Toshiba SureMark Dual Station Printers

Dual–station models 2CR/2NR

TOGETHER COMMERCE ™

The world's premier retail printer

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

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

Ultimate performance for high-traffic retail environments

Toshiba SureMark dual-station printers are designed specifically for retail and feature the most advanced printer technologies available today to help speed transactions. With fast receipt printing—80 lines per second (LPS)—and high-accuracy check processing—99.95 percent accurate MICR reading—it's no surprise SureMark is the printer top retailers around the world choose for their stores.

Innovations such as expanding flash memory to 3 MB[2] help retailers produce eye-catching messages on receipts while keeping checkout lanes moving. Larger diameter paper roll capacity (up to four inches) and drop-in paper loading help minimize downtime by reducing paper changes, also boosting employee productivity.

Highlights

- Fast receipt printing—80 LPS—and industry leading MICR reading—99.95 percent accuracy

- Easy to manage with exclusive Toshiba Remote Management Agent

- Unique service features including Light-Path Management, more customer replaceable parts

- Four-inch (102 mm) receipt rolls reduce paper changes by 40 percent[1]

- Optional communication interfaces include Ethernet, WiFi, RS-232, RS-485, standard USB and powered USB

- New white space reduction feature enables users to easily reduce the length of receipts without changes to applications

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Count on reliability and serviceability

Retail-hardened Toshiba SureMark printers are designed and constructed to be easy to manage and easy to service. *Toshiba Light-Path Management*, coupled with tool-less replacement of the main card, interface adapter and thermal print head, help minimize service calls.

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

Toshiba SureMark printers boost operational efficiency and cut costs[3]

Toshiba focuses on helping retail clients save on the total extended costs of their technology capital investment—the cost and benefit elements realized during the whole operational life of the equipment. Shared connectivity provides a cost advantage over traditional point-to-point connectivity. Available in both Ethernet LAN and Wireless LAN, retailers can dramatically increase the flexibility of their 4610 printers. Supported functions include the following:

The new Ethernet LAN feature provides an optional industry standard 10/100 Ethernet communication adapter. With Ethernet connectivity, retailers can dramatically increase the flexibility of their 4610 printers. Supported functions include the following:

- Remotely locate 4610 printers from their host systems
- Share a single printer among multiple host systems
- Print directly from mobile devices, using the Toshiba 4610 Software
- Development Kits (SDKs) for iOS and Android™

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

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

Four-inch diameter receipt rolls require less changing, helping to reduce downtime. Easy "*drop in*" loading of receipt rolls and improved document loading help reduce employee training time and costs. *High MICR reading* accuracy (99.95 percent) enables electronic check conversion (ECC) and minimizes administrative returns, reducing transport and postage of checks.
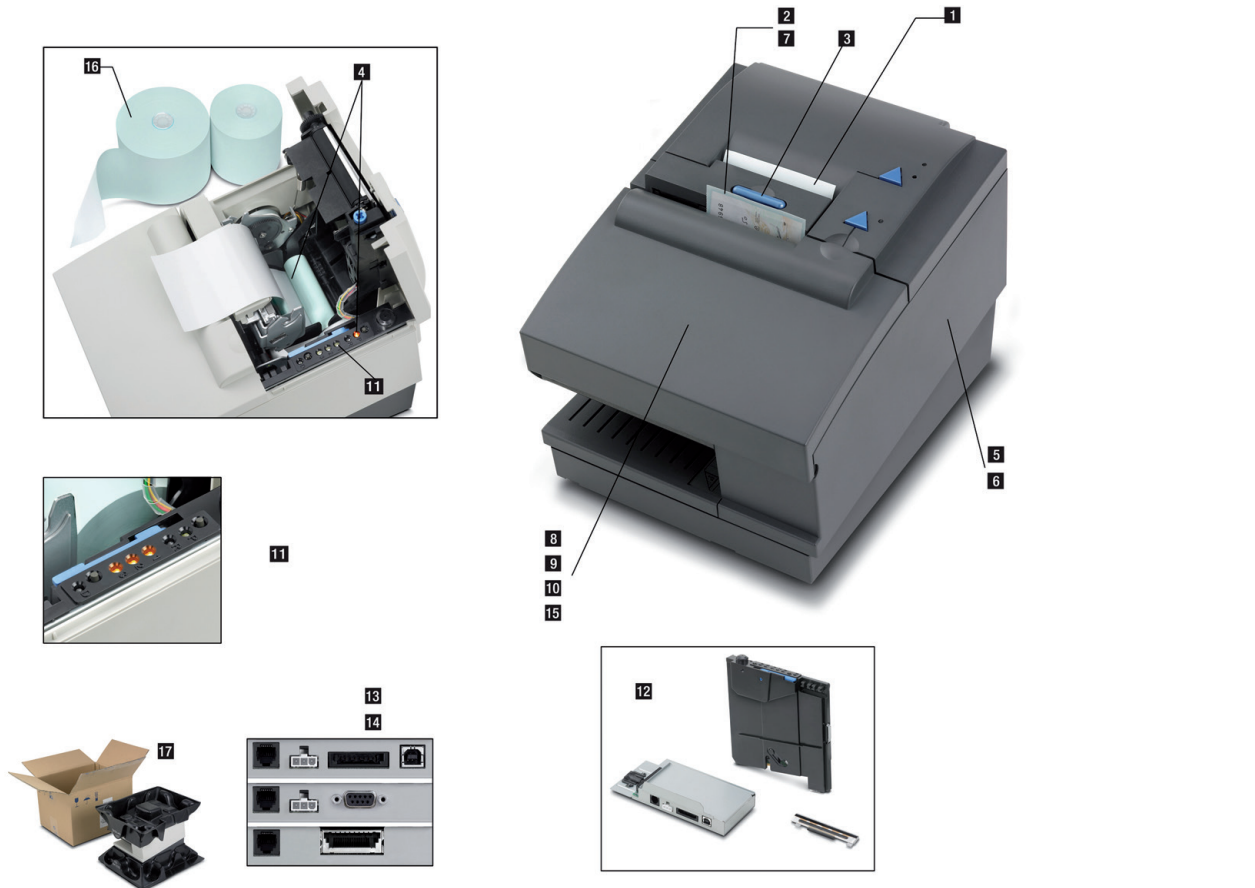
Good for the environment and your bottom line

Toshiba sets new world standards in eco-friendly POS technology with SureMark dual-station printers that exceed worldwide environmental directives. Toshiba SureMark printers are designed and built with the closest attention to impact to the environmental. Recycled materials used in manufacturing include iron gray covers that contain up to twenty-five percent post-industrial recycled material, reliability and ease of service with Light-Path management LEDs, as well as the retail-hardened construction insure long product life. Upgradeable interface adapters and removable covers can be replaced, enabling Business Partners to perform "just-in-time" product reconfiguration. Printers also support one-sided paper, the most sustainable choice for receipt media. At end-of-life, SureMark printers are made to be "de-manufactured", so that key components can be reused as spare parts.

SureMark printer packaging is *totally recyclable*. Corrugated cardboard shipping containers are made from thirty-five percent post-consumer recycled material. Shipping cushions are made from 100 percent post-consumer recycled material.

Trust Toshiba's retail experience

As the world's leading provider of integrated in-store solutions and retail insights, Toshiba Global Commerce Solutions delivers end-to-end solutions for checkout, consumer interactions and retail operations that unlock amazing new possibilities for our clients and shoppers everywhere. In partnership with the Together Commerce Alliance, our global business partner program, we help bring innovation and value to every retailing experience so that you can delight your customers every day, everywhere.

1. Fast 80 LPS receipt printing for single-byte (SBCS) or double-byte (DBCS) printing
2. 99.95 percent accuracy MICR reading; Single-pass check processing
3. Push button receipt cover opening
4. Easy paper loading helps reduce downtime and training expenses
5. Extended code page support (27 total) enables worldwide use
6. 3 MB user flash memory supports barcodes, logos, color graphics and TrueType™ fonts
7. Prints single or multipart forms in portrait or landscape orientation
8. Retail-hardened design delivers high reliability in retail environments
9. Paper jam sensor detects jams and reduces waste of receipt media

10. All Toshiba peripherals are tested, engineered, color coordinated, provide latching connections, are compatible and optimized to work as a total store solution
11. Toshiba Light-Path Management and Remote Management Agent (RMA) enables firmware updates as well as communication of printer status (like paper low, EMI noise, failed cutter, failed thermal print head) to key store personnel who can resolve problems proactively
12. Customer Replaceable Units (thermal print head, main card and interface adapter) snap out to provide easy service and maintenance of key printer components (CRU)
13. Powered USB and RS-485 connectivity eliminates the need for a separate power brick and conserves counter space

14. Ethernet, WiFI, Standard USB and RS-232 connectivity integrates with Toshiba and third-party POS systems (external power brick required)
15. Compatibility mode eases transition to new models
16. Four-inch (102 mm) receipt rolls reduce paper changes by 46 percent
17. Newly designed packaging includes high-density polyethylene (HDPE) inserts made from recycled post-consumer waste, reducing the volume of material that must be disposed. Box and inserts are 100 percent recyclable.

Product Overview

Toshiba SureMark Printers: Dual-Station Models Overview

Model	Character Set	MICR	Single-Pass Check Handling	Cover Color	Warranty Service*
2CR	SBCS DBCS	Yes	Yes	Pearl White or Iron Gray	Toshiba Advanced Exchange*
2NR	SBCS DBCS	No	No	Pearl White or Iron Gray	Toshiba Advanced Exchange*

Toshiba SureMark Printers: Dual-Station Technical Requirements

Models	2CR/2NR
Printing speed§	
Receipt station (one-color paper)	80 lps @ 8 lpi, 60 lps @ 6 lpi
Receipt station (two-color paper)	35 lps @ 8 lpi, 26 lps @ 6 lpi
Impact slip station	4.3 lps
Printing resolution (thermal) 203 dpi	203 dpi
Memory usage	
Data buffer RAM	Dynamic/expandable
Flash memory for microcode	5 MB
Flash memory for offline journal**	Up to 3 MB
Flash memory for logos**	Up to 3 MB
Flash memory for fixed messages**	Up to 3 MB
Flash memory for code pages**	Up to 3 MB
Flash memory for user characters	128 KB
Interfaces	Ethernet or WiFi or Powered USB plus standard USB or RS-485 or RS-232 (external power brick or special power cable required for Ethernet, RS-232 and standard USB)
CRU (customer replaceable units) with Light-Path management	CRU (customer replaceable units) with Light-Path management
Paper low, paper jam, print head health sensors	Yes
Mounting options	Integrated with POS, Distributed
Support for wide range of receipt media—thickness/type of media	1.6 - 3.7 mil (thousandths of an inch) paper Paper rolls/up to 4 in. (102 mm)
"Green" attributes	Shipping container and inserts; iron-gray covers made of up to 25% post-industrial recycled materials; upgradeable and reusable components; retail-hardened construction for long life.
Ports DC In (except RS485)	10/100 Ethernet, WiFi, or USB/Powered USB or RS232 or RS485 (24 or 38 V) (Interface card dependent) OEM Cash Drawer (+24 V)
Physical dimensions and weight	
Dimensions (WxDxH)††	Width: 190.5 mm (7.5 in.) Depth: 255 mm (10.0 in.) Height (rear): 198 mm (7.8 in.) Height (front): 140 mm (5.5 in.)
Weight	Model 2CR: 4.8 Kg (10.6 lb) Model 2NR: 4.7 Kg (10.4 lb)

Toshiba SureMark Printers: Dual-Station Technical Requirements

Operating system support[§§,***]	A compatibility mode is provided in the printers to enable use of existing drivers and applications with only minor modifications. Native mode support is as follows:
	• Toshiba 4690 Operating System:
	  – RS-232: Direct I/O
	  – USB and RS-485: V5R2 and V6R2*
	• Microsoft Windows XP, Microsoft Windows Embedded for Point of Service (WEPOS) 1.11, Microsoft Windows Embedded POSReady 2009, Microsoft Windows Embedded POSReady 7, Microsoft Windows 7 (Professional/Ultimate):
	  – RS-232: Direct I/O, Windows Native Drivers (NWD), OPOS, JavaPOS
	  – RS-485: OPOS, JavaPOS
	  – USB: Windows Native Drivers (NWD), OPOS, JavaPOS
	• IBM Retail Environment for SUSE Linux Enterprise Desktop (SLED) 11, SUSE Linux Enterprise Server (SLES) 11, SUSE Linux Enterprise Point of Service (SLEPOS) 11:
	  – RS-232: JavaPOS, Direct I/O
	  – RS-485 and USB: JavaPOS, POS Subsystem for Linux (POSS for Windows is not supported)
	• SDKs for iOS™ and Android™
	• PC DOS 2000:
	  – RS-232: Direct I/O
	  – RS-485 and USB: Not supported

Industry standards	
Resident barcode formats	UPC A/E, JAN 8 (EAN), Code 39, ITF, Code 93, Code 128 a, b and c, Codabar, PDF417, QR, GS1 DataBar
Reliability	150 km—thermal print head life. 1.5 million cuts—cutter life
Integration kits	Available for most Toshiba POS Systems
Media type supported/roll diameter/approximate roll length, Receipt roll sizes supported	Paper rolls/up to 102 mm (4 in.) - 558 ft
North America*	Yes
Latin America	Yes
Europe, Middle East, Africa	Yes
Asia Pacific[‡‡]	Yes

Services	
Limited warranty	*For warranty terms and country coverage, please refer the Statement of Limited Warranty at: http://www.toshibacommerce.com/support/limitedwarranty
Technical support	Please visit the Toshiba support website, **toshibacommerce.com/support**, to obtain the latest compatibility data for operating systems, interfaces and Toshiba hardware.

Together Commerce

Together Commerce is Toshiba's vision for the new future of retail where retailers adapt their strategies, their stores and their technology to engage with consumers throughout the buying process in a seamless and helpful way. This collaborative approach enables retailers and customers to create mutually rewarding commerce—together

For more information

To learn more about industry-leading Toshiba SureMark dual-station printers and other retail store solutions from Toshiba Global Commerce Solutions, contact your local representative or visit: **toshibacommerce.com**

Additionally, Toshiba Global Commerce Solutions can help credit-qualified clients acquire the IT solutions that your business needs in the most cost-effective and strategic way possible through our global financing partner.

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References

* *For warranty terms and country coverage, please refer the Statement of Limited Warranty at: http://www.toshibacommerce.com/support/limitedwarranty

§ Indicates rated speed. Actual print speed depends on user-specific configuration of interface, application, operating system and drivers.

** Total user-accessible memory is 3 MB combined total.

†† With overhanging ledge, width is 200.5 mm (7.9 in.).

‡‡ Only Model 2NR is available in China.

§§ Some printer functions may not be supported by all combinations of operating systems and drivers. Models 2NR and 2CR have a "compatibility" mode that enables some, not all, features of the product reusing existing drivers in each operating system environment. See User Guide for more detail. * The 2NR/2CR printers are supported in compatibility mode in V5R2 but 4690 OS can only update the firmware starting with the 0820 maintenance package.

*** Please visit the Toshiba support website, **toshibacommerce.com/support**, to obtain the latest compatibility data for operating systems, interfaces and Toshiba hardware.

1 Easy "drop in" loading of 4" receipt rolls vs. 3" receipt rolls. Comparison made by Toshiba on Toshiba SureMark printers

2 MB equals one million bytes when referring to storage capacity; accessibility may be less

3 2008 Global Retail Insights, an IDC Company

4 The optional Ethernet adapter can be installed on printers manufactured on or after June 10, 2013. Contact your Toshiba Representative for more information