

# InTouch Patient App™

## Technical Specifications

P/N: MA-20164-001

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# Table of Contents

|  |   |
|--|---|
| INTOUCH PATIENT APP COPYRIGHT .....        | 3 |
| INTOUCH PATIENT APP REQUIREMENTS .....     | 5 |
| InTouch Patient App Requirements .....     | 5 |
| Browser Requirements .....                 | 5 |
| Hardware Requirements .....                | 6 |
| iPhone Hardware Requirements .....         | 6 |
| iPad Hardware Requirements .....           | 6 |
| Windows Hardware Requirements .....        | 6 |
| Mac Hardware Requirements .....            | 6 |
| Lighting Requirements .....                | 7 |
| Recommended Monitors .....                 | 7 |
| Recommended Webcams .....                  | 7 |
| Recommended Headsets .....                 | 8 |
| Contact Your Provider for Assistance ..... | 8 |

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## Patent(s):

<http://www.intouchhealth.com/patents>

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## InTouch Patient App Requirements

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

### InTouch Patient App Requirements

| Device                          | Software Version                   |
|---------------------------------|------------------------------------|
| Android Smartphones and Tablets | Android 8.0 and later              |
| iPhone                          | iOS 12 and later                   |
| iPad                            | iPad OS 12 and later               |
| Mac                             | Mac OS 10.13 High Sierra and later |
| Windows                         | Windows 7 and 10                   |

### Browser Requirements

**NOTE:** Browsers more than a year old are not supported.

| Browser | Version         | OS  |
|---------|-----------------|---|
| Chrome  | 68.0 and later  | Mac OS 10.14 and later<br>Windows 7 and 10<br>Android 9.0 and later |
| Safari  | 12.1 and later  | Mac OS 10.14 and later<br>iOS 12.1 and later                        |
| Firefox | v61.0 and later | Windows 7 and 10  |
| Edge    | Not supported   | N/A   |
| IE      | 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   |

### 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 left and poor lighting on the right.



**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

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

## **Recommended Headsets**

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

## **Contact Your Provider for Assistance**

If you have questions, contact your healthcare provider.