

**Mobiliti™**

**Certified Device List**

October 2020 - ASP Version



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## Revision and History

Date	Description	Author
June 2015	Updated for MR6	Product Doc
September 2015	Updated for FP5	Product Doc
February 2016	Updated for FP6	Product Doc
July 2016	Updated for Quarter Two	Product Doc
October 2016	Updated for Quarter Three	Product Doc
January 2017	Updated for Quarter One	Product Doc
March 2017	Updated to remove OnePlus 3 device	Product Doc
May 2017	Updated for Quarter Two; Removed Amazon support	Product Doc
July 2017	Updated for Quarter Three	Product Doc
October 2017	Updated for Quarter Four	Product Doc
November 2017	Updated to include note about Oreo for Android Tablet and Google Pixel	Product Doc
February 2018	Updated for Quarter One	Product Doc
April 2018	Updated for Quarter Two	Product Doc
May 2018	Changed "Fingerprint Login Supported" for Samsung Galaxy S5 and Samsung Galaxy Note 4 to "N."	Product Doc
September 2018	Updated for the newest release	Product Doc
December 2018	Updated/removed devices	Product Doc
April 2019	Updated/removed devices	Product Doc
August 2019	Updated/removed devices	Product Doc
December 2019	Updated for 19.3 release. No new devices; some devices removed.	Product Doc
January 2020	Corrected the Samsung Galaxy J7. It does not support fingerprint login.	Product Doc
April 2020	Updated/removed devices	Product Doc
July 2020	Updated to include information about beta releases	Product Doc
October 2020	Updated the minimum and maximum OS versions; added/removed devices	Product Doc

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## Certified Device List for Mobiliti – Phone Channel

The Certified Device List details all phones that are certified to support the Mobiliti product. Phones no longer listed may continue to function as they did previously; however, they are not explicitly supported by Mobiliti.

The Certified 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 Certified 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, Mobile Browser, and Downloadable Applications (APP).

### Optimization

Mobiliti includes a Device Registry to manage phone optimization and specialization. Under its solution maintenance responsibilities, Fiserv tests and certifies the significant majority of mobile phones within a given market are effectively rendered across both the mobile browser and downloaded application access modes. Mobiliti's browser optimization and functional support for each phone is determined based on the specific phone's capabilities.

### 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 tests 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 certified 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 7.0	All later major version updates are supported; for example, 8.0, 9.0, 10.0, 11.0  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” settings	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	Touch Browser Android Application SMS

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
iOS – iPhone	iOS version 12.0	All later major version updates are supported; for example, 13.0, 14.0 Beta releases will not be supported	None	Only the default installed browser is supported. For all iPhone devices this is the Safari Browser	Touch Browser iPhone Application SMS
All other operating systems	N/A	N/A	None	Only the default installed browser is supported Devices that are specifically identified as not supporting Webkit compatible browsers are not supported. Where possible, devices will be directed to the Touch Browser channel. Beta versions and third-party browsers, such as Opera, are explicitly excluded	Touch Browser 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	
Control Center	Windows 7	Internet Explorer 11	Internet Explorer 9
	Windows 8	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 Certified Device List – Phone Channel

The following outlines the scope of Mobiliti’s general device support. Only devices explicitly listed in the Certified Device List are fully supported. Other devices that conform to the general support policy below may function with Mobiliti.

Brand/ Manufacturer	Model	New to the List	Max OS Supported	Biometric Supported
Apple	iPhone 6		iOS12	Y
Apple	iPhone 6 Plus		iOS12	Y
Apple	iPhone 6S		iOS14	Y
Apple	iPhone 6S Plus		iOS14	Y
Apple	iPhone 7		iOS14	Y
Apple	iPhone 7 Plus		iOS14	Y
Apple	iPhone 8		iOS14	Y
Apple	iPhone 8 Plus		iOS14	Y
Apple	iPhone 11		iOS14	Y
Apple	iPhone Max		iOS14	Y
Apple	iPhone Pro		iOS14	Y
Apple	iPhone SE		iOS14	Y
Apple	iPhone X		iOS14	Y
Apple	iPhone XR		iOS14	Y
Apple	iPhone XS		iOS14	Y
Apple	iPhone XS Max		iOS14	Y
Google	Pixel 2		Android 10	Y
Google	Pixel 2 XL		Android 10	Y
Google	Pixel 3		Android 10	Y
Google	Pixel 3 XL		Android 10	Y
HTC	One M9		Android 7	N
Huawei	Nexus 6P		Android 8.1	Y
LG	G5		Android 8	Y
LG	G7 ThinQ		Android 9	Y
LG	K20 Plus		Android 7	Y
LG	Stylo 3		Android 7	Y

Brand/ Manufacturer	Model	New to the List	Max OS Supported	Biometric Supported
LG	V10		Android 7	Y
LG	V20		Android 8	Y
LG	V30		Android 9	Y
LG	V40		Android 9	Y
LG	V50	Y	Android 9	Y
Motorola	Moto G7		Android 9	Y
Motorola	Moto Z2 Force		Android 9	Y
Motorola	Moto Z2 Play		Android 9	Y
Motorola	Moto Z Force Droid		Android 8	Y
One Plus	6T		Android 9	Y
One Plus	7 Pro	Y	Android 9	Y
Samsung	Galaxy Fold	Y	Android 9	Y
Samsung	Galaxy J7		Android 8	N
Samsung	Galaxy Note 5		Android 7	Y
Samsung	Galaxy Note 8		Android 8	Y
Samsung	Galaxy Note 9		Android 9	Y
Samsung	Galaxy Note 10	Y	Android 9	Y
Samsung	Galaxy Note 10+	Y	Android 9	Y
Samsung	Galaxy S6		Android 7	Y
Samsung	Galaxy S6 Edge		Android 7	Y
Samsung	Galaxy S6 Edge Plus		Android 7	Y
Samsung	Galaxy S7		Android 8	Y
Samsung	Galaxy S7 Active		Android 7	Y
Samsung	Galaxy S7 Edge		Android 8	Y
Samsung	Galaxy S8		Android 8	Y
Samsung	Galaxy S8 Plus		Android 8	Y
Samsung	Galaxy S9		Android 8	Y
Samsung	Galaxy S9 Plus		Android 9	Y
Samsung	Galaxy S10		Android 9	Y
Samsung	Galaxy S10E		Android 9	Y

## Devices Removed from Last Certified Device List

Brand/Manufacturer	Model
LG	Nexus 5
Samsung	Galaxy Note 4
Samsung	Galaxy S5

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## Certified Device List for Mobiliti – Tablet Channel

The Certified 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 Certified 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 Certified Device List

As the tablet market is consolidated around a small number of form factors, screen resolutions, and chipsets, the Certified Device List provides a representative sample of tablets based on Fiserv's research from reputable sources. A device will be included in the Certified 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 certified 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 Tablet application is fully tested 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 7.0	All later major version updates are supported, for example: 8.0, 9.0, 10.0, 11.0	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.	Touch Browser  Android Tablet Application
iOS	iOS version 12.0	All later major version updates are supported; for example: 13.0, 14.0  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	Touch Browser  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 Certified 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	Max OS Supported	Biometric Supported
Apple	iPad (5 <sup>th</sup> Generation – 2017)	9.7”		iOS13	Y
Apple	iPad (6 <sup>th</sup> Generation – 2018)	9.7”		iOS13	Y
Apple	iPad (Fall 2017)	10.5”		iOS13	Y
Apple	iPad Air 2	9.7”		iOS13	Y
Apple	iPad Mini 4	7.9”		iOS13	Y
Apple	iPad Pro	9.7”		iOS13	Y
Apple	iPad Pro	12.9”		iOS13	Y
Apple	iPad Pro (2018)	11”		iOS13	Y
ASUS	ZenPad 3S10	17.3”		Android	Y
Google	Pixel C	10.2”		Android 8	Y
Huawei	MediaPad M3 8	8.4”		Android 7	N
Samsung	Galaxy Tab A	10.5”		Android 9	N

## Devices Removed from Last Certified Device List

Brand/Manufacturer	Model
ASUS	Nexus 7 II
Lenova	Yoga Tab 3 Pro