System and Network Requirements

For technical support, please call 855-835-6337. Technical support is available 24/7.

Mobile Access

Patients can access Concentra Telemed from their Android or iOS mobile device by downloading the Concentra Telemed app from Google Play or the App Store. For the best experience, a Wi-Fi connection is recommended. Concentra Telemed can also be accessed via cellular connection (3G/4G). You can check your bandwidth by downloading and using the Speedtest by Ookla app.If you don't have the app installed, you can navigate to speedtest.net on your mobile web browser. You will be directed to the App Store or Google Play Store (depending on your device) to download the app.

For the best experience and quality, ensure that you have a strong signal (4-5 bars) when connected to a cellular network. To use Concentra Telemed on mobile, your device must meet the requirements below.

- Concentra Telemed app installed (see above)
- Device must have a front-facing camera (supports two-way video visits)
- **Operating System - iOS** (iOS 11.4 or later is required)
  - iPhone 5 and newer
  - iPad 4th Gen and newer
  - iPad Mini 2 and newer
  - iPod Touch 6th Gen and newer
- **Operating System - Android API 19** (KitKat v4.4.0 or above)
  - Android Phone
  - Android Tablet
  - Not supported: HTC myTouch, all Prestige devices, and the PantechP9070

Web Access (PC/Mac/Laptop)

Concentra Telemed can be accessed from the web using any of the browsers listed below. Both JavaScript and cookies must be enabled in the browser settings.

- **Google Chrome** (latest version recommended; one version prior supported)
  Visit: http://www.google.com/chrome
- **Mozilla Firefox** (latest version recommended; one version prior supported)
  Visit: http://www.mozilla.org/en-US/firefox/new/
- **Safari** (Mac ONLY: latest version recommended; one version prior supported)
  Visit: http://www.apple.com/safari/download/
- **Microsoft Edge**
  Visit: https://www.microsoft.com/en-us/windows/microsoft-edge

Connectivity

To test connectivity, click the "Test My Computer" button in the primary navigation bar, and follow the on-screen instructions. For the best experience, high-speed broadband internet access (cable, DSL) is recommended. A minimum bandwidth of 3 MB/s is recommended for optimal experience. For the best video quality, connect via a wired internet connection.

Video Recommendations

To help reduce the risk of video issues, ensure that there is no conflicting software running in the background that can cause issues with enhanced video. This includes other applications that may try to use your webcam, such as WebEx, GoToMeeting, and Skype. Completely quit these applications before your visit. If you experience issues with your video connection and you are on a managed network, contact your network administrator to ensure the network is configured correctly to allow enhanced video to operate.

Computer Settings

If multiple users have logins on the same workstation, each user must log off when finished using the workstation (as opposed to just staying logged in and switching users). Workstations should be configured so that they do not go to sleep or into Power Save mode. Certain anti-virus software may interfere with video and audio connection. If your connection is slow, you may need to disable the anti-virus software or check with your IT department prior to conducting a visit. Corporate network anti-virus software needs to be configured to whitelist the American Well enhanced video client executable (AmericanWellVideo.exe). The configurations may need to be updated every time there is a software/version update to the platform.

Hardware/Software Requirements

For access via web browser, ensure that your workstation meets the requirements below.

- **Operating Systems:**
  - **Windows:** 7, 8, and 10
  - **Mac:** OS X 10.6 "Snow Leopard" or later (Intel CPUs only)
  - **Linux OS:** (including Chromebook devices)
- **Processor:** 2 GHz Intel Core 2 Duo or equivalent.
- **Memory:** 2 GB or more
- **Hard Disk:** 40 MB or more free space
- **Adobe Reader:** Version 7 or greater installed
- **Camera/Video:** Compatible with most built-in or external USB webcams. High-definition web camera that supports 720p30 and higher recommended.

System and Network Requirements

- **Audio:** An external microphone and speakers with integrated echo cancellation is recommended.
- **Monitor:** Screen size of 21.5" with 1080p HD (minimum) recommended. Video window minimum size is 740X550.

Port Access and Network Connectivity

When accessing the service on a managed network, such as a corporate office, please coordinate with your network administrator to ensure that communication with the following URLs and ports are open:

- https://concentratelemed.com
- https://reports.concentratelemed.com

The IP address and the URL of the site allocated for the client. For example:

- [SERVICE DOMAIN] = https://amwell.com
  IP: 207.211.47.155
- [SERVICE DOMAIN] = https://oc219.mytelehealth.com
  IP: 70.42.136.161

WebRTC URLs:

- *.telehealthvideo.com
- w1.xirsys.com
- u1.xirsys.com

Enhanced Video URLs:

- *.myonlinecare.net
- *.vidyoconnect.com

Other Support URLs:

- *.cloudfront.net
- evclient.americanwell.com
- *.lookercdn.com
- maintenance.myonlinecare.com
- amwell.speedtestcustom.com

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System and Network Requirements

Port	IP Addresses		Specification	Details
TCP Port 80, 443	207.211.35.128/25 207.211.42.128/25 207.211.52.0/24 70.42.136.0/23 70.42.251.0/24 35.188.254.129 35.245.190.144 35.245.220.189	35.245.122.87 35.194.78.190 34.82.154.82 34.83.80.108 35.197.89.192 35.230.98.80 34.83.45.168	HTTPS: Outbound to Vidyo Portal	Enhanced Video Client SSL connection for authentication and VidyoProxy
TCP Port 17992	207.211.35.128/25 207.211.42.128/25 207.211.52.0/24 70.42.136.0/23 70.42.251.0/24 35.188.254.129 35.245.190.144 35.245.220.189	35.245.122.87 35.194.78.190 34.82.154.82 34.83.80.108 35.197.89.192 35.230.98.80 34.83.45.168	EMCP: Outbound to Portal	Proprietary control messaging for Client connection to Vidyo Manager
TCP Port 17990	207.211.35.128/25 207.211.42.128/25 207.211.52.0/24 70.42.136.0/23 70.42.251.0/24 35.188.254.129 35.245.190.144 35.245.220.189	35.245.122.87 35.194.78.190 34.82.154.82 34.83.80.108 35.197.89.192 35.230.98.80 34.83.45.168	SCIP: Outbound to Portal & Router	Proprietary control messaging for Client connection to Vidyo Router
UDP Ports: 50000-65535	207.211.35.128/25 207.211.42.128/25 207.211.47.128/25 207.211.52.0/24 70.42.136.0/23 70.42.251.0/24 50.224.88.0/23 209.49.0.128/25 35.188.254.129	35.245.190.144 35.245.220.189 35.245.122.87 35.194.78.190 34.82.154.82 34.83.80.108 35.197.89.192 35.230.98.80 34.83.45.168	RTP/sRTP/RTCP: Bi-Directional to and from VidyoRouter	A/V media stream from clients (6 ports per client). RTP and RTCP pair for each audio and video stream
TCP Port 8444	207.211.35.128/25 207.211.42.128/25 207.211.47.128/25 207.211.52.0/24	70.42.136.0/23 70.42.251.0/24 50.224.88.0/23 209.49.0.128/25	HTTPS outbound to application, STAGING SYSTEMS ONLY	Browser client connections to main website Web portal for STAGING systems
TCP Port 8443	207.211.47.129 70.42.136.171		TCP: bandwidth test traffic	Browser Client to server bandwidth test
TCP Port 8443	207.211.35.128/25 207.211.42.128/25 207.211.47.128/25 207.211.52.0/24 70.42.136.0/23 70.42.251.0/24 50.224.88.0/23 209.49.0.128/25 35.188.254.129	35.245.190.144 35.245.220.189 35.245.122.87 35.194.78.190 34.82.154.82 34.83.80.108 35.197.89.192 35.230.98.80 34.83.45.168	HTTPS outbound to application	Browser SSL client connections to Looker web portal, the administrative reporting service
TCP Ports: 80,443	207.211.35.128/25 207.211.42.128/25 207.211.47.128/25 207.211.52.0/24	70.42.136.0/23 70.42.251.0/24 50.224.88.0/23 209.49.0.128/25	HTTP/HTTPS outbound to web application	Browser SSL client connections to main website and DR locations

System and Network Requirements

Port	IP Addresses		Specification	Details
TCP Ports: 443	107.23.212.141	35.161.249.60	HTTPS outbound to WebRTC server	Browser client connections to WebRTC server
	13.59.35.212	44.225.235.89		
	18.214.206.73	44.227.189.55		
	3.12.246.116	44.229.186.225		
	3.12.37.114	50.112.145.118		
	3.13.138.185	52.12.222.127		
	3.13.143.105	52.12.27.128		
	3.130.115.236	52.12.36.228		
	3.130.46.54	52.24.157.52		
	3.133.42.177	52.26.115.52		
	3.137.60.119	54.184.154.60		
	3.14.198.134	54.185.203.79		
	3.16.110.192	54.185.221.39		
	3.17.21.71	54.185.27.114		
	3.19.5.80	54.189.123.127		
	3.20.218.100	54.189.82.185e		
	3.20.67.94	54.201.248.253		
	3.21.107.245	54.203.176.229		
	3.21.145.7	54.212.113.181		
	3.21.145.86	54.212.135.121		
	3.21.148.9	54.213.31.59		
	3.21.197.13	54.245.185.21		
	3.210.179.3	13.52.134.151		
	3.211.109.90	13.52.210.24		
	3.211.246.164	18.144.109.121		
	3.212.130.145	18.144.181.168		
	3.213.148.222	18.144.183.138		
	3.213.173.24	204.236.144.243		
	3.213.173.44	3.101.10.158		
	3.218.110.20	3.101.46.221		
	3.222.12.102	50.18.144.189		
	3.232.10.168	50.18.233.2		
	34.197.78.101	50.18.241.149		
	34.225.177.146	52.52.54.31		
	35.170.211.31	54.151.125.192		
	35.172.153.20	54.176.191.163		
	35.172.89.15	54.176.60.53		
	52.1.81.196	54.177.115.53		
	52.23.47.150	54.177.233.18		
	52.44.240.28	54.193.157.74		
	34.204.149.186	54.193.238.155		
	3.213.173.173	54.215.24.173		
	3.211.172.48	54.215.26.35		
	3.21.200.251	54.215.90.251		
	3.21.239.46	54.219.120.89		
	3.22.14.185	54.219.43.167		
	3.22.15.203	54.219.65.51		
	52.15.100.52	70.42.136.0/23		
	54.165.42.45	70.42.251.0/24		
	54.84.94.55	185.36.126.64/27		
	34.216.49.62	109.205.10.0/27		
	35.155.113.148	207.211.35.128/25		
	35.155.40.40	207.211.52.0/24		

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System and Network Requirements

Port	IP Addresses		Specification	Details
UDP and TCP Ports: 40000-49999	107.23.212.141 13.59.35.212 18.214.206.73 3.12.246.116 3.12.37.114 3.13.138.185 3.13.143.105 3.130.115.236 3.130.46.54 3.133.42.177 3.137.60.119 3.14.198.134 3.16.110.192 3.17.21.71 3.19.5.80 3.20.218.100 3.20.67.94 3.21.107.245 3.21.145.7 3.21.145.86 3.21.148.9 3.21.197.13 3.210.179.3 3.211.109.90 3.211.246.164 3.212.130.145 3.213.148.222 3.213.173.24 3.213.173.44 3.218.110.20 3.222.12.102 3.232.10.168 34.197.78.101 34.225.177.146 35.170.211.31 35.172.153.20 35.172.89.15 52.1.81.196 52.23.47.150 52.44.240.28 34.204.149.186 3.213.173.173 3.211.172.48 3.21.200.251 3.21.239.46 3.22.14.185 3.22.15.203 52.15.100.52 54.165.42.45 54.84.94.55 34.216.49.62 35.155.113.148 35.155.40.40	35.161.249.60 44.225.235.89 44.227.189.55 44.229.186.225 50.112.145.118 52.12.222.127 52.12.27.128 52.12.36.228 52.24.157.52 52.26.115.52 54.184.154.60 54.185.203.79 54.185.221.39 54.185.27.114 54.189.123.127 54.189.82.185e 54.201.248.253 54.203.176.229 54.212.113.181 54.212.135.121 54.213.31.59 54.245.185.21 13.52.134.151 13.52.210.24 18.144.109.121 18.144.181.168 18.144.183.138 204.236.144.243 3.101.10.158 3.101.46.221 50.18.144.189 50.18.233.2 50.18.241.149 52.52.54.31 54.151.125.192 54.176.191.163 54.176.60.53 54.177.115.53 54.177.233.18 54.193.157.74 54.193.238.155 54.215.24.173 54.215.26.35 54.215.90.251 54.219.120.89 54.219.43.167 54.219.65.51 70.42.136.0/23 70.42.251.0/24 185.36.126.64/27 109.205.10.0/27 207.211.35.128/25 207.211.52.0/24	DTLS, TURN, STUN and SRTP protocol messaging to WebRTC and media servers	Browser client connections to WebRTC and media servers
TCP Ports: 80,443	w1.xirsys.com u1.xirsys.com prdpexproxy.telehealthvideo.com		DTLS, TURN, STUN and SRTP protocol	Browser client connections for TURN relay server

For help with system and network requirements, contact your Concentra account manager for assistance.

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