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Deployment Guide

Tested Browsers

12/17/2025

Tested Browsers

The following is a list of all Genesys-tested browsers for both web and mobile.

Important

If you do not see your device/OS/browser combination listed below, please contact Genesys support. Help will be decided on a per-case basis.

Support for the device/OS/browser combinations listed below will only be available for as long as Genesys labs can properly reproduce the issue.

See the [Genesys Co-browse Server Release Note](#) for any Known Issues, and let Genesys know of any issues you encounter with any of our tested browsers.

Tip

For a list of all supported devices for Genesys Widgets, see [Genesys Widgets - Tested Browsers](#).

Web Browsers

- Microsoft Edge
- Microsoft Internet Explorer 11

Important

Starting from 9.0.014.xx, support for Internet Explorer 11 is deprecated and will be dropped in the future releases.

- Google Chrome 47+
- Firefox 43+
- Safari 8+

Mobile Browsers

OS Family	Device	Operating System	Browser	Co-browse Server Release Version
Android	Pixel 3 XL	Android 9	Chrome, Firefox	9.0.002.31
	Pixel 3	Android 9	Chrome, Firefox	9.0.002.31
	Pixel 2	Android 9	Chrome, Firefox	9.0.002.31
	Pixel 2	Android 8	Chrome, Firefox	9.0.002.31
	Pixel	Android 8	Chrome, Firefox	9.0.002.31
	Pixel	Android 7.1	Chrome, Firefox	9.0.002.31
	Pixel XL	Android 7.1	Chrome, Firefox	9.0.002.31
	Galaxy Note 9	Android 8.1	Chrome, Firefox	9.0.002.31
	Galaxy S8	Android 7	Chrome, Firefox	9.0.002.31
	Galaxy S8+	Android 7	Chrome, Firefox	9.0.002.31
	Galaxy S9+	Android 7	Chrome, Firefox	9.0.002.31
	Galaxy A8	Android 7	Chrome, Firefox	9.0.002.31
	Galaxy S7	Android 6	Chrome	8.5.101.02+
	Galaxy S7	Android 6	Firefox	9.0.002.31
	Galaxy S6	Android 5	Chrome, Firefox	9.0.002.31
	Galaxy S5	Android 4.4	Chrome, Firefox	9.0.002.31
	Galaxy S4	Android 4.4	Chrome, Firefox	9.0.002.31
	Galaxy Note 4	Android 4.4	Chrome, Firefox	9.0.002.31
	Galaxy Tab 4 10.1	Android 4.4	Chrome	8.5.101.02+
	Galaxy Tab 4 10.1	Android 4.4	Firefox	9.0.002.31
	Galaxy Note 3	Android 4.3	Chrome, Firefox	9.0.002.31
	Google Nexus 6P	Android 7	Chrome, Firefox	9.0.002.31
	Google Nexus 5X	Android 7	Chrome, Firefox	9.0.002.31
	Google Nexus 7 Tab	Android 6	Chrome	8.5.101.02
	Google Nexus 9 Tab	Android 5.1	Chrome	8.5.101.02
	Google Nexus 6	Android 6	Chrome, Firefox	9.0.002.31
	Google Nexus 6	Android 5	Chrome, Firefox	9.0.002.31
	Google Nexus 5	Android 4.4	Chrome, Firefox	9.0.002.31
	G5	Android 6	Chrome, Firefox	9.0.002.31
	Moto X 2nd GEN	Android 6	Chrome, Firefox	9.0.002.31
	Moto X 2nd GEN	Android 5	Chrome, Firefox	9.0.002.31
	Xperia Z5	Android 5.1	Chrome, Firefox	9.0.002.31
iOS	iPhone XS Max	iOS 12	Safari, Chrome	9.0.002.31

OS Family	Device	Operating System	Browser	Co-browse Server Release Version
	iPhone XS	iOS 12	Safari, Chrome	9.0.002.31
	iPhone XR	iOS 12	Safari, Chrome	9.0.002.31
	iPhone 8	iOS 11	Safari, Chrome	9.0.002.31
	iPhone 8 Plus	iOS 11	Safari, Chrome	9.0.002.31
	iPhone X	iOS 11	Safari, Chrome	9.0.002.31
	iPhone SE	iOS 11	Safari, Chrome	9.0.002.31
	iPhone 6 Plus	iOS 11	Safari, Chrome	9.0.002.31
	iPhone 6S	iOS 11	Safari, Chrome	9.0.002.31
	iPhone 6	iOS 11	Safari, Chrome	9.0.002.31
	iPhone 7	iOS 10	Safari, Chrome	9.0.002.31
	iPhone 6S Plus	iOS 9	Safari	8.5.101.02+
	iPhone 6S Plus	iOS 9	Chrome	9.0.002.31
	iPhone 6S	iOS 9	Safari, Chrome, Firefox	9.0.002.31
	iPhone 6 Plus	iOS 8	Safari, Chrome, Firefox	9.0.002.31
	iPhone 6	iOS 8	Safari, Chrome	9.0.002.31
	iPhone 5S	iOS 7	Safari, Chrome	9.0.002.31
	iPad Pro 12.9	iOS 11	Safari	9.0.002.31
	iPad 6th	iOS 11	Chrome	9.0.002.31
	iPad Pro	iOS 10.3	Safari	8.5.101.02
	iPad Pro	iOS 9.3	Safari	8.5.101.02
	iPad Mini 3	iOS 8	Safari	9.0.002.31
	iPad Air 2	iOS 8	Safari	8.5.101.02+
	iPad 4	iOS 7	Chrome	9.0.002.31