Panasonic CONNECT

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TOUGHBOOK 56—Accessory and Service Guide

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TOUGHBOOK 56 Mk1

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Panasonic Expansion Areas & xPAKs

Left Expansion Area

Barcode Reader xPAK
FZ-VBR552M



Blu-ray Drive xPAK
FZ-VBD561M



DVD Drive xPAK
FZ-VDM561M



Insertable Smart Card xPAK
FZ-VSC552W



2nd SSD xPAK (OPAL / FIPS)
512GB: FZ-V2S560T1U / FZ-V2F560T1M
1TB: FZ-V2S561T1U / FZ-V2F561T1M
2TB: FZ-V2S562T1U / FZ-V2F562T1M



LAN (10Gbps) xPAK
FZ-VLN561U



Right Expansion Area

Contactless Smart Card xPAK
FZ-VNF552M



Fingerprint (Active Dir) xPAK
FZ-VFP552M
(Consult your Panasonic representative for details)



Fingerprint (MSFT SC-PC) xPAK
FZ-VFP551W
(Consult your Panasonic representative for details)



Insertable Smart Card xPAK
FZ-VSC561U



2nd Battery
FZ-VZSU1HU



Rear Expansion Area

VGA + Serial (true) + USB-A xPAK
FZ-VCN551W



VGA + Serial (true) + LAN (1Gbps) xPAK
FZ-VCN552W



USB-C + USB-A
FZ-VCN554W



MicroSD + LAN (2.5Gbps)
FZ-VCN561U



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Memory & Storage

Panasonic Main Storage



	OPAL Encrypted	FIPS 140-2 Encrypted
512GB CAGED SSD	FZ-VSD560T1U	FZ-VSF560T1M
1TB CAGED SSD	FZ-VSD561T1U	FZ-VSF561T1M
2TB CAGED SSD	FZ-VSD562T1U	FZ-VSF562T1M

Panasonic Memory (RAM)



16GB DDR5-5600MHz	FZ-BAZ2416
32GB DDR5-5600MHz	FZ-BAZ2432

Power

Panasonic Standard Battery



FZ-VZSU1HU

Panasonic 4-Bay Battery Charger



FZ-VCB551M

Panasonic AC Adapter 110W



CF-AA5713A4M

LIND Car Charger 120W



CF-LNDDC120

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Desktop Docks

Panasonic 55 Desktop Dock

(also compatible with 56)



FZ-VEB551U

USB-A (4), HDMI (2), VGA, Serial, LAN 1Gbps, Kensington Lock, Power Button

Kensington USB-C Docking Hub



KN-UN5910T

USB-A (3), USB-C (1), USB-C Thunderbolt™ 4 (2), HDMI (2), DisplayPort (3), Audio 3.5mm, LAN 2.5Gbps, SD, uSD, Kensington Lock, LED, Power Button

All three USB-C ports have video out capability

Vehicle Docks

Gamber-Johnson 54 Vehicle Docks

(also compatible with 55, 56)

7160-0578-00	Cradle (no electronics)
GJ-55LVDLT0	Lite Dock (no pass through)
GJ-55LVDLT2	Lite Dock (dual pass through, TNC)
7160-0577-00-P	Premium Dock (no pass through)
7160-0577-02-P	Premium Dock (dual pass through, TNC)

Lite:	USB-A (2), Serial, LAN, Gen 1 Docking Connector
Premium (Full):	USB-A (2), Serial, LAN, HDMI, VGA, Gen 1 Docking Connector

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

Gamber-Johnson 56 Vehicle Docks

(also compatible with 55)

GJ-56LVC	Cradle (no electronics)
GJ-56LVDL0	Lite Dock (no pass through)
GJ-56LVDL2	Lite Dock (dual pass through, SMA)
GJ-56LVDF0	Premium Dock (no pass through)
GJ-56LVDF2	Premium Dock (dual pass through, SMA)

Lite:	USB-A, USB-C (3), LAN, Gen 2 Docking Connector, Diagnostic LED
Premium (Full):	Lite IO + one of the USB-C ports has video out capability, and has a powered serial port

(Versions w/LIND power supplies, bare wire, and non-powered serial are available as well as TrimLine docks — consult your Panasonic representative for details)

Havis 54 Vehicle Docks

(also compatible with 55, 56)

HA-55LVC	Cradle (no electronics)
HA-55LVDLT0	Lite Dock (no pass through)
HA-55LVDLT2	Lite Dock (dual pass through, TNC)
HA-55LVD0	Premium Dock (no pass through)
HA-55LVD2	Premium Dock (dual pass through, TNC)

Lite (Standard):	USB-A (2), Serial, LAN,Gen 1 Docking Connector
Premium (Advanced):	USB-A (2), Serial, LAN, HDMI, VGA, Gen 1 Docking Connector

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

Havis 56 Vehicle Docks

(also compatible with 55)

HA-56LVC	Cradle (no electronics)
HA-56LVDS0	Lite Dock (no pass through)
HA-56LVDS2	Lite Dock (dual pass through, SMA)
HA-56LVDA0	Premium Dock (no pass through)
HA-56LVDA2	Premium Dock (dual pass through, SMA)

Lite (Standard):	USB-A, USB-C (3), LAN, Gen 2 Docking Connector, Diagnostic LED
Premium (Advanced):	Lite IO + one of the USB-C ports has video out capability and has a powered serial port

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

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Wireless

Cradlepoint R1900 Router Bundle



(Includes Router, 3 Year NetCloud Mobile Essentials + Advanced Plan)

5G Sub6 & 4G, GPS, Wi-Fi 6, Bluetooth 5.1, Ethernet
CP-UNR1900EA3Y

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 or Bluetooth
BR-PJ863D1Y14W

Straps & Cases

ToughMate Carrying Case



TBCCOMUNV-P

ToughMate Backpack



TBCBPK-P

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Other

Panasonic Stylus Pen



FZ-VNP027U

(Compatible on touchscreen models only)

Panasonic Tether



FZ-VNT005U

Panasonic Blue Cleaning Cloth



CF-VNC002U

Panasonic Screen Protector



CF-VPF15U

Panasonic Screw Set



FZ-VSW551U

Bag of 14 interchangeable screws (mix of black and silver). Can be used as replacements for RAM screws, certain xPAK's which require screws, or as an optional locking screw for the other xPAK's and the main SSD.

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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 30 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.

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).
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.

- 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 4th & 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
- 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)
- Windows Autopilot Registration CF-SVCPDAPUPLD
- Windows Autopilot Reg & Maintenance CF-SVCPDAPUPMNT
- Windows Autopilot Provisioning Services CF-SVCFESAPDEV

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

TOUGHCare

TOUGHCare no-fault coverage provides added protection against accidental damage, helping organizations reduce downtime, control costs, and stay focused on the job—not the repair process. It also includes Keep Your Storage Drive, Priority Parts Replacement and Engineering Support. TOUGHCare simplifies device protection so organizations can spend less time managing warranties and more time focusing on their work.

• 3 Year	FZ-SVCTCR3Y	• APOS 4th Year	FZ-SVCTCRY4APOS
• 4 Year	FZ-SVCTCR4Y	• APOS 5th Year	FZ-SVCTCRY5APOS
• 5 Year	FZ-SVCTCR5Y	• APOS 4th & 5th Year	FZ-SVCTCR2YAPOS

APOS: After Point of Sale

Advanced Exchange xPAK Program

This coverage is included at no cost with TOUGHCare, or can be purchased separately with the below SKUs. This allows advance replacement of xPAK's in the event there is a failure in the field. Overnight air replacement is paid for by Panasonic, as well as a prepaid return air shipping label for the convenience of our customers.

• 3 Year	CF-SVCLTAEX3Y	• APOS 4th Year	CF-SVCLTAEAPOY4
• 4 Year	CF-SVCLTAEX4Y	• APOS 5th Year	CF-SVCLTAEAPOY5
• 5 Year	CF-SVCLTAEX5Y	• APOS 4th & 5th Year	CF-SVCLTAEAPO2Y
• 4th Year	CF-SVCLTAEXY4		
• 5th Year	CF-SVCLTAEXY5		
• 4th & 5th Year	CF-SVCLTAEX2Y		

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 overnight shipping are included in the price of the Extended Warranty Program.

• 4th Year	CF-SVCLTEXT1Y
• 4th & 5th Year	CF-SVCLTEXT2Y
• APOS 4th Year	CF-SVCLTEXTAPOS1Y
• APOS 5th Year	CF-SVCLTEXTAPOSY5
• APOS 4th & 5th Year	CF-SVCLTEXTAPOS2Y

APOS: After Point of Sale

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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-SVCSEBAT3Y
• Main Battery 4 Year	CF-SVCSEBAT4Y
• Main Battery 5 Year	CF-SVCSEBAT5Y
• Dual Battery 3 Year	CF-SVCSEBATX23Y
• Dual Battery 4 Year	CF-SVCSEBATX24Y
• Dual Battery 5 Year	CF-SVCSEBATX25Y

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 storage 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

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

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.

• Add on 4 Year	FZ-SVCRBEXTY4
• Add on 4 & 5 Year	FZ-SVCRBEXT2Y
• APOS 4th Year	FZ-SVCRBEXTY4AP
• APOS 4 & 5th Year	FZ-SVCRBEXT2YAP

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Please refer to third party accessory catalog or the website for full product details. Panasonic is constantly enhancing product specifications and accessories. Specifications subject to change without notice. Trademarks are property of their respective owners.

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