

28 TOUGH QUESTIONS YOU WANTED ANSWERING!

We've collected 28 important questions YOU have asked us about Panasonic Toughbook and we wanted to give access to ALL the answers to ALL our partners.

There are questions about products, software, accessories and service - So we're sure you will find at least one answer to a question you always had!

Q Are you going to develop a long range barcode scanner?

A We have been investigating! Once we have a large enough project we will be able to develop further.

Q Can you share more marketing materials about your strengths?

A Of course! Below you will find links to a huge library of Whitepapers and Case Studies: [Case studies](#) | [Whitepapers](#)

Q Why is FOTA chargeable when competitors are free?

A FOTA is free - only advanced FOTA comes with a cost. This is a common set-up for the market.

Q Any plans to launch new semi-rugged products to the market?

A We are currently evaluating this topic. We will consider enhancing our semi-rugged line up in the future.

Q Could you offer emulation software to new OS platforms e.g. Win 6.5 apps to Win10 IoT ME?

A Unfortunately this is out of our hands. Microsoft is not supporting emulation of older Handheld OS.

Q Can you add a serial port to the CF-54?

A Yes it is possible to add this as an option.

Q How do you decide when to challenge the customer? Can you share a link to CEB?

A You should try to challenge each customer. Here you can find the link to CEB for more information

Q Why don't we see the FZ-G1 Ikey clip-on keyboard anymore?

A We found serious quality issues with the clip-on keyboard so we aren't willing to supply until further notice.

Q Logistics needs a BCR but this could be replaced with a good camera. What is your view?

A We agree but when you're taking a few pics per day. But with 1000's of scans it's quicker with a BCR. Camera's are also effected by the environment such as light.

Q Can COMPASS we used with non-Panasonic devices?

A No, each manufacturer works with Android in slightly different ways, so COMPASS wouldn't work with other devices.

Q Can't we use any EMM instead of Compass to send updates over the air?

A We use Redbend which has been appointed by our factory. If we are upgrading a product this has to be used, for new products it might be possible.

Q Can we have manuals, leaflets, presentations etc. in one place?

A Most are available on our website. Our new partner portal, coming soon, will bring these altogether in one place.

Q Is there an early adopter programme for ISVs?

A We could provide early samples but the image wouldn't be finalised. We can request early mass production samples for you.

Q Can we implement a "Panic Button" for military uses?

A We can do this with a combination of key presses via the key utility software installed on each device.

Q Are there any plans to develop contactless docking stations?

A We have looked in to but we believe the technology isn't ready for in vehicle use (Surrounding EMV noise and effect the battery life - but we continue to assess.

Q What are you plans for the future of headset connectors?

A 3.5mm headset jacks are still integral to our customers. But we are always exploring the newest technologies.

Q Why do you have phone functionality in your handheld devices?

A To enable field workers to make telephone calls while on the go

Q Can you create a Battle card on ruggedness & MIL STD testing?

A Yes! You will find the link here: [Battlecard](#)

Q Why do you have different product specs between countries?

A Product specs may vary as new versions of product are rolled out across regions.

Q Do you have high capacity batteries available, at least as option?

A Yes! They are available for the: FZ-G1, FZ-M1, FZ-N1/ X1

Q Are there any plans to increase your handheld line up?

A We are committed to the handheld market and have released 6 successful devices. We are already looking at future developments.

Q What about RealSense 3D? We have heard of it but not really sure about.

A FZ-M1 RealSense is at DVT Level. For projects (100+ units) we can support with demo units.

Q Could we have more technical information on how to change memory?

A For applicable models the method is described in the reference manual.

Q Is there a way to automatically connect to MDM out of the box?

A For projects -Yes! But for single units we are investigating with specific MDM vendors.

Q Can we have more Battlecards and competitor information?

A Battlecards are available below (more to come) but competitor information is sensitive - but we can help on a case by case. [Battlecard](#)

Q Can you share info about specific limitations of consumer products?

A Due to competition law cannot make anything public. If there is a specific question we are more than happy to support you!

Q How can we win when it comes to price discussions?

A Our Battlecards would help as well as using the TCO (Total Cost of Ownership) argument. Look out for our TCO calculator coming soon!

Q Can you make it clearer what comes in the box?

A For all upcoming products there will be one line on the spec sheet where you can find this information. We hope that helps!

DIDN'T FIND THE ANSWER YOU WERE LOOKING FOR?

Send YOUR QUESTIONS TO US!