

# Minimum Technical Requirements

## Desktop/Laptop Hardware:

- Processors:
  - Intel:
    - 2.0 GHz or faster second-generation Intel Core i3, i5, i7 CPU or newer
    - Quad-core processors or newer
  - AMD:
    - 1.8 GHz or faster AMD Athlon 64 X2 processor
  - NOTE: Faster processors provide higher video frame rates. While multi-core processors slower than 2.0 GHz will work, they are not guaranteed to provide the best video quality. *Video pixelation and freezing may occur on systems that don't meet our processor requirements.*
- Memory: 2 GB RAM or more
- Video Chipset: Discrete video card, or integrated Intel HD Graphics 3000 or better (found on second-generation (Sandy Bridge) or newer Core i3, i5, i7 processors).
- Webcam: Any external, HD 720p or better webcam
- Speakers/Headset/Microphone

## Mobile Hardware and Software:

- Apple Mobile Devices: Requires iOS / iPadOS version 14.0 or later.
- Android Devices: Android version 7.0+ is required.

*Video on older mobile devices may not be suitable for VRI, especially for Sign Language/ASL interpreting. For ASL interpreting, we recommend recent-generation Android tablets and iPads running the newest versions of their respective operating system.*

# Minimum Technical Requirements

## Desktop/Notebook/Windows Tablet Software:

- Microsoft: Windows 10 or later
- Apple: Mac OS X 10.8 (Mountain Lion) or higher
- Web Browsers:
  - Google Chrome is recommended for optimal application performance. (Chrome can be installed here: [Chrome Download](#))
  - [Click here](#) for a full list of supported web browsers.
  - Mobile browsers are not supported for interpretation services, please instead use the applications available on the Google Play and Apple App stores.
  - We recommend keeping your browser fully up-to-date.

## Network Requirements:

- Ideal Bandwidth: 25+ mbps upstream and 3+ mbps downstream.
- Recommended Bandwidth: 5+ mbps upstream and 3+ mbps downstream.
- Minimum Bandwidth: 2 mbps upstream and downstream.
- Mobile Connections:
  - 4G LTE connections/mobile hotspots are sufficient for most situations with an adequate connection to your LTE service provider; however, LTE quality is heavily influenced by your location and by the number of users connected to the same cellphone tower as you. Interpreters should always rely on wired Internet service over LTE service for consistent network quality.
  - 3G connections/mobile hotspots are not recommended but may be sufficient for two-party audio-only calls.