Device Compatibility

All you need for your Telehealth Visit is an internet-enabled device, equipped with a camera and microphone.

Feel free to take a look at the recommendations below to make sure the computer, tablet, or smartphone you already own is setup for a successful connection with your provider.

DESKTOP & LAPTOP COMPUTERS

HARDWARE
Most newer computers come equipped with a built-in microphone and front-facing camera. If yours does not, you may use an external webcam. Some external webcams include microphones as well, as do some headsets or earbuds, so you may not need to purchase and configure a separate microphone. If you are unsure, please refer to the settings or instructions for the setup of your device.

Most newer computers also include an Intel Core i5 or higher processor, and 8GB of RAM or more. If you are unsure, you can check your device specifications:

- Windows computer: Press the Start button > Settings > System > About
- Mac computer: Press the Apple icon in the top left corner of your screen and select "About this Mac."

You can check your CPU and memory usage to verify whether your computer has the resources to connect successfully to video visit.

- Windows computer: Press Ctrl+ Alt + Delete and review the Task Manager.
- Mac computer: Use the Spotlight Search to locate the Activity Monitor. Ideally, the CPU and memory usage should be below 50%.

OPERATING SYSTEM
- Windows Computer: Windows 7, 8.1, or 10
- Mac Computer: OS X or macOS

WEB BROWSER
For the best experience, we recommend the latest version of Google Chrome. If you do not have Google Chrome on your computer, you may download it here.

You may also use the latest version of the following browsers:
- Mozilla Firefox
- Microsoft Edge
- Safari (Mac only)

Note: Internet Explorer is no longer supported.

INTERNET CONNECTION
If you have access to a wired internet connection, this is recommended, however a strong WiFi connection should always allow for a successful Video Visit. A mobile hotspot may work if necessary but is not recommended for a consistent connection with your provider.

For a closer look at your upload and download speeds, you can use speedtest.net or Google Speed Test. Video sessions can consume a constant 1.1 Mbps upload speed and 1.1 Mbps download speed for each video participant. Lesser connections around 300 Kbps can work but are not optimal.

Tip 1
Close any additional windows, tabs, or applications you are not using to focus your bandwidth. This especially includes video chat applications such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger, and cloud storage syncing like Google Drive, DropBox, or OneDrive. These can drain your resources, even if they're just running in the background.

Tip 2
Enable "Resource Optimization Mode" within the video visit by clicking the cog "Settings" icon on the right side of the screen and toggling the Resource Optimization Mode button to the ON position. This will optimize your device's resource consumption for a successful video connection.

Tip 3
There are two WiFi frequency bands in the United States: 2.4GHz and 5GHz. Most modern access points support both bands. 5GHz WiFi networks can have higher throughput and tend to have less interference, but they are easily blocked by walls or other obstructions. If you have a weak signal at 5GHz, try switching to a 2.4GHz network for a more reliable connection. If you are close to the WiFi access point, 5GHz may give better performance.

ANDROID SMARTPHONE OR TABLET

HARDWARE
Smartphones and tablets come equipped with an internal front-facing camera and microphone. Some headsets and earbuds also include a microphone feature, so if you are using them for your audio output, your device may default to this for your microphone as well. If you are unsure, please refer to the settings or instructions for the setup of your device.

OPERATING SYSTEM
Your device must be equipped with Android 5.0 or above.
We recommend using the most recent version of the Android operating system.

WEB BROWSER
For the best experience, we recommend the latest version of **Google Chrome for Android**. If you do not have Google Chrome for Android on your device, you may download it here.

INTERNET CONNECTION
A strong WiFi connection is recommended for a successful Video Visit. Cellular data may work if necessary but is not recommended for a consistent connection with your provider.

For a closer look at your upload and download speeds, you can use speedtest.net or Google Speed Test. Video sessions can consume a constant 1.1 Mbps upload speed and 1.1 Mbps download speed for each video participant. Lesser connections around 300 Kbps can work but are not optimal.

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Tip 4
If WiFi is not available and you cannot maintain a strong connection using cellular data, try positioning yourself by a window to boost your signal reception.

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iPHONE & iPAD

HARDWARE & OPERATING SYSTEM
Smartphones and tablets come equipped with an internal front-facing camera and microphone. Some headsets and earbuds also include a microphone feature, so if you are using them for your audio output, your device may default to this for your microphone as well. If you are unsure, please refer to the settings or instructions for the setup of your device.

Your device must be equipped with iOS 12.2 or above to connect to a Video Visit in a web browser. We recommend using the most recent iOS your device supports.

WEB BROWSER
To connect via web browser, use the Safari app that comes standard on your device. By default, this app is updated with your operating system, so there is no need to check for the latest version manually.

INTERNET CONNECTION
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