



NE150 FAQs

Any tablet. Always connected.
Instant mobility.

Q: What are the main differences between NE150 and NE360?

A:

	NE150	NE360
Supports Integrated Payment Terminal	No. Requires a custom case	Yes
Movement of Stand	Screen tilts/flips from merchant to customer	Rotates 270°
Size	More visually appealing space-saving design with 1 USB 3.0 data port	Larger, more robust design
Connectivity	USB-C high-speed power/data port that supports USB 3.0 and up to 5Gbps	Only supports USB 2.0 and comes with a USB-A port
Hub Support	No, customer must supply their own hub they can connect using USB-C port	Yes, supports InVue network hub
Docking	Tablet locks to docks with magnetic key only	Electronic-controlled docking
Apple Support	Yes, with available cable for CT1503 Apple handle. However, customer must purchase Apple adapter separately to support charging & data	Yes

Q: What kind of tablet can the customer use with this stand?

A: The NE150 is compatible with any tablet up to 13" and any operating system. For example, you can easily switch from an Apple tablet to a Samsung without costly upgrades, provided the tablet is 13" or smaller.

Q: What is the maximum tablet weight the NE150 tablet stand can hold?

A: 2.7lbs (1.2kg)

Q: How secure/strong is the adhesive used to mount the tablet and base?

A: The adhesive can withstand up to 50lbs of pull force. Rest assured the tablet and mount will be securely in place. Please note: the adhesive is not considered a high-security anti-theft solution.

Q: Can the customer rotate the tablet from landscape to portrait mode when attached to the base?

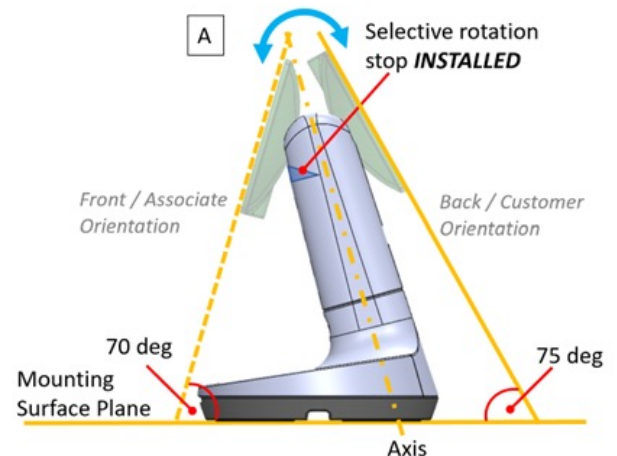
A: No, the tablet cannot rotate once mounted. To switch between portrait and landscape you must remove the handle from the base, manually change the orientation, and then reattach it.

Q: What does the LED indicator light on the base mean?

A: **ORANGE** = Base has power
GREEN = Tablet is docked and charging

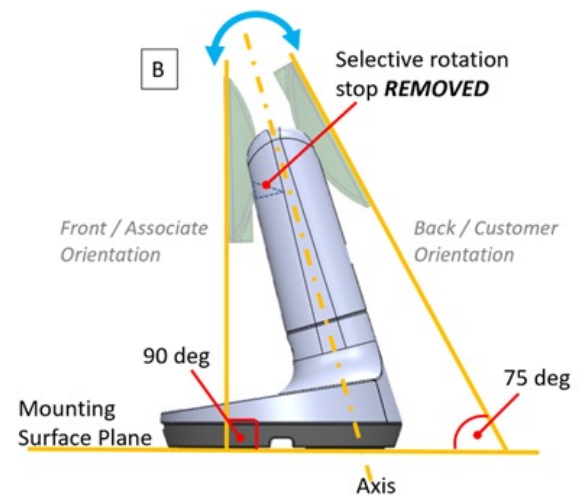
Q: What is the range for the tilt/flip function of the handle?

A:



With selective rotation stop:

Front/Associate View: 70-degree angle
Back/Customer View: 75-degree angle



Without selective rotation stop:

Front/Associate View: 90-degree angle
Back/Customer View: 75-degree angle

Q: Is there an indicator to demonstrate when the handle is locked to the base?

A: No. You can lock the handle to the base by turning the magnetic key clockwise (counterclockwise to unlock). Give the handle a gentle tug to ensure it is secured in place.

Q: Can the handle be docked to the base if the base is in the LOCKED position?

A: No

Q: The NE150 LED indicator is GREEN when the Zebra handle CT1506 is docked, even if the tablet is not plugged in. Doesn't the GREEN indicator mean the tablet is actively charging?

A: Due to Zebra tablet charging prerequisites for the Zebra handle CT1506, the GREEN LED means the handle is docked and the tablet will get the correct voltage *when* the charging cable is plugged in. This is **not** a system error. Do **not** contact customer service/ tech support.

Troubleshooting:

1. Ensure the protective cap for the power connector is properly installed to prevent it from becoming dislodged.
2. Check the charging indicator on the tablet itself (not the base) to confirm tablet is charging when docked.

Q: What if the customer is using a tablet that requires micro-USB for charging? Can they still use the NE150?

A: Yes, your customer can use the NE150 with an adapter (sold separately). Because micro-USB is no longer widely used, we do not have a specific handle to support it. We suggest a Female USB-C to Male Micro USB cable adapter.

Q: Where is the USB-C port located on the NE150?

A: The USB-C port is located under the base cover.

Q: How do I remove the base cover to access the USB-C port?

A: There is a small lip located just above the LED indicator on the front of the base. Simply pull up until it snaps off/open. To close the base cover just press firmly until it snaps back into place.

Q: What are the specifications for the USB-C connector in the NE150 base?

A:

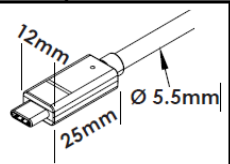
USB-C Port Specifications

Mechanical Restrictions

- Cable Diameter <= 5.5mm
- USB-C Connector Size
 - Length <= 25mm
 - Width <= 12mm

Electrical Requirements

- USB 3.0 or below. Max speed = 5Gps
- DP1.1a (2.7Gps per lane)
- Max Supported Video Resolution: 1920 x 1080, 60Hz
- Voltage/Current 5V/2A



- 5V/2A
- Supports USB 2.0 & USB 3.0
- Supports Samsung DeX

Q: For USB-C tablets, what voltages can the NE150 support for charging?

A: 5V/3A, 9V/3A, 12V/2.5A, 15V/2A

Q: What is the maximum power the NE150 can support?

A: 45W

Q: Samsung DeX loses connection when the USB-C connection is unplugged from the base. How can the customer re-establish the connection?

A: To re-establish connection to Samsung DeX, simply toggle the handle, tablet, or power connection

Q: My customer is using an Apple tablet with lightning port. What handle and cable do they need for it?

A: Your customer must use handle CT1503.*

Please note:

* If the customer will be utilizing the stand solely to charge the tablet then no USB data connectivity is required. Cable CT3012 is required for the handle, CT1503.

* If a customer requires charging and USB connection for connected peripherals, then cable CT3112 is required for handle, CT1503.

* Data capability requires the customer also purchase [Apple's USB 3.0 camera adapter](#) separately (part is not sold or supplied by InVue).

Q: How many testing cycles has the NE150 undergone (docking, tilt/flip, locking mechanism)?

A: Each mechanism of the NE150 has been tested to a minimum of 10,000 cycles with durability far outstretching the minimum.

Q: Can the NE150 support custom tablet cases with integrated peripherals such as a card swipe, payment devices, or scanners?

A: Yes, the system can support custom cases with integrated peripherals provided the combination of the power required does not exceed the system's power limit.

Q: Can the customer plug in any USB hub to the base NE150 base and it will work with any tablet?

A: MOST hubs will work, but not all. Some hubs, especially inexpensive ones, do not follow the full USB specification and therefore may not function properly. The customer should validate that the hub they plan on using will function with the stand before deployment.