Mobiliti™

Supported Device List

September 2022 - ASP Version

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Contents

Scope....4
Limitation of Applicability....4
Supported Device Operating Systems, Hardware, and Browsers....5
Supported Networks....5
Supported App Stores....5
Supported Phone Devices....6
Supported Tablet Devices....8
Devices Removed from Last Supported Device List....9
Supported Browsers for Web Applications....9

Scope

The Mobiliti mobile banking app is supported on all devices included in this list. Devices no longer listed may continue to function as they did previously; however, they are not explicitly supported by Mobiliti.

Fiserv uses a formal process for assuring optimized usability of Mobiliti across a broad range of devices in the market. The 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. All operating system updates received for devices at the time of publication of this list are also supported.

The Support Device list:

1. Includes devices used by 70% of the mobile banking population based on actual Mobiliti user connections.
2. Includes current devices and those soon to be released that are expected to attain significant utilization.
3. Excludes older models when actual user connections on that model are very low and/or the device no longer runs a minimum supported OS version.

Some devices not explicitly tested or listed as supported may still 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 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 iPadOS14
- 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/ Manufacturer	Model	New to 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 (2nd Gen)		Y
Apple	iPhone X		Y
Apple	iPhone XR		Y
Apple	iPhone XS		Y
Apple	iPhone XS Max		Y

Brand/ Manufacturer	Model	New to 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 (6th 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) (Current stable versions)
Internet Self Service (Accessed through online banking)	Windows 10	• Edge • Chrome • Firefox
	Mac OS X – Latest stable	• Chrome • Safari
Customer Manager	Windows 10	• Edge

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.