



Introduction

This document explains the hardware and software requirements for the Unified User Experience (UUX) Release, version 4.0 and later. Financial institution staff should instruct end users to follow these requirements to ensure a secure, optimal experience with Q2 products.

This document contains numerous tables that outline recommended and minimally compatible hardware, software, and other features for Q2online and Q2mobility Apps. The following table provides a key to the symbols used in this document; blank spaces in a table indicate incompatibility.

Symbol key

Compatibility	Symbol	Description
Recommended		Provides the ideal experience with Q2 products.
Minimally compatible		May create a slightly different appearance or behavior in Q2 products.
Incompatible		Not compatible with Q2 products.

System requirements

The computer you use must meet the following minimum requirements:

- Standard PC or Mac® with at least a 1-GHz processor and 1 GB of RAM.
- Available browser updates applied for improved security that provide anti-virus and spyware protection.
- Microsoft® Windows® Vista Service Pack (SP) 2 and 3, Microsoft Windows 7/8/10, or Mac OS X.

Note: Microsoft stopped supporting Windows XP and XP-compatible Internet Explorer (IE) in April 2014, including security updates. XP users who do not upgrade their operating systems should replace IE with Google Chrome™ for an up-to-date, secure Internet browser.

- Cable, Digital Subscriber Line (DSL), or Integrated Services for Digital Network (ISDN) Internet connection. (Dial-up connections are not supported.)

Note: Satellite connections often have difficulty supporting encrypted, Hypertext Transfer Protocol Secure (HTTPS) applications. Since Q2online is HTTPS-encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

Display requirements

Desktop and laptop displays can be any height but must support at least a 1300-pixel width. Otherwise, the end user will need to scroll horizontally to see the entire Q2online user interface.

Browser requirements

Browser support is subject to change with little to no notice and we encourage end users to configure browsers for automatic updates. Use the most recent versions available for the browsers listed in the following table for the most secure experience in Q2online. End users that try to log in without a compatible browser will be redirected to a website to download a new version of the browser.

Note: For the most secure and consistent experience on mobile devices and tablets, use Q2mobility Apps instead of mobile browsers. See the Q2mobility App requirements section on page 4 for more information.

Some minimally supported browsers, as listed below, may show minor behavioral or cosmetic differences for Q2online, but will generally support that application’s features and functionality.





PC browser compatibility

Browser	Windows Vista SP 2 and 3	Windows 7 and 8.1	Windows 10
Google Chrome 37 and later	●	●	●
Microsoft Internet Explorer 11.X		●	●
Microsoft Edge™			●
Mozilla® Firefox® 33 and later	●	●	●

Note the following details about the PC browser compatibility table:

- Microsoft Windows 7 SP 1 is required for Internet Explorer 11 support.
- Microsoft Windows 8.1 is required for Internet Explorer 11.
- Q2online is not compatible with Safari® on Microsoft Windows, as Apple discontinued development of security patches for Microsoft Windows. However, Q2online is compatible with Safari on Mac OS X 10.8, as shown in the next table.

Mac browser compatibility

Browser	Mac OS X 10.6 – 10.11
Google Chrome 37 and later	
Safari 6-8	
Safari 9	
Mozilla Firefox 33 and later	

Q2mobility App requirements


This section describes the operating systems, connection types, and camera resolutions that are compatible with the Q2mobility Apps that end users can download from the Apple Store (for iOS devices) or Google Play (for Android™ devices).

Note the following details about Q2mobility Apps:


- A valid email address and telephone number are required.
- Q2mobility Apps function best when the GPS or native mapping app (also called *Location Services*) is enabled.
- Mobile browsers, such as Safari, are not supported. Use a Q2mobility App instead.



When requesting customer support for Q2mobility Apps, please identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

Android™ compatibility

Version	UUX 4.X
Android 4.0.3 and later	

Apple iOS compatibility

Version	UUX 4.X
iOS 6.X	
iOS 7.X	




Version	UUX 4.X
IOS 8.X	
IOS 9.X	

**Note: Q2mobility Apps are compatible with Apple iPhone 4 and newer models.*

The following mobile operating systems are not compatible with Q2mobility Apps:

- Windows Phone®
- Blackberry®
- Kindle Fire™



Mobile connectivity

Connectivity	UUX 4.X
3G	
4G LTE	
Wi-Fi	

Note: Devices that do not have Location Services or native mapping applications do not support branch/ATM location functionality.

A mobile device with a rear-facing camera is required to deposit checks with the mobile remote deposit capture (mRDC) functionality in Q2mobility Apps. The following table provides camera resolution compatibility for Q2mobility Apps.

mRDC camera compatibility

Camera resolution	UUX 4.X
Less than 1.9 megapixels	
1.9–4.9 megapixels	
5 megapixels or higher	

Third-party account management software

Note the following details about third-party account management software compatibility with UUX 4.X:

- **Microsoft Money:** We are aware that some end users can export Account History successfully from Q2online to the most recent versions of Microsoft Money. However, Microsoft itself no longer supports those products; therefore, Q2 cannot guarantee the reliability of exports to them. The use of Microsoft Money with Q2online data is solely at the user's discretion.
- **Intuit® Quicken® and QuickBooks®:** Supported versions of Quicken and QuickBooks are dependent on the financial institution's contract with Intuit. Refer to the [Quicken Discontinuation Policy](#) for details about discontinued Quicken services and application versions.