



OPERATING INSTRUCTIONS

Basic Guide

Personal Computer

Model No. **CF-54** series

Contents

Getting Started

Introduction.....	2
Description of Parts	4
First-time Operation.....	8
Turning On / Turning Off.....	15

Useful Information

Handling and Maintenance.....	17
Installing Software	21

Troubleshooting

Troubleshooting (Basic).....	27
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Appendix

LIMITED USE LICENSE AGREEMENT	34
Specifications	36
Standard Limited Warranty.....	41

Introduction

Thank you for purchasing this Panasonic product. For optimum performance and safety, please read these instructions carefully.

In these instructions, the names are referred as follows.

Windows 8.1 indicates Windows® 8.1 Operating System.

Windows 7 indicates Windows® 7 Operating System.

■ Terms and illustrations in these instructions





CAUTION : Conditions that may result in minor or moderate injury.

NOTE : Useful and helpful information.



Enter : Press [Enter] key.



Fn + F5 : Press and hold [Fn] key, and then press [F5] key.

Windows 8.1

- Display “Charm”: Align the pointer to the top right (or bottom right) corner of the screen to display Charm menu. Alternatively, flick toward the center of the screen from the right edge.
-  -  : Click  (Settings) and then click  (Power).

Windows 7

-  (Start) - [All Programs] : Click  (Start), and then click [All Programs]. You may need to double-click in some cases.

-  : Page in these Operating Instructions or in the Reference Manual.
-  : Reference to the on-screen manuals.

- Some illustrations are simplified to help your understanding and may look different from the actual unit.
- If you do not log on as an administrator, you cannot use some functions or cannot display some screens.
- Refer for the latest information about optional products to the catalogs, etc.
- In these instructions, the names and terms are referred as follows.
 - “Windows® 8.1 Pro Update 64-bit” as “Windows” or “Windows 8.1”
 - “Windows® 7 Professional 32-bit Service Pack 1” and “Windows® 7 Professional 64-bit Service Pack 1” as “Windows” or “Windows 7”
 - DVD MULTI drive as “CD/DVD drive”
 - Circular media including DVD-ROM and CD-ROM as “discs”
 - “Multilanguage User Interface” as “MUI”
- **Windows 8.1**
Screen messages are explained in [English (United States)].
(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode] may be displayed instead of [Airplane mode] in some language preference.)

■ Disclaimer

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■ On-screen Manual

For further information about the computer, you can refer to the on-screen manual.

● Reference Manual

The Reference Manual contains the practical information to help you fully enjoy the computer's performance. Update it to the latest version for reference.

● Important Battery Tips

The Important Battery Tips will provide you with the battery information so that you can use the battery in the optimum condition to obtain longer operation time.

● Update the on-screen manuals

This describes the procedures to update the on-screen manual.

● Connect to a network

This describes the connection procedures using the network devices mounted on this unit.

To access the on-screen manuals, follow the steps below.

Double-click [Manual Selector] on the desktop, and select the on-screen manual.

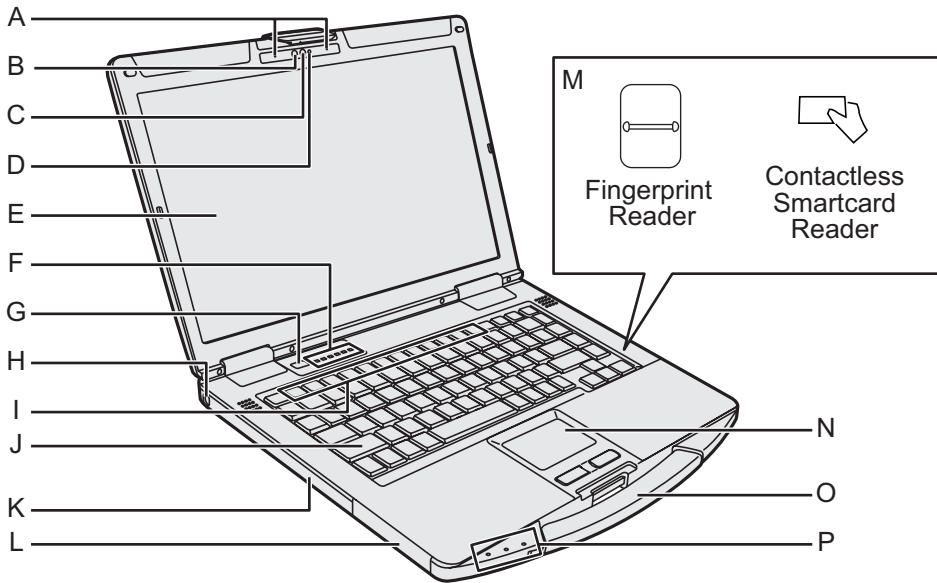
Windows 8.1

Alternatively, click the [Manual Selector] tile, on the Start screen and select the on-screen manual.

NOTE

- [Contents] tab or [Search] tab of the on-screen manuals is displayed on the left side of the window. Select tab and display the desired item.

Description of Parts



Camera

<Only for model with camera>

→ Reference Manual "Camera"

A: Microphone

B: Ambient Light Sensor

C: Camera Lens

D: Camera Indicator

E: LCD

<Only for model with touchscreen>

→ Reference Manual "Screen Input Operation"

F: LED Indicator

: Caps lock

: Numeric Lock (NumLk)

: Scroll Lock (ScrLk)

: Drive Indicator

: SD Memory Card Indicator
(Blinking: During access or a password is requested)

→ Reference Manual "SD Memory Card"

: Wireless ready

This indicator lights when Wireless LAN, Bluetooth, and/or Wireless WAN are connected and ready. It does not necessarily indicate the On/Off condition of the wireless connection.

→ Connect to a network

G: Power Switch

H: Security Lock

A Kensington cable can be connected. For further information, read the manual that comes with the cable.

I: Function Keys

→ Reference Manual "Key Combinations"

J: Keyboard

K: CD/DVD Drive^{*1} / PC Card Slot^{*2} / Battery Pack Slot 2^{*3} / Smart Card Slot^{*4}

^{*1} Only for model with CD/DVD drive

→ Reference Manual "CD/DVD Drive"

^{*2} Only for model with PC card slot

→ Reference Manual "PC Card"

^{*3} When using battery pack 2

→ Reference Manual "Battery Power"

^{*4} Only for model with smart card slot

L: Battery Pack Slot 1

→ Reference Manual "Battery Power"

M: Fingerprint Reader^{*5} / Contactless Smart Card Reader^{*6}

^{*5} Only for model with fingerprint reader

→ Reference Manual "Fingerprint Reader"

^{*6} Only for model with contactless smart card reader

→ Reference Manual "Contactless Smart Card Reader"

N: Touchpad

→ Reference Manual "Touchpad"

O: Carrying Handle

Do not use the handle if the handle is worn or damaged.

P: LED Indicator

: Power Indicator

Off: Power off/Hibernation, Green:

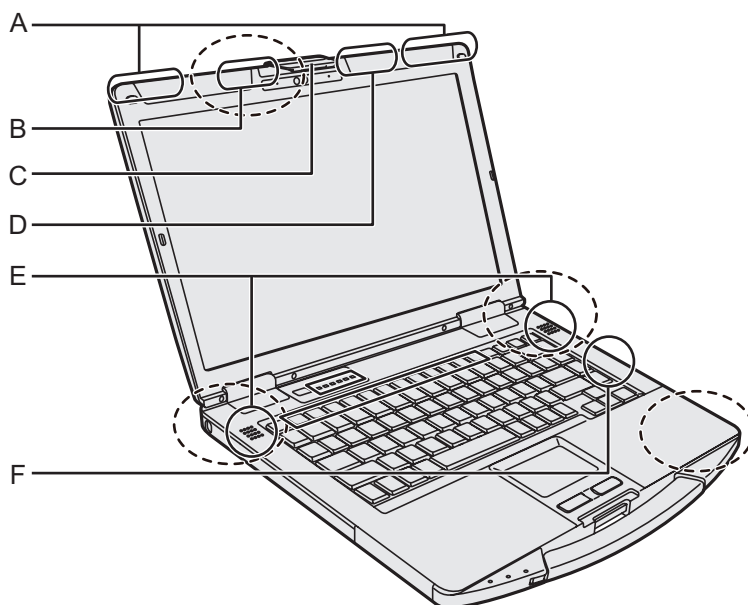
Power on, Blinking Green: Sleep

Blinking green rapidly: Cannot power on or resume due to low temperature.

: Battery Indicator 1

: Battery Indicator 2^{*3}

→ Reference Manual "Battery Power"

**A: Wireless WAN Antenna**

<Only for model with wireless WAN>

→  *Connect to a network* "Wireless WAN"

B: GPS Antenna

<Only for model with GPS>

→  *Reference Manual* "GPS"


C: Display Latch**D: Wireless LAN Antenna**

<Only for model with wireless LAN>

→  *Connect to a network* "Wireless LAN"

E: Speaker**F: Wireless LAN Antenna / Bluetooth Antenna**

<Only for model with wireless LAN / Bluetooth>

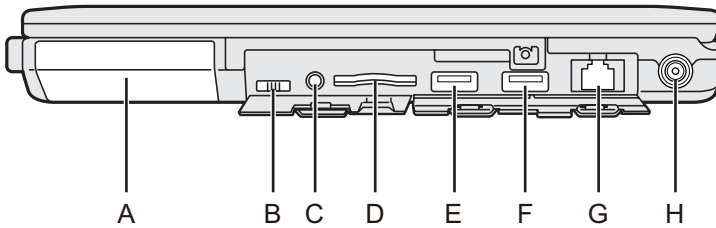
→  *Connect to a network* "Wireless LAN"
"Bluetooth"

NOTE

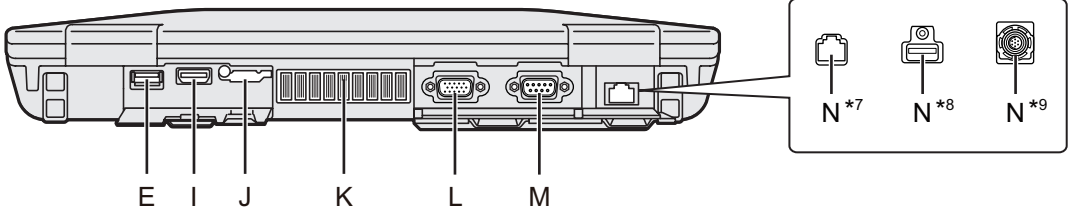
- This computer contains a magnet and magnetic products at the locations dashed line circled in the illustration above. Avoid leaving metallic object or magnetic media in contact with these areas.

Description of Parts

Right side



Rear side



A: Hard Disk Drive (Quick Release Drive)

→ Reference Manual "Hard Disk Drive"

B: Wireless Switch

→ Connect to a network "Disabling/Enabling Wireless Communication"

C: Headset Jack

A headset or headphone can be connected.

D: SD Memory Card Slot

Keep SD Memory Cards away from infants and small children.

→ Reference Manual "SD Memory Card"

E: USB 3.0 Ports

→ Reference Manual "USB Devices"

F: USB 3.0 Port (USB Charging)

Do not insert any foreign object in the USB port.

→ Reference Manual "USB Devices"

G: LAN Port

→ Connect to a network "LAN"

H: DC-IN Jack

I: HDMI Port

→ Reference Manual "External Display"

J: SIM Card Slot

<Only for model with wireless WAN>

→ Connect to a network "Wireless WAN"

K: Ventilation Hole (Exhaust)

L: VGA Port

<Only for model with VGA port>

→ Reference Manual "External Display"

M: Serial Port

<Only for model with Serial port>

→ Reference Manual "Serial Port"

N: 2nd LAN Port^{*7} / USB 2.0 Port^{*8} / Rugged USB 2.0 Port^{*9} / GPS^{*10}

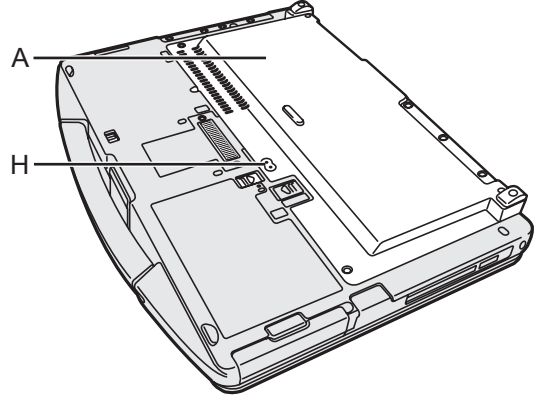
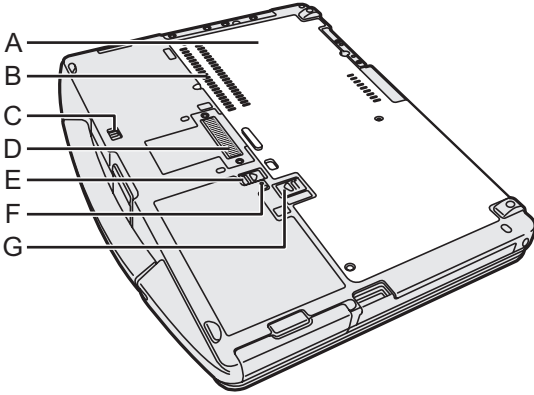
^{*7} Only for model with 2nd LAN port

^{*8} Only for model with USB 2.0 port

^{*9} Only for model with rugged USB 2.0 port

^{*10} Only for model with GPS

Bottom side



A: Back Cover

B: Ventilation Hole (Intake)

C: Hard Disk Latch

→  *Reference Manual* "Hard Disk Drive"

D: Expansion Bus Connector

→  *Reference Manual* "Port replicator"

E: Battery Latch 1

→  *Reference Manual* "Battery Power"

F: Battery Indicator

→  *Reference Manual* "Battery Power"

G: Battery Pack Latch 2

<When using battery pack 2>

→  *Reference Manual* "Battery Power"

H: External Antenna Connector

<Only for model with External Antenna Connector>

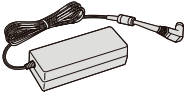
First-time Operation

■ Preparation

① Check and identify the supplied accessories.

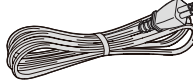
If you do not find the described accessories, contact your support office.

• AC Adaptor. 1

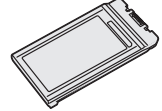


Model No: CF-AA5713A

• AC Cord 1



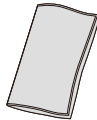
• Battery Pack 1



Model No: CF-VZSU0GW or
CF-VZSU0PW or
CF-VZSU0LW

<Only for model with touchscreen>

• Soft Cloth 1

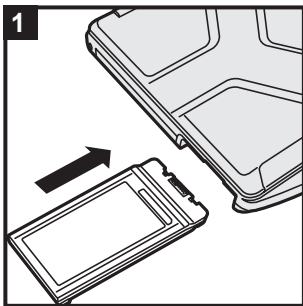


• **OPERATING INSTRUCTIONS - Basic Guide (This book)**. 1

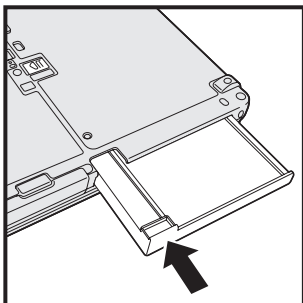
Depending on the model, the following items are supplied.

• **Battery Pack** 1

Model No: CF-VZSU0KW



<For CF-VZSU0KW>

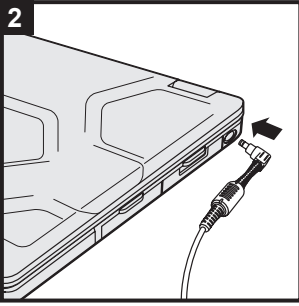


1 Insert the battery pack

Insert the battery pack until it touch to the secured position.

CAUTION

- Make sure the latch is securely locked. Otherwise the battery pack may fall when you carry the computer.
- Do not touch the terminals of the battery pack and the computer. Doing so can make the terminals dirty or damaged, and may cause malfunction of the battery pack and the computer.

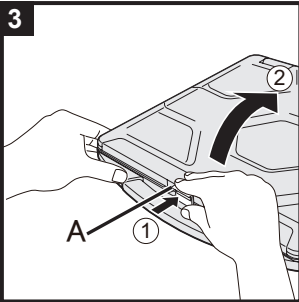


2 Connect your computer to a power outlet

The battery charging starts automatically.

CAUTION

- Do not disconnect the AC adaptor and do not switch the wireless switch to on until the first-time operation procedure is completed.
- When using the computer for the first time, do not connect any peripheral device except the battery pack and AC adaptor.
- **Handling the AC adaptor**
Problems such as sudden voltage drops may arise during periods of thunder and lightning. Since this could adversely affect your computer, an uninterruptible power source (UPS) is highly recommended unless running from the battery pack alone.
- When the DC plug is not connected to the computer, disconnect the AC cord from your electrical outlet. Power is consumed simply by having the AC adaptor plugged into an electrical outlet.

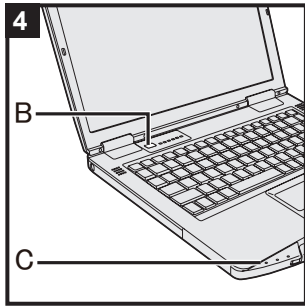


3 Open the display

- ① Push the top of the latch (A) to release it.
- ② Hold the side/ handle of the computer with either of your hands and then lift up the display to open.

CAUTION

- Do not open the display wider than necessary (180° or more), and do not apply excessive pressure to the LCD. Do not open or close the computer holding the edge of the LCD segment.



4 Turn on the computer

Press and hold the power switch (B) until the power indicator (C) lights.

CAUTION

- Do not press the power switch repeatedly.
- The computer will be forcibly turned off if you press and hold the power switch for four seconds or longer.
- Once you turn off the computer, wait for ten seconds or more before you turn on the computer again.
- Do not perform the following operation until the drive indicator (D) turns off.
 - Connecting or disconnecting the AC adaptor
 - Pressing the power switch
 - Touching the keyboard, touchpad, touchscreen <only for model with touchscreen> or external mouse
 - Closing the display
 - Turn on/off the wireless switch
- When the CPU temperature is high, the computer may not start up to prevent overheating of the CPU. Wait until the computer cools down, and then turn the power on again. If the computer does not power on even after cooling down, contact Panasonic Technical Support (→ pages 41 - 43).
- Any changes from the default setting of the Setup Utility must not be made until the First-time Operation is completed.

5

Windows 7

<For MUI OS model>

Select language and OS (32-bit or 64-bit)

CAUTION

- Carefully choose your language because you cannot change it later. If you set a wrong language, you need to reinstall Windows.
- ① Select language and OS (32-bit or 64-bit) on “Select OS” screen and touch [OK].
The language setting will start by touching [OK] on the confirmation screen.
The language and OS setting will be completed in about 15 minutes.
 - ② When termination screen is displayed, touch [OK] to turn off the computer.

6 Setup Windows


Windows 8.1

Select language and click [Next].

Windows 7

Turn on the computer.


Follow the on-screen instructions.

- The computer restarts several times. Do not touch the keyboard or touchpad, and wait until the drive indicator  has turned off.
- After the computer is turned on, the screen remains black or unchanged for a while, but this is not a malfunction. Wait for a moment until the Windows setup screen appears.
- During setup of Windows, use the touchpad and clicking to move the pointer and to click an item.
- Setup of Windows will take approximately **Windows 8.1** 5 minutes / **Windows 7** 20 minutes.
Go to the next step, confirming each message on the display.
- You can set the Wireless Network after the setup of Windows is complete.
 - **Windows 8.1** If “Get online” is displayed, select “Skip this step”.
 - **Windows 7** “Join a wireless network” screen may not appear.
 - **Windows 8.1** Verify the time zone, date and time.

CAUTION

- You can change the user name, password, image and security setting after setup of Windows.
 - Remember your password. If you forget the password, you cannot use Windows. Creating a password reset disk beforehand is recommended.
 - Use standard characters as a computer name: numbers 0 through 9, uppercase and lowercase letters from A to Z, and the hyphen (-) character. If the error message “The computer name is not valid” appears, check if characters other than the above are not entered. If the error message still remains on the display, set the key entry mode to English (“EN”) and enter characters.
- <For MUI OS model>
- When setting up the keyboard, choose the appropriate one to your computer.
Otherwise, input by the keyboard may become unavailable.
 - Do not use the following words and characters for user name: CON, PRN, AUX, CLOCK\$, NUL, COM1 to COM9, LPT1 to LPT9, LPT, @, &, space. In particular, if you create a user name (account name) that includes the “@” mark, a password will be requested at the log-on screen, even if no password has been set. If you try to log on without entering a password, “The user name or password is incorrect.” may be displayed and you will not be able to **Windows 8.1** sign in / **Windows 7** log on to Windows (→ page 30).


7 Update the on-screen manual

- ① Connect to the internet. **Windows 8.1** Sign in / **Windows 7** Log on to Windows as an administrator.
For further information, refer to  *Connect to a network*.
- ② Update the on-screen manual.
Double-click [Manual Selector] on the desktop.
Windows 8.1 Alternatively, click the [Manual Selector] tile on the Start screen.
Follow the on-screen instructions.

8 Create a recovery disc

A recovery disc allows you to install OS and restore its factory default condition, in case, the recovery partition of the HDD is damaged.

We recommend creating a recovery disc before you begin using the computer.

Refer to →  *Reference Manual* “Recovery Disc Creation Utility” about creating the disc.

NOTE

● PC Information Viewer

This computer periodically records the management information of the hard disk, etc. The maximum data volume for each record is 1024 bytes.

This information is only used for estimating the cause in the case when the hard disk goes down by any possibility. They are never sent to outside via network nor used for any other purpose except for the purpose described the above.

To disable the function, add the check mark for [Disable the automatic save function for management information history] in [Hard Disk Status] of PC Information Viewer, and click [OK].

(→  *Reference Manual* “Troubleshooting (Advanced)” - “Checking the Computer’s Usage Status”)

Then follow the on-screen instructions.


<For MUI OS model>

- **Windows 8.1** In the default settings, a shortcut icon for Korean language is on the Desktop screen. You may delete the icon if not necessary.
- **Windows 7** If the recovery partition is deleted, you cannot create Recovery Disc(s).

■ Before using wireless function

- ① Open the cover, and then Slide the wireless switch to ON.

Windows 8.1

- ② Display “Charm” and click  - [Change PC Settings] - [Network] - [Airplane mode].
Set [Airplane mode] to [Off], and then;
Set [Wi-Fi] to [On] (for wireless LAN).
Set [Mobile broadband] to [On] (for wireless WAN).
Set [GPS] to [On] (for wireless WAN).
Set [Bluetooth] to [On] (for Bluetooth).
Set [GPS\GNSS] to [On] (for GPS).

■ To change the partition structure

You can shrink a part of an existing partition to create unallocated disk space, from which you can create a new partition.

In the default setting, you can use a single partition.

① **Windows 8.1**

Right-click  at the bottom left corner of the Desktop screen.

Windows 7

Click  (Start) and right-click [Computer], then click [Manage].

- A standard user needs to enter an administrator password.
- ② Click [Disk Management].
 - ③ Right-click the partition for Windows (“c” drive in the default setting), and click [Shrink Volume].
 - The partition size depends on the computer specifications.
 - ④ Input the size in [Enter the amount of space to shrink in MB] and click [Shrink].
 - You cannot input a larger number than the displayed size.
 - To select [Reinstall Windows to the OS related partitions] in installing OS (→ page 23),
Windows 8.1 70 GB*¹ / **Windows 7** 60 GB or more is necessary for [Total size after shrink in MB].
 - ⑤ Right-click [Unallocated] (the shrunk space in the step ④) and click [New Simple Volume].
 - ⑥ Follow the on-screen instructions to make the settings, and click [Finish].
Wait until formatting is completed.

*¹ For MUI OS model, 80 GB or more is necessary.



First-time Operation

NOTE

- You can create an additional partition using remaining unallocated space or newly creating unallocated space.
- To delete a partition, right-click the partition and click [Delete Volume] in the step ③.

■ **Windows 8.1** <For MUI OS model> To select language

To select a language other than the one you have selected during the first-time operation, follow the steps below.



- ① Perform either of the following procedures.
 - Right-click  at the bottom left corner of the Desktop screen.
 - Click  on the Start screen.
- ② Click [Control Panel].
- ③ Click [Clock, Language, and Region] - [Language] - [Add a language].
- ④ Select a language, and then click [Add].
Depending on the region, two or more languages are selectable. Click [Open] and select the desired language, and then click [Add].
- ⑤ Click [Options] for the language you want to use.
- ⑥ Click [Make this the primary language].

NOTE


- If [Make this the primary language] is not displayed, you cannot change to this language. Follow the on-screen instructions.
- ⑦ Click [Log off now].
 - ⑧ Sign in to the Windows.

Turning On / Turning Off

Turning On

Press and hold the power switch  (→ page 4) until the power indicator  (→ page 4) lights.




NOTE

- Do not press the power switch repeatedly.
- The computer will forcibly be turned off if you press and hold the power switch for four seconds or longer.
- Once you turn off the computer, wait for ten seconds or more before you turn on the computer again.
- Do not perform the following operation until the drive indicator  turns off.
 - Connecting or disconnecting the AC adaptor
 - Pressing the power switch
 - Touching the keyboard, touchpad, touchscreen <only for model with touchscreen> or external mouse
 - Closing the display
 - Turn on/off the wireless switch

Turning Off

Windows 8.1

You can shut down the computer by using either of the following steps.

- From the Desktop screen:
 - ① Right-click  at the bottom left corner of the Desktop screen.
 - ② Click [Shut down or sign out] - [Shut down].
- From the Start screen:
 - ① Click  - [Shut down].
- Both the Start screen and Desktop screen:
 - ① Display “Charm” and touch .
 - ② Touch [Power] - [Shut down].


Windows 7

- ① Click  (Start) - [Shutdown].

NOTE

- **Windows 8.1**

To turn off the computer completely, proceed as follows.

- ① Display “Charm” and click  - [Change PC settings] - [Update and recovery] - [Recovery].
- ② Click [Restart now] under “Advanced startup”.
- ③ Click [Turn off your PC].


Turning On / Turning Off

Precautions against Starting Up/Shutting Down

- Do not do the following
 - Connecting or disconnecting the AC adaptor
 - Pressing the power switch
 - Touching the keyboard, touchpad, touchscreen <only for model with touchscreen> or external mouse
 - Closing the display
 - Turn on/off the wireless switch

NOTE

- To conserve power, the following power saving methods are set at the time of purchase.
 - The screen automatically turns off after :
 - 10 minutes (when AC adaptor is connected) of inactivity
 - 5 minutes (when operating on battery power) of inactivity
 - The computer automatically enters sleep^{*1} after :
 - 20 minutes (when AC adaptor is connected) of inactivity
 - 15 minutes (when operating on battery power) of inactivity

^{*1} Refer to  *Reference Manual* "Sleep or Hibernation Functions" about resuming from sleep.

Handling and Maintenance

Operation environment

- Place the computer on a flat stable surface not subject to shock, vibration, and danger of dropping. Do not place the computer upright or turn it over. If the computer is exposed to an extremely strong impact, it may become damaged.

- Operating environment

Temperature: Operation : -10 °C to 50 °C (IEC60068-2-1, 2)^{*1}

Storage : -20 °C to 60 °C

Humidity: Operation : 30% to 80% RH (No condensation)

Storage : 30% to 90% RH (No condensation)

Even within the above temperature/humidity ranges, operation for a long time in extreme environments, smoking nearby, or operation in places where oil is used or where there is a lot of dust will result in the product deterioration and will shorten the product life.

^{*1} Do not expose the skin to this product when using the product in a hot or cold environment.

(→ OPERATING INSTRUCTIONS - Read Me First)

If the computer is wet in temperatures of 0 °C or below, freeze damage may occur. Make sure to dry off the computer in such temperatures.

- Do not place the computer in the following areas, otherwise the computer may be damaged.
 - Near electronic equipment. Image distortion or noise may occur.
 - In extremely high or low temperature.
- As the computer can become hot during operation, keep it away from items that are sensitive to heat.

Handling cautions

This computer is designed to minimize shock to parts such as the LCD and the hard disk drive and equipped with a drip-proof keyboard, but no warranty is provided against any trouble caused by shock. Be extremely careful when handling the computer.

- When carrying the computer:
 - Turn off the computer.
 - Remove all external devices, cables, PC Cards and other protruding objects.
 - Remove a disc in the CD/DVD drive (Only for model with CD/DVD drive).
 - Do not drop or hit the computer against solid objects.
 - Do not leave the display open.
 - Do not grip the display part.
- Do not put anything (e.g., a piece of paper) between the display and keyboard.
- When you board an airplane, take the computer with you and never put it in your checked luggage. When using the computer on airplane, follow the airline's instructions.
- When carrying a spare battery, put it in a plastic bag to protect its terminals.
- The touchpad is designed to be used by finger tip. Do not place any object on its surface and do not press down strongly with sharp-pointed or hard objects that may leave marks (e.g., nails, pencils and ball point pens).
- Avoid any harmful substances such as oil from getting into the touchpad. The pointer may not work correctly.
- Be careful not to get injured by dropping or getting hit when carrying the computer.

<Only for model with touchscreen>

- Use only the pen (optional) to touch the screen. Do not place any object on its surface and do not press down strongly with sharp-pointed or hard objects that may leave marks (e.g., nails, pencils and ball point pens).
- Do not use the screen when dust or dirt (e.g., oil) is on the screen. Otherwise foreign particles on the screen/pen (optional) can scratch the screen surface or obstruct the pen (optional) operation.

Handling and Maintenance

- Use the pen (optional) only for touching the screen. Using it for any other purpose may damage the pen (optional) and result in scratches on the screen.

■ When using peripheral devices

Follow these instructions and the Reference Manual to avoid any damage to the devices. Carefully read the instruction manuals of the peripheral devices.

- Use the peripheral devices conforming to the computer's specifications.
- Connect to the connectors in the correct direction.
- If it is hard to insert, do not try forcibly but check the connector's shape, direction, alignment of pins, etc.
- If screws are included, fasten them securely.
- Remove the cables when you carry the computer. Do not pull the cables forcibly.

■ Preventing your computer from unauthorized use via wireless LAN/Bluetooth/wireless WAN

<Only for model with wireless LAN/Bluetooth/wireless WAN>

- Before using wireless LAN/Bluetooth/wireless WAN, make the appropriate security settings such as data encryption.

■ Battery Recalibration

- The battery recalibration may take a long time due to the large battery capacity. This is not a malfunction.

<When performing "Battery Recalibration" after shutting down Windows>

- Full charge: Approximately 2.5 hours
- Complete discharge: Approximately 4 hours (with CF-VZSU0GW / CF-VZSU0PW / CF-VZSU0LW) / Approx. 3 hours (with CF-VZSU0KW)

When performing "Battery Recalibration" without shutting down Windows, it may take more time to charge / discharge.

■ Battery duration

- Note that the computer consumes electricity even when the computer power is off. If the battery pack is fully charged, the battery will fully discharge in the following period of time:

Status	Discharge period	
	CF-VZSU0GW / CF-VZSU0PW	CF-VZSU0LW
When power is off	Approx. 5 weeks	Approx. 3.5 weeks
In sleep ^{*2}	Approx. 2.5 days	Approx. 2 days
In hibernation ^{*2}	Approx. 12 days	Approx. 8.5 days

^{*2} When "Wake Up from wired LAN" is enabled.


The battery duration while the USB port continuous charging function is not used.

Maintenance

To clean the LCD panel

If drops of water or other stains get on the surface of the LCD panel, wipe them off immediately. Failure to do so may result in staining.

<Only for model with touchscreen>

Use the soft cloth included with the computer. (For further information, refer to "Suggestions About Cleaning the LCD Surface".  *Reference Manual* "Screen Input Operation")

<Only for model without touchscreen>

Wipe with a soft dry cloth such as gauze.

To clean areas other than the LCD panel


Wipe with a soft dry cloth such as gauze. When using detergent, dip a soft cloth in water-diluted detergent and wring it thoroughly.

CAUTION

- Do not use benzene, thinner, or rubbing alcohol since it may adversely affect the surface causing discoloration, etc. Do not use commercially-available household cleaners and cosmetics, as they may contain components harmful to the surface.
- Do not apply water or detergent directly to the computer, since liquid may enter inside of the computer and cause malfunction or damage.

Dispose of Computer

■ Preparation

- Remove all peripherals and SD memory card, etc.
- Erase the stored data. (→  Reference Manual “Hard Disk Data Erase Utility”)

<Only for model with Built-in Bridge Battery>

<For Europe and U.S.A./Canada>

Attention Customers

Don't remove the battery by yourself. The battery must be removed by qualified professionals. When disposing of this product, be sure to contact qualified professionals to remove the battery.

Attention Qualified professionals to remove the battery

Dispose of this product correctly in accordance with the local regulations after removing the battery as shown in the following procedure.

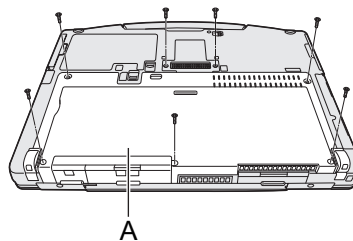
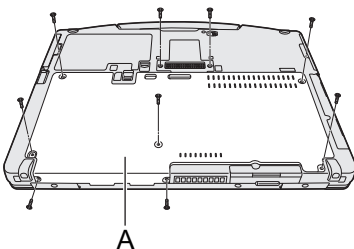
CAUTION

- Never disassemble the computer except before disposal.
- Refer to the precautions when disposing of the computer (→ OPERATING INSTRUCTIONS - Read Me First).

■ Remove the built-in battery

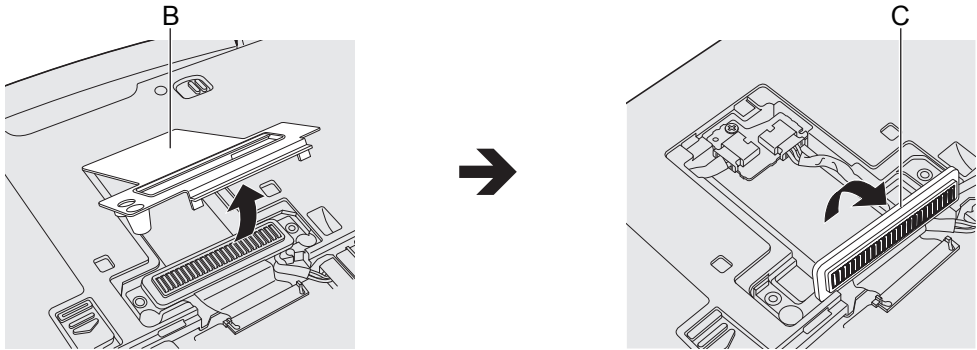
1. Turn off the computer, and disconnect the AC adaptor.
2. Turn over the computer, remove the battery pack.
3. Remove the screws and the cover (A).

<Model with 2nd LAN/USB 2.0 port/
Rugged USB port/VGA port/Serial port/
Discrete Video Controller>

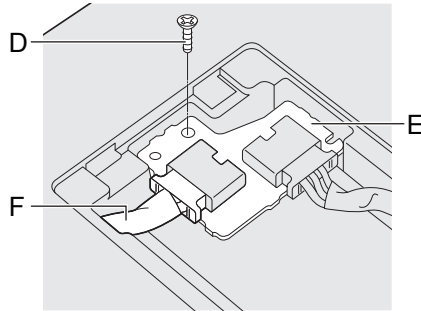


Handling and Maintenance

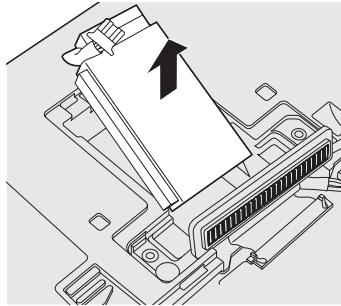
4. Remove the cover (B) and lift the expansion bus connector (C).



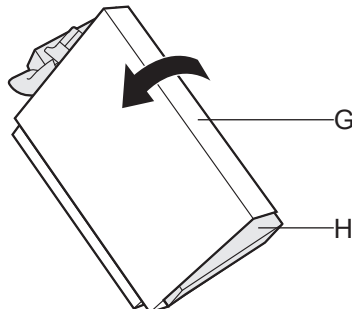
5. Remove the connectors on the built-in bridge battery (F), and then remove the screw (D) and the circuit (E).



6. Pull out the built-in bridge battery with the sheet cover.



7. Open the sheet cover (G) and remove the built-in bridge battery (H). And confirm the recycle mark of the built-in battery.



8. Insulate the connectors of the built-in bridge battery by covering them with plastic tape, for example.

Installing Software

Installing software will return the computer to the default condition. When you install the software, the hard disk data will be erased.

Back up important data to other media or an external hard disk before installation.

CAUTION

- Do not remove the quick release drive during installation process.
- Do not delete the Recovery Partition on the hard disk. The disk space in the partition is not available to store data.

To check the Recovery Partition, perform the following methods.

① Windows 8.1

Right-click  at the bottom left corner of the Desktop screen.

Windows 7

Click  (Start) and right-click [Computer], then click [Manage].


- A standard user needs to enter an administrator password.
- ② Click [Disk Management].

■ Windows 8.1 Remove everything and reinstall Windows

Preparation

- Remove all peripherals and SD memory card, etc.
- Connect the AC adaptor and do not remove it until installation is complete.

1 Perform “Remove everything and reinstall Windows”.

- ① Display “Charm” and click  - [Change PC settings] - [Update and recovery] - [Recovery].
- ② Click [Get Started] under “Remove everything and reinstall Windows”.
- ③ Click [Next].
- ④ Select the option.
 - Just remove my files
Perform the reinstallation of the Windows in a few moments (Approximately 20 minutes).
 - Fully clean the drive
By fully cleaning, the deleted files can not be recovered easily and the security level will be increased. The processing time will be longer (Approximately 140 minutes).Follow the on-screen instructions.
After the reinstallation, the computer will restart.
- Do not interrupt installation, for example by turning off the computer or performing other operation.
Otherwise installation may become unavailable as Windows may not start up or the data may be corrupted.



2 Perform the “First-time Operation” (→ page 11).

NOTE

- The date and time, and the time zone may not be correct. Be sure to set them correctly.

3 Perform Windows Update.

4 <Only for model with TPM> Clear TPM.

- ① Perform either of the following procedures.
 - Right-click  at the bottom left corner of the Desktop screen.
 - Click  on the Start screen.
- ② Click [Run], then input [tpm.msc] and click [OK].

Installing Software

- ③ Click [Clear TPM...] under “Actions” on the right of the “TPM Manager on Local Computer” screen.
- ④ Click [Restart] of the “Manage the TPM security hardware” screen. The computer will restart.
- ⑤ When “TPM configuration change was requested to ...” is displayed, press **F12**.
- ⑥ Click the Desktop tile, and when “TPM is ready” appears, click [Close].

■ Disk recovery


You can reinstall the OS that was pre-installed at the time of purchase (Windows 8.1 or Windows 7). **Windows 8.1** If reinstallation using the method described in “Remove everything and reinstall Windows” is not successful, follow the steps below.

Preparation

- Remove all peripherals and SD memory card, etc.
- Connect the AC adaptor and do not remove it until installation is complete.

1 Start the Setup Utility.

Windows 8.1

- ① Display “Charm”, and click  - [Change PC settings] - [Update and recovery] - [Recovery].
- ② Click [Restart now] under “Advanced startup”.
- ③ Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

Windows 7

Turn on the computer, and press **F2** or **Del** while [Panasonic] boot screen is displayed.

- If the [Panasonic] boot screen is not displayed, turn on the computer while holding down **F2** or **Del**.
- If the password is requested, enter the Supervisor Password.

2 Write down all of the contents of the Setup Utility and press **F9**.

At the confirmation message, select [Yes] and press **Enter**.

3 Check the [UEFI Boot] setting of the Setup Utility.

Check the [UEFI Boot] setting of the Setup Utility.

[UEFI Boot] should be set to as follows.

When installing Windows 8.1 : [Enabled]

When installing Windows 7 : [Disabled]

4 **Windows 7** <Only for model with onboard drive>

Check the [Primary boot drive] setting of the Setup Utility.

5 Press **F10**.

At the confirmation message, select [Yes] and press **Enter**.

Computer will restart.

6 Press **F2** or **Del** while [Panasonic] boot screen is displayed.

The Setup Utility starts up.

- If the password is requested, enter the Supervisor Password.

7 Select the [Exit] menu, then select [Recovery Partition] and press **Enter**.

8 **Windows 8.1**

Click [Next] and click [YES].

Windows 7

Click [Reinstall Windows] and click [Next].

9 At the License Agreement screen, click [Yes, I agree to the provisions above and wish to continue!] and click [Next].

10 Click [Next].

<Only for model with onboard drive>

If the installation drive is displayed, confirm it.

If the option is displayed, select the setting and click [Next].

- [Initialize and reinstall Windows to the whole Disk]
Select this option when you want to install Windows to the factory default. After installation, you can create a new partition. For how to create a new partition, refer to “To change the partition structure” (→ page 13).
- [Reinstall Windows to the OS related partitions]¹
Select this option when the hard disk has already been divided into several partitions and you want to keep the partition structure. For how to create a new partition, refer to “To change the partition structure” (→ page 13).

¹ This does not appear if Windows cannot be installed to the recovery partition and the area usable by Windows.

11 Windows 7 At the confirmation message, click [YES].**12 Windows 7**


<For localized OS model>

Select OS (32bit or 64bit) and click [OK].

<For MUI OS model>

Select language and system type (32bit or 64bit), then click [OK].

At the confirmation message, click [OK].

To cancel the recovery procedure, click [CANCEL], and click the  mark that appear the top right corner of the screen.

13 <Only for model with onboard drive>

Select the setting and click [Next].

14 At the confirmation message, click [YES].

Installation starts according to the instructions on the screen. (It will take approximately 20 minutes.)

- Do not interrupt installation, for example by turning off the computer or performing other operation.
Otherwise installation may become unavailable as Windows may not start up or the data may be corrupted.

15 When Ending process screen is displayed, click [OK] to turn off the computer.**16 Turn on the computer.**

- If the password is requested, enter the Supervisor Password.

17 Perform the “First-time Operation” (→ page 11).**NOTE**

- Windows 8.1 The date and time, and the time zone may not be correct. Be sure to set them correctly.

18 Start the Setup Utility and change the settings as necessary.**19 Perform Windows Update.****20 Windows 8.1 <Only for model with TPM> Clear TPM (→ page 21).**

Installing Software

■ Using Recovery Disc


Use the Recovery Disc in the following conditions.

- You have forgotten the administrator password.
- Installation is not complete. The recovery partition in the hard disk may be broken.
- **Windows 7** <Only for Windows 7 downgrade model>
To change OS from Windows 7 to Windows 8.1, or vice versa.

NOTE

- **Windows 7** To change OS from 32 bit to 64 bit, or vice versa, install OS using the recovery partition in the hard disk.

Preparation


- Prepare the following items:
 - Recovery Disc (**Windows 8.1** USB memory device can also be used as a recovery disc.)
(→  *Reference Manual* “Recovery Disc Creation Utility”)
 - Commercially available optical drive (Only for model without CD/DVD drive)
- Remove all peripherals and SD memory card, etc. (except for the commercially available optical drive)
- Connect the AC adaptor and do not remove it until installation is complete.

1 <Only for model without CD/DVD drive>

Connect the commercially available optical drive to the USB port.

2 Start the Setup Utility.

Windows 8.1

- ① Display “Charm”, and click  - [Change PC settings] - [Update and recovery] - [Recovery].
- ② Click [Restart now] under “Advanced startup”.
- ③ Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

Windows 7

Turn on the computer, and press **F2** or **Del** while [Panasonic] boot screen is displayed.

- If the [Panasonic] boot screen is not displayed, turn on the computer while holding down **F2** or **Del**.
- If the password is requested, enter the Supervisor Password.

3 Write down all of the contents of the Setup Utility and press **F9**.

At the confirmation message, select [Yes] and press **Enter**.

4 Check the [UEFI Boot] setting of the Setup Utility.

[UEFI Boot] should be set to as follows.

When the recovery disc for Windows 8.1 is used : [Enabled]

When the recovery disc for Windows 7 is used : [Disabled]

5 Set the Recovery Disc into the CD/DVD drive or commercially available optical drive.

6 Press **F10**.

At the confirmation message, select [Yes] and press **Enter**.
Computer will restart.

7 Press F2 or Del while [Panasonic] boot screen is displayed.

The Setup Utility starts up.

- If the password is requested, enter the Supervisor Password.

8 Select the [Exit] menu, then select CD/DVD drive or commercially available optical drive in [Boot Override] and press Enter.

The computer will restart.

9 Click [Reinstall Windows] and click [Next].

10 Windows 8.1 At the confirmation message, click [YES].

11 At the License Agreement screen, click [Yes, I agree to the provisions above and wish to continue!] and click [Next].

**12 Windows 7 <For MUI OS model>
Click [Next].**

If the option is displayed, select the setting and click [Next].

- [Reinstall with HDD recovery partition.]
Standard recovery method.
You can use recovery from Recovery Partition.
- [Reinstall without HDD recovery partition.]
Increase usable HDD size.
You can NOT use recovery from Recovery Partition.
When this option is selected, you can no longer create Recovery Disc(s) after the recovery operation.

CAUTION

- Carefully choose above item because you cannot change it later.
-

13 Click [Next].

<Only for model with onboard drive>

If the installation drive is displayed, confirm it.

If the option is displayed, select the setting and click [Next].

- [Initialize and reinstall Windows to the whole Disk]
Select this option when you want to install Windows to the factory default. After installation, you can create a new partition. For how to create a new partition, refer to "To change the partition structure" (→ page 13).
- [Reinstall Windows to the OS related partitions]²
Select this option when the hard disk has already been divided into several partitions and you want to keep the partition structure. For how to create a new partition, refer to "To change the partition structure" (→ page 13).

² This does not appear if Windows cannot be installed to the recovery partition and the area usable by Windows.

Installing Software

14 <Only for model with onboard drive>

Select the setting and click [Next].

15 At the confirmation message, click [YES].

Installation starts according to the instructions on the screen. (It will take approximately 30 - 45 minutes.)

- Do not interrupt installation, for example by turning off the computer or pressing **Ctrl + Alt + Del**.

Otherwise installation may become unavailable as Windows may not start up or the data may be corrupted.

16 **Windows 7** <For MUI OS model>

Select language and system type (32bit or 64bit), then click [OK].

At the confirmation message, click [OK].

To cancel the recovery procedure, click [CANCEL], and click the  mark that appear the top right corner of the screen.

Windows 7 / **Windows 8.1**

Installation starts according to the instructions on the screen. (It will take approximately 30 - 45 minutes.)

- Do not interrupt installation, for example by turning off the computer or pressing **Ctrl + Alt + Del**.

Otherwise installation may become unavailable as Windows may not start up or the data may be corrupted.

17 When Ending process screen is displayed, remove the Recovery Disc and CD/DVD drive or commercially available optical drive and then click [OK].

Follow the on-screen instructions.

Some models may take approximately 40 minutes.


18 Perform the “First-time Operation” (→ page 11).

19 Start the Setup Utility and change the settings as necessary.

20 Perform Windows Update.

21 **Windows 8.1** <Only for model with TPM> Clear TPM (→ page 21).

Troubleshooting (Basic)





Follow the instructions below when a problem has occurred. There is also an advanced troubleshooting guide in the “Reference Manual”. For a software problem, refer to the software’s instruction manual. If the problem persists, contact Panasonic Technical Support (→ pages 41 - 43). You can also check the computer’s status in the PC Information Viewer (→  Reference Manual “Troubleshooting (Advanced)”).

■ Starting Up




<p>Cannot start up. The power indicator or battery indicator is not lit.</p>	<ul style="list-style-type: none"> ● Connect the AC adaptor. ● Insert a fully charged battery. ● Remove the battery pack and the AC adaptor, then connect them again. ● Even if the AC adaptor and battery pack are correctly connected, if the battery indicator is not lit, the AC adaptor protection function may be operating. Disconnect the AC cord, wait three minutes or more, and reconnect the AC cord. ● If a device is connected to the USB port, disconnect the device, or set [USB Port] or [Legacy USB Support] to [Disabled] in the [Advanced] menu of the Setup Utility. ● Press Fn + F8 to turn off the concealed mode. ● Check the [UEFI Boot] setting of the Setup Utility. [UEFI Boot] should be set to Windows 8.1 [Enabled] / Windows 7 [Disabled]. ● Windows 7 <Only for model with onboard drive> Check the [Primary boot drive] setting of the Setup Utility.
<p>The power is turned on but “Warming up the system (up to 30 minutes)” appears.</p>	<ul style="list-style-type: none"> ● The computer is warming up before start up. Wait for the computer to start up (takes up to 30 minutes). If, “Cannot warm up the system” is displayed, the computer failed to warm up and does not start. In this case, turn off the computer, leave it in an environment of 5 °C or higher temperature for about an hour, and then turn on the power once more.
<p>Cannot turn on the computer. The computer does not resume from sleep. (The power indicator blinks <Model without HDD heater> rapidly in green / <Model with HDD heater> alternately in green and orange.)</p>	<ul style="list-style-type: none"> ● Leave it in an environment of 5 °C or higher temperature for about an hour, then turn on the power again.
<p>After adding or changing the RAM module, the power is turned on but nothing is displayed on the screen.</p>	<ul style="list-style-type: none"> ● Turn off the computer and remove the RAM module, then confirm whether the RAM module has compliant to specification. When the RAM module has conformed to specification, install it again.
<p>The computer does not enter sleep mode while the screen saver is running. (The screen stays black.)</p>	<ul style="list-style-type: none"> ● Press and hold the power switch for 4 seconds or longer to shut down the computer forcibly. (Data not saved will be lost.) Then disable the screen saver.
<p>It takes time for the power indicator to light up.</p>	<ul style="list-style-type: none"> ● If the power switch is pressed immediately after the battery pack has been mounted on the computer, and while the AC adaptor is not connected, it may take about five seconds before the power indicator lights up and the computer turns on. This is because the computer is checking the remaining battery charge; it is not a malfunction.

Troubleshooting (Basic)

■ Starting Up





<p>You have forgotten the password.</p>	<ul style="list-style-type: none"> ● Supervisor Password or User Password: Contact Panasonic Technical Support (→ pages 41 - 43). ● Administrator password: <ul style="list-style-type: none"> • If you have a password reset disk, you can reset the administrator password. Set the disk and enter any wrong password, then follow the on-screen instructions and set a new password. • If you do not have a password reset disk, install (→ page 21) and set up Windows, and then set a new password.
<p>“Remove disks or other media. Press any key to restart” or a similar message appears.</p>	<ul style="list-style-type: none"> ● A floppy disk is in the drive (optional) and it does not contain system startup information. Remove the floppy disk and press any key. ● If a device is connected to the USB port, disconnect the device, or set [USB Port] or [Legacy USB Support] to [Disabled] in the [Advanced] menu of the Setup Utility. ● If the problem persists after removing the disk, it may be a hard disk failure. Contact Panasonic Technical Support (→ pages 41 - 43). ● Set [UEFI Boot] to [Disabled] in the [Boot] menu of the Setup Utility.
<p>Windows startup and operation is slow.</p>	<ul style="list-style-type: none"> ● Press F9 in the Setup Utility (→  <i>Reference Manual</i> “Setup Utility”) to return the Setup Utility settings (excluding the passwords) to the default values. Start the Setup Utility and make the settings again. (Note that the processing speed depends on the application software, so this procedure may not make Windows faster.) ● If you installed a resident software after purchase, turn off the residence.
<p>The date and time are incorrect.</p>	<ul style="list-style-type: none"> ● Make the correct settings. <ol style="list-style-type: none"> ① Open the Control Panel. <ul style="list-style-type: none"> Windows 8.1 1. Perform either of the following procedures. <ul style="list-style-type: none"> • Right-click  at the bottom left corner of the Desktop screen. • Click  on the Start screen. 2. Click [Control Panel]. Windows 7 Click  (Start) - [Control Panel]. ② Click [Clock, Language, and Region] - [Date and Time]. ● If the problem persists, the internal clock battery may need to be replaced. Contact Panasonic Technical Support (→ pages 41 - 43). ● When the computer is connected to LAN, check the date and time of the server. ● The 2100 A.D. or later year will not be correctly recognized on this computer.
<p>[Executing Battery Recalibration] screen appears.</p>	<ul style="list-style-type: none"> ● The Battery Recalibration was cancelled before Windows was shut down last time. To start up Windows, turn off the computer by the power switch, and then turn on.

■ Starting Up



<p>[Enter Password] does not appear when resuming from sleep/hibernation.</p>	<ul style="list-style-type: none"> ● Select [Enabled] in [Password On Resume] in the [Security] menu of the Setup Utility (→  <i>Reference Manual</i> “Setup Utility”). ● The Windows password can be used instead of the password set in the Setup Utility. <ol style="list-style-type: none"> ① Add a password. <ul style="list-style-type: none"> Windows 8.1 1. Display “Charm” and click  - [Change PC settings] - [Accounts]. 2. Click [Sign-in options], and click [Add] under “Password”. Windows 7 1. Click  (Start) - [Control Panel]. 2. Click [User Accounts and Family Safety] - [Add or remove user accounts]. ② Set up the following. <ul style="list-style-type: none"> Windows 8.1 1. Open the Control Panel, click [System and Security] - [Power Options] - [Require a password on wakeup]. 2. Add a check mark for [Require a password]. Windows 7 1. Click [Control Panel] - [System and Security] - [Power Option] - [Require a password when the computer wakes] and add a check mark for [Require a password].
<p>Cannot resume.</p>	<ul style="list-style-type: none"> ● One of the following operations may have been carried out. Press the power switch turn on the computer. Data not saved will be lost. <ul style="list-style-type: none"> • In sleep mode, the AC adaptor or battery pack was disconnected, or a peripheral was connected or disconnected. • The power switch was slid for four seconds or longer to forcibly turn off the computer. ● An error may occur when the computer automatically enters the sleep or hibernation mode while the screensaver is active. In this case, turn off the screensaver or change the pattern of the screensaver.

Troubleshooting (Basic)

■ Starting Up

<p>Other startup problems.</p>	<ul style="list-style-type: none"> ● Start in the Setup Utility (→  <i>Reference Manual</i> “Setup Utility”) to return the Setup Utility settings (excluding the passwords) to the default values. Start the Setup Utility and make the settings again. ● Remove all peripheral devices. ● Check to see if there was a disk error. <ol style="list-style-type: none"> ① Remove all peripheral devices including an external display. ② Windows 8.1 Perform either of the following procedures. <ul style="list-style-type: none"> • Right-click  at the bottom left corner of the Desktop screen, click [File Explorer]. • Click  on the Start screen, click [File Explorer]. Windows 7 Click  (Start) - [Computer]. ③ Right-click Windows 8.1 [Windows (C:)] / Windows 7 [Local Disk (C:)], and click [Properties]. ④ Click [Tools] - Windows 8.1 [Check] / Windows 7 [Check Now...]. <ul style="list-style-type: none"> • A standard user needs to enter an administrator password. ⑤ Follow the on-screen instructions.
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■ Entering Password

<p>Even after entering the password, password input screen is displayed again.</p>	<ul style="list-style-type: none"> ● The computer may be in ten-key mode. If the NumLk indicator  lights, press NumLk to disable the ten-key mode, and then input. ● The computer may be in Caps Lock mode. If the Caps Lock indicator  lights, press Caps Lock to disable the Caps Lock mode, and then input.
<p>Cannot log on to Windows. (“The user name or password is incorrect.” is displayed.)</p>	<ul style="list-style-type: none"> ● The user name (account name) includes the “@” mark. <ul style="list-style-type: none"> - If another user account name exists: Log on to Windows using another user account name, and delete the account name that includes “@”. Then create a new account name. - If no other account name exists: You need to reinstall Windows (→ page 21).

■ Shutting down

<p>Windows does not shut down.</p>	<ul style="list-style-type: none"> ● Remove the USB device. ● Wait 1 or 2 minutes. It is not a malfunction.
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■ Display


<p>No display.</p>	<ul style="list-style-type: none"> ● The external display is selected. Press Fn + F3 or ⊞ + P to switch the display. Windows 7 Wait until the display has been switched completely before pressing Fn + F3 or ⊞ + P again. Windows 8.1 Then click the display mode. ● When using an external display, <ul style="list-style-type: none"> • Check the cable connection. • Turn on the display. • Check the settings of external display. ● The display is turned off by the power-saving function. The screen returns to the original state when you operate keyboard, touchpad, or touchscreen (only for model with touchscreen). When operating the keyboard, press a key that does not affect the computer operation, such as Ctrl. ● The computer entered sleep or hibernation by the power-saving function. To resume, press the power switch.
<p>The screen is dark.</p>	<ul style="list-style-type: none"> ● The screen is darker when the AC adaptor is not connected. Press Fn + F2 and adjust the brightness. As you increase the brightness, battery consumption increases. You can separately set the brightness for when the AC adaptor is connected and when not connected. ● Press Fn + F8 to turn off the concealed mode. ● <Only for model with touchscreen> Under factory default settings, the brightness of the display screen will adjust automatically based on the ambient light detected by the ambient light sensor. You can adjust the settings for this sensor.
<p>The screen is disordered.</p>	<ul style="list-style-type: none"> ● Changing the number of display colors and resolution may affect the screen. Restart the computer. ● Connecting/disconnecting an external display may affect the screen. Restart the computer. ● Resuming from sleep or hibernation may affect the screen of the external display. Restart the computer.
<p>During Simultaneous display, one of the screens becomes disordered.</p>	<ul style="list-style-type: none"> ● When using the Extended Desktop, use the same display colors for the external display as those used by the LCD. If you continue to experience problems, try changing the display. ● Simultaneous display cannot be used until Windows startup is complete (during Setup Utility, etc.).
<p>The external display does not work normally.</p>	<ul style="list-style-type: none"> ● If the external display does not support the power saving function, it may not work normally when the computer enters the power saving mode. Turn off the external display.

Troubleshooting (Basic)

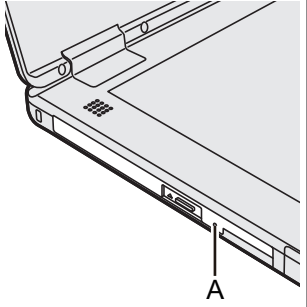
■ Touchpad

The pointer does not work.	<ul style="list-style-type: none">● When using the external mouse, connect it correctly.● Restart the computer using the keyboard.● If the computer does not respond to keyboard commands, read “No response” (→ page 33).
Cannot input using the touchpad.	<ul style="list-style-type: none">● Set [Touch Pad] to [Enabled] in the [Main] menu of the Setup Utility.● The drivers for some mice may disable the touchpad. Check your mouse’s operating instructions.




■ On-screen Document

Windows 7 The document of PDF format is not displayed.	<ul style="list-style-type: none">● Install Adobe Reader.<ol style="list-style-type: none">① Log on to Windows as an administrator.② Click  (Start) and input “c:\util\reader\en\Pinstall.bat” in [Search programs and files] then press Enter.③ Update Adobe Reader to its latest version. If your computer is connected to the internet, start up Adobe Reader and click [Help] - [Check for Updates...].
--	---

■ CD/DVD Drive (Only for model with CD/DVD drive)

The tray does not come out although inserting a pointed object to the emergency hole.	<ul style="list-style-type: none">● A pin of 1.3 mm in diameter is recommended to remove a disc using the emergency hole (A). When the diameter of the pin is smaller than this, insert the pin slightly downward.	
---	--	---

■ Others

<p>No response.</p>	<ul style="list-style-type: none"> ● Press Ctrl + Shift + Esc to open Task Manager and close the software application that is not responding. ● An input screen (e.g., password input screen at startup) may be hidden behind another window. Press Alt + Tab to check. ● Press the power switch for 4 seconds or longer to shut down the computer, and then press the power switch to turn it on. If the application program does not work normally, uninstall and reinstall the program. To uninstall, <ol style="list-style-type: none"> ① Open the Control Panel. <p>Windows 8.1</p> <ol style="list-style-type: none"> 1. Perform either of the following procedures. <ul style="list-style-type: none"> • Right-click  at the bottom left corner of the Desktop screen. • Click  on the Start screen. 2. Click [Control Panel]. <p>Windows 7</p> <ul style="list-style-type: none"> Click  (Start) - [Control Panel]. ② Click [Program] - [Uninstall a program].
<p>Cannot enter characters correctly.</p>	<ul style="list-style-type: none"> ● Select the same language setting for Windows and the internal keyboard (→ page 10).

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Specifications

This page provides the specifications for the basic model.
The model number is different according to the unit configuration.

- To check the model number:
Check the bottom of the computer or the box the computer came in at the time of purchase.
- To check CPU speed, memory size and the hard disk drive (HDD) size:
Run the Setup Utility (→  *Reference Manual* “Setup Utility”) and select [Information] menu.
[Processor Speed]: CPU speed, [Memory Size]: Memory size, [Hard Disk]: Hard disk drive size

■ Main Specifications

CPU	Intel® Core™ i5-5300U Processor (3 MB ^{*1} cache, 2.3 GHz up to 2.9 GHz) with Intel® Turbo Boost Technology	
Chip Set	Built-in CPU	
Video controller	Intel® HD Graphics 5500 (Built-in CPU)	
Main Memory ^{*2}	4 GB ^{*1} / 8 GB ^{*1} , DDR3L SDRAM (16 GB ^{*1} Max.)	
Storage	Quick Release Drive: 500 GB ^{*3} (Hard disk drive) / 256 GB ^{*3} (SSD) <For boot drive> Windows 8.1 Approx. 25 GB ^{*3} is used as a partition with disk recovery tools. (Users cannot use this partition.) Approx. 1.2 GB ^{*3} is used as a partition with system tools. (Users cannot use this partition.) Windows 7 Approx. 45 GB ^{*3} is used as a partition with disk recovery tools. (Users cannot use this partition.) Approx. 300 MB ^{*3} is used as a partition with system tools. (Users cannot use this partition.)	
Display Method	14.0" (16:9) HD (1366 × 768 dots)	14.0" (16:9) FHD (1920 × 1080 dots)
	Internal LCD ^{*4}	Max. 16,777,216 colors (1366 × 768 dots)
	External Display (HDMI) ^{*5}	Max. 16,777,216 colors (1920 × 1080 dots)
	65,536 / 16,777,216 colors (1920 × 1200 dots Max.)	
Wireless LAN ^{*6}	Intel® Dual Band Wireless-AC 7265 (a/b/g/n/ac) → page 38	
Bluetooth ^{*7}	→ page 38	
LAN	IEEE 802.3 10Base-T / IEEE 802.3u 100BASE-TX / IEEE 802.3ab 1000BASE-T	
Sound	WAVE and MIDI playback, Intel® High Definition Audio subsystem support	
SD Memory Card Slot ^{*8}	× 1	
RAM Module Slot (For extension)	× 1, DDR3L SDRAM, 204-pin, 1.35 V, SO-DIMM, PC3L-12800 Compliant	
Interface	USB Ports (USB 3.0 ports × 3) ^{*9} / LAN Port (RJ-45) × 1 / HDMI Port (Type A) ^{*10} / Headset (Miniature jack, 3.5 DIA, CTIA standard / Headphone: Impedance 32 Ω, Output Power 4 mW × 2, Stereo / Microphone: Monaural Input) / Expansion Bus Connector (Dedicated 24-pin female)	
Keyboard / Pointing Device	87 keys / Touchpad	87 keys / Touchpad
		<Only for model with touchscreen> 87 keys / Touchpad / Touchscreen (Capacitive)
Power Supply	AC adaptor or Battery pack	
AC Adaptor ^{*11}	Input: 100 V - 240 V AC, 50 Hz/60 Hz, Output: 15.6 V DC, 7.05 A	

■ Main Specifications

Battery Pack		Li-ion 10.8 V, Typical 4400 mAh / Minimum 4100 mAh (with CF-VZSU0GW)	
		Li-ion 11.1 V, Typical 4200 mAh / Minimum 4080 mAh (with CF-VZSU0PW)	
		Li-ion 10.8 V, Typical 3220 mAh / Minimum 3050 mAh (with CF-VZSU0LW)	
Operating Time ^{*12}		Approx. 11 hours (with CF-VZSU0GW/CF-VZSU0PW) Approx. 9 hours (with CF-VZSU0LW)	
Charging Time ^{*13}		Approx. 2.5 hours	
Power Consumption ^{*14}		Approx. 65 W ^{*15} / Approx. 110 W (maximum when recharging in the ON state)	
Physical Dimensions (W × D × H) (including the carrying handle)		345 mm × 272 mm × 29.8 - 39 mm	
Weight		Approx. 1.99 kg (with CF-VZSU0GW/CF-VZSU0PW)	<Only for model without touchscreen> Approx. 1.90 kg <Only for model with touchscreen> Approx. 2.10 kg (with CF-VZSU0GW/CF-VZSU0PW)
Environment	Operating	Temperature	-10 °C to 50 °C (IEC60068-2-1, 2) ^{*16}
		Humidity	30 % to 80 % RH (No condensation)
	Storage	Temperature	- 20 °C to 60 °C
		Humidity	30 % to 90 % RH (No condensation)

■ Software

Base OS	Windows [®] 8.1 Pro Update 64-bit
Installed OS ^{*17}	Windows 8.1 Windows [®] 8.1 Pro Update 64-bit Windows 7 Windows [®] 7 Professional 32-bit Service Pack 1 (downgraded to Windows [®] 7) ^{*18} / Windows [®] 7 Professional 64-bit Service Pack 1 (downgraded to Windows [®] 7) ^{*18}
Pre-installed Software	Adobe Reader, PC Information Viewer, Intel [®] PROSet/Wireless Software ^{*19} , Intel [®] PROSet/Wireless Software for Bluetooth [®] Technology ^{*19} , Battery Recalibration Utility, Infineon TPM Professional Package ^{*19 *20} , Recovery Disc Creation Utility, Dashboard for Panasonic PC, Power Plan Extension Utility, Camera Utility ^{*19} , GPS Viewer ^{*19} , Manual Selector, Microsoft Office Trial ^{*21} , Wireless Manager Mobile Edition ^{*20 *22} , Touch Screen Mode Setting Utility ^{*19} , Concealed Mode Settings Utility, Intel [®] My WiFi Technology, Intel [®] WiDi, USB Charge Setting Utility, DDS EVE FA Standalone for Panasonic ^{*19 *20} Windows 8.1 Wireless Toolbox, Camera for Panasonic PC ^{*19} Windows 7 Wireless Switch Utility, Wireless Connection Disable Utility ^{*19 *20} Aptio Setup Utility, PC-Diagnostic Utility, Hard Disk Data Erase Utility ^{*23}

*1 1 MB = 1,048,576 bytes / 1 GB = 1,073,741,824 bytes

*2 Memory size of the factory default depends on the model. You can physically expand the memory up to 8 GB, but the total amount of usable memory available will be less depending on the actual system configuration.

*3 1 MB = 1,000,000 bytes / 1 GB = 1,000,000,000 bytes. Your operating system or some application software will report as fewer GB.

*4 Depending on the OS settings.

*5 Selectable resolution depends on the specifications of the external display. Display may be impossible using some connected external displays.

*6 Only for model with wireless LAN.

*7 Only for model with Bluetooth. Does not guarantee operation of all Bluetooth peripherals.

*8 This slot is compatible with UHS- I / UHS- II . Operation has been tested and confirmed using Panasonic SD/SDHC Memory Cards with a capacity of up to 64 GB. Operation on other SD equipment is not guaranteed.

*9 Does not guarantee operation of all USB-compatible peripherals.

*10 Does not guarantee operation of all HDMI-compatible peripherals.

*11 <Only for North America>
The AC adaptor is compatible with power sources up to 240 V AC adaptor. This computer is supplied with a 125 V AC compatible AC cord. 20-M-2-1

*12 Measured with LCD brightness : 60 cd/m²
Varies depending on the usage conditions, or when an optional device is attached.

*13 Varies depending on the usage conditions, CPU speed, etc.

*14 Approx. 0.5 W when the battery pack is fully charged (or not being charged) and the computer is off.
<When using with 115 V / 240 V AC>
Even when the AC adaptor is not connected to the computer, power is consumed (Max. 0.15 W) simply by having the AC adaptor plugged into an AC outlet.

*15 Rated power consumption. 23-E-1

*16 Do not expose the skin to this product when using the product in a hot or cold environment.
(→ OPERATING INSTRUCTIONS - Read Me First) When using in hot or cold environment, some peripherals and battery pack may fail to work properly. Check the operation environment of the peripherals. Using this product continuously in a hot environment will shorten the product life. Avoid use in these types of environments. When using in low temperature environment, startup may become slow or battery operation time may become short.
The computer consumes power when the hard disk is warming up during startup. Therefore, if you are using battery power and the remaining power is low, the computer may not start up.

*17 Operations of this computer are not guaranteed except for the pre-installed OS and the OS which is installed by using the hard disk recovery and the recovery disc.

*18 This system is preinstalled with Windows® 7 Professional software and also comes with a license for Windows 8.1 Pro software. You may only use one version of the Windows software at a time. Switching between versions will require you to uninstall one version and install the other version.

*19 Depending on the models, this application software is not installed.



*20 Must be installed before use.

*21 To continue using this software after the end of the trial, purchase a license by following the on-screen instructions.

*22 <For localized OS model>
For information on Wireless Manager, refer to the “Supplementary Instructions for Wireless Manager mobile edition” by the following procedure.


Windows 8.1

① Perform either of the following procedures.

- Right-click  at the bottom left corner of the Desktop screen.
- Click  on the Start screen.

② Click [Run], input “c:\util\w\prjct\Supplementary Instructions.pdf” then click [OK].

Windows 7

Click  (Start) and input “c:\util\w\prjct\Supplementary Instructions.pdf” in [Search programs and files] and press **Enter**.

*23 Perform on the recovery disc.

Windows 7

Alternatively perform on the hard disk recovery partition.

*24 These are speeds specified in IEEE802.11a+b+g+n+ac standards. Actual speeds may differ.

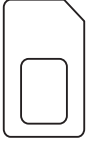
*25 Available when set to “WPA-PSK”, “WPA2-PSK” or “none”.
Only available when HT40 enabled by the computer and access point which associated supports HT40.

Specifications

*26 Do not open the back cover. Removable By Trained Technician Only.

*27 The specifications may differ depending on the model.

A SIM card (15 mm × 25 mm) must be inserted in the SIM card slot.



*28 For information on TPM, refer to the Installation Manual of “Trusted Platform Module (TPM)” by the following procedure.

Windows 8.1

On the Start screen, click the [Manual Selector] tile, and select “Installation Manual for Trusted Platform Module (TPM)”.

Windows 7

Double-click [Manual Selector] on the desktop, and select “Installation Manual for Trusted Platform Module (TPM)”.

*29 The specifications may differ depending on the model.

Depending on the specification of application software, the following cases may occur. In these cases, select a smaller resolution.

- Cannot select a large resolution.
- When selecting a large resolution, an error occurs.

Standard Limited Warranty

Panasonic System Communications Company Europe

Panasonic System Communications Company Europe (referred to as “Panasonic”) will repair this product (other than software, which is treated in a different section of this warranty) with new or refurbished parts, from the date of original purchase in the event of a defect in materials or workmanship. This warranty only applies to new Panasonic Toughbooks purchased in the EEA and Switzerland and Turkey.

Panasonic (or its authorised Service Provider) target to repair your equipment within 48 hours from its receipt in our service centre.

Additional charges may apply for shipment to countries outside of the European Union. Panasonic will use all reasonable endeavours to ensure this service.

This warranty only covers failures due to defects in materials or workmanship which occur during normal use for the applicable Service Agreement Period listed below. In the event that any product (or part thereof) is replaced, Panasonic shall transfer ownership of the replacement product (or part) to the customer and the customer shall transfer ownership of the replaced product (or part) to Panasonic.

Service Agreement Period - from original date of purchase

- Toughbooks (and every accessory included in the original packaging except the battery) - 3 years
- Toughpads (and every accessory included in the original packaging except the battery) - 3 years
- Accessories included in the original package - 3 years
- Additional peripherals manufactured by Panasonic (including media bay devices such as CD-Rom drives) - 1 year
- Batteries - 6 months. Panasonic Warranty covers the battery for six months. A battery is considered good if it maintains 50% of its charge capacity during the warranty period. If a battery is returned under this contract and testing determines that it has charge capacity greater than 50%, the battery will be returned with an invoice for the retail purchase price of a new battery.

This warranty is extended solely to the original purchaser. A purchase receipt or other proof of date of original purchase will be required before warranty performance is rendered.

Limits and Exclusions:

This warranty does not cover and shall be void for:

- Broken or cracked LCD screen.
- Defective pixel in notebook displays and LCD screens within 0.002%
- Damage that is attributable to fire, theft or acts of God.
- Damage caused by environmental influences (electrical storms, magnetic fields etc.).
- Damage which has not been caused during normal operation
- Repair of damage that is cosmetic only or does not affect product functionality such as wear and tear, scratches and dents.
- Failures caused by products not supplied by Panasonic.
- Failures resulting from alteration, accidental damage, casualty, misuse, abuse or neglect.
- Introduction of liquid or other foreign matter into the unit.
- Improper installation, operation or maintenance.
- Improper connections with peripherals.
- Maladjustment of consumer controls such as function settings.
- Modification or service by anyone other than Panasonic or its approved Service Providers.
- Products used as short term rental or leased equipment.
- Products whose serial number has been removed making the unit warranty condition impossible to clearly determine.

Standard Limited Warranty

THIS PRODUCT IS NOT INTENDED FOR USE AS, OR AS PART OF, NUCLEAR EQUIPMENT/SYSTEMS, AIR TRAFFIC CONTROL EQUIPMENT/SYSTEMS, OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS. PANASONIC WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES.

There are no other express warranties except as listed above.

We strongly recommend that customers backup their data before sending back their unit to an Authorised Service Provider.

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Panasonic System Communications Company Europe

Data Storage Media

Data Storage Media is the media on which the Operating System, drivers and programs originally installed by Panasonic on the main unit are stored. This media is originally provided with the unit.

Panasonic warrants to you only that the disc(s) or other media on which the Programs are furnished will be free from defects in material and workmanship under normal use for a period of sixty (60) days from the date of delivery thereof to you, as evidenced by your purchase receipt.

This is the only warranty Panasonic makes to you. Panasonic does not warrant that the functions contained in the Programs will meet your requirements or that the operation of the Programs will be uninterrupted or error free.

Panasonic's entire liability and your exclusive remedy under this warranty shall be limited to the replacement of any defective disk or other media which is returned to Panasonic's authorized Service Centre, together with a copy of the purchase receipt, within the aforesaid warranty period.

Panasonic shall have no obligation for any defects in the disk(s) or other media on which the Programs are furnished resulting from your storage thereof, or for defects that have been caused by operation of the disk(s) or other media otherwise than on the Product or in the environment conditions other than those specified by Panasonic by alteration, accident, misuse, abuse, neglect, mishandling, misapplication, installation, maladjustment of consumer controls, improper maintenance, modification or damage that is attributable to acts of God. In addition, Panasonic shall have no obligation for any defects in the disk(s) or other media if you have modified, or attempted to modify any Program.

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Pre-installed software

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