

You are here: [Adopt & Implement](#) > [Technical implementation](#) > [Equipment](#) > [Bandwidth and data requirements](#)

Print
this
page

Bandwidth and data requirements

Download speed, upload speed, and latency

When making video calls with Attend Anywhere, make sure that users' internet connections meet the following requirements:

- **Minimum download speed:** 0.3 Megabits per second (Mbps) - provides lower-quality video
Recommended: 1.1 Mbps or better
- **Minimum upload speed:** 0.15 Mbps - provides lower-quality video to other participants
Recommended: 0.7 Mbps or better
- **Recommended latency:** (also called *Ping*) Less than 150 milliseconds (ms)

Testing speed and latency

You can test a device's speed and latency at www.speedtest.net.

When the test completes, the results will look something like this:



Compare the results to the minimum and recommended values above.

A wired internet connection will provide best video quality, but you can also use a fixed-wireless or mobile (3.5/4G) data service.

How much data does a call use?

- Patients don't use any data while waiting for a clinician to join them.
- A 20 minute video consultation uses about 230 MB on a mobile device, and 450 MB on a PC.

Bandwidth and data requirements

- Data use is less on lower-speed internet connections, or on a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.
- Data use increases when there are more than two participants in the call.

Smartphone & tablet users

Attend Anywhere recommends connecting to a Wi-Fi network to avoid using the device's mobile data allowance.

Related Topics

- [Web browser requirements](#)
- [Hardware requirements](#)