

Overview

The *My Mirror* online platform requires a minimum level of computer hardware and software infrastructure to satisfactorily perform the online telehealth consultations (the “Service”). This document summarises those minimum requirements.

Hardware / Devices

- Computer, phone or tablet with microphone and camera
- Camera must be at least 720p resolution (1280x720 pixels)

Web Browser

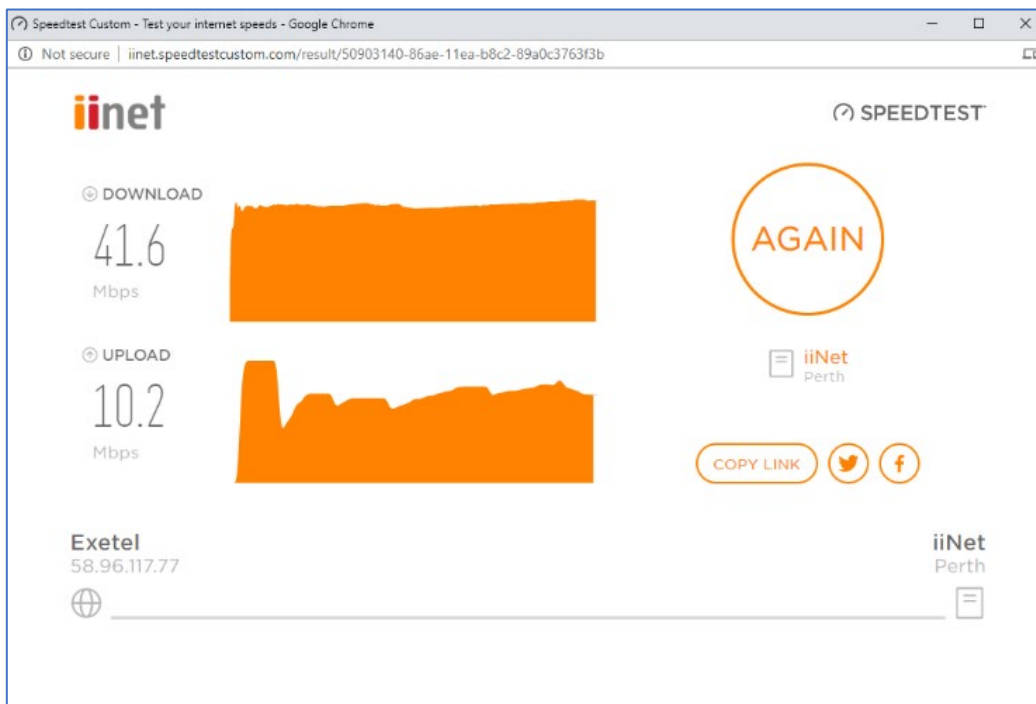
The latest version and the most recent previous version of the following web browsers are supported.

- Android: Chrome, Firefox
- iOS: Safari
- Linux: Chrome, Firefox
- MacOS: Chrome, Firefox, Safari
- Windows: Chrome, Firefox, Edge

Internet Speed / Bandwidth

Link to test site: <http://iinet.speedtestcustom.com/>

Sample result:



It is recommended to ensure that no one else is using your internet connection at the same time and that bandwidth is not being used by other applications on your device.

Minimum requirements to “**sustain**” audio & video as required for MBS tele-health sessions (not recommended for a good experience though):

- download: 150 Kbps (0.15 Mbps)
- upload: 150 Kbps (0.15 Mbps)

Minimum requirements for “**standard definition**” with video & audio:

- download: 865 Kbps (0.87 Mbps)
- upload: 865 Kbps (0.87 Mbps)

Minimum requirements for a “**good experience**” with video & audio:

- download: 1.5 Mbps
- upload: 1.5 Mbps