GENESYS™

Deployment Guide

Tested Browsers

5/11/2025

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.
>
> Please 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 Internet Explorer 11
- Google Chrome 47+
- Firefox 43+
- Safari 8+
- Microsoft Edge

Mobile Browsers

OS Family	Device	Operating System	Browser	Release Version	Known Limitations
Android	Galaxy S7	Android 6	Chrome 58	Co-browse Server 8.5.101.02	n/a
	Galaxy Tab 4 10.1	Android 4.4	Chrome 58	Co-browse Server	n/a

OS Family	Device	Operating System	Browser	Release Version	Known Limitations
				8.5.101.02	
	Nexus 7 Tab	Android 6	Chrome 58	Co-browse Server 8.5.101.02	n/a
	Nexus 9 Tab	Android 5.1	Chrome 58	Co-browse Server 8.5.101.02	n/a
iOS	iPhone 6S Plus	iOS 9	Safari	Co-browse Server 8.5.101.02	n/a
	iPad Air 2	iOS 8	Safari	Co-browse Server 8.5.101.02	n/a
	iPad Pro	iOS 9.3	Safari	Co-browse Server 8.5.101.02	n/a
	iPad Pro	iOS 10.3	Safari	Co-browse Server 8.5.101.02	n/a