

Operating Systems, Hardware, Browsers and Channels

(April 2024)

Minimum Device Operating System Support

Minimum Android Version Supported – Android 10.0

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.

Only devices running an unmodified version of the manufacturer-supplies operating system are supported. Please 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” setting, including USB Debugging
- Jailbroken/rooted devices and MITM interception are not supported
- The latest stable version 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 Store (Apple app store)
- Google Play (Android app store)

Supported Networks

- AT&T
- Verizon
- T-Mobile/Sprint
- US Cellular

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 Devices

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
Apple	iPhone 6S
Apple	iPhone 6S Plus
Apple	iPhone 7
Apple	iPhone 7 Plus
Apple	iPhone 8
Apple	iPhone 8 Plus
Apple	iPhone 11
Apple	iPhone 11 Pro
Apple	iPhone 11 Pro Max
Apple	iPhone 12 Mini
Apple	iPhone 12
Apple	iPhone 12 Pro
Apple	iPhone 12 Pro Max
Apple	iPhone SE
Apple	iPhone SE (2 nd Gen)
Apple	iPhone SE (2022)
Apple	iPhone X
Apple	iPhone XR
Apple	iPhone XS
Apple	iPhone XS Max
Apple	iPhone 13
Apple	iPhone 13 Mini
Apple	iPhone 13 Pro
Apple	iPhone 13 Pro Max
Apple	iPhone 14
Apple	iPhone 14 Plus
Apple	iPhone 14 Pro
Apple	iPhone 14 Pro Max
Apple	iPhone 15
Apple	iPhone 15 Plus
Apple	iPhone Pro
Apple	iPhone Pro Max
Google	Pixel 3
Google	Pixel 3 XL
Google	Pixel 4
Google	Pixel 5
Google	Pixel 6
Google	Pixel 6a
Google	Pixel 7
Google	Pixel 7 Pro
LG	G7 ThinQ
LG	V40 Thin Q
LG	V50 Thin Q
Motorola	Moto G7
Motorola	Moto Z4
Motorola	Moto G Power
Motorola	Moto G Stylus 5G
One Plus	6T
One Plus	7 Pro

Brand/Manufacturer	Model
One Plus	9
Samsung	Galaxy A03s
Samsung	Galaxy A10e
Samsung	Galaxy A11
Samsung	Galaxy A13 5G
Samsung	Galaxy A20
Samsung	Galaxy A32 5G
Samsung	Galaxy A51
Samsung	Galaxy A53
Samsung	Galaxy Fold
Samsung	Galaxy Note 9
Samsung	Galaxy Note 10
Samsung	Galaxy Note 10+
Samsung	Galaxy Note 20 Ultra
Samsung	Galaxy S9
Samsung	Galaxy S9 Plus
Samsung	Galaxy S10
Samsung	Galaxy S10E
Samsung	Galaxy S10+
Samsung	Galaxy S20 (S11)
Samsung	Galaxy S20+
Samsung	Galaxy S20 FE 5G
Samsung	Galaxy S20 Ultra 5G
Samsung	Galaxy S21 5G
Samsung	Galaxy S21+ 5G
Samsung	Galaxy S21 FE 5G
Samsung	Galaxy S21 Ultra
Samsung	Galaxy S22 5G
Samsung	Galaxy s22+ 5G
Samsung	Galaxy S22 Ultra
Samsung	Galaxy S23
Samsung	Galaxy S23 Plus
Samsung	Galaxy S23 Ultra
Samsung	Galaxy M13 5G
Samsung	Galaxy Z Flip 3 5G
Samsung	Galaxy Z Fold 4
Samsung	Galaxy S24
Samsung	Galaxy S24 Plus
Samsung	Galaxy S24 Ultra

Tablet Devices

Brand/ Manufacturer	Model
Apple	iPad (6 th generation – 2018)
Apple	iPad Air 4
Apple	iPad Air (2022 M1 Chip Model)
Apple	M1 iPad Pro 2021 11"
Apple	M1 iPad pro 2021 12.9"
Apple	iPad Mini 5
Apple	iPad Pro (2021)
Apple	iPad Mini (2021)
Apple	iPad Pro (2018)
Samsung	Galaxy Tab A
Samsung	S7 FE 5G
Samsung	S7 FE