

Mobile Banking

Supported Operating Systems and Browsers

Phone Channel

Supported Operating Systems (November 2021)

The following outlines the scope of ADK on the Go’s operating system and network support.

Note: Only major versions released directly by OEMs (Apple or any Android hardware manufacturer) are included. Any OS version updates or patch releases that are released by carriers are not included in the scope for certification.

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
Android	Android version 8.0	All later major version updates are supported (for example 9.0, 10.0, 11.0, 12.0) Beta releases will not be supported	Remote Deposit Capture support requires a camera of at least 2 mega-pixels in resolution. ADK on the Go does not support the use of the Android “Developer options” settings, including USB Debugging. Jailbroken/rooted devices and MITM interception are not supported	Only the default installed browser is supported. For the majority of devices, this is the Android Browser. For devices where Chrome is the default browser, this will be supported. Beta versions of browsers, such as Chrome Beta, are not supported. The SMS channel is only supported for Android devices that have SMS capability	Android Application SMS
iOS - iPhone	iOS version 13.0	All later major version updates are supported (for example 14.0, 15.0) Beta releases will not be supported	Jailbroken devices are not supported	Only the default installed browser is supported. For all iPhone devices, this is the Safari Browser.	iPhone Application SMS
All other operating systems	N/A	N/A	None	N/A	SMS

For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

Supported Networks

The ADK on the Go Mobile app supports the Tier 1 carriers in the U.S., including:

- AT&T®
- Verizon®
- Sprint®
- T-Mobile®

ADK on the Go's support for non-Tier 1 carriers depends on the contractual agreement between the SMS gateway provider (aggregator) and the individual carrier. Contact Client Services for questions about a specific carrier's support for ADK on the Go at 315-272-2500 or 877-404-2265, Option 1.

Supported Online Store (App Stores)

- iTunes App Store (Apple App Store)
- Google Play (Android App Store)

Latest Certified Device List – Phone Channel

The following outlines the scope of ADK on the Go's general device support. Only devices explicitly listed in the Certified Device List are fully supported. Other devices that conform to the general support policy below may function with ADK on the Go.

Brand/Manufacturer	Model	New to List	Max OS Supported	Biometric Supported
Apple	iPhone 6S		iOS15	Y
Apple	iPhone 6S Plus		iOS15	Y
Apple	iPhone 7		iOS15	Y
Apple	iPhone 7 Plus		iOS15	Y
Apple	iPhone 8		iOS15	Y
Apple	iPhone 8 Plus		iOS15	Y
Apple	iPhone 11		iOS15	Y
Apple	iPhone 11 Pro		iOS15	Y
Apple	iPhone 11 Pro Max		iOS15	y
Apple	iPhone 12 Mini		iOS15	Y
Apple	iPhone 12		iOS15	Y
Apple	iPhone 12 Pro		iOS15	Y
Apple	iPhone 12 Pro Max		iOS15	Y
Apple	iPhone SE		iOS15	Y
Apple	iPhone SE (2 nd Gen)		iOS15	Y
Apple	iPhone X		iOS15	Y
Apple	iPhone XR		iOS15	Y
Apple	iPhone XS		iOS15	Y
Apple	iPhone XS Max		iOS15	Y
Google	Pixel 2		Android 11	Y
Google	Pixel 2 XL		Android 11	Y
Google	Pixel 3		Android 12	Y
Google	Pixel 3 XL		Android 12	Y
Google	Pixel 4		Android 12	
LG	G5		Android 8	Y
LG	G7 ThinQ		Android 10	Y
LG	Stylo 5	Y	Android 10	Y

LG	V20		Android 8	Y
LG	V30		Android 9	Y
LG	V40 Thin Q		Android 10	Y
LG	V50 Thin Q		Android 11	Y
Motorola	Moto G7		Android 10	Y
Motorola	Moto Z3		Android 9	Y
Motorola	Moto Z4	Y	Android 10	Y
One Plus	6T		Android 10	Y
One Plus	7 Pro		Android 11	Y
Samsung	Galaxy A10e	Y	Android 9	Y
Samsung	Galaxy A11	Y	Android 11	Y
Samsung	Galaxy A20	Y	Android 10	Y
Samsung	Galaxy A51	Y	Android 11	Y
Samsung	Galaxy Fold		Android 11	Y
Samsung	Galaxy J7 Crown	Y	Android 9	N
Samsung	Galaxy Note 8		Android 9	Y
Samsung	Galaxy Note 9		Android 10	Y
Samsung	Galaxy Note 10		Android 11	Y
Samsung	Galaxy Note 10+		Android 11	Y
Samsung	Galaxy S7		Android 8	Y
Samsung	Galaxy S7 Edge		Android 8	Y
Samsung	Galaxy S8		Android 9	Y
Samsung	Galaxy S8 Plus		Android 9	Y
Samsung	Galaxy S9		Android 10	Y
Samsung	Galaxy S9 Plus		Android 10	Y
Samsung	Galaxy S10		Android 11	Y
Samsung	Galaxy S10E		Android 11	Y
Samsung	Galaxy S10+		Android 11	Y
Samsung	Galaxy S20 (S11)		Android 11	Y
Samsung	Galaxy S20+	Y	Android 11	Y
Samsung	Galaxy S21	Y	Android 11	Y

Supported Operating Systems and Networks for Tablet Channel

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Application Support
Android	Android version 8.0	All later major version updates are supported (for example: 9.0, 10.0, 11.0, 12.0)	Remote Deposit Capture support requires a rear-facing camera of at least 2 mega-pixels in resolution	Only the default installed browser is supported. For the majority of devices, this is the Android Browser. For devices where Chrome is the default browser, this will be supported. Beta versions of browsers, such as Chrome Beta, are not supported	Android Tablet Application
iOS	iOS version 13.0	All later major version updates are supported (for	Remote Deposit Capture support requires a camera	Only the default installed browser	iPad Application

		example: 14.0, 15.0) Beta releases of iOS will not be supported until they are publicly released	of at least 2 mega-pixels in resolution	(Safari) is supported	
--	--	---	---	-----------------------	--

Supported Networks

The ADK on the Go product can operate on any unrestricted TCP/IP data network. Operation on restricted networks (e.g., where a firewall might be in place) is not guaranteed.

Latest Certified Device List – Tablet Channel

The following outlines the scope of ADK on the Go’s general device support. Only devices explicitly listed here are fully supported. Other devices that conform to the general support policy may function with ADK on the Go. For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

Brand/Manufacturer	Model	Screen Size	New To the List	Max OS Supported	Biometric Supported
Apple	iPad (5 th generation – 2017)	9.7”		iOS15	Y
Apple	iPad (6 th Generation – 2018)	9.7”		iOS15	Y
Apple	iPad (Fall 2017)	10.5”		iOS15	Y
Apple	iPad Air 2	9.7”		iOS15	Y
Apple	iPad Air 4	10.9”		iOS14	Y
Apple	M1 iPad Pro 2021	11”	Y	iOS15	Y
Apple	M1 iPad Pro 2021	12.9”	Y	iOS15	Y
Apple	iPad Mini 4	7.9”		iOS15	Y
Apple	iPad Mini 5	7.9”		iOS15	Y
Apple	iPad Pro	9.7”		iOS15	Y
Apple	iPad Pro	12.9”		iOS15	Y
Apple	iPad Pro (2018)	11”		iOS15	Y
Google	Pixel C	10.2”		Android 8	Y
Samsung	Galaxy Tab A	10.5”		Android 11	Y

Business Mobile Banking

Supported Operating Systems and Browsers

Operating Systems (August 2020)

The following statements outline the scope of general device and operating system support for ADK Biz Mobile. Only devices explicitly listed in this Certified Device List are fully supported. Other devices that conform to the general support policy below may also function.

Note: Only major operating system versions released directly by OEMs (Apple or any Android hardware manufacturer) are included in scope. Any OS version updates or software patches that are released by carriers are not included in the scope for certification.

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Channel Support
Android	Android version 6.0	All later major version updates are supported (for example 7.0, 8.0, 9.0)	Remote Deposit Capture support requires a camera of at least 2 mega-pixels in resolution.	Android Application Push
iOS - iPhone	iOS version 12.0	All later major version updates are supported (for example 13, 14) Beta releases of iOS will not be supported until they are released in production. This includes public betas.	None	iPhone Application Push
iOS - iPad	iOS version 12.0	All later major version updates are supported (for example 13, 14) Beta releases of iOS will not be supported until they are released in production. This includes public betas	None	iPhone Application (Scaled)

Certified Device List

Brand/ Manufacturer	Model	New	OS	iPhone App	Android Phone App	Fingerprint Scanner
Apple	iPad Air, iPad Air 2		iOS	Y		
Apple	iPad Mini 2, iPad Mini 3, iPad Mini 4, iPad (2017, Fall 2017), iPad (2018)		iOS	Y		
Apple	iPad Pro 12.9", iPad Pro 9.7", iPad Pro 11		iOS	Y		
Apple	iPhone 5S		iOS	Y		Y
Apple	iPhone 6		iOS	Y		Y
Apple	iPhone 6 Plus		iOS	Y		Y
Apple	iPhone 6S		iOS	Y		Y
Apple	iPhone 6S Plus		iOS	Y		Y
Apple	iPhone 7		iOS	Y		Y
Apple	iPhone 7 Plus		iOS	Y		Y
Apple	iPhone 8		iOS	Y		Y
Apple	iPhone 8 Plus		iOS	Y		Y
Apple	iPhone 11		iOS	Y		Y
Apple	iPhone Pro		iOS	Y		Y
Apple	iPhone Max	Y	iOS	Y		Y
Apple	iPhone SE		iOS	Y		Y
Apple	iPhone X		iOS	Y		Y (Face ID)
Apple	iPhone XR		iOS	Y		Y (Face ID)
Apple	iPhone XS		iOS	Y		Y (Face ID)
Apple	iPhone XS Max		iOS	Y		Y (Face ID)
Google	Pixel 2		Android		Y	Y
Google	Pixel 2 XL		Android		Y	Y
Google	Pixel 3		Android		Y	Y
Google	Pixel 3 XL		Android		Y	Y
HTC	One M9		Android		Y	N
Huawei	Nexus 6P	Y	Android		Y	Y
LG	G5		Android		Y	Y
LG	G7 ThinQ		Android		Y	Y
LG	K20 Plus		Android		Y	N
LG	Nexus 5		Android		Y	
LG	Stylo 3		Android		Y	N
LG	V10		Android		Y	Y
LG	V20	Y	Android		Y	Y
LG	V30		Android		Y	Y
LG	V40		Android		Y	Y
LG	V50	Y	Android		Y	Y
Motorola	Moto G7		Android		Y	Y
Motorola	Moto Z Force Droid		Android		Y	Y
Motorola	Moto Z2 Force		Android		Y	Y
Motorola	Moto Z2 Play	Y	Android		Y	Y
One Plus	6T		Android		Y	Y
One Plus	7 Pro	Y	Android		Y	Y
Samsung	Galaxy Fold	Y	Android		Y	Y
Samsung	Galaxy J7		Android		Y	Y
Samsung	Galaxy Note 4		Android		Y	N

Samsung	Galaxy Note 5		Android		Y	Y
Samsung	Galaxy Note 8		Android		Y	Y
Samsung	Galaxy Note 9		Android		Y	Y
Samsung	Galaxy Note 10	Y	Android		Y	Y
Samsung	Galaxy Note+	Y	Android		Y	Y
Samsung	Galaxy S5		Android		Y	N
Samsung	Galaxy S6		Android		Y	Y
Samsung	Galaxy S6 Edge		Android		Y	Y
Samsung	Galaxy S6 Edge Plus		Android		Y	Y
Samsung	Galaxy S7		Android		Y	Y
Samsung	Galaxy S7 Active	Y	Android		Y	Y
Samsung	Galaxy S7 Edge		Android		Y	Y
Samsung	Galaxy S8		Android		Y	Y
Samsung	Galaxy S8 Plus		Android		Y	Y
Samsung	Galaxy S9		Android		Y	Y
Samsung	Galaxy S9 Plus		Android		Y	Y
Samsung	Galaxy S10	Y	Android		Y	Y
Samsung	Galaxy S10E	Y	Android		Y	Y