

# eKEY App Compatible Devices and Software Requirements

To ensure that your Supra eKEY app is functioning optimally, please review the following guidance. Supra makes no guarantee that all mobile devices will work perfectly with our system, but we take commercially viable steps to ensure that the eKEY® app functions with popular phones and current operating systems.

Supra recommends that eKEY app users have a high-quality, reliable product 2 to 3 years old or newer; ensure the phone has the latest operating system and app version; and take care that the phone is supported by the manufacturer and continues to receive security updates. As a best practice, we recommend that you update your device's operating system whenever prompted to do so to improve the device's overall performance and access the latest features.

Android OS		Apple® iOS									
<b>Requirements:</b> <ul style="list-style-type: none"> <li>• Phones or tablets with OS 8 or newer</li> <li>• A cellular data plan (preferred) or Wi-Fi connection</li> <li>• The current eKEY application downloaded to the phone or tablet</li> </ul>		<b>Requirements:</b> <ul style="list-style-type: none"> <li>• Phones or tablets with iOS 12 or newer</li> <li>• A cellular data plan (preferred) or Wi-Fi connection</li> <li>• The current eKEY application downloaded to the phone or tablet</li> </ul>									
<b>Example phones tested:</b> <table border="1"> <tr> <td>Google™</td> <td>Pixel 6</td> </tr> <tr> <td>Motorola™</td> <td>Moto G</td> </tr> <tr> <td>Samsung®</td> <td>Galaxy S20, S21, S22</td> </tr> </table>		Google™	Pixel 6	Motorola™	Moto G	Samsung®	Galaxy S20, S21, S22	<b>Example phones tested:</b> <table border="1"> <tr> <td>Phone</td> <td>iPhones 11, 12, 13, 14</td> </tr> </table>		Phone	iPhones 11, 12, 13, 14
Google™	Pixel 6										
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Phone	iPhones 11, 12, 13, 14										

Because there are so many different Android devices, we are unable to provide a list of specific devices supporting the eKEY app. We have found that some “budget” devices struggle with modern Bluetooth® communication, processing speed, and multitasking. Some of these devices include, but are not limited to:

- Samsung Galaxy A series
- Samsung Galaxy J series (discontinued)
- Several LG versions (LG no longer makes mobile phones)

## eKEY App

Supra is continually updating the eKEY app to improve performance and provide new features. We recommend that you turn on automatic app updates on your device to ensure that your eKEY is functioning optimally. If you prefer manual app updates, please visit the App Store or Google Play frequently to check for the newest version of the Supra eKEY app:

- [eKEY® for iPhone®](#)
- [eKEY for Android™](#)