements	64
Using the RAID application (Models xx3)	65
Determining a hard drive failure (Models xx3)	65
Replacing and rebuilding a hard drive (Models xx3)	66
Accessing the RAID setup menu (Models xx3)	66
Using the RAID application (Models xx4)	67
Determining a hard drive failure (Models xx4)	67
Replacing and rebuilding a hard disk drive (Models xx4)	69
Accessing the RAID setup menu (Models xx4)	70
Chapter 4. Diagnostics and configuration settings	71
Service and diagnostics	71
Using the IBM BIOS Setup Utility	71

Navigation and menus	72
Saving settings	72
Boot device order (Models xx3)	72
Boot device order (Models xx4)	72
Restoring CMOS default settings	73
Appendix A. Parts catalog	77
Assembly 1: SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84	78
Assembly 2: Slanted I/O tray	84
Line cord assemblies	86
Appendix B. Safety information	87
Appendix C. Notices	93
Electronic emission notices	95
Federal Communications Commission statement	95
European Union EMC Directive conformance statement	95
Industry Canada Class A Emission Compliance statement	96
Avis de conformité aux normes d'Industrie Canada	96
Germany	96
Australia and New Zealand	96
Chinese Class A warning statement	97
Japanese Electrical Appliance and Material Safety Law statement	97
Japanese power line harmonics compliance statement	97
Japanese VCCI Council Class A statement	97
Japan Electronics and Information Technology Industries Association (JEITA) statement	97
Korean communications statement	97
Taiwanese Class A warning statement	98
Taiwan contact information	98
Cable ferrite requirement	98
Electrostatic discharge	98
Product recycling and disposal	99
Battery return program	100
For Taiwan:	100
For the European Union:	101
For California:	101
Flat panel displays	102
Monitors and workstations	102
Trademarks.	102
Appendix D. Intel software license agreement (final, single user)	103
Important - read before copying, installing or using	103
Copyright license	103
Ownership of software and copyrights	103
Limited media warranty	103
Exclusion of other warranties	103
Limitation of liability.	104
Termination of this agreement	104
Applicable laws	104
Government restricted rights	104
Index	105
Part number index.	109

Tables

1. Model descriptions	1
2. Features and options	2
3. Populating the DIMMs	4
4. Wide and narrow model dimensions	10
5. Available I/O ports	12
6. Connection icons definitions	13
7. Port DC loads	17
8. Cash drawer jumper settings	22
9. Printer jumper settings	23
10. Diagnostic processor LEDs	60
11. Actions to isolate the cause of a problem	63
12. CMOS jumper and pin location by model	75
13. Power cords for all models	86

Figures

1. Example of the wide and narrow SurePOS 700 Series	1
2. 2 G configuration DIMMs	5
3. 4 G configuration DIMMs	6
4. 8 G configuration DIMMs	7
5. Front panel controls and indicators	11
6. Front panel of Models 743, C43, E43, 783, E83, 784, C84, and E84	12
7. Rear panel	13
8. Base configuration	14
9. RS-232 and base configuration	14
10. RS-485 and base configuration	15
11. USB and base configuration.	16
12. Uninterruptible power supply rear view	20
13. Location of uninterruptible power supply configuration switches	21
14. Setting the cash drawer using the jumper override	22
15. Location of the printer jumper on the I/O card	23
16. Example of the powered uninterruptible power supply port	24
17. Serial number and machine information on front and bottom	27
18. Installing two mounting tabs into the slanted I/O tray	30
19. Removing the front bezel	31
20. Opening the rear door	33
21. Removing the top cover	34
22. Installing the top cover.	35
23. Placement of bezel	36
24. Removing the unit pullout tray from the unit frame	37
25. Removing a hard disk drive	38
26. Removing an optical drive	39
27. Opening the I/O module latch	40
28. Removing the I/O module latch	41
29. Disconnecting the chassis fan	42
30. Removing the chassis fan with duct	43
31. Processor fan and levers	44
32. Removing feature cards	46
33. Loosening the spline screw	47
34. Loosening the spline screw	48
35. Removing the riser screws	49
36. Removing the riser battery	50
37. Removing the DASD cage	51
38. Removing the system board tray	53
39. Removing the system board battery (Models xx3).	54
40. Replacing the Model xx4 battery	55
41. SurePOS 743 and 783 system board	56
42. SurePOS 723 system board.	57
43. System Event Log Viewer screen.	61
44. Example of saved events screen	62
45. Disk drive failure	65
46. Boot up warning	66
47. Example of the RAID setup menu	67
48. Viewing the hard drive and volume status.	68
49. Boot up warning	69
50. Example of the RAID setup menu	70
51. Location of CMOS jumper - Models 743, C43, E43, 783, and E83.	73
52. Location of CMOS jumper - Models 723 and E23	74
53. Location of CMOS jumper - Models 784, C84, and E84	74

About this guide

This document describes removal, replacement, and diagnostics procedures for IBM® SurePOS™ 700 Series Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.

Who should read this guide

| This guide is intended for trained point-of-sale (POS) equipment service
| representatives.

How this guide is organized

This guide is organized as follows:

- Chapter 1, “Introducing the SurePOS 700 models,” on page 1 covers the system specifications, options, and features of the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.
- Chapter 2, “Removal and replacement procedures,” on page 29 presents procedures for removing and replacing parts.
- Chapter 3, “Problem determination,” on page 59 assists in resolving errors or malfunctions.
- Chapter 4, “Diagnostics and configuration settings,” on page 71 explains how to change and restore system configuration settings.
- Appendix A, “Parts catalog,” on page 77 lists all field replaceable units (FRUs) for the SurePOS 700 and options.
- Appendix B, “Safety information,” on page 87 provides safety information and warnings.
- Appendix C, “Notices,” on page 93 provides detailed legal and disposal information.

Related publications

The following IBM publications provide additional information about the IBM Retail and Store Solutions Web site at <http://www.ibm.com/solutions/retail/store/support>:

- *Safety and Regulatory Information – Read This First*, GA27-4004
- *SurePOS 700 Series: SurePOS 700-723/743/783/784 Systems, Installation, and Operations Guide*, GA27-4998
- *SurePOS 700 Series: SurePOS 700-723/743/783/784 Operating System Installation Guide*, GA27-5002
- *Point of Sale: Options and I/O Devices Service Guide*, GC30-9737
- *SureMark 4610 Printers: User's Guide*, GA27-4151
- *SureMark 4610 Printers: Hardware Service Guide*, GY27-0355
- *Point of Sale Subsystem: Programming Reference and User's Guide*, SC30-3560
- *Point of Sale Subsystem: Installation, Keyboards, and Code Pages*, GC30-3623
- *4820 SurePoint™ Solution: Planning, Installation and Service Guide*, GA27-4231
- *4820 SurePoint Solution: System Reference*, SA27-4249

Diagnostic programs that are media-independent are downloadable from the IBM Retail and Store Solutions Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html>. The use of generic drivers from manufacturer Web sites is not recommended.

SurePOS 700 important driver information

The SurePOS 700 Series Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 require new POS input/output (I/O) and hardware drivers. Existing drivers for Models 4694 and 4800 will not work properly with these products. This notice applies to all operating systems: DOS, 4690, Microsoft Windows, and Linux. Additionally, a hard drive image for a predecessor product will not work properly. Be sure to download the appropriate drivers from the IBM Retail Store Solutions Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html>.

Uninterruptible power supply option

If an uninterruptible power supply option is selected, this product contains a sealed lead acid battery. The battery must be recycled or disposed of properly. In the United States, IBM has established a collection process for reuse, recycling, or proper disposal of used IBM sealed acid batteries. For information about proper disposal of these batteries, contact IBM at 1-800-426-4333. You must have the IBM part number listed on the battery available before your call. For information about disposal of sealed acid batteries outside the United States, contact your local waste disposal facility or go to:

<http://www.ibm.com/ibm/environment/products/batteryrecycle.shtml>

SurePOS 700 uninterruptible power supply batteries are a consumable item and, as such, you are responsible for replacing them. IBM warrants the original uninterruptible power supply battery for 90 days from the ship date to the customer or distributor. In the United States and Canada, you can purchase replacement batteries (P/N 23K8052) by calling 1-800-IBM-CALL (1-800-426-2225). If you are located outside of the United States and Canada, contact your IBM representative.

Publications accessibility

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Between major revisions of this document, there might be minor technical updates. The latest version of this document is available on the IBM Retail Store Solutions

Website at www.ibm.com/solutions/retail/store/support/. Click **Publications** to search for the most current version of this document.

Summary of changes

June 2012

This edition of the SurePOS 700-723/743/783/784 Hardware Service Guide (GY27-0424-05) includes the following updates:

- Updated part numbers descriptions

October 2011

This edition of the SurePOS 700-723/743/783/784 Hardware Service Guide (GY27-0424-04) includes the following updates:

- Updated description of the front USB
- Updated part numbers descriptions

October 2010

This edition of the SurePOS 700-723/743/783/784 Hardware Service Guide (GY27-0424-04) includes the following updates:

- Support for Windows 7
- Updated part numbers descriptions

January 2010

This edition of the SurePOSs 700-723/743/783/784 Hardware Service Guide (GY27-0424-04) includes the following updates:

- Support for Models 784, C84, and E84.

Chapter 1. Introducing the SurePOS 700 models

The SurePOS 700 Series is offered in a wide footprint and a narrow footprint, as shown in Figure 1. A cover-set feature provides a broad selection of cover options and colors.

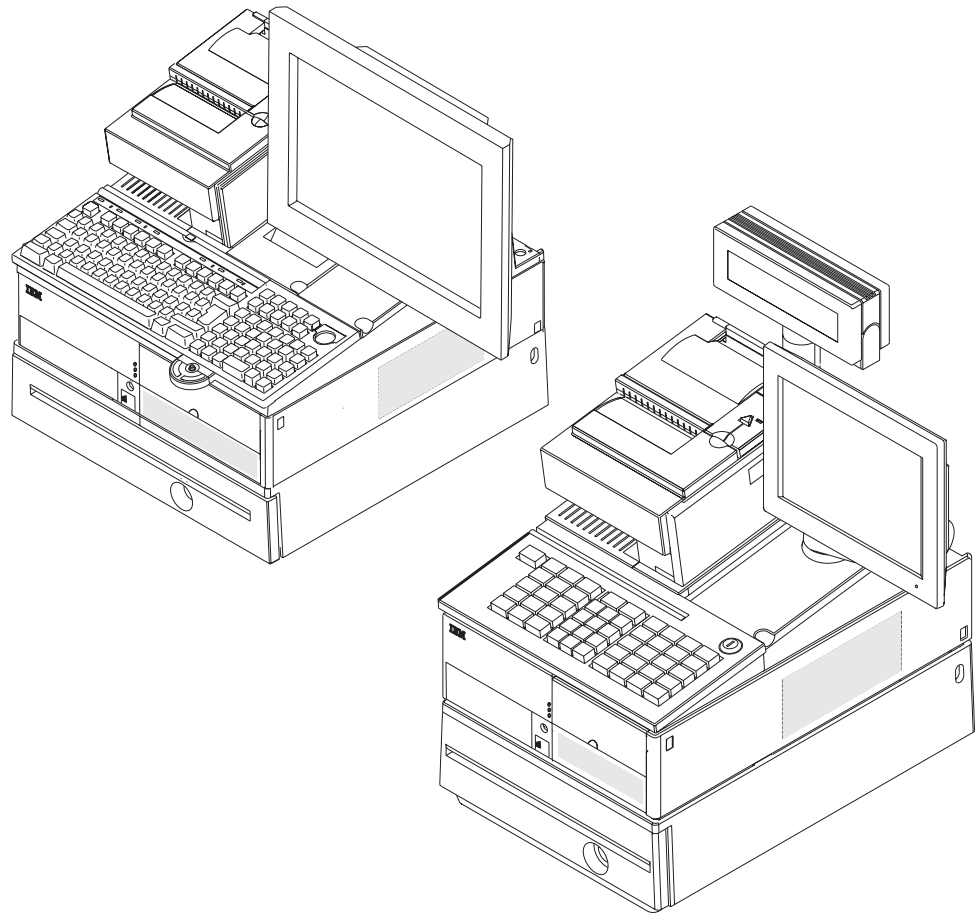


Figure 1. Example of the wide and narrow SurePOS 700 Series

Table 1 describes the processor that is standard with each model.

Table 1. Model descriptions

Entry products for cost-sensitive applications:	
723	VIA C7-D 2.0 GHz
E23	VIA C7-D 2.0 GHz with Microsoft® Windows® Embedded for Point of Service (WEPOS) XP PRO or POSReady operating systems preinstalled
Value products that balance cost and high performance:	
743	Intel Celeron 440 2.0 GHz
C43	Controller model Intel Celeron 440 2.0 GHz without SurePort adapters 512 MB DDR2 memory, 80 GB HDD and combo drive standard This model does not have preinstalled software.
E43	Intel Celeron 440 2.0 GHz with WEPOS, XP Pro, POSReady, or Vista Ultimate preinstalled
High-performance products for intensive point-of-sale (POS) applications:	

Table 1. Model descriptions (continued)

783	Intel Core 2 Duo E4300 1.8 GHz
E83	Intel Core 2 Duo E4300 1.8 GHz with WEPOS, XP Pro, POSReady, or Vista Ultimate preinstalled
784	Intel Pentium Dual Core E5300 or Core 2 Duo E7400
E84	Intel Pentium Dual Core E5300 or Core 2 Duo E7400 with XP PRO, POSReady, or Windows 7 Pro preinstalled
C84	Controller model; Intel Pentium Dual Core E5300 or Core 2 Duo E7400 without Sureport Adapters. 1 GB DDR3 memory, 250 GB HDD and DVD-RW standard. This model does not have preinstalled software.

Features and options

Table 2 shows the standard installed features and options for baseline SurePOS 700 systems.

Table 2. Features and options

Attribute	Models 723 and E23	Models 743, C43, and E43	Models 783 and E83	Models 784, C84, and E84
Processor	VIA C7-D 2.0 GHz/800 MHz	Intel Celeron 440 2.0 GHz/800 MHz	Intel Core 2 Duo E4300 1.8 GHz/800 Mhz	Intel Pentium Dual Core E5300 or Core 2 Duo E7400
Memory	533 MHz DDR2 DIMM 256 MB standard 2 GB maximum 2 slots	667 MHz DDR2 DIMM 512 MB standard 4 GB maximum 2 slots	667 MHz DDR2 DIMM 512 MB standard 4 GB maximum 2 slots	1066 MHz DDR3 DIMM 1 GB standard 8 GB maximum 4 slots
NVRAM	128 KB			
Service processor	Renesas H8S2116			
Hard disk (optional; one disk is standard)	Zero, one, or two 80 GB or larger SATA II 7200 RPM VIA RAID 0, 1		Zero, one, or two 80 GB or 160 GB or larger SATA II 7200 RPM VIA RAID 0, 1	One or two 250 GB or larger SATA II 7200 RPM Intel RAID 0, 1
Video	Two analog VGA interfaces Dual display support standard			
Video memory	64 MB maximum, shared with system memory	32 MB minimum, up to 256 MB+, shared with system memory		
LAN	10/100 Mbps	10/100/1000 Mbps + Trusted Platform Module (TPM)		
Slots	One PCI and one x1 lane PCI Express (PCI-E) (approximately half-length; 195 mm/7.6 in. maximum)			
DVD or CD-RW	Internal CD-RW/DVD or DVD-RW External Universal Serial Bus (USB) Boot support included			Internal DVD-RW External Universal Serial Bus (USB) Boot support included
Audio, front	None	Headphone out		
Audio, rear	Microphone in, line in, line out			

Table 2. Features and options (continued)

Attribute	Models 723 and E23	Models 743, C43, and E43	Models 783 and E83	Models 784, C84, and E84
PC I/O	PS/2 keyboard and mouse			
	No USB on front	One 12 V POS USB 2.0 on front		
	Two PC USB 2.0 on rear			
	Two standard RS-232 on rear	Four standard RS-232 on rear		
Diskette drive	External USB (optional)			
Standby power	Internal uninterruptible power supply (optional - wide only)			

System memory

All system boards have two or four memory slots. The factory-installed base memory occupies one of the slots. Empty slots depend on the initial order for base memory.

- Models 723 and E23 use 533 MHz DDR2 DIMMs with 256 MB standard, 2 GB maximum (two slots).
- Models 743, C43, and E43 use 667 MHz DDR2 DIMMs with 512 MB standard, 4 GB maximum (two slots).
- Models 783 and E83 use 667 MHz DDR2 DIMMs with 512 MB standard, 4 GB maximum (two slots).
- Models 784, C84, and E84 use 1066 MHz DDR3 DIMMs with 1 GB standard, 8 GB maximum (four slots).

Note: Use only memory provided by IBM Retail Store Solutions. Not all third-party memory modules work with every product. IBM performs extensive life and reliability testing to ensure that the memory offered by IBM will operate correctly over all voltage and temperature ranges.

Models 784, C84, and E84 support dual channel memory, which can provide increased performance over single channel configurations, depending on the operating system and application. An evaluation of the need for dual channel memory operation should be done on a solution-by-solution basis. Dual channel or single channel modes are configured automatically by the system BIOS when the memory configuration is first detected.

Models 784, C84, and E84 system boards have two pairs of differently colored DIMM sockets. The colors indicate to which bank they belong: bank 0 or bank 1. Dual channel mode means that the DIMM has a matched configuration for each channel. Refer to Table 3 on page 4 for information about populating slots.

Dual channel mode can be achieved with two, three or four DIMMs, but you must have the same density (1 GB, 2 GB, and so on), the same DRAM (512 Mb, 1 Gb, or 2 Gb), and the same DRAM bus width (x8 or x16). All memory channels must be either all single-sided or all dual-sided with symmetrical memory banks 0 or 1. If your configuration does not match in regard to all of the previous conditions, the mode will revert to single channel mode. It does not matter whether you use (or do not use) the same brand of memory, the same DDR speed, or have the same

timing specifications. The memory channel performance is determined by the slowest DIMM module populated in the system.

Table 3. Populating the DIMMs

Total system DRAM	DIMM Config	SLOT A Blue	SLOT B Black	SLOT C Blue	SLOT D Black
1 GB	1) 1 GB	1 GB			
2 GB	(1) 2 GB	2 GB			
2 GB* See Figure 2 on page 5	(2) 1 GB	1 GB		1 GB	
3 GB	(1) 2 GB, (1) 1 GB	2 GB		1 GB	
4 GB	(2) 2 GB	2 GB		2 GB	
4 GB* See Figure 3 on page 6	(2) 1 GB (1) 2 GB	1 GB	1 GB	2 GB	
5 GB	(2) 2 GB, (1) 1GB	2 GB	1 GB	2 GB	
6 GB	(3) 2GB	2 GB	2 GB	2 GB	
6 GB *	(2) 2 GB, (2) 1 GB	2 GB	1 GB	2 GB	1 GB
7 GB	(3) 2 GB, (1) 1 GB	2 GB	2 GB	2 GB	1 GB
8 GB* See Figure 4 on page 7	(4) 2 GB	2 GB	2 GB	2 GB	2 GB

Note: The asterick indicates DIMMs with a dual channel configuration.

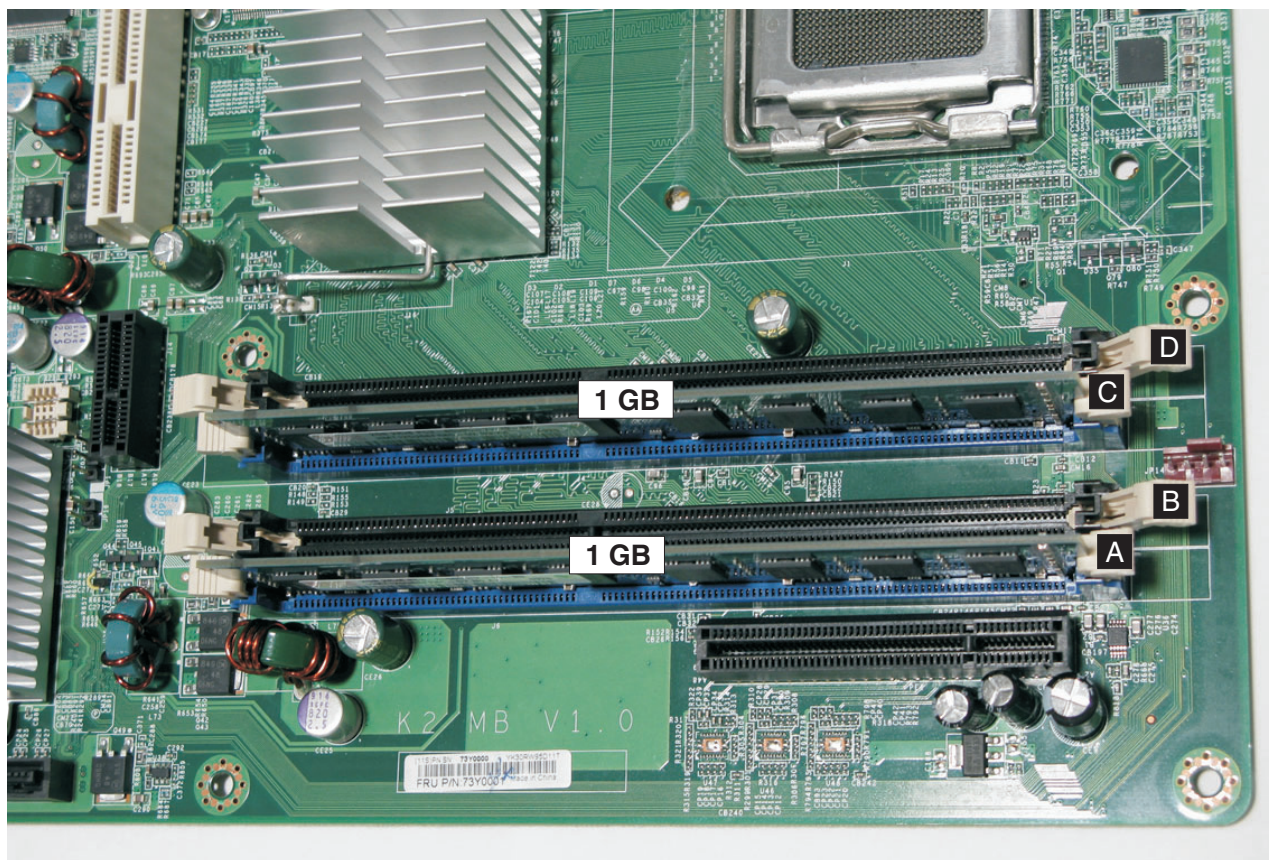


Figure 2. 2 G configuration DIMMs

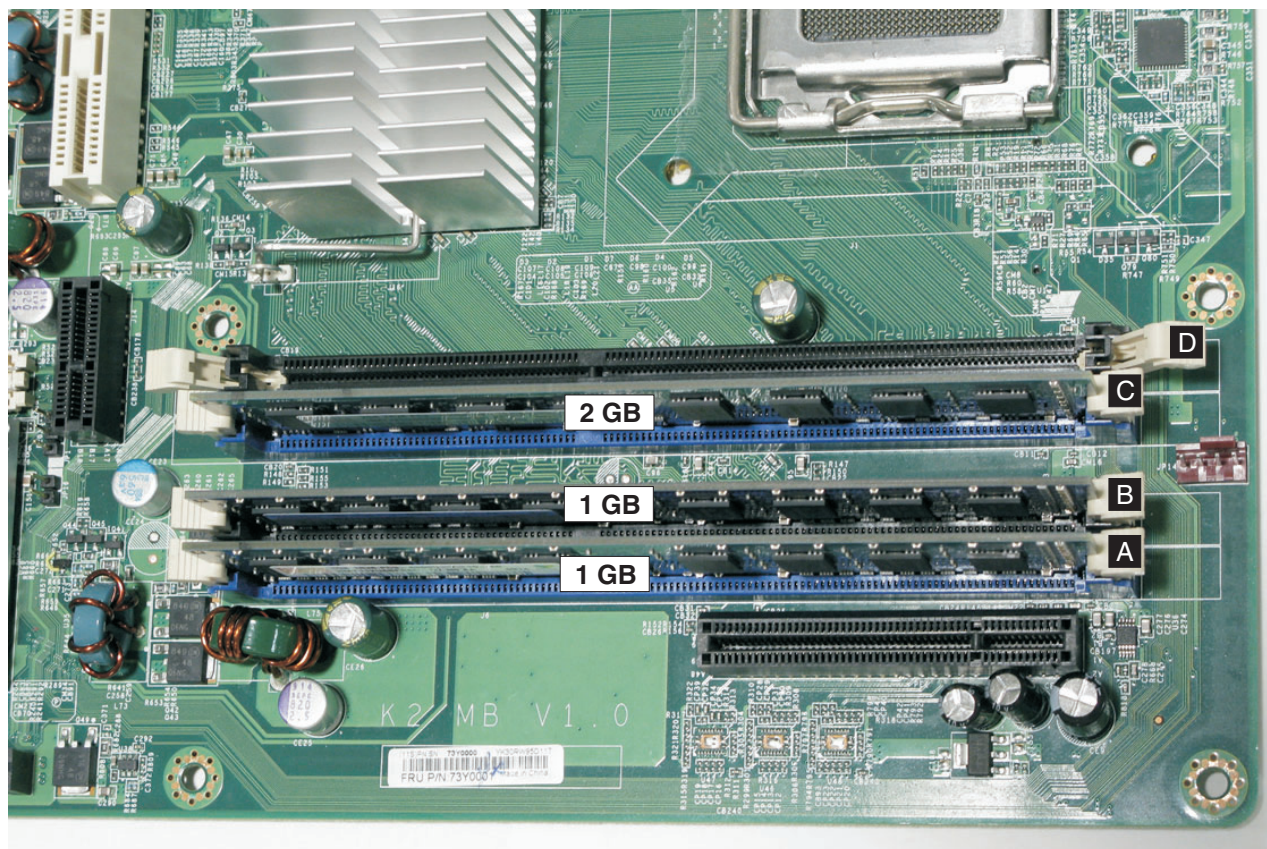


Figure 3. 4 G configuration DIMMs

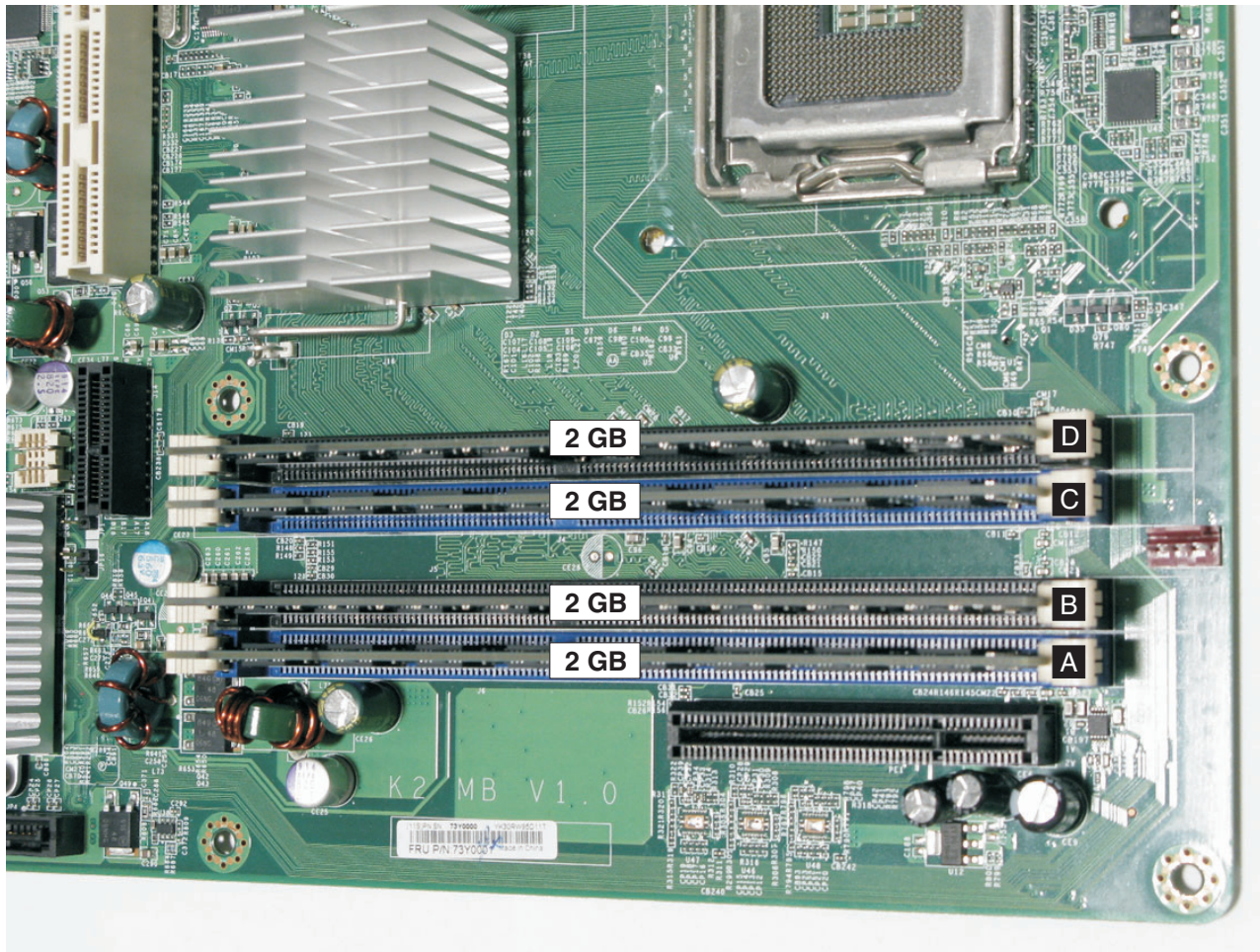


Figure 4. 8 G configuration DIMMs

Service processor

SurePOS 700 Series Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 include a complete implementation of a service processor to monitor system health.

LEDs provide a quick diagnosis of a critical system or device failure:

Front panel

- Power (green)
- Hard disk drive (HDD) activity (green)
- INFO (amber)

Behind the front door

- Processor fan failure (amber)
- System board failure (amber)
- Upper HDD failure (amber)
- Lower HDD failure (amber)
- Power supply failure (amber)

On system board

- Memory has power (red)
- Service processor heartbeat (amber)
- Backup BIOS active (red)

Note: There is no memory power LED on models 784, C84, E84.

On riser

Riser not seated (red)

Video function

The integrated chip set on the system board provides the video function. No separate VGA subsystem is provided. Video storage uses system dynamic random-access memory (DRAM), uses technology that provides extra video memory as needed, and releases it back to the operating system (OS) when not in use.

Using the BIOS setup, you can allocate memory permanently to system memory or to video memory.

Models 723 and E23 use an integrated video controller that you can configure to use up to 64 MB of system DRAM for video storage. It can display resolutions up to 1600x1200 on the primary VGA port, while the secondary VGA port is limited to 1024x768.

Models 743, C43, E43, 783, and E83 use an integrated video controller that you can configure to use up to 256 MB of system DRAM for video storage. The primary VGA port supports resolutions up to 2048x1536, while the secondary VGA port is limited to 1024x768.

Models 784, C84, and E84 use an integrated video controller that uses at least 32 MB and up to 256 MB of system DRAM. If MAXDVMT is selected, then more than 256 MB of DRAM can be used if needed and available. The primary VGA port supports resolutions up to 1920 X 1080, while the secondary VGA port is limited to 1280 X 1024.

Video drivers are available for many versions of Windows and Linux. Video support for the 4690 OS, Novell® Linux® Point of Service (NLPOS), and IBM Retail Environment for SUSE Linux Version 2 (IRES2) is embedded in these operating systems. DOS uses the video subsystem in standard DOS modes.

Local area network

IBM provides special local area network (LAN) drivers for Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.

Note: Existing LAN drivers for 4694 and for earlier models of the SurePOS 700 are not compatible with Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.

Models 723 and E23 use a 10/100 Mbps Ethernet controller.

Models 743, C43, E43, 783, E83, 784, C84, and E84 use a 10/100/1000 Mbps x1 lane PCI Express (PCI-E) plus TPM Ethernet controller.

The SurePOS 700 Series supports these additional protocols and standards:

- Dynamic Host Configuration Protocol (DHCP) and Preboot Execution Environment (PXE), but *not* for the Remote Program Load (RPL) or Novell NetWare protocols
- Wireless connectivity through the use of an additional PCI or PCI-E feature card or a USB adapter

- IEEE 802.3i 10/100/1000Base-T physical layer interfaces
- IEEE 802.3u autonegotiation
- Desktop Management Interface (DMI), Simple Network Management Protocol (SNMP), Windows Management Instrumentation (WMI), quality of service (QoS), and so forth
- IBM Wake on LAN

Audio and headphones

The SurePOS 700 Models 723 and E23 contains an AC97-compatible audio subsystem. The product is capable of driving conventional speakers or headphones with the line-out output, but cannot drive nonpowered speakers (such as the early models of the 4820 display with optional speaker kit).

The Models 743, C43, E43, 783, E83, 784, C84, and E84 contain a high-definition audio subsystem.

Connecting headphones to the front headphone jack disconnects the line-out jack on the rear.

Note: The front headphone jack is not available on Models 723 and E23.

PC speaker tones can be coupled into the audio subsystem (line-out); contact your IBM Support representative if you want to change this default behavior.

PC I/O

The core chip sets have standard interfaces for the following devices:

- PS/2 keyboard and mouse
- Two RS-232 ports

Note: Models 743, C43, E43, 783, E83, 784, C84, and E84 contain two additional RS-232 channels. Drivers are required to enable these ports (for all operating systems) and they are available through the IBM Retail Store Solutions Web site at <http://www.ibm.com/solutions/retail/store>. Because these ports are PCI devices and fully Plug and Play compliant, applications must use OS and BIOS calls to discover their locations in the system's I/O map. Also, these applications must be able to share the PCI interrupt structure, if interrupt support is required. Finally, these ports have an option to map them to standard COM3/COM4 PC-AT COM port addresses.

- Two PC USB 2.0 ports

Note: USB 1.1 devices can be used with USB 2.0 ports (at USB 1.1 speeds), and USB 2.0 devices will work on USB 1.1 ports (at USB 1.1 speeds).

Optional USB DASD

External USB direct access storage devices (DASDs), such as HDDs, CD-ROMs, diskettes, or memory keys, operate with the product. IBM provides USB boot support. Before use, test any specific USB device that is not offered by IBM Retail Store Solutions. This requirement is especially necessary due to the implementation differences between drive suppliers.

USB support

The base subsystem is implemented on the main processor board and uses the core USB support that is provided by the system-board chip set. SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 support the USB 1.1. and 2.0 standard. All system board USB controllers are Universal Host Controller Interface (UHCI) and Enhanced Host Controller Interface (EHCI) compliant.

Unique software interface

For the software programmer, the SurePOS 700 appears as a PCI-based PC system unit with the usual PC peripherals. The unique POS function is packaged on the PCI riser card. The system unit also provides the following unique functions:

- 128 KB of nonvolatile random access memory (NVRAM)
- A ROM bank that connects to the system ROM during power-on self-test (POST) to provide additional functionality and information
- An interface to the RS-485 (Electronic Industries Alliance [EIA] 485) subsystem, if the system is equipped with RS-485 ports¹
- An interface to the POS USB subsystem¹
- An interface to the POS RS-232 subsystem¹

Physical characteristics

This section gives you the physical characteristics for the SurePOS 700 Series Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 for narrow, wide, and wide with uninterruptible power supply models.

Dimensions

Table 4 lists the dimensions for the wide and narrow models.

Table 4. Wide and narrow model dimensions

Footprint	Width	Depth	Height	Weight
Wide	435 mm (17.13 in.)	475 mm (18.70 in.)	117.3 mm (4.62 in.)	11.8 kg (30.64 lbs)
Narrow	320 mm (12.60 in.)	475 mm (18.70 in.)	117.3 mm (4.62 in.)	11.4 kg (25.13 lbs)
Wide with uninterruptible power supply	435 mm (17.13 in.)	475 mm (18.70 in.)	117.3 mm (4.62 in.)	18.4 kg (40.57 lbs)

Controls and indicators

Figure 5 on page 11 describes the front panel controls and indicators.

1. IBM drivers and operating systems isolate these changes from the application.

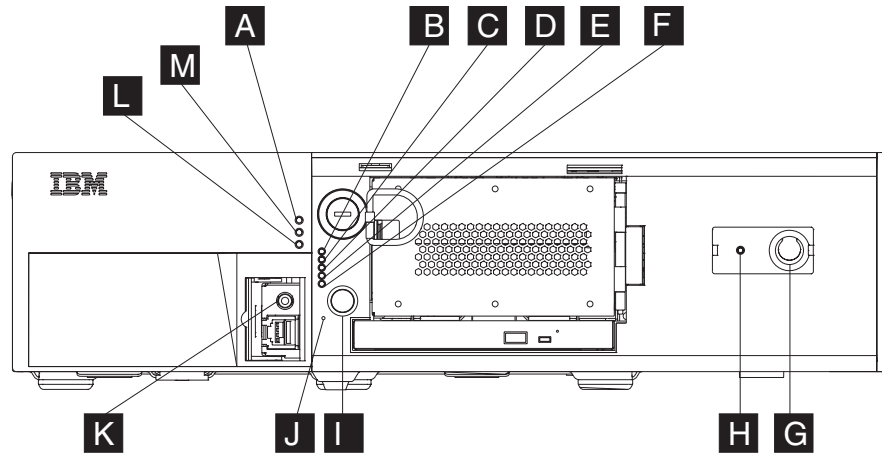


Figure 5. Front panel controls and indicators.

Note: Use of the front headphone jack overrides the rear line-out jack

- A** Power LED
- B** LED 1, processor fan failure
- C** LED 2, system board failure
- D** LED 3, upper HDD failure
- E** LED 4, lower HDD failure
- F** LED 5, power supply failure
- G** Uninterruptible power supply switch (only with wide footprint and uninterruptible power supply installed; otherwise covered)
- H** Uninterruptible power supply indicator (only with wide footprint and uninterruptible power supply installed; otherwise covered)
- I** System power switch
- J** Recessed dump switch
- K** Headphone jack (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)
- L** Information LED
- M** Hard disk or optical drive activity LED

Note: **G** and **H** are available only if you install the optional uninterruptible power supply.

Connectors

The SurePOS 700 Series offers a unique configuration for connecting POS I/O devices. Most of the POS-specific I/O function is contained on a riser card that connects into the system board.

The SurePOS models support RS-485 POS I/O (4694 family), powered USB I/O (IBM SurePOS 700 family), and powered RS-232 I/O. A unique tailgate design, which includes IBM SurePort adapters, provides different configurations of I/O that you can later upgrade or change in the field. The rear I/O panels are attached to the riser card.

Table 5 on page 12 provides a summary of the available I/O ports.

Table 5. Available I/O ports

Connector	SurePOS 723	SurePOS 743	SurePOS 783,784
Microphone in, line in, line out	Back	Back + front headphone	
USB	Two PC USB 2.0 back	Two PC USB 2.0 back One 12 V POS USB 2.0 front	
Dump switch	Front		
Ethernet	One back		
Analog video	Two back		
PS/2 keyboard	One back		
PS/2 mouse	One back		
RS-232 (EIA 232)	Two back	Four back	
POS ports (USB, RS-485, RS-232)	Choice		

Figure 6 shows the 12 V USB and the headphone jack on the front panel of Models 743, C43, E43, 783, E83, 784, C84, and E84.

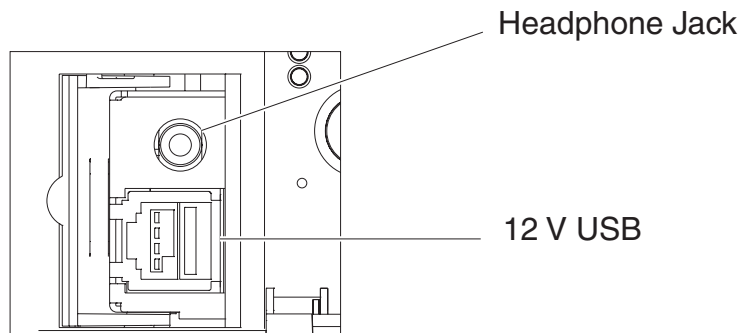


Figure 6. Front panel of Models 743, C43, E43, 783, E83, 784, C84, and E84

Figure 7 shows a view of the rear-panel I/O connections. The top adapter card is chosen based on the application, while the bottom adapter card is available on all models. Table 6 defines the icons that label each connection.

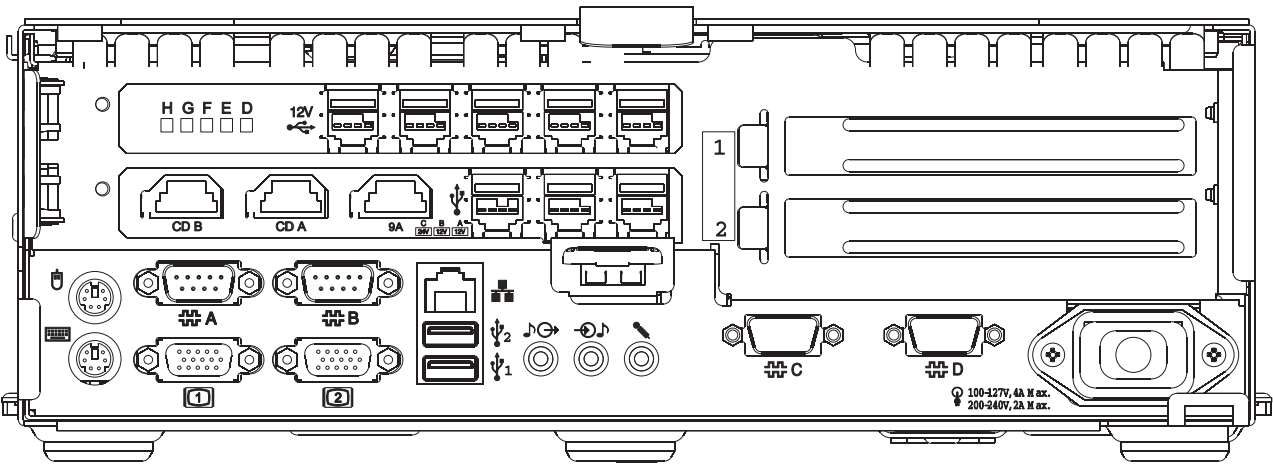


Figure 7. Rear panel

Table 6. Connection icons definitions

Icon	Definition	Icon	Definition
	PS/2 mouse		Display 1 and 2
	PS/2 keyboard		Ethernet LAN
 	USB 2.0		External serial devices (such as a scale and a scanner) A and B (and C and D Models 743, C43, E43, 783, E83, 784, C84, and E84)
	Line (audio) in		Line (audio) out
	Microphone		

IBM SurePorts Point-of-Sale connections

There are several possible configurations of IBM SurePorts in a SurePOS 700. This section details some of the most common.

Attention: Hot plugging of PS/2, RS-485, powered RS-232, or powered USB devices is not supported.

Attention: RS-485 Port 7 and Powered USB 24V port are intended for use with POS printers (IBM SureMark™ 4610). All IBM POS printer cables are classified as UL Data-Processing Cables DP-3. For safe use of these ports, any third party cables must meet the same requirements.

Base configuration

Figure 8 shows the base SurePort adapter configuration (the top slot is filled by a blank).

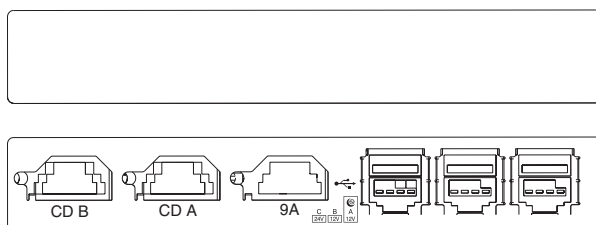


Figure 8. Base configuration

A, B 12 V powered USB ports

C 24 V powered USB port

CD A (3A), CD B (3B)
IBM cash drawer ports

Note: Port 3A detects an IBM cash drawer automatically. If you use non-IBM cash drawers, read the voltage considerations described in “Cash drawers” on page 22.

9A RS-485 scanner or a secondary RS-485 display

RS-232 and base configuration

Figure 9 shows the RS-232 SurePort adapter with the base SurePort adapter configuration.

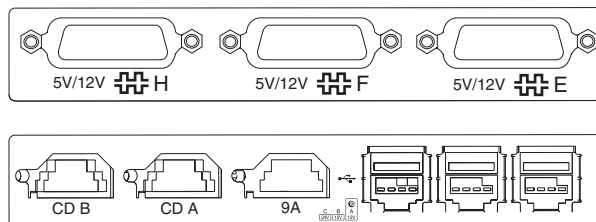


Figure 9. RS-232 and base configuration

A, B 12 V powered USB ports

C 24 V powered USB port

CD A (3A), CD B (3B)

IBM cash drawer ports

Note: Port 3A detects an IBM cash drawer automatically. If you use non-IBM cash drawers, read the voltage considerations described in “Cash drawers” on page 22.

E, F, H

Powered RS-232 (serial) ports

9A RS-485 scanner or a secondary RS-485 display**Serial I/O (SIO) and base configuration**

Figure 10 shows the RS-485 SurePort adapter with the base SurePort adapter configuration.

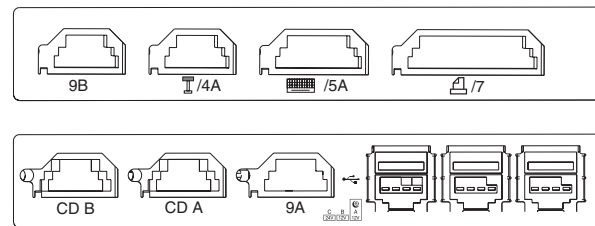


Figure 10. RS-485 and base configuration

A, B 12 V powered USB ports**C** 24 V powered USB port**CD A (3A), CD B (3B)**

IBM cash drawer ports

Note: Port 3A detects an IBM cash drawer automatically. If you use non-IBM cash drawers, read the voltage considerations described in “Cash drawers” on page 22.

4A IBM RS-485 primary display**5A** IBM RS-485 primary POS keyboard**7** RS-485 printer port**Notes:**

1. The RS-485 back panel has hardware jumpers that can be changed to provide either 24 V or 38 V to the printer connector. The factory default is 38 V.
2. For systems with both 24 V and 38 V printer ports, only *one* printer (either USB or RS-485) can be connected at the same time.

9A, 9B

RS-485 scanner or a secondary RS-485 display

USB and base configuration

Figure 11 shows the USB SurePort adapter with the base SurePort adapter configuration.

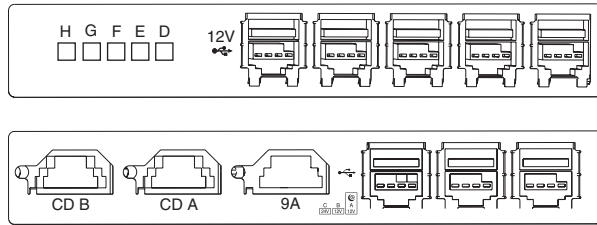


Figure 11. USB and base configuration

A, B, D, E, F, G, H

12 V powered USB ports

Note: The letters shown on the USB connectors are used to identify the connector space and the order of connection per adapter card. As an example, for each adapter card, the system first recognizes a device connected to USB port A before recognizing the device connected to USB port B. This autosensing feature applies to both adapter cards; therefore, the system could recognize adapter card 1, USB port B, then C, before recognizing the USB port D on adapter card 2.

C 24 V powered USB port

CD A (3A), CD B (3B)

IBM cash drawer ports

Note: Port 3A detects an IBM cash drawer automatically. If you use non-IBM cash drawers, read the voltage considerations described in “Cash drawers” on page 22.

9A RS-485 scanner or a secondary RS-485 display

Cooling

Cooling is provided through forced-air cooling by a fan contained in the power supply and, in some cases, by a chassis fan. Air vents must not be blocked, and the vents must have two inches of clearance from cabinet walls, trash cans, and papers.

Environmental and temperature

The following environmental characteristics apply:

- Operating temperature: +10 to 40°C (+50 to 104°F) with 8% to 80% relative humidity
- Shipping: -40 to +60°C (-40 to +140°F)
- Storage: 0 to +60°C (32 to +140°F)

Power

This section describes the power, power switches, and power management.

Attention: Hot plugging of powered USB devices is not supported.

These are the power requirements for the SurePOS 700 Series Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84:

- Input voltage: 100 to 127 VAC or 200 to 240 VAC nominal
- Frequency: 50 to 60 Hz, ± 3 Hz
- Power consumption: 70 W typical, 120 W maximum

See Table 7 for the maximum continuous DC load rating for each port.

Notes:

1. The total 12 V current for all external loads is 5 A maximum. The total 5 V current available for all external loads is 5 A maximum.
2. Two printers cannot be attached to the system simultaneously.
3. Only one cash drawer can be activated at any time.

Table 7. Port DC loads

Port	Amperage
24 V printer	3.0 A
38 V printer	2.1 A
24 V/38 V cash drawer	1.0 A 150 ms pulse
12 V RS-485	1.0 A/port
12 V RS-232	1.0 A/port
12 V USB	1.5 A/port
5 V RS-485	1.0 A/port
5 V RS-232	1.0 A/port
5 V PS/2 keyboard	0.5 A/port
5 V PS/2 mouse	0.5 A/port
5 V in all USB ports	0.5 A/port
<i>The total 12 V current for all external loads is 5 A maximum.</i>	
<i>The total 5 V current for all external loads is 5 A maximum.</i>	

Power switch operation

During normal operation, the power switch on the SurePOS 700 Series operates as you would expect. Push the switch to turn on the system; push it again to turn off the system with the following exceptions:

- You can program the switch to operate differently. For example, if your operating system supports power management, you can program the switch to behave as a standby or resume switch. For more information, refer to the documentation included with your operating system or power management software.
- If you press the power button when the unit is running its power-on self-test (POST), a delay can occur when you are turning the system off.
- Sometimes you cannot initiate a controlled shutdown because the application or system is hung. Press and hold the power switch until the unit turns off (approximately 5 seconds).

Note: Pressing and holding the power switch to shut off the SurePOS 700 is not recommended. Use this method only when no other method is available to turn off the system. If you turn off the unit by pressing and holding the power switch, some programmed events do not function until the unit is turned on again (for example, IBM Wake on LAN).

Power management

Power management on the SurePOS 700 is based on the standard desktop PC model. Depending on the operating system and drivers that are used, all models are capable of being placed into a standby state with AC power applied. Refer to the *IBM SurePOS and AnyPlace Power Management Configuration* document located on the POS Knowledgebase, <http://www.clearlake.ibm.com/store/support/html/knowledgebase.html>, for more detailed information. Protection from AC power events is provided by an optional uninterruptible power supply that can be integrated into the wide-footprint unit.

Support is provided for the following industry standards and conventions:

- Advanced Configuration and Power Interface (Models xx3 and xx4) (ACPI)
- Advanced Power Management (Models xx3) (APM)
- Wake on LAN
- Wake on USB
- Wake on SIO/RS-485
- Wake on PS/2 keyboard/mouse
- Wake on real-time clock alarm

Note: Device and system standby is not supported for Advanced Power Management.

Uninterruptible power supply (optional)

The technical characteristics of the uninterruptible power supply are as follows:

- Capacity: 500 VA/300 W
- Run time: 2.5 minutes minimum at full-rated (500 VA) load with a new, fully charged battery
- Output voltage in battery mode: 113 VAC $\pm 10\%$ for low range; 220 VAC $\pm 10\%$ for high range

- Frequency (in backup mode): 60 Hz $\pm$ 3 Hz for line frequency > 55 Hz; 50 Hz $\pm$ 3 Hz for line frequency < 55 Hz (output waveform is a stepped sine wave approximation)
- Transfer time: less than 8 ms typical, 10 ms maximum, AC to battery

The characteristics of the batteries are as follows:

- The battery is replaceable by persons with typical PC hardware upgrade skills.
- Battery recharge time is typically 8 hours, with a maximum of 16 hours for a fully depleted battery.
- Battery type is a 12 V, 5 AH, sealed, leakproof, maintenance-free lead-acid type.

Battery life

With a new, fully charged battery, the uninterruptible power supply is capable of delivering full output for 2.5 minutes. Typical POS configurations require much less power. A typical system unit with an liquid crystal display (LCD) operator display can last 15 minutes with a new, fully charged battery, depending on print activity, and it can last 60 minutes if the terminal is in standby mode. The battery charge capacity decreases over time and this decrease is accelerated by heavy usage. Regular deep discharges of the battery can dramatically reduce its useful service life. The useful life of a battery in a typical environment is 1 to 3 years.

Input voltage

The uninterruptible power supply option cannot sense low-line versus high-line voltages. Separate units are designed for low-line and high-line voltages, which cannot be converted between high-line and low-line voltage.

Attention: Damage to the uninterruptible power supply will occur if incorrect line voltage is applied to the unit.

Figure 12 shows the power outlets and connectors of the uninterruptible power supply.

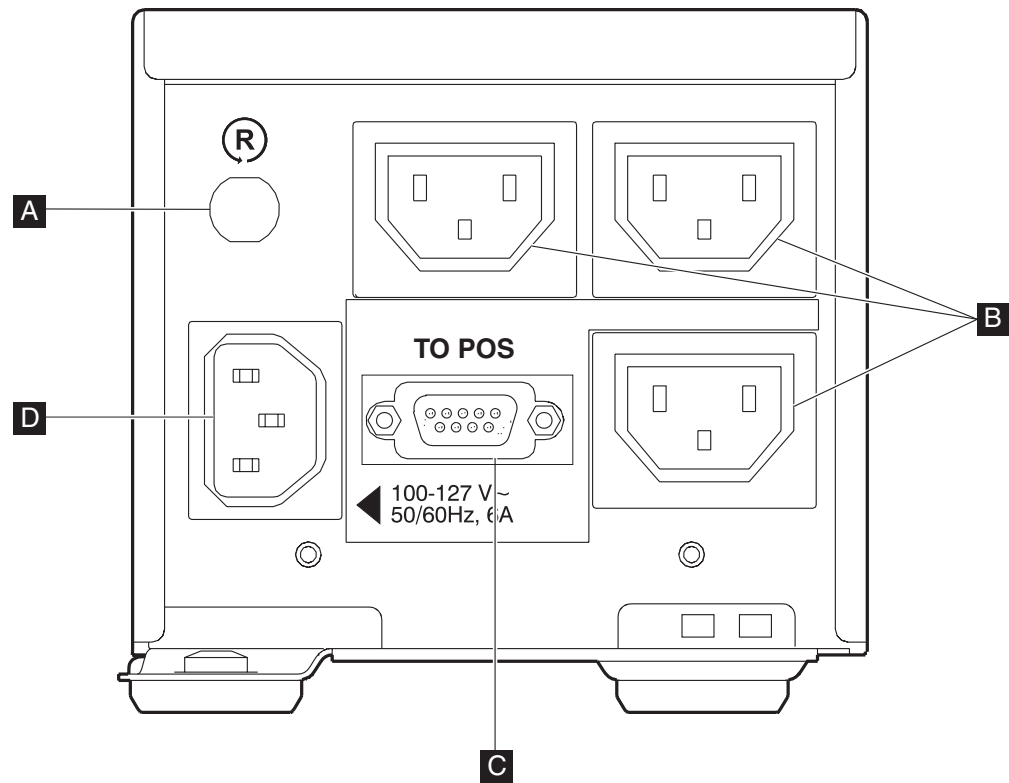


Figure 12. Uninterruptible power supply rear view

- A** Circuit breaker
- B** AC outlets
- C** RS-232 port
- D** Power inlet

System unit interface

The uninterruptible power supply has an RS-232-compatible output that can connect to one of the system unit RS-232 ports to communicate uninterruptible power supply status (such as AC power loss or low battery) to the operating system or application. The interface is compatible with Microsoft Windows default uninterruptible power supply implementations.

Configuration switches

The uninterruptible power supply configuration dual in-line package (DIP) switches are located on the front panel of the uninterruptible power supply subassembly (see **A** in Figure 13 on page 21). Use these switches to select whether the ON or OFF state of the connected system unit controls the operation of the uninterruptible power supply during an AC power outage.

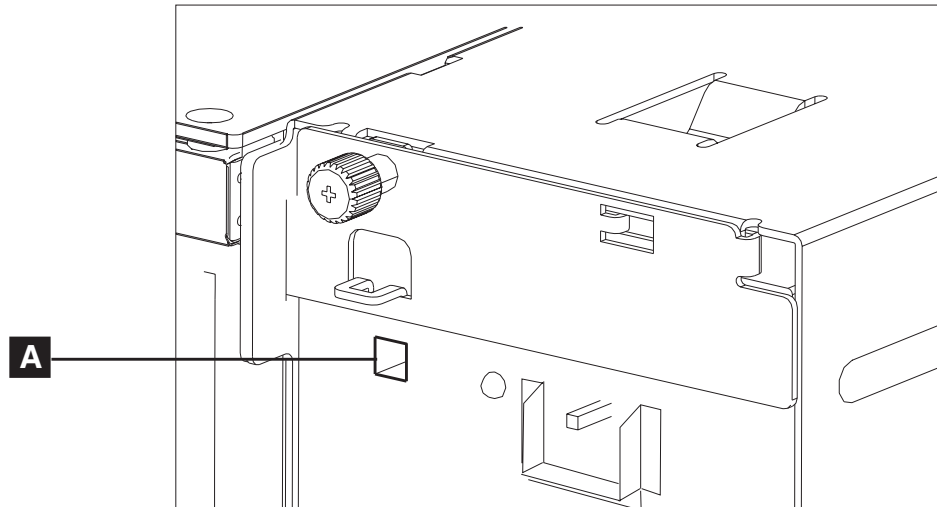


Figure 13. Location of uninterruptible power supply configuration switches

Stand-alone mode: When both switches are set to the OFF (or up) position (factory default), the uninterruptible power supply always enters battery-mode during an AC outage. The unit remains in battery-mode until AC is restored or until the battery is discharged. *On-battery* and *low-battery* signals are available to the associated system when an RS-232 cable connection is in place, but there is no control of the uninterruptible power supply from the system unit. This mode of operation is typical for the *standby* type of power supplies commonly found in the marketplace.

Host-dependent mode: The host-dependent mode is when both DIP switches are set in the ON (or down) position. During an AC outage, the uninterruptible power supply does not remain in battery mode for more than five seconds unless there is an active RS-232 connection present from a powered-on system unit. If the system unit is turned on, the uninterruptible power supply remains in standby mode. If the system unit is turned off, the unit does not stay in standby mode.

When AC power is restored, AC power is again available at the uninterruptible power supply output. This setting is useful for situations where system units are turned off at the close of business and the main store power is also shut down. This setting prevents the uninterruptible power supply from switching into standby mode and discharging the battery when the store power is removed.

I/O devices

The SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 support a wide range of displays, keyboards, printers, cash drawers, and scanners. Refer to the IBM Retail Store Solutions Web site at <http://www.ibm.com/solutions/retail/store/support> for a list of currently supported devices.

Note: Additional I/O installation and operation information is available in the following publications:

- *Point-of-Sale Options and I/O Devices Service Guide*, GC30-9737
- *Store Systems Installation and Operation Guide for Point-of-Sale Input/Output Devices*, GA27-4028

Cash drawers

The SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 are preconfigured from the factory to work with all IBM cash drawers. In this automatic mode, the system can detect the difference between IBM 24 V and IBM 38 V cash drawers. Cash drawer port 3A provides an autosensing function for an IBM cash drawer.

CAUTION:

If you have two connected cash drawers, both drawers must be the same voltage. Automatic mode sets the cash drawer operating voltage for both cash drawer ports. If you connect a 24 V cash drawer to port 3A and then connect a second drawer, it must also be a 24 V drawer. If you are using a non-IBM drawer, the automatic mode will not work correctly, and damage to the cash drawer, the system unit, or both is possible.

You can configure the cash drawer voltage (24 V or 38 V) with the configuration options in the POS configuration setup program or with the jumper override. Figure 14 shows the location of the cash drawer voltage jumper on the riser card and a diagram with the position of the jumpers.

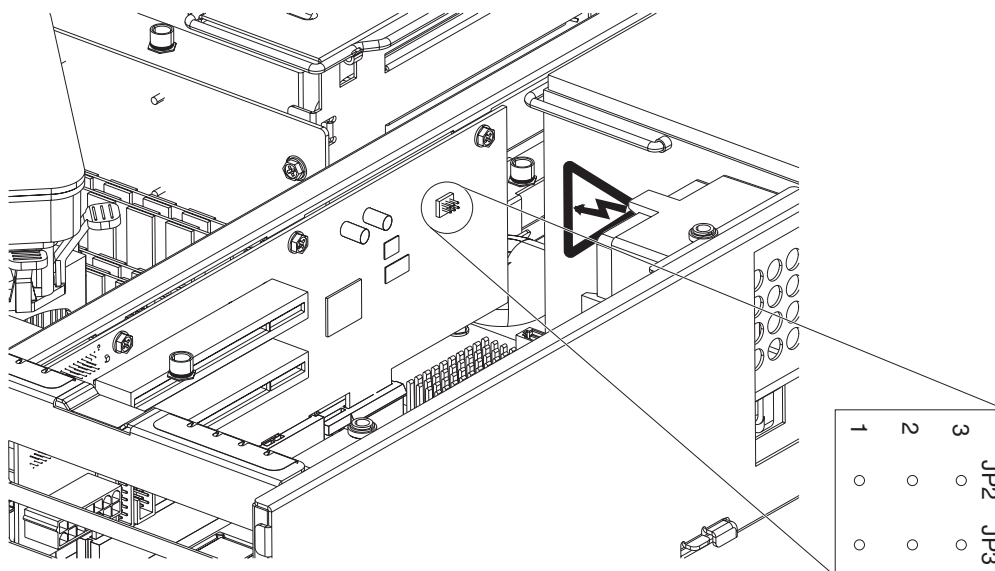


Figure 14. Setting the cash drawer using the jumper override

Table 8 provides the correct jumper settings for the 24 V and 38 V cash drawers.

Table 8. Cash drawer jumper settings

Voltage	Jumper JP2	Jumper JP3
Automatic setup (default)	Not used	2-3
Manual 38 V	1-2	1-2
Manual 24 V	2-3	1-2

Voltage setting for the 4689 DBCS SurePOS Receipt Journal printer

To operate correctly with the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84, the 4689 double-byte character set (DBCS) SurePOS

Receipt Journal printer voltage must set to 24 V. All other RS-485 printers will work correctly with the SurePOS 700 at the default setting of 38 V.

To configure the printer voltage to 24 V, set jumpers JP1 and JP2 to one of the values shown in Table 9.

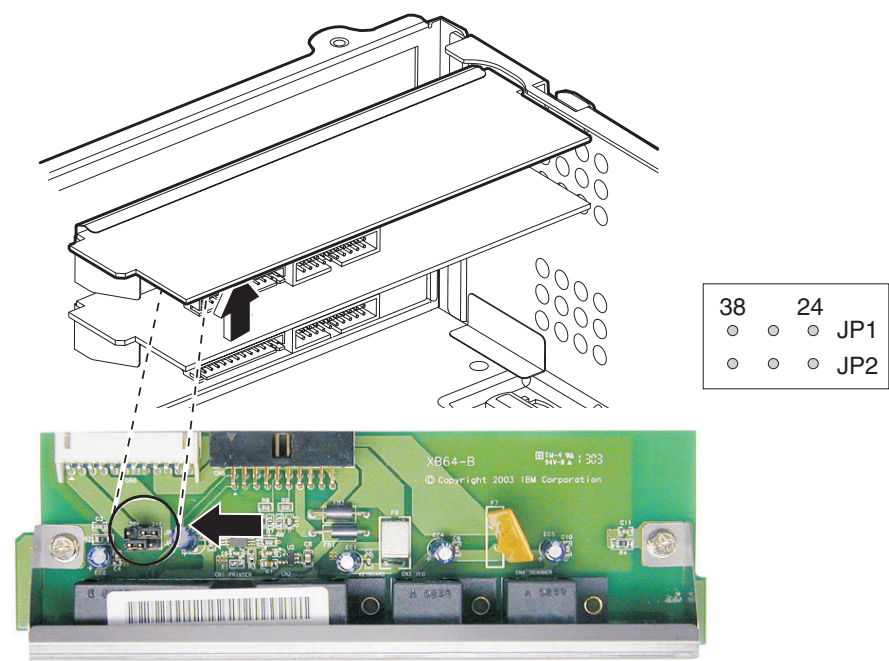


Figure 15. Location of the printer jumper on the I/O card

Table 9 provides the correct jumper settings for 24 V and 38 V printers.

Table 9. Printer jumper settings

Voltage	Jumper JP1	Jumper JP2
Manual 38 V (default)	1-2	1-2
Manual 24 V	2-3	2-3

Powered USB connectors

The powered USB connectors provide additional power from the host to devices that require more power than is available from the USB standard Type A connector. As shown in Figure 16 on page 24, the powered USB receptacle consists of two connectors that are integrated within a common shielded housing. These two connectors are stacked vertically inside the common housing.

The *upper connector* (**A** in Figure 16 on page 24) contains four contacts that are used for powering the attached device. The *lower connector* (**B** in Figure 16 on page 24) is a fully compliant USB Type A connector capable of mating with either a standard USB Type A plug or a powered USB plug. In other words, the bottom half of the connectors are standard USB Type A ports to which USB I/O devices can be attached.

Note: On SurePort cards, the connector is mounted upside down; on the front USB port, the connector is mounted sideways.

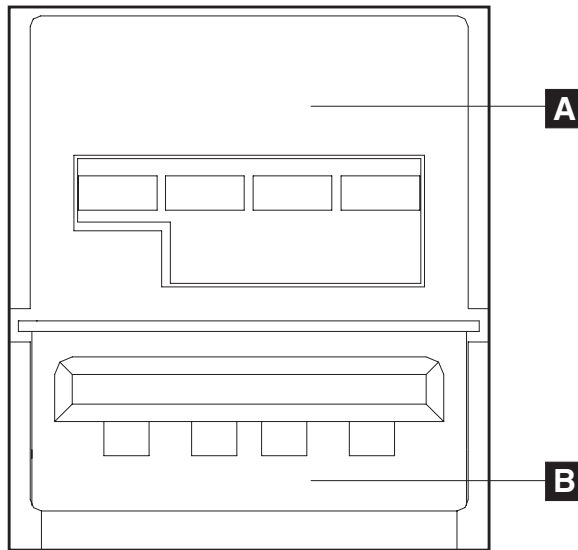


Figure 16. Example of the powered uninterruptible power supply port

- A** Upper connector; power section of the connector
- B** Lower connector; standard uninterruptible power supply section of the connector

Powered uninterruptible power supply connectors provide the following features:

- Additional power for uninterruptible power supply POS I/O devices needing more than 5 V
- Unique keying and color coding of the 12 V and 24 V connectors, which prevents unintentionally attaching a connector to the wrong type of port
- Positive mechanical retention latch between the plug and receptacle, which prevents inadvertent disconnections

Non-POS I/O devices

The SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 support most of the following non-POS I/O devices:

- Many, but not all, USB mass-storage devices such as diskette drives, CD-ROM drives, and memory keys. Lack of standardization precludes a list of the devices that are not supported. Boot mode is supported for most devices that support USB boot.
- IBM VGA monitors (CRT and LCD)
- Industry-standard PC keyboards, mice, and printers
- Standard USB and RS-232 devices with appropriate drivers, software, and operating systems

System and driver support

This section describes the supported operating systems, BIOS information, and driver requirements for the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.

Operating systems

The following operating systems are supported on the Models 723, E23, 743, C43, E43, 783, and E83:

- 4690 OS Version 5 Release 2 (V5R2) or higher
- Windows 2000 with Service Pack 4
- Windows XP Professional Edition with Service Pack 2 or higher
- Windows Embedded for Point of Service (WEPOS) V1.1 or higher
- Windows Embedded POSReady 2009
- PC DOS 2000

The following operating systems are supported on the Models 784, C84, and E84:

- IBM 4690 OS V6.2 Enhanced only
- Windows XP Professional Edition with Service Pack 3
- PC DOS 2000
- Windows Embedded POSReady 2009
- Windows 7 Professional
- Windows 7 Ultimate
- Linux SLEPOS 11

Note: Problem resolution procedures typically require the installation of the latest fix pack.

Drivers

Driver packages are available on the IBM Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html> for download for all supported operating systems. A complete list is provided on the Web site. Drivers are provided for video, LAN, USB, audio, RS-232 (if required), and POS I/O. In many cases, the default drivers that ship with the operating system are satisfactory.

BIOS

The SurePOS 700 Series has an upgradeable BIOS. IBM provides utilities to upgrade the BIOS and updates are published on the support Web site. You are responsible for BIOS upgrades as required. BIOS upgrades are not covered by IBM warranties or maintenance agreements.

Compatibility

To ensure that the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 operate smoothly with any previous hardware equipment and software programs, carefully review the requirements in this section.

Hardware

- **All cash drawers:** If you use non-IBM cash drawers, you must use the POS I/O configuration screen or jumper override to set the correct operating voltage. Failure to do so can damage the cash drawer or the system unit. See “Cash drawers” on page 22.
- **4820 DVI displays:** These displays require a video card that supports Digital Video Interactive (DVI). The output port is installed in the feature card slot.
- **4820 displays with the integrated speaker feature:** These displays require a PCI audio card with integrated speaker amplification.
- **4820 "active" microphone:** The microphone in these displays does not work with the system.
- **PCI Express x1 or PCI card slot:** The maximum length of PCI Express or PCI card slots is 195 mm (7.6 in.).

Software

This section provides details about operating system software requirements and considerations.

Note: New and unique drivers for all operating systems are required for all functions in the product.

General migration considerations

These are common migration considerations in retail environments:

- If it is installed, the IBM 4690 OS must be V5R2 or higher for 7X3.
- Applications with hardcoded routines to specific interrupt request (IRQ) levels or I/O addresses might experience migration problems.
- Applications requiring COM ports 3 or greater must be capable of using a PCI-compliant, Plug and Play device that uses the shared interrupt architecture.
- Third-party memory modules do not work with every product.

DOS migration considerations

New LAN drivers are required, with modifications to LAN configuration files such as PROTOCOL.INI. Modifications to CONFIG.SYS and AUTOEXEC.BAT are also required.

Windows and Linux migration considerations

To migrate a Windows or Linux environment, first reinstall the operating system.

Then, install the appropriate drivers (downloaded from the IBM Retail Store Solutions Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html>), and install the applications.

Note: Existing operating system images for the 4694 or previous models of 4800 are not compatible with the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84. However, after you install the operating system, typical HDD imaging utilities should operate correctly.

RAID

The Redundant Array of Independent Disks (RAID) function provides support for redundant hard disk drives. Supported only on the Microsoft Windows operating systems, RAID provides an error message if one of the two hard disk drives experiences a failure. For more information, see the *SurePOS 700-723/743/783/784 Operating System Installation Guide*, GA27-5002.

Preparing to call for service

When you call IBM for warranty information or service, be sure to have the serial number, machine type, and model number available.

Figure 17 shows the location of this information on the pullout tray of SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.

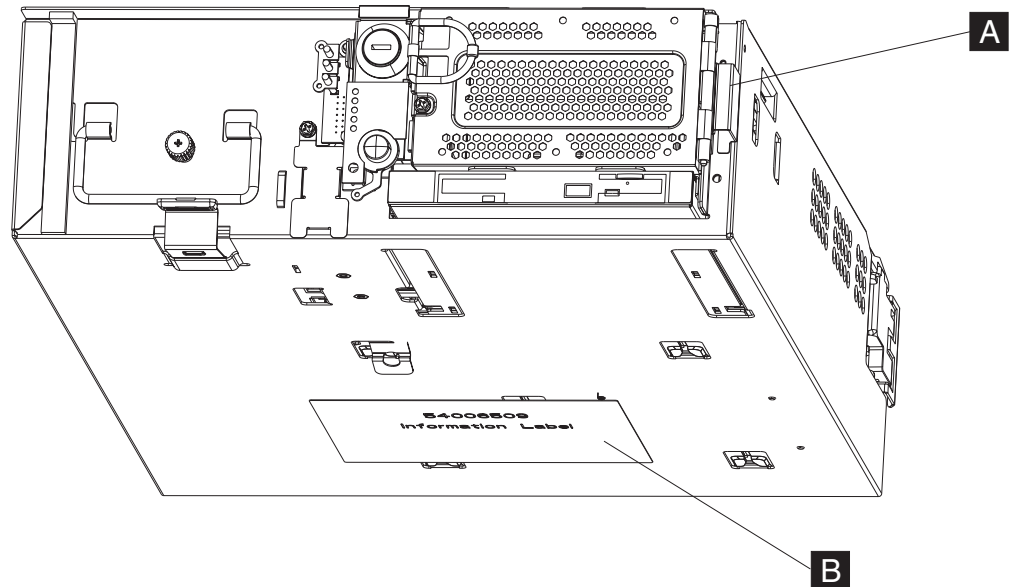


Figure 17. Serial number and machine information on front and bottom

Note: Both positions **A** and **B** show the serial number, machine type, and model number.

You can also obtain this information from the BIOS setup screen, as follows:

Models X23/X43/X83

1. With a monitor and PC keyboard attached, turn ON the system.
2. Press the **Delete** key during POST to enter BIOS Setup.
3. Use the arrow keys to navigate to **Standard CMOS Features** and press **Enter**. The machine type, model, and serial number are shown, in addition to other unit-specific information.

Models X84

1. With a monitor and keyboard attached, turn ON the system.
2. Press the **F2** key during POST to enter BIOS setup.
3. Use the arrow keys to navigate to the **Main** menu. The machine type, model, and serial number are shown, in addition to other unit-specific information.

Chapter 2. Removal and replacement procedures

This chapter describes how to remove and replace the field replacement parts. It is supplemental to the common installation and replacement procedures in *SurePOS 700 Series SurePOS 700-723/743/783/784 Systems, Installation, and Operations Guide*, GA27-4998.

Before you begin

Before you begin any of the procedures in this chapter, complete the following steps:

1. Turn the power OFF at the system unit.
2. Disconnect the power cord from the external power source.



CAUTION:

Never attempt to service this product with AC power present. Only apply AC power after the system is fully assembled.

3. Remove any attached devices and I/O connections from the unit.
4. Establish personal grounding before touching the unit. For more information, see “Federal Communications Commission statement” on page 95.

Attention: Before servicing the inside of the system and after you have slid out the pullout tray from the unit frame, verify that no system board LEDs (red) are illuminated. Any illuminated LED indicates the presence of power; you must remove the AC power cord before continuing.

Cables, connectors, and headphones

These tips will assist you when removing and replacing parts for the SurePOS 700:

- All cables and connectors are keyed; therefore, you cannot insert a cable in an incorrect location.
- When connecting a powered USB cable to the back of the unit, insert the connector with the latch on the bottom. A bottom latch makes it easy to disconnect. For the front USB cables, insert the connector in the usual manner, with the latch on the side.
- For Models 743, C43, E43, 783, E83, 784, C84, and E84, installing a headphone overrides the line-out speaker.
- All models contain a serial ATA (SATA) connector.
- When routing the cables in the rear, leave extra length at the connector end by forming a loop before attaching the cable into the cable guide. This extra length prevents undue strain on the connector.

Removing the slanted I/O tray

The slanted I/O tray installs on the top of a wide system unit and groups the IBM printer and keyboard with specific dimensions. The tray has a raised edge that is low in the front. The sides slope up toward the rear and are higher at the rear than at the front.

The top of the system unit serves as a built-in flat I/O tray. Use this surface when grouping IBM and non-IBM peripheral devices with varying dimensions.

Note: A version of the slanted I/O tray is available that can be placed on the wide-footprint SurePOS 700 in an integrated environment. Other versions of the tray can be placed directly on the counter or on the full-size cash drawer. The cash drawers provide a built-in flat I/O tray.

To remove a slanted I/O tray, follow these steps:

1. Working from above the system unit, remove the screws from the holes at the back corners of the I/O tray.
2. Lift off the I/O tray.
3. To remove the front mount clips, push each of the front mounting tabs forward until it unlatches.

To replace the I/O tray:

1. Install the two mounting clips (**A** in Figure 18) into the slanted I/O tray. From the inside of the I/O tray, insert the back of the mounting clip first and push the front part into the opening.

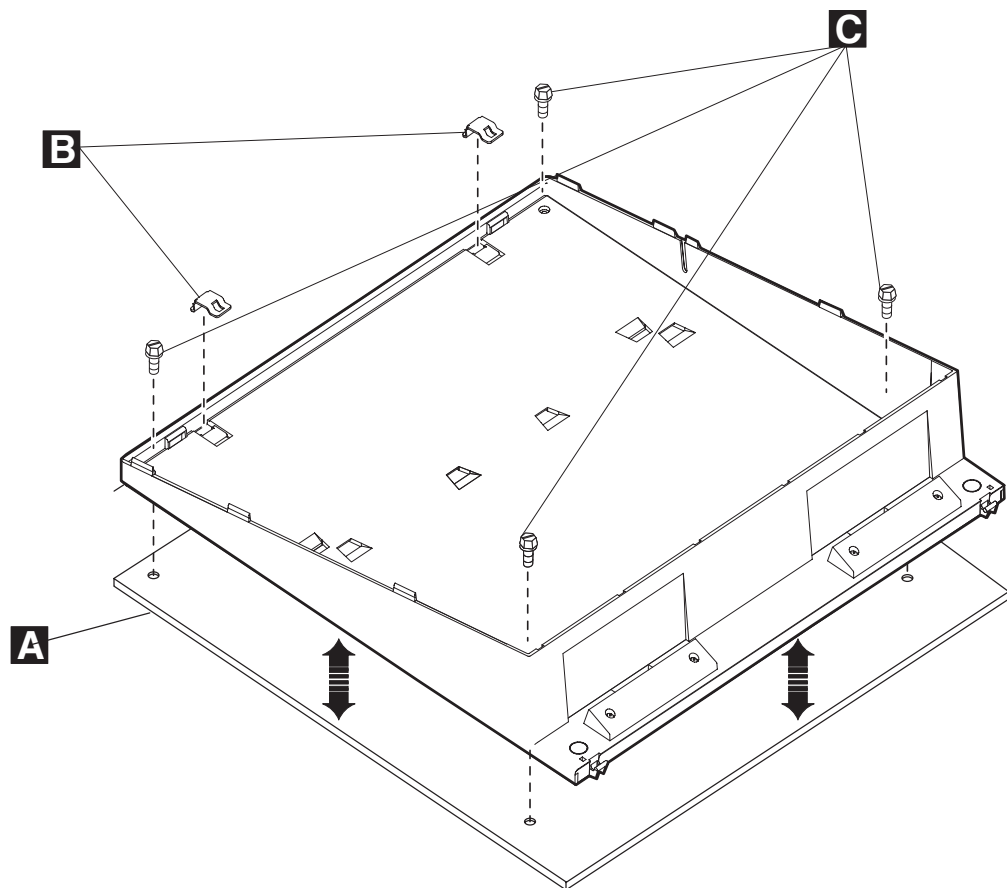


Figure 18. Installing two mounting tabs into the slanted I/O tray

2. Turn the I/O tray over. Push on the front of the tab until it clicks into place.
3. Set the I/O tray on top of the unit, and connect the tabs in front of the unit.
4. Attach the I/O tray to the cash drawer by inserting and tightening the two plastic thumbscrews into the holes at the back corners of the I/O tray.

Removing the covers

The procedures in this section apply to all models and to both the wide and narrow features. The covers consists of the following parts:

- Front bezel
- Hinged rear door (modesty cover)
- Top cover

Removing the front bezel

To remove the front bezel:

1. Press the right latch (**C**) and depress the center latch that hooks into the center tab (**A**) to loosen the bezel.

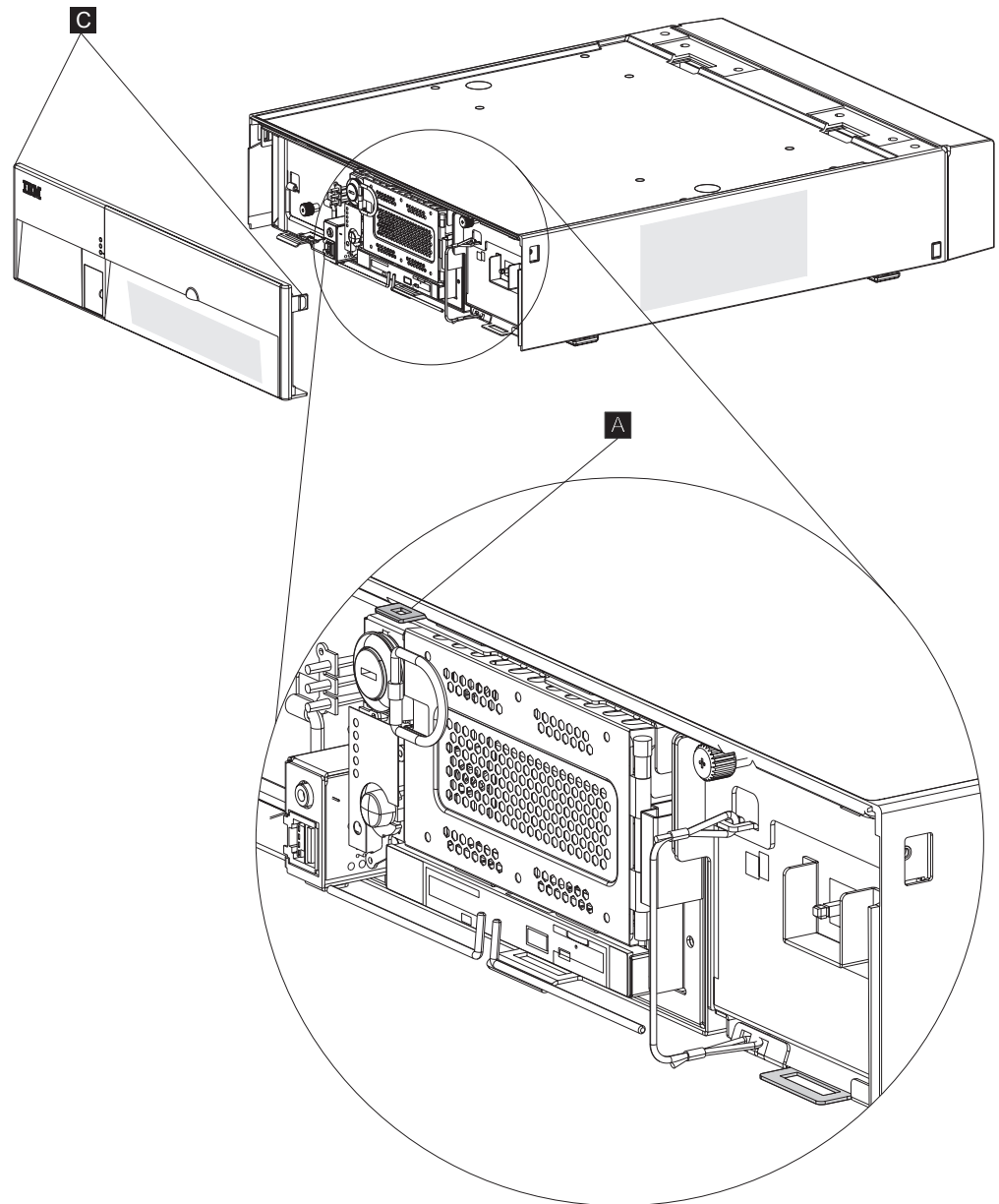


Figure 19. Removing the front bezel

2. Press the left latch to release the bezel and pull it forward.
3. Lift the bezel from the system.

Opening the rear door

To open the rear door, firmly grip the middle of the rear door and pull. The latches (**B** in Figure 20) will release automatically.

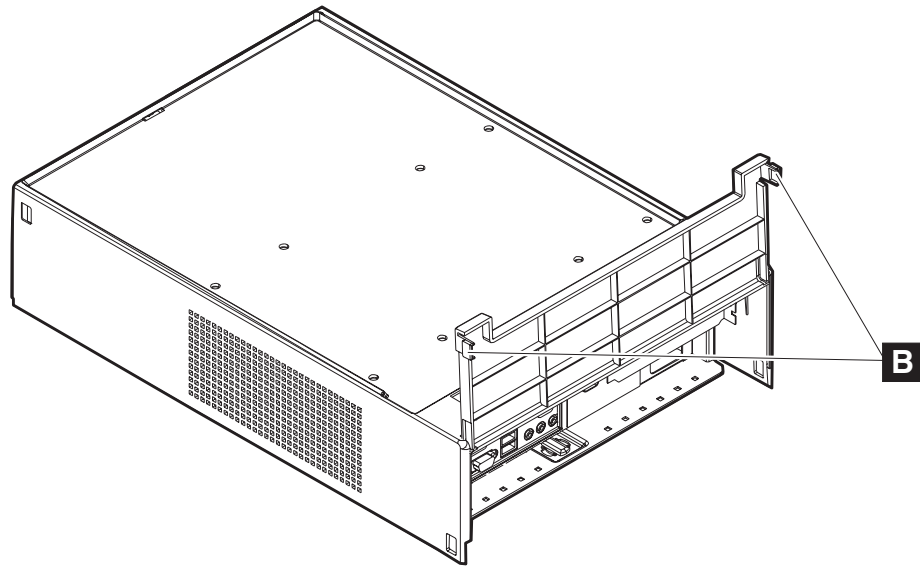


Figure 20. Opening the rear door

Removing the top cover

To remove the top cover:

1. Locate the metal holding clip located in the rear center of the top cover (**C** in Figure 21).

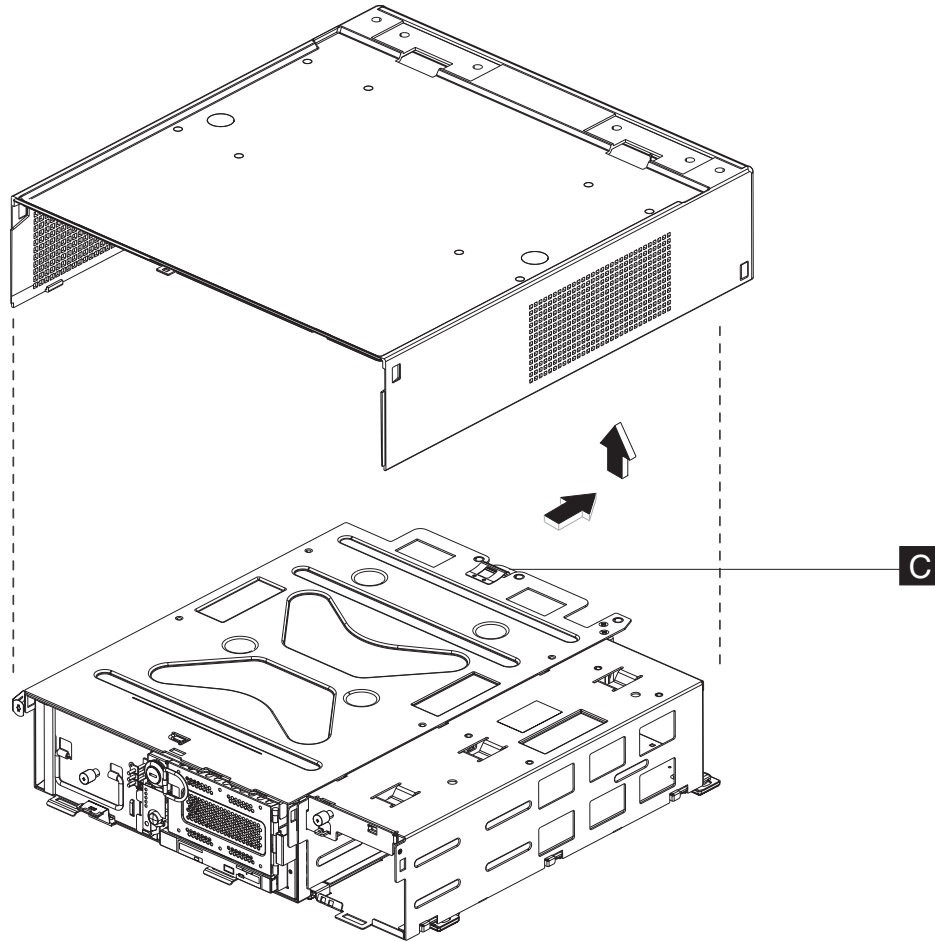


Figure 21. Removing the top cover

2. Push this clip downward and push the cover backward a few inches, then lift upward to remove.

Replacing the top cover

To replace the top cover:

1. Place the top cover in position over the system unit so that the front edge aligns with the line imprinted on the top plate (**A** in Figure 22).

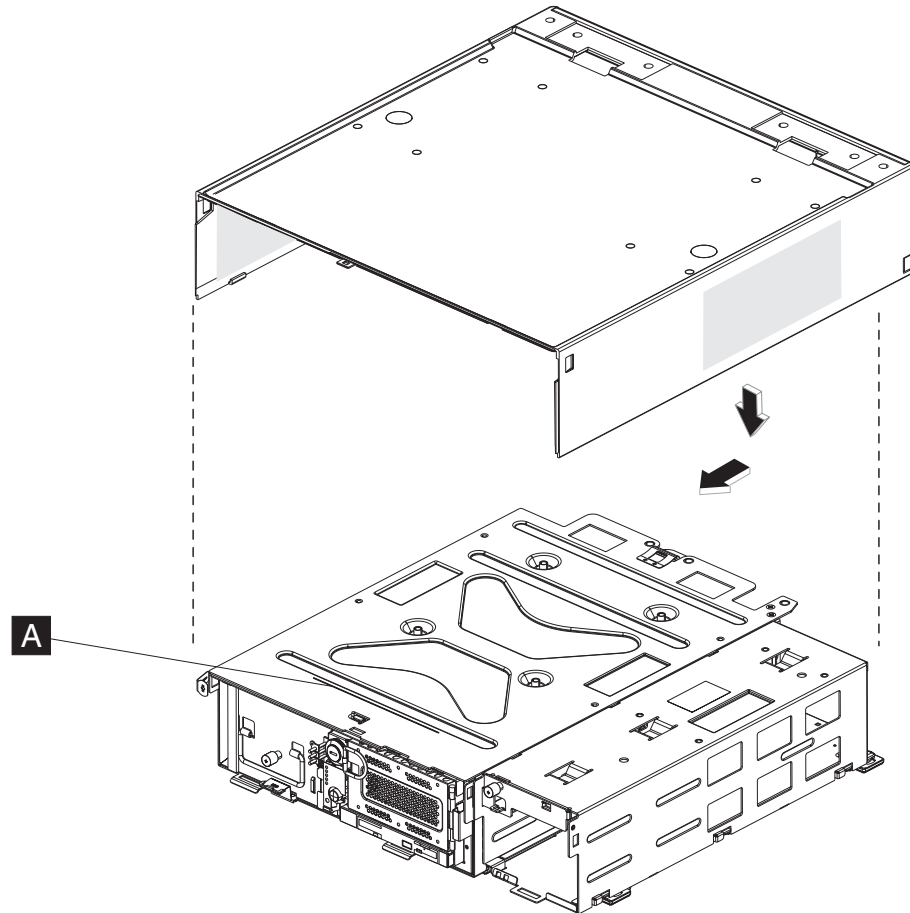


Figure 22. Installing the top cover

2. Press the top cover sides down and inward slightly while sliding the cover forward, to lock it into place. Pull cover as far forward as it will go.
3. Close the rear door by pressing downward on the door.

Replacing the front bezel

To replace the front bezel:

1. Locate the hooks on the bottom of the front bezel and align these hooks with the slots on the frame (**B** in Figure 23).

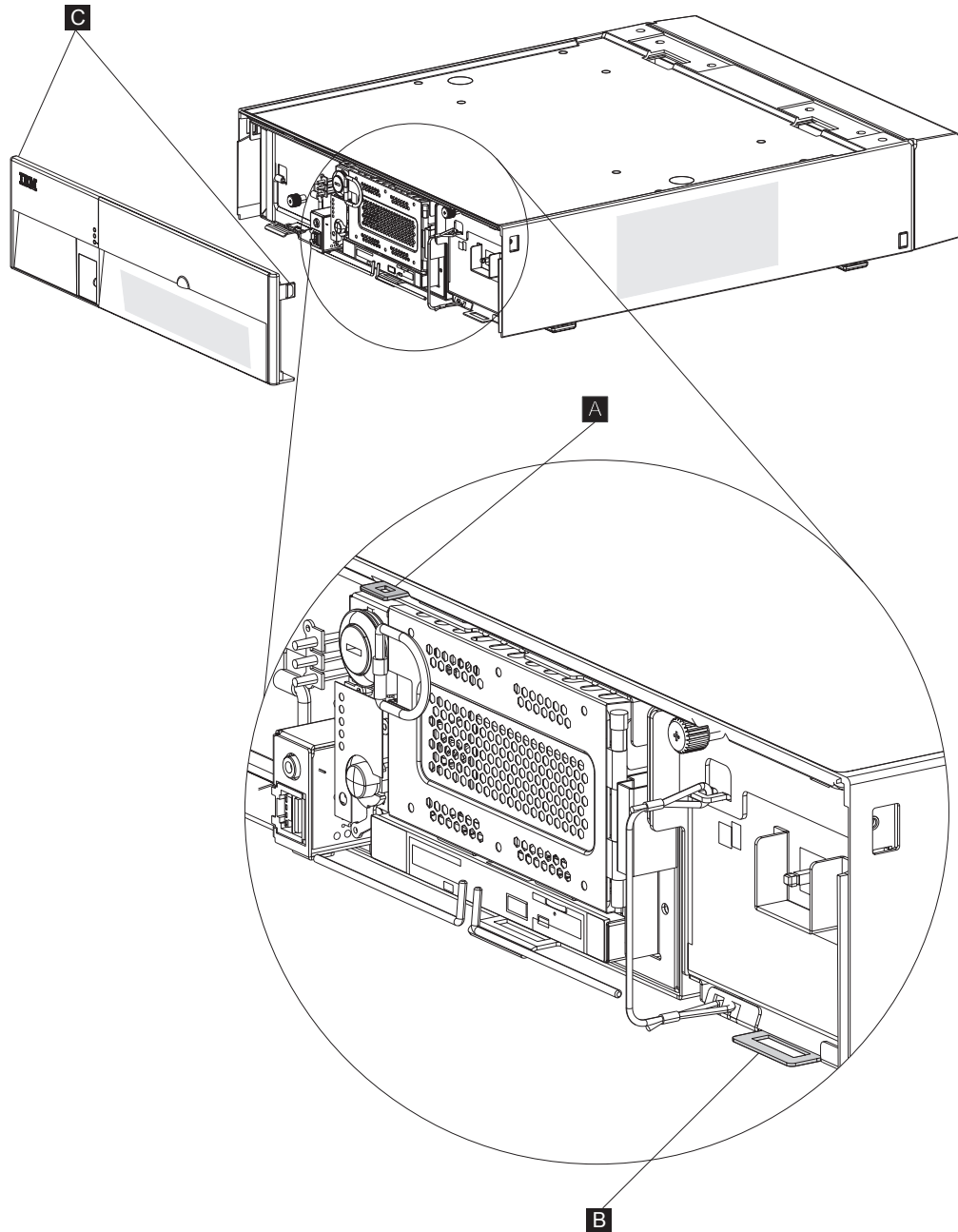


Figure 23. Placement of bezel

Note: Before proceeding, pivot the drive bay door D-loop handle completely to the right, flush against the front of the drive bay door, to ensure that it does not interfere with closing the front bezel.

2. Push inward on the side tabs (**C** in Figure 23) and insert one end and then the other. Push gently on the bezel to close it, ensuring that the center tab (**A**) locks into place.

Removing the pullout tray

Attention: Establish personal grounding before touching the unit. For more information, see “Federal Communications Commission statement” on page 95.

To remove the pullout tray from the unit frame:

1. Follow the steps in “Removing the front bezel” on page 31 to remove the front bezel.
2. Remove all cable attachments which will restrict removal of the pullout tray.
3. If necessary, unlock the keylock.
4. While holding the unit frame in place, grab the pullout tray handle (**A**), use your thumb to lift the pullout tray lock tab (**B**), and pull firmly. The pullout tray will slide out of the unit frame completely.

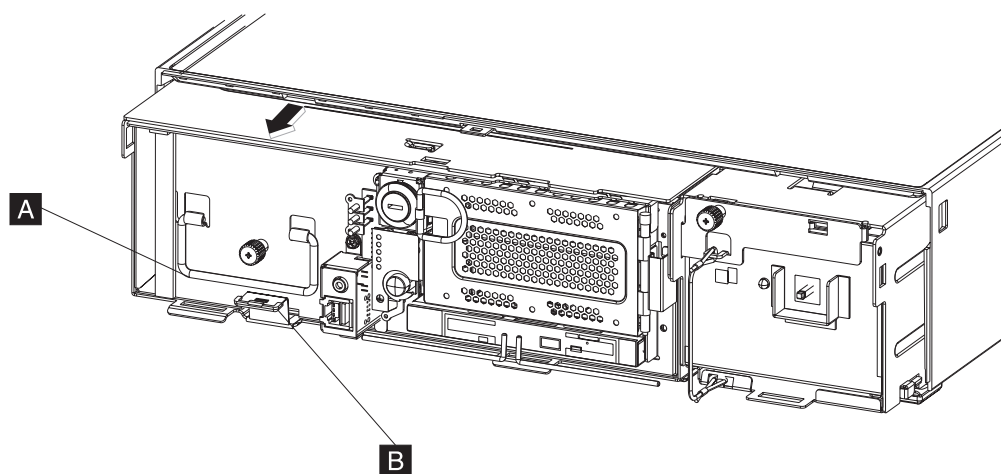


Figure 24. Removing the unit pullout tray from the unit frame

Note: Be sure to support the pullout tray, if you remove it completely.

To replace the pullout tray, insert the rear of the pullout tray into the front of the unit frame and gently slide back until the pullout tray lock tab (**B**) locks into place.

Opening the drive bay door

Attention: Establish personal grounding before touching the unit. For more information, see “Federal Communications Commission statement” on page 95.

To open the drive bay door:

1. Open the front bezel door.
2. If necessary, unlock the drive bay door (refer to "Operating the front lock or lock plug" in the *SurePOS 700 Series SurePOS 700-723/743/783/784 Systems, Installation, and Operations Guide*, GA27-4998.)
3. Pull on the blue drive bay door handle, to open the drive bay door.

Replacing a hard disk drive

To remove a hard disk drive (HDD):

1. Follow the steps in “Opening the drive bay door” on page 37 to open the drive bay door.
2. Squeeze the two blue drive rail lock tabs (**A** in Figure 25) inward and pull to remove the hard disk drive on its rails.

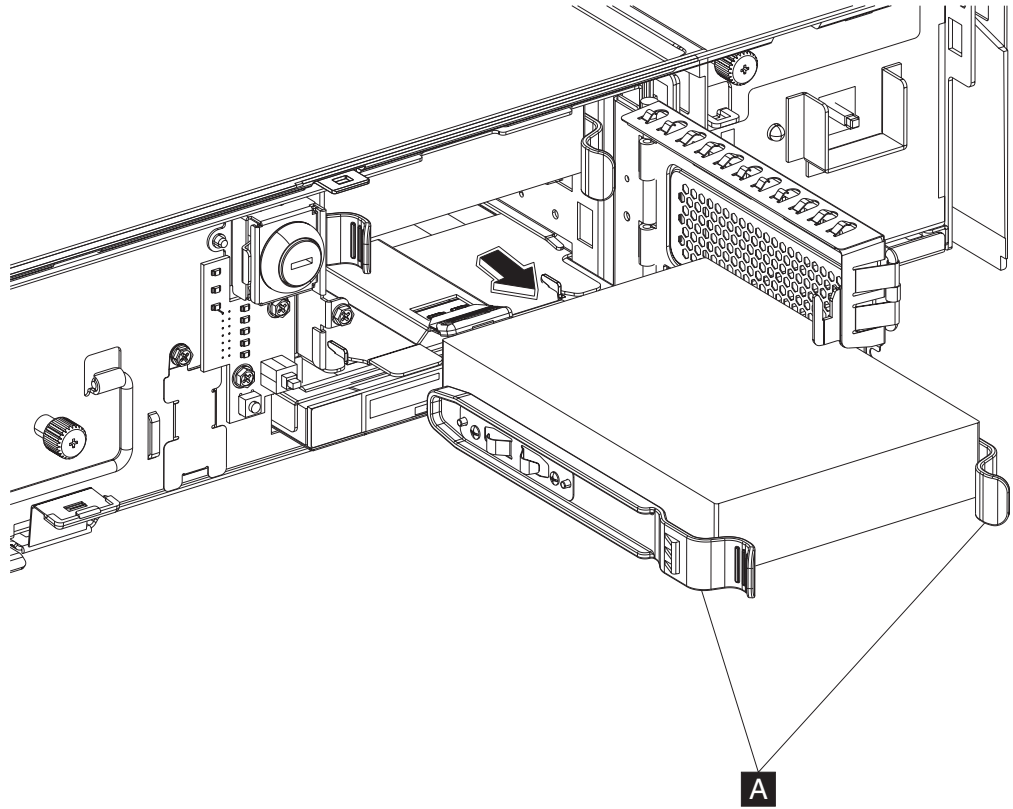


Figure 25. Removing a hard disk drive

To replace the hard disk drive, reverse the previous steps.

Note: Be sure to press the new drive on its rails into the back of the DASD cage, to ensure a solid connection. The drive rail lock tabs will snap into place when the drive is fully inserted.

Replacing the optical drive

To remove the optical drive:

1. Follow the steps in “Removing the front bezel” on page 31 to remove the front bezel.
2. Follow the steps in “Opening the drive bay door” on page 37 to open the drive bay door.
3. With your hand facing upward, grip the bottom of the optical drive and its bracket with your fingers while pushing down on the bracket lock tab (**A** in Figure 26) to disengage it from its window.
4. Pull out the optical drive in its bracket.

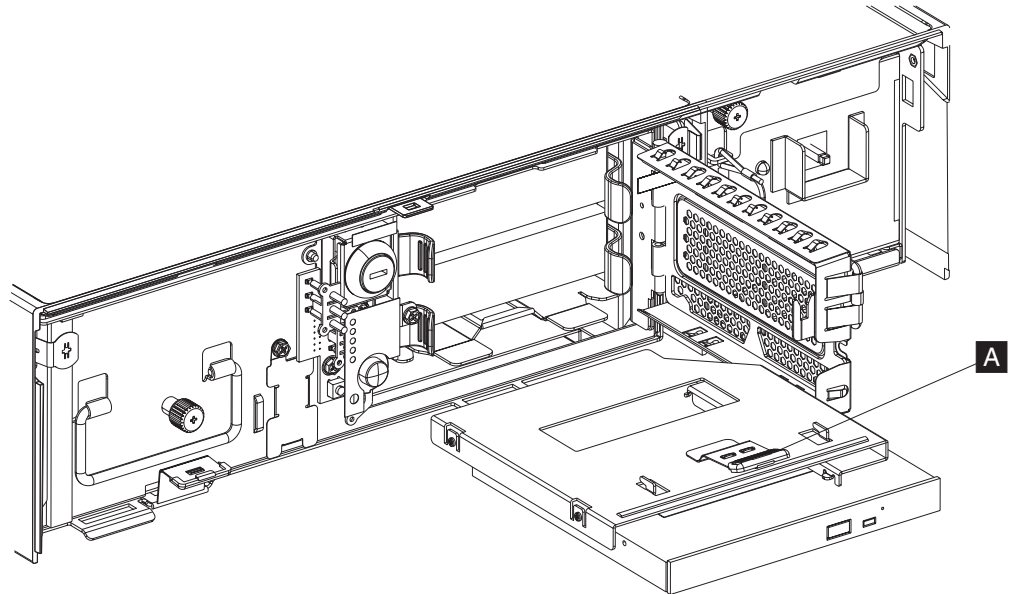


Figure 26. Removing an optical drive

To replace the optical drive, reverse the previous steps.

Note: To ensure a solid connection, press the new drive in its bracket into the back of the DASD cage. The bracket lock tab will snap into place when the drive is fully inserted.

Replacing an I/O module

To remove an I/O module:

1. Remove any cables that are attached to the I/O module.
2. Follow the steps in “Removing the pullout tray” on page 37 to remove the pullout tray completely from the unit frame.
3. Open the I/O modules latch (**A** in Figure 27) by pressing down on its locking tab (**B**) and rotating it counterclockwise on its hinge.

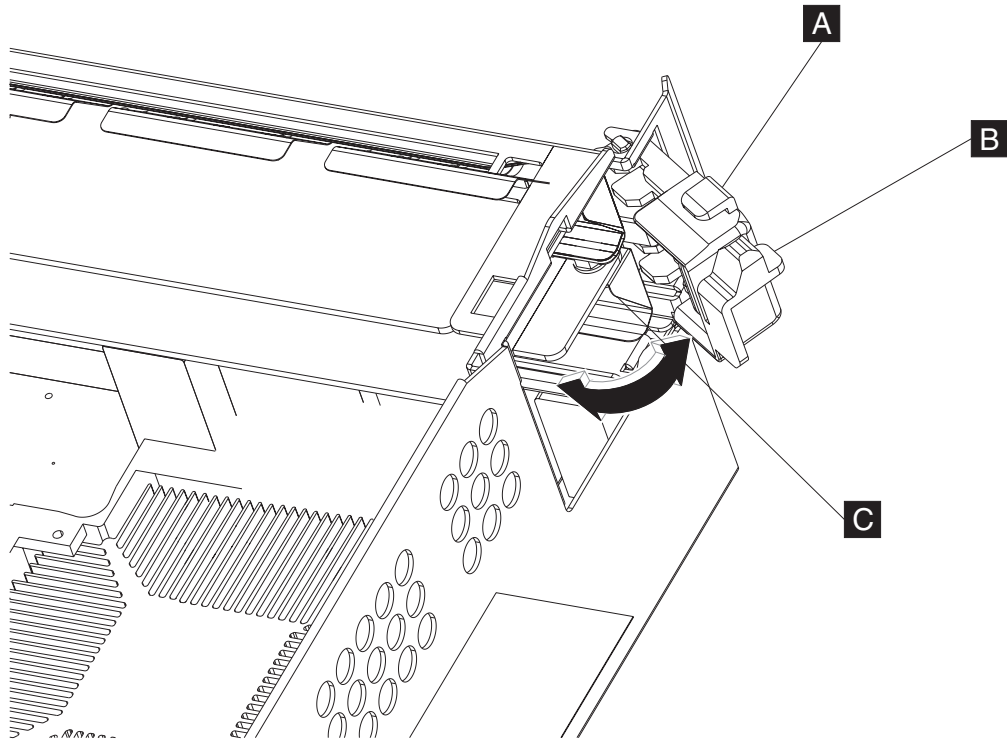


Figure 27. Opening the I/O module latch

4. Pull carefully on the I/O module (**C**) to slide it out of the slot.

To replace the I/O modules, reverse the previous steps.

Note: Before you install a new RS-485 module, ensure that the jumpers on the new module match the removed, old module.

Replacing the I/O module latch

To remove the I/O module latch:

1. Follow the steps in “Replacing an I/O module” on page 40 to open the I/O module latch a full 90 degrees from its closed position.

Note: You do not need to remove the I/O modules to replace the latch.

2. Press down on the top locking tab of the I/O module latch (**A** in Figure 28) and pivot the latch downward, out of its sockets (**B**).

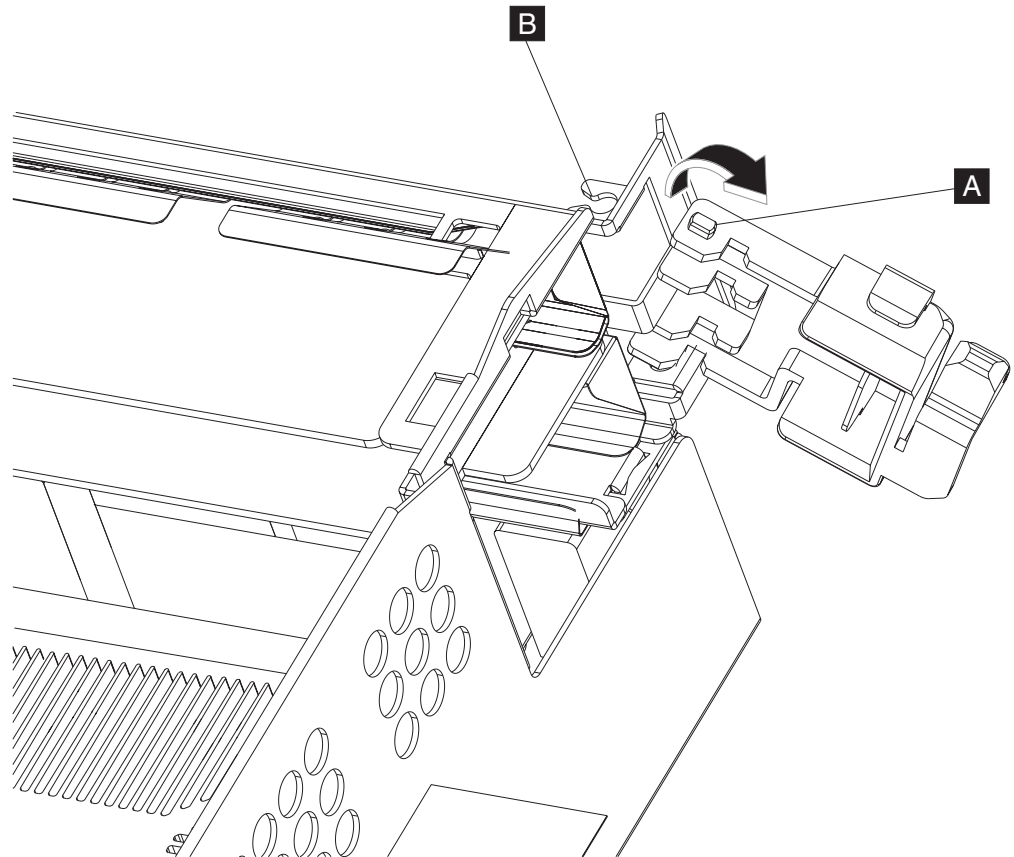


Figure 28. Removing the I/O module latch

To replace the I/O module latch, reverse the previous steps.

Replacing the chassis fan and fan duct (Models 723 and E23 only)

Note: Chassis fans are not present in all Models 723 and E23.

To remove the chassis fan:

1. Follow the steps in “Removing the pullout tray” on page 37 to slide the pullout tray halfway out of the unit frame.
2. Carefully disconnect the fan connector (**A** in Figure 29) from the system board.

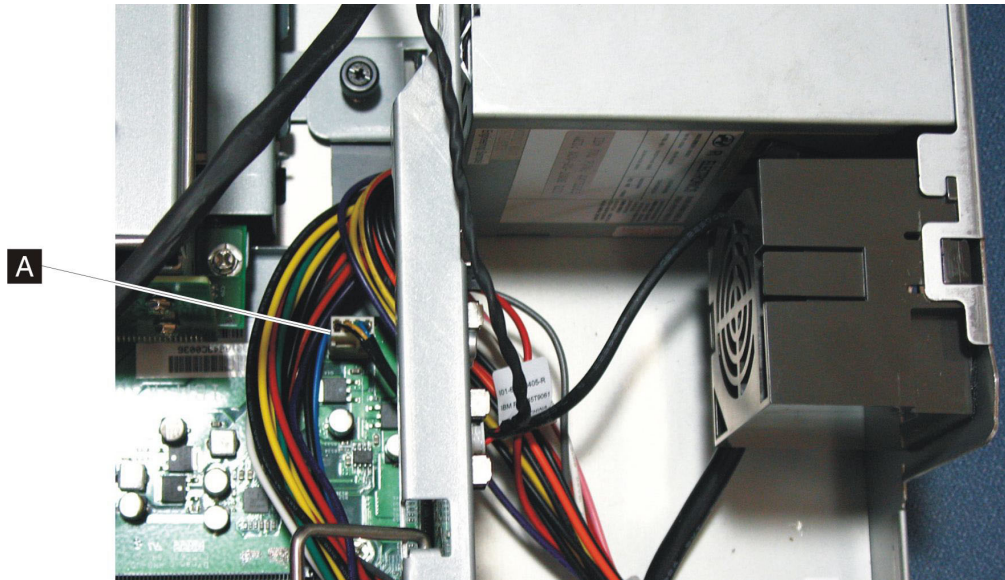


Figure 29. Disconnecting the chassis fan

3. Push down on the duct lock tab (**A** in Figure 30 on page 43) and slide the chassis fan duct (**B**) towards the rear of the system. Its upper tab and lower tabs will slide out of the slots on the pullout tray sidewall, which lets you pull it from the openings in the slots.

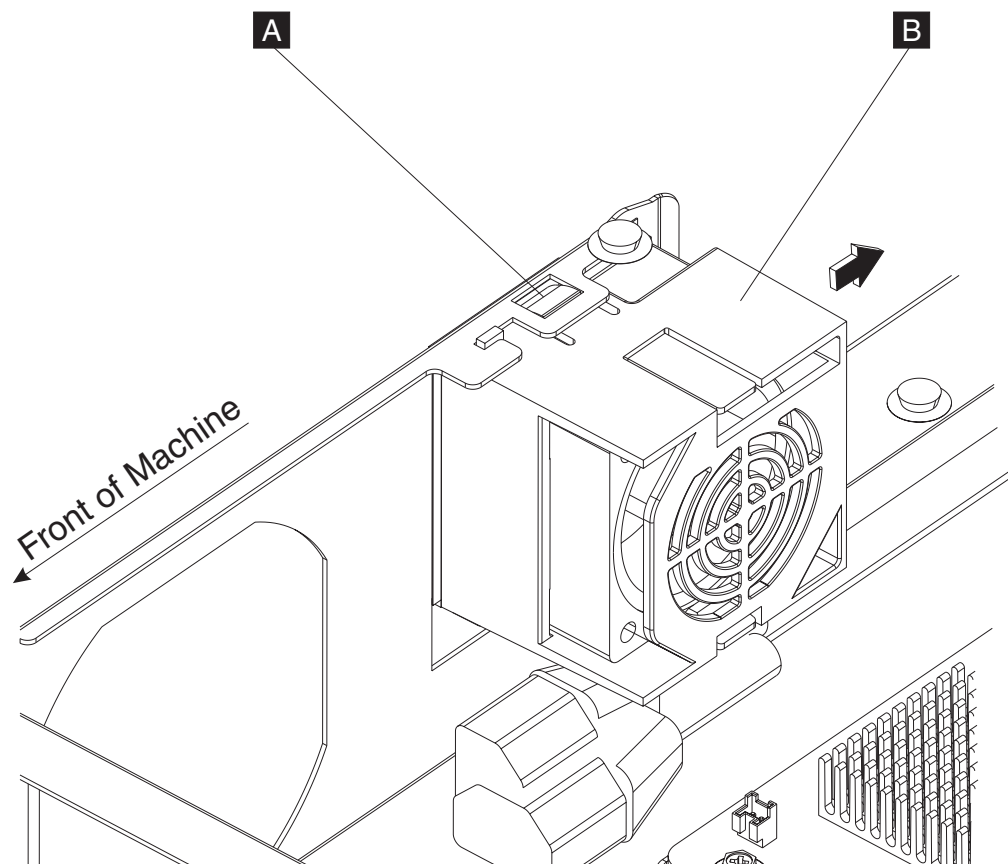


Figure 30. Removing the chassis fan with duct

To replace the chassis fan, reverse the previous steps.

Notes:

1. When doing the reverse of Step 3 on page 42, be sure that the two bottom lock tabs on the fan duct engage their slots on the pullout tray sidewall.
2. Be sure to route the chassis fan connector cable under the main riser card frame and main riser card. *Do not* route it over the frame, or it will interfere with pullout tray movement in the unit frame.
3. Reconnect the fan.

Replacing the processor fan (Models 723 and E23 only)

To remove the processor fan:

1. Follow the steps in “Removing the pullout tray” on page 37 to remove the pullout tray completely from the unit frame.
2. Follow the steps in “Replacing an I/O module” on page 40 to remove the I/O modules from the system.
3. Carefully disconnect the fan connector cable from the plug on the system board that is next to the processor.
4. Remove the four screws holding down the fan to remove the fan.

To replace the processor fan, reverse the previous steps.

Replacing the processor fan (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)

To remove the processor fan:

1. Follow the steps in “Removing the pullout tray” on page 37 to remove the pullout tray completely from the unit frame.
2. Carefully disconnect the fan connector cable from the plug on the system board that is next to the memory modules.
3. Press down on the levers (**A** in Figure 31) on the processor heatsink to release the connections.

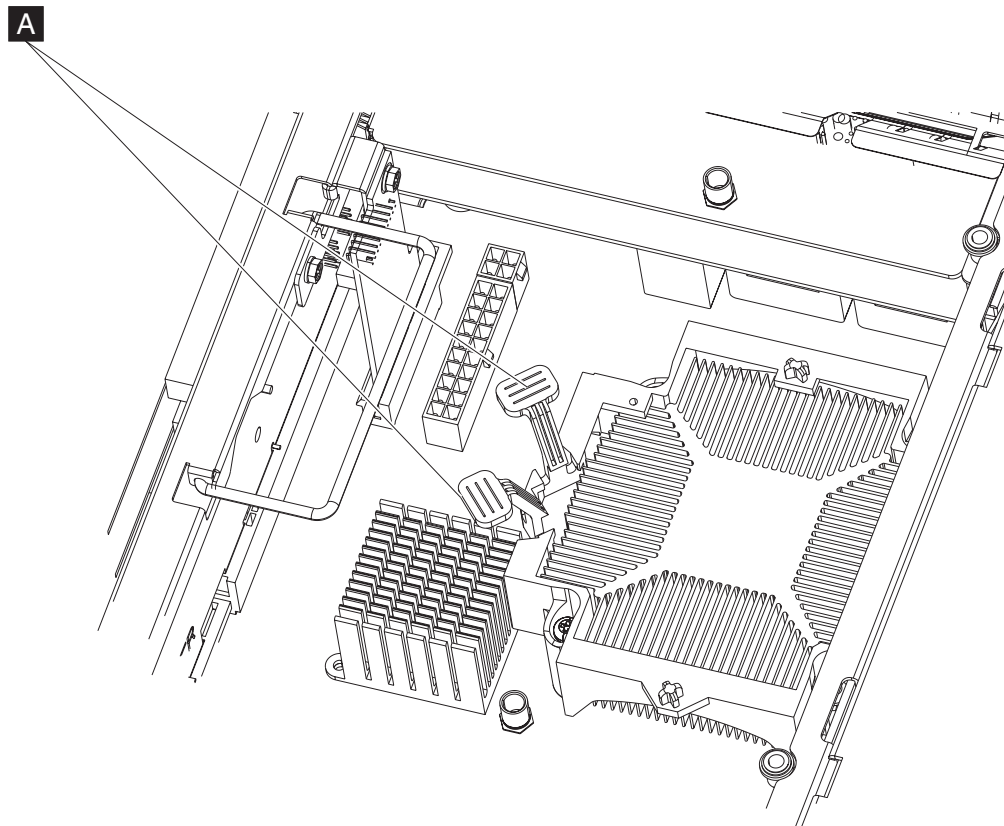


Figure 31. Processor fan and levers

4. Lift the corner of the fan previously held down by the levers, unhook the opposite corner of the fan, and remove it.

To replace the processor fan, hook the corner of the fan opposite the levers and press down the corner of the fan next to the levers to lock the fan into place.

Replacing the heatsink and processor (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)

To remove the heatsink and processor:

1. Follow the steps in “Replacing the processor fan (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)” on page 44 to remove the processor fan.
2. Completely loosen the four spring screws holding down the heatsink to remove the heatsink.
3. Press down on the processor latch, and move it sideways and up to unlock it.
4. Pivot open the processor cover.
5. Lift out the processor, carefully keeping your fingers on each side of the module.

To replace the processor and heatsink, reverse the previous steps.

Replacing the control switch card

To remove the control switch card:

1. Follow the steps in “Removing the front bezel” on page 31 to remove the front bezel.
2. Remove the two screws on the front of the card that are holding the card in place.
3. Pull the card from the unit.
4. Disconnect the cable that is attached to the card connector.

To replace the control switch card, reverse the previous steps.

Replacing the front lock

To remove the front lock:

1. Follow the steps in “Removing the pullout tray” on page 37 to slide the pullout tray halfway out of the unit frame.
2. Remove the lock lever from the back of the lock.
3. Remove the clip from the front of the lock.
4. Slide the lock out of the lock bracket.
5. Remove the screw that attaches the lock bracket to the inside of the pullout tray and remove the lock bracket.

To replace front lock, reverse the previous steps.

Replacing the front USB module (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)

To remove the front USB module:

1. Disconnect the external option cable attached to the USB module.
2. Follow the steps in “Removing the pullout tray” on page 37 to slide the pullout tray halfway out of the unit frame.
3. Disconnect the internal cable attached to the back of the USB module.
4. Remove the two screws holding the USB module to the pullout tray:
 - One screw is attached to the front of the pullout tray
 - The other screw is attached inside the pullout tray, to the bottom.
5. Pull the USB module from the front of the unit.

To replace front USB module, reverse the previous steps.

Replacing the spline

Note: Spline handles are not present in all systems.

To remove the spline:

1. Follow the steps in “Removing the pullout tray” on page 37 to remove the pullout tray completely from the unit frame.
2. Locate any installed feature cards and retaining screws (**A** in Figure 32). Remove the screws and pull the feature card out of the system.

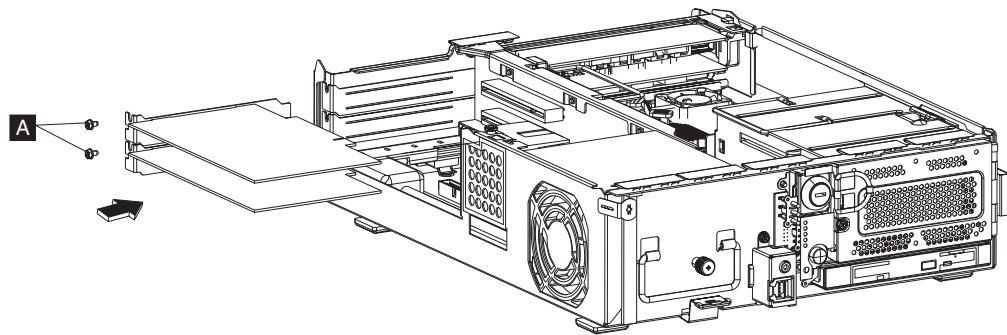


Figure 32. Removing feature cards

3. Note the cable routing, and then carefully disconnect all power and communications cables from the riser card.

Note: The riser card main power connector has a latch on the bottom of it that you must push to disconnect it.

4. Completely loosen the spring screw (**A** in Figure 33 on page 47) holding the front of the spline down to the pullout tray.

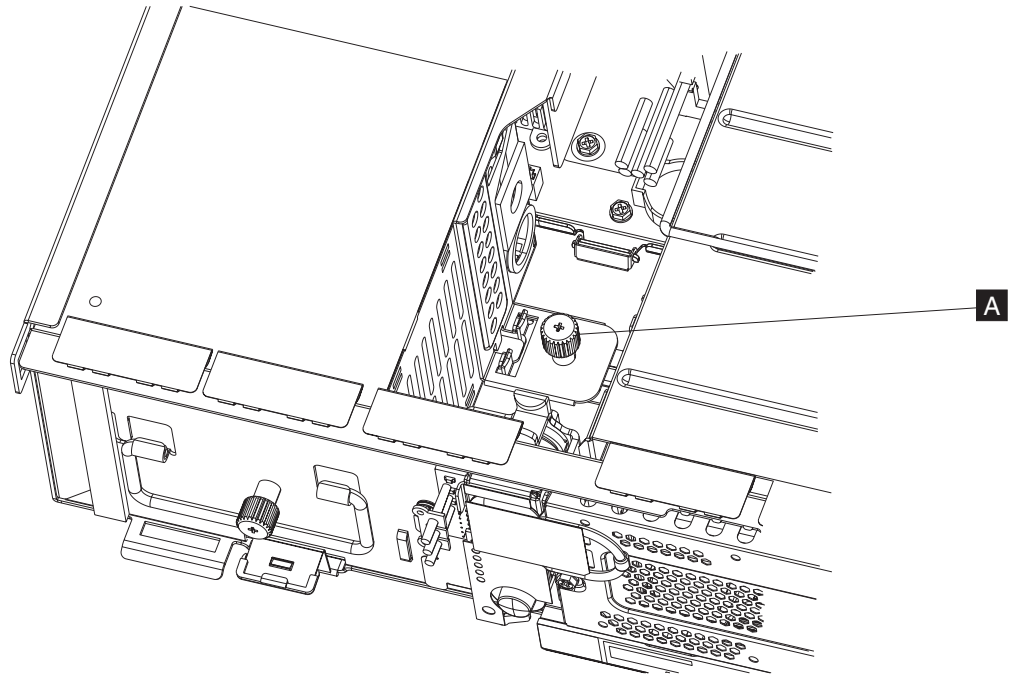


Figure 33. Loosening the spline screw

5. Lift the spline, push down on the rear spline latch tab (**A** in Figure 34), and pull up to remove the spline along with the riser card.

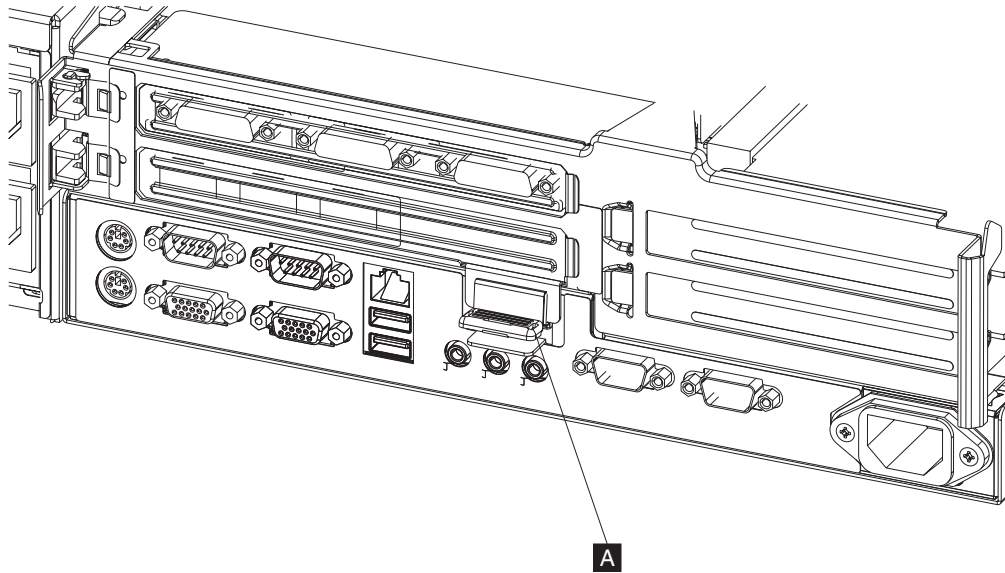


Figure 34. Loosening the spline screw

6. If the spline itself is being serviced, remove all I/O slot and adapter slot blanks (if any), and then proceed to “Replacing the main riser card” on page 49 to remove the I/O modules and the riser card.

To replace the spline, reverse the previous steps.

Note: When replacing the riser card, ensure that the cash drawer voltage setting matches the voltage setting on the old riser card. For additional information, see “Cash drawers” on page 22.

Replacing the main riser card

To remove the main riser card:

1. Follow the steps in “Replacing the spline” on page 46 to remove the spline.
2. Follow the steps in “Replacing an I/O module” on page 40 to remove all I/O modules.
3. Remove the four screws (**A** in Figure 35) holding the riser card to the spline.

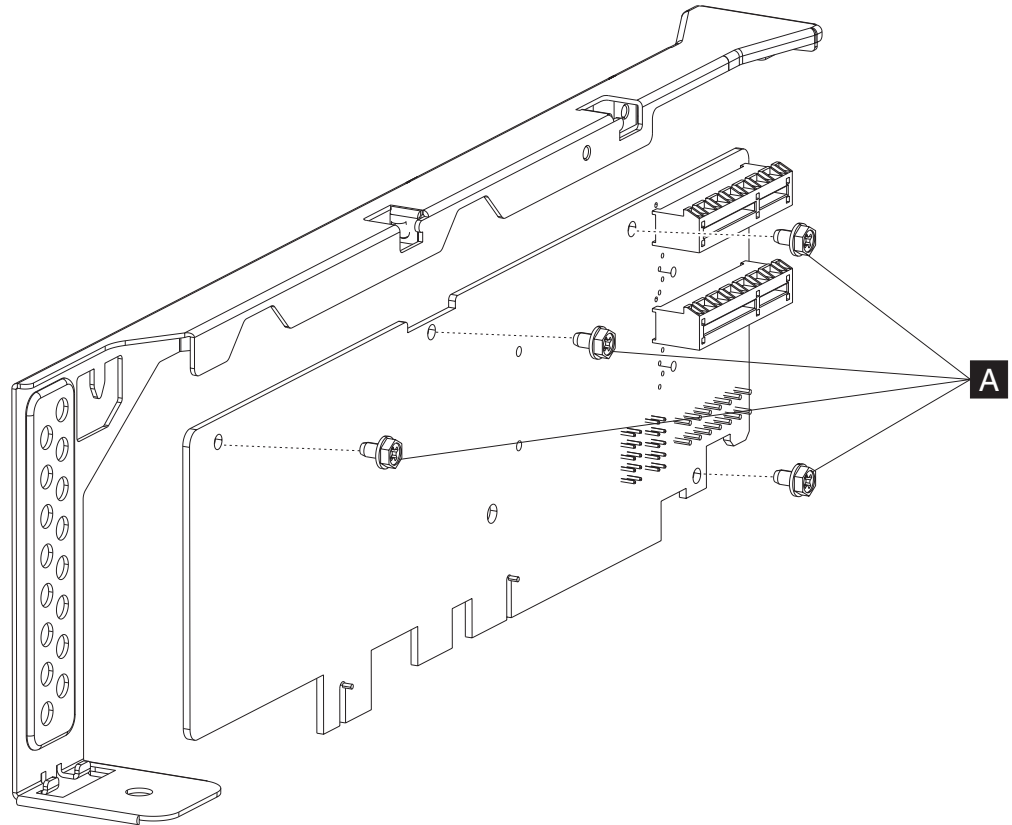


Figure 35. Removing the riser screws

To replace the main riser card, reverse the previous steps.

Replacing the main riser card battery

The SurePOS 700 uses a CR2032 3 V lithium 'coin' battery on the main riser card.

To remove the main riser card battery:

1. Follow the steps in “Replacing the spline” on page 46 to remove the spline.
2. Using the tip of a screwdriver, *carefully* lever the battery out from under the battery socket's short tabs (**A** in Figure 36 on page 50, toward the rear of the riser card).

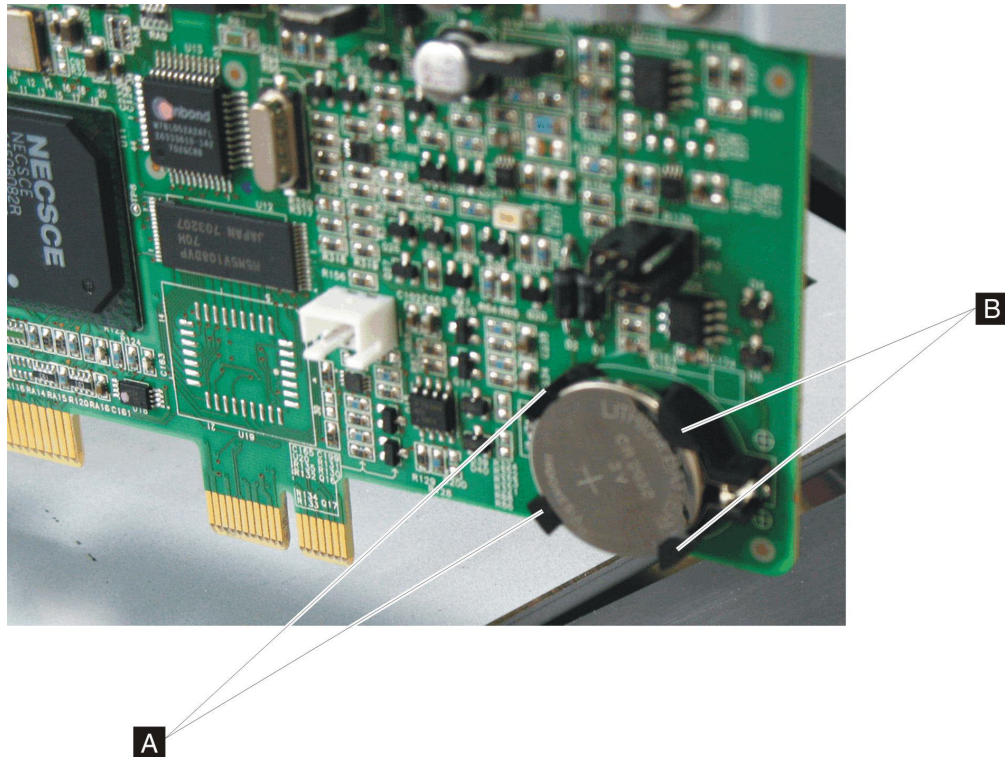


Figure 36. Removing the riser battery

To replace the main riser card battery:

1. Insert one edge of the battery (positive side UP) under the battery socket's longer tabs (**B** in Figure 36, toward the front of the riser card).
2. Push down on the opposite edge of the battery to snap it under the short tabs.
3. To reinstall the spline, reverse the steps in “Replacing the spline” on page 46.

Replacing the DASD cage

To remove the direct access storage device (DASD) cage:

1. Follow the steps in “Replacing a hard disk drive” on page 38 and in “Replacing the optical drive” on page 39 to remove all drives from the drive bay.

Note: Step 1 is only necessary if you are actually replacing just the DASD cage; if you are merely removing it as part of another procedure, ignore this step.

2. Follow the steps in “Replacing the spline” on page 46 to remove the spline from the system.
3. While holding the DASD cage, push down on the cage lock tab (**B**) with your thumb and pull up.

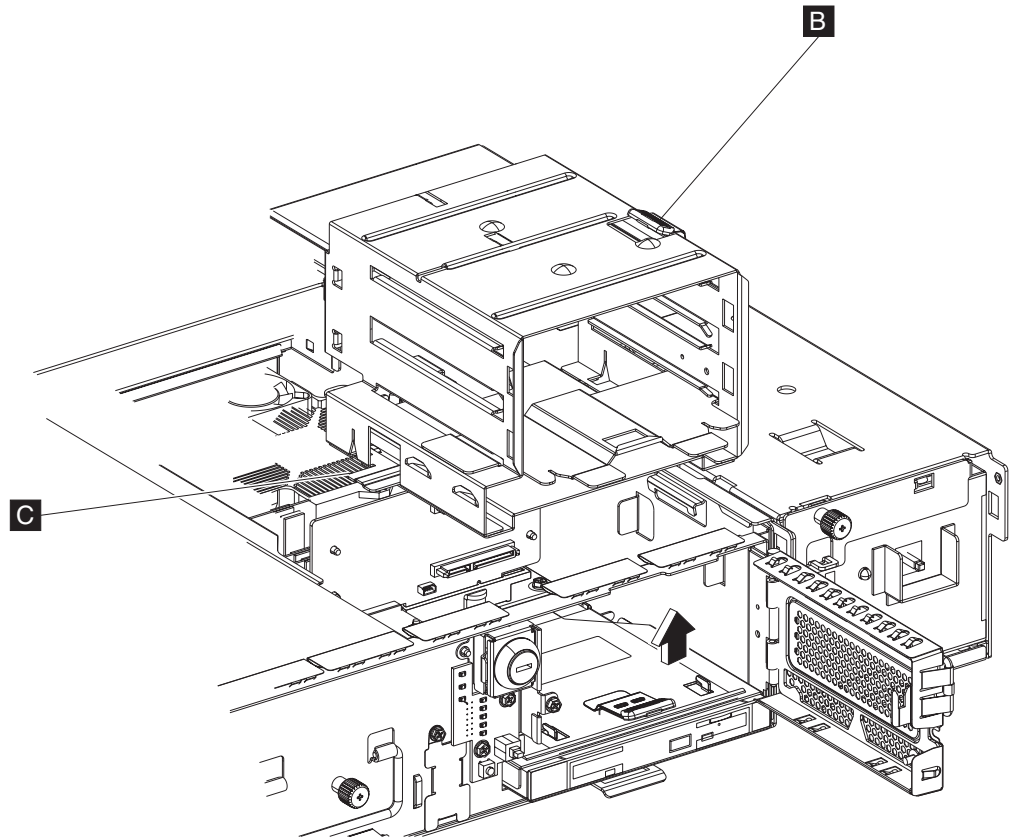


Figure 37. Removing the DASD cage

To replace the DASD cage, reverse the previous steps.

Note: Ensure that the guide tab (**C**) aligns with its slot on the pullout tray base (not shown), which will help to guide the DASD riser card into the DASD slot on the system board.

Replacing the power supply

To remove the power supply:

1. Follow the steps in “Replacing the spline” on page 46 to remove the spline.
2. Note the cable routing, and then carefully disconnect the internal power connector from the system board.

Note: The system-board main power connector has a latch on the right side of it that you must push to disconnect it.

3. Disconnect the power cable from the riser card.

Note: The riser card main power connector has a latch on the bottom of it that you must push to disconnect it.

4. Disconnect the internal power cable rear coupling from the power supply.
5. Completely loosen the spring screw holding the front of the power supply to the front of the pullout tray.
6. Lift to remove the power supply from the unit.

To replace the power supply, reverse the previous steps.

Replacing the power supply rear coupling

To remove the power supply rear coupling:

1. Follow the steps in “Removing the pullout tray” on page 37 to remove the pullout tray completely from the unit frame.
2. Disconnect the internal power cable rear coupling from the power supply.
3. Remove the two screws holding the power cable rear coupling to the rear of the pullout tray.
4. Pull from the rear of the pullout tray to remove the power cable rear coupling from the unit.

To replace the power cable rear coupling, reverse the previous steps.

Replacing the system board

To remove the system board:

1. Disconnect all external device cables (I/O devices, audio, keyboard, and so forth).
2. To remove the spline, along with its riser card and all adapters and I/O modules, follow the steps in “Replacing the spline” on page 46.

Note: You do not have to remove the riser card, adapters, or I/O modules from the spline to remove it from the system; you can skip those steps of that procedure.

3. Follow the steps in “Replacing the DASD cage” on page 50 to remove the drive cage, along with its riser card and all drives.

Note: You do not have to remove the riser card or drives from the DASD cage to remove it from the system; you can skip those steps of that procedure.

4. Refer to “Installing memory modules” in the *SurePOS 700 Series SurePOS 700-723/743/783/784 Systems, Installation, and Operations Guide*, GA27-4998, to remove the memory modules.
5. If necessary, follow the steps in “Replacing the heatsink and processor (Models 743, C43, E43, 783, E83, 784, C84, and E84 only)” on page 45 to remove the processor fan, the heatsink, and the processor.
6. Follow the steps in “Replacing the power supply” on page 51 to remove the power supply.
7. Note the cable routing, and then carefully disconnect the connectors on the system board for the control switch card (Models 743, C43, E43, 783, E83, 784, C84, and E84 only) and for the front USB module.
8. Lift the system board tray lever (**A** in Figure 38 on page 53) and pull towards the front of the tray. The system board tray will slide off of its hooks on the bottom of the pullout tray, which lets you remove the system board tray and system board completely from the pullout tray.

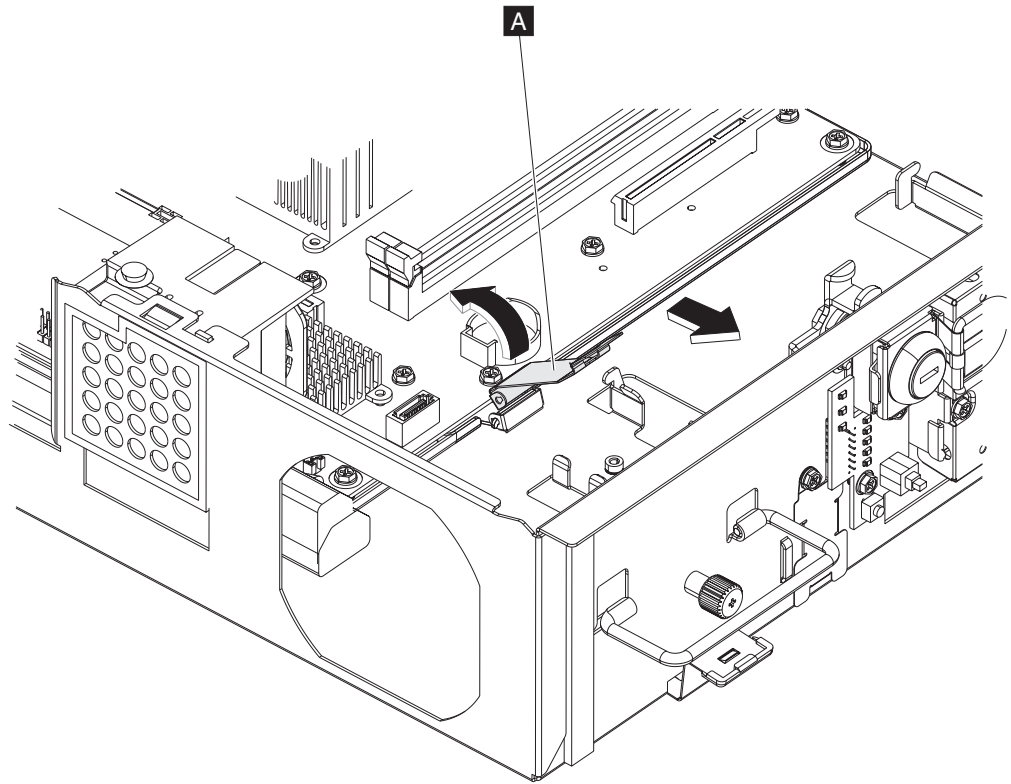


Figure 38. Removing the system board tray

To replace the system board, reverse the previous steps.

Replacing the system board battery (Models xx3)

The SurePOS 700 uses a CR2032 3 V lithium "coin" battery on the system board.

To remove the system board battery:

1. Follow the steps in "Removing the pullout tray" on page 37 to slide the pullout tray halfway out of the unit frame.
2. Carefully press down on the battery release button (**A** in Figure 39 on page 54, toward the front of the system board). The battery will lever up out of the socket.

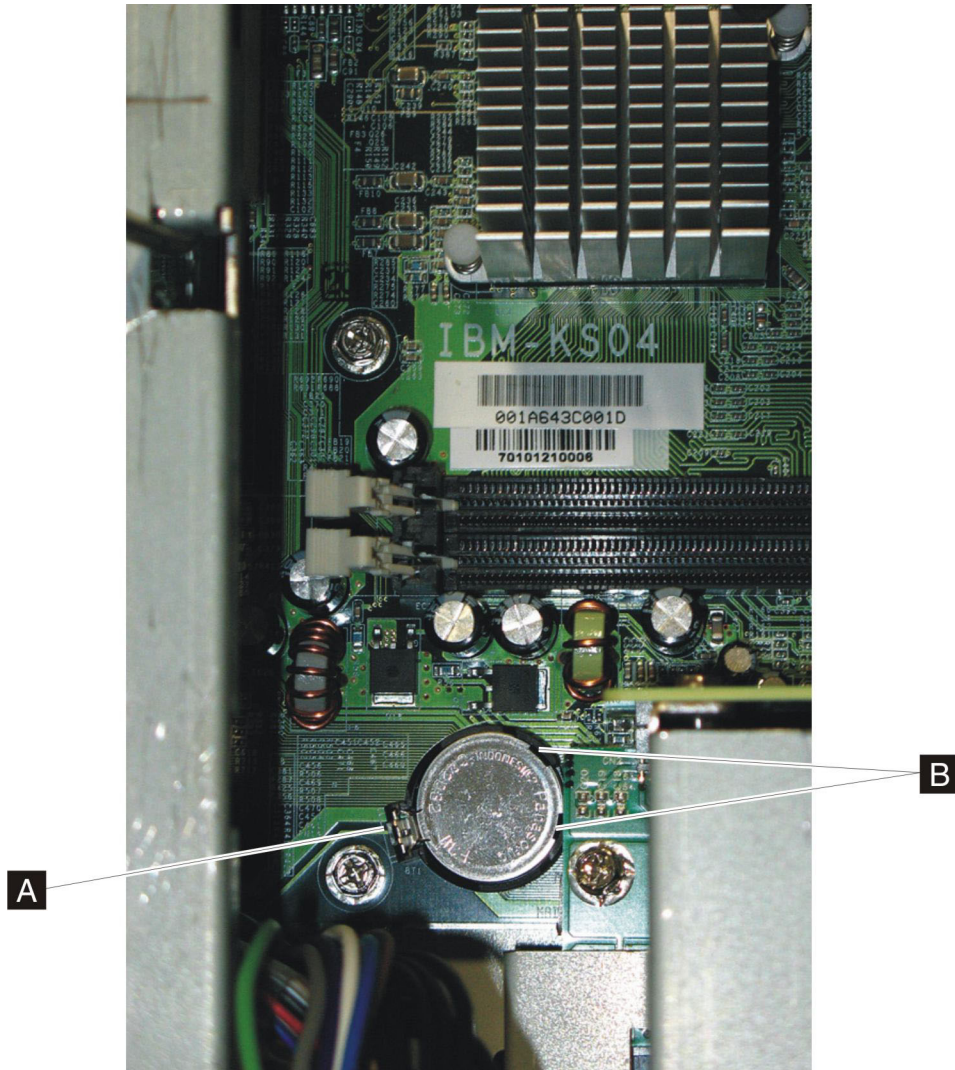


Figure 39. Removing the system board battery (Models xx3)

To replace the system board battery:

1. Insert one edge of the battery (positive side UP) under the battery socket's tabs (toward the rear of the system board).
2. Carefully press down on the battery to snap it under the battery release button.
3. Slide the pullout tray back into the unit frame until it locks into place.

Replacing the system board battery (Models xx4)

The following picture shows the location of the system board battery **A** for Models xx4. To remove the battery, grasp it with the thumb and index finger, and lift up. Reverse this procedure to install the battery.

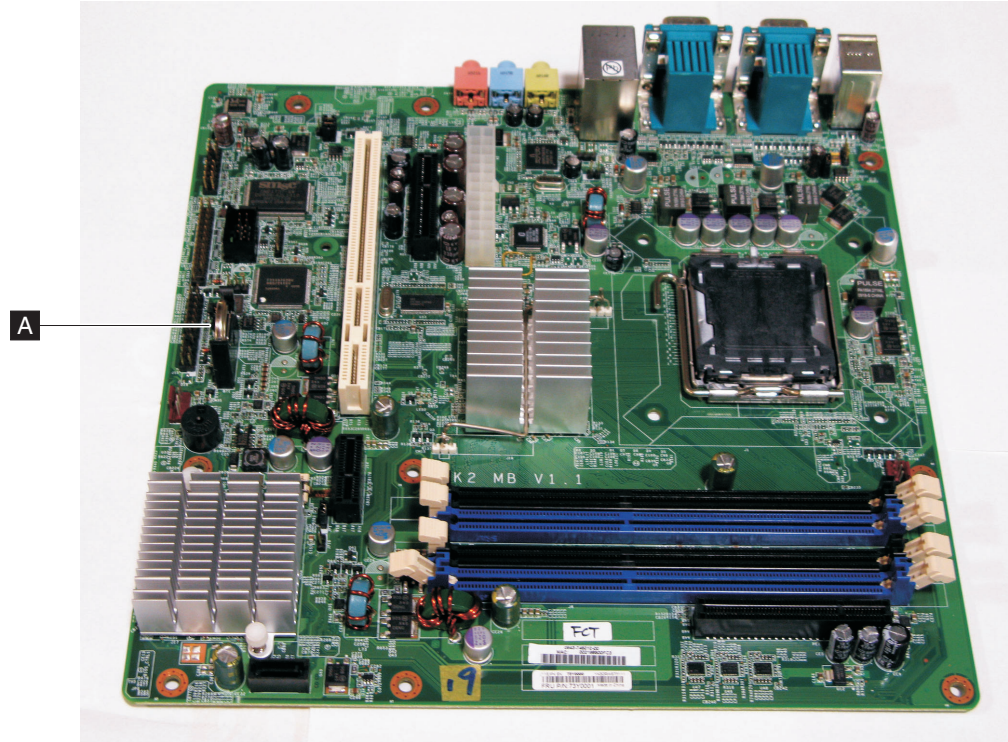


Figure 40. Replacing the Model xx4 battery

Installing a new internal modular flash drive for SurePOS 723, 743, and 783

To install an internal modular flash drive, open the cover and view the modular flash drive location as illustrated on SurePOS models 743 or 783 (Figure 41), , or model 723 (Figure 42 on page 57).

Attach the modular flash drive pins to the system board connector.

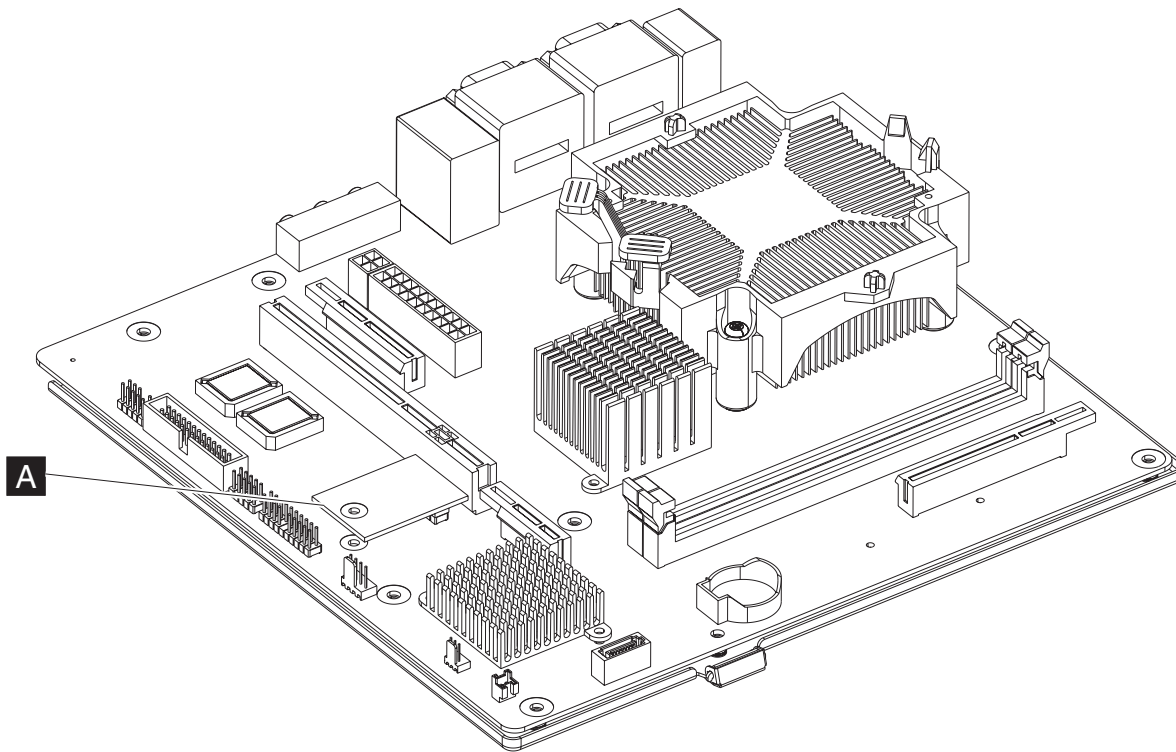


Figure 41. SurePOS 743 and 783 system board

Line up the pins on the board with the holes on the internal modular drive shown (**A** in Figure 41 or **B** in Figure 42 on page 57) and the white peg at the opposite end of the drive. There is a white stand-off pin that snaps through a hole on the motherboard.

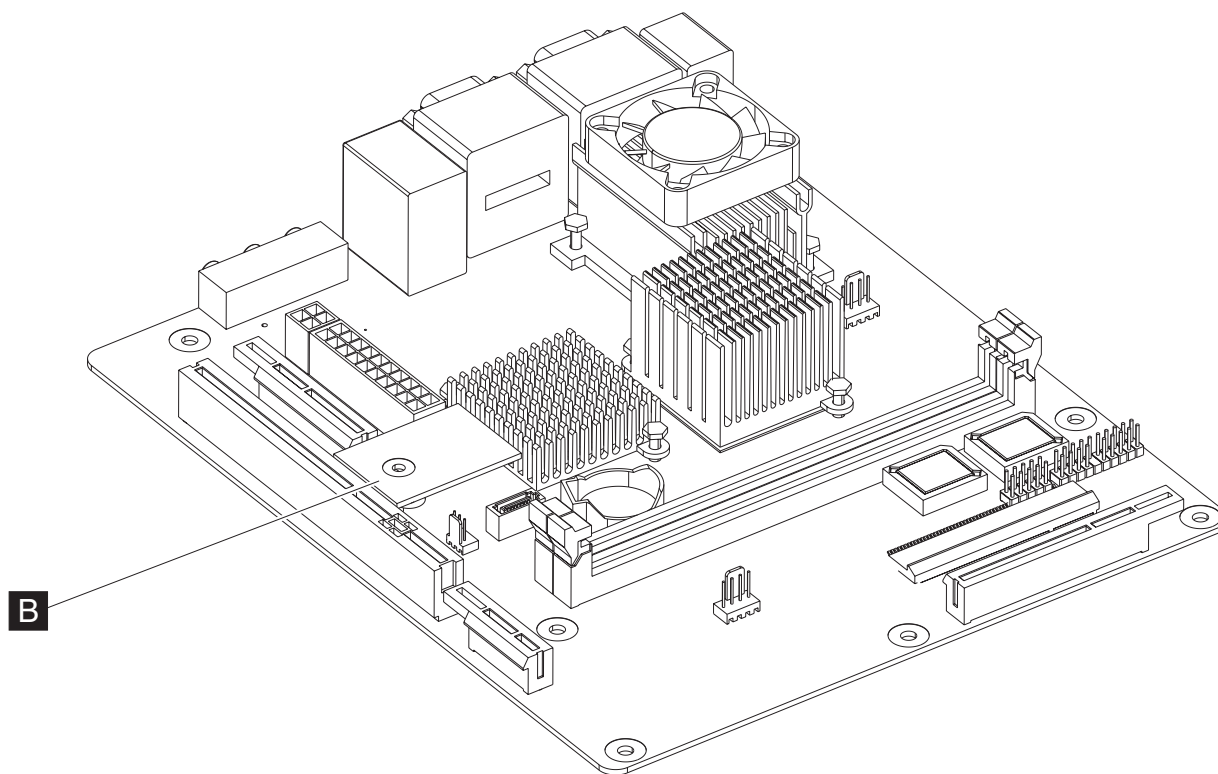


Figure 42. SurePOS 723 system board

To disconnect an internal modular flash drive, gently lift up the drive from the 10-pin connector while pressing in the wings of the white stand-off pin. The stand-off pin should remain connected to the motherboard.

Chapter 3. Problem determination

Problems with the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 can be caused by software errors or hardware failures. This chapter contains problem-analysis tables to help determine the cause of a problem and how to solve it.

When you turn on the SurePOS 700, the system runs a power-on self-test (POST). The following conditions indicate a successful POST:

- A single beep sounds.
- The power and uninterruptible power supply status indicators are both on and are not blinking.

If the POST is unsuccessful, see “Problem isolation” on page 63.

Preliminary checklist

If you have a problem with the system, first use this checklist:

1. Ensure that all I/O devices are connected correctly.
2. Ensure that AC power is connected.
3. Ensure that the contrast and the brightness controls on the display are adjusted correctly.
4. Ensure that all installed hardware (such as a memory module, feature card, printer, or mouse) and cables are connected correctly and securely.
5. Turn on the system and listen for one or two beeps at the completion of the POST.
6. If POST does not complete, turn off the system and remove any optional adapters and all I/O devices except a single keyboard and display.
7. If POST still fails to complete, see “Problem isolation” on page 63.

Using the diagnostic processor

The system unit contains a diagnostic processor that assists in the diagnosis of common hardware field problems. This task is accomplished using diagnostic LEDs and a System Event Log Viewer.

Understanding the light path LEDs

Table 10 describes the front panel LEDs and the component or process each LED represents (see also Figure 5 on page 11). This table also describes the possible conditions and actions for you to resolve the condition.

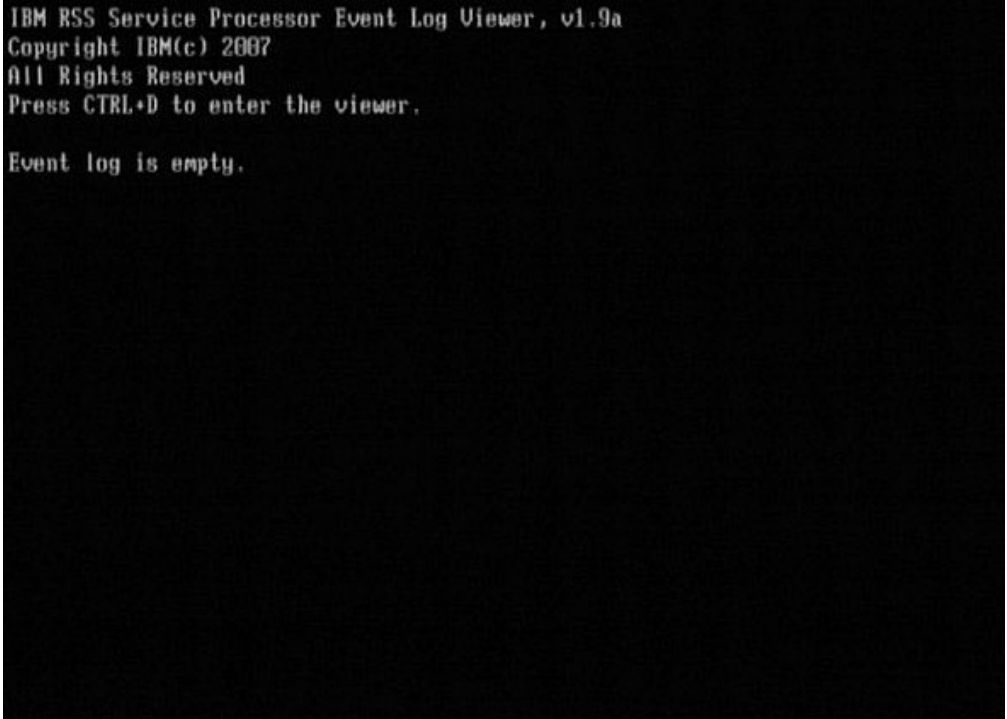
Table 10. Diagnostic processor LEDs

LED	Component	Conditions when lit	Action
C	Information	A hardware fault has occurred.	Open the front door and view LEDs I, J, K, L, and M for actions. When the fault is corrected, the information LED is no longer lit.
I	LED 1, fan	The processor fan is no longer spinning.	1. Check the processor vent for blockages or dust build up. 2. Ensure that the processor fan is plugged into the system board. 3. Replace the processor fan. When the fault is corrected, the fan LED is no longer lit.
J	LED 2, system board	The system board has failed.	Replace the system board. When the fault is corrected, the system board LED is no longer lit.
K	LED 3, upper HDD	The HDD failed the hard disk health check.	1. Check that the HDD connection to the system. Make sure that it is secured and completely engaged in the drive bay. 2. If the HDD presence or type change is intended, no failure occurred. Reset the system event log to clear the failure. When the fault is corrected, the HDD LED is no longer lit.
L	LED 4, lower HDD		
M	LED 5, power supply	The power supply voltage is operating outside of the supported parameters, or the power supply fan is no longer spinning.	1. Ensure that the power supply fan is not blocked or obstructed. 2. Replace the power supply. When the fault is corrected, the power supply LED is no longer lit.

Using the System Event Log Viewer

The System Event Log Viewer is a BIOS POST (power on start) plug-in that provides access to the system event log. Follow these steps to view the system event log:

1. Turn on the system and wait for the System Event Log Viewer (Figure 43) screen to appear.



```
IBM RSS Service Processor Event Log Viewer, v1.9a
Copyright IBM(c) 2007
All Rights Reserved
Press CTRL+D to enter the viewer.

Event log is empty.
```

Figure 43. System Event Log Viewer screen

2. Press Ctrl+D to open the System Event Log Viewer. A screen similar to Figure 44 appears.

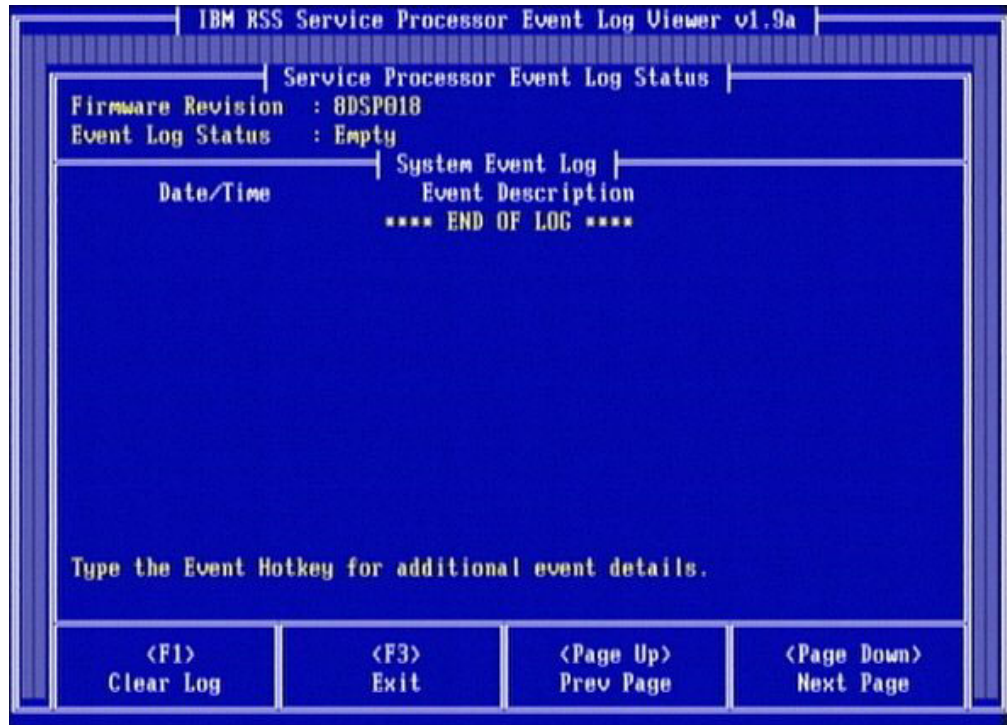


Figure 44. Example of saved events screen

3. For additional details of a saved event, select one with the keyboard, or press the event hot key.
4. Follow the prompts on the screen to view events or to clear the system event log.

Notes:

1. All saved events can be viewed.
2. Events are logged by event date: most recent to oldest.
3. If the event log reaches its capacity, the oldest events are deleted.

Problem isolation

If the SurePOS 700 fails, follow the procedures that are described in Table 11. If you cannot solve the problem, contact a trained service technician.

Table 11. Actions to isolate the cause of a problem

Problem	Action to perform
The power indicator remains off.	1. Check that the AC power cord is plugged into both the wall outlet and the back of the terminal. 2. Ensure that AC power is present at the wall outlet.
There is a continuous series of beeps.	1. Check to see if memory is missing. 2. Re-seat memory. 3. Replace memory.
The video display is failing (totally blank screen, no cursor displayed, screen is unreadable, or other display problems).	1. Verify that the video display cables are securely connected. 2. Ensure that the video display power cord is plugged in and that the video display is turned on. 3. Verify that the power indicator on the system unit and the indicator light on the display are lit. 4. Adjust contrast and brightness controls on the display. 5. Use the reference documentation (if available) for the display. 6. Exchange the video display.
The keyboard does not work or only some keys work.	1. Ensure that the keyboard is securely attached to the keyboard port. 2. Move your fingers across the keys. Ensure that no keys are stuck. 3. Ensure that you are on a screen that permits typing. Some screens do not permit you to type on them.
One or more POS I/O devices are failing.	1. Ensure that the I/O devices are securely and correctly connected to the system unit. 2. If the device has its own power cord and power switch, ensure that it has power and that the power switch is turned on. 3. Exchange the cables. 4. If a POS I/O device is available that is known to be good, substitute it for the failing device to help in isolating the failure.
An optional feature adapter is failing.	Refer to the service information for the adapter.
The system does not turn off when the power switch is pressed.	Press and hold the power button until the unit turns off (approximately 5 seconds).

Notes:

1. Some devices that attach to the system have test instructions. Refer to those instructions when testing those devices.
2. Record any error message or symptom so that this information is available when service is called.

3. When using application software, you might receive error messages that apply to the software. Refer to the software manual for explanations of those messages.

Special tools requirements

You might need to order these tools, which are not included in the toolkit:

- Ethernet wrap plug
- Tri-connector (serial and parallel) wrap plug
- USB mouse, required for POS Device Diagnostics
- PS/2-style or POS keyboard

Refer to the <http://www.ibm.com/solutions/retail/store/support> Web site for more information.

Using the RAID application (Models xx3)

The Redundant Array of Inexpensive Disks (RAID) application supports Models 723, E23, 743, C43, E43, 783, and E83 with one or two hard disk drives and the Microsoft Windows operating system. RAID provides an error message if one of the two hard disk drives experiences a failure.

Determining a hard drive failure (Models xx3)

When the RAID program indicates a hard drive failure, you can determine which drive has failed using one of the following two methods.

Method one: Click the RAID icon

1. From the Microsoft Windows task bar, click the RAID icon. This icon is present only during an array rebuilding or if abnormal activity occurred, such as a failed drive. The VIA V-RAID utility opens as shown in Figure 45.
2. Determine which hard disk drive has failed by expanding the array.

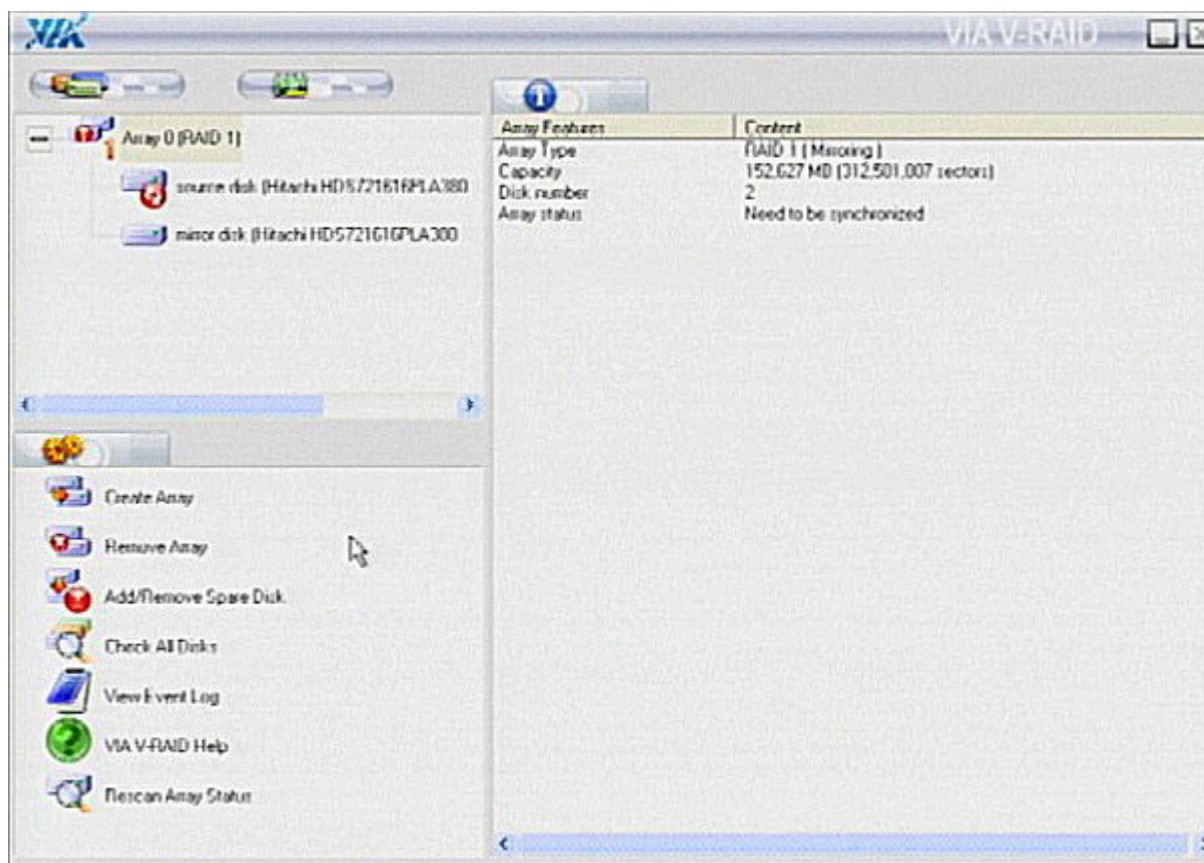


Figure 45. Disk drive failure

3. Initiate shutdown and power off the machine: click **Start > Shutdown** or follow the procedure for your business.
4. Continue with the steps described in “Replacing and rebuilding a hard drive (Models xx3)” on page 66.

Method two: Entering RAID during startup

1. Shut down and reboot the machine by clicking **Start > Shutdown** or by following the procedure for your business.

2. During the reboot, Figure 46 displays information about the failing disk. Make note of which drive is the failing disk. Failing drives are indicated with a Broken status.

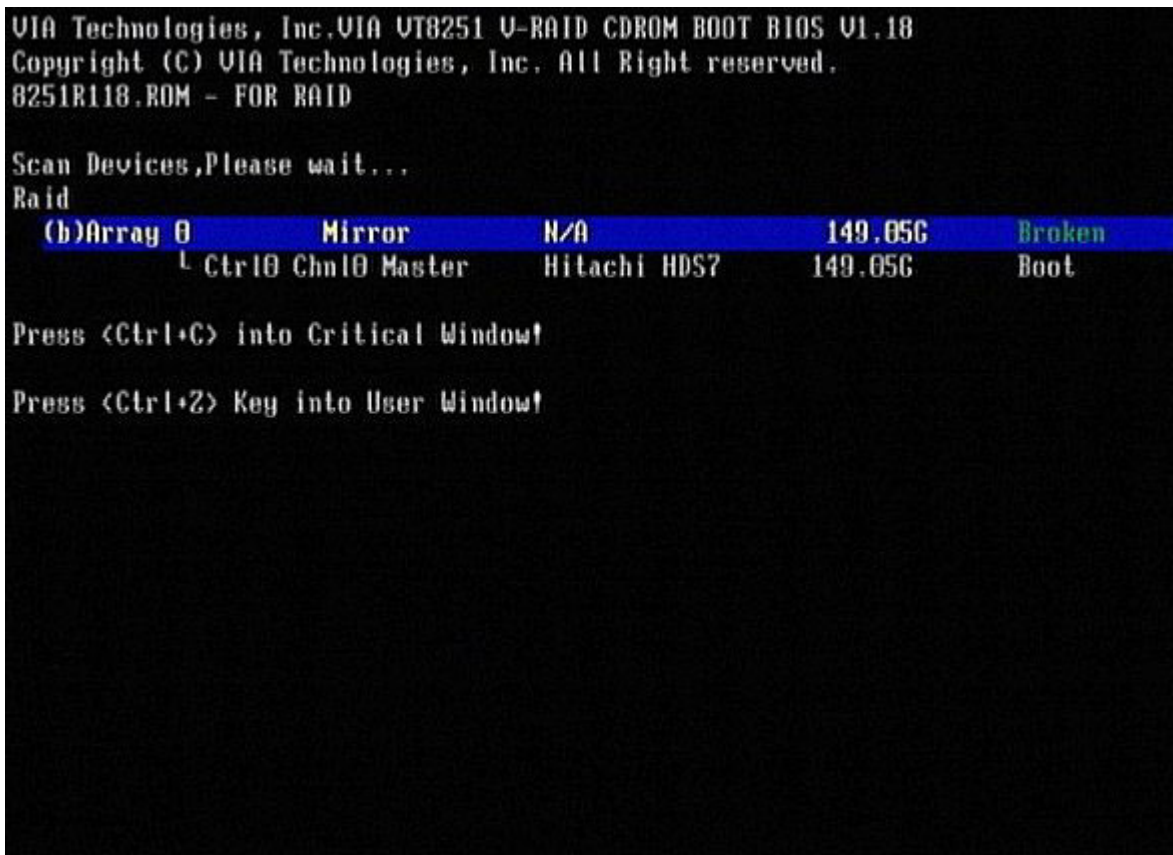


Figure 46. Boot up warning

3. Power off the machine.
4. Continue with the steps described in “Replacing and rebuilding a hard drive (Models xx3).”

Replacing and rebuilding a hard drive (Models xx3)

Note: Before beginning these procedures, you should have completed one of the two methods on determining the failed hard disk drive.

1. Follow the steps in “Replacing a hard disk drive” on page 38 to remove and replace the failing hard disk drive.
2. Reassemble the machine and power on.

After the operating system loads, the RAID application rebuilds the hard disk drive automatically. During this process, you can use the machine normally. Rebuilding time varies depending upon the size of the partition, the amount of data and the system activity during the rebuild.

Accessing the RAID setup menu (Models xx3)

After enabling the RAID function from the BIOS setup menu, you can enter the RAID setup menu before the Windows OS starts by pressing **Ctrl+C** or **Ctrl+Z** on

the keyboard. Figure 47 is an example of the menu.

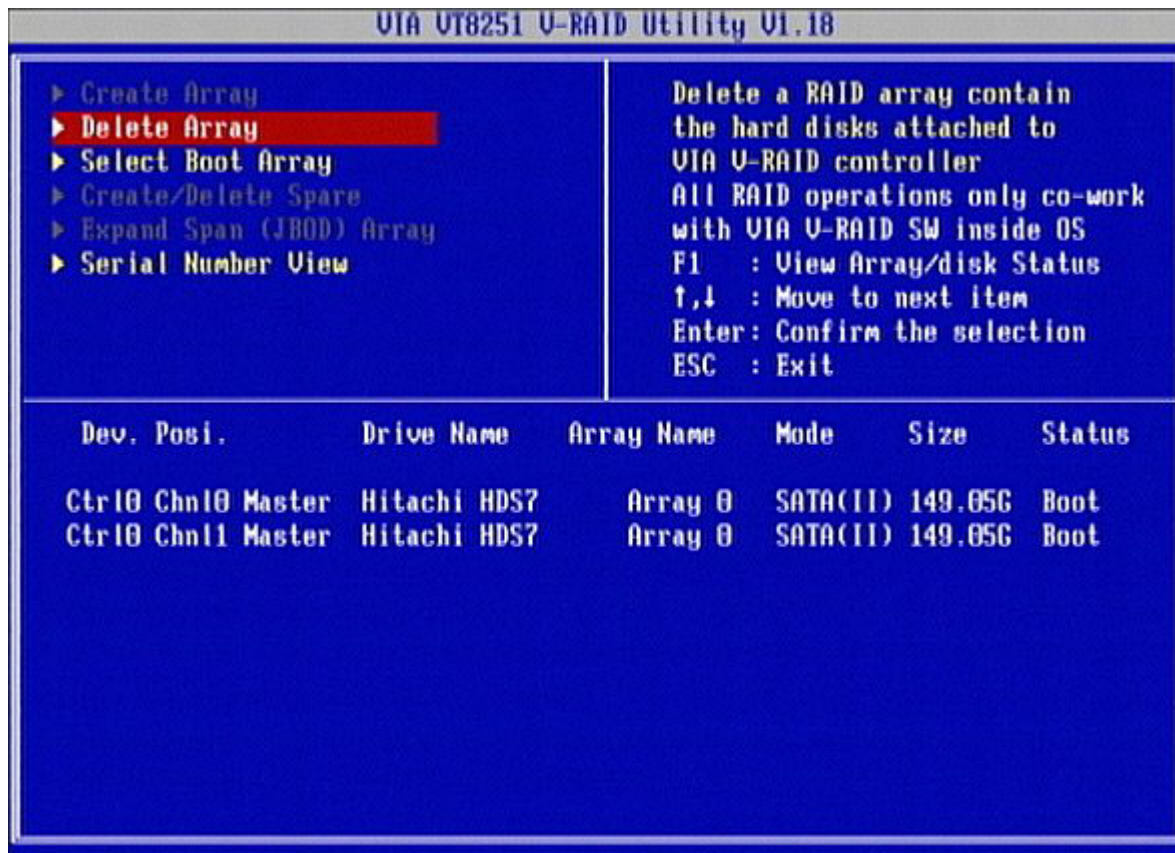


Figure 47. Example of the RAID setup menu

Using the RAID application (Models xx4)

The Redundant Array of Inexpensive Disks (RAID) application supports 784, C84, and E84 with one or two hard disk drives and the Microsoft Windows operating system. RAID provides an error message if one of the two hard disk drives experiences a failure.

Determining a hard drive failure (Models xx4)

When the RAID program indicates a hard drive failure, you can determine which drive has failed using one of the following two methods:

Method one: Clicking the RAID icon

1. Select **Start > Programs > Intel Matrix Storage Manager > Intel Matrix Storage Console**.
2. See Figure 48 on page 68 to determine which hard disk drive has failed, as indicated by the drive and volume status.

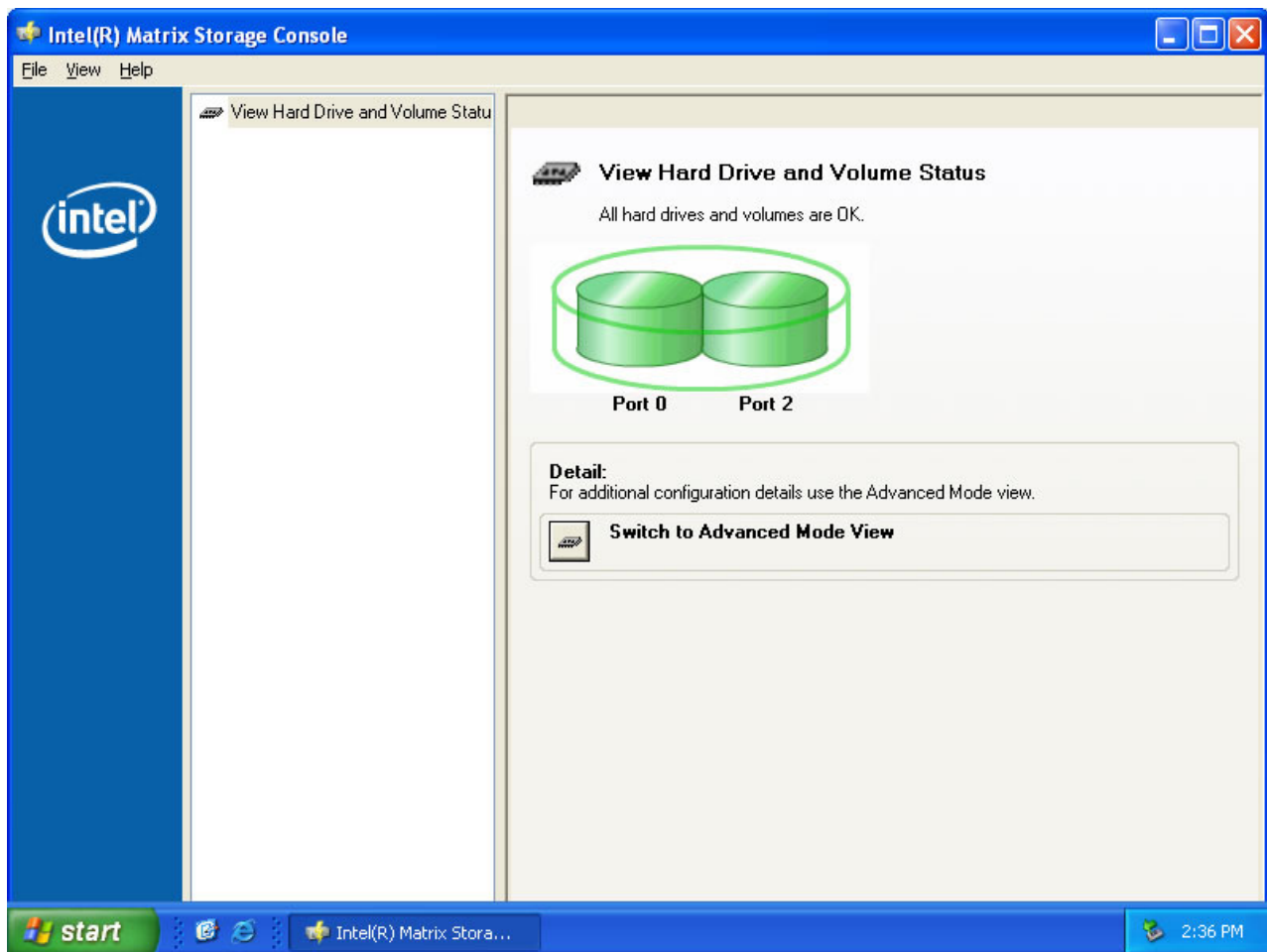


Figure 48. Viewing the hard drive and volume status

3. Initiate shutdown and power off the machine by clicking **Start > Shutdown** or by following the procedure for your business.
4. Continue with the steps described in “Replacing and rebuilding a hard disk drive (Models xx4)” on page 69.

Method two: Entering RAID during startup

1. Shut down and reboot the machine by clicking **Start > Shutdown** or follow the procedure for your business.
2. During the reboot, Figure 49 on page 69 displays information about the failing disk. Make note of which drive is the failing disk. The failing drive is shown as 'Broken' or 'Failed' under the Status heading.

```

Intel(R) Matrix Storage Manager option ROM v8.5.0.1030 ICH10R/DO wRAID5
Copyright(C) 2003-08 Intel Corporation. All Rights Reserved.

RAID Volumes:
ID      Name      Level      Strip      Size      Status      Bootable
0      Volume0     RAID1(Mirror)  N/A      232.8GB    Normal      Yes

Physical Disks:
Port    Drive Model      Serial #      Size      Type/Status(Vol ID)
0      WD2502ABYS-23B7A  WD-WCAT1A945844  232.8GB    Member Disk(0)
2      WD2502ABYS-23B7A  WD-WCAT1A944941  232.8GB    Member Disk(0)
Press <CTRL-I> to enter Configuration Utility...

```

Figure 49. Boot up warning

3. Turn off the machine.
4. Continue with the steps described in “Replacing and rebuilding a hard disk drive (Models xx4).”

Replacing and rebuilding a hard disk drive (Models xx4)

Note: Before beginning these procedures, complete one of the two methods to determine the failed hard disk drive.

Follow the steps in the “Replacing a hard disk drive” on page 38 to remove and replace the failing hard disk drive.

After the operating system loads, the RAID application rebuilds the hard disk drive automatically. During this process, you can use the machine normally. Rebuilding time varies depending upon the size of the partition, the amount of data, and the system activity during the rebuild. See Figure 50 on page 70.

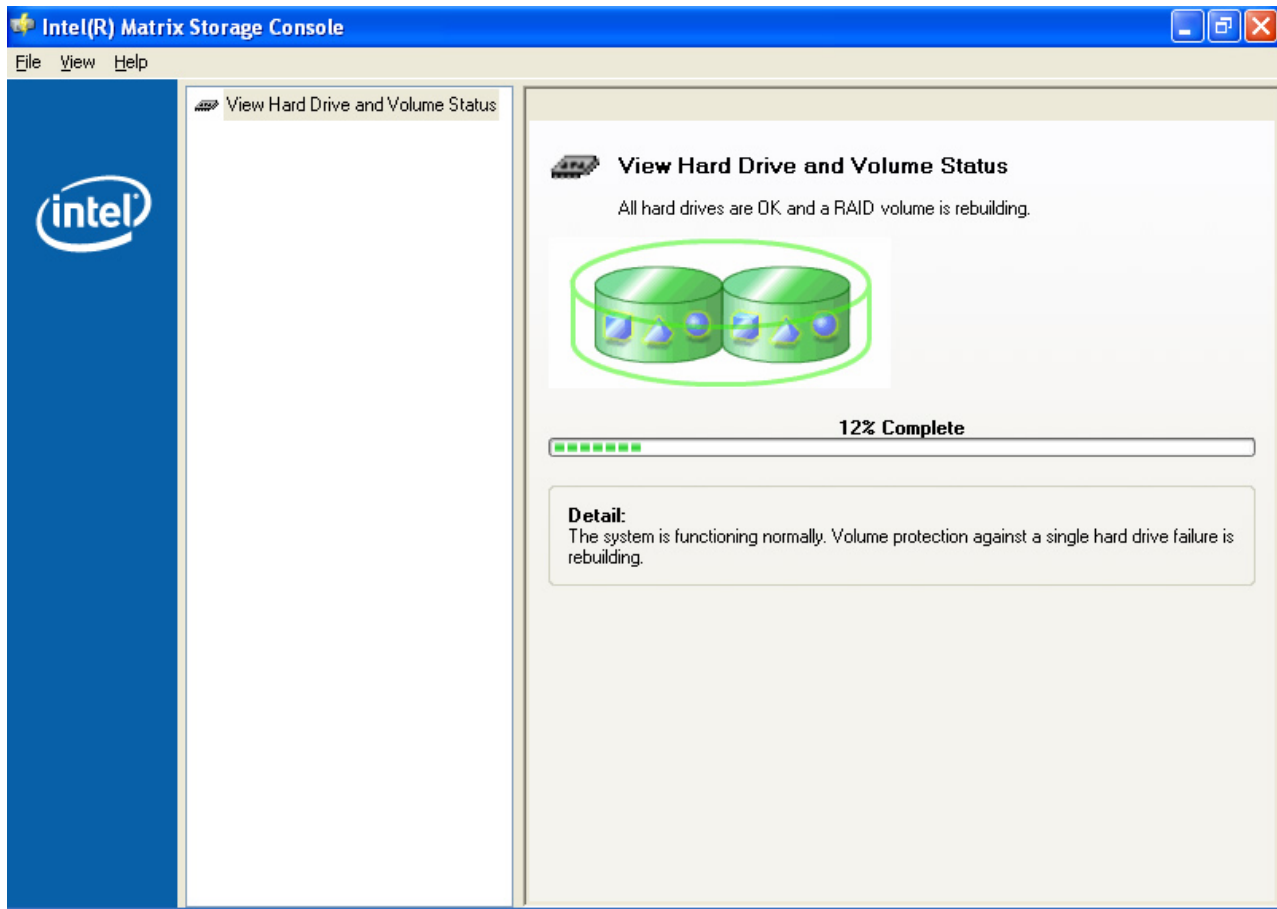


Figure 50. Example of the RAID setup menu

Accessing the RAID setup menu (Models xx4)

After enabling the RAID function from the BIOS setup menu, you can enter the RAID setup menu before the Windows OS starts by pressing **Ctl+I** on the keyboard. Figure 49 on page 69 is an example of the menu.

Chapter 4. Diagnostics and configuration settings

This chapter provides information on the diagnostics, CMOS, and configuration settings for the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84.

Important information

The SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 require new POS I/O and LAN drivers. Existing drivers for Models 4694 and Models 4800 will not work properly with these products. This notice applies to all operating systems: DOS, 4690, Windows, and Linux. Additionally, a hard drive image for a predecessor product will not work properly with these products. Be sure and download the appropriate drivers from the IBM Retail Store Solutions Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html>.

Service and diagnostics

The service and diagnostics programs for the SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84 are available from the IBM Retail Store Solutions Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html>.

To run the diagnostics:

1. Download the IBM Diagnostics for POS systems and Peripherals diagnostics image from the Web site and copy it to your media.
2. Ensure that your BIOS settings on the terminal are set to permit you to boot from the media for your installation (see “Boot device order (Models xx3)” on page 72).
3. Boot your system using the executable file.

Using the IBM BIOS Setup Utility

The IBM BIOS Setup Utility is a program for viewing and configuring system functions. These are some examples of these system functions:

- Setting the system time and date
- Changing the boot device order
- Configuring power management settings
- Setting passwords

The settings controlled by the BIOS Setup Utility program are stored in nonvolatile memory (CMOS). The default settings for most system functions are acceptable for the majority of environments.

Navigation and menus

Use an attached PC keyboard and video display to navigate and configure options. Start the BIOS Setup Utility during the POST by pressing the appropriate key when prompted:

- For Models X23, X43, X83, press the **Delete** key to enter setup.
- For Models 784, C84, and E84, you must press the **F2** key when the system prompts you to enter setup.

Menus provide configuration of different system functions. Menus preceded by the greater than (>) symbol have submenus. Use the arrow key to navigate the menus, and use the **Esc** key to exit them. After you select a submenu, press **Enter** to open it.

Saving settings

You must save changes made in the IBM BIOS Setup Utility so that they can take effect on the next system boot. Exceptions are the time and date, which are updated and saved immediately. To save changes, select **Save & Exit Setup** on the main menu, or press **F10** at any time. To exit Setup without saving changes, select **Exit Without Saving**, or press **Esc** while at the main menu.

You can save your settings to a file using the CMOS Save Utility and copy them to other units using the CMOS Restore Utility. You can download these utilities from the IBM Retail Store Solutions Web site at <http://www2.clearlake.ibm.com/store/support/html/surepos700.html>.

Boot device order (Models xx3)

The boot device order is a setting that you can configure in BIOS. This function controls the devices from which the system can be booted and the order in which they are started. This function is located on the Advanced BIOS Features menu as **First Boot Device**, **Second Boot Device**, **Third Boot Device**, and **Fourth Boot Device**. Navigate to each item, and press **Enter** to see a list of available boot devices.

The system default boot devices are as follows:

- First Boot Device: USB-FDD
- Second Boot Device: CD-ROM
- Third Boot Device: Hard Disk
- Fourth Boot Device: Broadcom PXE

With these settings, the system attempts to boot first from a diskette in a USB diskette drive, then from the CD ROM, then from hard disk drive 0, and then from the LAN. If no devices are bootable, the system will repeatedly try the boot list in order until it is successful.

Note: BIOS sees the USB memory keys as hard disk drives.

Boot device order (Models xx4)

For the boot device order for the xx4 models, refer to the *SurePOS700 Series: SurePOS 700–723/743/784 Operating System Installation Guide*, GA27–5002.

Restoring CMOS default settings

Note: Be sure to record your customized settings to reset them later.

To clear your CMOS settings and restore the default settings:

1. Turn off the system unit, and disconnect the AC power cord.
2. Follow the instructions in “Removing the covers” on page 31.
3. Follow the instructions in “Removing the pullout tray” on page 37.
4. See **A** in Figure 51 or **B** in Figure 52 on page 74 or **C** in Figure 53 on page 74 to locate your CMOS jumper on the system board. See Table 12 on page 75 for the correct pins and position to clear your CMOS settings.

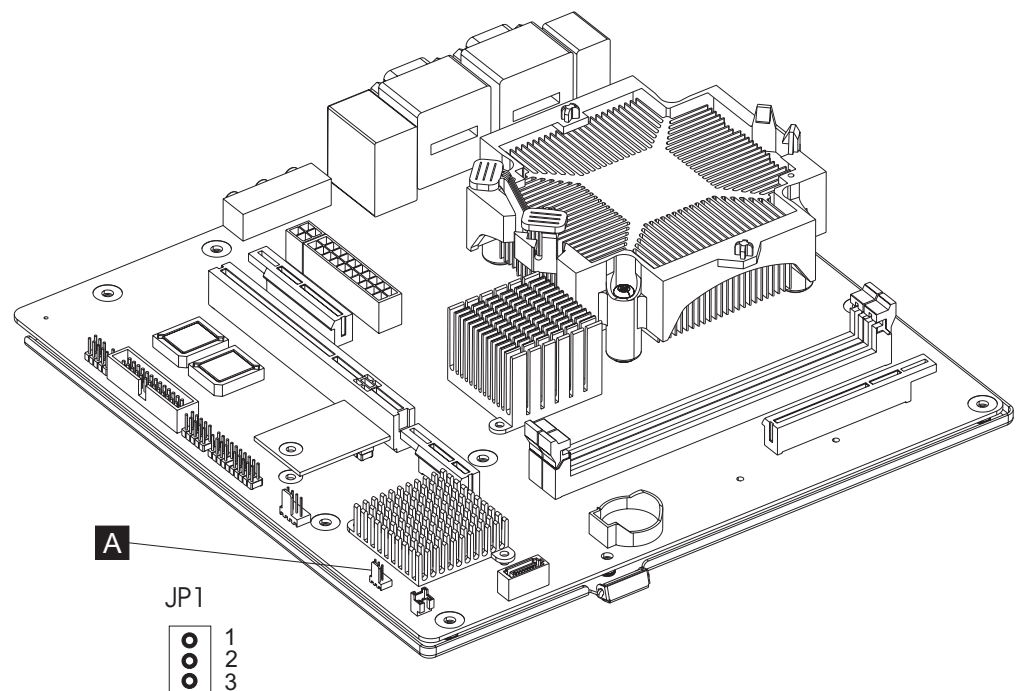


Figure 51. Location of CMOS jumper - Models 743, C43, E43, 783, and E83

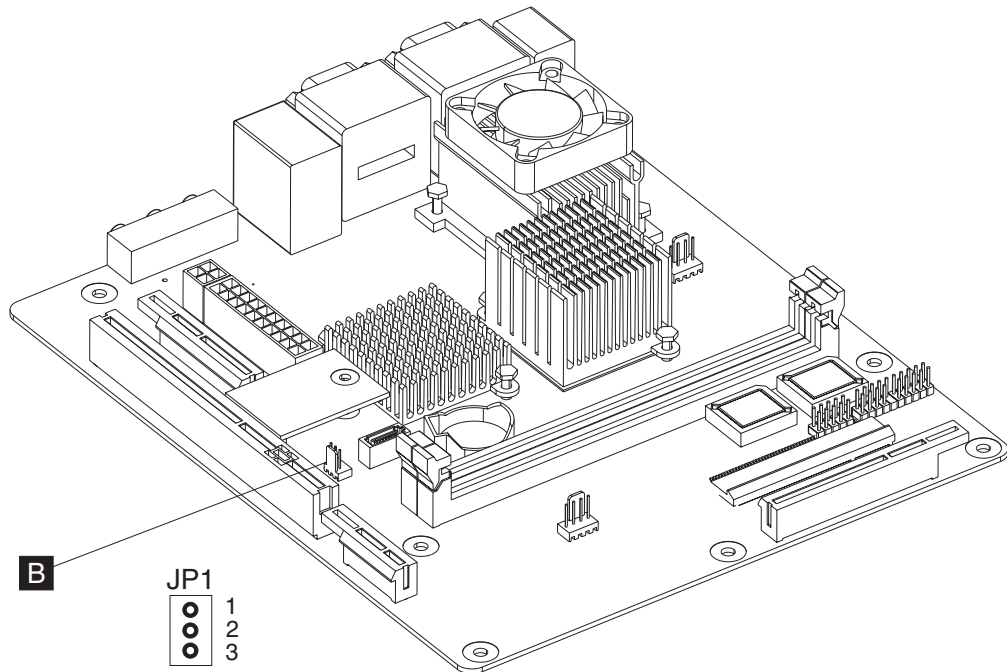


Figure 52. Location of CMOS jumper - Models 723 and E23

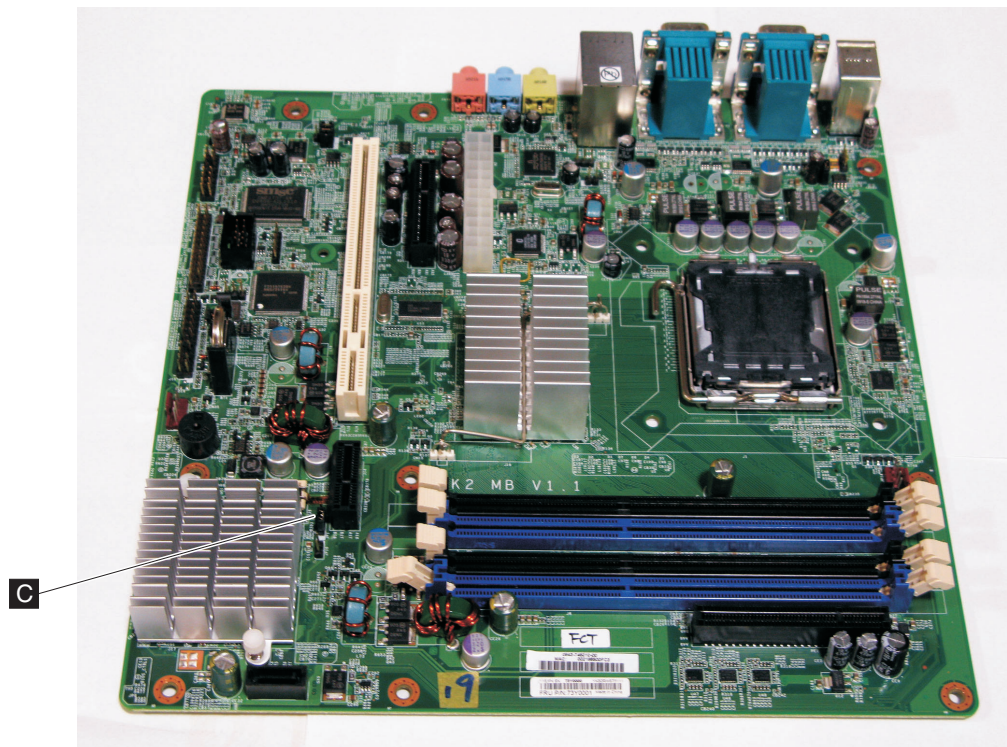


Figure 53. Location of CMOS jumper - Models 784, C84, and E84

Table 12. CMOS jumper and pin location by model

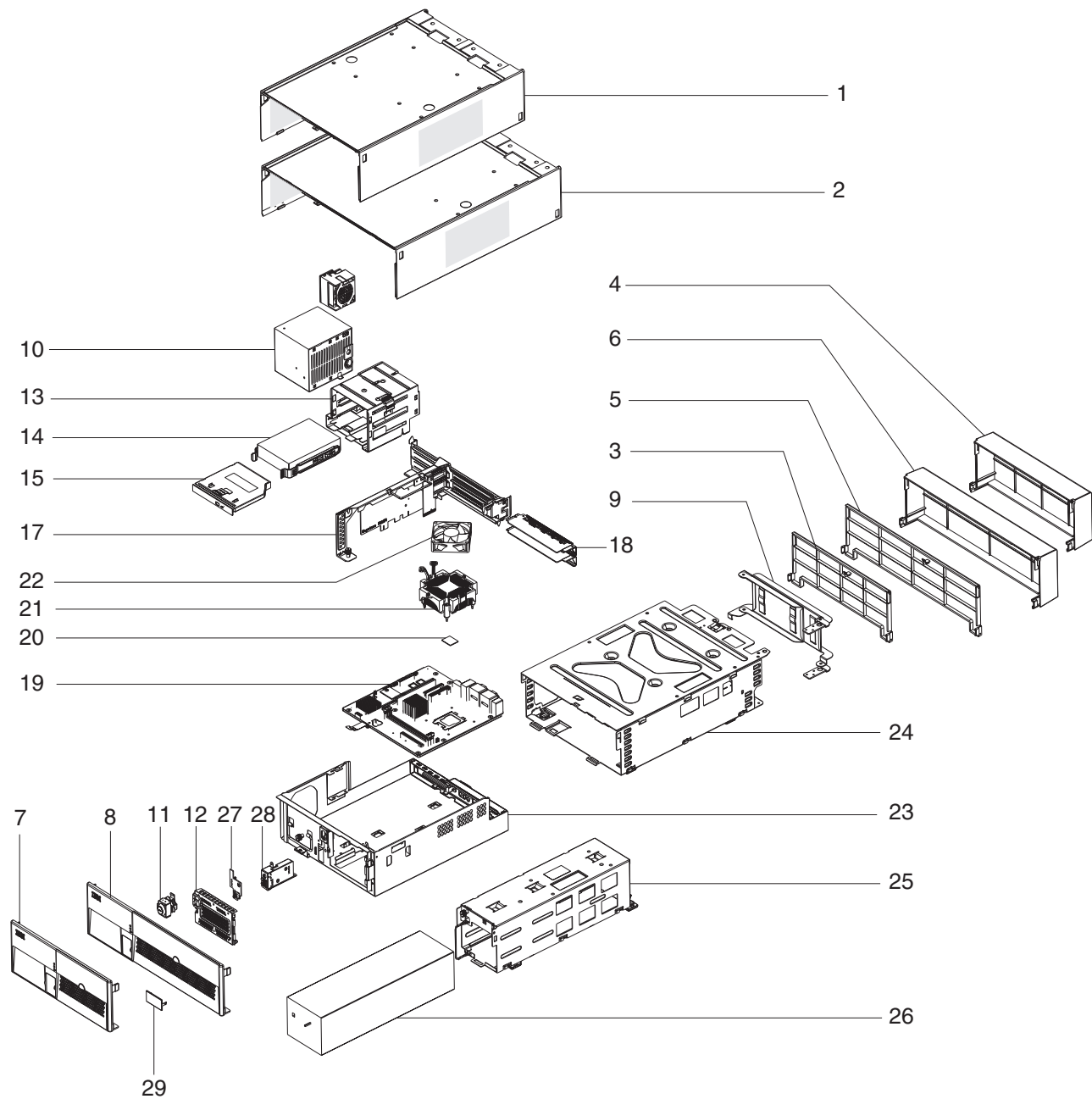
Model	CMOS jumper	Pins for normal operation	Pins to clear CMOS
Models 723 and E23	JP1	1-2	2-3
Models 743, C43, E43, 783, and E83	JP1		
Models 784, C84 and E84	JP1		

5. Move the pins to position 2-3 and wait for 5 seconds.
6. Return the pins to position 1-2.
7. Plug in the AC cord and turn on the system. Your system now has the default CMOS settings.

Note: Restoring the CMOS default settings might be necessary if a password is lost or forgotten.

Appendix A. Parts catalog

Assembly 1: SurePOS 700 Models 723, E23, 743, C43, E43, 783, E83, 784, C84, and E84



Asm- Index	Part Number	Units	Description
			Top cover assemblies (without rear door):
1-1	45T9214	1	Narrow top cover assembly; storm (light) gray
-1	45T9215	1	Narrow top cover assembly; iron (dark) gray
-1	45T9216	1	Narrow top cover assembly; litho gray
-2	45T9217	1	Wide top cover assembly; storm (light) gray
-2	45T9218	1	Wide top cover assembly; iron (dark) gray
-2	45T9219	1	Wide top cover assembly; litho gray
			Rear door assemblies:
-3	45T9220	1	Narrow standard rear door; storm (light) gray
-3	45T9221	1	Narrow standard rear door; iron (dark) gray
-3	45T9222	1	Narrow standard rear door; litho gray
-4	44T5697	1	Narrow cable arm rear door; storm (light) gray
-4	44T5699	1	Narrow cable arm rear door; iron (dark) gray
-4	45T9001	1	Narrow cable arm rear door; litho gray
-5	45T9223	1	Wide standard rear door; storm (light) gray
-5	45T9224	1	Wide standard rear door; iron (dark) gray
-5	45T9225	1	Wide standard rear door; litho gray
-6	73Y1976	1	Wide cable arm rear door; storm (light) gray
-6	73Y1978	1	Wide cable arm rear door; iron (dark) gray
-6	73Y1980	1	Wide cable arm rear door; litho gray
			Front bezel assemblies (includes front door, USB door, headphone jack plug, and uninterruptible power supply blank if wide):
-7	44T5216	1	Narrow front bezel assembly; storm (light) gray
-7	44T5218	1	Narrow front bezel assembly; iron (dark) gray
-7	44T5220	1	Narrow front bezel assembly; litho gray
-	44T5228	1	Narrow coverless front bezel assembly; storm (light) gray
-	44T5230	1	Narrow coverless front bezel assembly; iron (dark) gray
-	44T5232	1	Narrow coverless front bezel assembly; litho gray
-8	44T5222	1	Wide front bezel assembly; storm (light) gray
-8	44T5224	1	Wide front bezel assembly; iron (dark) gray
-8	44T5226	1	Wide front bezel assembly; litho gray
-	44T5234	1	Wide coverless front bezel assembly; storm (light) gray
-	44T5236	1	Wide coverless front bezel assembly; iron (dark) gray
-	44T5238	1	Wide coverless front bezel assembly; litho gray
-9	73Y1310	1	Cable arm assembly
-10	46N1998	1	Power Supply
-10	46N1996	1	Power Supply
-11	45T9031	1	Lock assembly (includes barrel, bracket, lock cam, and screws)
-	47J5575	1	Lock plug
-12	45T9027	1	Drive bay door assembly (includes drive bay door, drive bay door pin, and drive bay door pull handle)
-13	45T9035	1	DASD cage assembly (includes metal DASD cage and DASD riser card) for IDE CDROM and DVD for Models 723, 743, and 783
-13	73Y0014	1	DASD cage assembly (includes metal DASD cage and DASD riser card) for SATA CDROM and DVD for Models 723, 743, and 783
-14	45T9038	1	HDD, 80 GB, SATA attached assembly (includes drive, rails, and screws)
-14	45T9041	1	HDD, 160 GB, SATA attached assembly (includes drive, rails, and screws)

Assembly 1: (continued)

Asm- Index	Part Number	Units	Description
			Top cover assemblies (without rear door):
-14	73Y0013	1	HDD, 250 GB, SATA attached assembly (includes drive, rails, and screws)
-14	99Y1403	1	SSD, 64 GB, SATA attached assembly (includes drive, rails, and screws)
-15	45T9039	1	CD-RW assembly (includes CD-RW drive, bracket, and screws) IDE
-15	45T9040	1	DVD-RW assembly (includes DVD-RW drive, bracket, and screws) IDE
-15	45T9043	1	Floppy disk drive (FDD) assembly (includes FDD, bracket, and screws)
-	73Y0010	1	CD-RW-SATA
-	73Y0011	1	DVD-RW-SATA
-	45T9044	1	Optical drive blanking shield
-	46N2139	1	Filler Panel (for use when no DASD cage is installed)
-	06P5223	1	External FDD
-17	45T9048	1	PCI/PCI Express riser assembly (includes spline and riser card)
-	45T9056	1	PCI/PCI Express riser card
-17	45T9054	1	Dual PCI riser assembly (includes spline and riser card)
-	45T9057	1	Dual PCI riser card
-	45P6222	1	Riser card battery
-	45T9059	1	Riser bracket
-	46N1992	1	I/O module (3 RS-485, 3 USB,S3)
-18	45T9083	1	I/O module (top, 5 USB)
-18	45T9085	1	I/O module (top, RS-232)
-18	45T9082	1	I/O module (RS-232; RPQ only)
-18	45T9084	1	I/O module (top, RS-485)
-18	46N5020	1	I/O module (top RS-485) 24 V
-18	47J5582	1	I/O module (3 9-pin RS-232)
-18	47J5583	1	I/O module (1 9-pin RS-232, 3 USB, 1 cash drawer)
-	45T9045	1	I/O module blank
-	45T9058	1	SurePort door
-	46N1981	1	System board; Models 723 and E23 (includes processor, heatsink, and system board tray for S3)
-19	46N1983	1	System board; Models 743, C43, E43, 783, and E83 (includes system board tray for S3)
-	45P6222	1	System board battery
-	73Y0001	1	System board Models 784, C84, and E84
-20	45T9055	1	Processor, Intel Celeron 440 2.0 GHz, Models 743, C43, and E43
-20	45T9049	1	Processor; Intel Core 2 Duo E4300 1.8 GHz, Models 783 and E83
-21	45T9067	1	Heatsink assembly with fan, Models 743, C43, E43, 783, E83, 784, C84, and E84.
-	80Y6747		Heatsink, thermal pad (5 pack) (used with 45T9067)
-21	93Y0050	1	Heatsink assembly with fan, Models 743, C43, E43, 783, E83, 784, C84, and E84.
-22	45T9071	1	Processor fan, Models 743, C43, E43, 783, E83, 784, C84, and E84 (45T9067 - used only).
-	45T9069	1	Processor fan, Models 723 and E23
-	45T9985	1	Memory, 256 MB DDR2, Models 723 and E23
-	45T9986	1	Memory, 512 MB DDR2, Models 723 and E23
-	45T9987	1	Memory, 1 GB DDR2, Models 723 and E23
-	45T9066	1	Memory, 512 MB DDR2, Models 743, C43, E43, 783, and E83
-	45T9079	1	Memory, 1 GB DDR2, Models 743, C43, E43, 783, and E83

Asm- Index	Part Number	Units	Description
			Top cover assemblies (without rear door):
–	45T9080	1	Memory, 2 GB DDR2, Models 743, C43, E43, 783, and E83
–23		1	Pullout tray
–24	45T9016	1	Unit frame
–25	44T5249	1	Wide uninterruptible power supply housing
–	45T9339	1	Wide uninterruptible power supply housing without feet
–	45T9997	1	PCI Express Video Adapter, Models 723, E23
–	23K8110	1	Uninterruptible power supply housing closeout
–26	42M5861	1	Low voltage uninterruptible power supply (optional; wide systems only)
–26	42M5860	1	High voltage uninterruptible power supply (optional; wide systems only)
–	73Y0008	1	1 GB DDB Models 784, E84, C84
–	73Y0009	1	2 GB DDB Models 784, E84, C84
–	73Y0166	1	Intel Processor - E5300, Models 784, E84, C84
–	73Y0167	1	Intel Processor - E7400, Models 784, E84, C84
–	80Y0824	1	Uninterruptible power supply battery ²
–27	45T9018	1	Switch/LED card. Use for Models 723,743,783,E23,E43,E83,C43 system board Rev 1.0
–27	46N1994	1	Switch/LED card. Use for Models 723,743,783,E23,E43,E83,C43 system board Rev 1.1 and higher and for Models 784, E84 and C84
–28	45T9022	1	Front USB/Audio card
–	45T9046	1	Front USB/Audio blanking shield
–29	45T9086	1	Uninterruptible power supply cover; storm (light) gray
–29	45T9088	1	Uninterruptible power supply cover; iron (dark) gray
–29	45T9090	1	Uninterruptible power supply cover; litho gray
–	45T9092	1	Miscellaneous hardware kit ³
			Options:
–	42C0060	1	Keyboard, PS/2 preferred
–	39X8908	1	Modular flash drive
–	41A3542	1	Vertical stand, storm (light) gray
–	41A3543	1	Vertical stand, iron (dark) gray
–	41A3544	1	Vertical stand, litho gray
			Cables:
–	45T9025	1	Cable, front USB
–	45T9020	1	Cable, switch/LED card
–	44T5667	1	Cable, serial port (black connectors)
–	44T5669	1	Cable, serial port (blue connectors)
–	45T9436	1	Cable, Ethernet, CAT6
–	42M5651	1	Cable, cash drawer adapter (SDL to RJ11)
–	39M5380	1	Cable, uninterruptible power supply power (500 mm)
–	42M5862	1	Cable, uninterruptible power supply communications (310 mm)

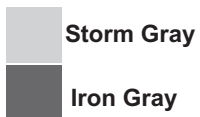
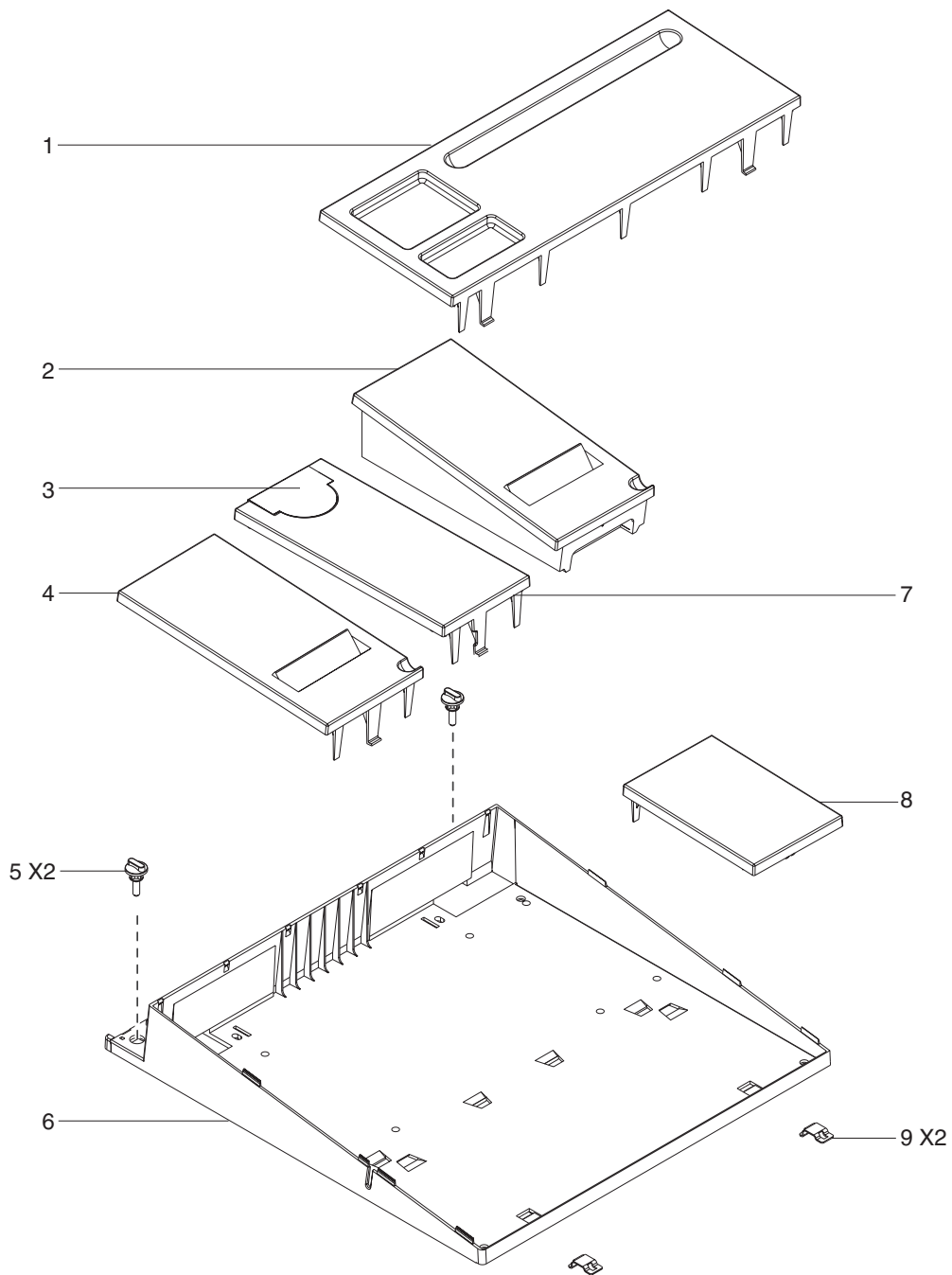
2. SurePOS 700 uninterruptible power supply batteries are a consumable item and, as such, you are responsible for replacing them. IBM warrants the original uninterruptible power supply battery for 90 days from the ship date to the customer or distributor. In the United States and Canada, you can purchase replacement batteries (P/N 23K8052) by calling 1-800-IBM-CALL (1-800-426-2225). If you are located outside of the United States and Canada, contact your IBM representative.

3. Includes blue tip, keylock cam screw, CD-ROM screw, M3 screws, M4 flat-head screws, 6-32 screws, serial port standoff, main feet, center foot, center foot pin, PCI blank, cover plug, lock plug, and labels.

Assembly 1: (continued)

Asm- Index	Part Number	Units	Description
			Top cover assemblies (without rear door):
–	46N2002	1	Cable, uninterruptible power supply communications (480 mm)
–	39M5514	1	Cable, uninterruptible power supply power (750 mm)
–	46N1986	1	Cable, uninterruptible power supply communications (750 mm)
–	41A3569	1	Cable, power inlet
–	41A3552	1	Cable, uninterruptible power supply adapter to NEMA 5-15R
–	39M5399	1	Cable, T power connector
–	42M5873	1	Cable, RS-232 converter (15 pin, 9 pin standard)
–	41A3553	1	Universal coupler power cord

Assembly 2: Slanted I/O tray



Asm- Index	Part Number	Units	Description
2-1	41A3567	1	Keyboard replacement filler panel; pearl white
-1	41A3566	1	Keyboard replacement filler panel; iron (dark) gray
-2	30L6322	1	Printer filler/narrow credit card holder; pearl white/storm (light) gray
-2	41A3547	1	Printer filler/narrow credit card holder; iron (dark) gray
-3	30L6230	1	Filler insert for display filler panel; pearl white
-3	10N1274	1	Filler insert for display filler panel; iron (dark) gray
-4	30L6217	1	Credit card holder; pearl white
-4	41A3548	1	Credit card holder; iron (dark) gray
-5	30L6240	2	Screw, molded; storm (light) gray
-5	10N1346	2	Screw, molded; iron (dark) gray
-5	93F1779	1	Screw, molded; litho gray
-6	14J1009	1	Slanted I/O tray; storm (light) gray
-6	14J1010	1	Slanted I/O tray; iron (dark) gray
-6	14J1255	1	Slanted I/O tray; litho gray
-	30L6320	1	Tabletop integration tray; storm (light) gray
-	41A3584	1	Tabletop integration tray; iron (dark) gray
-	41A3546	1	Tabletop integration tray; litho gray
-	45T9998	1	Metal insert for tabletop tray (supports 4820 mount)
-	41A3578	1	Cash drawer slant tray; litho gray
-	45T9226	1	Metal insert cash drawer tray (supports 4820 mount)
-	47L7995	1	Display filler panel, character/graphics
-7	30L6218	1	Display filler panel; pearl white
-7	10N1248	1	Display filler panel; iron (dark) gray
-8	30L6216	1	Keyboard filler panel; pearl white
-8	41A3557	1	Keyboard filler panel; iron (dark) gray
-	16K8692	1	Single station printer filler panel; pearl white
-	47P9273	1	Single station printer filler panel; iron (dark) gray
-9	41A3574	2	Mounting clip
-	59G9136	1	Tape holder (pearl/storm)
-	42M5726	1	Narrow gap filler; pearl white
-	42M5727	1	Narrow gap filler; iron (dark) gray

Line cord assemblies

Table 13. Power cords for all models

Part number	Length	Country
39M5066	4.3 M	Argentina, Paraguay, Uruguay
39M5100	4.3 M	Australia, New Zealand, Papua, New Guinea
39M5093	4.3 M, 220 volt	Bahamas, Barbados, Bermuda, Bolivia, Canada, Cayman Islands, Columbia, Costa Rica, Dominican Rep., El Salvador, Ecuador, Guatemala, Haiti, Honduras, Jamaica, Mexico, Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, United States, Venezuela
39M5162	2.8 M Non-locking	Chile
39M5204	4.3 M	China (PR)
39M5078	2.8 M Non-locking, 120 volt	Colombia, Venezuela, Peru, Ecuador, Brazil
39M5128	4.3 M Non-locking	Denmark
39M5121	4.3 M	European plug, Albania, Austria, Belgium, Bulgaria, Croatia, Czech Republic, Egypt, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Macedonia, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovakia, former Yugoslavia, Spain, Sweden, Turkey, Korea
39M5149	4.3 M Non-locking	Hong Kong, Ireland, Malaysia, Singapore, U.K., Guyana, Trinidad (West Indies)
39M5142	4.3 M	Bangladesh, Pakistan, South Africa, Sri Lanka
39M5224	4.3 M	India
39M5170	4.3 M Non-locking	Israel
39M5163	4.3 M Non-locking	Italy, Chile
39M5191	4.3 M Non-locking	Japan
39M5065	2.8 M Non-locking	Paraguay, Uruguay
39M5156	4.3 M Non-locking	Switzerland
39M5252	4.3 M	Taiwan
39M5077	1.8 M Non-locking	United States. (Required in Chicago), Canada, Latin America
39M5079	4.3 M Non-locking, 120 volt	United States, Bahamas, Barbados, Bermuda, Bolivia, Canada, Cayman Islands, Columbia, Costa Rica, Dominican Republic, El Salvador, Ecuador, Guatemala, Haiti, Honduras, Jamaica, Mexico, Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Venezuela
39M5107	4.3 M Locking	United States.

Appendix B. Safety information

**Danger:**

Before you begin to install this product, read the safety information in *IBM Safety Information — Read This First*, GA27-4004. This booklet describes safe procedures for cabling and plugging in electrical equipment.

**Gevaar:**

Voordat u begint met de installatie van dit produkt, moet u eerst de veiligheidsinstructies lezen in de brochure *Veiligheidsinstructies—Lees dit eerst*, GA27-4004. Hierin wordt beschreven hoe u elektrische apparatuur op een veilige manier moet bekabelen en aansluiten.

**Perigo:**

Antes de começar a instalar este produto, leia as informações de segurança contidas em *Informações Sobre Segurança—Leia Isto Primeiro*, GA27-4004. Esse folheto descreve procedimentos de segurança para a instalação de cabos e conexões em equipamentos elétricos.

**Fare!**

Før du installerer dette produkt, skal du læse sikkerhedsforskrifterne i *Sikkerhedsforskrifter—Læs dette først* GA27-4004. Vejledningen beskriver den fremgangsmåde, du skal bruge ved tilslutning af kabler og udstyr.

**Gevaar**

Voordat u begint met het installeren van dit produkt, dient u eerst de veiligheidsrichtlijnen te lezen die zijn vermeld in de publikatie *IBM Safety Information — Read This First*, GA27-4004. In dit boekje vindt u veilige procedures voor het aansluiten van elektrische apparatuur.

**VAARA**

Ennen kuin aloitat tämän tuotteen asennuksen, lue julkaisussa *Turvaohjeet—Luetämä ensin*, GA27-4004, olevat turvaohjeet. Tässä kirjasessa on ohjeet siitä, miten sähkölaitteet kaapeloidaan ja kytketään turvallisesti.

**Danger**

Avant d'installer le présent produit, consultez le livret *Informations pour la sécurité—Lisez-moi d'abord*, GA27-4004, qui décrit les procédures à respecter pour effectuer les opérations de câblage et brancher les équipements électriques en toute sécurité.

**Vorsicht**

Bevor mit der Installation des Produktes begonnen wird, die Sicherheitshinweise in *Sicherheitsinformationen—Bitte zuerst lesen*, IBM Form GA27-4004. Diese Veröffentlichung beschreibt die Sicherheitsvorkehrungen für das Verkabeln und Anschließen elektrischer Geräte.

**Vigyázat**

Mielőtt megkezdi a berendezés üzembe helyezését, olvassa el a *IBM Safety Information — Read This First*, GA27-4004 könyvecskében leírt biztonsági információkat. Ez a könyv leírja, milyen biztonsági intézkedéseket kell megtenni az elektromos berendezés huzalozásakor illetve csatlakoztatásakor.

**Pericolo**

prima di iniziare l'installazione di questo prodotto, leggere le informazioni relative alla sicurezza riportate nell'opuscolo *Informazioni di sicurezza—Prime informazioni da leggere* in cui sono descritte le procedure per il cablaggio ed il collegamento di apparecchiature elettriche.

**Fare**

Før du begynner å installere dette produktet, må du lese sikkerhetsinformasjonen i *Sikkerhetsinformasjon—Les dette først*, GA27-4004 som beskriver sikkerhetsrutinene for kabling og tilkobling av elektrisk utstyr.

**Perigo**

Antes de iniciar a instalação deste produto, leia as informações de segurança *Informações de Segurança—Leia Primeiro*, GA27-4004. Este documento descreve como efectuar, de um modo seguro, as ligações eléctricas dos equipamentos.

**Peligro**

Antes de empezar a instalar este producto, lea la información de seguridad en *Información de Seguridad—Lea Esto Primero*, GA27-4004. Este documento describe los procedimientos de seguridad para cablear y enchufar equipos eléctricos.

**Varning—livsfara**

Innan du börjar installera den här produkten bör du läsa säkerhetsinformationen i dokumentet *Säkerhetsföreskrifter—Läs detta först*, GA27-4004. Där beskrivs hur du på ett säkert sätt ansluter elektrisk utrustning.

危險：安裝本產品之前，請先閱讀
"IBM Safety Information--Read
This First" GA27-4004 手冊中所提
供的安全注意事項。這本手冊將會說明
使用電器設備的纜線及電源的安全程序。

Opasnost: Prije nego što počnete sa instalacijom produkta,
pročitajte naputak o pravilima o sigurnom rukovanju u
Upozorenje: Pravila o sigurnom rukovanju - Prvo pročitaj ovo,
GA27-4004. Ovaj privitak opisuje sigurnosne postupke za
priključivanje kabela i priključivanje na električno napajanje.

Upozornění: než zahájíte instalaci tohoto produktu, přečtěte si
nejprve bezpečnostní informace v pokynech „Bezpečnostní
informace“ č. GA27-4004. Tato brožurka popisuje bezpečnostní
opatření pro kabeláž a zapojení elektrického zařízení.

Κίνδυνος: Πριν ξεκινήσετε την εγκατάσταση αυτού του προϊόντος,
διαβάστε τις πληροφορίες ασφάλειας στο φυλλάδιο *IBM Safety
Information-Read this first*, GA27-4004. Στο φυλλάδιο αυτό
περιγράφονται οι ασφαλείς διαδικασίες για την καλωδίωση των
ηλεκτρικών συσκευών και τη σύνδεσή τους στην πρίζα.

危険： 導入作業を開始する前に、安全に関する
小冊子 GA27-4004 の「最初にお読みください」
(Read This First)の項をお読みください。
この小冊子は、電気機器の安全な配線と接続の
手順について説明しています。

위험: 이 제품을 설치하기 전에 반드시
"주의: 안전 정보-시작하기 전에"
(GA27-4004) 에 있는 안전 정보를
읽으십시오.

סכנה: לפני שמתחילים בהתקנת מוצר זה, יש לקרוא את הוראות הבטיחות בחוברת
Caution: Safety Information - Read This First, GA27-4004
חוברת זו מתארת את הוראות הבטיחות לחיבור הכבלים ולחיבור לחשמל של ציוד חשמלי.

خطر: قبل عملية بدء تركيب هذا المنتج، قم بقراءة معلومات
الحماية الموجودة في التحذير: معلومات الحماية – Read This First
GA27-4004 . يقوم هذا الكتيب بوصف إجراءات الأمان
لتوصيل الأدوات الكهربائية بالكابلات والمقبس الكهربائي.

ОПАСНОСТ

Пред да почнете да го инсталирате овој продукт, прочитајте ја информацијата за безбедност:

"Предупредување: Информација за безбедност: Прочитајте го прво ова", GA27-4004.

Оваа брошура опишува безбедносни процедури за каблирање и вклучување на електрична опрема.

Uwaga:

Przed rozpoczęciem instalacji produktu należy zapoznać się z instrukcją:

"IBM Safety Information - Read This First", GA27-4004.

Zawiera ona warunki bezpieczeństwa przy podłączaniu do sieci elektrycznej i eksploatacji.

ОСТОРОЖНО: Прежде чем устанавливать этот продукт, прочтите Инструкцию по технике безопасности в документе "Внимание: Инструкция по технике безопасности -- Прочестъ в первую очередь", GA27-4004. В этой брошюре описаны безопасные способы каблирования и подключения электрического оборудования.

Nebezpečenstvo: Pred inštaláciou výrobku si prečítajte bezpečnosté predpisy v

Výstraha: Bezpečnosté predpisy - Prečítaj ako prvé, GA27-4004. V tejto brožúrke sú opísané bezpečnosté postupy pre pripojenie elektrických zariadení.

Pozor: Preden začnete z instalacijo tega produkta preberite poglavje: "Opozorilo: Informacije o varnem rokovanju-preberi pred uporabo," GA27-4004. To poglavje opisuje pravilne postopke za kabliranje,

危險：

開始安裝此產品之前，請先閱讀安全資訊。

注意：

請先閱讀 - 安全資訊 GA27-4004

此冊子說明插接電器設備之電纜線的安全程序。

危险：

在开始安装本产品之前，请阅读

IBM Safety Information - Read This First, GA27-4004 中的安全信息。

此手册描述了如何安全地连接和插拔电气设备。

Appendix C. Notices

This information was developed for products and services offered in the U.S.A.

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This information is for planning purposes only. The information herein is subject to change before the products described become available.

Electronic emission notices

Federal Communications Commission statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

European Community contact:

IBM Technical Regulations
Pascalstr. 100, Stuttgart, Germany 70569
Telephone: 0049 (0)711 785 1176
Fax: 0049 785 1283
E-mail: tjahn@de.ibm.com

Industry Canada Class A Emission Compliance statement

This Class A digital apparatus complies with Canadian ICES-003.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Germany

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 30. August 1995 (bzw. der EMC EG Richtlinie 89/336).

Dieses Gerät ist berechtigt in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die IBM Deutschland Informationssysteme GmbH, 70548 Stuttgart

Informationen in Hinsicht EMVG Paragraph 3 Abs. (2) 2:

Das Gerät erfüllt die Schutzanforderungen nach EN 50082-1 und EN 55022 Klasse A.
--

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden:

"Warnung: dies ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funkstörungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen durchzuführen und dafür aufzukommen."

EN 50082-1 Hinweis:

"Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 50082-2 festgelegt), dann kann es dabei eventuell gestört werden. In solch einem Fall ist der Abstand bzw. die Abschirmung zu der industriellen Störquelle zu vergrößern."

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den IBM Handbüchern angegeben, zu installieren und zu betreiben.

Australia and New Zealand

Attention: This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Chinese Class A warning statement

Attention: This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

中华人民共和国“A类”警告声明

声 明

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

Japanese Electrical Appliance and Material Safety Law statement

本製品およびオプションに電源コードセットが付属する場合は、それぞれその装置専用のものでありますので他の機器には使用しないで下さい。

Japanese power line harmonics compliance statement

高調波ガイドライン適合品

高調波ガイドライン適合品

Japanese VCCI Council Class A statement

Attention: This is a Class A product based on the standard of the VCCI Council. If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective actions.

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

VCCI-A

Japan Electronics and Information Technology Industries Association (JEITA) statement

高調波ガイドライン適合品

Japanese Electronics and Information Technology Industries Association (JEITA)
Confirmed Harmonics Guideline (products less than or equal to 20 A per phase).

Korean communications statement

Please note that this device has been approved for business purposes with regard to electromagnetic interference. If you find this is not suitable for your use, you may exchange it for a non-business purpose one.

A급 기기(업무용)

이 기기는 업무용으로 전자파적합등록을 받은 기기이오니
판매자 또는 이용자는 이점을 주의하시기 바라며, 만약
구입하였을 때에는 구입한 곳에서 가정용으로 교환하시기
바랍니다.

Taiwanese Class A warning statement

警告使用者：
這是甲類的資訊產品，在
居住的環境中使用時，可
能會造成射頻干擾，在這
種情況下，使用者會被要
求採取某些適當的對策。

Taiwan contact information

台灣IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路7號3樓
電話：0800-016-888

IBM Taiwan Product Service Contact Info:
IBM Taiwan Corporation
3F, No 7, Song Ren Road, Taipei Taiwan
Telephone: 0800-016-888

Cable ferrite requirement

All cable ferrites are required to suppress radiated EMI emissions and must not be removed.

Electrostatic discharge

Attention: Electrostatic discharge (ESD) damage can occur when there is a difference in charge between the part, the product, and the service person. No damage will occur if the service person and the part being installed are at the same charge level.

ESD damage prevention

Anytime a service action involves physical contact with logic cards, modules, back-panel pins, or other ESD sensitive (ESDS) parts, the service person must be connected to an ESD common ground point on the product through the ESD wrist strap and cord.

The ESD ground clip can be attached to any frame ground, ground braid, green wire ground, or the round ground prong on the AC power plug. Coax or connector outside shells can also be used.

Handling removed cards

Logic cards removed from a product should be placed in ESD protective containers. No other object should be allowed inside the ESD container with the logic card. Attach tags or reports that must accompany the card to the outside of the container.

Product recycling and disposal

This unit must be recycled or discarded according to applicable local and national regulations. IBM encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. IBM offers a variety of product return programs and services in several countries to assist equipment owners in recycling their IT products. Information on IBM product recycling offerings can be found on the IBM Website at www.ibm.com/ibm/environment/products/recycling.shtml

Español:

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Remarque : Cette marque s'applique uniquement aux pays de l'Union Européenne et à la Norvège. L'étiquette du système respecte la Directive européenne 2002/96/EC en matière de Déchets des Equipements Electriques et Electroniques

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Disposal of IT products should be in accordance with local ordinances and regulations.

Battery return program

This product may contain sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries outside the United States, go to www.ibm.com/ibm/environment/products/battery.shtml or contact your local waste disposal facility.

In the United States, IBM has established a return process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and other battery packs from IBM equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Please have the IBM part number listed on the battery available prior to your call.

For Taiwan:



Please recycle batteries.

For the European Union:



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Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Les batteries ou emballages pour batteries sont étiquetés conformément aux directives européennes 2006/66/EC, norme relative aux batteries et accumulateurs en usage et aux batteries et accumulateurs usés. Les directives déterminent la marche à suivre en vigueur dans l'Union Européenne pour le retour et le recyclage des batteries et accumulateurs usés. Cette étiquette est appliquée sur diverses batteries pour indiquer que la batterie ne doit pas être mise au rebut mais plutôt récupérée en fin de cycle de vie selon cette norme.

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This notice is provided in accordance with Royal Decree 106/2008 of Spain: The retail price of batteries, accumulators and power cells includes the cost of the environmental management of their waste.

For California:

Perchlorate material – special handling may apply

Refer to www.dtsc.ca.gov/hazardouswaste/perchlorate.

The foregoing notice is provided in accordance with *California Code of Regulations Title 22, Division 4.5, Chapter 33: Best Management Practices for Perchlorate Materials*. This product/part includes a lithium manganese dioxide battery which contains a perchlorate substance.

Flat panel displays

The fluorescent lamp in the liquid crystal display contains mercury. Dispose of it as required by local ordinances and regulations.

Monitors and workstations

Connecticut: Visit the website of the Department of Environmental Protection at www.ct.gov/deptor for information about recycling covered electronic devices in the State of Connecticut, or telephone the Connecticut Department of Environmental Protection at 1-860-424-3000.

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Index

A

accessibility of publications xii
audio and headphones 9
autoexec.bat file 26
autosensing cash drawers 22

B

battery return program 100
beep indicators
 continuous series 63
 single 59
BIOS setup program 71
 boot device order 72
 navigation menus 72
 saving settings 72
BIOS, upgradeable 25

C

cable ferrite requirement 98
cables, connectors, and headphone jacks 29
calling for service 27
cash drawer
 setting the jumper override 22
 voltage settings 22
cash drawers, autosensing 22
characteristics
 physical 10
Class A compliance statement
 Australia and New Zealand 96
 China 97
 European Union 95
 FCC (USA) 95
 Germany 96
 Industry Canada 96
 Japan 97
 Taiwan 98
clearance, vents 16
CMOS default settings, restoring 73
common removals 29
compatibility, hardware and software 25
config.sys file 26
configuration settings and diagnostics 71
connections
 IBM SurePorts 14
connectors
 front panel 11
 rear panel 11
controls
 front panel 10
cooling 16

D

damage from electrostatic discharge 98
DASD, optional USB 9

default settings, restoring CMOS 73
determining a hard drive failure
 clicking on the RAID icon 67
 clicking the RAID icon 65
 entering RAID during startup 65, 67
devices, I/O 21
diagnostic processor, using 59
diagnostics and configuration settings 71
dimensions 10
disposal of equipment 99
DOS migration 26
driver and system support 25
drivers, downloading 25

E

electronic emissions notices 95
 Australia and New Zealand 96
 China 97
 European Union 95
 FCC (USA) 95
 Germany 96
 Industry Canada 96
 Japan 97
 Korea 97
 Taiwan 98
electrostatic discharge (ESD) 98
end of life disposal 99
environment 16
equipment disposal 99
European Union battery recycling statement 101

F

features
 optional 2
 standard 2
ferrite requirement 98
flat panel displays 102
front panel
 connectors 11
 controls and indicators 10

H

hard disk drives, systems with two
 determining a hard drive failure 65, 67
hardware compatibility 25
headphones, audio and 9

I

I/O 9
I/O devices 21
IBM SurePorts 14
indicators
 front panel 10

Intel software license agreement 102

J

Japan Electronics and Information Technology Industries
Association statement 97
Japanese Electrical Appliance and Material Safety Law
statement 97
Japanese power line harmonics compliance
statement 97
Japanese VCCI Council Class A statement 97

K

Korean communications statement 97

L

light path LEDs, understanding 60
Linux migration 26
local area network 8

M

memory, system 3
mercury-added statement 102
migration 26
 DOS 26
 Linux 26
 Windows 26
model descriptions 1

N

non-POS I/O devices, support for 24
notices 87, 93
 battery recycling 100, 101
 cable ferrites 98
 electronic emissions 95
 electrostatic discharge (ESD) 98
 end of life disposal 99
 IBM 93
 Intel 102

O

opening
 drive bay door 37
operating system, supported 25
optional features 2
optional USB DASD 9
overview
 system i

P

password
 resetting 73
PC I/O 9
perchlorate 101

physical characteristics 10
power
 specifications 17
power management 18
power switch operation 18
powered USB connectors 23
printers
 location of printer jumper on I/O card 23
 voltage 23
problem determination 57
problem isolation 63
processor, service 7
program, BIOS setup 71

R

RAID 26
rear panel
 connectors 11
Redundant Array of Independent Disks 26
Redundant Array of Inexpensive Disks
 accessing the RAID setup menu 66, 70
 determining a hard drive failure 65, 67
 replacing and rebuilding a hard drive 66, 69
 using 65, 67
removal and replacement procedures 29
 battery, riser card 49
 battery, system board 53
 before you begin 29
 chassis fan 42
 control switch card 45
 covers 31
 DASD cage 50
 front lock 45
 front USB module 46
 hard disk drive 38
 heatsink and processor 45
 I/O module holders 41
 I/O modules 40
 modular flash drive 56
 optical drive 39
 power supply 46, 51
 power supply rear coupling 51
 pullout tray 37
 riser card 49
 riser card battery 49
 system board 52
 system board battery 53
requirements, special tools 64
resetting password 73
restoring CMOS default settings 73

S

safety information 87
service processor 7
service, calling 27
settings, diagnostics and configuration 71
setup program, BIOS 71
software compatibility 26
software interface, unique 10

- software license agreement, Intel 102
- special tools requirements 64
- specifications i
 - connectors 11
 - controls and indicators 10
 - dimensions 10
 - power 17
 - uninterruptible power supply 18
- standard features 2
- support, USB 9
- system and driver support 25
- System Event Log Viewer, using 61
- system memory 3
- system overview i

T

- Taiwanese battery recycling statement 100
- temperature 16
- testing
 - preliminary checklist 59
 - problem isolation 63
- trademarks 102
- troubleshooting
 - preliminary checklist 59
 - problem isolation 63

U

- understanding the light path LEDs 60
- uninterruptible power supply
 - battery life 19
 - configuration (DIP) switches 20
 - host-dependent mode 21
 - input voltage 19
 - specifications 18
 - stand-alone mode 21
 - system unit interface 20
- unique software interface 10
- USB DASD, optional 9
- USB support 9

V

- vents clearance 16
- video function 8

W

- Windows migration 26

Part number index

Part Number	Asm-Index	Page	Part Number	Asm-Index	Page
06P5223	1-	80	44T5230	1-	79
10N1248	2-7	85	44T5232	1-	79
10N1274	2-3	85	44T5234	1-	79
10N1346	2-5	85	44T5236	1-	79
14J1009	2-6	85	44T5238	1-	79
14J1010	2-6	85	44T5249	1-25	81
14J1255	2-6	85	44T5667	1-	81
16K8692	2-	85	44T5669	1-	81
23K8110	1-	81	44T5697	1-4	79
30L6216	2-8	85	44T5699	1-4	79
30L6217	2-4	85	45P6222	1-	80
30L6218	2-7	85	45P6222	1-	80
30L6230	2-3	85	45T9001	1-4	79
30L6240	2-5	85	45T9016	1-24	81
30L6320	2-	85	45T9018	1-27	81
30L6322	2-2	85	45T9020	1-	81
39M5380	1-	81	45T9022	1-28	81
39M5399	1-	82	45T9025	1-	81
39M5514	1-	82	45T9027	1-12	79
39X8908	1-	81	45T9031	1-11	79
41A3542	1-	81	45T9035	1-13	79
41A3543	1-	81	45T9038	1-14	79
41A3544	1-	81	45T9039	1-15	80
41A3546	2-	85	45T9040	1-15	80
41A3547	2-2	85	45T9041	1-14	79
41A3548	2-4	85	45T9043	1-15	80
41A3552	1-	82	45T9044	1-	80
41A3553	1-	82	45T9045	1-	80
41A3557	2-8	85	45T9046	1-	81
41A3566	2-1	85	45T9048	1-17	80
41A3567	2-1	85	45T9049	1-20	80
41A3569	1-	82	45T9054	1-17	80
41A3574	2-9	85	45T9055	1-20	80
41A3578	2-	85	45T9056	1-	80
41A3584	2-	85	45T9057	1-	80
42C0060	1-	81	45T9058	1-	80
42M5651	1-	81	45T9059	1-	80
42M5726	2-	85	45T9066	1-	80
42M5727	2-	85	45T9067	1-21	80
42M5860	1-26	81	45T9069	1-	80
42M5861	1-26	81	45T9071	1-22	80
42M5862	1-	81	45T9079	1-	80
42M5873	1-	82	45T9080	1-	81
44T5216	1-7	79	45T9082	1-18	80
44T5218	1-7	79	45T9083	1-18	80
44T5220	1-7	79	45T9084	1-18	80
44T5222	1-8	79	45T9085	1-18	80
44T5224	1-8	79	45T9086	1-29	81
44T5226	1-8	79	45T9088	1-29	81
44T5228	1-	79	45T9090	1-29	81

Part Number	Asm- Index	Page
45T9092	1-	81
45T9214	1-1	79
45T9215	1-1	79
45T9216	1-1	79
45T9217	1-2	79
45T9218	1-2	79
45T9219	1-2	79
45T9220	1-3	79
45T9221	1-3	79
45T9222	1-3	79
45T9223	1-5	79
45T9224	1-5	79
45T9225	1-5	79
45T9226	2-	85
45T9339	1-	81
45T9436	1-	81
45T9985	1-	80
45T9986	1-	80
45T9987	1-	80
45T9997	1-	81
45T9998	2-	85
46N1981	1-	80
46N1983	1-19	80
46N1986	1-	82
46N1992	1-	80
46N1994	1-27	81
46N1996	1-10	79
46N1998	1-10	79
46N2002	1-	82
46N2139	1-	80
46N5020	1-18	80
47J5575	1-	79
47J5582	1-18	80
47J5583	1-18	80
47L7995	2-	85
47P9273	2-	85
59G9136	2-	85
73Y0001	1-	80
73Y0008	1-	81
73Y0009	1-	81
73Y0010	1-	80
73Y0011	1-	80
73Y0013	1-14	80
73Y0014	1-13	79
73Y0166	1-	81
73Y0167	1-	81
73Y1310	1-9	79
73Y1976	1-6	79
73Y1978	1-6	79
73Y1980	1-6	79
80Y0824	1-	81
80Y6747	1-	80
93F1779	2-5	85

Part Number	Asm- Index	Page
93Y0050	1-21	80
99Y1403	1-14	80

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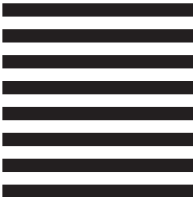
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