



TOUGHBOOK 33—ACCESSORY AND SERVICE GUIDE

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TOUGHBOOK 33 Mk4

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



KEYBOARDS

Panasonic Premium Keyboards

Backlit, kickstand/handle, opens 180°, supports convertible mode

CF-VEK335LMP emissive

CF-VEK336RMP rubber

USB-A (3), Serial, Ethernet, HDMI, VGA, SDXC, release lever & lock, Kensington lock

(Compatible with mk3 and mk4 tablets, 33 Laptop Vehicle Dock, and 33 Desktop Dock)



Emissive



Rubber

Panasonic Lite Keyboard

Red backlit, kickstand, opens to 100°

CF-VKB331M

(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 Single LTE & Dedicated GPS Antenna Kit

Threaded Black Mount

AI-2CLSFB



Airgain Dual LTE & WWAN-GPS Antenna Kit

Threaded Black Mount

AI-3MDCBL19



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

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 or 5G modem or Long Life Battery with Panasonic Rotating Hand Strap

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 or 5G modem or Long Life Battery with ToughMate Rotating Hand Strap

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)

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 4250BL Printer Bundle

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

203dpi, up to 5ips, USB or Bluetooth, IP54, 6' Drop

BR-RJ425BL



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



STRAPS & CASES

Panasonic Rotating Hand Strap (with stylus holder & kickstand)

CF-VST332U

(Not compatible with any tablet vehicle dock when tablet is equipped with a quick-release SSD or 5G modem 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 Rotating Hand Strap (with shoulder strap)

TBC33HDSTP-P

(Not compatible with any tablet vehicle dock when tablet is equipped with a quick-release SSD or 5G modem or with Havis Tablet Vehicle Dock when tablet is equipped with long life batteries)



(tablet sold separately)

ToughMate Backpack

TBCBPK-P



OTHER

Panasonic IP55 Digitizer Pen

Featuring 2 buttons (right-click & erase)

CF-VNP332U

(compatible only with mk2-mk4)



Panasonic Tether

CF-VNT002U



Panasonic Blue Cleaning Cloth

CF-VNC002U



Panasonic 12.0" Screen Protector

CF-VPF34U



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 25 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, utility, 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 — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of your Panasonic technology investments.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for three years and includes overnight shipping costs to and from our Service Center, as well as 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.

For those customers whose environmental conditions require a higher level of accidental damage coverage, Panasonic offers our Ultimate Care warranty program. This "No-Fault" warranty coverage means just that — you break it and we fix it.

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	• Extended Configuration (15 minutes)	CF-SVCPDADD
• Premier Deployment 3 Year	CF-SVCPDEP3Y	• Customer Portal Access	CF-SVCCUPORT
• Premier Deployment 4 Year	CF-SVCPDEP4Y	• OEM Volume License Conversion	CF-SVCLICCONV
• Premier Deployment 5 Year	CF-SVCPDEP5Y	<i>(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)</i>	
• Premier Deployment APOS 4th Year	CF-S09SLCY4AP	• Windows Autopilot Registration	CF-SVCPDAPUPLD
• Premier Deployment APOS 4 & 5th Year	CF-S09SLCY5AP	• Windows Autopilot Reg & Maintenance	CF-SVCPDAPUPMNT
• 3 Month Device Storage	CF-SVCPDSSTOR	• Windows Autopilot Provisioning Services	CF-SVCFESAPDEV
• Kitting with Deployment (up to 4 items)	CF-SVCPDKITTING		

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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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

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

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.

- 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

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 |

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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|--------------------|----------------|
| • 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.

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|-------------------------------------|----------------|
| • 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 or 2TB SSD — No Return 3 Year | FZ-SVC1TBSSD3Y |
| • 1TB or 2TB SSD — No Return 4 Year | FZ-SVC1TBSSD4Y |
| • 1TB or 2TB SSD — No return 5 Year | FZ-SVC1TBSSD5Y |

ENGINEERING 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

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

BSKU EXTENSIONS

The following SKUs are available to extend the BSKU 3 year to year 4 or years 4 and 5. These SKUs must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKUs for Premier Deployment, SSD No Return, and ProPlus Warranty.

- Add on a 4 Year CF-SVCPSY4
- Add on a 4 & 5 year CF-SVCPSY5