Toughpad FZ-N1/FZ-F1 FAQ

Do the FZ-N1 and FZ-F1 replace the FZ-E1 and FZ-X1?
No. The FZ-N1 and FZ-F1 are new additions to the Toughpad lineup and they complement the full handheld product line. The new FZ-N1 and FZ-F1 are compact alternatives for rugged environments like retail, hospitality, field services and healthcare. And the angled barcode scanner of the Toughpad® N1/F1 helps improve user productivity too.

What are the differences between the FZ-N1 and the FZ-F1?
The only difference between the FZ-N1 and FZ-F1 is the operating system. The Toughpad N1 runs Android™ 5.1.1 while the Toughpad F1 runs Microsoft® Windows® 10 IoT Mobile Enterprise.

The Toughpad FZ-N1 (Android) will initially be available as a Wi-Fi model in March of 2016 at a street price of $1,499.00—with a voice model to be introduced in summer of 2016. The Toughpad FZ-F1 (Windows) will be launched as a data and voice model in fall of 2016 at a street price of $1,599.00.

Is Windows 10 IoT Mobile Enterprise the same as Windows 10 for a desktop/laptop/tablet PC?
No. Windows 10 IoT Mobile Enterprise is the next-generation software that replaces the legacy Windows CE and Windows Mobile operating systems. Since it's a completely different operating system, most Windows applications developed prior to Mobile Enterprise will not run on the new device. Mobile Enterprise applications are available from integrated service providers, and in many cases the Panasonic ProServices Team will be able to rewrite and develop new state-of-the-art applications that can take advantage of the latest features available to help make your business more effective and productive.

Is there any plan to move the N1 to the latest Android version?
Android versions change very quickly within the consumer market. We will keep pace with the latest OS versions, but our enterprise and government customers generally prefer that we make updates at a minimum to help manage version control and reduce validation time. Since the N1 was developed during the v5.1 cycle, we will release the product with this version and make updates in the future. Typically, Toughpad updates OS versions about once every 12 months. Please check with a Panasonic representative for the latest roadmap planning.

Where can I find applications to run on this device?
In addition to the 500,000 apps available from the Google Play™ store and the Microsoft market place, Panasonic has partnerships with the best-of-breed industry software companies to deliver world-class business solutions to our customers. We have solutions for mobile device management, emulation, security and utilities to maximize productivity and efficiencies.

What configurations are available with the handheld now?
The Toughpad N1 comes standard with all of the available features built in, except the optional 4G LTE AT&T/Verizon (micro SIM slots) for voice/data communication. Standard product specifications include Android 5.1.1, Qualcomm® Snapdragon® 2.3GHz quad-core processor, 4.7" HD display, 10pt gloved multi-touch, 2GB RAM, 16GB FLASH, Wi-Fi a/b/g/n/ac, Bluetooth 4.1, webcam, 8MP camera, NFC, GPS and 2D Bar Laser (SE4750). The Windows-enabled version of the handheld will be available by the summer of 2016.

Do the N1/F1 come with a power supply?

No. It is industry practice that most handheld computers do not ship with an AC adaptor because there are several charging options to select from, depending on usage environment. Please refer to the accessory options.

Do the N1/F1 come with a hand strap or stylus?
No. There will be several hand strap options available for the varying needs of end users. No stylus is supplied, as most applications should be set up for finger touch. However, there is an optional active stylus for those who prefer the precision a stylus provides.

Are the Toughpad FZ-N1/FZ-F1 available with GPS?
Yes. The handheld models come standard with a high-performance GPS CEP50 module, which is capable of accuracy ± 2～4 m (± 6.5~13.1 ft.)

What is the difference between a battery warm swap (N1/F1) and a battery hot swap (E1/X1)?
A battery warm swap saves the CPU's core image and turns off the CPU. It then restores the core image after the battery swap so it can pick up where it left off. Connectivity will automatically restart but is not continuous. A battery hot swap places the CPU into a very slow state, keeping all memory and connectivity where they are, while the battery is swapped. Both warm and hot swaps end up in the same place after battery reinstallation, except there are possible issues for VPN tunnels and on a battery warm swap.

How can I buy the FZ-N1/FZ-F1?
The FZ-N1 and FZ-F1 are available through Panasonic's network of Authorized Handheld Resellers.

Why should I buy a Toughpad over a rugged consumer smartphone?

- The Toughpad FZ-N1 and FZ-F1 are lightweight, fully rugged, and built for the professional in mind. They can take continuous usage—shift after shift after shift.
- The handheld features many benefits that aren't available from any other device.
    - Angled bar-code reader for maximum scanning productivity
    - Industry-leading quad-core processor by Qualcomm
    - Dual SIM multi-carrier data support with cellular voice capability
    - Optional long-life battery
    - High volume 100db speaker with noise suppression and echo cancellation microphone
    - MIL-STD-810G, 6' drop, all-weather IP65 and IP67 dust- and water-resistant design
    - Patented rain-sensing and glove touch–enabled screen technology
    - Three-year warranty with business-class support