



**TOUGHBOOK 33—ACCESSORY AND SERVICE GUIDE**

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TOUGHBOOK 33 MK2

MOBILITY SOLUTIONS



## POWER

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### 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-AA5713A2M



### LIND Car Charger Mounting Bracket

CF-LNDBRK120



### LIND Car Charger 120W

CF-LNDDC120

*(Requires CF-LNDBRK120 for vehicle dock mounting)*



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## KEYBOARDS

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### Panasonic Premium Keyboard

Red backlit with 4 adjustable levels, touchpad, kickstand/handle

CF-VEK333LMP

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)*



### 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)*



### iKey USB Rubber Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes

SL-86-911-TP-USB-P



## WIRELESS

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### AntennaPlus Dual LTE & GPS Antenna Kit

Threaded Black Mount

AI-3MDCBL19



### AntennaPlus Dual LTE & GPS Antenna Kit

Threaded White Mount

AI-3MDCWH19



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## VEHICLE DOCKS

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

CF-VVK332M single pass

CF-VVK331M dual pass

USB 2.0, key lock, tablet secure lock

*[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)

GJ-33TLVD0 vehicle dock TrimLine (no pass through)

GJ-33TLVD2 vehicle dock TrimLine (dual pass through)

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

*[Requires Premium Keyboard]*



TrimLine

### 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), tablet secure lock, 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

HA-33LDS0 vehicle dock (no pass through)

HA-33LDS2 vehicle dock (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, tablet secure lock, 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), 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, lock (keyed alike)

*[Not compatible when tablet is equipped with quick-release SSD]*



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## DESKTOP DOCKS

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### Panasonic Laptop 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 Tablet Desktop Cradle

CF-VEB332M

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



## PRINTERS

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### Brother RuggedJet 4230BL Printer Bundle

*(Includes printer, USB cable & wiring harness)*

203dpi, up to 5ips, USB or Bluetooth, IP54, 7' Drop

BR-RJ42BD2Y



### Brother PocketJet 763 Printer Bundle

*(Includes printer, USB cable & wiring harness)*

300dpi, up to 8ppm, USB or Bluetooth

BR-PJ763D1Y14W



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## STRAPS & CASES\*

### Panasonic 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 (with 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)*



(tablet sold separately)

### ToughMate Backpack

TBCBPK-P



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\*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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## OTHER

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### Panasonic IP55 Digitizer Pen

Featuring 2 buttons (right-click & erase)

CF-VNP332U

*(compatible only with mk2)*



### Panasonic Tether

CF-VNT002U



### Panasonic Blue Cleaning Cloth

CF-VNC002U

*(Minimum order size 50 units)*



### Panasonic 12.0" Screen Protector

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).

- |  |                 |
|--|-----------------|
| • Bronze (One Time)                                | CF-SVCPDBRZ     |
| • Premier Deployment 3 Year                        | CF-SVCPDEP3Y    |
| • Premier Deployment 4 Year                        | CF-SVCPDEP4Y    |
| • Premier Deployment 5 Year                        | CF-SVCPDEP5Y    |
| • Premier Deployment APOS 4th Year                 | CF-S09SLCY4AP   |
| • Premier Deployment APOS 4 & 5th Year             | CF-S09SLCY5AP   |
| • 3 Month Device Storage                           | CF-SVCPDSSTOR   |
| • Kitting with Deployment ( <i>up to 4 items</i> ) | CF-SVCPDKITTING |
| • Extended Configuration ( <i>15 minutes</i> )     | CF-SVCPDADD     |
| • Customer Portal Access                           | CF-SVCCUPORT    |

**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. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.



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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 4 & 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 2% of the deployment.

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

## SMART BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. The main battery can be replaced when it falls below 50% capacity (per PC Information Viewer) during the coverage term. The Smart Analytics provide in depth insight and facilitates troubleshooting on a proactive basis.

- |                       |               |
|-----------------------|---------------|
| • Main Battery 3 Year | CF-SVCBATSW3Y |
| • Main Battery 4 Year | CF-SVCBATSW4Y |
| • Main Battery 5 Year | CF-SVCBATSW5Y |

*Must purchase two of these for each TOUGHBOOK 33 unit (since each unit has two batteries)*



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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.

- |                                |                |
|--------------------------------|----------------|
| • 512GB SSD — No Return 3 Year | FZ-SVC512SSD3Y |
| • 512GB SSD — No Return 4 Year | FZ-SVC512SSD4Y |
| • 512GB SSD — No Return 5 Year | FZ-SVC512SSD5Y |
| • 1TB SSD — No Return 3 Year   | FZ-SVC1TBSSD3Y |
| • 1TB SSD — No Return 4 Year   | FZ-SVC1TBSSD4Y |
| • 1TB SSD — No return 5 Year   | FZ-SVC1TBSSD5Y |



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## BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup 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 CF-SVCBIOS1

## LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include services 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
- OEM Volume License Conversion CF-SVCLICCONV

*(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)*

## PUBLIC SAFETY BUNDLE EXTENSIONS

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



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