



VSee Messenger System Requirements and Specifications

- 2021-09-18 - VSee Messenger (Providers and Patients)

Software

- VSee Messenger download. To sign up, see <https://help.vsee.com/kb/articles/create-a-vsee-messenger-account>

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

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 otoscope, dermatoscope, etc
- Low required upload/download speeds at ~200kbps (less than Skype, Vidyo, and Cisco). Check <https://vsee.com/videoconference>.
- 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 PhD 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)

Instant Message / Text Chat

- Send private and group IM
- Drag-and-drop picture sending

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 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 <https://vsee.com/firewall>

Please contact us at help@vsee.com if you have any questions.