

Mobiliti™

Supported Device List

April 2022 - ASP Version



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Supported Device List for Mobiliti – Phone Channel

The Mobiliti application is supported on all devices included in this list. Phones no longer listed may continue to function as they did previously; however, they are not explicitly supported by Mobiliti.

The Supported Device List enables Fiserv to provide greater support for phones our clients are currently using, and the phones we predict they will begin using between now and the next release of the Supported Device List. All operating system updates received for phones at the time of publication of this list are also supported.

Scope

This document specifies only the phones supported or under evaluation for the Mobiliti ASP model as of the effective date of this document.

The applicable channels include SMS and Downloadable Applications (APP).

Testing Approach

Fiserv has a formal process for assuring optimized usability of Mobiliti across a broad range of phones in the markets within which it operates. The focus of our testing activities and approach is on phones that are widely sold, widely used, and most likely to be used by consumers of mobile financial services.

For every product release Fiserv supports devices according to the following four metrics:

1. All devices used by 70% of the mobile banking population, based on pre-determined and reputable sources of industry data.
2. All devices, based on current sales trends, that are expected to reach the top 70% (as in 1.) and are available at the start of the release.
3. Any devices newly released to market that are expected to reach the top 70% (as in 1.) based on market reaction (i.e., where data is not available, next gen iPhone, Galaxy, etc.) that are available at the start of the release.
4. Up to 10 representative phones of varying makes, models, screen sizes, and operating systems.

Some devices not explicitly tested for and/or supported under Fiserv's device testing approach may still fully function as intended with Mobiliti. However, this document does not guarantee that they will.

Limitation of Applicability

For a given mobile device model, a manufacturer may provide different versions of hardware, firmware, and operating system software. This practice is common, particularly for phones that are released into different geographic territories. These different versions of the same phone model may operate differently to the model version that has been assessed for the purposes of its inclusion in this document. Therefore, if the recipient of this information intends to give advice on the compatibility of a phone with the Mobiliti product, this must be tempered with a disclaimer informing the advisee of the limitation of the information.

Supported Operating Systems, Browsers, Networks, and Stores – Phone Channel

Supported Operating Systems

The following outlines the scope of Mobiliti’s operating system and network support.

NOTE: Only major versions released directly by OEMs (Apple or any Android hardware manufacturer) are included. Any OS version updates or patch releases that are released by carriers are not included in the scope for certification. **Beta releases of Apple and Android operating systems will not be supported.**

IMPORTANT NOTE about TLS (Transport Layer Security) 1.2: Mobiliti only supports TLS 1.2 for app communications. Any device or browser that does not support TLS 1.2 will not be able to connect to Mobiliti services—even if the device is on a supported operating system version. This is being enforced to comply with security mandates from regulatory authorities and ensures secure communications for mobile banking users.

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
Android	Android version 9.0	All later major version updates are supported; for example, 10.0, 11.0, 12.0 Beta releases will not be supported	Remote Deposit Capture support requires a camera of at least two mega-pixels in resolution. Mobiliti does not support the use of the Android “Developer options” setting, including USB Debugging. Jailbroken/rooted devices and MITM interception are not supported.	Only the default installed browser is supported. For the majority of devices this is the Android Browser For devices where Chrome is the default browser, this will be supported Beta versions of browsers, such as Chrome Beta, are not supported. The SMS channel is only supported for Android devices that have SMS capability	Android Application SMS

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
iOS – iPhone	iOS version 14.0	All later major version updates are supported; for example, 15.0 Beta releases will not be supported	Jailbroken devices are not supported.	Only the default installed browser is supported. For all iPhone devices this is the Safari Browser	iPhone Application SMS
All other operating systems	N/A	N/A	None	N/A	SMS

For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

Supported Browsers for Desktop-Based Support/Self-Service Web Applications

Supported Browsers are fully tested

Allowed Browsers have basic flows tested to ensure they function correctly. However, there may be cosmetic issues or issues with alternate flows that were not tested.

The resolution is set in the display preferences and the browser window maximized to test the applications (optimum resolution is 1024 x 768).

The latest builds of major versions are tested.

Desktop Web Application	Desktop OS	Supported Browser(s)	Allowed Browser(s)
Internet Self Service (accessed through online banking)	Windows 7	Internet Explorer 11 Chrome – Latest stable Firefox – Latest stable	Internet Explorer 9
	Windows 10	Internet Explorer 11 (default) Chrome – Latest stable Firefox – Latest stable	Microsoft Edge
	Mac OSX – Latest stable	Safari – Latest stable	
Customer Manager (accessed through Relationship Manager)	Windows 7	Internet Explorer 11	Internet Explorer 9
	Windows 8	Internet Explorer 11	
	Windows 10	Internet Explorer 11	

Supported Networks

The Mobiliti product supports the Tier 1 carriers in the U.S., including:

- AT&T®
- Verizon®
- Sprint®
- T-Mobile®

Mobiliti's support for non-Tier 1 carriers depends on the contractual agreement between the SMS gateway provider (aggregator) and the individual carrier. Contact the Fiserv SMS Platform Manager for questions about a specific carrier's support for Mobiliti.

Supported Online Stores (App Stores)

- iTunes App Stores (Apple App Store)
- Google Play (Android app store)

Latest Supported Device List – Phone Channel

The following outlines the scope of Mobiliti’s general device support. Only devices explicitly listed in the Supported Device List are fully supported. Other devices that conform to the general support policy above may function with Mobiliti but have not been tested.

Brand/ Manufacturer	Model	New to the List	Biometric Supported
Apple	iPhone 6S		Y
Apple	iPhone 6S Plus		Y
Apple	iPhone 7		Y
Apple	iPhone 7 Plus		Y
Apple	iPhone 8		Y
Apple	iPhone 8 Plus		Y
Apple	iPhone 11		Y
Apple	iPhone 11 Pro		Y
Apple	iPhone 11 Pro Max		Y
Apple	iPhone 12		Y
Apple	iPhone 12 Mini		Y
Apple	iPhone 12 Pro		Y
Apple	iPhone 12 Pro Max		Y
Apple	iPhone 13		Y
Apple	iPhone 13 Mini		Y
Apple	iPhone 13 Pro		Y
Apple	iPhone 13 Pro Max		Y
Apple	iPhone SE		Y
Apple	iPhone SE (2 nd Gen)		Y
Apple	iPhone X		Y
Apple	iPhone XR		Y
Apple	iPhone XS		Y
Apple	iPhone XS Max		Y
Google	Pixel 2		Y
Google	Pixel 2 XL		Y
Google	Pixel 3		Y
Google	Pixel 3 XL		Y
Google	Pixel 4		Y
LG	G7 ThinQ		Y

Brand/ Manufacturer	Model	New to the List	Biometric Supported
LG	Stylo 5		Y
LG	V20		Y
LG	V30		Y
LG	V40 Thin Q		Y
LG	V50 Thin Q		Y
Motorola	Moto G7		Y
Motorola	Moto Z3		Y
Motorola	Moto Z4		Y
One Plus	6T		Y
One Plus	7 Pro		Y
Samsung	Galaxy A10e		Y
Samsung	Galaxy A11		Y
Samsung	Galaxy A20		Y
Samsung	Galaxy A51		Y
Samsung	Galaxy Fold		Y
Samsung	Galaxy J7 Crown		N
Samsung	Galaxy Note 8		Y
Samsung	Galaxy Note 9		Y
Samsung	Galaxy Note 10		Y
Samsung	Galaxy Note 10+		Y
Samsung	Galaxy S8		Y
Samsung	Galaxy S8 Plus		Y
Samsung	Galaxy S9		Y
Samsung	Galaxy S9 Plus		Y
Samsung	Galaxy S10		Y
Samsung	Galaxy S10E		Y
Samsung	Galaxy S10+		Y
Samsung	Galaxy S20 (S11)		Y
Samsung	Galaxy S20+		Y
Samsung	Galaxy S21		Y
Samsung	Galaxy S22 Ultra	Y	Y

Devices Removed from Last Supported Device List

Brand/ Manufacturer	Model
LG	G5
Samsung	Galaxy S7
Samsung	Galaxy S7 Edge

Supported Device List for Mobiliti – Tablet Channel

The Supported Device List enables Fiserv to provide greater support for tablets our clients are currently using, and the tablets we predict they will begin using between now and the next release of the Supported Device List. All operating system updates received for tablets at the time of publication of this list are also supported.

Scope

This document specifies only the tablets supported or under evaluation for the Mobiliti ASP model as of the effective date of this document. Mobiliti Tablet supports the downloadable application channel only.

Criteria for Inclusion in the Supported Device List

As the tablet market is consolidated around a small number of form factors, screen resolutions, and chipsets, the Supported Device List provides a representative sample of tablets based on Fiserv's research from reputable sources. A device will be included in the Supported Device List if it meets all of the following criteria:

Apple

All Apple iPad devices are included in the list.

Android

- The device has a minimum screen size of 7" diagonal. Devices with screen sizes below 7" are supported by the phone channel.
- The device supports Google Play store. Amazon devices (Fire tablets) are not supported because the Amazon store is not compatible with Mobiliti's security features (tamper protection).
- The device is deemed to have sufficient market penetration based on reputed industry sources (0.5% market share is the cut-off value).
- The device is deemed to be strategically important.
- A device may be excluded from testing if it is sufficiently similar to another device from the same manufacturer (and thus is covered by the testing of the other device).

Testing Approach

The Mobiliti application is supported on all devices included in this list. It is likely that the application will run on a wide variety of Tablet devices; however, this document does not constitute warranty that it will.

Supported Operating Systems and Networks – Tablet Channel

Supported Operating Systems

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Application Support
Android	Android version 9.0	All later major version updates are supported, for example: 10.0, 11.0, 12.0	Remote Deposit Capture support requires a rear-facing camera of at least two megapixels in resolution.	Only the default installed browser is supported. For the majority of devices this is the Android Browser For devices where Chrome is the default browser, this will be supported Beta versions of browsers, such as Chrome Beta, are not supported.	Android Tablet Application
iOS	iOS version 14.0	All later major version updates are supported; for example: 15.0 Beta releases of iOS will not be supported until they are publicly released	Remote Deposit Capture support requires a camera of at least two megapixels in resolution	Only the default installed browser (Safari) is supported	iPad Application

Supported Networks

The Mobiliti product can operate on any unrestricted TCP/IP data network. Operation on restricted networks (e.g., where a firewall might be in place) is not guaranteed.

Latest Supported Device List – Tablet Channel

The following outlines the scope of Mobiliti’s general device support. Only devices explicitly listed here are fully supported. Other devices that conform to the general support policy may function with Mobiliti. For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

Brand/ Manufacturer	Model	Screen Size	New to the List	Biometric Supported
Apple	iPad (5 th Generation – 2017)	9.7"		Y
Apple	iPad (6 th Generation – 2018)	9.7"		Y
Apple	iPad (Fall 2017)	10.5"		Y
Apple	iPad Air 2	9.7"		Y
Apple	iPad Air 4	10.9"		Y
Apple	M1 iPad Pro 2021	11"		Y
Apple	M1 iPad Pro 2021	12.9"		Y
Apple	iPad Mini 4	7.9"		Y
Apple	iPad Mini 5	7.9"		Y
Apple	iPad Pro	9.7"		Y
Apple	iPad Pro	12.9"		Y
Apple	iPad Pro (2018)	11"		Y
Samsung	Galaxy Tab A	10.5"		Y

Devices Removed from Last Supported Device List

Brand/ Manufacturer	Model
Google	Pixel C