

Mobile Banking App Certified Device List – Tablets

Criteria for Inclusion in the Certified Device List

Only devices explicitly listed within this document are fully supported. Other devices that conform to the general support policy may still function. For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

The Tablet application is fully tested on all devices included in this list. It is likely that the application will run on a wide variety of Tablet devices; however, this document does not guarantee that it will.

Supported Operating Systems and Networks

Supported Networks

Our mobile app 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.

Supported Operating Systems

Important: Beta releases of iOS will not be supported until they are publicly released. Beta versions of browsers, such as Chrome Beta, are not supported.

Apple Operating System (iOS)

- Minimum OS Version Support: iOS version 14.0
- Maximum OS Version Support: All later major version updates are supported, for example: 15.0, 16.0
- Hardware Requirements: Mobile Deposit Capture support requires a camera of at least two mega-pixels in resolution.
- Browser Support: Only the default installed browser (Safari) is supported.
- Application Support: iPad Application

Android Operating System

- Minimum OS Version Support: Android version 9.0
- Maximum OS Version Support: All later major version updates are supported, for example: 11.0, 12.0, 13.0
- Hardware Requirements: Mobile Deposit Capture support requires a rear-facing camera of at least two mega-pixels in resolution.
- Browser Support: 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.
- Application Support: Android Tablet Application

Latest Certified Device List – Tablet Channel

The following outlines the scope of our mobile banking app’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 above may still function however have not been tested.

Brand/ Manufacturer	Model	Screen Size	New to the List	Biometric Supported
Apple	iPad (6 th Generation – 2018)	9.7”		Y
Apple	iPad Air 4	10.9”		Y
Apple	M1 iPad Pro 2021	11”		Y
Apple	M1 iPad Pro 2021	12.9”		Y
Apple	iPad Mini 5	7.9”		Y
Apple	iPad Pro (2021)	12.9”		Y
Apple	iPad Mini (2021)	8.3”		Y
Apple	iPad Pro (2018)	11”		Y
Samsung	Galaxy Tab A	10.5”		Y
Samsung	S7 FE 5G	12.4”	New	Y

Devices Removed from Last Certified Device List

Brand/Manufacturer	Model
Apple	iPad (5th Generation – 2017)
Apple	iPad (Fall 2017)
Apple	iPad Mini 4
Apple	iPad Air 2
Apple	iPad Pro (9.7” – 2016)
Samsung	Galaxy S8
Samsung	Galaxy S8 Plus
Samsung	Galaxy Note 8
Google	Pixel 2
Google	Pixel XL
LG	V20
LG	V30