RCH Telehealth Hardware & Software Requirements

Web browser requirements	
Windows & Mac PCs & Android Devices	Google Chrome – Version 52 or later
iOS devices	Download the **Healthdirect Video Call** app (free from the App Store)

Internet connection requirements	Recommendations
Latency (ping)	**Recommended** less than 150 milliseconds
Download speed	**Minimum** 0.8 Megabits per second (Mbps) **Recommended** 1.1 Megabits per second (Mbps) or better
Upload speed	**Minimum** 0.25 Megabits per second (Mbps) **Recommended** 0.7 Megabits per second (Mbps) or better
You can test your internet speed and latency at http://www.speedtest.net	

Device Type	Minimum requirement	Operating System
Windows PC	2GHz dual core, i5 processor 3GB of RAM	Microsoft Windows 7 or later
Apple Mac *(iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, MacBook Pro)*	Intel 2GHz dual-core, i5 processor 3GB of RAM	MacOS 10.9 or later
Android Smartphone or Tablet	Less than two years old with a front-facing camera	Android 4.3 or later
Apple iPhone or iPad	iPad 4 or later, iPad Mini or later, iPhone 5 or later	iOS 9 or later