TOUGHBOOK 20
Accessory and Service Guide

na.panasonic.com/us/toughbook20
POWER

Panasonic Battery
CF-VZSU00QW

Panasonic 4-bay Battery Charger
CF-VCB201M

Panasonic AC Adapter Standard 65W
CF-AA6413CM

Panasonic AC Adapter MIL-STD-461F
CF-AA5713AM

LIND Car Charger Mounting Bracket
CF-LNDBRK120

LIND Car Charger 120W
CF-LNDDC120

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
CF-VST2011U

Panasonic Rotating Hand Strap (for units w/Magstripe only)
CF-VST2031U

Panasonic Shoulder Strap, Screen Cover and Rotating Hand Strap
CF-VST2021U

ToughMate Mobility Bundle (handle & shoulder strap)
TBC20MBBDL-P

ToughMate Rotating Hand Strap (with shoulder strap)
TBC20HDSTP-P

ToughMate Always-on Case (with shoulder strap)
TBC20A0CS-P

ToughMate Com Universal Jr Carrying Case
TBCCOMUJR-P

*Some straps are mutually exclusive with certain configurations and docks of the TOUGHBOOK 20. Please consult your Panasonic representative for details. Please refer to third party accessory catalog or the website for full product details.
## DOCKS

**Panasonic Laptop Desktop Dock**  
CF-VEB201U  
- USB 3.0 (2), USB 2.0 (2), Serial, Ethernet, HDMI, VGA, release lever, Kensington lock, power button  
*Requires Keyboard*

**Panasonic Tablet Desktop Cradle**  
CF-VEB202U  
- USB 3.0 (2), Serial, Ethernet, HDMI, VGA, release lever, Kensington lock

**Gamber-Johnson Laptop 2-in-1 Vehicle Dock**  
GJ-20LVD0V2 vehicle dock (no pass through)  
GJ-20LVD2V2 vehicle dock (dual pass through)  
- USB 3.0 (2), Serial, Ethernet, HDMI, VGA, release lever, lock (keyed alike).  
*Requires Keyboard*

**Gamber-Johnson Tablet Vehicle Dock**  
GJ-A2-TVD0-X vehicle dock (no pass through)  
GJ-A2-TVD2-X vehicle dock (dual pass through)  
- USB 3.0 (2), Serial, Ethernet, release lever, lock (keyed alike)

**Havis Laptop 2-in-1 Vehicle Dock**  
H-20-LVD0 vehicle dock (no pass through)  
H-20-LVD2 vehicle dock (dual pass through)  
- USB 3.0 (2), Serial, Ethernet, HDMI, VGA, release lever, lock (keyed alike).  
*Requires Keyboard*
KEYBOARDS

Panasonic Keyboard
White backlit with 4 adjustable levels, touchpad, kickstand/handle
CF-VEK201LMP
USB 3.0 (2), USB 2.0, Serial, Ethernet, HDMI, VGA, SDXC, release lever & lock,
Kensington lock

iKey USB Rubber Keyboard NEMA 4X
Red Backlit, touchpad, mounting holes
SL-86-911-TP-USB-P

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
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

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

**Panasonic IP55 Digitizer Pen**  
CF-VNP023U

**Panasonic Tether**  
CF-VNT002U

**Panasonic Blue Cleaning Cloth**  
CF-VNC002U  
*(Minimum order size 50 units)*

**Panasonic 10.1” LCD Protector Film (i5-7Y57 models)**  
CF-VPF35U

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 CF-SVCLTNF3YR
Protection Plus 4 Year CF-SVCLTNF4Y
Protection Plus 5 Year CF-SVCLTNF5Y
APOS Protection Plus 4th year CF-SVCLTNFAPOS1Y
APOS Protection Plus 5th year CF-SVCLTNFAPOSY5
APOS Protection Plus 4 & 5th Year CF-SVCLTNFAPOS2Y

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 CF-SVCLTEXT1Y
Extended Warranty 4th and 5th Year CF-SVCLTEXT2Y
APOS Ext. Warranty 4th year CF-SVCLTEXTAPOS1Y
APOS Ext. Warranty 5th year CF-SVCLTEXTAPOSY5
APOS Ext. Warranty 4 & 5th Year CF-SVCLTEXTAPOS2Y

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 CF-SVCLTUCNF3YR
Ultimate Care 4 Year CF-SVCLTUCNF4Y
Ultimate Care 5 Year CF-SVCLTUCNF5Y

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

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<tr>
<th>Hot Swap 3 Year</th>
<th>CF-SVCLTHS3YR</th>
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<tr>
<td>Hot Swap 4 Year</td>
<td>CF-SVCLTHS4YR</td>
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<td>Hot Swap 5 Year</td>
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<td>Hot Spare 3 Year</td>
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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 20, requiring technical instruction to remove the SSD, the end user will receive training and documentation supporting SSD removal.

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<th>SSD No Return 3 Year</th>
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<td>SSD No Return 4 Year</td>
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<tr>
<td>SSD No Return 5 Year</td>
<td>CF-SVC256SSD5Y</td>
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<td>SSD No Return 3 Year</td>
<td>CF-SVC512SSD3Y</td>
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<td>SSD No Return 4 Year</td>
<td>CF-SVC512SSD4Y</td>
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<tr>
<td>SSD No Return 5 Year</td>
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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.

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<tr>
<th>BIOS Custom Splash Screen and/or Configuration (During Production)</th>
<th>CF-SVCBIOS1-H</th>
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<tbody>
<tr>
<td>BIOS Custom Splash Screen and/or Configuration (Post Production)</td>
<td>CF-SVCBIOS2-H</td>
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LIFECYCLE SERVICES & 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 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-SVCPY4
- 4th and 5th years Public Safety Service Bundle Add on (Year 4 & 5 only): CF-SVCPY5