

# Supported Device Operating Systems, Hardware, and Browsers

The following outlines the scope of Mobiliti's operating system, hardware, and browser support.

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

## Android

- Minimum OS Version Supported - Android 9.0
- All later major version updates are supported; for example, 11.0, 12.0, 13.0

## iOS

- Minimum OS Version Supported – iOS 14 and iPadOS 14
- All later major version updates are supported; for example, 15.0, 16.0

## Hardware Requirements

- 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**

## Browsers and Channel Support

- Only the default installed device browser is supported
- Beta version of browsers are not supported
- The SMS channel is only supported for devices with SMS capability

## Important note regarding TLS (Transport Layer Security)

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.

# Supported Networks

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

- AT&T®
- Verizon®
- 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.

# Supported App Stores

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

## Supported Phone Devices

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/<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                       |                    | 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 14                       | New                | Y                   |
| Apple                  | iPhone 14 Plus                  | New                | Y                   |
| Apple                  | iPhone 14 Pro                   | New                | Y                   |
| Apple                  | iPhone 14 Pro Max               | New                | 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                   |

| Brand/<br>Manufacturer | Model                | New to<br>the List | Biometric Supported |
|------------------------|----------------------|--------------------|---------------------|
| Google                 | Pixel 3              |                    | Y                   |
| Google                 | Pixel 3 XL           |                    | Y                   |
| Google                 | Pixel 4              |                    | Y                   |
| Google                 | Pixel 5              | New                | Y                   |
| Google                 | Pixel 6              | New                | Y                   |
| Google                 | Pixel 7              | New                | Y                   |
| Google                 | Pixel 7 Pro          | New                | Y                   |
| LG                     | G7 ThinQ             |                    | Y                   |
| LG                     | Stylo 5              |                    | Y                   |
| LG                     | V40 Thin Q           |                    | Y                   |
| LG                     | V50 Thin Q           |                    | Y                   |
| Motorola               | Moto G7              |                    | Y                   |
| Motorola               | Moto Z3              |                    | Y                   |
| Motorola               | Moto Z4              |                    | Y                   |
| Motorola               | Moto G Power         | New                | Y                   |
| Motorola               | Moto G Stylus 5G     | New                | Y                   |
| One Plus               | 6T                   |                    | Y                   |
| One Plus               | 7 Pro                |                    | Y                   |
| One Plus               | 9                    | New                | Y                   |
| Samsung                | Galaxy A10e          |                    | Y                   |
| Samsung                | Galaxy A11           |                    | Y                   |
| Samsung                | Galaxy A20           |                    | Y                   |
| Samsung                | Samsung A32 5G       | New                | Y                   |
| Samsung                | Galaxy A51           |                    | Y                   |
| Samsung                | Galaxy Fold          |                    | Y                   |
| Samsung                | Galaxy J7 Crown      |                    | N                   |
| Samsung                | Galaxy Note 9        |                    | Y                   |
| Samsung                | Galaxy Note 10       |                    | Y                   |
| Samsung                | Galaxy Note 10+      |                    | Y                   |
| Samsung                | Galaxy Note 20 Ultra | New                | 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 S20 FE 5G   | New | Y |
| Samsung | Galaxy S21         |     | Y |
| Samsung | Galaxy S21+        | New | Y |
| Samsung | Galaxy S21 FE 5G   | New | Y |
| Samsung | Galaxy S21 Ultra   | New | Y |
| Samsung | Galaxy S22 5G      | New | Y |
| Samsung | Galaxy S22 Ultra   |     | Y |
| Samsung | Galaxy M13 5G      | New | Y |
| Samsung | Galaxy Z Flip 3 5G | New | Y |

## Supported Tablet Devices

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                                    | Screen Size | New to the List | Biometric Supported |
|--------------------|--|-------------|-----------------|---------------------|
| Apple              | iPad (6 <sup>th</sup> Generation – 2018) | 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 5                              | 7.9"        |                 | Y                   |
| Apple              | iPad Pro (2021)                          | 12.9"       |                 | Y                   |
| Apple              | iPad Mini (2021)                         | 8.3"        |                 | Y                   |
| Apple              | iPad Pro (2018)                          | 11"         |                 | Y                   |
| Samsung            | Galaxy Tab A                             | 10.5"       |                 | Y                   |
| Samsung            | S7 FE 5G                                 | 12.4"       | New             | Y                   |

## Devices Removed from Last Supported Device List

| Brand/Manufacturer | Model                        |
|--------------------|------------------------------|
| Apple              | iPad (5th Generation – 2017) |
| Apple              | iPad (Fall 2017)             |
| Apple              | iPad Mini 4                  |
| Apple              | iPad Air 2                   |
| Apple              | iPad Pro (9.7" – 2016)       |
| Samsung            | Galaxy S8                    |
| Samsung            | Galaxy S8 Plus               |
| Samsung            | Galaxy Note 8                |
| Google             | Pixel 2                      |
| Google             | Pixel XL                     |
| LG                 | V20                          |
| LG                 | V30                          |

## Supported Browsers for Web Applications

| Desktop Web Application                                    | Desktop OS               | Supported Browser(s)<br>(Current stable versions)   |
|--|--------------------------|---|
| Internet Self Service<br>(Accessed through online banking) | Windows 10               | <ul style="list-style-type: none"> <li>• Edge</li> <li>• Chrome</li> <li>• Firefox</li> </ul> |
|  | Mac OS X – Latest stable | <ul style="list-style-type: none"> <li>• Chrome</li> <li>• Safari</li> </ul>                  |

**Note:**

- 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.