Mobile Banking

Supported Device List

March 2025

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Contents

Scope

This document specifies supported mobile devices for the following Fiserv mobile banking solutions: Configure Digital, Create Digital, Mobiliti ASP and Mobiliti Business ASP.

Fiserv uses a formal process for assuring optimal usability of mobile banking apps across a broad range of devices in the US market. The Mobile Banking Supported Device List outlines support for devices that mobile banking users are currently using and the devices we predict they will begin using between now and the next update to this document.

Mobile Banking Support Device List Criteria:

1. Include the 70% most used devices based on actual mobile banking user connections for the solutions noted above.

2. Include new devices released or soon to be released that are expected to attain significant utilization.

3. Exclude older device models when actual user connections on that model are very low and/or the device no longer runs a minimum supported OS version.

This document lists devices supported for versions of Fiserv mobile banking app versions released after the effective date of this document. App versions with release dates that predate the effective date of the document and/or predate the date new devices are added may not support all listed devices.

Devices not listed/no longer listed may function; however, they are not explicitly supported. Some devices not explicitly tested or listed as supported may still function as intended with the mobile banking apps, however, there is no guarantee that they will.

For a particular mobile device model, a manufacturer may provide different versions of hardware, firmware, and operating system (OS) 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 from the model version that has been assessed for the purposes of its inclusion in this document and may not perform as expected.

> (i) **Note**: Some features that are described in this document may not be available to every financial institution or mobile banking solution. Feature availability depends on the financial institution's mobile banking solution, host, core, online banking solution, implementation configuration and/or service package.

Tablet Support

> (i) **Note**: Not all Fiserv mobile banking solutions offer apps optimized for the tablet form factor.

The tablet market is consolidated around a small number of form factors, screen resolutions, and chipsets. A device may be included in the Mobile Banking Supported Device List as for tablet apps if it meets the following criteria in addition to the criteria 1 – 3 above:

1. Apple: Apple iPad devices are included in the list.
2. 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 the Google Play store.

Operating Systems, Hardware, Browsers and Channels

Minimum Device Operating System Support

Minimum Android Version Supported - Android 11.0
Minimum iOS Versions Supported – iOS 16*, iPadOS 16*

To ensure the highest levels of security, devices that are not eligible for upgrade to at least the minimum supported OS version may be prevented from installing and/or using the mobile banking app.

Operating system updates made generally available by Apple and Google at the time of publication of this document are supported by app versions released after the effective date of this document.

Only devices running an unmodified version of the manufacturer-supplied operating system are supported.

> (i) **Note**: Beta releases of Apple and Android operating systems are not supported.

* Apple devices that support a maximum operating system version of iOS 15/iPadOS 15 will continue to be able to download apps from the app store as long as Apple continues to release security patches for those versions.   Any defects that are exclusive to iOS 15, iPadOS 15 OS and/or devices that only support OS versions below iOS 16 will not be addressed.

Hardware, Browsers, and Channel Support

- Mobile Banking does not support the use of the Android "Developer options" settings, including USB Debugging
- Jailbroken/rooted devices and MITM interception are not supported
- The latest stable versions of Chrome and Safari browsers are supported. Beta versions of browsers are not supported
- The SMS channel is only supported on devices with SMS capabilities

Supported App Stores

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

Network Support

Mobile Banking 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 Mobile Banking 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.

The Mobile banking products can operate on any unrestricted TCP/IP data network. Operation on restricted networks (for example, where a firewall might be in place) is not guaranteed.

The Mobile banking product supports Tier 1 carriers in the U.S., including AT&T©, Verizon©, T-Mobile©/Sprint©, and US Cellular©. Mobile banking support for non-Tier 1 carriers depends on the contractual agreement between the SMS gateway provider (aggregator) and the individual carrier.

Supported Devices

Apple Phones

Brand/Manufacturer	Model	Added to SDL
Apple	iPhone 8	September 2017
Apple	iPhone 8 Plus	September 2017
Apple	iPhone X	November 2017
Apple	iPhone XR	October 2018
Apple	iPhone XS	September 2018
Apple	iPhone XS Max	September 2018
Apple	iPhone 11	September 2019
Apple	iPhone 11 Pro	September 2019
Apple	iPhone 11 Pro Max	September 2019
Apple	iPhone 12	September 2020
Apple	iPhone 12 Mini	September 2020
Apple	iPhone 12 Pro	September 2020
Apple	iPhone 12 Pro Max	September 2020
Apple	iPhone 13	September 2021
Apple	iPhone 13 Mini	September 2021
Apple	iPhone 13 Pro	September 2021
Apple	iPhone 13 Pro Max	September 2021
Apple	iPhone 14	September 2022
Apple	iPhone 14 Plus	September 2022
Apple	iPhone 14 Pro	September 2022
Apple	iPhone 14 Pro Max	September 2022
Apple	iPhone 15	October 2023
Apple	iPhone 15 Plus	October 2023
Apple	iPhone 15 Pro	October 2023
Apple	iPhone 15 Pro Max	October 2023
Apple	iPhone 16	September 2024
Apple	iPhone 16 Plus	September 2024
Apple	iPhone 16 Pro	September 2024
Apple	iPhone 16 Pro Max	September 2024
Apple	iPhone SE (2nd Gen)	March 2020
Apple	iPhone SE (2022)	September 2022
Total iPhones		**31**

Android Phones

Brand/Manufacturer	Model	Added to SDL
Google	Pixel 3	December 2018
Google	Pixel 3 XL	December 2018
Google	Pixel 4	September 2020
Google	Pixel 5	September 2022
Google	Pixel 6	September 2022
Google	Pixel 6a	September 2022
Google	Pixel 7	September 2022
Google	Pixel 7 Pro	September 2022
Google	Pixel 8	November 2024
Google	Pixel 8a	September 2024
Google	Pixel 9	September 2024
Google	Pixel 9 Pro	September 2024
Google	Pixel 9 Pro XL	September 2024
Google	Pixel 9 Pro Fold	September 2024
Motorola	Edge 5G UW (2021)	October 2021
Motorola	Edge 40	May 2023
Motorola	Edge 50 Fusion	April 2024
Motorola	Moto G Play (2024)	January 2024
Motorola	Moto G Power (2022)	October 2022
Motorola	Moto G Power 5G (2024)	March 2024
Motorola	Moto G Stylus (2024)	May 2024
Motorola	Moto G 5G (2022)	April 2022
Motorola	Moto G34 5G (2024)	November 2024
Motorola	Moto G53 5G	December 2023
Samsung	Galaxy A03s	June 2023
Samsung	Galaxy A10e	July 2021
Samsung	Galaxy A11	November 2021
Samsung	Galaxy A12	December 2020
Samsung	Galaxy A13 5G	June 2023
Samsung	Galaxy A14 5G	September 2024
Samsung	Galaxy A15 5G	September 2024
Samsung	Galaxy A20	April 2021
Samsung	Galaxy A23 5G	September 2022
Samsung	Galaxy A32 5G	September 2022
Samsung	Galaxy A51	April 2021

Samsung	Galaxy A52 5G	March 2021
Samsung	Galaxy A53	June 2023
Samsung	Galaxy A54 5G	March 2023
Samsung	Galaxy A71 5G	June 2020
Samsung	Galaxy M13 5G	December 2022
Samsung	Galaxy Note 10	November 2019
Samsung	Galaxy Note 10+	November 2019
Samsung	Galaxy Note 20 5G	August 2020
Samsung	Galaxy Note 20 Ultra	September 2022
Samsung	Galaxy S10	July 2019
Samsung	Galaxy S10E	July 2019
Samsung	Galaxy S10+	September 2020
Samsung	Galaxy S20 5G	September 2020
Samsung	Galaxy S20+	July 2021
Samsung	Galaxy S20 FE 5G	September 2022
Samsung	Galaxy S20 Ultra 5G	June 2023
Samsung	Galaxy S21 5G	December 2022
Samsung	Galaxy S21+ 5G	December 2022
Samsung	Galaxy S21 FE 5G	December 2022
Samsung	Galaxy S21 Ultra	December 2022
Samsung	Galaxy S22 5G	December 2022
Samsung	Galaxy S22+ 5G	December 2022
Samsung	Galaxy S22 Ultra	April 2022
Samsung	Galaxy S23	June 2023
Samsung	Galaxy S23 Plus	June 2023
Samsung	Galaxy S23 Ultra	June 2023
Samsung	Galaxy S24	April 2024
Samsung	Galaxy S24 Plus	April 2024
Samsung	Galaxy S24 Ultra	April 2024
Samsung	Galaxy S24 FE	December 2023
Samsung	Galaxy S25	March 2025
Samsung	Galaxy S25 Plus	March 2025
Samsung	Galaxy S25 Ultra	March 2025
Samsung	Galaxy Fold	November 2019
Samsung	Galaxy Z Flip 3 5G	September 2022
Samsung	Galaxy Z Fold 4	September 2022
Samsung	Galaxy Z Fold 5	September 2024

Samsung	Galaxy Z Flip 5	September 2024
Samsung	Galaxy Z Fold 6	July 2024
Samsung	Galaxy Z Flip 6	July 2024
Total Android Phones		**75**

Apple Tablet Devices

> **ⓘ** **Note**: Not all Fiserv mobile banking solutions offer apps optimized for the tablet form factor.

Brand/Manufacturer	Model	Added to SDL
Apple	iPad 5th Gen (2017)	September 2017
Apple	iPad 6th Gen (2018)	April 2018
Apple	iPad 7th Gen (2019)	September 2019
Apple	iPad 8th Gen (2020)	September 2020
Apple	iPad 9th Gen (2021)	September 2021
Apple	iPad 10th Gen (2022)	September 2022
Apple	iPad Air 3rd Gen (2019)	March 2019
Apple	iPad Air 4th Gen (2020)	April 2021
Apple	iPad Air 5th Gen (2022)	September 2022
Apple	iPad Air 11'' 6th Gen (2024)	May 2024
Apple	iPad Air 13'' 1st Gen (2024)	May 2024
Apple	iPad Pro 12.9'' 1st Gen (2015)	November 2015
Apple	iPad Pro 9.7'' 1st Gen (2016)	March 2016
Apple	iPad Pro 10.5'' 1st Gen (2017)	June 2017
Apple	iPad Pro 12.9'' 2nd Gen (2018)	November 2018
Apple	iPad Pro 11'' 1st Gen (2018)	October 2018
Apple	iPad Pro 11'' 2nd Gen (2020)	March 2020
Apple	iPad Pro 11'' 3rd Gen (2021)	June 2021
Apple	iPad Pro 12.9'' 4th Gen (2020)	March 2020
Apple	iPad Pro 11'' 4th Gen (2022)	October 2022
Apple	iPad Pro 12.9'' 5th Gen (2021)	July 2021
Apple	iPad Pro 12.9'' 6th Gen (2022)	October 2022
Apple	iPad Pro 11'' 5th Gen (2024)	May 2024
Apple	iPad Pro 13'' 7th Gen (2024)	May 2024
Apple	iPad Mini 5th Gen (2019)	April 2019
Apple	iPad Mini 6th Gen (2021)	October 2021
Apple	iPad Mini 7th Gen (2024)	October 2024
Total Apple Tablets		**27**

Android Tablet Devices

> ⓘ **Note**: Not all Fiserv mobile banking solutions offer apps optimized for the tablet form factor.

Brand/Manufacturer	Model	Added to SDL
Samsung	Galaxy Tab A	May 2019
Samsung	Galaxy Tab A9 Plus	October 2023
Samsung	Galaxy Tab S6 Lite	May 2024
Samsung	Galaxy Tab S7	September 2022
Samsung	Galaxy Tab S7 FE	June 2021
Samsung	Galaxy Tab S10 Ultra	October 2024
Total Android Tablets		**6**

Devices Recently Removed

These devices are no longer supported for any version of the Fiserv mobile banking app.

Brand/Manufacturer	Model	Removed from SDL
Samsung	Galaxy Note 9	September 2024
Samsung	Galaxy S9	September 2024
Samsung	Galaxy S9 Plus	September 2024
LG	V40 Thin Q	September 2024
Motorola	Moto G7	September 2024
Motorola	Moto Z4	September 2024
Motorola	Moto G Power (2021)	September 2024
Motorola	Moto G Stylus 5G	September 2024
Lenovo	Tab M10 FHD Plus	March 2025
Samsung	Galaxy Tab S4	March 2025
LG	G7 ThinQ	March 2025
LG	V50 Thin Q	March 2025
One Plus	6T	March 2025
One Plus	7 Pro	March 2025
One Plus	9	March 2025
Apple	iPhone 6S	March 2025
Apple	iPhone 6S Plus	March 2025
Apple	iPhone 7	March 2025
Apple	iPhone 7 Plus	March 2025
Apple	iPhone SE (1st Gen)	March 2025
Apple	iPad Air 2nd Gen (2014)	March 2025
Apple	iPad Mini 4th Gen (2015)	March 2025