Panasonic

TOUGHBOOK 20
# Accessory and Service Guide

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# POWER

**Panasonic Battery**
CF-VZSU0QW

**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

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

**LIND Shutdown Timer**
CF-LNDLPT

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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

# STORAGE

## 256GB Caged SSD
CF-VSD202512

*(Requires that the tablet is already equipped with the quick-release SSD bump out)*

## 512GB Caged SSD
CF-VSD205112

*(Requires that the tablet is already equipped with the quick-release SSD bump out)*

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

# 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

# DESKTOP 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

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# VEHICLE DOCKS

### 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, 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, tablet secure lock, lock (keyed alike)

### Havis Laptop 2-in-1 Vehicle Dock

HA-20LDS0 vehicle dock (no pass through)
HA-20LDS2 vehicle dock (dual pass through)

USB 3.0 (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

*(Requires Keyboard)*

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# STRAPS & CASES*

**Panasonic Rotating Hand Strap**
CF-VST2011U

(tablet sold separately)

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

(tablet sold separately)

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

(tablet sold separately)

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

(tablet sold separately)

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

(tablet sold separately)

**ToughMate Always-on Case (with shoulder strap)**
TBC20AOCS-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.

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# PRINTERS

### 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

# 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
CF-VPF35U

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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 | 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 |

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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 | CF-SVCLTHS3YR |
| Hot  Swap 4 Year | CF-SVCLTHS4YR |
| Hot  Swap 5 Year | CF-SVCLTHS5YR |
| Hot  Spare 3 Year | CF-SVCLTHSP3YR |
| Hot  Spare 4 Year | CF-SVCLTHSP4YR |
| Hot  Spare 5 Year | CF-SVCLTHSP5YR |

# 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.

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