



Frequently Asked Questions for Elara Elite (26QELT) INTERACTIVE FLAT PANEL DISPLAY

NEWLINE INTERACTIVE

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1. PRODUCT OVERVIEW

This FAQ applies to the Newline Elara Elite 26Q interactive flat panel display (IFPD) series in 55, 65, 75, 86 and 98 inch sizes. It combines the current product specification with practical integration, cabling, compatibility and deployment guidance for resellers and distributors.

Q1. Which screen sizes are available in the Elara Elite 26Q series?

The series is available in 55, 65, 75, 86 and 98 inch sizes. This gives projects a common Elara Elite platform across different room sizes, from smaller collaboration spaces to larger classrooms and meeting rooms. When selecting a size, always use the size-specific dimensions, weight, VESA pattern and power data for installation planning.

Q2. What is the native resolution and aspect ratio?

All sizes use a 3840 x 2160 4K UHD panel with a 16:9 aspect ratio and a 60 Hz refresh rate. The 16:9 format matches the most common computer, presentation and video content, while 4K resolution provides more detail for documents, spreadsheets, diagrams and fine text. To obtain a true 4K image from an external source, the connected computer, output port, cable and selected display mode must also support the required resolution and refresh rate.

Q3. What panel and backlight technology does the display use?

The Elara Elite 26Q uses an LCD panel with Direct LED backlighting and a VA panel matrix. Direct LED places the backlight behind the LCD rather than only around the edges, while VA technology is typically selected for its strong contrast performance. The final image quality still depends on the source content, picture settings and ambient-light conditions in the room.

Q4. What are the main viewing specifications?

Typical brightness is 550 cd/m², the viewing angle is 178°, and the rated display lifetime is 50,000 hours. The wide viewing angle is particularly useful in classrooms and meeting rooms where users may be positioned away from the centre line of the display. The 50,000-hour figure is a rated panel-lifetime specification under defined operating conditions; it should not be interpreted as a warranty duration or as a guarantee that every unit will reach exactly the same operating time.

Q5. What contrast performance is specified?

Dynamic Contrast Pro specified at 5000:1. Contrast describes the difference between darker and brighter image areas and has a direct impact on perceived depth, text clarity and dark-scene detail. Dynamic contrast values are influenced by image processing and backlight behaviour, so they should be compared carefully with figures from other products that may use different measurement methods.

2. DISPLAY & IMAGE QUALITY

Q6. How many colours can the panel reproduce?

The display supports 1.07 billion colours with 10-bit colour depth using an 8-bit + FRC implementation. FRC (Frame Rate Control) reproduces intermediate colour shades by rapidly alternating neighbouring values, allowing smoother gradients than a conventional 8-bit-only output. This is particularly useful for video, photographic content and backgrounds where visible colour banding would otherwise be more noticeable.

Q7. Does the display offer a wide colour gamut?

Yes. The current product definition specifies a wide colour gamut of at least 85% NTSC. A wider gamut allows the panel to reproduce a broader range of colours, which can make visual content appear richer and more differentiated. For colour-critical professional workflows, however, the complete signal chain, picture mode and any required calibration should be validated for the specific project rather than relying on gamut percentage alone.

Q8. What is the panel response time?

The display response time is specified at 1,67 ms. This figure refers to the LCD pixel response time - how quickly the image can transition between pixel states - and should not be confused with touch response or writing latency. The perceived responsiveness of writing also depends on the touch system, operating system, application and rendering pipeline.

Q9. What treatments are applied to the front glass?

The tempered glass combines anti-glare, anti-fingerprint and antimicrobial surface treatments. Anti-glare treatment helps reduce distracting reflections from room lighting, while the anti-fingerprint treatment makes marks from frequent touch use less visually intrusive and easier to clean. The antimicrobial treatment is an additional surface characteristic; normal cleaning and maintenance procedures should still be followed.

Q10. Is a hardware blue-light filter included?

Yes. A hardware blue-light filter is included in the product definition. A hardware-based approach is different from relying only on a software colour-temperature mode because the blue-light reduction capability is integrated into the display system itself. The exact user controls and selectable modes available to the user depend on the firmware configuration.

Q11. Can measured brightness vary between units or screen sizes?

Yes. The published 550 cd/m² figure is the typical product specification. Actual measured luminance can vary slightly by panel size, unit, measurement method, picture mode, source content and operating conditions, so a laboratory measurement should not be expected to reproduce exactly the same value on every unit.

3. TOUCH & WRITING EXPERIENCE

Q12. Which touch technology is used?

The Elara Elite 26Q uses infrared (IR) touch technology. An infrared grid around the active area detects where a finger, stylus or other supported object interrupts the light paths, allowing touch to be detected without requiring pressure on the glass. Because the touch frame is part of the complete system, the active area should be kept free from physical obstruction and contamination that could interfere with normal touch detection.

Q13. What bonding method is used?

The display uses zero bonding, with a specified 0,8 mm air gap. By reducing the distance between the LCD image and the touch surface, zero bonding helps reduce visible parallax and makes writing feel more direct than on a conventional larger-air-gap construction.

Q14. What touch accuracy and touch resolution are specified?

Touch accuracy is specified at ± 0.5 mm and touch resolution at 32,768 x 32,768 pixels. Touch resolution describes the coordinate grid used by the touch system and is independent from the 3840 x 2160 image resolution of the LCD. In practical use, the final writing experience also depends on the operating system and application, including any line smoothing or handwriting processing applied by the software.

Q15. How many simultaneous touch points are supported?

Up to 50 touch points are supported in Windows and Android. macOS, Linux and ChromeOS support up to 20 touch points. These figures describe the panel capability exposed to the host platform; the number of contacts that can actually be used at the same time can be lower if the operating system or application supports fewer simultaneous inputs.

Q16. Which writing tools can be used?

The touch system supports stylus, finger and palm input and includes real palm rejection. This allows users to write with a pen while resting a hand naturally on the surface, provided the active application and operating-system behaviour are compatible with the intended workflow.

Q17. How durable is the glass?

The glass is 3.2 mm tempered glass, specified at Mohs 7 and 9H pencil hardness, with at least 88% transparency and 15-25% haze. Mohs hardness and pencil hardness are different test methods and should not be treated as interchangeable ratings. These specifications describe resistance under defined tests; they do not mean the surface is immune to every possible scratch, impact or misuse.

Q18. Does the video cable itself carry touch when using HDMI or DisplayPort?

No. HDMI and DisplayPort carry the video/audio signal, but touch return to an external computer is handled separately through USB-B Touch. The video input and the USB-B Touch connection must be used as the corresponding pair shown in the panel I/O layout; connecting the USB Touch cable to a different input group can prevent touch from being routed to the active source. The exception is a supported USB-C one-cable connection, where video, USB data/touch and other supported functions can share the same USB-C link.

4. ANDROID, EDLA & PERFORMANCE

Q19. Which Android version does the display use?

The Elara Elite 26Q is specified with Android 16. The integrated Android environment allows the panel to operate as a standalone device without requiring an external PC for every workflow. The functions and applications available on the panel are determined by the approved firmware image.

Q20. Is the display EDLA enabled?

Yes. The operating system configuration is EDLA enabled. EDLA is Google's certification and licensing framework for approved Android enterprise devices and allows the panel to provide the authorised Google environment rather than relying on an unofficial or separately installed Google-services package. This is particularly relevant for organisations that require Google services and Play Store access as part of the standard panel experience.

Q21. What does EDLA mean in practical day-to-day use?

EDLA provides the Google-licensed Android environment used on the panel. The approved Google applications and services are included in the firmware by default, so the panel does not require a separate Google-app package to be manually installed in order to access the standard EDLA experience. Google Play access is also part of this environment, allowing users or administrators to obtain compatible applications according to the organisation's policies and the capabilities of the panel.

Q22. Are Google applications pre-installed by default?

Yes. The Google applications and services included in the approved EDLA software image are pre-installed by default. This means the standard Google environment is available from the factory rather than being added later as a separate software package. The exact application set and versions follow the approved firmware image.

Q23. Is there a fixed firmware limit on the number of user profiles?

No fixed user-count limit is imposed by the firmware. Additional users can be created provided the panel still has sufficient available storage for their applications, files, settings, cache and system requirements. In other words, the practical limit is capacity-based rather than a predefined maximum number of profiles.

Q24. What practically limits the number of users that can be created?

Available storage is the main practical limitation. Each user may add applications, offline files, browser data, application caches and personal settings, so the amount of storage consumed per user can vary significantly. For shared deployments, it is good practice to keep sufficient free storage available for system operation and future firmware or application updates rather than filling the device close to its nominal capacity.

Q25. Does Google Play availability guarantee that every Android application will work correctly?

No. Availability in Google Play does not by itself guarantee full compatibility with a large-format interactive display. An application's behaviour can depend on Android version, CPU architecture, screen layout, touch implementation, permissions, required sensors, external hardware and the way the developer designed the app. It can also depend on whether the application expects a phone/tablet form factor or specific Google APIs.

Q26. Which processor platform is used?

The integrated Android system is based on the Rockchip RK3588 platform, with four ARM Cortex-A76 and four Cortex-A55 CPU cores, up to 2.4 GHz. This heterogeneous CPU design combines higher-performance and efficiency-oriented cores so the system can handle interactive applications and background tasks without relying on one type of core for every workload.

Q27. What GPU and AI processing hardware are included?

Graphics are handled by an ARM G610 MC4 GPU, while the integrated NPU provides 6 TOPS of AI processing capability. The GPU is responsible for graphics acceleration, while the NPU provides dedicated hardware that software can use for compatible AI workloads. The 6 TOPS figure describes available NPU compute capability; it does not mean that every application or AI function will automatically use that acceleration.

Q28. How much memory and storage are included?

The system includes 16 GB RAM and 128 GB internal storage. RAM is the working memory used while the operating system and applications are running, whereas internal storage is used for the operating system, installed applications, user files and cached data. The full nominal 128 GB is therefore not available as free user space because part of it is occupied by the system and pre-installed software.

Q29. Which common file formats are supported?

Supported formats include common JPEG/BMP/PNG images, MPEG/H.264/H.265/VP8/VP9 video formats, common audio codecs, and document formats including PDF, TXT, DOC/DOCX, PPT/PPTX, XLS/XLSX, IWB, ODT and GIF. Format support means the panel has software capability to open these common file types, but it does not guarantee that every complex document will reproduce identically to the application in which it was created. Fonts, macros, embedded media, uncommon codecs and advanced document features can still depend on the application used to open the file.

5. SOFTWARE, LICENSING & FIRMWARE

Q30. Which Newline software applications are included with the Elara Elite 26Q?

The Newline software delivered with the Elara Elite 26Q is integrated into the panel's operating system image, so the standard applications are available as part of the IFPD environment rather than requiring a separate software deployment on each panel. This makes initial setup easier and gives users a consistent software experience across units running the same approved firmware. The standard embedded Newline software is provided free of charge, with DM+ handled under its included subscription entitlement. Newline Signage Pro (NSP) is a separately licensed subscription service, while Engage is a separate external application with its own free-license request process.

Q31. Do the embedded Newline applications need to be downloaded or installed separately?

No. The applications supplied as part of the standard Newline software environment are embedded in the operating system image delivered on the panel. They therefore do not require an initial download from Google Play or a separate installer simply to make the standard Newline tools available.

Q32. Are the embedded Newline applications free to use?

Yes. The standard software applications embedded in the Elara Elite 26Q operating system are provided without an additional software licence fee, with the exception of DM+, which is supplied with a five-year subscription entitlement. This distinction is important when planning long-term deployments: the panel includes the normal Newline software environment, but cloud services that are subscription-based can have their own entitlement period and renewal process.

Q33. What DM+ licence is included with the panel?

The Elara Elite 26Q includes a five-year subscription to Newline Display Management Plus (DM+). DM+ is Newline's display-management platform for centrally managing supported displays, settings and related administrative workflows. The included five-year term allows the customer to use the service during that subscription period without purchasing an additional initial DM+ licence for the covered panel.

Q34. How can a customer renew DM+ after the included subscription period?

The customer can renew the DM+ subscription through the DM+ management console or request the renewal through their Newline sales contact. This gives customers the option to manage renewal directly from the service environment or to include it in a commercial quotation with Newline or the relevant sales channel. For multi-panel estates, it is advisable to review renewal dates and the number of managed units in advance so that the required subscription scope can be quoted correctly.

Q35. What is Newline Signage Pro (NSP) and how is it licensed?

Newline Signage Pro (NSP) is offered as a subscription service and is not treated as a permanently free licence simply because the customer owns an IFPD. It is intended for customers that require Newline's signage functionality under a commercial subscription model. Subscription pricing can be quoted according to the required term and the number of units to be covered, allowing the proposal to be sized for a single deployment or a larger estate.

Q36. How can a customer obtain a quotation for NSP?

The customer, reseller or project owner can request an NSP quotation through their Newline sales contact. The quotation should specify the expected subscription duration and the number of units because both factors are relevant to the commercial scope. For larger projects, providing the intended deployment size and timing from the beginning helps ensure that the quotation reflects the actual project requirement.

Q37. Is Newline Engage embedded in the IFPD operating system?

No. Engage is different from the software embedded directly in the Elara Elite 26Q operating system. It is an external software application that is licensed separately from the IFPD software image. The licence itself is free for eligible Newline panels, but it must be requested using the panel serial number rather than being assumed to be automatically activated simply because the device has been purchased.

Q38. How does a customer obtain the free Engage licence?

The customer registers the panel serial number on the designated Newline web service and can then request the corresponding free Engage licence. The serial number is used to associate the licence request with an eligible Newline device. Because Engage runs outside the embedded IFPD environment, the customer should also verify that the computer or environment on which Engage will be used meets the relevant software requirements.

Q39. Does every software function require an Internet connection?

Not necessarily. Many local panel functions and embedded tools can operate without continuous Internet access, but cloud-connected services, online content, Google services, licence validation where applicable and firmware update services can require network connectivity. The exact requirement depends on the workflow being used. For managed or restricted networks, customers should therefore validate the required online services as part of deployment planning rather than assuming that every function will behave identically in a fully offline environment.

Q40. How are normal firmware updates delivered to the Elara Elite 26Q?

Normal firmware updates are made available through OTA update delivery. This allows an approved firmware package to be offered directly to the panel without requiring a technician to copy the package manually to every unit. OTA is the preferred approach for standard update scenarios because it reduces manual handling and helps ensure that the panel receives the firmware through the intended update path.

Q41. What does OTA mean and what is required for an OTA update?

OTA means Over-the-Air. In practical terms, the panel connects to Newline's update service over the network, checks for an approved firmware release and, when an update is available, downloads the package so that it can be installed on the device. The panel must therefore have network access with Internet connectivity, either through the wired LAN/Ethernet connection or through Wi-Fi. In controlled corporate or education networks, firewall, proxy, DNS or other network policies can also affect whether the panel can reach the update service.

Q42. Can firmware be installed manually if OTA cannot be used?

Yes, a manual firmware installation method can be used for isolated cases where OTA is not appropriate or cannot be completed. However, manual installation should not be treated as a generic self-service procedure for every deployment. Each case must be handled with Newline Support so that the correct firmware package, installation method and upgrade path can be confirmed for the exact model and current software state.

Q43. Why should manual firmware installation be coordinated with Newline Support?

Firmware packages and update paths can depend on the exact product model, hardware revision, current firmware version and the issue being addressed. Using an incorrect package or an unsuitable upgrade path can create avoidable problems or leave the panel in an unsupported software state. Newline Support can confirm whether a manual update is actually required, provide the appropriate package and instructions, and determine whether additional troubleshooting should be completed first.

Q44. Should firmware and software versions be validated before a large deployment?

Yes. For projects that rely on specific applications, peripherals, authentication workflows or integrations, the intended firmware and software combination should be validated before mass rollout. Firmware updates can include security updates, bug fixes, compatibility changes and changes to embedded applications, so behaviour can evolve over the product lifecycle. A representative pilot unit is therefore the best place to confirm the target firmware, network access, required software and project-critical workflows before replicating the configuration across a large number of panels.

6. CONNECTIVITY & PORTS

Q45. Which connections are available on the front of the display?

Front connectivity includes one USB-C port with up to 100 W Power Delivery, one HDMI 2.1 input with HDCP 2.3, one USB-B Touch 3.0 port, two USB-A 3.2 ports and a microphone input. These front-facing connections are intended to make temporary laptop, USB-device and presentation connections easier to access without reaching behind the panel. The front USB-C is the primary one-cable host connection and should not be assumed to have the same capabilities as every other USB-C connector on the display.

Q46. Which video inputs are available on the rear?

The rear panel provides two HDMI 2.1 inputs with HDCP 2.3 plus one DisplayPort 1.2 input. These inputs are intended for fixed or less frequently changed source connections such as room PCs or installed AV equipment. ARC is supported only on HDMI 2, so any project that depends on Audio Return Channel must use that specific HDMI connection.

Q47. What USB-C connections are available on the rear/top?

The product includes one rear USB-C port with 15 W power, one USB-C output, and one top USB-C 3.0 port intended for camera connectivity. These connectors have different roles and should not be treated as interchangeable simply because they use the same USB-C plug. In particular, the rear 15 W connection is not equivalent to the front 100 W one-cable laptop connection, and the top USB-C port is intended for the camera workflow.

Q48. How many rear USB and touch ports are provided?

Rear connectivity includes two public USB-A 3.2 ports, one USB 3.2 port dedicated to Android, and three USB-B Touch 3.0 ports. The dedicated Android USB connection is intended for the panel's internal Android environment, while USB-B Touch ports return touch data to external sources. When HDMI or DisplayPort is used with touch, the USB-B Touch cable must be connected to the matching input group rather than simply to any available USB-B port.

Q49. What does the HDMI output support?

HDMI Out supports HDMI 2.1, HDCP 2.3 and up to 4K at 60 Hz. The actual output format available in an installation also depends on the active source, content protection and the capabilities of the downstream device and cable path. Where HDMI Out is part of a larger AV distribution or capture system, the complete signal chain should be validated before deployment.

Q50. Which additional audio and control interfaces are available?

The display includes S/PDIF Out, Line Out, RS232 and a rear microphone input. S/PDIF provides a digital audio output, Line Out provides an analogue audio path, and RS232 can be used by compatible external control systems for supported panel-control commands. The availability of a physical interface does not by itself guarantee support for every third-party control or audio workflow, so project-specific integrations should be validated where required.

Q51. How should HDMI or DisplayPort and USB Touch be connected?

When an external computer is connected by HDMI or DisplayPort, the corresponding USB-B Touch connection must also be connected if the computer needs to receive touch input from the panel. The video input and USB Touch connection must use the matching input group indicated by the panel's I/O labelling.

Q52. Why must the video input and USB Touch connection be matched?

The panel maps each external video source to its corresponding touch-return connection. Mixing an HDMI/DisplayPort source with a USB Touch port assigned to another input can result in touch not being available for the active source or being routed incorrectly. As a simple rule, keep the video and touch cables in the same labelled connection group.

Q53. What happens if I connect HDMI but do not connect USB-B Touch?

The computer can still send video and audio to the panel through HDMI, but touch performed on the panel will not be returned to that computer. If interactive control is required, connect the matching USB-B Touch cable as well.

Q54. What does the USB-B Touch cable carry?

USB-B Touch carries USB data used for touch and interactive control; it does not carry the video image. A separate HDMI or DisplayPort connection is therefore required for the image when USB-B Touch is used.

Q55. Does the front USB-C connection require a separate USB-B Touch cable?

No, not in the normal supported one-cable USB-C workflow. With a compatible host and a suitable full-featured USB-C cable, the front USB-C connection can carry the host connection and touch return over the same cable, so an additional USB-B Touch cable is not required.

Q56. What functions are supported by the front USB-C port?

The front USB-C port is the main one-cable host connection. It can provide up to 100 W Power Delivery, carry USB data/touch, and support USB-C tethering. When the connected host supports video output over USB-C, the display signal can also be carried through the same connection. This allows a compatible laptop to be connected with a single cable for several functions at once.

Q57. What is USB-C tethering on the Elara Elite 26Q?

Tethering is the ability to make network connectivity available to a compatible computer through the same USB-C connection used with the panel. In practical terms, a laptop can use the network connection exposed through the panel without requiring a separate network cable to the laptop. The final behaviour can depend on the host operating system, drivers and network policy.

Q58. Which HDMI input supports ARC?

ARC is supported only on HDMI 2. If ARC is required for an external soundbar or AV device, that equipment must be connected to HDMI 2 rather than the other HDMI inputs.

Q59. What is ARC and when is it useful?

ARC stands for Audio Return Channel. It allows compatible audio equipment to receive audio from the display through the HDMI connection, reducing the need for a separate audio-output cable. ARC functionality also depends on the connected audio device supporting ARC and being configured correctly.

Q60. What is the maximum recommended HDMI cable length?

The validated maximum HDMI cable length is 5 metres. Longer passive HDMI runs can become sensitive to cable quality, signal bandwidth, resolution, refresh rate and installation conditions, so operation beyond 5 metres should not be assumed without testing.

Q61. What is the maximum recommended USB-C cable length?

The validated maximum USB-C cable length is 3 metres. USB-C carries several high-speed functions at the same time, so cable construction and quality are especially important. The supplied 2 metre USB-C cable is within the validated range.

Q62. Can HDMI or USB-C cables longer than the validated length be used?

They may work in some installations, especially with appropriate active cabling or extenders, but Newline cannot guarantee operation outside the validated passive-cable lengths. Any longer-run solution should be tested with the exact resolution, device, adapter/extender and application that will be used in the final installation.

Q63. Can any USB-C cable be used for the front one-cable connection?

No. A USB-C connector only defines the physical plug; different cables support different capabilities. For the full workflow, the cable must support the functions required by the installation, such as high-speed USB data/touch, video and Power Delivery. A charging-only USB-C cable, for example, is not sufficient for video and touch.

Q64. Does 100 W Power Delivery mean every laptop will receive exactly 100 W?

No. 100 W is the maximum Power Delivery capability of the front USB-C port. The actual power delivered is negotiated between the panel, the USB-C cable and the connected device, and the laptop may request a lower power level. A cable that does not support the required PD level can also reduce the available charging power.

Q65. Can USB hubs, docks, KVMs or video adapters be assumed to work?

No. Intermediate devices can change USB enumeration, EDID/HDCP behaviour, video bandwidth, charging negotiation, touch routing or driver requirements. They may work correctly, but compatibility should be validated with the exact dock, hub, KVM or adapter model before a project depends on it.

Q66. What is the best first troubleshooting step if video works but touch does not?

Confirm that the active HDMI or DisplayPort input is paired with the matching USB-B Touch port and that the USB cable is connected directly to the same source computer. If USB-C is being used, confirm that the

cable is a full-featured data/video cable rather than a charging-only cable. Removing docks or adapters temporarily is also useful for isolating the cause.

7. WIRELESS, NETWORK & EXPANSION

Q67. Is Wi-Fi built in?

Yes. The Wi-Fi module is built in. The current product definition specifies Wi-Fi 7 tri-band operation on 2.4, 5 and 6 GHz, with Wi-Fi 5 compatibility on 2.4 and 5 GHz.

Q68. Which Wi-Fi standards are supported?

The Wi-Fi 7 configuration is specified for IEEE 802.11 a/b/g/n/ac/ax/be compatibility.

Q69. Does Wi-Fi 7 automatically mean that 6 GHz will be available on every installation?

No. The panel supports 6 GHz as part of its Wi-Fi 7 capability, but the network must also provide a compatible 6 GHz access point and the use of that band must be available in the relevant region and network configuration. Where 6 GHz is not available, the panel can use supported 2.4 or 5 GHz networks.

Q70. Which Bluetooth version is specified?

Bluetooth 6.0 is specified in the current product definition. The Bluetooth version alone does not guarantee compatibility with every peripheral because the required Bluetooth profile, device firmware, operating system and application support also matter.

Q71. Does the display include wired networking?

Yes. It includes one Gigabit LAN In port and one Gigabit LAN Out port.

Q72. Can an OPS computer be installed?

Yes. The Elara Elite 26Q includes an OPS slot. If a project uses a third-party OPS, the specific module should still be validated for mechanical, electrical, firmware and functional compatibility rather than assuming that slot format alone guarantees every feature.

Q73. Does the display also support SDM-S?

Yes. An SDM-S slot is included. As with other third-party expansion modules, project-specific compatibility should be confirmed where a particular SDM-S module or feature is required.

Q74. Is NFC included and what is supported?

Yes. The panel includes NFC read/write functionality and supports standard NFC protocols. NFC functionality is also specified as compatible with Windows. The exact workflow still depends on the card/tag type, application and software implementation being used.

Q75. Does support for standard NFC protocols guarantee compatibility with every access card or badge?

No. Many access-control, identification and payment credentials use proprietary formats, encryption, secure elements or vendor-specific software on top of NFC. Standard NFC support means the panel can work with standard NFC communication, but a specific badge or credential should be tested if it is required for a customer workflow.

8. AUDIO, MICROPHONES & CAMERA

Q76. What speaker system is built into the display?

The display has bottom-front speakers rated at 25 W per channel.

Q77. Is there a built-in subwoofer system?

Yes. A rear-centre subwoofer system is specified at 25 W.

Q78. How many built-in microphones are provided?

The display includes an 8-microphone array positioned at the top of the panel.

Q79. What microphone pickup distance is specified?

The microphone array is specified for pickup at distances of up to 10 metres. Real-world pickup quality will still depend on room acoustics, speaker distance, ambient noise and the conferencing application being used.

Q80. Which audio-processing functions are included?

The microphone system supports noise reduction and echo cancellation.

Q81. Is a camera included as standard?

No. The camera is optional and is not included by default.

Q82. Can Newline assume compatibility with any third-party camera, microphone, soundbar or other external device?

No. Compatibility with a third-party device should not be assumed unless the relevant combination has been tested. The fact that two products use the same physical connector or a common protocol is not enough to guarantee that every function will operate as expected.

Q83. Which factors can affect third-party device compatibility?

Compatibility can depend on the external device's hardware, drivers, firmware, USB/HDMI implementation, operating system, panel firmware and the application being used. It can also depend on whether the requested behaviour is a generic standards-based function or a vendor-specific feature that requires proprietary drivers, services or software.

Q84. What is the difference between generic compatibility and feature-level compatibility?

A device may support a generic function while some advanced features remain unavailable. For example, a USB camera may provide normal video and audio, while vendor-specific PTZ controls, AI framing, firmware management or special buttons may require dedicated software. Compatibility should therefore be assessed against the exact functions the customer needs, not only whether the device is detected.

Q85. If a peripheral is detected by the panel or computer, does that prove full compatibility?

No. Detection only confirms that part of the connection is working. A complete validation should check the functions that matter in the real workflow, including audio/video quality, touch or control commands, wake behaviour, application integration and stability over time.

Q86. How should a customer validate a project-critical third-party device?

A customer or partner can request a Newline loan unit for compatibility testing before committing to a deployment. The test should reproduce the real environment as closely as possible: the exact peripheral model, cable or adapter, computer, operating-system build, driver, panel firmware, conferencing or teaching application and network configuration. This gives a much more reliable result than making a compatibility assumption from specifications alone.

Q87. Does the top USB-C camera port guarantee all third-party camera features?

No. The top USB-C port is intended for camera connectivity, but the functions available from a specific third-party camera still depend on the camera's USB implementation, drivers and software. Where advanced camera functionality is important, it should be included in the compatibility test.

9. INSTALLATION, POWER & INCLUDED ACCESSORIES

Q88. How can the display be installed?

The panel is designed for landscape installation using a compatible wall mount or mobile stand. Other operating orientations are not supported.

Q89. Can the Elara Elite 26Q be installed in portrait orientation?

No. Portrait installation is not supported. The product is designed and validated to operate in landscape orientation.

Q90. Can the display be used as a horizontal table or installed at an inclined angle?

No. Tabletop/horizontal operation and inclined operating positions are not supported. The panel should be installed as a landscape display in the intended upright orientation.

Q91. Why is the supported orientation limited to landscape?

The product's mechanical design, heat management, panel construction, touch system and overall validation are based on landscape operation. Using the display in portrait, table or inclined configurations falls outside the validated product use and can change loading, ventilation and operating behaviour.

Q92. What VESA mounting patterns are used?

55 inch: 400 x 400 mm; 65 inch: 600 x 400 mm; 75 and 86 inch: 800 x 400 mm; 98 inch: 800 x 600 mm.

Q93. Can any third-party wall mount or mobile stand be used?

A third-party mounting solution must support the correct VESA pattern, panel dimensions and full product weight with an appropriate safety margin. Mechanical fit alone does not validate motorised functions, cable management or other integrated features, so project-specific stand functionality should be checked where relevant.

Q94. What input voltage is supported?

The display supports AC 100-240 V operation. The appropriate supplied or locally approved power cable should be used for the installation.

Q95. What is the standby power consumption?

Standby power consumption is specified at less than 0.5 W.

Q96. What are the energy-label power figures and efficiency classes?

55 inch: 86 W / Class G; 65 inch: 85 W / Class E; 75 inch: 124 W / Class E; 86 inch: 151 W / Class F; 98 inch: 154 W / Class E.

Q97. What operating and storage conditions are specified?

Operating conditions are 0-40 °C and 20-80% RH, non-condensing. Storage conditions are -20-60 °C and 0-90% RH, non-condensing.

Q98. Which accessories are included in the standard BOM?

The current BOM includes EMEA and UK power cables, a 3 m HDMI cable, a 3 m USB Touch A-B cable, a 2 m USB-C cable, a 3 m 3.5 mm audio cable, remote control, two pens, two pen holders, batteries, cleaning kit and NFC cards.

Q99. Does the display include a pen tray?

Yes. A pen tray is included.

Q100. Can the supplied HDMI or USB-C cables be replaced with other cables?

Yes, provided the replacement cable supports the required specification and remains within the validated length for the intended connection. As a reference, HDMI is validated up to 5 m and USB-C up to 3 m. For USB-C especially, the replacement must support the required data, video and Power Delivery functions rather than simply having USB-C connectors at both ends.

Q101. What cabling practice is recommended in a fixed installation?

Where possible, use direct cable runs and avoid unnecessary adapters, couplers or hubs. Keep cables free from excessive tension and sharp bends, and do not assume that an extender or wall-plate system is

transparent to HDMI, USB Touch or USB-C. If structured cabling, extenders or long runs are required, validate the complete path before final installation.

Q102. What should be validated before a large deployment?

For a project that depends on specific workflows, validate the complete solution rather than only the panel. This should include the exact computer models and operating systems, docks/adapters, cable lengths, USB Touch mapping, USB-C charging/tethering, network environment, NFC credentials, external cameras/audio devices, required Android applications and any specialised software. A Newline loan unit can be requested when the customer needs to prove a particular configuration before rollout.

IMPORTANT: Specifications and behaviour may be updated as the product definition and firmware evolve. Where a project depends on a specific third-party device, application, cable infrastructure or advanced feature, validate the exact configuration before deployment and record the panel firmware used for the test.