# DEVICE REQUIREMENTS

*For a successful online doctor visit please follow the requirements.*

## Web Experience:

For access via the web/internet, ensure the following requirements are met:

▶ **Internet Access:**
- High-speed broadband access (i.e. cable, DSL, etc.)
- Hardwired internet connection is preferred
- Minimum bandwidth of 1 MB/s upload and download speed is required, a 3 MB/s speed is recommended for best performance.

▶ **Operating System:**
- Windows: 7, 8, and 10 compatible
- Mac OS X 10.6 "Snow Leopard" or later (Intel CPUs only) compatible
- *Please Note: Linux OS, including Chromebook devices, are **not** supported*

▶ **Browser:** Google Chrome (latest version recommended)

▶ **Camera/Video:**
- Computer's internal or external camera
- External USB webcam attached

▶ **Processer:** 2 GHz Intel Core 2 Duo or equivalent

▶ **Memory:** 2 GB or more

▶ **Hard Disk:** 40 MB or more free space needed

▶ **Adober Reader:** 7 or greater installed

## Mobile App Experience:

For access on your mobile device, ensure the following requirements are met:

▶ **App Installation:** To access the Amwell app from the Android or iOs mobile device, download the app from the Google Play or the Apple Store.

▶ **Internet Access:**
- Wi-Fi connection
- Cellular (3G/4G/5G) can be used if allowed by the service operator. *Ensure you have a strong signal if using cellular (4-5 bars of service).*
- Minimum bandwidth of 3 MB/s upload and download speed recommended

▶ **Operating System:**
- Apple iOS (iOS 11.4 or later is required). iPhone 5 or newer, iPad 4th Gen or newer, iPad mini 2 or newer, iPod Touch 6th Gen or newer.
- Android API 19 (KitKat v4.40 or above)
- *Please Note: HTC myTouch, all Prestigue devices, and the Pantech P9070 devices, are **not** supported*