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Mobiliti™

Certified Device List

October 2016 - ASP Version

Contents

Revision and History

Date	Description	Author
January 2012	New document	Product
March 2012	March 2012 updated list	Tech Comm
July 2012	Updated list for June/July certifications	Tech Comm
Nov 2012	Updated list for Production Release Date: Nov 15 2012- excerpted from Confluence	Tech Comm
Feb 2013	Changes to Channel Support and Operating System Support topics; updated/removed devices; Known issues added	Tech Comm
March 2013	Tablets supported	
April 2013	Devices added/removed	Tech Comm
May 2013	Updated Supported OS, Browsers, and Networks	Tech Comm
May 2013	Separated tablets from phones	Product
June 2013	Updated the copyright date	Tech Comm
August 2013	Updated the lists; changed the format of the phone and tablet lists	Tech Comm
December 2013	Updated the lists	Tech Comm
November 2014	Updated the lists; changed the format	Tech Comm
June 2015	Updated for MR6	Tech Comm
September 2015	Updated for FP5	Tech Comm
February 2016	Updated for FP6	Tech Comm
July 2016	Updated for Quarter Two	Tech Comm
October 2016	Updated for Quarter Three	Tech Comm

Certified Device List for Mobiliti – Phone Channel

NOTE: The Certified Device List supersedes the Supported Handset List that was delivered quarterly.

The Certified Device List details all phones that are certified to support the Mobiliti product. Phones no longer listed will 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, Mobile Browser, and Downloadable Applications (APP).

Optimization

Mobiliti includes a Device Registry to manage phone optimization and specialization. Under its solution maintenance responsibilities, Fiserv tests and certifies the significant majority of mobile phones within a given market are effectively rendered across both the mobile browser and downloaded application access modes. Mobiliti's browser optimization and functional support for each phone is determined based on the specific phone's capabilities.

Currently, the Mobiliti Device Registry includes over 4,500 distinct phones, including over 400 phones from Nokia, 100 from HTC, and so on. The Device Registry is managed through Mobiliti's administrative console – Control Center.

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 tests 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.) within the three months from Certified Device List creation

3. Any devices newly released to market that are expected to reach the top 70% (as in 1.) within the three months from Certified Device List creation based on market reaction (i.e., where data is not available, next gen iPhone, Galaxy, etc.).

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 phone 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, and Networks – 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.

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
Android	Android version 4.1 (Jellybean)	All later major version updates are supported; for example 4.4, 5.0, 6.0	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" settings	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	Touch Browser Android Application SMS
iOS – iPhone	iOS version 8.0	All later major version updates are supported; for example 8, 8.1, 9, 10 Beta releases of iOS will not be supported until they are publicly released	None	Only the default installed browser is supported. For all iPhone devices this is the Safari Browser	Touch Browser iPhone Application SMS

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
BlackBerry	BlackBerry OS version 4.2 (non-touch screen devices) BlackBerry OS version 4.7 (touch screen devices)	BlackBerry OS version 5.1	None	The browser channel is no longer supported for non-Webkit capable BlackBerry devices	SMS
BlackBerry	BlackBerry OS version 6	All later major version updates are supported; for example 6.1, 7, 10	For touch browser support, devices must support Webkit rendering (OS 6.0 and above)	Only the default installed browser is supported. For all BlackBerry devices this is the BlackBerry browser	Touch Browser SMS
Windows Phone	Windows Phone OS version 8.0	All later major version updates are supported; for example 8.1, 10.0	None	Only the default installed browser is supported, third-party browsers are explicitly not supported. For Windows Phone 8 devices, this is Internet Explorer 10 or above. No Beta versions are supported.	Touch Browser SMS
All other operating systems	N/A	N/A	None	Only the default installed browser is supported Devices that are specifically identified as not supporting Webkit compatible browsers are not supported. Where possible, devices will be directed to the Touch Browser channel. Beta versions and third-party browsers, such as Opera, are explicitly excluded	Touch Browser 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 Internet Explorer 8 (to support COL 4.1 CDL)
	Windows 10	Internet Explorer 11 (default) Chrome – Latest stable Firefox – Latest stable	Microsoft Edge
	Mac OSX – Latest stable	Safari – Latest stable	
Customer Manager (accessed through Relationship Manager)	Windows 7	Internet Explorer 11	Internet Explorer 9
	Windows 8	Internet Explorer 11	
Control Center	Windows 7	Internet Explorer 11	Internet Explorer 9
	Windows 8	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.

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 below may function with Mobiliti.

Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Apple	iPhone 4S		iOS	Y	N	Y
Apple	iPhone 5		iOS	Y	N	Y
Apple	iPhone 5C		iOS	Y	N	Y
Apple	iPhone 5S		iOS	Y	N	Y
Apple	iPhone 6		iOS	Y	N	Y
Apple	iPhone 6 Plus		iOS	Y	N	Y
Apple	iPhone 6S		iOS	Y	N	Y
Apple	iPhone 6S+		iOS	Y	N	Y
Apple	iPhone 7	Y	iOS	Y	N	Y
Apple	iPhone 7 Plus	Y	iOS	Y	N	Y
Apple	iPhone SE		iOS	Y	N	Y
BlackBerry	Z10		BlackBerry OS	N	N	Y
Google	Nexus 5		Android	N	Y	Y
HTC	One M7		Android	N	Y	Y
HTC	One M8		Android	N	Y	Y
HTC	One M9		Android	N	Y	Y
Huawei	Nexus 6P		Android	N	Y	Y
Kyocera	Brigadier		Android	N	Y	Y
LG	G2		Android	N	Y	Y

Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
LG	G3		Android	N	Y	Y
LG	G4		Android	N	Y	Y
LG	G5	Y	Android	N	Y	Y
LG	L90		Android	N	Y	Y
LG	Leon		Android	N	Y	Y
LG	Optimus G Pro		Android	N	Y	Y
LG	V10		Android	N	Y	Y
LG	Volt		Android	N	Y	Y
Motorola	DROID MAXX		Android	N	Y	Y
Motorola	DROID MINI		Android	N	Y	Y
Motorola	DROID RAZR M		Android	N	Y	Y
Motorola	DROID Turbo		Android	N	Y	Y
Motorola	Moto G		Android	N	Y	Y
Motorola	Moto E		Android	N	Y	Y
Motorola	Moto X		Android	N	Y	Y
Motorola	Nexus 6		Android	N	Y	Y
Nokia	Lumia 920		Windows Phone	N	N	Y
OnePlus	OnePlus 3	Y	Android	N	Y	Y
Samsung	Galaxy Core Prime		Android	N	Y	Y
Samsung	Galaxy Grand Prime		Android	N	Y	Y
Samsung	Galaxy Mega 6.3		Android	N	Y	Y
Samsung	Galaxy Note 2		Android	N	Y	Y
Samsung	Galaxy Note 3		Android	N	Y	Y

Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Samsung	Galaxy Note 4		Android	N	Y	Y
Samsung	Galaxy Note 5		Android	N	Y	Y
Samsung	Galaxy Note 7	Y	Android	N	Y	Y
Samsung	Galaxy Note Edge		Android	N	Y	Y
Samsung	Galaxy S3		Android	N	Y	Y
Samsung	Galaxy S4		Android	N	Y	Y
Samsung	Galaxy S4 Mini		Android	N	Y	Y
Samsung	Galaxy S5		Android	N	Y	Y
Samsung	Galaxy S6		Android	N	Y	Y
Samsung	Galaxy S6 Edge		Android	N	Y	Y
Samsung	Galaxy S6 Edge +		Android	N	Y	Y
Samsung	Galaxy S7		Android	N	Y	Y
Samsung	Galaxy S7 Edge		Android	N	Y	Y
ZTE	ZMAX		Android	N	Y	Y

Known Issues – Phone Channel

Device	Issue	Workaround
Motorola Droid X	When the camera is started, an out-of-memory exception occurs. This exception only occurs with the original factory firmware.	Motorola has an update that resolves this issue. Suggest the user update the device to the latest firmware.

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 can support Android 4.1 (Android API level 16) or above. If the device is shipped with an OS version below 4.1, but the manufacturer provides an update to this version or later, then only upgraded devices are supported.

- The device supports either Google Play or the Amazon Appstore.

- 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

The following outlines the scope of Mobiliti's operating system and network support.

Supported Operating Systems

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Application Support
Android	Android version 4.1	All later major version updates are supported, for example: 4.4, 5.0, 6.0	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.	Touch Browser Android Tablet Application
iOS	iOS version 8.0	All later major version updates are supported; for example 8.0, 8.1, 9, 10 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	Touch Browser 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 in the Certified Device List 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	OS	iPad App	Android Tablet App (Google Play)	Android Tablet App (Amazon)	Rear Camera (Mobile Deposit)
Amazon	Kindle Fire 2	7"		Android (Amazon)			Y	Y
Amazon	Kindle Fire HD	8.9"		Android (Amazon)			Y	N
Amazon	Kindle Fire HD	7"		Android (Amazon)			Y	N
Amazon	Kindle Fire HDX	7"		Android (Amazon)			Y	N
Apple	iPad 2	9.7"		iOS	Y			Y
Apple	iPad 3	9.7"		iOS	Y			Y
Apple	iPad 4	9.7"		iOS	Y			Y
Apple	iPad Air	9.7"		iOS	Y			Y
Apple	iPad Air 2	9.7"		iOS	Y			Y
Apple	iPad Mini	7.9"		iOS	Y			Y
Apple	iPad Mini 2	7.9"		IOS	Y			Y
Apple	iPad Mini 3	7.9"		iOS	Y			Y
Apple	iPad Mini 4	7.9"		iOS	Y			Y
Apple	iPad Pro	9.7"	Y	iOS	Y			Y
Apple	iPad Pro	12.9"		iOS	Y			Y
ASUS	Nexus 7	7"		Android		Y		Y

Brand/ Manufacturer	Model	Screen Size	New To the List	OS	iPad App	Android Tablet App (Google Play)	Android Tablet App (Amazon)	Rear Camera (Mobile Deposit)
ASUS	Nexus 7 II	7"		Android		Y		Y
Google	Pixel C	10.2"	Y	Android		Y		Y
Samsung	Galaxy Tab 3	7"		Android		Y		Y
Samsung	Galaxy Tab 3	10.1"		Android		Y		Y
Samsung	Galaxy Tab 4	10.1"		Android		Y		Y
Samsung	Galaxy Note 10.1	10.1"		Android		Y		Y
Samsung	Galaxy Note 10.1 2014 Edition	10.1"		Android		Y		Y
Samsung	Galaxy Tab Pro	12.2"		Android		Y		Y