



TOUGHBOOK 55 FAQs

What is the TOUGHBOOK 55?

The TOUGHBOOK 55 is a semi rugged 14" laptop. It is engineered to meet the demands of the extraordinary.

Can I detach the screen?

No, the TOUGHBOOK 55 is a laptop (sometimes referred to as a clamshell). If you are looking for a 2-in-1 detachable device, Panasonic offers the TOUGHBOOK 33 (12" fully rugged PC) and TOUGHBOOK G2 (10.1" fully rugged PC).

What modular areas on the TOUGHBOOK 55 are user-upgradeable?

The memory (RAM), storage (SSD) and even the keyboard are user-upgradeable. The storage drive has a quick-release latch for easy and fast removal. In addition, there are three other expansion areas that can accommodate dedicated graphics (dGPU), optical drives, authentication readers as well as additional I/O, batteries and a second storage drive and barcode reader. This unparalleled customization enables companies and agencies the ability to help futureproof, simplify ordering, shorten lead times and decrease downtime.

What is the difference between "expansion areas", "expansion pack" and "xPAK's"?

The expansion areas are the 3 modular areas on the TOUGHBOOK 55. The expansion packs (or xPAK's for short) are the accessories that fit into one of the three expansion areas.

Can I buy an expansion pack (xPAK) post purchase or do I have to buy it at time of purchase of the laptop?

The xPAK's can be purchased be purchased as accessories (at purchase or post-purchase) and are user-upgradeable.

How complicated is it to remove an xPAK? Do I need special training?

Panasonic designed the xPAK's to be easily inserted and removed. Most have a quick-release lever for easy insertion/removal. The xPAK's for the Rear Expansion Area, dGPU and Fingerprint Reader require just a screwdriver and a handful of screws but was designed to also be very simple and straightforward and user-upgradeable.

I don't want my users to be able to remove the xPAK's and SSD. Can I lock them down?

Yes, Panasonic designed the xPAK's as well as the main SSD so if an IT department wants to, they could be locked down by simply inserting a screw. Panasonic offers a SKU (FZ-VSW551U) with a bag of 14 interchangeable screws (mix of silver and black) that can be used to lock down the various expansion areas as well as replacements for the screws from the keyboard, dGPU xPAK and Rear xPAK's.

What screws are included in FZ-VSW551U?

There are 14 interchangeable screws (mix of silver and black) that can be used to lock down the various expansion areas as well as replacements for the screws from the keyboard, dGPU, Fingerprint and Rear xPAK's.

Is the SSD removable?

Yes, it is end-user removable and has a quick-release lever for easy detaching. If an IT department wants to, they can purchase an optional locking screw that will secure the battery and help it prevent from coming loose by accident. A set of 14 screws are including in sku # FZ-VSW551U.



Are the batteries removable?

Yes, they are end-user removable and have a quick-release lever for easy detaching.

What is the battery life? What is MobileMark 2014?

The TOUGHBOOK 55 has up to 19 hours of battery life, or up to 38 with the optional second battery. The battery results are based on the industry standard battery test called MobileMark 2014 using their Office Productivity scenario (which models productivity usage including word processing, spreadsheet data manipulation, email creation/management and web browsing connected to Wi-Fi). The screen brightness is tested at 150 nits and does not use cellular.

What is a hot-swappable battery?

A hot-swappable battery lets users swap one of the two batteries (2nd battery is optional) in the unit without needing to shut down or suspend the laptop first. Both batteries are identical and can go in either the left or right battery slot.

What are some of the differences between mk1 and mk2?

The best selling TOUGHBOOK 55 continues to feature its innovative modular design (with 3 user-removable expansion areas as well as user-removable RAM, SSD and keyboard), class leading tetra-array microphone (up to 3x better speech recognition accuracy than 2 mics), unprecedented battery life (up to 38 hours with optional 2nd battery) and backwards compatibility with TOUGHBOOK 54 docks.

In addition, TOUGHBOOK 55 mk2 now offers powerful 11th Gen Intel® vPro processors, optional Intel Iris® Xe Graphics (up to 3x improved benchmark score), 50% faster & now 16GB of RAM standard, up to 4x faster NVMe SSD & now up to 2TB in the main drive, Thunderbolt™ 4 USB-C w/PD (8x faster), the USB-A on the right side is 10 Gbps (2x faster), Wi-Fi 6 (40% faster) and Bluetooth 5.1 (2x faster). The mk2 also is the first rugged laptop that features a dual SIM (4FF + eSIM), Band 48 CBRS support & OPAL SSD standard (which gives customers the choice of activating hardware encryption for free). And new barcode reader xPAK (FZ-VBR551M) is now available which is compatible with mk1 and mk2.

Do I need to buy all new accessories for the TOUGHBOOK 55 mk2 if I purchased them for the mk1 already?

The TOUGHBOOK 55 mk2 is backwards compatible with all mk1 accessories except for the AMD dGPU (FZ-VGT551W), RAM (FZ-BAZ19xx) and main storage drive (FZ-VSDR555xx, FZ-VSDR55T1W). The mk2 uses faster RAM (FZ-BAZ20xx), faster and more secure main storage drive (FZ-VSDR55Nxx).

Can I use the new Barcode Reader xPAK on the TOUGHBOOK 55 mk1?

Yes, it is compatible with both the mk1 and mk2. Mk1 units will need a software update in order to recognize the new barcode reader.

How can I scan a barcode using the new Barcode Reader xPAK?

There is a barcode trigger button located on the xPAK's. The default setting for the trigger button is the laser stays on for 8 seconds or until a barcode is scanned. This allows a user to hold a driver's license and be able to press the trigger button using the same hand for easy one-handed operation.

What is Intel vPro™ technology?

Essential for businesses and agencies, it allows remote management for IT departments and adds security including Intel® Hardware Shield

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What is RAID-1 mirroring?

TOUGHBOOK 55 with the optional 2nd storage drive and a special BIOS can support RAID-1 mirroring. Units equipped with this will automatically save to both storage drives at the same time offering a convenient way to back up data.

How loud are the speakers?

The TOUGHBOOK 55 has powerful 92db speakers so users can hear the TOUGHBOOK 55 even in loud environments. This is critical given that rugged users need to work on their laptops in all types of situations. For instance, the level of noise on a busy highway can be around 85db. And inside of a police vehicle with the sirens on, can range from 85db to the lower 90's depending on speed and if the windows are down or up.

What are the tetra-array microphones?

The TOUGHBOOK 55 is the only rugged laptop with 4 microphones – all of the microphones help to improve the accuracy of the speech recognition so it can offer class leading accuracy whether in quiet room or noisy environment. Compared to the previous TOUGHBOOK 54, the TOUGHBOOK 55 offers up to 3x the accuracy in noisy environments thanks to the tetra-array microphones.

What is an infrared webcam? What is Microsoft Hello?

The combination of an infrared (IR) webcam on TOUGHBOOK 55 and Windows Hello allows customers to use 3D facial recognition or fingerprint scanning (on units equipped with a fingerprint reader) for user authentication.

What is the maximum number of users that can set up their faces using Microsoft Hello?

There is no theoretical maximum. Up to 99 has been tested. Each user will need to set their own account, but multiple users can set up their own account.

What color is the backlight on the keyboard?

The TOUGHBOOK 55 has a color-selectable backlit keyboard letting users select from two preset colors as well as define their own custom colors. There are 4 keyboard brightness levels plus off. And now standard with mk2, is an onscreen notification system that displays what the keyboard brightness is.

What is Day/Night Mode? How is it different from Concealed Mode?

Day/Night Mode is Panasonic's new application that can apply a screen effect to reduce night blindness, eye strain and neural stimulation by applying one of 12 screen effects (colors, inversion, grayscale, blue light reduction), keyboard color and brightness. It is triggered either manually, or automatically based on the time of day or the amount of light. Concealed Mode is also a Panasonic application that can dim or turn off the display when a combination of keys is pressed, along with some other settings include turning off the keyboard LED's and turning off the volume.

Can I use the unit in the rain?

Panasonic does not recommend using in rain – instead offers a fully rugged line up of products which are better suited for rain for maximum protection. However, the TOUGHBOOK 55 is IP53 certified to provide extra water protection compared to models that are only IP51 or IP52.

Do any integrated options require a bump out?

No, the TOUGHBOOK 55 has a flat bottom on all configurations. This was an area of improvement from the TOUGHBOOK 54 which required a bump out in certain configurations.



Can I read/write to the DVD drive & Blu-ray drive?

Yes, both can read/write. Panasonic ships them with software to play media as well as burn media. Special read only versions can be requested at time of purchase of a TOUGHBOOK 55 and will require a different SKU.

Does it come with a stylus pen and tether?

Yes, the touchscreen model now comes standard with both of these, as well as a stylus holder and microfiber cleaning cloth. These are both improvements over the previous model based on feedback we heard from our customers.

Is it FirstNet Ready™ / does this support Band 14?

Yes, the TOUGHBOOK 55 offers an optional EM7511 modem that is FirstNet Ready and supports Band14.

How many SIM slots does it have?

2 slots for maximum flexibility. One physical NanoSIM (4FF) and one eSIM.

What functionality does the Thunderbolt™ 4 USB-C port on TOUGHBOOK 55 mk2 support?

The port can be used for fast 40 Gbps data transfer (8x faster than the USB-C port on mk1), connecting to monitors and peripherals, charging cell phones, and even charging the PC itself with Power Delivery.

Can I use my old docks?

Yes, the TOUGHBOOK 55 is 100% backwards compatible with TOUGHBOOK 54 desktop dock and vehicle docks from Gamber-Johnson and Havis. Just drop your new TOUGHBOOK 55 into one of the old docks and save the hassle and cost of replacing your old docks!

Can I reuse my old AC adapters from the TOUGHBOOK 54 and TOUGHBOOK 31?

Yes!