



## Toughbook 33 FAQs

### What is the Toughbook 33?

The Toughbook 33 is a fully-rugged, 12" 2-in-1 PC with optional keyboard. It is engineered to meet the demands of the extraordinary.

### What is the difference between 2-in-1's, convertibles, 360's, detachables, laptops and tablets?

2-in-1's are a category of PCs that include convertibles, 360's and detachables. Convertible displays swivel (left/right) to change from laptop to tablet mode. 360 displays fold backward to change from laptop to tablet mode – but the keyboard on convertibles and 360's are always attached. A detachable laptop has a removable keyboard, giving users the lightweight portability option of just carrying around a tablet — truly offering the best of both a laptop and tablet. Laptops, on the other hand, can only be opened in clamshell mode. And tablets do not come with physical keyboards, either only offering software keyboards or only have optional keyboard accessories that are not integrated.

### Why did Panasonic build the Toughbook 33?

Customer feedback about the desirability of the Toughbook 20 form factor, combined with requests for a larger screen tablet and existing vehicle dock investment protection pointed out the need for this unique product. It will expand Panasonic's ability to meet the needs of our customers working in demanding environments.

### What is a 3:2 aspect ratio and why did Panasonic choose it for Toughbook 33?

The aspect ratio is the ratio of the width to the height of screen. The Toughbook 33 is the first fully rugged product with a 3:2 display. Panasonic choose this to make the tablet easier to handle, and for better viewing of business applications such as Computer Aided Dispatch (CAD) for law enforcement officers. Other benefits of a 3:2 over a widescreen include less vertical scrolling, more closely resembles the size and feel of 8.5 x 11 paper, and less interference around airbag zones for better vehicle-occupant safety.

### What is Microsoft Hello?

The combination of an infrared webcam on Toughbook 33 and Windows Hello allows customers to use 3D facial recognition, iris scanning or fingerprint scanning (on units equipped with a fingerprint reader) for user authentication.

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

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

### What is the difference between the optional Lite Keyboard and Premium Keyboard?

The Premium Keyboard offers more functionality, versatility and ruggedness, but the Lite Keyboard is lighter and has a lower purchase price. Both can dock directly to the tablet and both feature an adjustable tactical red backlight. The Lite Keyboard is compatible with the VDA whereas the Premium Keyboard works with the Toughbook 33 laptop vehicle dock and desktop dock. Additionally, the Premium Keyboard has a handle, can open to any angle, be reverse docked into convertible mode, has I/O ports, Fn keys and a Kensington lock.

### What changes have been made to the optional Premium Keyboard?

The new Premium Keyboard (CF-VEK333LMP) is now 3x brighter out-of-the-box without any software update.

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## **Do I have to pair my keyboards with a tablet?**

No, just attach the tablet to either keyboard or they will be instantly recognized. The tablet and keyboards communicate through a physical docking connection so users do not have to worry about a spotty connection or battery drain, which can be problematic issues of Bluetooth® keyboards.

## **Is there a lock to prevent the keyboards from accidentally falling off?**

Yes, both have a lever to lock them in.

## **Is there a way to lock the tablet to keyboard so end-users can't remove the keyboard?**

Yes, both keyboards have this ability, as well as tablet and/or Lite Keyboard to the 31 VDA.

## **Are there Kensington lock slots on both the tablet and optional keyboards?**

The Lite Keyboard does not, but the Premium Keyboard and tablet do. In addition, the lock slot on the tablet locks both the tablet and keyboard dock.

## **Can I use the optional keyboards when they are detached from the tablet?**

Only the Lite Keyboard can be used when detached from the tablet if it is connected to the tablet with the provided USB-B to USB-C. This was designed so people who have a Toughbook 33 in a vehicle with a VDA can remove the Lite Keyboard from the VDA, while the tablet & VDA are still mounted, so they can type on the keyboard in their laps. This offers superior ergonomics and reduces user fatigue since users are no longer required to twist their backs trying to type on a keyboard that is mounted to the vehicle docks towards the middle of the dashboard.

## **What are the vehicle dock options? What is the 31 VDA?**

The Toughbook 33 is available with two different vehicle docks for new deployments. The first is a tablet vehicle dock. The second is a 2-in-1 vehicle dock which utilizes the Premium Keyboard and can be mounted either in laptop (clamshell) or convertible mode. And for Panasonic's large install base of Toughbook 31 vehicle docks, Panasonic is offering a drop-in 31 Vehicle Dock Adapter (VDA) with removable Lite Keyboard that offers investment protection for customers who wish to reuse their installed vehicle docks instead of installing brand new vehicle docks to save precious time and resources. The wide assortment of vehicle docking solutions underscores Panasonic's commitment to its customers' diverse needs, recognizing that one size does not fit all and developing the right solution for each.

## **What are the desktop dock options?**

The desktop dock utilizes both the Premium Keyboard and tablet. While there is no desktop cradle for just the tablet, customers can utilize the Premium Keyboard as their desktop dock solution since the Premium Keyboard has a Kensington lock as well as a wide range of I/O ports including 1 HDMI, 1 VGA, 4 USB, 1 SDXC, 1 ethernet and 1 serial.

## **Is the SSD removable?**

There are two options. A removable SSD is flush, but requires a screwdriver to remove and purchase of a SSD no return service sku through Panasonic for training and authorization. Alternatively, for customers who want a quick-release SSD, that is available as an option, comes with Long Life Batteries and has a bump out.

## **Are the batteries removable?**

Yes, they are end-user removable. No training is required. Just open the battery panel to access the batteries.

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## How many batteries come in a unit?

The Toughbook 33 always comes with two batteries, whether the standard lightweight twin batteries, or the optional long life batteries that double battery life. The unique design allows either configuration to be hot-swapped.

## What is a hot-swappable battery?

A hot-swappable battery lets users swap one of the two batteries in the unit without needing to shut down or suspend the tablet first. The Toughbook 33 comes standard with two batteries that are identical and can go in either the left or right battery slot.

## What battery options are there?

There is optional long life battery configuration which double battery life and still retains ability to hot swap. The long life batteries have to be integrated on the tablet at time of purchase or sent back to Panasonic as retrofit since it requires a different bottom panel. Optional long life batteries adds 0.4" (H) and 0.8 pounds, and are not compatible with convertible mode or the 33 Tablet Vehicle Dock when using tablet with Long Life Batteries and Panasonic rotating hand strap.

## Can I upgrade from Standard Batteries to Long Life Batteries?

Long Life Batteries have to be installed at time of purchase or be sent back to Panasonic for retrofit.

## Which integrated options require the tall bottom panel?

Only the long life battery and quick-release SSD. All other options are flush, which means the tablet can be mounted forwards or reverse into the Premium Keyboard.

## Does it come with a digitizer stylus pen and tether?

Yes. In addition, it comes with a blue cleaning cloth and a stylus pen holder on the tablet.

## How does the Toughbook 33 form factor compare to the Toughbook 31 form factor?

The Toughbook 31 is a clamshell laptop, but the Toughbook 33 is a 2-in-1 PC that can be used as a clamshell or tablet, giving the best of both worlds. In addition, for customers who do not want their users to separate the tablet, the tablet and keyboards can be permanently locked together using a special locking screw.

## What are the overall measurements and weight?

The tablet and premium keyboard measure 12.3" (L) x 11.4" (W) x 1.8" (H) and weigh 6.1 pounds. The tablet with Lite Keyboard is 12.1" (L) x 9.6" (W) x 1.5" (H) and weigh 4.8 pounds. And the tablet when detached is 12.1" (L) x 9.6" (W) x 0.9" (H) and weighs 3.4 pounds.

## Is the keyboard included?

Since some customers already have a keyboard, no keyboard is included to be more cost effective. For questions about bundling a tablet and keyboard, please contact your Panasonic representative.