Mobiliti™

Certified Device List

Last Updated - 8/23/13- ASP Version

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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

Certified Device List for Mobiliti

Audience

This user guide is provided to clients of Fiserv on the basis of being Commercial in Confidence. This document is intended for clients of Fiserv.

Scope

This document specifies only the phones and tablets supported or under evaluation for Mobiliti ASP model as of the effective date of this document.

The applicable channels include SMS, Mobile Browser, and Smartphone and Tablet Applications (APP).

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 from Fiserv product, this must be tempered with a disclaimer informing the advisee of the limitation of the information.

Introduction

The Certified Device List outlines all devices that have been tested and certified to work with Mobiliti. Devices no longer listed will continue to function as they did previously; however, they are not explicitly supported by Mobiliti. All operating system updates received for phones and tablets at the time this list is published are also supported.

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 quarterly release of the Certified Device List. All operating system updates received for phones at the time of this list publication are also supported.

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. Browser optimization and functional support (touch or base) for each phone by Mobiliti 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 updated on a regular basis (quarterly with each updated certified device list) and 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 takes the following approach to phone testing. We will test devices according to the following four metrics:

1. All devices used by 90% 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 90% (as in 1.) within the three months from certified device list creation
3. Any devices newly released to market which are expected to reach the top 90% (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.

Even if a phone is not explicitly tested for and certified under Fiserv's device testing approach, it is likely that the phone is optimized for (as it will be within the Device Registry) although this document does not constitute warranty that it is.

Supported Operating Systems and Browsers

The following statements outline the scope of Mobiliti's general optimization approach. Fiserv does not select (for testing) phones outside the following guidelines. The phones listed below are tested and guaranteed for optimization with Mobiliti. There is no guarantee of optimization for phones **not** included in this list.

Operating System	Min OS Version Support	Max OS Version Support	Hardware Requirements	Browser Support	Channel Support
Android	Android version 2.2	All later major version updates are supported; for example 2.3, 4.0, 4.1, 4.2	Remote Deposit Capture support requires a 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 such as the LG Nexus 4 and Motorola RAZR M 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.	Browser Android Application SMS

Operating System	Min OS Version Support	Max OS Version Support	Hardware Requirements	Browser Support	Channel Support
iOS- iPhone	iOS version 5.0.1	All later major version updates are supported; for example 5.1, 6.0, 6.1 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 Beta versions of all browsers, such as Chrome Beta, are not supported.	Browser iPhone Application SMS
iOS - iPad	iOS version 5.0.1	All later major version updates are supported; for example 5.1, 6.0, 6.1 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 (Note: the iPad 1 and iPad 2 do not meet this requirement)	None	iPad Application
BlackBerry	BlackBerry OS version 4.2 (non-touch screen devices) BlackBerry OS version 4.7 (touch screen devices)	BlackBerry OS Version 5.1	None	Only the default installed browser is supported For all BlackBerry devices this is the BlackBerry browser	Browser 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	Browser SMS

Operating System	Min OS Version Support	Max OS Version Support	Hardware Requirements	Browser Support	Channel Support
Windows Phone	Windows Phone OS version 7.5	All later major version updates are supported; for example 7.8, 8.0	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. For Windows Phone 7.5 devices, this is Internet Explorer 9. No Beta versions are supported.	Browser SMS
All other operating systems	Not Applicable	Not Applicable	None	Only the default installed browser is supported Beta versions and third party browsers such as Opera are explicitly excluded	Browser SMS

NOTE: Some BlackBerry users may have an app launcher on their device, which redirects user to the appropriate browser channel. If users have issues with the transitional launcher APP, they should be directed to request a new Mobile Browser link from within the online banking site, and bookmark it for future use.

Supported Networks in the US – All Channels

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 SMS Platform Manager at Fiserv for questions about a specific carrier's support for Mobiliti.

Latest Certified Device List

Phone Channel

Brand/ Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Apple	iPhone 3GS		iOS	Y		Y
Apple	iPhone 4		iOS	Y		Y
Apple	iPhone 4S		iOS	Y		Y
Apple	iPhone 5		iOS	Y		Y
Asus	Nexus 7	Y	Android		Y	Y
AT&T	Fusion		Android		Y	Y
BlackBerry	Z10	Y	BB O10			Y
BlackBerry	Bold 9650		BB OS5/6			Y
BlackBerry	Bold 9900		BB OS7			Y
BlackBerry	Curve 8500 (all)		BB OS5			Y
BlackBerry	Curve 9300 (all)		BB OS5/6			Y
BlackBerry	Torch 9850/60		BB OS7			Y
HTC	8X	Y	WP8			Y
HTC	Desire		Android		Y	Y
HTC	Desire HD / Inspire 4G		Android		Y	Y
HTC	DROID DNA	Y	Android		Y	Y
HTC	EVO 3D		Android		Y	Y
HTC	EVO 4G		Android		Y	Y
HTC	EVO 4G LTE	Y	Android		Y	Y
HTC	EVO Design 4G		Android		Y	Y
HTC	EVO Shift 4G		Android		Y	Y
HTC	EVO V 4G	Y	Android		Y	Y
HTC	Incredible		Android		Y	Y
HTC	Incredible 2		Android		Y	Y
HTC	One	Y	Android		Y	Y
HTC	One S		Android		Y	Y
HTC	One V	Y	Android		Y	Y
HTC	One X		Android		Y	Y

Brand/ Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
HTC	Sensation		Android		Y	Y
HTC	ThunderBolt		Android		Y	Y
HTC	Vigor / Rezound		Android			
HTC	Vivid		Android		Y	Y
HTC	Wildfire S		Android		Y	Y
Huawai	Ascend II		Android		Y	Y
LG	Lucid 4G		Android		Y	Y
LG	Motion 4G	Y	Android		Y	Y
LG	Nexus 4	Y	Android		Y	Y
LG	Optimus 2X		Android		Y	Y
LG	Optimus Elite		Android		Y	Y
LG	Optimus G	Y	Android		Y	Y
LG	Optimus V U T S Q M C		Android		Y	Y
LG	Revolution		Android		Y	Y
LG	Vortex		Android		Y	Y
Motorola	Atrix 2		Android		Y	Y
Motorola	Atrix 4G	Y	Android		Y	Y
Motorola	Atrix HD		Android		Y	Y
Motorola	DROID		Android		Y	Y
Motorola	DROID 2		Android		Y	Y
Motorola	DROID 3		Android		Y	Y
Motorola	DROID 4		Android		Y	Y
Motorola	DROID BIONIC		Android		Y	Y
Motorola	DROID RAZR / MAXX		Android		Y	Y
Motorola	DROID RAZR HD / MAXX / Electrify 2		Android		Y	Y
Motorola	DROID RAZR M / Electrify M		Android		Y	Y
Motorola	DROID X		Android		Y	Y
Motorola	DROID X2		Android		Y	Y
Motorola	Electrify / Photon 4G		Android		Y	Y
Nokia	Lumia 710		WP7.5			Y

Brand/ Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Nokia	Lumia 820/822	Y	WP8			Y
Nokia	Lumia 920	Y	WP8			Y
Samsung	Admire		Android		Y	Y
Samsung	DROID CHARGE		Android		Y	Y
Samsung	Epic 4G		Android		Y	Y
Samsung	Exhibit II	Y	Android		Y	Y
Samsung	Galaxy Nexus		Android		Y	Y
Samsung	Galaxy Note		Android		Y	Y
Samsung	Galaxy Note II		Android		Y	Y
Samsung	Galaxy Prevail		Android		Y	Y
Samsung	Galaxy Proclaim		Android		Y	Y
Samsung	Galaxy S		Android		Y	Y
Samsung	Galaxy S (includes Fascinate, Captivate, Mesmerize)		Android		Y	Y
Samsung	Galaxy S II		Android		Y	Y
Samsung	Galaxy S III		Android		Y	Y
Samsung	Samsung Galaxy S IV	Y	Android		Y	Y
Samsung	Infuse 4G		Android		Y	Y
Samsung	Nexus S		Android		Y	Y
Samsung	Stratosphere		Android		Y	Y
T-Mobile	myTouch 4G		Android		Y	Y

Tablet Channel

Brand/ Manufacturer	Model	New To the List	OS	Tablet App
Apple	iPad 1		iOS	Y
Apple	iPad 2		iOS	Y
Apple	iPad 3		iOS	Y
Apple	iPad 4		iOS	Y
Apple	iPad Mini		iOS	Y

Appendix

Known Issues

The Mobiliti product testing works to cover the majority of devices in the US market. Occasionally issues are identified with specific devices that are beyond our control. The following issues are currently known:

- Older HTC devices circa 2011 identified September 2012.

HTC Devices

During the TouchBanking activation process, the application sends two links via SMS that allow the user to download, then activate the TouchBanking application. After downloading the application, clicking on the second link provided via SMS message should initiate activation by opening the default browser, then the TouchBanking application. For some users, however, if the device has an application called *HTCLinkifyDispatcher* installed, the browser will only display a white screen instead of opening the TouchBanking application. The initial and subsequent activation attempts will fail in this scenario.

Who is impacted?

This issue impacts TouchBanking Android application users with an HTC device that has the *HTCLinkifyDispatcher* application installed. This issue does not impact Client Branded Application (CBA) Android users due to implicit registration. TouchBanking users with popular devices, such as the *HTC EVO 4G*, *Incredible2* and some older HTC models, have reported this issue, while other devices are functioning as expected, indicating that the problem is related to a specific version(s) of the *HTCLinkifyDispatcher* component. Fiserv has confirmed at least one “bad” version of *HTCLinkifyDispatcher* – version 1.0.000.356670.651 – and is researching others.

What is HTCLinkifyDispatcher?

As the result of a patent lawsuit that HTC lost to Apple earlier this year (involving a feature that prompts users to choose an application to open a particular URL), HTC created the *HTCLinkifyDispatcher* application to allow users to establish the default application for certain actions. This application was pushed as part of over-the-air updates to many HTC models.

Is there a workaround?

Fiserv is monitoring and investigating this situation, but there do not appear to be any good alternatives at this time. This appears to be a bug with the *HTCLinkifyDispatcher* application and is not the intended behavior of the application. As Mobiliti TouchBanking and other vendor applications are impacted, it is possible that a fix will be provided by the manufacturer for this issue.