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TOUGHBOOK A3
SOLUTION GUIDE

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TOUGHBOOK
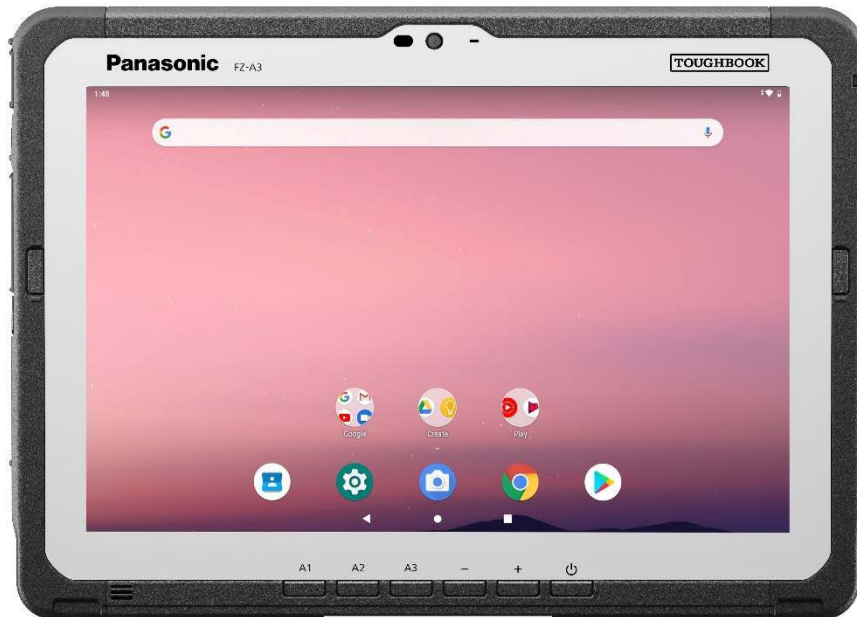
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TOUGHBOOK A3

OUR MOST POWERFUL ANDROID TABLET OFFERING YET. FEATURING LONG LIFE SUPPORT FOR CRITICAL ENTERPRISE APPLICATIONS.

The Panasonic TOUGHBOOK A3 is a rugged Android™ 10.1" tablet that is the latest addition to our rugged lineup. The TOUGHBOOK A3 has a powerful octa-core processor, supports 4G LTE and FirstNet® connectivity, and an insertable stylus. The tablet has the flexibility to be used in all markets including warehousing, logistics and transportation. Equipped with an optional integrated barcode reader and insertable smart card reader the TOUGHBOOK A3 is also ideal for enterprise retail and federal markets. The TOUGHBOOK A3 also features a 10.1" outdoor-viewable display with rain and glove touch functionality making this tablet the choice for outdoor workers everywhere. Featuring a 5' foot drop rating and IP65 certification for dust and water resistance the TOUGHBOOK A3 is purpose built to get more out your day.

- TOUGHBOOK A3's eco-system of software, services and partners powered by productivity+

- Configurable xPak area with 1D/2D barcode reader, Insertable Smart Card or 2nd USB Type-A

- Five user-defined buttons from maximum user functionally

- Dual hot swap battery design

- Certified to latest MIL-STD-810H standards

- FirstNet Ready™ and supports Band 14 connectivity

- 3 Year limited warranty, parts and labor

- Android™ 9.0 (Pie)

- Qualcomm® SDM660 Octa-Core

- 10.1" WUXGA 1920 x 1200 outdoor-viewable display

- 4 GB RAM and 64 GB flash storage

- Optional multi-carrier 4G LTE data support

- IP65 dust and water resistant

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TOUGHBOOK A3 ECOSYSTEM

Software Solutions

Power Management

Lifecycle Support Professional Services

PROSERVICES

Stylus

Printers

Connectivity

verizon✓

AT&T

FIRSTNET DEALER ™
Built with AT&T

Docks

Carrying Solutions

Protection

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POWER MANAGEMENT SOLUTIONS

Standard Battery Pack

(3200 mAh)

SKU: FZ-VZSUT10U

Extended Battery Pack

(5800 mAh)

SKU: FZ-VZSUT11U

5-Bay Battery Charger
(AC Adapter Included)

SKU: FZ-VCBT131M

AC Adapter with AC cord

SKU: CF-AA6413AM

DOCKING SOLUTIONS

Single Device Desktop Cradle
(AC Adapter not included)

SKU: FZ-VEBA21U

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PRODUCTIVITY SOLUTIONS

Passive Pen

SKU: CF-VNP025U

Stylus Tether (1pc)

SKU: CF-VNT002U

Screen Cover Protective Film

SKU: **FZ-VPFA31U**

CARRYING SOLUTIONS

Panasonic Rotating Hand Strap w/Stand

SKU: **FZ-VSTA31U** (Compatible with all SKU)

Panasonic Shoulder Strap

SKU: **CF-VNS331U**
(Compatible with Panasonic Rotating Hand Strap)

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SOFTWARE & PROSERVICES

Software:
Panasonic provides a software platform to manage the entire life cycle of TOUGHBOOK Android projects. This includes the development and integration of user applications, rapid deployment of devices through an enrollment and configuration suite, and enterprise level sustainment solutions.

ProServices:
Panasonic offers the ProServices and support needed to power your Android solution at every stage of the customer journey. From consulting and solution to warranty and replacement services, Panasonic keeps your mobile workforce productive and your mobile solution costs low.

Our Standard Warranty protects your TOUGHBOOK A3 from manufacturing defects for three years.   It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute), online access to tools 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. Each customer has a unique set of skills and needs. Panasonic ProServices can offer each customer the right solution to best fit their particular situation. Contained in this document are some of the most popular service options. For more information please contact your Panasonic representative or go to the Panasonic ProServices website.

DEVELOPMENT SERVICES

If you're new to Android or an Android veteran, Panasonic's Developmental Engineering services provide end users with a comprehensive technology partner to consult, design, and implement complex solutions to speed deployment, reduce risk, and deliver customized field-ready devices. These services include:

MDM API's: Allows MDM partners to low level system access to Panasonic Android devices. Panasonic provides API's to industry wide MDM vendors which allows low level access to Panasonic Android devices OS versions for 3rd party MDM partners.

SDK and Intent API's: Allows administrators and developers to control hardware or device and use standard Intent interfaces to configure and manage device settings. Control 100's of Panasonic Android settings with Intent based API's. Take full control of Panasonic hardware like barcode to take complete control of the device experience

Secure 3rd Party App Support (signing): Allows signed applications to execute Android protected and privileged commands. Portal that supports high level (secure) signing of applications that execute privileged commands. Only signed applications can execute high level & privileged commands on Panasonic devices. Panasonic supplies a unique ID to every APP/Vendor.

Enterprise Custom Deployment Consulting Setup: Provides custom engineering developed solutions such as custom scripting, MDM and infrastructure consulting, and other engineering centric deliverables designed to provide guidance in shortening time to market.

Rapid Application Development: If you're new to Android or an Android veteran, Panasonic offers a diverse toolset to help get your user workflows and administrator capabilities moved to Panasonic Android devices. A development platform to rapidly develop, test, deploy and manage your enterprise software on mobile devices and easily supports Windows CE migration.

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ADDITIONAL DEVELOPMENT SERVICES

Voice Picking Application Development: Provides enhancements to traditional pick and pack operations by automating the picking of inventory with easy to use voice prompts.

Zero Touch Deployment Consulting Service: This service provides Panasonic Zero Touch engineering resources to help guide customers through the process of designing and deploying Android hardware via Zero Touch deployment services. This service will include completion of a customer specific Zero Touch web portal for use in configuration of MDM and related systems to leverage Zero Touch.

DEPLOYMENT SERVICES

Managing the complexity of a rapid multi-thousand units deployment requires flexibility, planning, and staging of multiple components prior to shipment. Panasonic provides high volume capabilities to deliver TOUGHBOOK technology right out of the box.

PaRC Tool: Panasonic Rapid Configuration allows device settings to be configured and MDM enrollment to be automated by quickly scanning a barcode. Allows 100's of settings to be configured and deployed via a barcode or pushed from an MDM. Assists in provisioning MDM's during the deployment process by providing a device enrollment barcode.

Android Enterprise: Allows for Android standardized MDM functionality and easy MDM provisioning with QR Code, NFC, or Zero Touch Enrollment. Panasonic's devices are recognized as an Android Enterprise Recommended in the Rugged Device category. Android Enterprise provides standardized provisioning functionality to enroll Panasonic devices into any Android Enterprise MDM.

Standard Deployment at the Panasonic National Service Center in Memphis

Comprehensive customized deployment service which provides high volume rapid delivery of production ready TOUGHBOOKs where they are needed - on time and on budget. This service includes single or dual sim installation, SD card installation (customer provided), installing tether, charging battery, asset tagging, MDM enrollment, and a comprehensive deployment report. Ground shipping to multiple locations is included.

SKUs:
FZ-SVTCHHDEP
FZ-SVTCHHDEP200   (over 200 units)
FZ-SVTCHHDEP500   (over 500 units)
FZ-SVTCHHDEP1000 (over 1000 units)

Basic Deployment at the Panasonic National Service Center in Memphis

Basic deployment services providing high volume rapid delivery of bulk production ready devices - On time and on budget. This service includes installing one or two sim's, SD card (supplied by customer), tether, charging batteries, asset tagging & basic deployment report and ground shipping to one location.

SKUs:
FZ-SVTCHHBRZ
FZ-SVTCHHBRZ200   (over 200 units)
FZ-SVTCHHBRZ500   (over 500 units)
FZ-SVTCHHBRZ1000 (over 1000 units)

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ADDITIONAL DEPLOYMENT SERVICES:

Kitting: Allows for delivery of accessories or non-Panasonic hardware during project deployment.
SKU: FZ-SVTCHHKIT4

Wireless Activation: Includes wireless SIM card installation and activation during deployment services.
SKU: FZ-SVTCHHWA

Wireless Storage: Staging and storage of devices and accessories in advance of production delivery timeline.
SKU: FZ-SVTCHHSTORAGE

Additional Configuration: Additional custom configuration – up to 15 minutes during deployment.
SKU: FZ-SVTCHHCONFIG

Green Shipping Box: Custom box for bulk deployment of quantities up to 20 units per shipment. This service is designed to reduce the recyclable materials delivered to the end user site.
SKU: FZ-SVTCHHBOX

SUSTAINMENT SERVICES

Panasonic provides mobility hardware with the industry's lowest failure rates, but things happen in rugged environments. Panasonic backs our industry leading hardware with comprehensive all-inclusive warranty offerings and services to keep your mobile fleet in the field and in production.

Panasonic Enterprise Launcher: Creates a secure home screen environment or single purpose Kiosk environment to securely mange the user experience. Panasonic kiosk mode or lock-down tool that locks the user out of changing configurations on the device, disallow app access, create app specific menus & support an "admin mode" to override access so systems administrators can get beyond the locked-down state.

Logging Tool : Allows for logs to be remotely captured and sent to system administrator to troubleshoot end user issues. Troubleshooting applications that allows system administrator to collect events from a device & create timestamped logs. Supports reseller partners that supply technical services & customer IT departments. Logging events can occur in the background & collect continuously without user intervention.

Enterprise Reset Capability: Allows administrators to reset a device to a known good provisioned state set by the system administrators. Allows administrator to reset a device to their company's corporate IT standard. Reset feature removes all user level data from the device so it acts as a newly provisioned device to a known good state.

Barcode Wedge: Allows barcode reader settings to be configured and for barcode data be sent to any application. Barcode scanner management tool that supplies barcode scanning to applications that don't use Panasonic barcode APIs. Configures the scanner for intent calls from applications & acts as barcode scanner demo application.

Hardware Diagnostics Application: Allows for administrators to automate testing for device hardware concerns. Tools to test device user interface inputs - tests for screen, touch, sound, microphones. Reports on their ability to be controlled properly.

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ADDITIONAL SUSTAINMENT SERVICES

OEMConfig: Allows Android Enterprise administrators to manage and configure hundreds device settings. Integrates to the console for MDM's for customers that utilize Android Enterprise to manage 100's of device settings.

FOTA: Firmware Over the Air updates that are configurable to allow administrator to automate or manage. Firmware delivered/managed updates for Panasonic enterprise devices where the customer does not worry about managing updates themselves.

Android Premier OS Program: Provides Enterprise grade Android OS, Maintenance, and security updates on a 45-day basis for up to 5 years after purchase for all Android versions supported on the TOUGHBOOK.

SKUs:
FZ-VLPABS1YU   12-month renewal of service plan (April - March)
FZ-VLPABS19U   9-month enrollment in service plan (July 1 - March 31)
FZ-VLPABS16U   6-month enrollment in service plan (October 1 - March 31)
FZ-VLPABS13U   3-month enrollment in service plan (January 1 - March 31)

Accidental Damage – Ultimate Value: This coverage provides truly comprehensive coverage for TOUGHBOOK Handheld computers for out of warranty repairs. No cap and no out of warranty billing for accidental damage for the term of the coverage. Even items like intentional damage, fire, natural disasters like flooding, hurricanes, etc., complete loss and theft (reported) are covered up to 2% of total deployment.

SKUs:
FZ-SVTCHHUC3Y (3 years)
FZ-SVTCHHUC4Y (4 years)
FZ-SVTCHHUC5Y (5 years)

Extended Warranty: Extended Manufacturers Warranty – Extends the same standard warranty coverage on the TOUGHBOOK handheld with the exception of the battery. The cost of labor, parts, and shipping are included in the price of the Extended Warranty Program.

SKUs:
FZ-SVCHHEXT2Y (4th and 5th years)
FZ-SVCHHEXT1Y (4th year)
FZ-SVCHHEXT5Y (5th year)

Smart Battery Warranty: Remove budget requirements while keeping your TOUGHBOOKs in top battery operating condition with this Panasonic proactive Battery replacement warranty.

SKUs:
FZ-SVCBATSW3Y (3 years)
FZ-SVCBATSW5Y (5 years)

Advanced Exchange: Advanced exchange at Panasonic National Service Center in Memphis - unit ships via next day air from customer owned inventory for requests received prior to 5:00 EST.

SKUs:
FZ-SVTCHHAE3Y (3 years)
FZ-SVTCHHAE4Y (4 years)
FZ-SVTCHHAE5Y (5 years)

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ADDITIONAL SUSTAINMENT SERVICES

Smart Service (Predictive Analytics): TOUGHBOOK Smart Service delivers real time predictive analytics, proactively reporting device health and smart battery health and activity across the enterprise mobility estate.

SKUs:
FZ-SVCB2MSSD3Y   (3 years)
FZ-SVCB2MSSD4Y   (4 years)
FZ-SVCB2MSSD5Y   (5 years)

Smart Device Essentials: Provides insight into the health of a device as it relates to end user experienced issues such as utilization, power events, and system reboots for Android TOUGHBOOKs

SKUs:
FZ-SVCB2MDE3Y   (3 years)
FZ-SVCB2MDE4Y   (4 years)
FZ-SVCB2MDE5Y   (5 years)

Smart Battery Essentials: Provides real time reporting of a TOUGHBOOKs battery health and can be used to manage battery refresh requirements across large device estates.

SKUs:
FZ-SVCB2MBM3Y   (3 years)
FZ-SVCB2MBM4Y   (4 years)
FZ-SVCB2MBM5Y   (5 years)

Combination Package:

Smart Device Essentials and Smart Battery Essentials

SKUs:
FZ-SVCB2MBDE3Y   (3 years)
FZ-SVCB2MBDE4Y   (4 years)
FZ-SVCB2MBDE5Y   (5 years)

Smart Battery, Smart Device, and Smart Service software

SKUs:
FZ-SVCB2MCMB3Y   (3 years)
FZ-SVCB2MCMB4Y   (4 years)
FZ-SVCB2MCMB5Y   (5 years)

VuLock Screen Blanking Software: Blanks TOUGHBOOK screens while the device is in motion. Allows for whitelisting of mission critical applications to appear such as CAD and point to point navigation.

SKUs:
ST-DEPINHHVPD01 VuLock Powered by DriveScreen with Smart Port
ST-DEPINHHVPD02 VuLock Powered by DriveScreen with Motion Sensor (For forklifts)

MDM (SOTI): SOTI Mobile Device Management

SKUs:
FZ-HHSOTIBCLM   SOTI MobiControl CLOUD license & hosting - MONTHLY
FZ-HHSOTIENTSUPM   SOTI Enterprise Suport – MONTHLY

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