VSee

VSee Clinic System Requirements and Specifications

- 2023-11-21 - VSee Clinic for Patients

To make sure that VSee Clinic runs smoothly, please refer to the information below regarding the system requirements and specifications for using VSee Clinic.

What software would I need to use with VSee Clinic?
What are the compatible devices and operating systems?
What is the required hardware?
What are the supported Internet Browsers?
What are the minimum and recommended internet speeds?
Scope and Limitations
Related Article

Software

VSee Messenger App
While your VSee Clinic dashboard can be accessed through an internet browser and calls can usually be made to your patients/clients through the same browser using the **In-browser Calling** feature, there are Clinics that use the **VSee Messenger App** in conjunction with VSee Clinic to handle the video calls.

- If you are not sure what your clinic uses, you may contact us at help@vsee.com for further assistance.

- You can also check the article about selecting between in-browser calling and using the VSee Messenger App for your VSee Clinic Calls

If your practice/clinic requires the use of VSee Messenger for you as a provider, you can download the app using the link below:

https://download.vsee.com/

VSee Clinic for Patient App
For patients/clients, we have created a mobile app that they can use to reach their providers. They can use the app in case they are having problems with accessing VSee clinic through their internet browser. The links to download the app are shown below:

- Android - https://play.google.com/store/apps/details?id=com.vsee.clinic.release

- iOS/iPadOS - https://apps.apple.com/us/app/vsee-clinic/id1174048494?ls=1

Compatible Devices and Operating Systems

- Please check this related article
  https://help.vsee.com/kb/articles/22-what-are-the-compatible-devices-os

Hardware

- Webcam: Built-in or HD/PTZ webcam.

- Microphone: Built-in microphone & speakers

- Earphones / Headphones: (Optional) in case of echo issues

Supported Browsers

- Google Chrome (latest version) - Highly recommended. VSee Clinic works best on Google Chrome.

  - Android: "Desktop site" option must be turned off under the Google Chrome menu.

- Safari (latest version)

  - iOS: "REQUEST DESKTOP WEBSITE" must be turned off under iOS Settings -> Safari

- Microsoft Edge (latest version)

- JavaScript must be enabled, and cookies must be allowed. Please check your browser help section to find out how to enable it.

- Webchat is supported on Android (Google Chrome) and iOS/iPadOS (Safari).

Unsupported browsers
When getting into a VSee Clinic call using an unsupported browser, the VSee Messenger App will be prompted to launch.

- Internet Explorer
- Firefox
- Opera

Internet Connection

- Minimum upload and download speed required: 200 kbps

- Recommended upload and download speed: 500 kbps

Scope and Limitations

- If you are a provider for a practice with a VSee Clinic and are not sure about what software or device you need to use for your Clinic, please contact your Clinic Admin for assistance.

Related Articles

https://help.vsee.com/kb/articles/22-what-are-the-compatible-devices-os

If you need further assistance, please contact us at help@vsee.com.

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compatible devices
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- What Are The Compatible Devices & OS?