



TOUGHBOOK 20 FAQs

What is a detachable laptop?

A detachable laptop has a removable keyboard, giving users the best of both laptop and tablet worlds. When users do not need a keyboard, they can simply remove the keyboard and instead carry around the tablet, saving a significant amount of weight and bulk.

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

2-in-1s are a category of PCs that include:

- convertibles
- 360s
- detachables

Convertible displays swivel (left/right) to change from laptop to tablet mode. 360 displays fold backward to change from laptop to tablet mode. The keyboard on convertibles and 360s 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 — often not providing a cohesive integrated design, unlike detachable laptops which are designed with a tablet and keyboard in mind.

What is the difference between a keyboard dock, keyboard cover and keyboard base?

Keyboard docks come with ports and/or a separate battery, which in effect become an extension of the laptop. Keyboard covers and bases do not have ports and/or batteries.

Do I have to order the keyboard dock separately?

No, detachable laptops like the Toughbook 20 come with both the tablet and keyboard dock.

Can I buy the tablet separate?

No, the tablet is not available to be purchased on its own.

Can I buy the keyboard dock separate?

Yes, some users will want to have multiple keyboards for one tablet to maximize convenience.

Can I use the keyboard dock when it is detached from the tablet?

No, but if the keyboard dock has the optional second battery accessory, it will continue to charge the keyboard dock when plugged into an outlet.

Do I have to pair my keyboard dock with a tablet?

No, just attach the tablet to the keyboard dock and they will be instantly recognized. The tablet and keyboard dock communicate through a physical 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 keyboard dock from accidentally falling off?

Yes.

Are there Kensington lock slots on both the tablet and keyboard dock?

Yes, there are lock slots on both the tablet and keyboard dock. In addition, the lock slot on the tablet locks both the tablet and keyboard dock.

When will this product be available?

Early 2016. Contact your Panasonic representative for details.

With what operating systems is this available?

Units can be loaded with either Windows® 10 Pro or Windows® 7 Professional (with Windows 10 downgrade option). For Windows® 8.1 Pro, please contact your Panasonic representative for details.

Does it have a fan?

No, this allows the Toughbook 20 to be quiet, improved sanitizability and worry free of any potential fan breakage that plagues other manufacturers PCs.

Does it come with stylus and tether?

Yes.

Is the backlit keyboard adjustable?

Yes, the backlit keyboard has four levels of brightness besides off.

What display options are there?

There is a multi touch only display, and a multi touch + digitizer display for those that want the added benefit of a digitizer. Both displays are capacitive but can work with gloves.

Do I have to take off my gloves when I use the display?

No, you can leave them on if you wish. Normal capacitive displays cannot be used with gloves, but Panasonic has a special setting that allows for use with gloves.

Can I use the unit in the rain?

The Toughbook 20 has an all-weather IP65 design, and its special display can also be used in the rain when users select rain mode. Normal capacitive displays cannot be used in the rain, but Panasonic has a special setting that allows for use in the rain.

What battery options are there?

There is an optional integrated bridge battery and optional second battery accessory that can go in the keyboard dock. The optional second battery doubles battery life and is identical to the battery that comes standard in the tablet.



What is a bridge battery?

The bridge battery gives users a minute to hot swap the battery in the tablet without needing to shut down or suspend the tablet first.

What is Always-on USB?

This special USB port can charge peripherals like phones connected to this port, even if the Toughbook 20 is powered off. The USB port on the tablet that is labeled with “SS CHG” supports this. Users can also choose to disable this feature if they want to maximize battery life on the Toughbook 20.

What is USB rapid charging?

This special USB port is 1.5A and can charge peripherals that support 1.5A at a faster rate. The USB port on the tablet that is labeled with “SS CHG” supports this. Users can also choose to disable this feature if they wish to.

What is Power-on AC?

The Toughbook 20 can be configured to automatically turn on when power is supplied through a power source like an outlet.

What do the A1/A2 buttons do?

The A1/A2 buttons are use-definable. By default, A1 opens the Panasonic dashboard utility and A2 allows users to define what A1 and A2 buttons will do such as open a program, adjust brightness, etc.

Which integrated options require the tall bottom panel?

If the Toughbook 20 is equipped with the optional serial port, second USB or Magstripe reader (all on the tablet portion), it will require a tall bottom panel.

Are there any limitations of units with the tall bottom panel?

Toughbook 20 PCs with a tall bottom panel can still be placed on the desktop dock accessory as well as vehicle dock accessory. However, they cannot be used in convertible mode (with the tablet removed and flipped).

How does the Toughbook 20 form factor compare to the Toughbook 19 form factor?

The Toughbook 19 is a convertible laptop where the keyboard always has to be attached. The Toughbook 20 is a detachable PC with a removable keyboard dock, giving users the best of both laptop and tablet worlds.

How does the keyboard on the Toughbook 20 compare to the Toughbook 19?

The keys on the Toughbook 20 are 16 percent larger, allowing for faster, more natural typing with fewer misstrokes.