

## Equipment

- An Internet connection – WiFi (a/g/n/ac) or wireless (3G or 4G/LTE)
- (Optional) Bluetooth wireless speakers and microphone

## Supported Operating Systems

- iOS 7.0 or later:
- Send and receive video using front or rear camera
- iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front facing camera)
- iPadOS 13 or later
- Android 4.0x or later
- Kindle Fire HD

## Supported Tablet and Mobile Devices

- Surface PRO 2 running Win 8.1
- Surface PRO 3 running Win 10
- iOS and Android devices
- Blackberry devices

## Supported Browsers for Web Start

- iOS/iPadOS: Safari5+, Chrome
- Android: Webkit (default), Chrome

## Processor Requirements

- Any 1 Ghz single core processor or better (non-Intel)

## Bandwidth Recommendations

The bandwidth used by the video visit will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G or WiFi.

Recommended bandwidth over WiFi:

- For 1:1 video calling: 600kbps (up/down) for high quality video and 1.2 Mbps (up/down) for HD video
- For group video calling: 600kbps/1.2Mbps (up/down) for high quality video. For gallery view: 1.5Mbps/1.5Mbps (up/down).