Mobile Banking Supported Devices

Overview

This specifies the mobile platforms / OS versions supported by each Mobile Banking 4.3 client mode / app and the web browsers supported by the Mobile Banking 4.3 Online Enrollment website and the Digital Marketing Platform.

IOS

Downloadable app support is limited to:

- • iPhone

- • iPad

Due to OS/platform limitations, downloadable smartphone apps are configured to only allow installation if the device is running iOS 9 or higher. Similarly, downloadable tablet apps only allow installation if the device is running iOS 7.1 or higher.
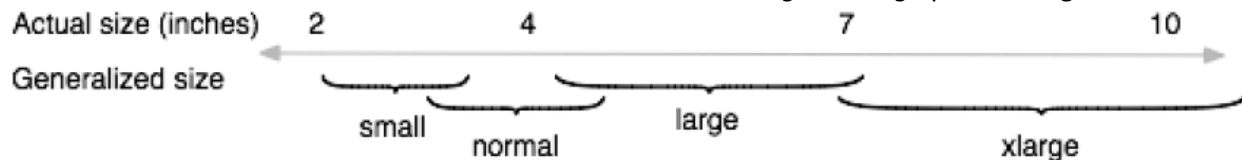
Android

Downloadable app support is limited to:

- • Smartphone devices

- • Tablet devices

Due to OS/platform limitations, downloadable smartphone apps are configured to only allow installation if the device is running Android 4.2 or higher.
Similarly, downloadable tablet apps only allow installation if the:

- • Device is running Android 4.0 or higher

- • Android OS determines that the device screen size is *large* or *xlarge* per the diagram:

Mobile Banking 4.3 Devices

Feature	Support Notes
Mobile Web	Native web browser (installed with OS) JavaScript / WebKit enabled Screen size < 7" ⓘ Mobile Web is not supported for tablet devices.
Text Banking	Available for any SMS-enabled mobile phone using a certified carrier
Push Notifications	Not available on Kindle Fire devices – the Kindle Fire platform does not support Google Cloud Messaging
Locations Map	Not available on Android devices that do not have a supported version of Google Play Services installed on the device
Check Deposit	Requires a device with a rear-facing camera that supports auto-focus

Full Support

Full support means that all client modes are supported for the platform / OS version. Full support is provided for platforms with the most significant market share.

Platform / OS Version	Devices Tested	Smartphone Apps	Tablet Apps	Mobile Web
Android 7.0 - Nougat Supported but not certified	Google Pixel phone, S7/S7 Edge	✔	✔	✔
Android 6.0 - Marshmallow	Nexus 6, Nexus 7 Tablet, Nexus 9 Tablet, Galaxy S7, Galaxy s7 Edge, Galaxy s6, Galaxy s6 Edge +	✔	✔	✔
Android 5.1 - Lollipop	Nexus 6, Nexus 7 Tablet, Nexus 9 Tablet, Galaxy Note 4, Galaxy s6, Galaxy s6 Edge +	✔	✔	✔
Android 5.0 - Lollipop	LG Nexus 5, Nexus 7 2nd gen, Nexus 6	✔	✔	✔
Android 4.4 - KitKat	Samsung Note 3, HTC One M7, Samsung S4	✔	✔	✔
Android 4.3 - Jelly Bean MR2	LG Nexus 4, Nexus 7 Gen 2, Samsung Galaxy S4, Samsung Galaxy S3	✔	✔	✔
iOS 11	iPhone 7+, iPhone 7, iPhone 6+, iPhone 5s, iPad mini 4, iPad Air	✔	✔	✔
iOS 10	iPad Mini, iPad Air 2, iPad Pro, iPhone 7, iPhone 7+, iPhone 6S+, iPhone 5	✔	✔	✔
iOS 9.1	iPhone 6s, iPhone 6+, iPhone 6, iPad Air, iPad Mini (non Retina)	✔	✔	✔

⚠ Android devices running a 4.x OS have not been certified for the supported assistive technology for ADA compatibility. This is due to varying behaviors across devices and screen reader (TalkBack) versions.

Browser Support

This section specifies the web browsers supported by the mBanking 4.3 Online Enrollment site and the Digital Marketing Platform.

Enrollment Web Site

Device Type	Web Browser	Versions	Windows	Mac	iPad	Android Tablet	Kindle Fire
Desktop	Microsoft Edge	20.x, 21.x	✅				
	Microsoft Internet Explorer	11	✅				
	Google Chrome	46	✅	✅			
	Firefox	59	✅	✅			
	Safari	10		✅			
Tablet	Safari for iOS	9 and 10			✅		
	Chrome for Android	56 (Android 6.0.1)				✅	
	Silk for Kindle Fire	Kindle HDX 7in					✅