Panasonic

TOUGHBOOK 33
Accessory and Service Guide

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POWER

Panasonic Standard Lightweight Battery
CF-VZSU1AW

Panasonic Long Life Battery
CF-VZSU1BW

(Not compatible with tablets originally configured with a standard battery)

Panasonic 4-bay Battery Charger
CF-VCB331M

(Compatible with both standard & long life batteries)

Panasonic AC Adapter 100W
CF-AA5713AM

LIND Car Charger Mounting Bracket
CF-LNDBRK120

LIND Car Charger 120W
CF-LNDDC120

(Requires CF-LNDBRK120 for vehicle dock mounting)

LIND Shutdown Timer
CF-LNDLPT

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STRAPS & CASES*

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

(Not compatible with any tablet dock that has a tablet with a quick-release SSD or with Gamber-Johnson Tablet Vehicle Dock when tablet is equipped with long life batteries)

(tablet sold separately)

Panasonic Carry Strap
CF-VST331U

(tablet sold separately)

Panasonic Shoulder Strap
CF-VNS331U

(tablet sold separately)

ToughMate Mobility Bundle (handle & shoulder strap)
TBC33MBBDL-P

(Not compatible with keyboards)

(tablet sold separately)

ToughMate Rotating Hand Strap (with shoulder strap)
TBC33HDSTP-P

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

ToughMate Com Universal Jr Carrying Case
TBCCOMUJR-P

ToughMate Backpack
TBCBPK-P

*Some straps are mutually exclusive with certain configurations and docks of the TOUGHBOOK 33. Please consult your Panasonic representative for details. Please refer to third party accessory catalog or the website for full product details.

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DOCKS

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)

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)

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

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

*(Not compatible when tablet is equipped with quick-release SSD or long life batteries
with rotating hand strap)*

Havis Laptop 2-in-1 Vehicle Dock
H-33-LVD0 vehicle dock (no pass through)
H-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)

Havis Tablet Vehicle Dock (Lite)
H-33-TVD0-L vehicle dock (no pass through)
H-33-TVD2-L vehicle dock (dual pass through)

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

(Not compatible when tablet is equipped with quick-release SSD)

Havis Tablet Vehicle Dock (Premium)
H-33-TVD0 vehicle dock (no pass through)
H-33-TVD2 vehicle dock (dual pass through)

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

(Not compatible when tablet is equipped with quick-release SSD)

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KEYBOARDS

Panasonic Lite Keyboard

Red backlit with 4 adjustable levels, 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, 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

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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

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PRINTERS

Brother RuggedJet Printer Bundle
(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth
RJ4230BL-SK-524

Brother PocketJet Printer Bundle
(Includes printer, USB cable & wiring 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-VNC002U

(Minimum order size 50 units)

Panasonic 12.0" LCD Protector Film
CF-VPF34U

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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)

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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

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

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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-SVCFESCNS
Onsite Field Consulting Services – Travel	CF-SVCFESTVL
Project Management – Per Day	CF-SVCFLDPROJ
Lifecycle Services – Per Unit with SOW	CF-SVCFES20/40/60/80/100
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

1.800.662.3537
na.panasonic.com/us/computers-tablets-handhelds/warranty-services

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