Panasonic



TOUGHBOOK 33

Accessory and Service Guide

TOUGH RUGGED LAPTOPS

Panasonic GOLD AUTHORIZED PARTNER

http://toughruggedlaptops.com/

TOUGHBOOK®

PSC-M17495BRO

POWER

Panasonic Standard Lightweight Battery
CF-VZSU1AW



Panasonic Long Life Battery
CF-VZSU1BW



Panasonic 4-bay Battery Charger
CF-VCB331M

(Compatible with both standard & long life batteries)



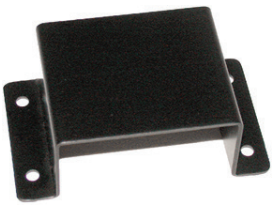
Panasonic AC Adapter 100W
CF-AA5713AM



LIND Car Charger 120W
CF-LNDDC120



LIND Car Charger Mounting Bracket
CF-LNDBRK120



LIND Shutdown Timer
CF-LNDLPT



Please refer to third party accessory catalog or the website for full product details

STRAPS & CASES

Panasonic Rotating Hand Strap (with stylus holder & kickstand)
CF-VST332U

(Not compatible with Gamber-Johnson Tablet Vehicle Dock when tablet is equipped with long life batteries and rotating hand strap)



(tablet sold separately)

Panasonic Carry Strap
CF-VST331U



(tablet sold separately)

Panasonic Shoulder Strap
CF-VNS331U



(tablet sold separately)

ToughMate Com Universal Jr Carrying Case
TBCCOMUJR-P



ToughMate Backpack
TBCBPK-P



DOCKS

Panasonic Bundle 31 Vehicle Dock Adapter (VDA) & Lite Keyboard

CF-VVK332M single pass
CF-VVK331M dual pass

USB 2.0, key lock, tablet release with lock/unlock, keyboard release

(VDA fits in any Gamber-Johnson/Havis 31 Vehicle Dock)



(tablet sold separately)

Panasonic Desktop Dock

CF-VEB331U

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, release lever, Kensington lock, power button

(Requires Premium Keyboard)



Gamber-Johnson Laptop 2-in-1 Vehicle Dock

GJ-33-LVD0 vehicle dock (no pass through)
GJ-33-LVD2 vehicle dock (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, release lever, lock (keyed alike).

(Requires Premium Keyboard)



Gamber-Johnson Tablet Vehicle Dock

GJ-33-TVD0-L vehicle dock (no pass through)
GJ-33-TVD2-L vehicle dock (dual pass through)

USB 3.0 (2), USB 3.0 (4), Serial, Ethernet (2), release lever, lock (keyed alike)

(Not compatible when tablet is equipped with long life batteries and rotating hand strap)



KEYBOARDS

Panasonic Lite Keyboard

Red backlit with 4 adjustable levels, touchpad, kickstand, opens to 100°
CF-VKB331M

(Forward-dockable only to Convertible Mode. Compatible with Tablet and 31 Vehicle Dock Adapter).



Panasonic Premium Keyboard

Red backlit with 4 adjustable levels, touchpad, kickstand/handle
CF-VEK331LMP

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet, HDMI, VGA, SDXC, release lever & lock, Kensington lock

(Forward or Reverse-dockable to Convertible Mode. Compatible with Tablet, 33 Laptop Vehicle Dock, and 33 Desktop Dock)



iKey USB Rubber Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes
SL-86-911-TP-USB-P



iKey USB Plastic Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes
FT-88-911-TP-USB-P



WIRELESS

AntennaPlus Dual LTE & GPS Antenna Kit
Threaded Black Mount
AP-PAN-CCGPD-Q-BL



AntennaPlus Dual LTE & GPS Antenna Kit
Threaded White Mount
AP-PAN-CCGPD-Q-WH



Cradlepoint Router
Verizon LTE
CP-IBR1100LPE-VZ



Cradlepoint Router
Multi Carrier LTE-Advanced
CP-IBR1100LP6-NA



Cradlepoint Router (compact)
Multi Carrier LTE-Advanced
CP-IBR900LP6-NA



Please refer to third party accessory catalog or the website for full product details

PRINTERS

Brother PocketJet Printer
300dpi, up to 8ppm, USB or Bluetooth
PJ763



Brother PocketJet Printer Bundle
(Includes printer, USB cable & harness)
300dpi, up to 8ppm, USB or Bluetooth
PJ763-SK-509



OTHER

Panasonic IP55 Digitizer Pen
CF-VNP023U



Panasonic Tether
CF-VNT002U

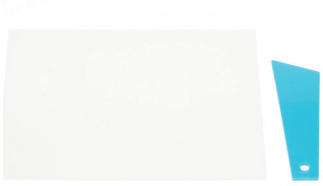


Panasonic Blue Cleaning Cloth
CF-VNC001W

(Minimum order size 10 units)



Panasonic 12.0" LCD Protector Film
CF-VPF34U



Please refer to third party accessory catalog or the website for full product details

PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 20 years and are constantly pushing rugged computing forward. Toughbook family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their Toughbook devices by augmenting them with Panasonic ProServices—planning, deployment, security, repair, and replacement services that support your IT and field staffs.

Our Standard Warranty protects your Toughbook computers from manufacturing defects for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer-replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

Premier Deployment 3 Year	CF-SVCPDEP3Y
Premier Deployment 4 Year	CF-SVCPDEP4Y
Premier Deployment 5 Year	CF-SVCPDEP5Y
Premier Deployment APOS Year 4	CF-S09SLCY4AP
Premier Deployment APOS Years 4 & 5	CF-S09SLCY5AP
Bronze (One Time)*	CF-SVCPDBRZ
3 Month Device Storage	CF-SVCPDSSTOR
Kitting with Deployment (up to 4 items)	CF-SVCPDKITTING
Extended Configuration (15 minutes)	CF-SVCPDADD

APOS: After Point of Sale
BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the Toughpad/Toughbook OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.
PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access.
Toughpad Premier MDM Deployment: Includes MDM Provisioning, Customer Portal Access, Multi-location Shipping and Disk Image Management at the NSC. (Customer hosted MDM environment is a pre-requisite)

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage. Where required, extended warranties are included. (Limitations apply)

Protection Plus 3 Year	FZ-SVCTPNF3YR
Protection Plus 4 Year	FZ-SVCTPNF4Y
Protection Plus 5 Year	FZ-SVCTPNF5Y
APOS Protection Plus 4th year	FZ-SVCTPNFAPOSY4
APOS Protection Plus 5th year	FZ-SVCTPNFAPOSY5
APOS Protection Plus 4 & 5th Year	FZ-SVCTPNFAPOS2Y

APOS: After Point of Sale

EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and shipping are included in the price of the Extended Warranty Program.

Extended Warranty 4th Year	FZ-SVCTPEXT1Y
Extended Warranty 4th and 5th Year	FZ-SVCTPEXT2Y
APOS Ext. Warranty 4th year	FZ-SVCTPEXTAPOY4
APOS Ext. Warranty 5th year	FZ-SVCTPEXTAPOY5
APOS Ext. Warranty 4 & 5th Year	FZ-SVCTPEXTAPO2Y

APOS: After Point of Sale

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 1% of the deployment.

Ultimate Care 3 Year	FZ-SVCTPUCNF3Y
Ultimate Care 4 Year	FZ-SVCTPUCNF4Y
Ultimate Care 5 Year	FZ-SVCTPUCNF5Y

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the hard drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

Hot Swap 3 Year	FZ-SVCTPHS3YR
Hot Swap 4 Year	FZ-SVCTPHS4YR
Hot Swap 5 Year	FZ-SVCTPHS5YR
Hot Spare 3 Year	FZ-SVCTPHSP3YR
Hot Spare 4 Year	FZ-SVCTPHSP4YR
Hot Spare 5 Year	FZ-SVCTPHSP5YR

SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective drive back to the service center when replaced due SSD failure. For units, such as the Toughbook 33, requiring technical instruction to remove the SSD, the end user will receive training and documentation supporting SSD removal.

256GB SSD - SSD No Return 3 Year	FZ-SVC256SSD3Y
256GB SSD - SSD No Return 4 Year	FZ-SVC256SSD4Y
256GB SSD - SSD No Return 5 Year	FZ-SVC256SSD5Y
512GB SSD - SSD No Return 3 Year	FZ-SVC512SSD3Y
512GB SSD - SSD No Return 4 Year	FZ-SVC512SSD4Y
512GB SSD - SSD No Return 5 Year	FZ-SVC512SSD5Y

BIOS CUSTOMIZATION

BIOS settings can be customized to show client ownership details (logos) or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

BIOS Custom Splash Screen and/or Configuration (During Production)	CF-SVCBIOS1
BIOS Custom Splash Screen and/or Configuration (Post Production)	CF-SVCBIOS2

LIFECYCLE SERVCES & PROJECT MANAGEMENT

Engineering services can include image development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

Field Engineering Support based on needs analysis	CF-SVCFES20/40/60/80/100
Onsite Field Consulting Services – Per Day	CF-S09TFMCNS
Onsite Field Consulting Services – Travel	CF-S09TFMTVL
Project Management – Per Day	CF-SVCFLDPROJ
Lifecycle Services – Per Unit with SOW	CF-S09TFMFDSVC
OEM Volume License Conversion	CF-SVCLICCONV

PUBLIC SAFETY BUNDLE EXTENSTIONS

The following sku's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These sku's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS sku's for Premier Deployment, SSD No Return, and ProPlus Warranty.

4th year Public Safety Service Bundle Add on (Year 4 only)	CF-SVCPSY4
4th and 5th years Public Safety Service Bundle Add on (Year 4 & 5 only)	CF-SVCPSY5

1-800-441-9165
http://toughruggedlaptops.com/

Please refer to third party accessory catalog or the website for full product details.
Panasonic is constantly enhancing product specifications and accessories. Specifications subject to change without notice.
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