

# Mobile Banking Supported Device List

Effective April 2024

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## Scope

This document addresses supported mobile devices for the following Fiserv mobile banking solutions: Configure Digital (formerly Abiliti), Create Digital (formerly Architect), Mobiliti ASP and Mobiliti Business ASP.

Fiserv utilizes 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 given 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.

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

**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 10.0

**Minimum iOS Versions Supported** – iOS 15, iPadOS 15

To ensure the highest levels of security, devices that are not eligible for upgrade to at least the minimum supported OS version are 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.

Please note: Beta releases of Apple and Android operating systems are not supported.

## 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 version 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

- iTunes 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 (e.g., 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 6S	September 2015
Apple	iPhone 6S Plus	September 2015
Apple	iPhone 7	September 2016
Apple	iPhone 7 Plus	September 2016
Apple	iPhone 8	September 2017
Apple	iPhone 8 Plus	September 2017
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 SE	March 2016
Apple	iPhone SE (2 <sup>nd</sup> Gen)	March 2020
Apple	iPhone SE (2022)	September 2022
Apple	iPhone X	November 2017
Apple	iPhone XR	October 2018
Apple	iPhone XS	September 2018
Apple	iPhone XS Max	September 2018
<b>Total iPhones</b>		<b>32</b>

## 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
LG	G7 ThinQ	September 2018
LG	V40 Thin Q	July 2019
LG	V50 Thin Q	April 2020
Motorola	Moto G7	July 2019
Motorola	Moto Z4	April 2021
Motorola	Moto G Power	September 2022
Motorola	Moto G Stylus 5G	September 2022
One Plus	6T	April 2019
One Plus	7 Pro	September 2019
One Plus	9	September 2022
Samsung	Galaxy A03s	June 2023
Samsung	Galaxy A10e	July 2021
Samsung	Galaxy A11	November 2021
Samsung	Galaxy A13 5G	June 2023
Samsung	Galaxy A20	April 2021
Samsung	Samsung A32 5G	September 2022
Samsung	Galaxy A51	April 2021
Samsung	Galaxy A53	June 2023
Samsung	Galaxy Fold	November 2019
Samsung	Galaxy Note 9	January 2019
Samsung	Galaxy Note 10	November 2019
Samsung	Galaxy Note 10+	November 2019
Samsung	Galaxy Note 20 Ultra	September 2022
Samsung	Galaxy S9	July 2018
Samsung	Galaxy S9 Plus	July 2018
Samsung	Galaxy S10	July 2019

Samsung	Galaxy S10E	July 2019
Samsung	Galaxy S10+	September 2020
Samsung	Galaxy S20 (S11)	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 M13 5G	September 2022
Samsung	Galaxy Z Flip 3 5G	September 2022
Samsung	Galaxy Z Fold 4	September 2022
Samsung	Galaxy S24	April 2024
Samsung	Galaxy S24 Plus	April 2024
Samsung	Galaxy S24 Ultra	April 2024
<b>Total Android Phones</b>		<b>56</b>



## 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 (6 <sup>th</sup> Generation – 2018)	April 2018
Apple	iPad Air 4	April 2021
Apple	iPad Air (2022 M1 Chip Model)	September 2022
Apple	M1 iPad Pro 2021 11"	July 2021
Apple	M1 iPad Pro 2021 12.9"	July 2021
Apple	iPad Mini 5	April 2019
Apple	iPad Pro (2021)	July 2021
Apple	iPad Mini (2021)	July 2021
Apple	iPad Pro (2018)	January 2019
Samsung	Galaxy Tab A	May 2019
Samsung	S7 FE 5G	September 2022
Samsung	S7 FE	September 2022
<b>Total Tablets</b>		<b>12</b>

## Devices Recently Removed

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

Brand/Manufacturer	Model	Removed from SDL
Motorola	Z3	October 2023
LG	Stylo 5	October 2023
Samsung	J7 Crown	October 2023
Samsung	Galaxy Tab S3	October 2023