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VSee Messenger System Requirements and Specifications

- 2024-10-29 - VSee Messenger (Providers and Patients)

Software

VSee Messenger download and install the latest version of VSee Messenger

- Windows and Mac [VSee - Download](#)
- iOS and Android - search for Vsee Messenger in AppStore or PlayStore

To sign up, see [Create or Sign Up for a VSee Messenger Account](#)

System Requirements and Specifications

Audio

- 16 kHz audio sampling
- Software acoustical echo cancellation
- Special digital stethoscope audio mode
- Automatic audio over video-priority during network congestion

Video

- HD up to 720p at 30 fps
- Can send up to 4 camera feeds at the same time for sharing medical peripheral cameras such as an otoscope, dermatoscope, etc
- Low required to upload/download speeds at ~200kbps (less than Skype, Vidyo, and Cisco).
- Check [Video Conference and Screen Share Product Reviews](#)
- Network sensing streaming protocol optimized for 3G, Wifi, satellite, and congested networks

- Far-end pan, tilt, zoom camera control
- Audio and video lip synchronization based on Dr. Milton Chen's Stanford Ph.D. research

Interfaces

- USB
- HDMI for MRI and X-ray (AverMedia Game Broadcaster HD C127)

Internet Connection

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

Screen and Desktop Share

- One-click on any application window to privately share that application only
- Live annotation/drawing on any shared application
- Share multiple desktop screens & select a smaller region of the desktop to share

Security

- Encrypted using 256-bit AES
- HIPAA Compliant (with signed BAA)

Recording

- Record audio and video and save them on the desktop
- Cloud recording available for VSee Clinic

Architecture

- Does not require any video router or MCU, where VSee traffic streams directly between the computers for 1-1 calls, thus not requiring any media server. See VSee firewall rules at [Port and firewall configuration for best VSee video calls](#)

Minimum Hardware

- Desktops or laptops with 2 GHz dual-core CPU and 4 GB of RAM.
- Intel® Core™ i5 or i7 CPU and 8 GB of RAM are recommended for group video calls.
- Samsung S9/iPhone 6S/iPad Air 2
- 200 MB of disk space

Compatible Devices and Operating Systems

- Go to [What Are The Compatible Devices & OS? - Knowledgebase / FAQs - VSee Helpdesk](#)

Hardware

- Webcam: Built-in or HD/PTZ webcam. Check our recommended cameras at [7 Best Webcams for Video Calling](#)
- Microphone: Built-in mic & speakers or Jabra 410 Speakerphone
- Earphones / Headphones: Optional in case of echo issues

If you have any questions, please contact us at help@vsee.com

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