STYLECampaign Device Lab QA

Client: In-house

Date: Jan 12th

Send: TBD

File: Blog/SVG/demos/fox/svgbase64img-fox-final.html

Code: stylecampaign.com/blog/blogimages/SVG/svgbase64img-fox-final.html

Test: SVG support using the FG method and Base64 encoding (no fallback)

QA: Anna Yeaman **anna@stylecampaign.com**

Tested: 68 email client set ups (many devices have multiple clients)

Blog: www.stylecampaign.com/blog

Part of the StyleCampaign mobile device lab / currently 32 phones and tablets.

------ Support

------- No support

Desktop and webmail

Gmail Firefox: No support

Gmail Chrome: No support

Gmail IE10: No support

Yahoo Mail Firefox: No support

Yahoo Mail Chrome: No support

Yahoo Mail IE10: No support

Outlook.com Firefox: No support

Outlook.com Chrome: No support

Outlook.com IE10: No support

AOL Firefox: No support

AOL Chrome: No support

AOL IE10: No support

Outlook 2007: No support

Outlook 2010: No support

Outlook Express: No support

Outlook 2013: No support

Hotmail Firefox: No support

Apple Mail 5.2 (MacBook Air): Support

Mobile

Android
http://developer.android.com/about/dashboards/index.html

Android native 2.1 LG GT540 - 2.1 Eclair: No support

Android native Motorola Defy - 2.2.2 Froyo: No support

Android native Samsung Galaxy Ace GB 2.3.6: No support

Android native Samsung Galaxy Ace Gmail app (old) 2.3.6: No support

Android native (Samsung Galaxy Nexus 4.0.4 ICS): Support

Android Gmail app (Samsung Galaxy Nexus 4.0.4 ICS): No support

Android Outlook app (Samsung Galaxy Nexus 4.0.4 ICS): Don't know as shows text version rather than HTML in many cases.

Android Evomail app (Samsung Galaxy Nexus 4.0.4 ICS): Support

Android native Galaxy S2 Jellybean 4.1.2: Support

Android Gmail app (June 27 2013) Galaxy S2 Jellybean 4.1.2: No support

Android Gmail app (Jan 10 2014 update with no image blocking) Galaxy S2 Jellybean 4.1.2: No support

iOS (iPod runs the same email client as the iPhone)

iPod5 running iOS7 (tall screen) Native: Support

iPod 5 running iOS7 (tall screen) Gmail app: No support

iPod 5 running iOS7 (tall screen) Yahoo! Mail app: No support

iPod 5 running iOS7 (tall screen) Mailbox app: No support

iPod 5 running iOS7 (tall screen) Sparrow app: Support (no bg color)

iPod 5 running iOS7 (tall screen) Evomail app: Support

iPod 5 running iOS7 (tall screen) Boxer app: Support

iPod running iOS 6.1.3 (tall screen) Native: Support

iPod running iOS 5.1.1 (white phone) Native: Support

iPod running iOS 5.1.1 Gmail app (white phone): No support

iPod running iOS 4.3.5 (black phone) native: Support

BB

BB Z10: Support (*think it dislikes gradients)

BB Bold 9900 7.1: Support (had to load more data from menu)

BB Curve 7.1: Support (had to load more data from menu and didn't load on reopen).

WP

LG-E900 7.5 (live.com): No support

Dell with keyboard: No support

Nokia Lumia 800 Hotmail 7.5: No support

Nokia Lumia 800 Yahoo 7.5: No support

Nokia Lumia 800 native 7.5: No support

Palm

Palm Pixi Plus, running Palm web OS v1.4.5: No support

Tablet

iOS

iPad running 4.3.5 native non-retina (Black iPad): Support

iPad Mini running iOS 6.1.2 native: Support

iPad Mini running iOS 6.1.2 Gmail app: No support

iPad Mini running iOS 6.1.2 Mailbox app: No support

iPad Mini running iOS 6.1.2 Incredimail app: Support

iPad running iOS 7.0 native with retina display (White iPad): Support (no bg color)

iPad iOS 7.0 Birdseye with retina display (White iPad): Support

iPad iOS 7.0 Incredimail with retina display (White iPad): Support

iPad iOS 7.0 Gmail app with retina display (White iPad): No support

Android / Kindle

Nexus 7 native Android 4.2.2 Jelly Bean: Support

Nexus 7 Gmail Android 4.2.2 Jelly Bean: No support (upgraded to 4.3 below)

Nexus 7 native Android 4.3 Jelly Bean: Support

Nexus 7 Gmail Android 4.3 Jelly Bean: No support

Galaxy Note Android GB native: No support

Galaxy Note Android GB Gmail app (old): No support

Kindle Fire 7" original native and apps: No support

Kindle Fire 7" HD native: Support

Kindle Fire 8.9" HD native: Support

Kindle Fire 8.9" HD Hotmail app: Support

Kindle Fire 8.9" Yahoo! Mail app: No support

WP

Windows Surface Hotmail / AOL: No support

Notes:

1: Base64 FG is the only method tested that worked via ESP Campaign Monitor

2: Haven't tested on Android Kit Kat 4.4 (only 1.4% as of Jan 2014, though guessing it's still supported as kicks in at 4.0).

3: If you don't supply a fallback image you see a blank green screen of the background color, or a green screen with an 'image' outline similar to when an image is blocked. A couple of clients showed a white bg.

4: Alt text on the SVG is supported, and displays with this method. Would still have to download images to see fallback SVG. Though Gmail just unblocked by default on desktop and mobile.

5: BBZ10 doesn't appear to like gradients, when testing with an SVG that was all polygons it was fine. Though more BBZ10 testing is needed to clarify.

6: BB7 prompts you to download 'more data' which you do via the menu. The SVG only appeared after this. Not sure if this is an SVG issue, or more general BB issue.

Screenshots

Below are a cross section of screenshots which make up the vast majority of mobile opens.

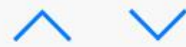If you'd like to see a specific screenshot from our testing lab, please email **anna@stylecampaign.com**.

iOS

iPod 5 running iOS7 (tall screen) Native:

iPod 5 running iOS7 (tall screen) Boxer app:

iPod 5 running iOS7 (tall screen) Sparrow app:

Style Campaign ❯   Details

Fox FG 1 - Preview

Sunday, January 12, 2014 at 13:12:03

click here if you are stupid
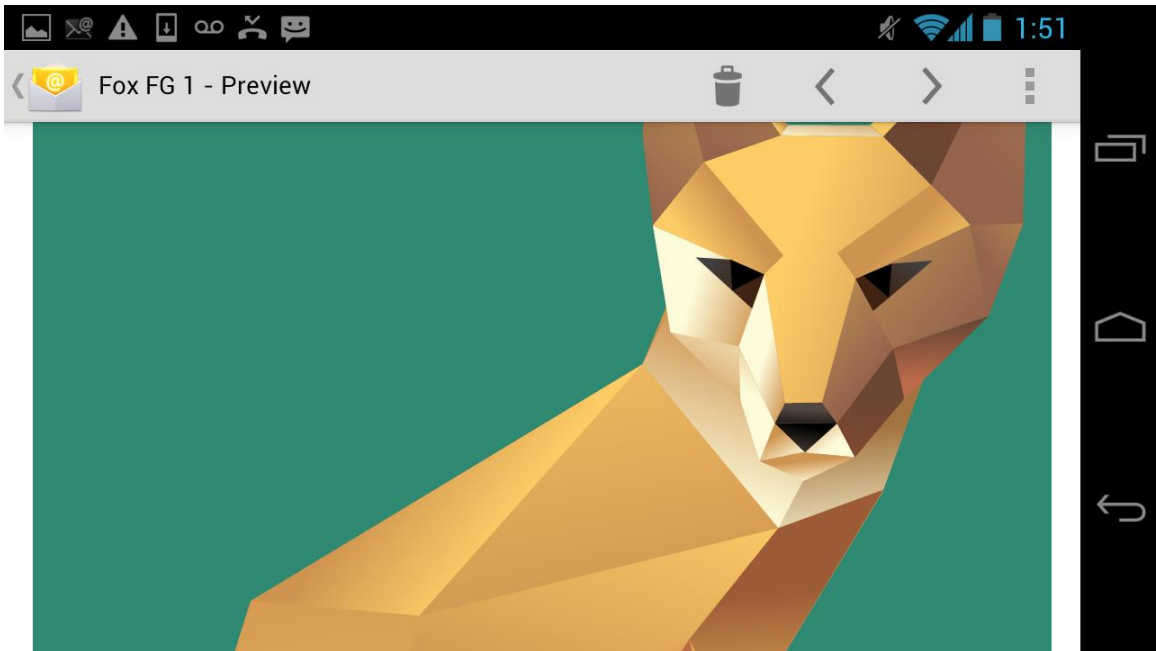
iPad Mini running iOS 6.1.2 native:

Android

Android native (Samsung Galaxy Nexus 4.0.4 ICS):
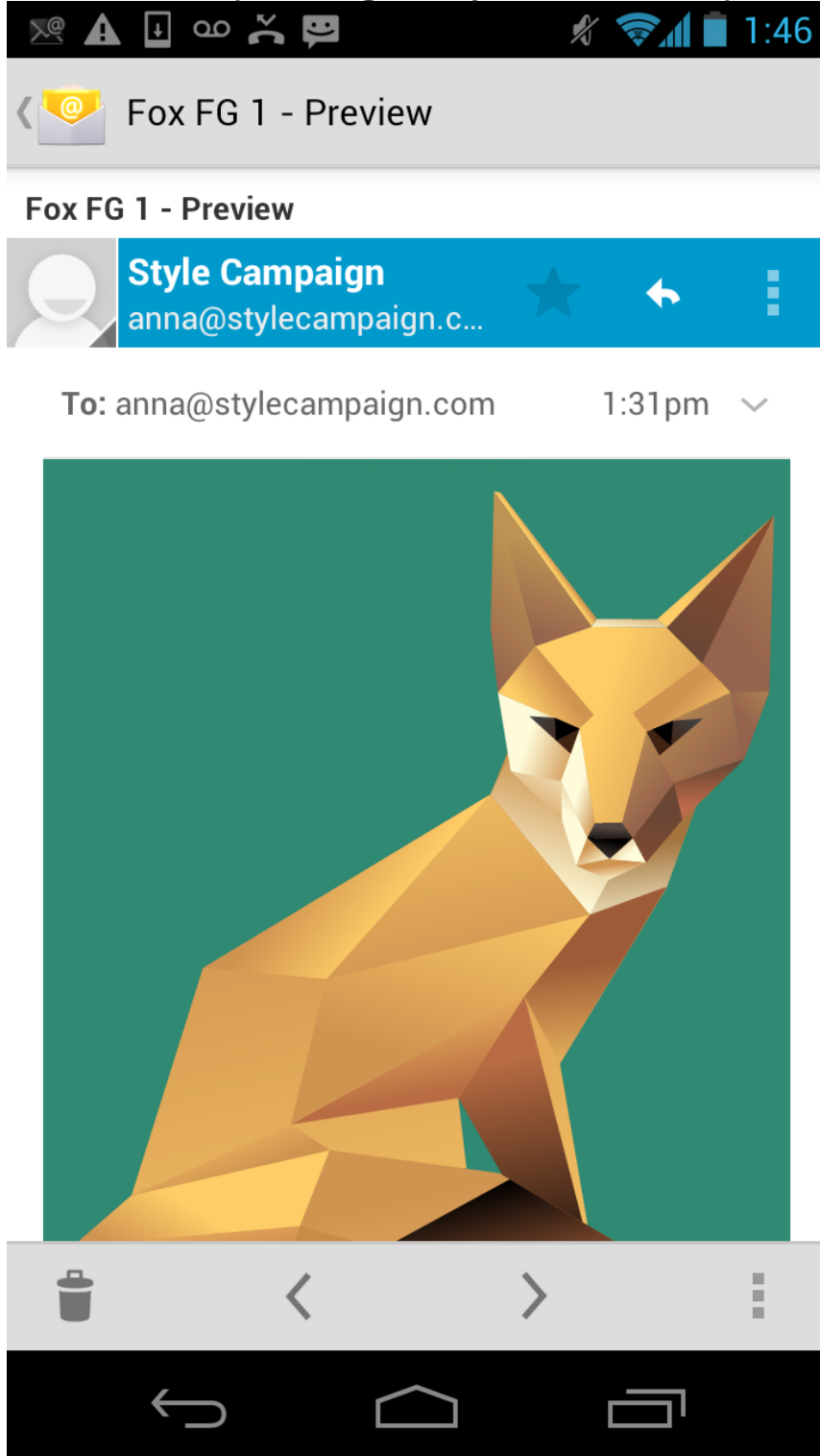
Android native (Samsung Galaxy Nexus 4.0.4 ICS):
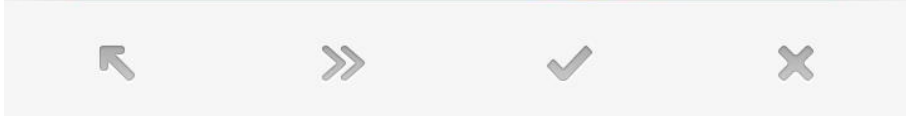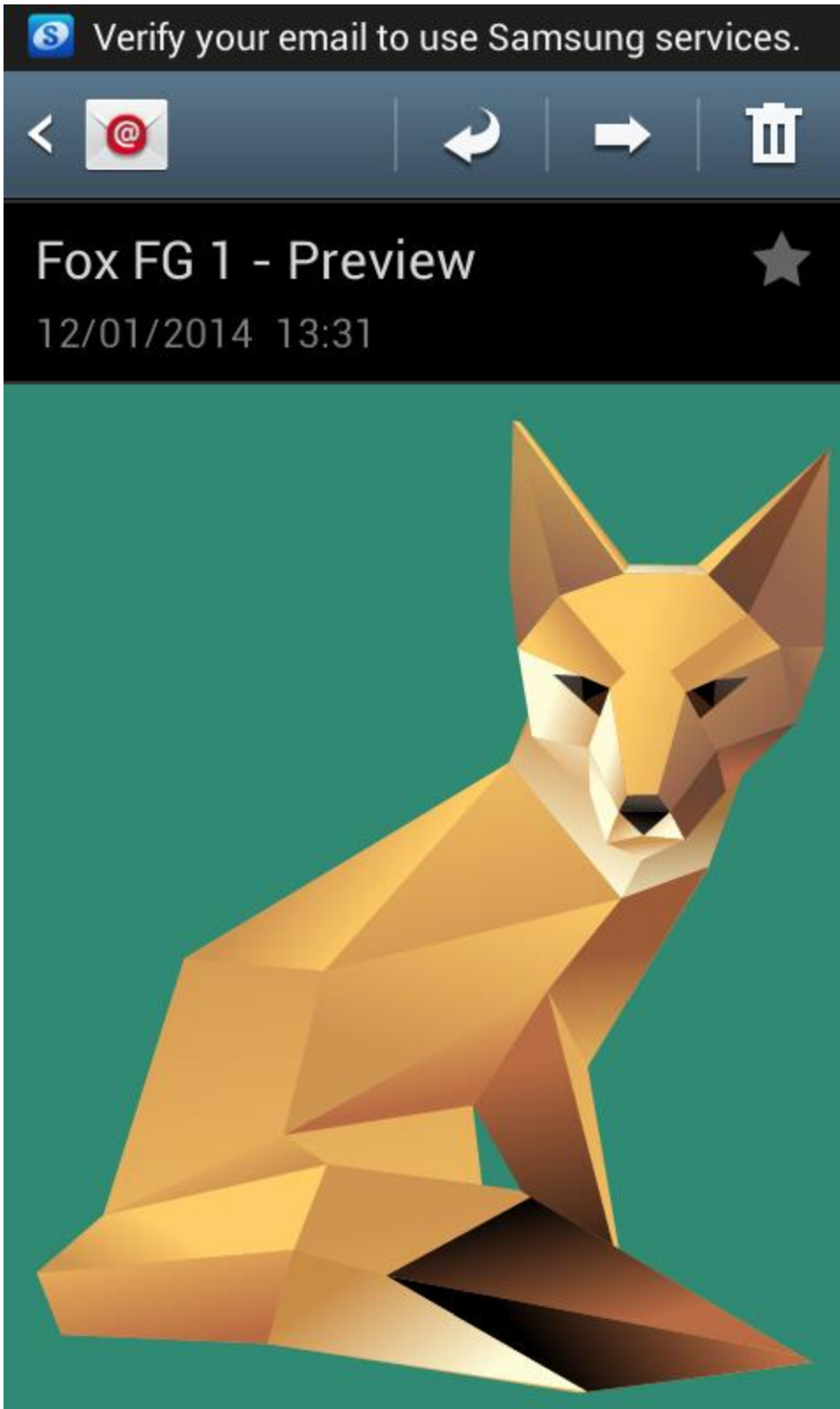
Android Evomail app (Samsung Galaxy Nexus 4.0.4 ICS):

Android native Galaxy S2 Jellybean 4.1.2

Nexus 7 native Android 4.1.2 Jelly Bean / 7' tablet

Fox FG 1 - Preview

Style Campaign
anna@stylecampaign.com

To: anna@stylecampaign.com   1:31pm

Show pictures

Newer   3 of 7   Older

Kindle

Kindle Fire 8.9" HD native

‹ Stylecampaign
Inbox

Delete | Respond ⌄ | New | ☰

Anna Yeaman   Details

Fox FG 1 - Preview

1:31pm, January 12, 2014

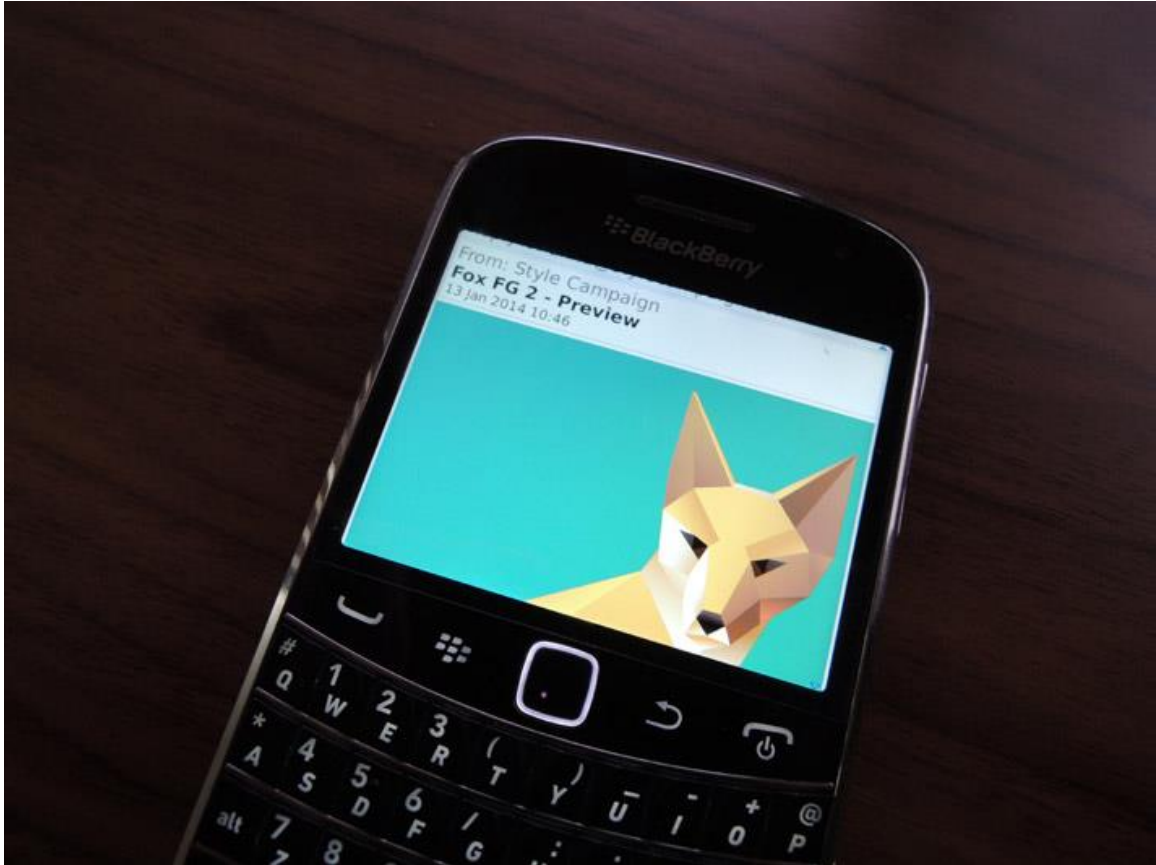‹ Newer   4 of 8   Older ›

🏠   ←   ★

BB

BB Bold 9900 7.1

BB Z10
Appears to not like Gradients, other SVGs without came in fine…

Style Campaign

Jan 13, 2014 6:03:17 PM

Fox FG 2 - Preview

Load external images

Back   Reply   Reply All   Forward

QA Question?

Anna Yeaman - anna@stylecampaign.com