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## 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](http://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](#)