

**Mobiliti™**

**Certified Device List**

December 2021 - 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 |
| April 2021     | Updated for 21.1  | Product Doc |
| October 2021   | Updated for 21.2  | Product Doc |
| November 2021  | Removed the Max OS Supported columns (Phone and Tablet) as this information constantly changes per device | Product Doc |
| December 2021  | Updated for 21.3  | Product Doc |

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## Certified 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 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 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 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 8.0        | All later major version updates are supported; for example, 9.0, 10.0, 11.0, 12.0<br>Beta releases will not be supported | Remote Deposit Capture support requires a camera of at least two mega-pixels in resolution.<br>Mobiliti does not support the use of the Android “Developer options” setting, including USB Debugging.<br>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<br><br>For devices where Chrome is the default browser, this will be supported<br><br>Beta versions of browsers, such as Chrome Beta, are not supported.<br><br>The SMS channel is only supported for Android devices that have SMS capability | Android Application<br>SMS |

| Operating System            | Minimum OS Version Support | Maximum OS Version Support  | Hardware Requirements                 | Browser Support  | Channel Support           |
|-----------------------------|----------------------------|---|---------------------------------------|--|---------------------------|
| iOS – iPhone                | iOS version 13.0           | All later major version updates are supported; for example, 14.0, 15.0<br>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<br>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.

**UPCOMING DEPRECATION:** The Minimum Apple iOS support for Mobiliti 22.1 will be version 14.0

## 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<br>Chrome – Latest stable<br>Firefox – Latest stable           | Internet Explorer 9 |
|   | Windows 10              | Internet Explorer 11 (default)<br>Chrome – Latest stable<br>Firefox – Latest stable | Microsoft Edge      |
|   | Mac OSX – Latest stable | Safari – Latest stable  |                     |

| Desktop Web Application                                  | Desktop OS | Supported Browser(s) | Allowed Browser(s)  |
|--|------------|----------------------|---------------------|
| Customer Manager (accessed through Relationship Manager) | Windows 7  | Internet Explorer 11 | Internet Explorer 9 |
|  | Windows 8  | Internet Explorer 11 |                     |
|  | Windows 10 | Internet Explorer 11 |                     |
| Control Center   | 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 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 above may function with Mobiliti but have not been tested.

| Brand/<br>Manufacturer | Model                           | New to<br>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 Mini                  |                    | Y                   |
| Apple                  | iPhone 12                       |                    | Y                   |
| Apple                  | iPhone 12 Pro                   |                    | Y                   |
| Apple                  | iPhone 12 Pro Max               |                    | Y                   |
| Apple                  | iPhone SE                       |                    | Y                   |
| Apple                  | iPhone SE (2 <sup>nd</sup> Gen) |                    | Y                   |
| Apple                  | iPhone X                        |                    | Y                   |
| Apple                  | iPhone XR                       |                    | Y                   |
| Apple                  | iPhone XS                       |                    | Y                   |
| Apple                  | iPhone XS Max                   |                    | Y                   |
| Apple                  | iPhone 13 Mini                  | Y                  | Y                   |
| Apple                  | iPhone 13                       | Y                  | Y                   |
| Apple                  | iPhone 13 Pro                   | Y                  | Y                   |
| Apple                  | iPhone 13 Pro Max               | Y                  | Y                   |
| Google                 | Pixel 2                         |                    | Y                   |
| Google                 | Pixel 2 XL                      |                    | Y                   |
| Google                 | Pixel 3                         |                    | Y                   |
| Google                 | Pixel 3 XL                      |                    | Y                   |
| Google                 | Pixel 4                         |                    | Y                   |
| LG                     | G5                              |                    | Y                   |

| Brand/<br>Manufacturer | Model            | New to<br>the List | Biometric Supported |
|------------------------|------------------|--------------------|---------------------|
| LG                     | G7 ThinQ         |                    | Y                   |
| 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 S7        |                    | Y                   |
| Samsung                | Galaxy S7 Edge   |                    | 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                   |

## Devices Removed from Last Certified Device List

None.

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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 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 8.0        | All later major version updates are supported, for example: 9.0, 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<br><br>For devices where Chrome is the default browser, this will be supported<br><br>Beta versions of browsers, such as Chrome Beta, are not supported. | Android Tablet Application |
| iOS              | iOS version 13.0           | All later major version updates are supported; for example: 14.0, 15.0<br><br>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 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/<br>Manufacturer | Model                                    | Screen<br>Size | New to the<br>List | Biometric Supported |
|------------------------|--|----------------|--------------------|---------------------|
| Apple                  | iPad (5 <sup>th</sup> Generation – 2017) | 9.7"           |                    | Y                   |
| Apple                  | iPad (6 <sup>th</sup> 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                  | Y                   |
| Apple                  | M1 iPad Pro 2021                         | 12.9"          | Y                  | 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                   |
| Google                 | Pixel C                                  | 10.2"          |                    | Y                   |
| Samsung                | Galaxy Tab A                             | 10.5"          |                    | Y                   |

## Devices Removed from Last Certified Device List

None.