Recommended system requirements

Successfully connecting to Pexip will depend on:

1. the speed of your internet connection
2. the device you are using
3. the web browser you are using.

Please refer to the device, operating system and browser compatibility information.

Recommended requirements for desktop and laptop computers

Your computer must have a minimum core i5 CPU and 4GB RAM.

**Operating system compatibility**

**Apple devices**
Devices running iOS 11 or later

**Windows devices**
Devices running Windows 7 or Windows 10

**Browser compatibility**

- Apple Safari version 11.1 and later
- Google Chrome version 80+
- Mozilla Firefox version 60+
- Microsoft Edge version 80+

Recommended network requirements

An upload and download speed of at least 1Mbps is required. You can test your connection speed at [www.speedtest.net](http://www.speedtest.net) speed before joining a consultation. To check what browser you are using go to [www.whatismybrowser.com](http://www.whatismybrowser.com)

As a guide, data usage for a 15 minute video call is approximately 80MB and for an audio-only call is approximately 10MB.

Recommended requirements for mobile devices

Not all mobile devices have the capability to run Pexip. It is not possible to test every make and model to confirm compatibility. We strongly recommend testing your device before your appointment.

**Operating system compatibility**

**Apple devices**
iPhone 7 and later and iPads using iOS 11 or later and using Safari version 11.1 or later

**Windows devices**
Android devices running Android 7.0 or later and using Google Chrome

**Browser compatibility**

- Apple Safari version 11.1 and later
- Google Chrome version 80+

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Please refer to the device, operating system and browser compatibility information.