

# Operating Systems, Hardware, Browsers and Channels

## Minimum Device Operating System Support

**Minimum Android Version Supported** - Android 11.0

**Minimum iOS Versions Supported** – iOS 15, iPadOS 15

To ensure the highest levels of security, devices that are not eligible for upgrade to at least the minimum supported OS version are prevented from installing and/or using the mobile banking app.

Operating system updates made generally available by Apple and Google at the time of publication of this document are supported by app versions released after the effective date of this document. Only devices running an unmodified version of the manufacturer-supplied operating system are supported.



**Note:** Beta releases of Apple and Android operating systems are not supported.

## Hardware, Browsers, and Channel Support

- Mobile Banking does not support the use of the Android “Developer options” settings, including USB Debugging
- Jailbroken/rooted devices and MITM interception are not supported
- The latest stable versions of Chrome and Safari browsers are supported. Beta versions of browsers are not supported
- The SMS channel is only supported on devices with SMS capabilities

## Supported App Stores

- iTunes App Stores (Apple app store)
- Google Play (Android app store)

## Network Support

Mobile Banking only supports TLS 1.2 for app communications. Any device or browser that does not support TLS 1.2 will not be able to connect to Mobile Banking services—even if the device is on a supported operating system version. This is being enforced to comply with security mandates from regulatory authorities and ensures secure communications for mobile banking users.

The Mobile banking products can operate on any unrestricted TCP/IP data network. Operation on restricted networks (for example, where a firewall might be in place) is not guaranteed.

The Mobile banking product supports Tier 1 carriers in the U.S., including AT&T®, Verizon®, T-Mobile®, Sprint®, and US Cellular®. Mobile banking support for non-Tier 1 carriers depends on the contractual agreement between the SMS gateway provider (aggregator) and the individual carrier.

# Supported Devices

## Apple Phones

Brand/Manufacturer	Model	Added to SDL
Apple	iPhone 6S	September 2015
Apple	iPhone 6S Plus	September 2015
Apple	iPhone 7	September 2016
Apple	iPhone 7 Plus	September 2016
Apple	iPhone 8	September 2017
Apple	iPhone 8 Plus	September 2017
Apple	iPhone 11	September 2019
Apple	iPhone 11 Pro	September 2019
Apple	iPhone 11 Pro Max	September 2019
Apple	iPhone 12	September 2020
Apple	iPhone 12 Mini	September 2020
Apple	iPhone 12 Pro	September 2020
Apple	iPhone 12 Pro Max	September 2020
Apple	iPhone 13	September 2021
Apple	iPhone 13 Mini	September 2021
Apple	iPhone 13 Pro	September 2021
Apple	iPhone 13 Pro Max	September 2021
Apple	iPhone 14	September 2022
Apple	iPhone 14 Plus	September 2022
Apple	iPhone 14 Pro	September 2022
Apple	iPhone 14 Pro Max	September 2022
Apple	iPhone 15	October 2023
Apple	iPhone 15 Plus	October 2023
Apple	iPhone 15 Pro	October 2023
Apple	iPhone 15 Pro Max	October 2023
Apple	iPhone 16	September 2024
Apple	iPhone 16 Plus	September 2024
Apple	iPhone 16 Pro	September 2024
Apple	iPhone 16 Pro Max	September 2024
Apple	iPhone SE	March 2016
Apple	iPhone SE (2 <sup>nd</sup> Gen)	March 2020
Apple	iPhone SE (2022)	September 2022

Apple	iPhone X	November 2017
Apple	iPhone XR	October 2018
Apple	iPhone XS	September 2018
Apple	iPhone XS Max	September 2018
<b>Total iPhones</b>		<b>36</b>

## Android Phones

Brand/Manufacturer	Model	Added to SDL
Google	Pixel 3	December 2018
Google	Pixel 3 XL	December 2018
Google	Pixel 4	September 2020
Google	Pixel 5	September 2022
Google	Pixel 6	September 2022
Google	Pixel 6a	September 2022
Google	Pixel 7	September 2022
Google	Pixel 7 Pro	September 2022
Google	Pixel 8a	September 2024
Google	Pixel 9	September 2024
Google	Pixel 9 Pro	September 2024
Google	Pixel 9 Pro XL	September 2024
Google	Pixel 9 Pro Fold	September 2024
LG	G7 ThinQ	September 2018
LG	V50 Thin Q	April 2020
One Plus	6T	April 2019
One Plus	7 Pro	September 2019
One Plus	9	September 2022
Samsung	Galaxy A03s	June 2023
Samsung	Galaxy A10e	July 2021
Samsung	Galaxy A11	November 2021
Samsung	Galaxy A13 5G	June 2023
Samsung	Galaxy A14 5G	September 2024
Samsung	Galaxy A15 5G	September 2024
Samsung	Galaxy A20	April 2021
Samsung	Samsung A32 5G	September 2022
Samsung	Galaxy A51	April 2021
Samsung	Galaxy A53	June 2023
Samsung	Galaxy Fold	November 2019
Samsung	Galaxy Note 10	November 2019
Samsung	Galaxy Note 10+	November 2019
Samsung	Galaxy Note 20 Ultra	September 2022
Samsung	Galaxy S10	July 2019
Samsung	Galaxy S10E	July 2019

Samsung	Galaxy S10+	September 2020
Samsung	Galaxy S20 (S11)	September 2020
Samsung	Galaxy S20+	July 2021
Samsung	Galaxy S20 FE 5G	September 2022
Samsung	Galaxy S20 Ultra 5G	June 2023
Samsung	Galaxy S21 5G	December 2022
Samsung	Galaxy S21+ 5G	December 2022
Samsung	Galaxy S21 FE 5G	December 2022
Samsung	Galaxy S21 Ultra	December 2022
Samsung	Galaxy S22 5G	December 2022
Samsung	Galaxy S22+ 5G	December 2022
Samsung	Galaxy S22 Ultra	April 2022
Samsung	Galaxy S23	June 2023
Samsung	Galaxy S23 Plus	June 2023
Samsung	Galaxy S23 Ultra	June 2023
Samsung	Galaxy M13 5G	September 2022
Samsung	Galaxy Z Flip 3 5G	September 2022
Samsung	Galaxy Z Fold 4	September 2022
Samsung	Galaxy Z Fold 5	September 2024
Samsung	Galaxy Z Flip 5	September 2024
Samsung	Galaxy S24	April 2024
Samsung	Galaxy S24 Plus	April 2024
Samsung	Galaxy S24 Ultra	April 2024
<b>Total Android Phones</b>		<b>57</b>

## Tablet Devices



**Note:** Not all mobile banking solutions offer apps optimized for the tablet form factor.

Brand/Manufacturer	Model	Added to SDL
Apple	iPad	April 2018
Apple	iPad Pro	January 2019
Apple	iPad Mini	April 2019
Apple	iPad Air	April 2021
Apple	M1 iPad Pro	July 2021
Samsung	Galaxy Tab A	May 2019
Samsung	Galaxy Tab S7	September 2022
<b>Total Tablets</b>		<b>7</b>

# Devices Recently Removed

These devices are no longer supported for any version of the mobile banking app.

Brand/Manufacturer	Model	Removed from SDL
Samsung	Galaxy Note 9	September 2024
Samsung	Galaxy S9	September 2024
Samsung	Galaxy S9 Plus	September 2024
LG	V40 Thin Q	September 2024
Motorola	Moto G7	September 2024
Motorola	Moto Z4	September 2024
Motorola	Moto G Power	September 2024
Motorola	Moto G Stylus 5G	September 2024