

COMPATIBILITY FAQ LIBRARY

Tablet Compatibility FAQs (C001–C025)

Customers often arrive at this stage very close to making a purchase. They know they need a tablet enclosure—they simply want reassurance that they're choosing the correct solution. These FAQs are designed to answer those questions clearly while building confidence in Armourdog's expertise.

C001. How do I identify my tablet model?

The easiest way is to check the model number in your tablet's settings or on the original packaging.

Many tablets have similar names but different dimensions, camera positions and button layouts. Confirming the exact model helps ensure you choose the correct enclosure.

C002. Why is the exact tablet model important?

Even tablets from the same manufacturer can differ in size, thickness and port locations.

Choosing an enclosure designed specifically for your tablet helps ensure a secure fit while allowing access to cameras, buttons, charging ports and speakers.

C003. Are all 10-inch tablets the same size?

No.

The screen size refers only to the display measurement. Overall tablet dimensions vary considerably between manufacturers and even between different generations of the same product.

C004. Can one enclosure fit multiple tablet models?

Some commercial mounting systems support more than one compatible tablet model, while others are designed specifically for a single device.

Always check the compatibility information before purchasing.

C005. Why won't my previous tablet enclosure fit my new tablet?

Even small design changes between tablet generations can affect compatibility.

Differences in overall dimensions, camera position, button placement or charging ports may require a different enclosure.

C006. How can I check whether my tablet is compatible?

Before ordering, confirm:

- Manufacturer
- Product name
- Model number
- Screen size
- Device generation (if applicable)

This information allows you to match the tablet with the correct enclosure.

C007. Are Samsung tablets interchangeable?

Not usually.

Samsung produces many tablet ranges with similar names but different dimensions. Even tablets with the same screen size may require different enclosures.

C008. Are Lenovo tablets interchangeable?

No.

Lenovo manufactures numerous business and consumer tablets with different dimensions and layouts. Always verify the exact model before selecting an enclosure.

C009. Are Apple iPads interchangeable?

Very rarely!

Although several iPads share similar screen sizes, they often have different dimensions, camera locations and connector positions.

Always confirm the specific iPad model before purchasing.

C010. Does tablet thickness matter?

Yes.

Commercial enclosures are engineered to hold the tablet securely. Even small differences in thickness can affect how the tablet fits within the enclosure.

C011. Does camera position affect compatibility?

Yes.

Many tablet enclosures include openings for front and rear cameras. If the camera location differs between models, image quality may be affected or the camera may be partially obstructed.

C012. Do charging ports need to line up exactly?

Yes.

Commercial enclosures are designed to allow charging while the tablet remains securely installed. Correct alignment ensures reliable cable connection and easier installation.

C013. Can I use a protective case inside a tablet enclosure?

Usually not.

Commercial enclosures are generally designed around the tablet's original dimensions. A separate protective case may prevent the tablet fitting correctly unless specifically stated.

C014. What if my tablet has been replaced by a newer model?

If your original tablet is no longer available, there may be a compatible enclosure for the replacement model or an upgrade path using the same mounting system.

Checking compatibility before ordering helps avoid unnecessary replacement costs.

C015. Why do manufacturers release new tablet sizes?

Tablet designs evolve over time to improve performance, reduce weight and introduce new features. These design changes often result in different physical dimensions that require updated accessories.

C016. Are USB-C tablets all compatible with the same enclosure?

It would be wonderful if they were!

The charging connector is only one part of the tablet's design. Overall dimensions, button locations and camera placement remain equally important when selecting an enclosure.

C017. Can I future-proof my tablet installation?

Yes.

Choosing a commercial mounting platform that supports modular upgrades or interchangeable components can make future tablet refreshes simpler and more cost-effective.

C018. Can I upgrade my tablet without replacing the mounting solution?

In many cases, yes.

Some commercial systems allow the enclosure or mounting plate to be updated while keeping the original stand or wall mount, helping reduce long-term costs.

C019. What information should I provide when requesting compatibility advice?

To receive the most accurate recommendation, provide:

- Tablet manufacturer
 - Product name
 - Exact model number
 - Quantity required
 - Preferred mounting method
 - Intended environment
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C020. Can commercial tablet enclosures support future tablet generations?

Many can. We try hard to ensure future proofing wherever possible. But going from a 8" tablet to a 12" tablet will always require a different enclosure. So we would always suggest the 10-11" tablet range is so much more flexible for future proofing.

Some product families are designed with upgrade paths that allow organisations to adapt to newer tablet models while retaining parts of their existing installation.

C021. Why shouldn't I rely only on screen size?

Two tablets with identical screen sizes may have different bezels, body dimensions and camera locations.

Screen size alone is rarely enough to determine compatibility.

C022. Are business tablets different from consumer tablets?

Sometimes.

Business-focused tablets may include different features, security options or physical dimensions. Always verify compatibility using the exact model number.

C023. Can accessories affect compatibility?

Yes.

Items such as rugged cases, shoulder straps or hand grips can change the tablet's dimensions and may prevent it fitting into an enclosure unless the solution is designed to accommodate them.

C024. What happens if I order the wrong enclosure?

Choosing the wrong enclosure may result in an incorrect fit or blocked access to important features.

Confirming compatibility before ordering helps avoid delays, returns and additional costs.

C025. Why does Armourdog place so much emphasis on compatibility?

Compatibility is the foundation of a successful deployment.

By helping customers identify the correct tablet and mounting solution from the start, Armourdog reduces uncertainty, avoids costly mistakes and helps ensure every installation performs reliably from day one.

C026. Are Samsung Galaxy Tab tablets compatible with the same enclosure across different generations?

Usually not.

Although Samsung often retains similar product names, each generation may have different physical dimensions, camera locations, button placement or thickness. Always check the exact model before choosing an enclosure.

C027. How do I identify my Samsung Galaxy Tab model?

You can usually find the model number in the tablet's **Settings** under **About Tablet**, or on the original packaging.

Providing the full model number helps ensure you receive the correct enclosure recommendation.

C028. Can I upgrade from a Samsung Galaxy Tab S9 FE to an S10 FE using the same enclosure?

Not necessarily.

Even where tablets appear similar, physical differences may prevent a direct fit. Always verify compatibility before upgrading to avoid unexpected installation issues.

C029. Are Samsung Galaxy Tab A models interchangeable?

Sometimes, but rarely. For example the A9+ is replaced by the A11+ and for our tablet enclosures, nothing changes, completely compatible. But with tablet cases, this is not the case.

The Galaxy Tab A family includes several screen sizes and multiple generations, each with its own dimensions and hardware layout. Compatibility should always be confirmed using the exact model.

C030. Can Samsung Galaxy Tab Active tablets use standard tablet enclosures?

Generally, no. But our locpad range has been designed with the Tab Active in mind, so you'll be safe with that product range.

In general, rugged tablets such as the Galaxy Tab Active range have different dimensions and design features compared with consumer tablets. They usually require mounting solutions designed specifically for rugged devices.

C031. Are Lenovo tablets compatible across different product ranges?

In this instance, as with most table manufacturers, the tables may have a similar name but be physically different.

Lenovo manufactures several tablet families—including consumer, education and business models—with different dimensions and layouts. The product name alone is not enough to determine compatibility.

C032. How do I identify my Lenovo tablet model?

Check the model information within the tablet's settings or on the identification label attached to the device. Or on the packaging or on your invoice.

Supplying the full model designation allows compatibility to be confirmed accurately.

C033. Can I replace a Lenovo Tab K11 with a newer Lenovo model using the same mount?

In many cases, the stand or mounting system can remain in place, but the enclosure itself may need updating to suit the new tablet.

This modular approach can reduce upgrade costs.

C034. Are Lenovo Idea Tab models compatible with Lenovo Tab M Series enclosures?

Not usually.

Even if the screen size is similar, body dimensions, camera placement and connector locations often differ between product families.

C035. Are Apple iPads interchangeable within commercial enclosures?

No.

Apple regularly updates the dimensions, bezels and camera layouts of iPad models. Commercial enclosures are normally designed around specific iPad generations.

C036. How do I identify my iPad model?

Open **Settings > General > About** to view the model information, or use the model number printed on the back of the device.

Knowing the exact model avoids ordering the wrong enclosure.

C037. Can I move from one iPad generation to another without replacing my entire installation?

Often, yes.

Many commercial mounting systems allow you to retain the stand or wall mount while replacing only the tablet enclosure, helping minimise upgrade costs.

C038. Is the Google Pixel Tablet compatible with universal tablet enclosures?

Compatibility depends on the specific enclosure design.

Because the Pixel Tablet has unique dimensions and hardware features, it's important to check compatibility before purchasing.

C039. Can commercial tablet enclosures support future Google Pixel Tablet models?

Where manufacturers offer updated enclosure versions or modular mounting systems, future upgrades may be possible without replacing the entire installation.

C040. Can Microsoft tablets be used in commercial tablet enclosures?

Some can. Armourdog have provided solutions for the Surface Go and Surface Pro range, under our locpad and Modloc ranges.

Compatibility depends on the specific model, dimensions and intended application. Business tablets often require dedicated commercial mounting solutions.

C041. Can I mix different tablet brands across one organisation?

Yes.

Many organisations deploy different tablet brands in different departments. Using a consistent mounting platform where possible helps maintain a professional appearance while simplifying support.

C042. Should I standardise on one tablet model?

Where practical, yes.

Standardising hardware simplifies purchasing, support, training, maintenance and future upgrades across multiple locations.

C043. Can I keep my existing stand when changing tablet brands?

Sometimes.

If the mounting platform is modular, it may be possible to replace only the enclosure while retaining the existing stand or wall mount.

C044. What is the benefit of modular mounting systems?

Modular systems allow organisations to refresh tablet hardware without replacing every component of the installation.

This can reduce costs, minimise disruption and support long-term sustainability.

C045. How often should compatibility be reviewed during a hardware refresh?

Every time a new tablet model is introduced.

Even small design changes can affect enclosure compatibility, so it's worth confirming the fit before placing an order.

C046. What happens if a manufacturer discontinues my tablet?

If your tablet is discontinued, there is often a recommended replacement model.

Reviewing compatibility early helps you plan upgrades without disrupting your existing deployment.

C047. Can accessories such as payment terminals affect compatibility?

Yes.

When integrating tablets with payment terminals or other peripherals, it's important to ensure the complete solution has been designed to work together.

C048. Why does Armourdog ask for the exact tablet model before recommending a product?

Because the exact model is the most reliable way to recommend a compatible solution.

This helps reduce ordering errors and ensures customers receive hardware that fits correctly first time.

C049. Can compatibility advice save money?

Absolutely.

Choosing the correct enclosure from the outset reduces the risk of returns, replacement costs, installation delays and project disruption.

C050. Why is compatibility one of the most important parts of a successful deployment?

A secure commercial installation begins with choosing hardware that fits correctly.

By confirming compatibility before purchasing, organisations can deploy tablet solutions with confidence, reduce project risk and ensure a professional installation that performs reliably for years to come.

C051. Can I add a payment terminal to my tablet enclosure later?

In many cases, yes.

Many commercial tablet mounting systems are designed to support payment terminal integrations either at the time of purchase or as part of a future upgrade. Before purchasing, check which payment terminals are supported by your chosen solution.

C052. Are all payment terminals compatible with every tablet enclosure?

No.

Payment terminals vary in size, mounting method and connection requirements. Compatibility depends on both the enclosure design and the payment device being used.

C053. Can I use the same tablet stand with different payment terminals?

Sometimes.

Modular commercial mounting systems often allow payment terminal brackets to be replaced while retaining the main stand, although compatibility should always be confirmed first.

C054. What should I consider when integrating a payment terminal?

Key considerations include:

- Supported payment terminal models
- Cable routing
- Power requirements
- Customer accessibility
- Security
- Future upgrade options

Planning these elements early helps create a cleaner, more reliable installation.

C055. Are VESA-compatible tablet mounts interchangeable?

Many are.

A mounting solution that follows the VESA standard can often be attached to a range of compatible wall mounts, monitor arms and floor stands. Always verify the supported VESA pattern and weight limits.

C056. What is a VESA mount?

A VESA mount is a standardised fixing pattern used for mounting displays and compatible hardware.

Using VESA-compatible products provides greater flexibility when choosing wall mounts, desk arms or freestanding solutions.

C057. Can I move my tablet enclosure from a wall mount to a desk stand?

Often, yes.

If the enclosure and mounting hardware use compatible fixing systems, the enclosure can usually be transferred without replacing the tablet housing itself.

C058. Can I reuse my floor stand when changing tablet models?

In many cases, yes.

Commercial floor stands are often designed to support future enclosure upgrades, allowing organisations to refresh tablet hardware without replacing the complete installation.

C059. Does cable management affect compatibility?

Yes.

A mounting solution should provide sufficient space for charging cables and accessories without placing unnecessary strain on connectors or restricting tablet movement.

C060. Can I keep my tablet permanently connected to power?

Many commercial installations are designed for continuous charging.

However, it's always advisable to follow the tablet manufacturer's guidance regarding battery care and long-term charging practices.

C061. Are USB-C and Lightning enclosures interchangeable?

No.

The connector type is only one aspect of compatibility. Device dimensions, connector location and internal design must all match the enclosure.

C062. Can I use right-angled charging cables?

Sometimes.

Compatibility depends on the available space within the enclosure and the cable routing design. It's best to use cables recommended for your installation.

C063. Does wireless charging affect enclosure compatibility?

Potentially.

If wireless charging is required, both the tablet and the enclosure must support it. The enclosure's materials and design may influence charging performance.

C064. Can magnetic charging accessories be used with tablet enclosures?

Some can.

Compatibility depends on the specific charging system and enclosure design. Always confirm support before purchasing additional accessories.

C065. Can I install a tablet enclosure without visible cables?

Yes.

Many commercial installations conceal charging cables within the stand, wall mount or furniture, creating a cleaner appearance while reducing the risk of accidental damage.

C066. Does screen orientation affect compatibility?

Sometimes.

Some enclosures support both portrait and landscape orientations, while others are optimised for one layout. Check the product specification before installation.

C067. Can I rotate my tablet after installation?

This depends on the mounting system.

Some commercial mounts allow the enclosure to rotate between portrait and landscape, while others are fixed in a single orientation for additional stability.

C068. Can one mounting system support wall, desk and floor installations?

Many modular product families are designed to do exactly that.

Using a consistent enclosure across different mounting options can simplify procurement and future expansion.

C069. Can I relocate my tablet enclosure if my office layout changes?

Usually, yes.

Commercial mounting solutions are designed to provide flexibility, allowing organisations to reposition installations as requirements evolve.

C070. Can tablet enclosures support shared workspaces?

Absolutely.

Secure mounting provides a dedicated location for shared tablets in hot-desking environments, meeting rooms, reception areas and collaborative workspaces.

C071. Can multiple departments use the same tablet enclosure design?

Yes.

Many organisations standardise on one enclosure design while using different applications in each department, creating a consistent appearance throughout the business.

C072. Does compatibility include software?

Physical compatibility and software compatibility are different considerations.

A tablet may fit perfectly within an enclosure, but organisations should also verify that their chosen applications support the tablet model and operating system.

C073. What should I check before upgrading accessories?

Before purchasing new accessories, confirm:

- Tablet model
- Enclosure model
- Mounting system

- Power requirements
- Accessory compatibility

Taking a few minutes to check these details can prevent unnecessary purchases.

C074. How can I future-proof my mounting investment?

Choose commercial products with modular designs, upgrade paths and broad accessory support.

This approach makes it easier to adapt to changing business requirements without replacing every component.

C075. Why is compatibility about more than just the tablet?

A successful deployment considers the complete solution—including the tablet, enclosure, mounting system, charging method, accessories and software.

By ensuring every component works together, organisations can create reliable, professional installations that continue to deliver value as technology evolves.

C076. Should I check tablet compatibility before ordering a large quantity?

Yes.

For larger deployments, it's always sensible to confirm compatibility before committing to a full order. A sample or pilot installation can provide valuable reassurance that the tablet, enclosure, mounting system and accessories work together as expected.

C077. Is compatibility testing important for multi-site deployments?

Absolutely.

A solution that works well in one location should be tested against the requirements of the wider deployment. Checking compatibility early can help avoid costly changes when rolling out across multiple sites.

C078. Can the same tablet enclosure be used in different locations?

Often, yes.

If the tablet and enclosure remain compatible, the same enclosure design can be used across reception desks, walls, counters, floors and other mounting locations where the appropriate mounting hardware is available.

C079. Can I standardise tablet enclosures across an organisation?

Yes.

Standardising on a compatible enclosure family can simplify procurement, installation, support and replacement while creating a consistent appearance across different departments and sites.

C080. What is the benefit of standardising tablet models?

Using fewer tablet models can make compatibility management much easier.

It can reduce the number of enclosure types, charging solutions and spare parts required, while simplifying device management and staff support.

C081. What if different departments need different tablet models?

That's perfectly possible.

A business may need different tablets for different applications. In that situation, choosing a consistent mounting ecosystem with compatible enclosure options can help maintain a common installation standard.

C082. Can an enclosure be compatible with a tablet but unsuitable for my application?

Yes.

Physical fit is only one part of compatibility. You should also consider how the tablet will be used, including access to cameras, buttons, speakers, charging, payment accessories and other required functions.

C083. Does the tablet operating system matter?

Yes, but primarily from a software perspective.

The enclosure needs to physically fit the tablet, while your chosen applications need to support its operating system and hardware. Both aspects should be checked before deployment.

C084. Can a software update affect physical compatibility?

Normally, no.

Software updates don't usually change the physical dimensions of a tablet. However, an operating system update can affect whether particular applications or peripherals continue to work as expected.

C085. Can a tablet's camera position change between generations?

Yes.

This is one reason why apparently similar tablets should not automatically be assumed to be compatible. Changes to camera position can affect an enclosure's camera opening or the usability of the device.

C086. Can speaker position affect enclosure choice?

Yes.

If the enclosure covers or restricts the tablet's speakers, sound quality may be affected. Correctly designed compatibility ensures important device features remain accessible.

C087. Can tablet buttons affect enclosure compatibility?

Yes.

Power, volume and other physical controls need to remain accessible when the tablet is installed. Differences in button location between models can therefore affect compatibility.

C088. Does the tablet's charging-port position matter?

Yes.

The charging connection needs to align correctly with the enclosure and cable routing. This is particularly important for tablets intended to remain permanently installed and powered.

C089. Can a rugged tablet require a different enclosure from a standard tablet?

Yes.

Rugged tablets are often thicker and have reinforced bodies or protective features that require a specifically designed enclosure.

C090. Can a tablet case be removed before installation?

Usually, yes—and this is often necessary.

Most commercial enclosures are designed around the tablet itself rather than a separate protective case. Always check the manufacturer's guidance before attempting installation.

C091. What is the most common tablet compatibility mistake?

Assuming that tablets with the same screen size will fit the same enclosure.

Screen size alone doesn't tell you the tablet's overall width, height, thickness, camera position, button layout or connector location.

C092. What is the safest way to order the correct enclosure?

Start with the exact tablet model number rather than the screen size or product family name.

Then confirm the enclosure's stated compatibility and check that the required mounting and accessory options are supported.

C093. Should I keep the tablet model information for future replacements?

Yes.

Recording the exact tablet model, enclosure model and installation details makes future maintenance and replacement much easier, particularly across larger deployments.

C094. Can compatibility information help with asset management?

Yes.

Maintaining accurate records of which tablet models are installed in which enclosure types can help IT and facilities teams plan replacements, manage spares and avoid ordering incompatible hardware.

C095. How can I plan for tablet replacement before a device reaches end of life?

Start reviewing replacement options early.

Identify likely successor models, check physical compatibility, test applications and confirm enclosure availability before the existing tablet fleet needs replacing. This reduces the risk of rushed purchasing decisions.

C096. Should I buy spare enclosures for a large deployment?

It can be sensible, particularly where the same enclosure will be used extensively across multiple sites.

Keeping appropriate spares can reduce downtime if an enclosure is damaged or if additional installations are required unexpectedly.

C097. Can compatibility affect the total cost of a tablet deployment?

Absolutely.

Choosing compatible hardware from the beginning can reduce returns, installation changes, replacement components and future upgrade costs. Looking at compatibility as part of the overall project—not just the initial purchase—is important.

C098. What should I do if I can't find my tablet model listed?

Don't assume that an apparently similar model will fit.

If your exact model isn't listed, the safest approach is to obtain compatibility confirmation before purchasing. Providing the full manufacturer model number makes this much easier.

C099. What should I check when replacing an existing tablet enclosure?

Compare the new tablet and enclosure against the existing installation, including:

- Overall dimensions

- Thickness
- Camera position
- Button locations
- Charging-port position
- Mounting points
- Accessories
- Orientation
- Power requirements

This helps identify any changes needed before installation.

C100. Why should I choose Armourdog for tablet compatibility advice?

Choosing the right tablet enclosure isn't always as simple as matching a screen size to a product name.

Armourdog's Knowledge Hub is designed to help customers understand the complete solution—from the tablet itself through to mounting, charging, accessories and future upgrades.

By checking compatibility before purchasing, you can avoid unnecessary expense, reduce installation risk and create a tablet deployment that's ready to work reliably from day one.