

## Attend Anywhere Technical Requirements

Using Attend Anywhere is easy. To start with, all you need is internet access,

You then need to use the [Google Chrome](#) web browser on a PC/Mac or iOS/Android mobile device or an app on Apple iPads or iPhones.

Alternatively, you can use [Apple Safari](#) (for Macs and iOS devices) browser.

**Attend Anywhere will not work on Internet Explorer.**

Computer users will also need a web camera (usually built into laptops).

Further details are available below.

### What device do I need to make a call?

Computer, tablet, or smartphone

- PC or Mac with at least a 2GHz Intel i5 processor, and a 3GB of RAM
- Operating system: Either Microsoft Windows (XP, 7 or later), or MacOS (10.5 or later)

Android smartphone or tablet

- Less than two years old, with a front-facing camera
- Operating system: Android 4.3 or later

iPhone or iPad

- iPhone 5, iPad Mini 2, iPad 4 or later
- Operating system: iOS 9 or later
- Video Call app installed (available soon from the App Store)

**Remember to always start your video call from the link or website button, not from the app.**

## What web browser do I need? (computers and Android smartphones/tablets)

- Google Chrome (recent or current stable version)

When you click the 'Start video call' button, Attend Anywhere will identify your web browser's make and version and, if necessary, provide you with a link to the Google Chrome download page.

## What equipment do I need?

### Camera

When you first join a call, Attend Anywhere will use your computer's default camera if one is present (most laptop computers have a web camera built in).

- Your device's built-in camera is suitable for individual use
- Where more than one person will be in the video call, we recommend using a modern USB Webcam which typically has a wider angle lens.

### Speakers

When you first join a call, Attend Anywhere will use your computer's default speakers.

- To reduce background noise for other participants, and prevent others from overhearing your conversation, use headphones or a headset
- For conference room or group meetings, a USB echo-cancelling microphone/speaker combination will provide better sound for all participants

### Microphone

When you first join a call, Attend Anywhere will use your computer's default microphone if one is present (most laptops – and many external web cameras – have a built-in microphone)

- Alternatively, you can use a headset or earbuds with a built-in microphone. This is especially useful on mobile devices where there is more likely to be background noise
- For conference room or group meetings, a USB echo-cancelling microphone/speaker combination will provide better sound for all participants.

## What internet connection do I need?

A wired internet connection will provide the best video quality, but you can also use Wi-Fi or a mobile 3.5/4G service.

- Recommended minimum download speed: 1100 kbps (1.1Mbps)
- Recommended minimum upload speed: 700 kbps (0.7 Mbps)
- Recommended maximum latency: 150 ms

**You can test you speed and latency at [www.speedtest.net](http://www.speedtest.net)**

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition. That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call. Data use is less on lower-speed internet connections, or if you are using a less powerful computer, tablet or smartphone.

These factors can also reduce the overall quality of the call. Data use increases when there are more than two participants in the call.

You do not use any data while waiting for a provider to join you.

Check that your internet usage plan is sufficient to cover the data consumption of a video call.