

# MaineGeneral Primary eCare

## System Requirements

MDLIVE requires a computer or smartphone with a camera, microphone, and speakers for **video visits**. Most computers and phones purchased within the last 2 years should have great video performance.

### Desktop System Requirements for Video Visit:

- 2.0 GHz CPU with dual-core processor minimum (Recommended: 2.8 GHz 6th Generation Intel® Core™ i5 Processor with 4 CPU Cores or better, or an equivalent AMD processor)
- 2 GB RAM minimum (Recommended: 4 GB or more)
- A webcam with at least 2 megapixels
- Microphone (most webcams have a microphone built-in)
- High-speed Internet with 1MB download and 300kbps minimum upload speed

### Operating System:

- MDLIVE Web Site
  - › Apple macOS 10.12+
  - › Microsoft Windows 10
  - › Microsoft Windows 8.1
  - › Microsoft Windows 7 SP1
- iOS Mobile Application
  - › Apple iOS 10+
- iPad Application
  - › Apple iPadOS 13+
- Android Mobile Application
  - › Android 7 (Nougat)+

## Browser Compatibility:

Cookies and JavaScript must be enabled in the browser. The mobile browser compatibility is for opening MDLIVE Web Site with a mobile browser instead of using MDLIVE Mobile Applications. MDLIVE generally supports only recent versions of browsers which means that MDLIVE QA Team performs automated testing on the 2 most recent versions of each browser.

- Desktop (Microsoft Windows)
  - › Google Chrome
  - › Firefox
  - › Microsoft Edge Chromium: Version 80+
- Desktop (Apple macOS)
  - › Google Chrome
  - › Firefox
  - › Safari: Version 12.1+
- Desktop (Linux)
  - › Google Chrome
  - › Firefox
- Mobile (iOS)
  - › iOS Safari: Version 12.1+
- Mobile (Android)
  - › Google Chrome
- Tablet (iPad)
  - › Safari: Version 12.1+