



---

**TOUGHBOOK® 20**

# QUICK-START GUIDE

---

**JULY 2018**



---

## CONTACT

### Address

**KELTEK Incorporated**  
205 North High Street  
Baxter, Iowa 50028  
United States

### Phone & Fax

Free Toll: +1 855 855 0328  
Phone: +1 641 227 2222  
Fax: +1 641 227 2323

### Online

Email 1: [sales@keltekinc.com](mailto:sales@keltekinc.com)  
Email 2: [jesse.peters@keltekinc.com](mailto:jesse.peters@keltekinc.com)  
Website: [www.keltekinc.com](http://www.keltekinc.com)

---

# CF-20 QUICK-START GUIDE

---

## CF-20 TECHNICAL BULLETIN:

01 //

---

### MY MAPPING SOFTWARE CAN'T CONNECT TO THE GPS COM PORT

#### 1. Having trouble locating the NMEA GPS port in device manager?

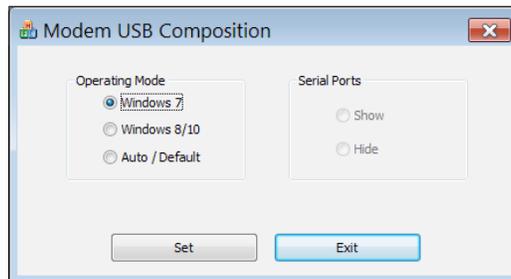
In the ports section of device manager, if configured correctly, there should be a port called "Sierra Wireless NMEA Port". This port provides access to a GPS receiver attached to the Sierra Wireless aircard within the CF-20.

If this port is not present, follow these steps to enable it:

1. Download the following ZIP file: <http://www.keltekvis.com/cf20gps.php>

2. Extract the ZIP file and run the SetUsbComp.exe as an administrator.

3. A window will appear like the one below:



4. Select the appropriate operating system, select Show and click Set.

5. You may need to reboot the PC once this change has been made for the COM port to become visible.

6. Once the port becomes viewable, you can attach a testing software such as Putty or mapping software such as Mach to test the port.

02 //

---

### MY MAPPING SOFTWARE GETS POOR GPS RECEPTION WHILE IN THE DOCKING STATION

#### 1. Are the dock antennas connected correctly and the antenna switch ON?

To ensure that the pass-through on a Panasonic Toughbook or Toughpad is configured and wired correctly, refer to the chart below, remembering that every Panasonic computer is setup for Cellular in the Upper location. Several of the docking stations listed below also have an external antenna switch that must be in the external or ON position in order for the pass-through to function properly. The only platform that is not listed here is the CF-20, which is configured as Upper(Cellular or Wi-Fi) in Antenna Port 1 and Lower(GPS) in Antenna Port 2. Gamber Johnson Docks are all setup the same. Antenna Port 2 is used for GPS and Antenna Port 1 is used for Cellular or Wi-Fi.

**TECHNICAL ALERT:** All CF-20 MK2s are currently being effected by an issue applying a non-default APN to the Sierra Wireless internal modem. If you experience any issues with applying a non-default APN to any of these effected models, you are encouraged to call Keltek's technical support number at 641-227-2222 via support@keltekinc.com.

02 //

## MY MAPPING SOFTWARE GETS POOR GPS RECEPTION WHILE IN THE DOCKING STATION

### Havis Docking Station Pass Through Antenna Information

#### Panasonic Toughbook Computers

Havis Docking Station Part Number	Computer Antenna Configuration			Computer Antenna Specifications		Panasonic Computer Model
	High Gain Single	High Gain Dual	No Antenna	Upper	Lower	
DS-PAN-111-1 DS-PAN-112-1	Yes	No	Yes	B	A	Toughbook CF-30 Toughbook CF-31
DS-PAN-111-2 DS-PAN-112-2	No	Yes	Yes	B	A	
DS-PAN-111 DS-PAN-112	Yes	Yes	Yes	N/A	N/A	
DS-PAN-211-2 DS-PAN-221-2 DS-PAN-212-2 DS-PAN-222-2 DS-PAN-214-2	N/A	Yes	Yes	A	B	Toughbook CF-19
DS-PAN-211 DS-PAN-214 DS-PAN-212 DS-PAN-221 DS-PAN-213 DS-PAN-222	N/A	Yes	Yes	N/A	N/A	
DS-PAN-301-2	N/A	Yes	Yes	A	B	
DS-PAN-301 DS-PAN-302	N/A	Yes	Yes	N/A	N/A	Toughbook CF-U1
DS-PAN-411-2 DS-PAN-412-2	N/A	Yes	No	A	B	Toughbook CF-53
DS-PAN-411 DS-PAN-413	N/A	Yes	Yes	N/A	N/A	
DS-PAN-421-2 DS-PAN-422-2	N/A	Yes	No	A	B	
DS-PAN-421 DS-PAN-423	N/A	Yes	Yes	N/A	N/A	Toughbook CF-54
DS-PAN-504 DS-PAN-505	N/A	N/A	Yes	N/A	N/A	Toughpad FZ-A1
DS-PAN-601 DS-PAN-602	N/A	N/A	Yes	N/A	N/A	Toughbook H2
DS-PAN-701-2 DS-PAN-702-2	N/A	Yes	Yes	B	A	Toughpad FZ-G1
DS-PAN-701 DS-PAN-702	N/A	Yes	Yes	N/A	N/A	
DS-PAN-801 DS-PAN-802	N/A	N/A	Yes	N/A	N/A	
DS-PAN-801 DS-PAN-802	N/A	N/A	Yes	N/A	N/A	Toughpad JT-B1
DS-PAN-901-2 DS-PAN-902-2 DS-PAN-905-2 DS-PAN-906-2	N/A	Yes	No	B	A	Toughpad FZ-M1 Toughpad FZ-B2
DS-PAN-901 DS-PAN-902 DS-PAN-903 DS-PAN-906	N/A	Yes	Yes	N/A	N/A	

NOTE 1: All Panasonic antenna dock connectors are Type 'TNC' Connectors  
NOTE 2: Signal routing (GPS, WWAN, WLAN, etc.) is determined by the computer configuration (Panasonic build)

www.havis.com  
1-800-524-9900

03 //

## THE BARCODE SCANNER ON MY CF-20 DOESN'T WORK WITH TRACS

1. Download the Barcode Tools from the following links:

<ftp://ftp.panasonic.com/computer/knowledgedocs/Barcode2COM.exe>

<ftp://ftp.panasonic.com/computer/knowledgedocs/Barcode2KBW.zip>

<https://keltek.sharefile.com/d-s5d7de8b33e74b3aa>

2. To change barcode module into COM port mode, run the Barcode2COM.exe application as **Administrator** from the download link provided. This will perform the following changes:

- Convert Barcode module into COM port mode from USB HID Keyboard or USB HID POS.
- Register the barcode module into Windows assigned port.

3. To revert these change back to USB HID Keyboard, run the Barcode2KBW.exe application as Administrator, which will perform the following:

- Convert Barcode module into COM port mode from USB HID Keyboard or USB HID POS.

# CF-20 QUICK-START GUIDE

---

## INSTALLING THE SIM ON A CF-20:

01 //

### HOW TO INSTALL THE SIM ON A CF-20

On a CF-20, the Cellular SIM tray is a little trickier to reach. These steps will walk you through the process.

1. If the CF-20 is powered up, please shut the machine down and disconnect it from any AC power source.
2. If you have a keyboard attached to the CF-20 tablet, remove it before beginning.
3. If you have a rotating hand-strap, please remove it.
4. On the lower edge of the CF-20, there are two grey sliders that allow the silver cover to slide up on the device and allows for removal.



5. Push both grey sliders outward to slide off the cover of the CF-20.



6. Once the cover is slid up, you can remove it and set it aside.



**TECHNICAL ALERT:** All CF-20 MK2s are currently being effected by an issue applying a non-default APN to the Sierra Wireless internal modem. If you experience any issues with applying a non-default APN to any of these effected models, you are encouraged to call Keltek's technical support number at 641-227-2222 via support@keltekinc.com.

01 //

## HOW TO INSTALL THE SIM ON A CF-20

7. The SIM tray is located under the battery of the CF-20. To remove the battery locate the black slide switch directly below the battery shown above. Push the slide switch to the right to remove the battery.

8. In the lower corner of the battery bay, you can see the SIM tray. To Open the SIM tray, push the black slider to the left.



9. The SIM tray door pivots open. Be sure to insert the SIM as shown in the label. The SIM should click into place and easily be removed.



10. Once the SIM is in place, re-assemble the CF-20 in the exact reverse order it was taken apart.

# CF-20 QUICK-START GUIDE

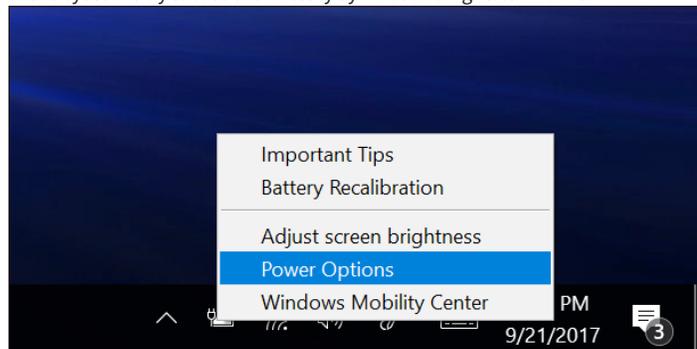
## SHUT-DOWN/SLEEP OPTIONS IN WIN10:

01 //

### SETTING UP THE SHUT-DOWN/SLEEP OPTIONS IN WIN10

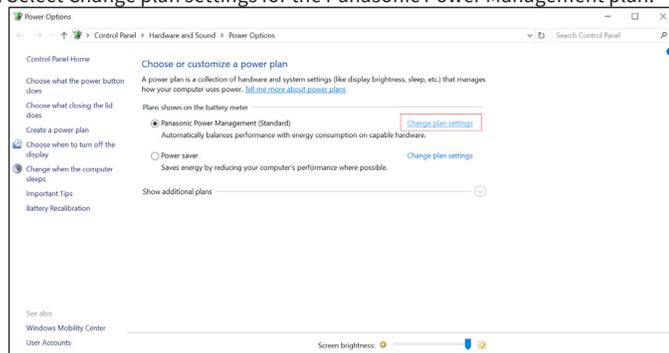
By default, Windows encourages computers to dim the screen, go to sleep, and shutdown at specific intervals to save device battery life, however that is not always a convenient work-flow. This process shows you how to force the computer to stay active.

1. In the system tray locate the battery symbol and right-click on it.

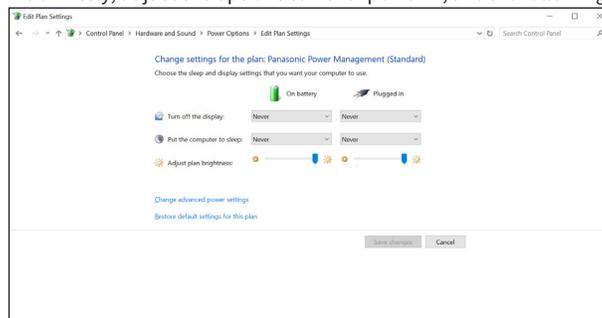


2. Select Power Options from the list. This will open the Power Options window.

3. Select Change plan settings for the Panasonic Power Management plan.



4. This opens up the details of the plan. To force Windows to keep the device active indefinitely, adjust the options to never perform, like the following.



5. Click the Save Changes button at the bottom of the screen to apply the settings.

**TECHNICAL ALERT:** All CF-20 MK2s are currently being effected by an issue applying a non-default APN to the Sierra Wireless internal modem. If you experience any issues with applying a non-default APN to any of these effected models, you are encouraged to call Keltek's technical support number at 641-227-2222 via support@keltekinc.com.

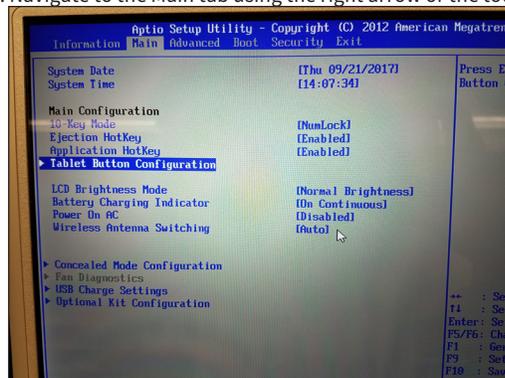
## CHANGING THE FUNCTION OF THE TABLET BUTTONS:

01 //

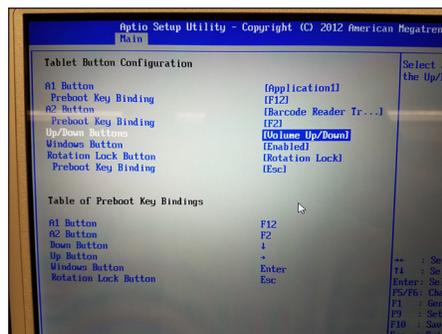
### TO ADJUST THESE SETTINGS, FOLLOW THIS PROCESS

By default, the tablet buttons on a Panasonic Toughpad control specific functions on the computer. These settings are configurable using the Windows Application "Panasonic Dashboard". However, there is another location for altering the functions of these button that takes precedence to the Panasonic Dashboard application, which is located in the bios of the machine. To adjust these settings, follow this process.

1. If the computer is currently running, restart it. If the computer is off, then boot it.
2. When presented the Panasonic Logo screen, perform one of the following options:
  - a. Repeatedly tap the F2 button until you are presented with the Blue and Grey themed Bios screen.
  - b. Repeatedly tap the upper left corner of the screen until presented with the Blue and Grey themed Bios screen.
3. Navigate to the Main tab using the right arrow or the touch screen, as shown below.



4. Use the arrows or touch screen to select the Tablet Button Configuration sub-menu.



5. You will see a list of the available tablet buttons, which correspond to the buttons below the touchscreen.

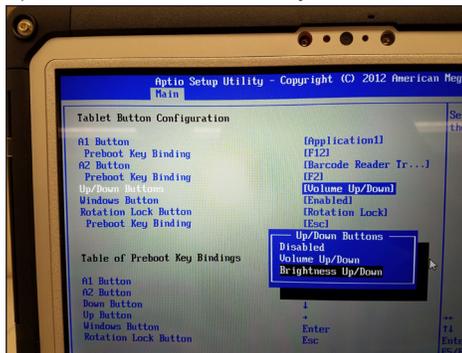
*(continued steps on next page...)*

## CHANGING THE FUNCTION OF THE TABLET BUTTONS:

01 //

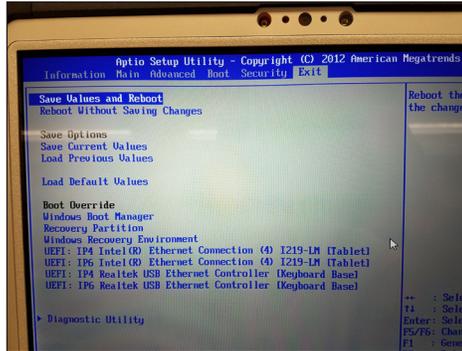
### TO ADJUST THESE SETTINGS, FOLLOW THIS PROCESS

6. KELTEK's best practice is to make the Up/Down buttons perform screen brightness operations instead of volume adjustments, like below.



7. Once you have made the adjustments you would like on each button set, hit the escape button to go back. You can also click the keyboard button in the upper right corner to display the on-screen keyboard.

8. Navigate to the Exit tab and select Save Values. Reboot to apply the changes made.



9. Once the computer has rebooted, the settings will become active.

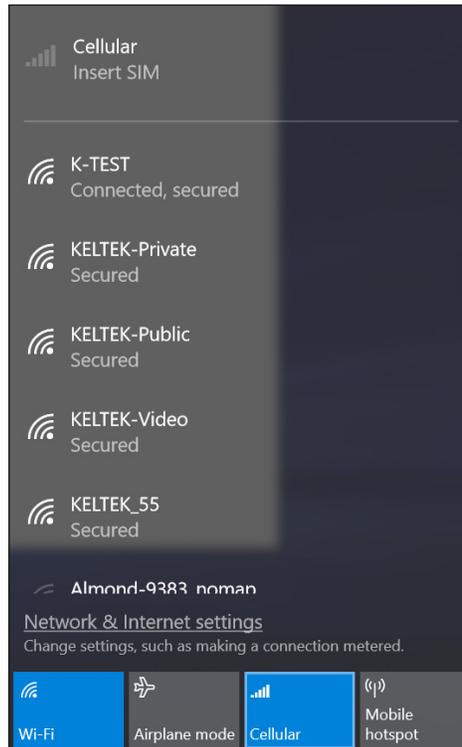
# CF-20 QUICK-START GUIDE

## CONNECTING TO YOUR LTE NETWORK:

01 //

### HOW TO CONNECTING TO YOUR LTE NETWORK

Once the SIM has been inserted into the Toughbook, connection is quite simple. In previous Toughbook and Toughpad models, a third-party connection software was needed to interface with the cellular card. This is no longer the case as Windows 10 now manages the connection for you. Simply click on the Connection button down in the system tray near the clock, and ensure that the Cellular option is blue. If your SIM is inserted and activated, you will have the option to connect to it at the top of the menu.





**KELTEK INCORPORATED**

**THANK YOU FOR  
THE BUSINESS.**

---



---

**CONTACT**

**Address**

**KELTEK Inc.**  
205 North High Street  
Baxter, Iowa 50028  
United States



---

**SERVICE**

Direct Link : <https://www.keltekinc.com/service/>

---