



## VSee Clinic System Requirements and Specifications

- 2020-11-18 - VSee Clinic for Patients

### Software

- Providers
  - Windows: Download/Install the **VSee Messenger** at <http://my.vsee.com/download>
  - Mac: Install the **VSee Messenger** at <https://apps.apple.com/us/app/vsee-messenger/id688688451?ls=1>
  - Android: Install the **VSee Messenger** at <https://play.google.com/store/apps/details?id=com.vsee.vsee.release>
  - iPhone: Install the **VSee Messenger** at <https://apps.apple.com/us/app/vsee-messenger/id722630830?ls=1>
  - iPad: Install the **VSee Messenger** at <https://apps.apple.com/us/app/vsee-messenger-for-ipad/id603020912?ls=1>
- Patients
  - Windows: Download/Install the VSee video application at [https://setup.vsee.com/getting\\_started](https://setup.vsee.com/getting_started)
  - Mac: Install the VSee video application at <https://apps.apple.com/us/app/vsee-messenger/id688688451?ls=1>
  - Android: Install the **VSee Clinic** app at <https://play.google.com/store/apps/details?id=com.vsee.clinic.release>
  - iOS: Install the **VSee Clinic** app at <https://apps.apple.com/us/app/vsee-clinic/id1174048494?ls=1>

### Compatible Devices and Operating Systems

- Go to <https://help.vsee.com/kb/articles/what-are-the-compatible-devices-os>

### Hardware

- Webcam: Built-in or HD/PTZ webcam. Check our recommended cameras at <https://vsee.com/blog/best-webcams-video-calling-review/>.
- Microphone: Built-in mic & speakers or Jabra 410 Speakerphone
- Earphones / Headphones: Optional in case of echo issues

## Supported Browsers

JavaScript must be enabled, and cookies must be allowed.

- [Chrome \(latest version\)](#) - **highly recommended. VSee Clinic works best on Chrome.**  
Android: "Desktop site" option must be turned off under the Chrome menu.
- [Safari \(latest version\)](#)  
iOS: "REQUEST DESKTOP WEBSITE" must be turned off under iOS Settings -> Safari
- [Microsoft Edge \(latest version\)](#)
- Internet Explorer - *ending support on Nov 30, 2020*
- Firefox, Opera - *temporarily not supported*
- Webchat is supported on Android (Chrome) and iOS (Safari).

## Internet Connection

- Minimum 200 kbps upload and download required (500 kbps recommended)

Please contact us at [help@vsee.com](mailto:help@vsee.com) if you have any questions.