Panasonic CONNECT

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TOUGHBOOK G2—ACCESSORY AND SERVICE GUIDE

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TOUGHBOOK G2 Mk3a

MOBILITY SOLUTIONS

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EXPANSION PACKS (xPAKs)

Top Expansion Area

only one of these can be installed at a time

Barcode Reader
FZ-VBRG211M
FZ-VBRG231M[4]

FLIR Thermal Camera
FZ-VTSG211PU

True Serial Dongle
FZ-VSRG211U

2nd USB-A
FZ-VUBG211U

2nd LAN
FZ-VLNG211U

MicroSD Card[1]
FZ-VSMG221U

Rear Expansion Area

only one of these can be installed at a time

Insertable SmartCard (CAC)
FZ-VSCG211U

Contactless SmartCard (CAC)
FZ-VRFG211M

Fingerprint Reader
(with Local and Active Directory Capability)1
FZ-VFPG222M

Storage: User Removable Sealed SSD

SSD for G2mk2 models[3]

– 512GB OPAL SSD	FZ-VSDG25122
– 1TB OPAL SSD	FZ-VSDG21T22
– 2TB OPAL SSD	FZ-VSDG22T22

SSD for G2mk1 models[2]

– 512GB OPAL SSD	FZ-VSDG25121
– 1TB OPAL SSD	FZ-VSDG21T21

SSD for G2mk3 models[4]

– 512GB OPAL SSD	FZ-VSDG25123
– 1TB OPAL SSD	FZ-VSDG21T23
– 2TB OPAL SSD	FZ-VSDG22T23

1 Compatible with TOUGHBOOK G2mk1 after BIOS update
2 Only compatible with TOUGHBOOK G2mk1
3 Only compatible with TOUGHBOOK G2mk2
4 Only compatible with TOUGHBOOK G2mk3

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POWER

Panasonic Standard Battery

FZ-VZSU1VU

Panasonic 4-bay Battery Charger

FZ-VCBG21M
(Includes AC Adapter and Power Cord)

Panasonic AC Adapter 110W

CF-AA5713A2M

LIND Car Charger 120W

CF-LNDDC120 (12-32 VDC input)
(Requires CF-LNDBRK120 for vehicle dock mounting)

CF-LNDDC120HW (Bare wire)

LIND Isolated Power Supply 80W

LI-G2W80BISO (12-60 VDC input)

CF-LNDDC80I (20-60 VDC input) For Forklifts (Bare wire)

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KEYBOARDS

Panasonic Keyboard

Color-selectable backlit with 4 adjustable levels, touchpad, kickstand/handle

FZ-VEKG21LM (Emissive-Standard US)
FZ-VEKG21LP (Emissive-Spanish - US Only)
FZ-VEKG21RM (Rubber Sealed US)

USB-C, USB-A, release lever & lock, Kensington lock

Compatible with Tablet, Laptop Vehicle Dock, and Desktop Docks

iKey USB Rubber Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes

SL-86-911-TP-USB-P

WIRELESS

Airgain Dual LTE & GPS Antenna Kit

Threaded Black Mount

AI-3MDCBL19

Airgain Dual LTE & GPS Antenna Kit

Threaded White Mount

AI-3MDCWH19

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VEHICLE DOCKS

Gamber-Johnson Laptop 2-in-1 Vehicle Dock

GJ-20LVD0V2 vehicle dock (no pass through)
GJ-20LVD2V2 vehicle dock (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike).

(Requires keyboard. Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)

Gamber-Johnson Tablet Vehicle Dock

7160-0486-00-P vehicle dock (no pass through) – GJ hole pattern
7160-0486-02-P vehicle dock (dual pass through) – GJ hole pattern

7160-0487-00-P vehicle dock (no pass through) – VESA 75 hole pattern
7160-0487-02-P vehicle dock (dual pass through) – VESA 75 hole pattern

GJ-G2TTVD0 Trimline Tablet vehicle dock (No pass through) - VESA 75 hole pattern
GJ-G2TTVD0L Trimline Tablet vehicle dock (No pass through) with LIND auto power - VESA 75 hole pattern
GJ-G2TTVD2 Trimline Tablet vehicle dock (dual pass through) - VESA 75 hole pattern
GJ-G2TTVD2L Trimline Tablet vehicle dock (dual pass through) with LIND auto power - VESA 75 hole pattern
GJ-G2TTVC Trimline Tablet vehicle cradle
GJ-G2TTVCL Trimline Tablet vehicle cradle with LIND auto power adapter

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)

Havis Laptop 2-in-1 Vehicle Dock

HA-20LDS0 vehicle dock (no pass through)
HA-20LDS0L vehicle dock (no pass through) with auto power supply
HA-20LDS2 vehicle dock (dual pass through)
HA-20LDS2L vehicle dock (dual pass through) with auto power supply

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)

Havis Tablet Vehicle Dock

HA-G1TDS2A vehicle dock (dual pass through)
HA-G1TDS2AL vehicle dock (dual pass through) with auto power supply

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)

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DESKTOP DOCKS

Panasonic Laptop Desktop Dock

CF-VEB201U

USB-A 3.0(2), USB-A 2.0(2), HDMI, VGA, Serial, LAN, Kensington Lock, Power Button. No AC Adapter included.
(Requires keyboard and is compatible with TOUGHBOOK 20 & G2)

Panasonic Tablet Desktop Dock

FZ-VEBG21U

USB-A (4), Serial, Ethernet, HDMI (2), Kensington lock, power button. Tablet only. No AC Adaapter included.
(Compatible with TOUGHBOOK G2 only)

PRINTERS

Brother RuggedJet 4230BL Printer Bundle

BR-RJ425BL

(Includes printer, USB cable & wiring harness)

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

BBrother PocketJet8 PJ863 Printer Bundle

BR-PJ863D3Y14W

(Includes printer, USB cable & wiring harness)

300dpi, up to 13.5ppm, USB or Bluetooth

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STRAPS & CASES

Panasonic Rotating Hand Strap
(with digitizer stylus pen holder & kickstand)

FZ-VSTG21U

Panasonic Shoulder Strap

FZ-VNSG21U

ToughMate Backpack

TBCBPK-P

Toughmate Enhanced Rotating Hand Strap

IN-G2ERHSTP

Toughmate Always-On Case

IN-G2AOC

Toughmate Mobility Bundle (Tablet only)

IN-G2MBBL

Toughmate Privacy Screen Protector

IN-G2PCP

OTHER

Panasonic IP55 Digitizer Pen
Featuring 2 buttons (right-click & erase)

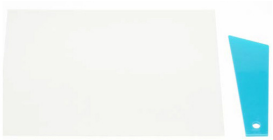
FZ-VNP026U

Panasonic Tether

FZ-VNT006U

Panasonic Screen Protector

FZ-VPF38U



Panasonic Blue Cleaning Cloth

CF-VNC002U

Charging Cabinet

MM-UN16CCAC

Fits up to 16 devices. Includes 16 outlet power strip (Panasonic AC Adapters are NOT included)
Moveable dividers allow for different sized devices.
Stackable up to two cabinets high Arrives fully assembled.

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MOBILITY SOLUTIONS

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

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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 25 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, utility, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of you 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, firstaid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

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

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

• Bronze (One Time)	CF-SVCPDBRZ
• Premier Deployment 3 Year	CF-SVCPDEP3Y
• Premier Deployment 4 Year	CF-SVCPDEP4Y
• Premier Deployment 5 Year	CF-SVCPDEP5Y
• Premier Deployment APOS 4th Year	CF-S09SLCY4AP
• Premier Deployment APOS 4 & 5th Year	CF-S09SLCY5AP

• 3 Month Device Storage	CF-SVCPDSSTOR
• Kitting with Deployment *(up to 4 items)*	CF-SVCPDKITTING
• Extended Configuration *(15 minutes)*	CF-SVCPDADD
• Customer Portal Access	CF-SVCCUPORT
• UID Tag Installation	CF-SVCUIDTAG
• Wireless Activation	CF-SVCWIREDEP
• 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)

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the TOUGHBOOK OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.

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BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

• BIOS Custom Splash Screen and/or Configuration	CF-SVCBIOS1

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

• Ultimate Care 3 Year	FZ-SVCTPUCNF3Y
• Ultimate Care 4 Year	FZ-SVCTPUCNF4Y
• Ultimate Care 5 Year	FZ-SVCTPUCNF5Y
• Ultimate Care 3 Year (DOD Specific)	FZ-SVCTPUCDOD3Y
• Ultimate Care 4 Year (DOD Specific)	FZ-SVCTPUCDOD4Y
• Ultimate Care 5 Year (DOD Specific)	FZ-SVCTPUCDOD5Y
• APOS Ultimate Care 4th Year	FZ-SVCTPUCAPOSY4
• APOS Ultimate Care 5th Year	FZ-SVCTPUCAPOSY5
• APOS Ultimate Care 4 & 5th Year	FZ-SVCTPUCAPOS2Y

APOS: After Point of Sale

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage.

• Protection Plus 3 Year	FZ-SVCTPNF3YR
• Protection Plus 4 Year	FZ-SVCTPNF4Y
• Protection Plus 5 Year	FZ-SVCTPNF5Y
• Protection Plus 3 Year (DOD Specific)	FZ-SVCTPNFDOD3Y
• Protection Plus 4 Year (DOD Specific)	FZ-SVCTPNFDOD4Y
• Protection Plus 5 Year (DOD Specific)	FZ-SVCTPNFDOD5Y
• APOS Protection Plus 4th Year	FZ-SVCTPNFAPOSY4
• APOS Protection Plus 5th Year	FZ-SVCTPNFAPOSY5
• APOS Protection Plus 4 & 5th Year	FZ-SVCTPNFAPOS2Y

APOS: After Point of Sale

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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.

• Extended Warranty 4th Year	FZ-SVCTPEXT1Y
• Extended Warranty 4 & 5th Year	FZ-SVCTPEXT2Y
• APOS Ext. Warranty 4th Year	FZ-SVCTPEXTAPOY4
• APOS Ext. Warranty 5th Year	FZ-SVCTPEXTAPOY5
• APOS Ext. Warranty 4 & 5th Year	FZ-SVCTPEXTAPO2Y

APOS: After Point of Sale

SMART BATTERY AND SMART SERVICE WITH WARRANTY SOLUTIONS

The TOUGHBOOK Smart Battery Warranty provides protection against battery degradation for up to 5 years, guaranteeing optimum efficiency beyond the standard 12 month battery warranty. The TOUGHBOOK Smart Battery warranty includes Smart Service Battery Monitoring software which is installed on each entitled device. This unique product, powered by B2M solutions provides a SAAS based portal to view device battery health; and includes automated delivery of a no cost replacement battery when the original battery reaches 50% of it's initial design capacity. Also available is Panasonic's full Smart Service solution which provides unique predictive analytics and in-depth device performance details unavailable via traditional EMM platforms; and provides another differentiation point for our TOUGHBOOK products in the marketplace.

• Battery 3 Year	CF-SVCBATSW3Y
• Battery 4 Year	CF-SVCBATSW4Y
• Battery 5 Year	CF-SVCBATSW5Y
• Smart Service 3 Year	CF-SVCB2MCMB3Y
• Smart Service 4 Year	CF-SVCB2MCMB4Y
• Smart Service 5 Year	CF-SVCB2MCMB5Y

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the hard drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

• Hot Swap 3 Year	FZ-SVCTPHS3YR	• Hot Spare 3 Year	FZ-SVCTPHSP3YR
• Hot Swap 4 Year	FZ-SVCTPHS4YR	• Hot Spare 4 Year	FZ-SVCTPHSP4YR
• Hot Swap 5 Year	FZ-SVCTPHS5YR	• Hot Spare 5 Year	FZ-SVCTPHSP5YR

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SSD NO RETURN & FULL REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective drive back to the service center when replaced due to SSD failure.

• 512GB SSD — No Return 3 Year	FZ-SVC512SSD3Y
• 512GB SSD — No Return 4 Year	FZ-SVC512SSD4Y
• 512GB SSD — No Return 5 Year	FZ-SVC512SSD5Y
• 512GB SSD — No Return 3 Year (DOD Specific)	FZ-SVC512SSD3YT
• 512GB SSD — No Return 4 Year (DOD Specific)	FZ-SVC512SSD4YT
• 512GB SSD — No Return 5 Year (DOD Specific)	FZ-SVC512SSD5YT
• 1TB & 2TB SSD — No Return 3 Year	FZ-SVC1TBSSD3Y
• 1TB & 2TB SSD — No Return 4 Year	FZ-SVC1TBSSD4Y
• 1TB & 2TB SSD — No return 5 Year	FZ-SVC1TBSSD5Y
• 1TB & 2TB SSD — No Return 3 Year (DOD Specific)	FZ-SVC1TBSSD3YT
• 1TB & 2TB SSD — No Return 4 Year (DOD Specific)	FZ-SVC1TBSSD4YT
• 1TB & 2TB SSD — No return 5 Year (DOD Specific)	FZ-SVC1TBSSD5YT

LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

• Field Engineering Support based on needs analysis	CF-SVCFES20/40/60/80/100

PUBLIC SAFETY BUNDLE EXTENSIONS

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

• 4th year Public Safety Service Bundle Add on (Year 4 only)	CF-SVCPSY4
• 4th and 5th years Public Safety Service Bundle Add on (Year 4 & 5 only)	CF-SVCPSY5

TOUGHBOOK G2 Mk3
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.
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