VSee Clinic System Requirements and Specifications

Francis - 2026-10-27 - 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.

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

Computer

Windows | Windows 11. Windows 10 only with Extended Security Updates (until October 2027).

Mac | macOS 12 or later

Chromebook | Video visits in Chrome

Processor | Intel Core i5 (2017 or newer), AMD Ryzen 5, or Apple M1 or newer

Memory | 8 GB minimum, 16 GB recommended

Camera and audio | Built-in or USB webcam, microphone and speakers. A headset helps prevent echo.

Phone and tablet

iPhone and iPad | iOS 15 or later (iOS 18 or later recommended), in Safari or the VSee app

Android | Android 11 or later, in Chrome or the VSee app

Browser

Supported | Google Chrome, Microsoft Edge and Safari, one of the two latest versions

On iPhone and iPad | Use Safari

Not supported | Firefox, Internet Explorer, Opera, Samsung Internet, and browsers inside other apps (Facebook, Instagram, email). Open the visit link in Chrome or Safari instead.

For IT teams

- Allow outbound UDP 3478 and UDP 10000, with TCP 443 as a fallback. Full list: vsee.com/firewall
- Let VSee audio and video bypass VPNs and security proxies such as Zscaler, and exclude *.vsee.com and *.vsee.me from SSL inspection.
- Test the network at test.vsee.com/connectivity.

Before each visit

- Update your browser or the VSee app.
- Close Teams, Zoom and other apps that use the camera.
- Allow the camera and microphone when asked.
- Keep fewer than 10 browser tabs open.

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.