

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 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” 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 12.0	All later major version updates are supported; for example, 13.0, 14.0 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	

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/ 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 11 Pro		iOS14	Y
Apple	iPhone 11 Pro Max		iOS14	Y
Apple	iPhone 12 Mini	Y	iOS14	Y (Face ID)
Apple	iPhone 12	Y	iOS14	Y (Face ID)
Apple	iPhone 12 Pro	Y	iOS14	Y (Face ID)
Apple	iPhone 12 Pro Max	Y	iOS14	Y (Face ID)
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 11	Y
Google	Pixel 2 XL		Android 11	Y
Google	Pixel 3		Android 11	Y
Google	Pixel 3 XL		Android 11	Y
Google	Pixel 4		Android 11	Y
HTC	One M9		Android 7	N

Brand/ Manufacturer	Model	New to the List	Max OS Supported	Biometric Supported
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	Stylus 3		Android 7	Y
LG	V10		Android 7	Y
LG	V20		Android 8	Y
LG	V30		Android 9	Y
LG	V40 Thin Q		Android 9	Y
LG	V50 Thin Q		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
Motorola	Moto Z3		Android 11	Y
One Plus	6T		Android 9	Y
One Plus	7 Pro		Android 9	Y
Samsung	Galaxy Fold		Android 11	Y
Samsung	Galaxy J7		Android 9	N
Samsung	Galaxy Note 5		Android 7	Y
Samsung	Galaxy Note 8		Android 8	Y
Samsung	Galaxy Note 9		Android 10	Y
Samsung	Galaxy Note 10		Android 11	Y
Samsung	Galaxy Note 10+		Android 11	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

Brand/ Manufacturer	Model	New to the List	Max OS Supported	Biometric Supported
Samsung	Galaxy S8		Android 9	Y
Samsung	Galaxy S8 Plus		Android 9	Y
Samsung	Galaxy S9		Android 10	Y
Samsung	Galaxy S9 Plus		Android 10	Y
Samsung	Galaxy S10		Android 11	Y
Samsung	Galaxy S10E		Android 11	Y
Samsung	Galaxy S10+		Android 11	Y
Samsung	Galaxy S20		Android 11	Y

Devices Removed from Last Certified Device List

Brand/Manufacturer	Model
LG	Nexus 5
Motorola	DROID Turbo
Motorola	Moto G
Motorola	Moto X
Samsung	Galaxy Note 3
Samsung	Galaxy Note 4
Samsung	Galaxy S4
Samsung	Galaxy S5

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 mega-pixels 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 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 mega-pixels 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/Manufacturer	Model	Screen Size	New to the List	Max OS Supported	Biometric Supported
Apple	iPad (5 th Generation – 2017)	9.7"		iOS13	Y
Apple	iPad (6 th Generation – 2018)	9.7"		iOS13	Y
Apple	iPad (Fall 2017)	10.5"		iOS13	Y
Apple	iPad Air 2	9.7"		iOS13	Y
Apple	iPad Air 4	10.9"	Y	iOS14	Y
Apple	iPad Mini 4	7.9"		iOS13	Y
Apple	iPad Mini 5	7.9"	Y	iOS14	Y
Apple	iPad Pro	9.7"		iOS13	Y
Apple	iPad Pro	12.9"		iOS13	Y
Apple	iPad Pro (2018)	11"		iOS13	Y
Google	Pixel C	10.2"		Android 8	Y
Samsung	Galaxy Tab A	10.5"		Android 9	N

Devices Removed from Last Certified Device List

Brand/Manufacturer	Model
ASUS	ZenPad 3S10
Huawei	MediaPad M3 8