

# DEVICE REQUIREMENTS

For a Successful Online Doctor Visit

## WEB EXPERIENCE

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

### Internet Access:

- High-speed broadband access (e.g. cable, DSL)
- Hardwired internet connection is preferred
- Minimum bandwidth of 1 Mb/s upload/download is required however, a bandwidth of 3 Mb/s is recommended

### Operating System:

- Windows: 7, 8, and 10
- Mac: OS X 10.6 “Snow Leopard” or later (Intel CPUs only)
- NOTE: Linux OS (including Chromebook devices) are not supported

**Browser:** Google Chrome (latest version recommended; one version prior supported)

**Camera/Video:** computer’s internal or external camera or external USB webcam

**Processor:** 2 GHz Intel Core 2 Duo or equivalent

**Memory:** 2 GB or more

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

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## MOBILE APP EXPERIENCE

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

**App Installation:** Access the Amwell app from Android or iOS mobile device. To download, visit Google Play or the Apple Store.

### Internet Access:

- Wi-Fi connection
- Cellular (3G/4G) can be used if allowed by the service operator—ensure you have a strong signal (4-5 bars)
- Minimum bandwidth of 3 MB/s upload/download recommended

### Operating System:

- iOS (iOS 11.4 or later is required): iPhone 5 and newer, iPad 4th Gen and newer, iPad mini 2 and newer, iPod Touch 6th Gen and newer
- Android API 19 (KitKat v4.4.0 or above)
- Not supported: HTC myTouch, all Prestige devices, and the PantechP9070