Panasonic
CONNECT

TOUGHBOOK®

TOUGHBOOK 33—ACCESSORY AND SERVICE GUIDE

MOBILITY SOLUTIONS

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 110W

CF-AA5713A2M

LIND Car Charger 120W

CF-LNDDC120

(Requires CF-LNDBRK120 for vehicle dock mounting)

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TOUGHBOOK 33 Mk3
Please refer to third party accessory catalog or the website for full product details.

MOBILITY SOLUTIONS

KEYBOARDS

Panasonic Premium Keyboards

Backlit with 4 adjustable levels, touchpad, kickstand/handle

CF-VEK335LMP emissive
CF-VEK336RMP rubber

USB-A (3), 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)

Emmissive

Rubber

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

Airgain Dual LTE & WWAN-GPS Antenna Kit

Threaded Black Mount

AI-3MDCBL19

Airgain Dual LTE & WWAN-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-A, key lock, tablet secure lock

(VDA fits in any Gamber-Johnson/Havis 31 Vehicle Dock)

(tablet sold separately)

Gamber-Johnson Vehicle Docks

Laptop:[1]

GJ-33-LVC	Cradle (no electronics)
GJ-33LVDLT0	Lite Dock (no pass)
GJ-33LVDLT2	Lite Dock (dual pass)
GJ-33-LVD0	Premium Dock (no pass)
GJ-33-LVD2	Premium Dock (dual pass)[2]

Tablet:[2]

GJ-33-TVC	Cradle (no electronics)
GJ-33-TVD0-L	Lite Dock (no pass)
GJ-33-TVD2-L	Lite Dock (dual pass)

Laptop

Tablet

1 Requires Premium Keyboard
2 Not compatible with tablets that have a quick-release SSD

Lite Dock: USB-A (6), Serial, Ethernet (2)

Premium Dock: USB-A (6), Serial, Ethernet (2), HDMI, VGA

(Versions w/LIND power supplies are available as well as TrimLine docks — consult your Panasonic representative for details.)

Havis Vehicle Docks

Laptop:[1]

HA-33LVC	Cradle (no electronics)
HA-33LVDLT0	Lite Dock (no pass)
HA-33LVDLT2	Lite Dock (dual pass)
HA-33LDS0	Premium Dock (no pass)
HA-33LDS2	Premium Dock (dual pass)

Tablet:[2]

H-33-TVC	Cradle (no electronics)
H-33-TVD0-L	Lite Dock (no pass)
H-33-TVD2-L	Lite Dock (dual pass)
H-33-TVD0	Premium Dock (no pass)
H-33-TVD2	Premium Dock (dual pass)

Laptop

Tablet

1 Requires Premium Keyboard
2 Not compatible with tablets that have a quick-release SSD

Lite Dock: USB-A (6), Serial, Ethernet (2)

Premium Dock: USB-A (6), Serial, Ethernet (2), HDMI, VGA

(Versions w/LIND power supplies are available — consult your Panasonic representative for details)

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MOBILITY SOLUTIONS

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DESKTOP DOCKS

Panasonic Laptop Desktop Dock

CF-VEB331U

USB-A (6), Serial, Ethernet (2), HDMI, VGA, release lever, Kensington lock, power button

(Requires Premium Keyboard)

Panasonic Tablet Desktop Cradle

CF-VEB332M

USB-A (6), Serial, Ethernet, HDMI (2), Kensington lock, power button

PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, 6' USB-A cable, 10' car adapter)

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

BR-RJ42BD2Y

Brother PocketJet 863 Printer Bundle

(Includes printer, 6' USB-A to USB-C cable, 14' 12V car adapter)

300dpi, up to 3ips, USB-C or Bluetooth

BR-PJ863D1Y14W

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MOBILITY SOLUTIONS

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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MOBILITY SOLUTIONS

TOUGHBOOK 33 Mk3
*Some straps are mutually exclusive with certain configurations and docks of the TOUGHBOOK 33. Please consult your Panasonic representative for details.
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Panasonic CONNECT

OTHER

Panasonic IP55 Digitizer Pen

Featuring 2 buttons (right-click & erase)

CF-VNP332U

(compatible only with mk2 & mk3)

Panasonic Tether

CF-VNT002U

Panasonic Blue Cleaning Cloth

CF-VNC002U

Panasonic 12.0" Screen Protector

CF-VPF34U

TOUGHBOOK 33 Mk3
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MOBILITY SOLUTIONS

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 *(up to 4 items)*	CF-SVCPDKITTING
• Extended Configuration *(15 minutes)*	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 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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MOBILITY SOLUTIONS

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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 DUAL BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. Both batteries can be replaced when they fall 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.

• 3 Year	CF-SVCBATX2SW3Y
• 4 Year	CF-SVCBATX2SW4Y
• 5 Year	CF-SVCBATX2SW5Y

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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 (without the optional quick-release SSD), 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
• Field Engineering Support (based on time)   FZ-SVCFESGEN10
• 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)

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