



Product Documentation

Imprivata MAM Reference Architecture: Hardware & Software Requirements

Imprivata Mobile Access Management
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Document revision

Reference Architecture — Hardware & Software Requirements

This reference architecture provides the hardware and software configurations tested and qualified by Imprivata for use with the Imprivata Mobile Access Management (MAM) solution.

This guide is designed to help new customers make purchasing decisions by providing a list of Imprivata supported devices, operating systems, and connectivity options for optimal performance and compatibility. These configurations have been rigorously tested with the goal of seamless integration and functionality, minimizing potential issues for a smooth user experience.



NOTE:

While Imprivata strongly recommends using the supported configurations, we are committed to providing the highest level of support possible and upon request, will assist in troubleshooting and resolution of issues for other setups, where feasible.

			Apple Devices with Lightning Port	Apple Devices with USB-C Port	Android Devices
Mobile Device		Device Model	iPhone 14 iPhone 13 iPhone 12 iPhone SE (3rd Generation) iPad mini (5th Generation) iPad Pro (2nd Generation)	iPhone 17e iPhone 16 iPhone 16e iPhone 15 iPad mini (6th Generation) iPad (10th Generation) iPad Air (4th Generation) iPad Pro (6th Generation)	Ascom Myco 4 Cisco CP860 Google Pixel 7/7a/8/8 Pro HMD Fusion HMD Pulse HMD Skyline Honeywell CT37 * Honeywell CT30 (non HC Version with USB-C only) Samsung A14 Samsung A15 5G Samsung A16 * Samsung Galaxy S25 Ultra Samsung S22 Samsung S25 * Samsung xCover 6 Pro Samsung xCover 7 Pro Spectralink Versity 95XX ‡ Spectralink Versity 96XX ‡ Spectralink Versity 97XX ‡ * Zebra ET40 Zebra HC20 Zebra HC50 * Zebra TC2x Zebra TC5x
		Operating System	iOS 26 See KB iPadOS 26 See KB iOS 18 iPadOS 18	iOS 26 See KB iPadOS 26 See KB iOS 18 iPadOS 18	Android 16 Android 15 Android 14 Android 13 Android 12
		Device Connectivity	Lightning	USB-C	USB-C

			Apple Devices with Lightning Port	Apple Devices with USB-C Port	Android Devices
Launchpad	Windows	Device Model	Dell OptiPlex 7020 Micro Form Factor (Intel® Core™ i5 14500T vPro®) HP Elite Mini 800 G9 (Intel® Core™ i5 14500T)	Dell OptiPlex 7020 Micro Form Factor (Intel® Core™ i5 14500T vPro®) HP Elite Mini 800 G9 (Intel® Core™ i5 14500T)	Dell OptiPlex 7020 Micro Form Factor (Intel® Core™ i5 14500T vPro®) HP Elite Mini 800 G9 (Intel® Core™ i5 14500T)
		Operating System	Windows 11	Windows 11	Windows 11
		Configuration	16 GB RAM 256 GB Storage	16 GB RAM 256 GB Storage	16 GB RAM 256 GB Storage
		Network Connectivity	Ethernet (Wired)	Ethernet (Wired)	Ethernet (Wired)
		Device Drivers	Intel USB 3.2.0 eXtensible Host Controller - 1.20 (Microsoft) Intel USB 3.1 eXtensible Host Controller - 1.10 (Microsoft)	Intel USB 3.2.0 eXtensible Host Controller - 1.20 (Microsoft) Intel USB 3.1 eXtensible Host Controller - 1.10 (Microsoft)	Intel USB 3.2.0 eXtensible Host Controller - 1.20 (Microsoft) Intel USB 3.1 eXtensible Host Controller - 1.10 (Microsoft)
		Apple MobileDevice	1827.100.17.2	1827.100.17.2	n/a
	Mac	Device Model	Mac Mini M4 Mac mini M2	Mac Mini M4 Mac mini M2	Mac Mini M4 Mac mini M2
		Operating System	macOS Tahoe macOS Sequoia	macOS Tahoe macOS Sequoia	macOS Tahoe
		Configuration	16 GB RAM 256 GB Storage	16 GB RAM 256 GB Storage	16 GB RAM 256 GB Storage
		Network Connectivity	Ethernet (Wired)	Ethernet (Wired)	Ethernet (Wired)
		Apple MobileDevice	1827.100.17.100	1827.100.17.100	n/a

			Apple Devices with Lightning Port	Apple Devices with USB-C Port	Android Devices
Smart Hub	Bretford	Smart Hub Models	10-port PowerSync Pro with Display & IMP-82 Reader for iPhone, iPad mini, or Android 20-port PowerSync Pro with Display & IMP-82 Reader for iPhone or Android 10-port PowerSync Pro with Display & IMP-82 Reader for iPad or Android		
		Smart Hub Firmware	1.1 (PowerSync Pro 2.5) 2.2.16 (PowerSync Pro 2.0)	1.1 (PowerSync Pro 2.5) 2.2.16 (PowerSync Pro 2.0)	1.1 (PowerSync Pro 2.5) 2.2.16 (PowerSync Pro 2.0)
		Launchpad to Smart Hub Connection	USB-C to USB-B (Mac mini M4 front ports only) USB-A to USB-B (Mac mini M2)	USB-C to USB-B (Mac mini M4 front ports only) USB-A to USB-B (Mac mini M2)	USB-C to USB-B (Mac mini M4 front ports only) USB-A to USB-B (Mac mini M2)
		Smart Hub to Device Connection	USB-A to Lightning	USB-A to USB-C	USB-A to USB-C
		Proximity Card Reader (if not integrated)	IMP-82	IMP-82	IMP-82
	Datamation	Smart Hub Models	8-port Unidock for iPhone (Lightning or USB-C) 16-port Unidock for iPhone (Lightning or USB-C) 24-port Unidock for iPhone (Lightning or USB-C) 8-port Unidock for iPad (Lightning or USB-C) 8-port Unidock for Zebra (7-pin) 16-port Unidock for Zebra (7-pin) *All Unidocks can be ordered with or without an IMP-82 Reader.		
		Smart Hub Firmware	Cambronix 1.89.3	Cambronix 1.89.3	Cambronix 1.89.3
		Launchpad to Smart Hub Connection	USB-C to USB-B (Mac mini M4 front ports only) USB-A to USB-B (Mac mini M2)	USB-C to USB-B (Mac mini M4 front ports only) USB-A to USB-B (Mac mini M2)	USB-C to USB-B (Mac mini M4 front ports only) USB-A to USB-B (Mac mini M2)
		Smart Hub to Device Connection	Lightning	USB-C	USB-C
		Proximity Card Reader (if not integrated)	IMP-82	IMP-82	IMP-82

NOTES:

‡ - Imprivata has been made aware of reports that Spectralink Versity devices may cause damage to Bretford Smart Hub ports. This information is shared for awareness; for questions or guidance on this hardware configuration, contact mobile@imprivata.com.

* - Supports facial recognition