

Client Requirements

for i-Vu® Cloud





Verify that you have the most current version of this document from **www.hvacpartners.com**, the **Carrier Partner Community** website, or your local Carrier office.

Important changes are listed in **Document revision history** at the end of this document.

Carrier© 2022. All rights reserved.

The content of this guide is furnished for informational use only and is subject to change without notice. Carrier assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this guide.



Contents

I-Vu® Pro Cloud client requirements.....	1
Document revision history	2

i-Vu® Pro Cloud client requirements

The i-Vu® Pro system can be viewed on the following client devices and web browsers.

Computers

The client computer should have at least:

- Quad core processor
- 4 GB RAM
- Communications link of 100 Mbps or higher

The i-Vu® Pro application will work with slower computers and slower links, but the results may not be satisfactory.

A computer with this operating system...	Supports these web browsers...
Windows®	Google™ Chrome™ v84.0 or later ¹ Microsoft® Edge v84 or later Mozilla® Firefox® v79.0 or later
Mac® OS X® (Apple® Mac only)	Safari® v11 or later ² Google Chrome v84.0 or later Mozilla Firefox v79.0 or later
Linux®	Google Chrome v84.0 or later Mozilla Firefox v79.0 or later

¹ Best performance

² Best performance unless browser is running on a Mac® Mini or a MacBook:



WARNING If machine is running Mountain Lion 10.8x with an integrated Intel HD 400 graphics card, it will experience display issues. Use one of these workarounds for better performance:

- If an additional NVIDIA graphics card is available, manually switch the graphic card setting in MAC® OS X® to use that card.
- If not, use Google™ Chrome™ v84.0 or later.

Mobile devices

Device type	Platform support
Smart phone	Android™, iOS
Tablet	Android™, iOS, Surface™

NOTE Some functionality may be limited by the capability of the mobile device and operating system.

Document revision history

Important changes to this document are listed below. Minor changes such as typographical or formatting errors are not listed.

Date	Topic	Change description	Code*
		No changes yet	

* For internal use only

