



Mobile and Desktop Requirements

What are the mobile technical requirements?

Connectivity

For the best experience when using the IU Health Virtual Visits app on your Android or iOS device, a Wi-Fi connection is recommended, and may be required by your operator in order to have a visit.

Be sure that you select “Yes” when asked to allow IU Health Virtual Visits to use your camera and microphone. If you accidentally selected "No", you'll need to uninstall and reinstall the app or update the access requirements through your phone's settings.

Device Requirements

To use IU Health Virtual Visits on your mobile device, ensure that your device meets the requirements below.

- IU Health Virtual Visits app installed
- To support two-way virtual visits, your device must have a front-facing camera

Operating System

- iPhone 4S or newer with iOS 7.0 or higher
- Android OS 4.0 or higher
- iPad 2 or newer, iPad Mini, iPad Air

What are the desktop technical requirements?

Connectivity

- For the best experience when using IU Health Virtual Visits on your computer, high-speed broadband Internet access (e.g., cable, DSL) is recommended
- A minimum bandwidth of 1 Mb/s upload/download is required. However, bandwidth of 3 Mb/s is recommended for optimal experience
- For the best video quality, connect via a “wired” Internet connection



Supported Browsers

You can access IU Health Virtual Visits from the web using any of the browsers listed below. You will also need to ensure that both JavaScript and Cookies are enabled in your browser settings.

- Google Chrome
- Mozilla Firefox
- Microsoft Internet Explorer
- Safari
- Video Recommendations

To take advantage of the enhanced video capabilities, ensure that there is no conflicting software running in the background. You can also test your computer to ensure the video will connect correctly.

Hardware/Software Requirements

For access via the web, make sure your computer meets the requirements below.

Operating Systems:

- Windows: 7, 8, and 10
- Mac: OS X 10.6 “Snow Leopard” or later (Intel CPUs only)
- Adobe Flash Plug-In v10.1 or greater installed
- Adobe Reader 7 or greater installed
- USB or built-in webcam (required for two-way video during web visits)
- Audio – to minimize feedback use headphones, or a headset with built-in microphone