

Teladoc Health™

Patient App

Technical Specifications

P/N: MA-20164-005

© Teladoc Health, Inc. All rights reserved.



Table of Contents

TELADOC HEALTH PATIENT APP REQUIREMENTS	3
Teladoc Health Patient App Requirements	3
Browser Requirements	3
Hardware Requirements	4
iPhone Hardware Requirements	4
iPad Hardware Requirements	4
Windows Hardware Requirements	5
Mac Hardware Requirements	6
Lighting Requirements	6
Recommended Monitors	7
Recommended Webcams	7
Recommended Headsets	7
Contact Your Healthcare Provider for Assistance	8

Teladoc Health Patient App Requirements

Teladoc Health Patient App is designed to run on a broad range of devices and network conditions.

Teladoc Health Patient App Requirements

NOTE: The table below is for the Windows, Mac, iOS, and Android versions of the Teladoc Health Patient App you install on your device only. See [Browser Requirements](#) for virtual visits on your web browser.

Teladoc Health Patient App Type	Software Version
Android Teladoc Health Patient App	Android 7.0 and later
iOS Teladoc Health Patient App on iPhones	iOS 13.0 and later
iOS Teladoc Health Patient App on iPads	iPad OS 13.0 and later
Mac Desktop Teladoc Health Patient App	Mac OS 10.13.1 High Sierra and later
Windows Desktop Teladoc Health Patient App	Windows 10 and 11

Browser Requirements

NOTES: The table below is for virtual visits on browsers, not the Teladoc Health Patient App you install on your device. See [Teladoc Health Patient App Requirements](#) for the Teladoc Health Patient App you install on your device.
Browsers more than a year old are not supported.

Browser	Version	OS
Chrome	91 and later	Mac OS 10.14 and later Windows 10 and 11 Android 7.0 and later
Safari	14 and later	Mac OS 10.14 and later iOS 13.0 and later
Firefox	88 and later	Windows 10 and 11
Edge	88 and later	Windows 10 and 11

Browser	Version	OS
IE	Not supported	N/A
Samsung Internet	Not supported	N/A

Hardware Requirements

iPhone Hardware Requirements

The iPhone 5 and later models are supported.

iPad Hardware Requirements

The following iPads are supported:

- iPad - 4th Generation and later
- iPad Air - iPad Air 2 and later
- iPad Pro - 2nd Generation and later
- iPad Mini - 3rd Generation and later

Windows Hardware Requirements

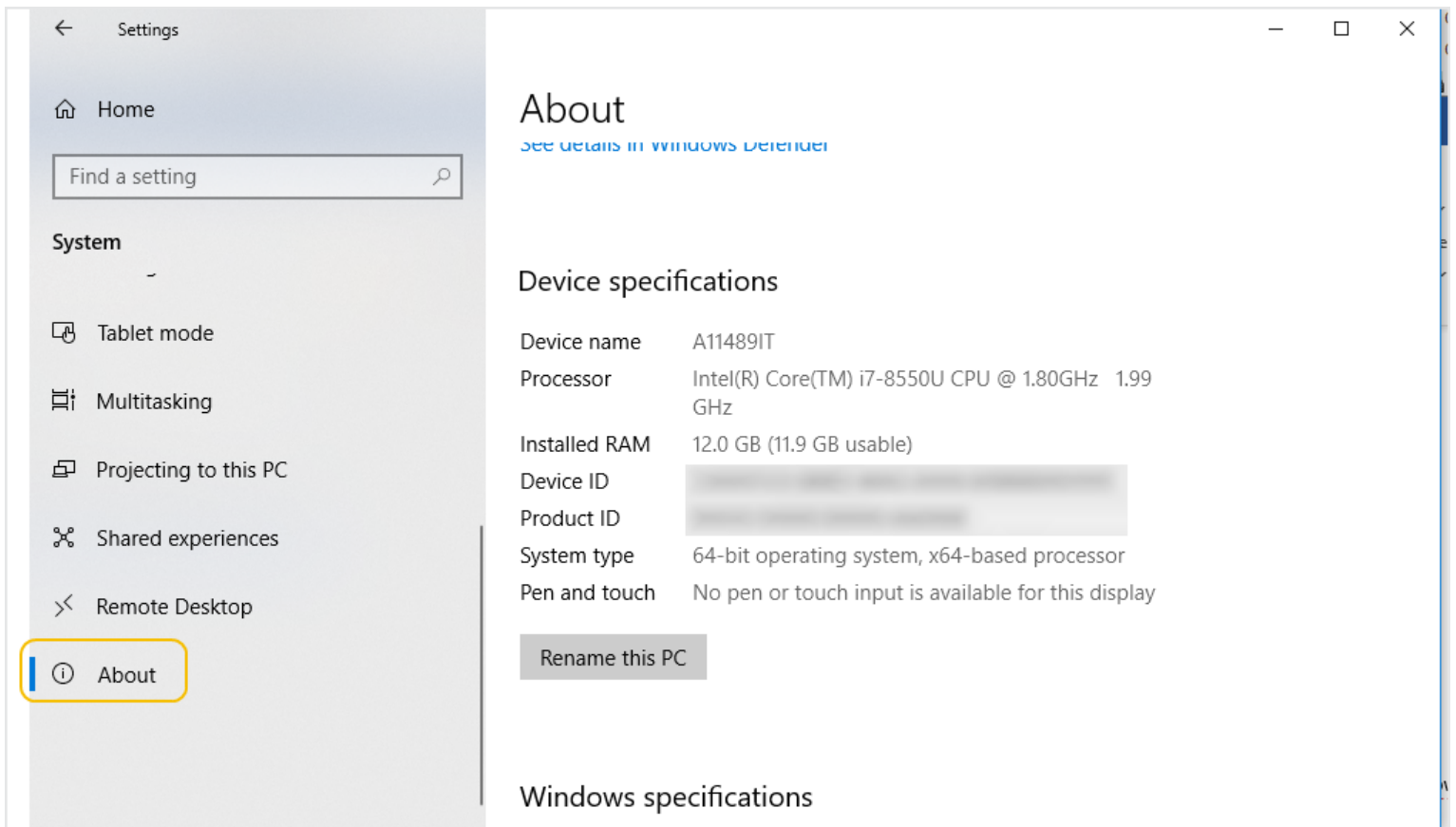
Hardware	Minimum Required
Processor	1.9 Ghz Intel dual processor (Second Generation)
RAM	6 GB
Microphone	Required
Speakers or headsets	Required

- Windows Operating System (OS): Windows 10 (32-bit and 64-bit) and Windows 11 (64-bit)
 - **Note:** Windows 11 (64-bit) will be supported in June 2022.
 - **Note:** Windows XP, 7, and 8 are not supported.
- CPU: Intel i5 1.9Ghz 2Core Class Processor (3rd Generation or comparable)
 - Windows Surface Pro 7s require an Intel i7 processor.
- Minimum Memory (RAM): 6GB
- Minimum Available Hard Disk Space: 4GB
- Video Capture Device: Webcam
- Audio: Speakers and a Microphone
- Monitor Resolution: 1280x800

NOTE: If you are using Windows 11 N Edition you must install the optional Media Feature Pack before you run Patient App.

Perform the following steps to check your Windows hardware specifications:

1. Click the Windows icon.
2. Select **Settings**.
3. Click **System**.
4. Scroll down and click **About**.

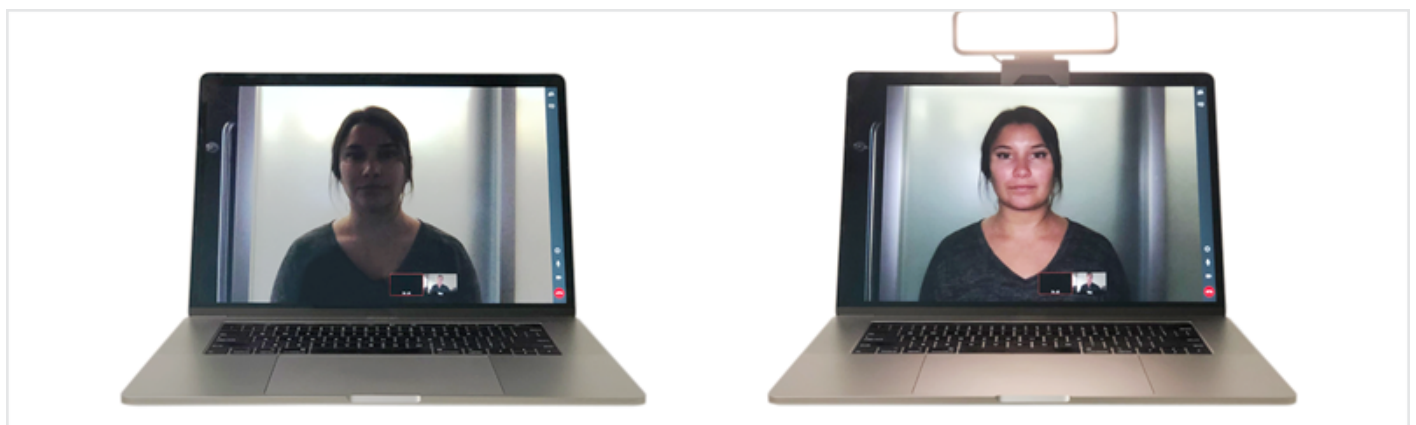


Mac Hardware Requirements

Macs running Mac OS 10.13 and later are supported.

Lighting Requirements

During your virtual visit, you should be in a place with good lighting that lets your provider see you clearly. The following shows good lighting on the right and poor lighting on the left.



Without Good Lighting

With Good Lighting

Recommended Monitors

You should use a monitor that lets you clearly see your provider during your virtual visit.

Recommended Webcams

Teladoc Health Patient App supports most webcams. For devices without webcams, Teladoc Health recommends using Logitech cameras.

Recommended Headsets

- Logitech headsets
- Sennheiser headsets
- Apple AirPods
- Apple EarPods

Contact Your Healthcare Provider for Assistance

If you have questions, contact your healthcare provider.

LEARN MORE

TeladocHealth.com | engage@teladochealth.com



About @ Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

© Teladoc Health, Inc. All rights reserved.