



# Video Visit Technical Requirements

## Operating Systems

The table below summarizes which video visit method works best on various devices.

For more details about **mobile device requirements**, see [eVisit Help Centre](#)

	Personal Computer		Mobile Devices	
	Windows	Mac	iOS	Android
<b>OTNhub</b> ( <a href="https://otnhub.ca">otnhub.ca</a> for providers)	Windows 10+	Mac OS X 10.11+	n/a	n/a
<b>OTNinvite</b> (via email for guests/patients)	Windows 10+	Mac OS X 10.11+	 <a href="#">Pexip Infinity Connect</a> (iOS 10+)	 <a href="#">Pexip Infinity Connect</a> (Android 7+)

Note: Virtualized environments (e.g., Citrix) are not supported.

## Internet Connectivity

- Minimum speeds: Upload 768 Kbps - 1 Mbps per call; Download 5 Mbps
- Wired connections require a high-speed internet service
- Wireless connections require Wi-Fi or 4G-LTE service

## Specifications for Personal Computers

### Processing Power

	Minimum	Preferred
<b>Processor</b>	Single Core 1 Ghz or higher	Dual Core 2 Ghz or higher (i3/i5/i7 or AMD equivalent)
<b>RAM</b>	4 GB recommended	8 GB

### Supported Web Browsers and Features

OTN strongly recommends using the latest version of a browser (i.e., the “stable version” or “supported release”).

Browser	Join & participate in calls	Disable your camera	Advanced Features Available		
			View content being shared	Share content of your screen	Change your input devices
Chrome v 72+	✓	✓	Images, presentations & full-motion video	✓	✓
Firefox v 60+ ESR	✓	✓	Images, presentations & full-motion video	✓	Change camera & microphone*
Safari v 12+	✓	✓	Images & presentations	Not supported	✓
Edge v 79+	✓	✓	Images, presentations & full-motion video	✓	✓

\* For example, changing to a USB patient exam camera during a call or changing your speaker or microphone.

### Web Cameras and Peripherals

The OTNhub videoconference service affords tremendous flexibility in terms of the web cameras, speakerphones and headsets you can choose from. However, not all devices provide the same level of performance.

For best performance, use a high definition camera and a headset (or an echo-cancelling speakerphone).

For some examples of equipment that works well, see OTN's list of [Recommended Web Cameras and Peripherals](#).

