

## **In order to make video calls you need to have as a minimum:**

- A device with a microphone and speaker/headphones
- **A compatible up-to-date web browser:**
- iPhone/iPad: Safari Note: **there is a known issue joining video calls using iOS 14.2. Please upgrade any iOS 14.2 devices to iOS 14.3, or use an alternate device.**
- Android: Chrome or Firefox - please note that Samsung phones often default to using the Samsung Browser, this is not supported.
- Windows: Chrome, Firefox or Microsoft Edge (Chromium - [download here](#))
- Mac: Safari, Chrome or Firefox
- Linux: Chrome or Firefox
- A high/strong wifi or 3/4G mobile connection – **the video call will not work on low/poor connections**

## **We also recommend:**

- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam
- Using a headset (or earphones with a microphone) to reduce echo