

Mobile Apps (OUS) Official Compatibility Guide

Internal use only. Updated June 1st 2026.

Medtronic

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ABOUT THIS GUIDE

This *Internal Message Guide* is the official operating system and device compatibility guide for the MiniMed™ Mobile, CareLink™ Connect and Guardian™ apps (hereafter collectively “Mobile Apps”) for OUS regions.

Local websites should maintain the official list of supported devices for use by customers, field, and supporting functions.

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APPROACH & DEFINITIONS

In order to ensure proper functionality of the Mobile Apps, the apps must be tested across device models and operating systems. Given that we work with third party vendors (i.e. Apple™, Samsung™) in an ever-changing environment, we perform testing on an ongoing basis as updated technologies come to market - this includes both operating system updates (iOS™ and Android™) and device brands / models (i.e. Apple™, Samsung™). In order to maximize compatibility, reduce speed to market, and keep patient safety top of mind, we have leveraged an approach where any device or OS will either be: **fully compatible, incompatible, or unverified**. Definitions and approaches provided below:

Fully Compatible

Full compatibility means that the Mobile Apps have been fully tested and verified to be functioning properly by R&D and other necessary functions. The following devices and OSs will be considered *fully compatible*:

- Major operating systems (after testing)
- Minor operating systems (after testing)
- Majority of Apple and Samsung models
- Google, Huawei, Sony, LG, Xiaomi, OnePlus, Motorola - select device models only (see respective tables)

Incompatible

In certain instances, the Mobile Apps will be blocked from use if we have not yet fully tested an operating system or device model. This typically applies to instances where there could be significant deviations from currently tested systems - for example, major operating system updates or device brands that are untested. The following devices and OSs will be considered *incompatible*:

- Major operating system updates (before testing)
- All models in untested brands

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Furthermore, as phone models and OS versions age, their status may be changed to incompatible. This may occur as they are no longer supported by manufacturers or as they no longer meet the performance standards for the Mobile Apps.

Unverified

When the deviations from previously tested devices are anticipated to be minor, the Mobile Apps will continue to work but will first alert patients with a pop-up message. This is primarily used with minor operating system updates and device model variations within a fully compatible brand. The following devices and OSs will be considered *unverified*:

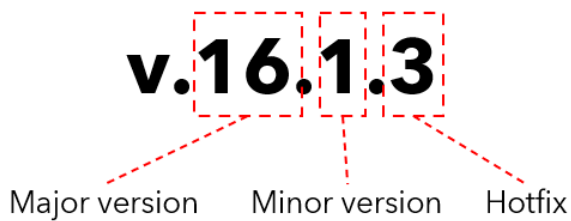
- Minor operating system updates (before testing)
- Google, Huawei, Sony, LG, Xiaomi, OnePlus, Motorola - devices other than the device(s) selected for full testing (see respective tables)

For Unverified devices, the Mobile Apps will display an in-app pop-up message until full compatibility is established. Although testing may not be complete, clicking "OK" or "continue" will enable the app to continue functioning.

DEVICE COMPATIBILITY

The below tables list all devices and operating systems that are compatible with MiniMed™ Mobile, CareLink™ Connect and Guardian™ apps respectively. Updates are marked in red.

Understanding OS Version Notation:



For MiniMed™ Mobile

- OS versions noted in integers without any periods/decimal points (e.g. iOS 14) denote that all subsequent minor versions and hotfixes (e.g. iOS 14.**1.1**) are *compatible*.

For CareLink™ Connect and Guardian™

- OS versions noted in integers without any periods/decimal points (e.g. iOS 14) denote that all subsequent minor versions and hotfixes (e.g. iOS 14.**1.1**) are *unverified*.
- If a minor version is explicitly listed (e.g. iOS 16.1), then all other minor versions and hotfixes for that major version are *unverified* (e.g. iOS 16.**3.1**). This is the case for iOS versions.

For all apps:

- In rare cases, there will be a footnote indicating that a specific OS version is incompatible (e.g. Android 13.1 for OnePlus devices).

We recommend customers check the compatibility chart found on the local website before installing a new iOS or Android OS.

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MiniMed™ Mobile App version 3.2

Apple

(unless in the whitelist below, all devices considered "unverified" for iOS ~~14~~, ~~15~~, 16, 17, 18)

Device	Model Number	Compatible OS Versions
iPad mini Wi-Fi Only (5th Gen, 2019)	iPad11,1	17
iPad mini Wi-Fi/Cellular (5th Gen, 2019)	iPad11,2	17
iPhone 13	iPhone14,5	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 13 Mini	iPhone14,4	17
iPhone 13 Pro	iPhone14,2	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 13 Pro Max	iPhone14,3	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 14	iPhone14,7	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 14 Plus	iPhone14,8	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 14 Pro	iPhone15,2	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 14 Pro Max	iPhone15,3	16, 17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 15	iPhone15,4	17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 15 Plus	iPhone15,5	17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 15 Pro	iPhone16,1	17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 15 Pro Max	iPhone16,2	17, 18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone SE 2 (2020)	iPhone12,8	17
iPhone SE 3 (2022)	iPhone14,6	16, 17
iPhone 16 Pro	iPhone17,1	18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 16 Pro Max	iPhone17,2	18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
iPhone 16	iPhone17,3	18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4

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iPhone 16 Plus	iPhone17,4	18.1 , 18.2 ,18.3 , 18.4 , 18.5, 26.0, 26.1, 26.2, 26.3, 26.4
IPhone 16E	IPhone17,5	18, 18.1, 18.2,18.3, 18.4, 18.5, 26.0, 26.1,26.2, 26.3, 26.4
iPhone 17	iPHONE 18,3	26, 26.1, 26.2, 26.3, 26.4
iPhone 17 Pro	iPHONE 18,1	26, 26.1, 26.2, 26.3, 26.4
iPhone 17 Pro max	iPHONE 18,2	26, 26.1, 26.2, 26.3, 26.4
iPhone AIR	iPHONE 18,4	26, 26.1, 26.2, 26.3, 26.4

Apple Watch		
Apple Watch Series 4	Series 4	7, 8, 9, 10
Apple Watch Series 5	Series 5	7, 8, 9, 10
Apple Watch Series 6	Series 6	7, 8, 9, 10, 11
Apple Watch Series 7	Series 7	8, 9, 10, 11
Apple Watch Series 8	Series 8	9, 10, 11
Apple Watch Series 9	Series 9	10, 11
Apple Watch Series SE (2020)	Series SE (2020)	7, 8, 9, 10
Apple Watch Series SE 2nd Gen (2022)	Series SE 2nd Gen (2022)	7, 8, 9, 10, 11
Apple Watch Ultra	Ultra	9, 10, 11
Apple Watch Ultra 2	Ultra 2	10, 11
Apple Watch Series 10	Series 10	10, 11

Samsung		
<i>(RST will check all Samsung on Android 13; 14, 15 & 16 and pass if conditions met)</i>		
Device	Model Number	Compatible OS Versions
Galaxy A35	SM-A356E, SM-A356E/DS, SM-A356B, SM-A356B/DS, SM-A356U, SM-A356U1	14

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Galaxy A54	SM-A546V, SM-A546U, SM-A546U1, SM-A546B, SM-A546B/DS, SM-A546E, SM-A546E/DS, SM-A5460, SM-A546MSM-A546M/DS	14
Galaxy A55	SM-A556V, SM-A556B, SM-A556B/DS, SM-A556E, SM-A556E/DS, SM-A5560	14
Galaxy Note20	SM-N980F, SM-N980F/DS	13
Galaxy Note20 Ultra	SM-N985F, SM-N985F/DS	13
Galaxy Note20 Ultra 5G	SM-N9860, SM-N986B, SM-N986N, SM-N986U, SM-N986U1, SM-N986W, SC-53A, SCG06	13
Galaxy S20	SM-G980F, SM-G980	13
Galaxy S20 5G	SC-51A, SCG01, SM-G9810, SM-G981B, SM-G981N, SM-G981V, SM-G981W, SM-G981, SM-G981F	13
Galaxy S20 5G (USA Unlocked)	SM-G981U1	13
Galaxy S20 5G (USA)	SM-G981U	13
Galaxy S20 Ultra	SM-G988B	13
Galaxy S20 Ultra 5G	SM-G9880, SM-G988N, SM-G988Q, SM-G988U, SM-G988U1, SM-G988W, SCG03, SM-G988, SM-G988B/DS	13
Galaxy S21 Ultra 5G	SM-G9980, SM-G998B/DS	13 , 14, 15
Galaxy S20+	SM-G985F	13
Galaxy S20+ 5G	SC-52A, SCG02, SM-G9860, SM-G986B, SM-G986N, SM-G986U, SM-G986U1, SM-G986W, SM-G986, SM-G986F	13
Galaxy S21	SM-G990F, SM-G990F/DS	13 , 14, 15
Galaxy S21 5G	SM-G9910, SC-51B, SM-G991B, SM-G991N, SM-G991Q, SM-G991U1, SM-G991W, SM-G991U, SM-G991B/DS	13 , 14, 15
Galaxy S21 FE 5G	SM-G9900, SM-G990B, SM-G990E, SM-G990U, SM-G990W, SM-G990B2, SM-G990U1, SM-G990U2, SM-G990W2	13 , 14, 15
Galaxy S21+ 5G	SM-G9960, SM-G996B, SM-G996N, SM-G996U1, SM-G996W, SM-G996U, SM-G996B/DS	13 , 14, 15
Galaxy S22	SM-S901	13 , 14, 15, 16
Galaxy S22 5G	SM-S901U1, SM-S9010, SM-S901B, SM-S901E, SM-S901N, SM-S901U, SM-S901W, SM-S901B/DS, SM-S901E/DS	13 , 14, 15, 16
Galaxy S22 Ultra	SM-S908	13 , 14, 15, 16
Galaxy S22 Ultra 5G	SM-S9080, SM-S908B, SM-S908E, SM-S908N, SM-S908U1, SM-S908W, SM-S908U, SM-S908B/DS, SM-S908E/DS	13 , 14, 15, 16
Galaxy S22+	SM-S906	13 , 14, 15, 16
Galaxy S22+ 5G	SM-S9060, SM-S906B, SM-S906E, SM-S906N, SM-S906U, SM-S906U1, SM-S906W, SM-S906B/DS, SM-S906E/DS	13 , 14, 15, 16

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Galaxy S23	SM-S9110, SM-S911B, SM-S911E, SM-S911N, SM-S911U, SM-S911U1, SM-S911W, SM-S911DS, SM-S911B/DS, SM-S911E/DS	14, 15, 16
Galaxy S23 Ultra	SM-S9180, SM-S918B, SM-S918E, SM-S918N, SM-S918U, SM-S918U1, SM-S918W, SM-S918DS, SM-S918B1, SM-S918B/DS, SM-S918E/DS	14, 15, 16
Galaxy S23+	SM-S9160, SM-S916B, SM-S916E, SM-S916N, SM-S916U, SM-S916U1, SM-S916W, SM-S916DS	14, 15, 16
Galaxy S24	SM-S9210, SM-S921B, SM-S921E, SM-S921N, SM-S921U, SM-S921U1, SM-S921W, SM-S921B/DS, SM-S921E/DS	14, 15, 16
Galaxy S24 Ultra	SM-S9280, SM-S928B, SM-S928E, SM-S928N, SM-S928U, SM-S928U1, SM-S928W, SM-S928B/DS, SM-S928E/DS	14, 15, 16
Galaxy S24+	SM-S9260, SM-S926B, SM-S926E, SM-S926N, SM-S926U, SM-S926U1, SM-S926W, SM-S926B/DS, SM-S926E/DS	14, 15, 16
Galaxy Z Flip 4	SM-F7210, SM-F721B, SM-F721U, SM-F721U1, SM-F721W, SM-F721B/DS, SM-F721N	13
Galaxy S25	SM-S931U, SM-S931U1, SM-S931W, SM-S931N, SM-S9310, SM-S931E	15, 16
Galaxy S25+	SM-S936B, SM-S936U, SM-S936U1, SM-S936W, SM-S936N, SM-S9360, SM-S936E	15, 16
Galaxy S25 Ultra	SM-S938B, SM-S938U, SM-S938U1, SM-S938W, SM-S938N, SM-S9380, SM-S938E	15, 16
Galaxy A16	SM-A166B, SM-A166B/DS, SM-A166P, SM-A166P/DS, SM-A166E, SM-A166E/DS	14
Galaxy S24 FE	SM-S721B, SM-S721B/DS, SM-S721U1, SM-S721U, SM-S721W, SM-S7210, SM-S721N	15
Galaxy A15	SM-A156B, SM-A156B/DS, SM-A156P, SM-A156P/DS, SM-A156U, SM-A156U1, SM-A156U1/DS, SM-A156W, SM-A156P/N, SM-A156P/DSN, SM-S156VL, SM-A156M, SM-A156E, SM-A156E/DSN	14, 16
Galaxy S26	SM-S942B, SM-S942U, SM-S942U1, SM-S942W, SM-S942N, SM-S9420, SM-S942E, SM-S942B/DS, SM-S942E/DS	16
Galaxy S26+	SM-S947B, SM-S947U, SM-S947U1, SM-S947W, SM-S947N, SM-S9470, SM-S947E, SM-S947B/DS, SM-S947E/DS	16
Galaxy S26 Ultra	SM-S948B, SM-S948U, SM-S948U1, SM-S948W, SM-S948N, SM-S9480, SM-S948E, SM-S948B/DS, SM-S948E/DS	16

Google

(unless in the whitelist below, RST will check all Pixel on Android ~~13~~; 14, 15 & 16 and pass if conditions met)

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Device	Model Number	Compatible OS Versions
Pixel 4 XL	Pixel 4 XL	13 , 14
Pixel 4a 5G	Pixel 4A (5G)	13 , 14
Pixel 5	Pixel 5	13 , 14
Pixel 5a 5G	Pixel 5a 5G	13 , 14
Pixel 6	G9S9B, GR1YH, Pixel 6, GB7N6	13 , 14, 15
Pixel 6 Pro	G8VOU, GLUOG, GF5KQ, Pixel 6 PRO	13 , 14, 15
Pixel 6a	GB17L, G9S9B16, GB62Z, GX7AS, Pixel 6A, G1AZG	13 , 14
Pixel 7	Pixel 7, GVU6C, GQML3, GO3Z5	15
Pixel 7 Pro	Pixel 7 PRO, GP4BC, GE2AE, GFE4J	15
Pixel 8	PIXEL 8, GKWS6, G9BQD, GA04851-US, GZPFO, GPJ41	15, 16
Pixel 8 Pro	PIXEL 8 PRO, GC3VE, G1MNW	15, 16
Pixel 9	Pixel 9, G2YBB, GUR25, GIB60	15, 16
Pixel 9 Pro	Pixel 9 Pro, GR83Y, GEC77, GWVK6	15, 16
Pixel 9 Pro XL	Pixel 9 Pro XL, GGX8B, GZC4K, GQ57S	15, 16
Pixel 10	GK2MP, GLBW0, GL066, Pixel 10	16
Pixel 10 Pro	GEHN3, G4QUR, GN4F5, Pixel 10 Pro	16
Pixel 10 Pro XL	Pixel 10 Pro XL, G45RY, GUL82, GYPW4	16

Motorola

(unless in the whitelist below, RST will check all Motorola on Android ~~13~~, 14, 15 & 16 and pass if conditions met)

Device	Model Number	Compatible OS Versions
Moto G Power 2025	XT2515-1, XT2515-2, XT2515-3, XT2515V, PB640007US	15

Xiaomi

(unless in the whitelist below, RST will check all Xiaomi on Android ~~13~~, 14, 15 & 16 and pass if conditions met) - NOTE: Most devices temp removed due to pairing issues

Device	Model Number	Compatible OS Versions
Mi 11 Lite	M2101K9AG, M2101K9AI	13
Redmi 13C	2311DRN14I, 23100RN82L, 23106RN0DA, 23108RN04Y	13
Redmi 13C 5G	23124RN87G, 23124RN87I, 23124RN87C	13
14	23127PN0CC, 23127PN0CG	14

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14 Pro	23116PN5BC	14
Note 13 4G	23129RAA4G, 23124RA7EO	14
Note 13 Pro 4G	23117RA68G, 2312FPCA6G	14
Poco C65	2310FPCA4G	13
Poco M6 Pro	23128PC33I	13
Poco X6	23122PCD1G, 23122PCD1I	14
Poco X6 Pro	2311DRK48G, 2311DRK48I	13
Redmi A3	23129RN51X	13
Redmi K70	23113RKC6C	14
Redmi K70 Pro	23117RK66C	14
Redmi K70E	2311DRK48C	13
Redmi Note 13 Pro	2312DRA50C, 2312CRAD3C, 2312DRA50G, 2312DRA50I	14
Redmi Note 13 Pro+	23090RA98C, 23090RA98G, 23090RA98I	13

OnePlus

There are no longer any OnePlus on Allowed List - RST will check all OnePlus Handsets on Android 13, 14, 15 & 16 and pass if conditions met

Device	Model Number	Compatible OS Versions
9	LE2110, LE2111, LE2113, LE2115, LE2117	13.
11	CPH2447, CPH2449, CPH2451, PHB110	13
10 Pro	NE2210, NE2211, NE2213, NE2215, NE2217	13.0
10T	CPH2413, CPH2415, CPH2417	13.0
9 Pro	LE2120, LE2121, LE2123, LE2125, LE2127	13.0

Only Android/OxygenOS **13.0 is fully compatible.*

*Android/OxygenOS **13.1** has been tested but is **incompatible**.*

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CareLink™ Connect App version 3.8.0

Apple

(unless in the whitelist below, all devices considered "unverified" for iOS 13, 14, 15, 16, 17, 18, 26)

Device	Model Number	Compatible OS Versions
iPad (8th Gen, 2020)	iPad11,6, iPad11,7	14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 11	iPhone12,1	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 11 Pro	iPhone12,3	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 11 Pro Max	iPhone12,5	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 12	iPhone13,2	14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 12 mini	iPhone13,1	14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.2
iPhone 12 Pro	iPhone13,3	14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 12 Pro Max	iPhone13,4	14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 13	iPhone14,5	15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 13 Mini	iPhone14,4	15.0, 15.4, 15.5, 16.0, 18.0, 18.2, 18.5
iPhone 13 Pro	iPhone14,2	15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 13 Pro Max	iPhone14,3	15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 14	iPhone14,7	16.0, 16.1, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 14 Plus	iPhone14,8	16.1, 17.0, 18.0, 18.2, 18.5, 26.0

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iPhone 14 Pro	iPhone15,2	16.1, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 14 Pro Max	iPhone15,3	16.1, 17.0, 18.0, 18.2, 18.5, 26.0
iPhone 15	iPhone15,4	17, 18.0, 18.2, 18.5, 26.0
iPhone 15 Plus	iPhone15,5	17, 18.0, 18.2, 18.5, 26.0
iPhone 15 Pro	iPhone16,1	17, 18.0, 18.2, 18.5, 26.0
iPhone 15 Pro Max	iPhone16,2	17, 18.0, 18.2, 18.5, 26.0
iPhone 6s	iPhone8,1	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 6s Plus	iPhone8,2	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 7 (China, Japan)	iPhone9,1	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 7 (Global)	iPhone9,3	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 7 Plus (China, Japan)	iPhone9,2	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 7 Plus (Global)	iPhone9,4	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 8 (China, Japan)	iPhone10,1	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 8 (Global)	iPhone10,4	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 8 Plus (China, Japan)	iPhone10,2	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone 8 Plus (Global)	iPhone10,5	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone SE	iPhone8,4	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone SE 2 (2020)	iPhone12,8	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 17.0, 18.0, 18.2, 18.5

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iPhone SE 3 (2022)	iPhone14,6	15.4, 15.5, 16.0, 18.0, 18.2, 18.5
iPhone X (China)	iPhone10,3	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0
iPhone X (Global)	iPhone10,6	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 18.0, 18.2
iPhone Xr	iPhone11,8	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 18.0, 18.2
iPhone Xs	iPhone11,2	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 18.0, 18.2
iPhone Xs Max	iPhone11,4	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 18.0, 18.2
iPhone Xs Max Global	iPhone11,6	13.0, 13.3.1, 13.4.1, 13.5.1, 13.6, 13.6.1, 13.7, 14.0, 14.2, 14.4, 14.5, 14.6, 14.7, 15.0, 15.4, 15.5, 16.0, 18.0, 18.2
iPhone 16 Pro	iPhone17,1	18.0, 18.0, 18.2, 18.5, 26.0
iPhone 16 Pro Max	iPhone17,2	18.0, 18.0, 18.2, 18.5, 26.0
iPhone 16	iPhone17,3	18.0, 18.0, 18.2, 18.5, 26.0
iPhone 16 Plus	iPhone17,4	18.0, 18.0, 18.2, 18.5, 26.0
iPhone 16e	iPhone 17,5	18.0, 18.0, 18.2, 18.5, 26.0
iPhone 17	iPhone 18,3	26
iPhone 17 Pro	iPhone 18,1	26
iPhone 17 Pro max	iPhone 18,2	26
iPhone AIR	iPhone 18,4	26

Samsung

(unless in the whitelist below, RST will check all Samsung on Android 13, 14, 15 & 16 and pass if conditions met - CLC app will be predominantly RST Controlled)

Device	Model Number	Compatible OS Versions
Galaxy A10e	SM-S102DL, SM-A102N, SM-A102U, SM-A102U1, SM-A102W	10

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Galaxy A23	SM-A235F, SM-A235M, SM-A235N, SM-A235F/DS, SM-A235F/DSN, SM-A235M/DS	14
Galaxy Note10	SM-N9700, SM-N970F, SM-N970U1, SM-N970U, SM-N970W	10, 11
Galaxy Note10 5G	SM-N971N	10, 11
Galaxy Note10 Lite	SM-N770F	10, 11
Galaxy Note10+	SCV45, SC-01M, SM-N9750, SM-N975C, SM-N975F, SM-N975U, SM-N975U1, SM-N975W	10, 11
Galaxy Note10+ 5G	SM-N9760, SM-N976B, SM-N976N, SM-N976Q, SM-N976U, SM-N976V	10, 11
Galaxy Note20	SM-N980F	10, 11
Galaxy Note20 5G	SM-N9810, SM-N981B, SM-N981N, SM-N981W	10, 11
Galaxy Note20 5G (USA Unlocked)	SM-N981U1	10, 11
Galaxy Note20 5G (USA)	SM-N981U	10, 11
Galaxy Note20 Ultra	SM-N985F	10, 11
Galaxy Note20 Ultra 5G	SM-N9860, SM-N986B, SM-N986N, SM-N986U, SM-N986U1, SM-N986W, SC-53A, SCG06	10, 11
Galaxy Note8	SC-01K, SCV37, SM-N9500, SM-N9508, SM-N950F, SM-N950N, SM-N950U, SM-N950U1, SM-N950W, SM-N950XN	9
Galaxy Note9	SC-01L, SCV40, SM-N9600, SM-N960F, SM-N960N, SM-N960U, SM-N960U1, SM-N960W	10
Galaxy S10	SC-03L, SCV41, SM-G9730, SM-G9738, SM-G973C, SM-G973F, SM-G973N, SM-G973U, SM-G973U1, SM-G973W	9, 10, 11
Galaxy S10 5G	SM-G977B, SM-G977N, SM-G977P, SM-G977T	9, 10, 11
Galaxy S10 5G (USA)	SM-G977U	9, 10, 11
Galaxy S10 Lite	SM-G770F, SM-G770U1	10, 11
Galaxy S10+	SM-G975W, SM-G9750, SM-G9758, SM-G975F, SM-G975N, SM-G975U, SM-G975U1, SC-04L, SCV42	9, 10
Galaxy S10e	SM-G9700, SM-G9708, SM-G970F, SM-G970N, SM-G970U, SM-G970U1, SM-G970W	9, 10, 11
Galaxy S20	SM-G980F	10, 11
Galaxy S20 5G	SC-51A, SCG01, SM-G9810, SM-G981B, SM-G981N, SM-G981V, SM-G981W	10, 11
Galaxy S20 5G (USA Unlocked)	SM-G981U1	10, 11
Galaxy S20 5G (USA)	SM-G981U	10, 11
Galaxy S20 FE	SM-G780F	10, 11

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Galaxy S20 FE 5G	SM-G7810, SM-G781B, SM-G781N, SM-G781U, SM-G781U1, SM-G781V, SM-G781W	10, 11
Galaxy S20 Ultra	SM-G988B	10, 11
Galaxy S20 Ultra 5G	SM-G9880, SM-G988N, SM-G988Q, SM-G988U, SM-G988U1, SM-G988W, SCG03	10, 11
Galaxy S21 Ultra 5G	SC-52B, SM-G9980, SM-G998B, SM-G998N, SM-G998U, SM-G998U1, SM-G998W	11, 12
Galaxy S20+	SM-G985F	10, 11
Galaxy S20+ 5G	SC-52A, SCG02, SM-G9860, SM-G986B, SM-G986N, SM-G986U, SM-G986U1, SM-G986W	10, 11
Galaxy S21 5G	SM-G9910, SC-51B, SCG09, SM-G991B, SM-G991N, SM-G991Q, SM-G991U1, SM-G991W	11, 12
Galaxy S21 FE 5G	SM-G9900, SM-G990B, SM-G990E, SM-G990U, SM-G990W	11, 12, 13
Galaxy S21+ 5G	SCG10, SM-G9960, SM-G996B, SM-G996N, SM-G996U1, SM-G996W	11, 12
Galaxy S22 5G	SM-S901U1, SM-S9010, SM-S901B, SM-S901E, SM-S901N, SM-S901U, SM-S901W	12, 15, 16
Galaxy S22 Ultra 5G	SM-S9080, SM-S908B, SM-S908E, SM-S908N, SM-S908U1, SM-S908W, SSM-S908U	12, 13, 15, 16
Galaxy S23	SM-S9110, SM-S911B, SM-S911E, SM-S911N, SM-S911U, SM-S911U1, SM-S911W, SM-S911DS	13, 14, 15, 16
Galaxy S23 Ultra	SM-S9180, SM-S918B, SM-S918E, SM-S918N, SM-S918U, SM-S918U1, SM-S918W, SM-S918DS	13, 14, 15, 16
Galaxy S23+	SM-S9160, SM-S916B, SM-S916E, SM-S916N, SM-S916U, SM-S916U1, SM-S916W, SM-S916DS	13, 14, 15, 16
Galaxy S24	SM-S9210, SM-S921B, SM-S921E, SM-S921N, SM-S921U, SM-S921U1, SM-S921W	14, 15, 16
Galaxy S24 Ultra	SM-S9280, SM-S928B, SM-S928E, SM-S928N, SM-S928U, SM-S928U1, SM-S928W	14, 15, 16
Galaxy S24+	SM-S9260, SM-S926B, SM-S926E, SM-S926N, SM-S926U, SM-S926U1, SM-S926W	14, 15, 16
Galaxy S8	SC-02J, SCV36, SM-G9500, SM-G9508, SM-G950F, SM-G950N, SM-G950U, SM-G950U1, SM-G950W	9
Galaxy S8+	SC-03J, SCV35, SM-G9550, SM-G955F, SM-G955N, SM-G955U, SM-G955U1, SM-G955W	9
Galaxy S9	SC-02K, SCV38, SM-G9600, SM-G9608, SM-G960F, SM-G960N, SM-G960U, SM-G960U1, SM-G960W	9, 10
Galaxy S9+	SC-03K, SCV39, SM-G9650, SM-G965F, SM-G965N, SM-G965U, SM-G965U1, SM-G965W	9, 10
Galaxy Z Flip 4	SM-F7210, SM-F721B, SM-F721U, SM-F721U1, SM-F721W	13
Galaxy Z Fold 5	SM-F9460, SM-F946B, SM-F946U, SM-F946W	14
Galaxy A04s	SM-A047F	14

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Galaxy A13	SM-A135F, SM-A135M, SM-A135U, SM-A135U1, SM-A135N, SM-A135F/DS	14
Galaxy A34	SM-A3460, SM-A346B, SM-A346E, SM-A346M, SM-A346B/DS, SM-A346B/DSN, SM-A346E/DS, SM-A346E/DSN, SM-A346M/N, SM-A346M/DSN	14
Galaxy A35	SM-A356E, SM-A356E/DS, SM-A356B, SM-A356B/DS, SM-A356U, SM-A356U1	14
Galaxy A54	SM-A546V, SM-A546U, SM-A546U1, SM-A546B, SM-A546B/DS, SM-A546E, SM-A546E/DS, SM-A5460	14
Galaxy A55	SM-A556V, SM-A556B, SM-A556B/DS, SM-A556E, SM-A556E/DS, SM-A5560	14
Galaxy A05	SM-A055F, SM-A055F/DS, SM-A055M, SM-A055M/DS	14
Galaxy A15 5G	SM-A156B, SM-A156B/DS, SM-A156P, SM-A156P/DS, SM-A156U, SM-A156U1, SM-A156U1/DS, SM-A156W, SM-A156P/N, SM-A156P/DSN, SM-S156VL, SM-A156M, SM-A156E, SM-A156E/DSN	14
Galaxy A24 4G	SM-A245F, SM-A245F/DS, SM-A245F/DSN, SM-A245M, SM-A245M/DS, SM-A245N	14
Samsung Galaxy S25	SM-S931B, SM-S931B/DS, SM-S931U, SM-S931U1, SM-S931W, SM-S931N, SM-S9310, SM-S931E, SM-S931E/DS	15, 16
Samsung Galaxy S25 +	SM-S936B, SM-S936B/DS, SM-S936U, SM-S936U1, SM-S936W, SM-S936N, SM-S9360, SM-S936E, SM-S936E/DS	15, 16
Samsung Galaxy S25 Ultra	SM-S938B, SM-S938B/DS, SM-S938U, SM-S938U1 SM-S938W, SM-S938N, SM-S9380, SM-S938E SM-S938E/DS	15, 16

Google

(unless in the Allowed list below, RST will check all Pixel on Android 13, 14, 15 & 16 and pass if conditions met)

Device	Model Number	Compatible OS Versions
Pixel 3	Pixel 3	10, 11, 12, 13
Pixel 3 XL	Pixel 3 XL	10, 11, 12, 13
Pixel 3a	Pixel 3A	10, 11, 12, 13
Pixel 3a XL	Pixel 3A XL	10, 11, 12, 13
Pixel 4	Pixel 4	10, 11, 12, 13 , 14
Pixel 4 XL	Pixel 4 XL	10, 11, 12, 13 , 14
Pixel 4a	Pixel 4A	10, 11, 12, 13 , 14
Pixel 4a 4G	G025N	13 , 14
Pixel 4a 5G	Pixel 4A (5G)	11, 12, 13 , 14
Pixel 5	Pixel 5	11, 12, 13 , 14
Pixel 5a	Pixel 5A	11, 12, 13 , 14

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Pixel 8	PIXEL 8, GKWS6, G9BQD, GA04851-US, GZPFO, GPJ41	14, 15, 16
Pixel 8 Pro	PIXEL 8 PRO, GC3VE, G1MNV	14, 15, 16
Pixel 8a	GKV4X, G6GPR, G8HHN, G576D	14, 15, 16
Pixel 7	Pixel 7, GVU6C, GQML3, GO3Z5	14, 15, 16
Pixel 7 Pro	Pixel 7 PRO, GP4BC, GE2AE, GFE4J	14, 15, 16
Pixel 7a	Pixel 7a, GWKK3, GHL1X, GODZQ, G82U8	14, 15, 16
Pixel 6	G9S9B, GR1YH, Pixel 6, GB7N6	14, 15, 16
Pixel 6 Pro	G8VOU, GLUOG, GF5KQ, Pixel 6 PRO	14, 15, 16
Pixel 6a	GB17L, G9S9B16, GB62Z, GX7AS, Pixel 6A, G1AZG	14, 15, 16
Pixel 9	Pixel 9, G2YBB, GUR25, G1B60	15, 16
Pixel 9 Pro	Pixel 9 Pro, GR83Y, GEC77, GWVK6	15, 16
Pixel 9 Pro XL	Pixel 9 Pro XL, GGX8B, GQ57S, GZC4K	15, 16
Pixel 10	GK2MP, GLBW0, GL066, Pixel 10	16
Pixel 10 Pro	GEHN3, G4QUR, GN4F5, Pixel 10 Pro	16
Pixel 10 Pro XL	Pixel 10 Pro XL, G45RY, GUL82, GYPW4	16

~~LG~~
(unless in the whitelist below, all devices considered "unverified" for Android 9, 10, 11) LG is no longer compatible with this app

Device	Model Number	Compatible OS Versions
K20	LM-X120EMW	9
V40 ThinQ	LM-V405, LM-V409N	10
V50 ThinQ 5G	LM-V450, LM-V500	10
V50 ThinQ 5G (Korea)	LM-V500N	10
V60	L-51A	10
V60 ThinQ 5G	LM-V600, LM-V600N, A001LG	10
G6	LGM-G600K, LGM-G600L, LGM-G600S, LGUS997, VS988	9
G6 ThinQ	LG-AS993, LG-H870, LG-H870AR, LG-H870DS, LG-H870I, LG-H870S, LG-H871, LG-H871S, LG-H872, LG-H872PR, LG-H873, LG-LS993	9
G7 ThinQ	LG-G710, LM-G710, LM-G710N, LM-G710VM	10
G8 ThinQ	LM-G820, LM-G820N, LM-G820QM	10

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Motorola

(There are no Motorola on Allowed list - RST will check all Motorola on Android 13, 14, 15 & 16 and pass if conditions met)

Device	Model Number	Compatible OS Versions
Edge 20 Pro	motorola edge 20 pro, XT2153-1	12
MOTO G POWER	MOTO G POWER, XT2165-5	10
MOTO G POWER (2021)	MOTO G POWER (2021)	10
MOTO G POWER (XT2041DL)	MOTO G POWER (XT2041DL)	10
MOTO G STYLUS	MOTO G STYLUS	11
MOTO G STYLUS (2021)	MOTO G STYLUS (2021), XT2115	11
MOTO G STYLUS (XT2115DL)	MOTO G STYLUS (XT2115DL)	11
MOTO G STYLUS 5G	MOTO G STYLUS 5G	11
Moto G5 Plus	MOTO G5 PLUS	9
Moto G6 PLUS	MOTO G6 PLUS	9
Moto G7 Play	XT1952-4	9

Sony

(Unless in the whitelist below, no other devices are Compatible as Sony is not in RST Control period)

Device	Model Number	Compatible OS Versions
Xperia 5	J8210, J8270, J9210, SO-01M, SOV41, J9260, 901SO	10, 11
Xperia 1	802SO, J8110, J8170, J9110, J9180, SO-03L, SOV40	10, 11
Xperia 1 V	XQDQ62/B, XQ-DQ72, XQ-DQ54	14

Xiaomi

(unless in the Allowed list below, RST will check all Xiaomi on Android 13, 14, 15 & 16 and pass if conditions met)

Device	Model Number	Compatible OS Versions
Mi 11 Lite	M2101K9AG, M2101K9AI	11, 12
Mi 11 Lite 5G	M2101K9C, M2101K9G	11, 12

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Mi 9	MI 9	9, 10, 11, 12
Redmi 10	M210K7AG	11, 12
Redmi Note 10	M2101K7AG, M2101K7AI	11, 12
Redmi Note 10 5G	M2103K19C	11, 12
XIAOMI 13T	2306EPN60G	14
Xiaomi Redmi 13 C 5G	23124RN87G, 23124RN87I, 23124RN87C	14, 15
XIAOMI Redmi Note 13 Pro	2312DRA50C, 2312CRAD3C, 2312DRA50G, 2312DRA50I	14, 15

OnePlus

(unless in the whitelist below, RST will check all OnePlus on Android ~~13~~ 14, 15 & 16 and pass if conditions met)

Device	Model Number	Compatible OS Versions
9	LE2110, LE2111, LE2113, LE2115, LE2117	11, 12, 13
6T	ONEPLUS A6010, ONEPLUS A6013	10, 11, 12
9 Pro	LE2120, LE2121, LE2123, LE2125, LE2127	11, 12, 13
Nord CE 5G	EB2101	11, 12, 13
12R	CPH2609, CPH2585, CPH2611	14, 15, 16

T-Mobile

(unless in the whitelist below, all devices considered "incompatible")

Device	Model Number	Compatible OS Versions
REVL4	5007W, 5007Z, TMRVL4G	9
REVL4+	5062W, 5062Z	9
REVL5G	T790W, T790Z	9
Revvly	REVLRY	9

Oppo

(unless in the whitelist below, RST will check all OnePlus on Android ~~13~~ 14, 15 & 16 and pass if conditions met)

Device	Model Number	Compatible OS Versions
Reno 11	CPH2599	14
Reno 12	CPH2625	14

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Reno 12 Pro	CPH2629	14
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Guardian™ App version 1.6.0

Apple
(unless in the whitelist below, all devices considered "unverified" for iOS 15, 16, 17, 18, 26)

Device	Model Number	Compatible OS Versions
iPad Air Wi-Fi Only (4th Gen, 2020)		16.0, 16.1, 16.2, 16.3, 16.4, 17.0, 17.1, 17.3
iPad Air Wi-Fi/Cellular (4th Gen, 2020)		
iPad mini Wi-Fi Only (5th Gen, 2019)		
iPad mini Wi-Fi/Cellular (5th Gen, 2019)		
iPad Pro 12.9 Wi-Fi Only (3rd Gen, 2018)		
iPad Pro 12.9 Wi-Fi/Cellular (3rd Gen, 2018)		
iPhone 11		16.0, 16.1, 16.2, 16.3, 16.4, 17.0, 17.1, 17.3, 18
iPhone 11 Pro		
iPhone 11 Pro Max		
iPhone 12		
iPhone 12 mini		
iPhone 12 Pro		
iPhone 12 Pro Max		16.0, 16.1, 16.2, 16.3, 16.4, 17.0, 17.1, 17.3, 18.0, 26.0
iPhone 13		
iPhone 13 Mini		
iPhone 13 Pro		
iPhone 13 Pro Max		16.0, 16.1, 16.2, 16.3, 16.4, 17.0, 17.1, 17.3, 18.0, 26.0
iPhone SE 3 (2022)		
iPhone 14		
iPhone 14 Plus		16.1, 16.2, 16.3, 16.4, 17.0, 17.1, 17.3, 18.0, 26.0
iPhone 14 Pro		
iPhone 14 Pro Max		
iPhone 15		17.0, 17.1, 17.3, 18.0, 26.0
iPhone 15 Plus		
iPhone 15 Pro		
iPhone 15 Pro Max		
iPhone SE 2 (2020)		

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iPhone Xr		16.0, 16.1, 16.2, 16.3, 16.4, 17.0, 17.1, 17.3, 18.0
iPhone Xs		
iPhone Xs Max		
iPhone Xs Max Global		
iPhone 16 Pro	iPhone17,1	18.4, 26.0
iPhone 16 Pro Max	iPhone17,2	18.4, 26.0
iPhone 16	iPhone17,3	18.4, 26.0
iPhone 16 Plus	iPhone17,4	18.4, 26.0
iPhone 16E	iPhone17,5	18.4, 26.0
iPhone 17	iPHONE 18,3	26
iPhone 17 Pro	iPHONE 18,1	26
iPhone 17 Pro max	iPHONE 18,2	26
iPhone AIR	iPHONE 18,4	26

Samsung		
<i>(unless in the whitelist below, all devices considered "unverified" for Android 13, 14, 15 & 16)</i>		
Device	Model Number	Compatible OS Versions
Galaxy A13	SM-A135F, SM-A135M, SM-A135U, SM-A135U1	13
Galaxy A13 (A137)	SM-A137F	13
Galaxy A13 5G	SM-A136DL, SM-A136U, SM-A136U1	13
Galaxy A13 5G	SM-A136W	13
Galaxy Note20	SM-N980F	13
Galaxy Note20 5G	SM-N9810, SM-N981B, SM-N981N, SM-N981W	13
Galaxy Note20 5G (USA Unlocked)	SM-N981U1	13
Galaxy Note20 5G (USA)	SM-N981U	13
Galaxy Note20 Ultra	SM-N985F	13
Galaxy Note20 Ultra 5G	SC-53A, SCG06, SM-N9860, SM-N986B, SM-N986N, SM-N986U, SM-N986U1, SM-N986W	13
Galaxy S20	SM-G980F, SM-G980	13
Galaxy S20 5G	SC-51A, SCG01, SM-G9810, SM-G981B, SM-G981N, SM-G981V, SM-G981W	13
Galaxy S20 5G (USA Unlocked)	SM-G981U1	13
Galaxy S20 5G (USA)	SM-G981U	13
Galaxy S20 FE	SM-G780F, SM-G780G	13
Galaxy S20 FE 2022	SM-G781NK, SM-G781NK22	13
Galaxy S20 FE 5G	SM-G7810, SM-G781B, SM-G781N, SM-G781U, SM-G781U1, SM-G781V, SM-G781W	13

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Galaxy S20 Ultra	SM-G988B	13
Galaxy S20 Ultra 5G	SCG03, SM-G9880, SM-G988N, SM-G988Q, SM-G988U, SM-G988U1, SM-G988W	13
Galaxy S20+	SM-G985, SM-G985F, SM-G985F/DS	13
Galaxy S20+ 5G	SC-52A, SCG02, SM-G9860, SM-G986B, SM-G986N, SM-G986U, SM-G986U1, SM-G986W, SM-G986, SM-G986F	13
Galaxy S21 5G	SM-G9910, SC-51B, SCG09, SM-G991B, SM-G991N, SM-G991Q, SM-G991U1, SM-G991W, SM-G991U	13, 15
Galaxy S21 FE 5G	SM-G9900, SM-G990B, SM-G990E, SM-G990U, SM-G990W	13, 15
Galaxy S21 Ultra 5G	SC-52B, SM-G9980, SM-G9980, SM-G998B, SM-G998N, SM-G998U, SM-G998U1, SM-G998W	13, 15
Galaxy S21+ 5G	SCG10, SM-G9960, SM-G996B, SM-G996N, SM-G996U1, SM-G996W	13, 15
Galaxy S22 5G	SM-S901U1, SM-S9010, SM-S901B, SM-S901E, SM-S901N, SM-S901U, SM-S901W	14, 15
Galaxy S22 Ultra 5G	SM-S9080, SM-S908B, SM-S908E, SM-S908N, SM-S908U1, SM-S908W, SM-S908U	14, 15, 16
Galaxy S22+ 5G	SM-S9060, SM-S906B, SM-S906E, SM-S906N, SM-S906U, SM-S906U1, SM-S906W	14, 15, 16
Galaxy S23	SM-S9110, SM-S911B, SM-S911E, SM-S911N, SM-S911U, SM-S911U1, SM-S911W	13, 14, 15, 16
Galaxy S23 Ultra	SM-S9180, SM-S918B, SM-S918E, SM-S918N, SM-S918U, SM-S918U1, SM-S918W	13, 14, 15, 16
Galaxy S23+	SM-S9160, SM-S916B, SM-S916E, SM-S916N, SM-S916U, SM-S916U1, SM-S916W	13, 14, 15, 16
Galaxy S23 FE	SM-S711B	15, 16
Galaxy A15 5G	SM-A156B, SM-A156B/DS, SM-A156P, SM-A156P/DS, SM-A156U, SM-A156U1, SM-A156U1/DS, SM-A156W, SM-A156P/N, SM-A156P/DSN, SM-S156VL, SM-A156M, SM-A156E, SM-A156E/DSN	14
Galaxy A25	SM-A256E, SM-A256E/DS, SM-A256E/DSN, SM-A256B, SM-A256B/DS, SM-A256B/DSN, SM-A256U, SM-A256U1	14
Galaxy A35	SM-A356E, SM-A356E/DS, SM-A356B, SM-A356B/DS, SM-A356U, SM-A356U1	14
Galaxy A55	SM-A556V, SM-A556B, SM-A556B/DS, SM-A556E, SM-A556E/DS, SM-A5560	14
Galaxy S25	SM-S931U, SM-S931U1, SM-S931W, SM-S931N, SM-S9310, SM-S931E	15, 16
Galaxy S24	SM-S921U, SM-S921U1, SM-S921W, SM-S921N, SM-S9210, SM-S921E	14, 15, 16
Galaxy S24+	SM-S926DS, SM-S926U, SM-S926U1, SM-S926W, SM-S926N, SM-S9260, SM-S926E	14, 15, 16
Galaxy S24 Ultra	SM-S928B, SM-S928DS, SM-S928U, SM-S928U1, SM-S928W, SM-S928N, SM-S9280, SM-S928E	14, 15, 16

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Galaxy S25+	SM-S936B, SM-S936U, SM-S936U1, SM-S936W, SM-S936N, SM-S9360, SM-S936E	15, 16
Galaxy S25 Ultra	SM-S938B, SM-S938U, SM-S938U1, SM-S938W, SM-S938N, SM-S9380, SM-S938E	15, 16

Google

(unless in the whitelist below, all devices considered "unverified" for Android ~~13~~, 14, 15 & 16)

Device	Model Number	Compatible OS Versions
Pixel 4	Pixel 4	13
Pixel 4 XL	Pixel 4 XL	13
Pixel 4a	Pixel 4A	13 , 14
Pixel 4a 5G	Pixel 4A (5G)	13 , 14
Pixel 5	Pixel 5	13 , 14
Pixel 5a	Pixel 5A	13 , 14
Pixel 6	Pixel 6	13 , 14, 15, 16
Pixel 6 Pro	Pixel 6 PRO	13 , 14, 15, 16
Pixel 6a	Pixel 6A	13 , 14, 15, 16
Pixel 7	Pixel 7	13 , 14, 15, 16
Pixel 7 Pro	Pixel 7 PRO	13 , 14, 15, 16
Pixel 8	PIXEL 8	14, 15, 16
Pixel 8 Pro	PIXEL 8 PRO	14, 15, 16
Pixel 9	Pixel 9	14, 15, 16
Pixel 9 Pro	Pixel 9 Pro	14, 15, 16
Pixel 9 Pro XL	Pixel 9 Pro XL	14, 15, 16
Pixel 10	GK2MP, GLBW0, GL066, Pixel 10	16
Pixel 10 Pro	GEHN3, G4QUR, GN4F5, Pixel 10 Pro	16
Pixel 10 Pro XL	Pixel 10 Pro XL, G45RY, GUL82, GYPW4	16

Xiaomi

(unless in the whitelist below, all devices considered "unverified" for Android 14, 15 & 16)

Device	Model Number	Compatible OS Versions
Redmi 12	23053RN02A, 23053RN02Y, 23053RN02I, 23053RN02L	14

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Redmi Note 12S	2303CRA44A, 2303ORAC7Y, 2303ERA42L	14
Redmi Note 13 Pro	2312DRA50C, 2312CRAD3C, 2312DRA50G 2312DRA50I	14, 15
Redmi Note 13 Pro 4G	23117RA68G, 2312FPCA6G	14, 15
Redmi 13C	23108RN04Y, 23100RN82L, 23106RN0DA	14
Xiaomi 15 Ultra	25010PN30G, 25010PN30I, 25019PNF3C 25010PN30C,	16
13T	2306EPN60G	14
13T Pro	23078PND5G	14

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DEVICE MODEL & OPERATING SYSTEM UPDATES

While Apple, Google, and device manufacturers often provide rough timelines for when OS updates or new device models will be released in the market, the exact date is not typically known. For that reason, we are unable to publish exact timelines. The below represents anticipated releases and estimated timelines for when the Mobile Apps will be fully supported. **This information is for internal purposes only.** Please refer to the FAQs for customer facing responses - these responses should go through local approval processes before releasing to the public.

Apple releases major updates annually (i.e. 12.0, 13.0). Minor updates are more frequent (i.e. 12.1, 12.2).

Android releases major updates annually (i.e. Android 10, Android 11). Minor updates are not common, but they can also happen. (i.e. 10.1, 10.2).


CUSTOMER SUPPORT & COMMUNICATION

Support

Any question or complaint from a customer with an unverified device (whether sourced via the 24-Hour Technical Support Line, field, social media, etc.) should be managed and supported according to normal operating procedures. Support and troubleshooting should be provided regardless of whether the customer is on a fully compatible or unverified device.

- 1) Inform the customer that his / her device is unverified - meaning it is not an officially supported operating system or device, but we will troubleshoot to the best of our ability
- 2) Continue supporting or troubleshooting as per normal SOPs

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- 3) [24 Hour Tech Support Only] - Ensure the device brand, model, and operating system version are captured in the notes
 - 4) [24 Hour Tech Support Only] - Escalate to Tier 2 support as needed

R&D will only be able monitor escalations properly logged via 24 Hour Tech Support - without proper logging, R&D's ability to identify and prioritize potential issues will be limited.

Customer Communication

Suggested channels for communicating new compatibility to current and prospective customers include - updated website, field talk track. All communication to patients around compatibility should be sure to inform them of the limitations to unverified devices and ensure patients are aware that an unverified device or operating system has not been fully tested. Any complaints should continue to be documented via the 24-Hour Tech Support.

FAQs

Q1. I am seeing a warning message that my device is unsupported. Does this mean my app will not work?

The warning message is there to indicate that the current system has not yet been fully tested or supported. While we cannot guarantee full app functionality until the release has been fully tested, clicking out of the warning message will enable the app to work. The warning message will not appear once we have fully tested the new app version. In the meantime, if you do experience any issues, please report them through our 24-Hour Technical Support Line.

Q2. My device is prompting me to update my operating system. Should I update?

We recommend that you check our full compatibility list at [local website] before updating your operating system. If it is not listed as compatible, we recommend not updating your operating system until we have tested and ensured full compatibility.

Q3. Why is the Mobile Apps not compatible with the current version of iOS or Android operating system?


We are working with Apple and Android to test beta versions as soon as they become available, in order to ensure full compatibility as soon as possible. However, if we discover the new operating system has caused a change to the intended behavior of the Mobile Apps, then it may take additional time to ensure that the app fully functions as intended with the new operating system.

Q5. What if my device hasn't been tested? Does this mean the Mobile Apps will not work?

If we have not validated the manufacturer of the device or the device is on an unsupported operating system, then the device is not compatible and will not be available for download from the Google Play Store or App Store and will not work on your device.

If your device or operating system is an unverified device, then you will receive an in-app pop-up message the first time you log into the app informing you that your app can still be used but it has

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not been tested. As a result, some information could display differently than intended and we recommend that you use the Mobile Apps with a fully tested device. However, if you do experience any issues with your device, our 24-Hour Tech Support team will be happy to help troubleshoot to the best of our ability.

Q7. I am experiencing a technical issue with my unverified device.

I am sorry to hear that you are experiencing an issue. Your device has not been fully tested with the Mobile Apps and as such we are unable to guarantee the performance of the device. However, we will be happy to help troubleshoot to the best of our ability.

[if field - direct patient to 24 Hour Tech Support]

[if 24 Hour Tech Support - troubleshoot as per normal SOP and escalate to Tier 2 support as needed]