Compatible iOS Versions and Devices Supported by DrChrono

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Supported iOS devices in DrChrono

DrChrono currently supports all Apple hardware running iOS versions 17 and 18 and all compatible devices. Apple does not support all devices in each iOS release and will periodically discontinue support for older devices. Accordingly, DrChrono also discontinues support for older devices. iOS 16 is no longer supported as of this update. For example, older versions of these products featuring a 32-bit processor chip are no longer supported.

Below is the list of actively supported devices. To guarantee that you have the best DrChrono experience, we highly recommend that you purchase the most recent version of iPad Pro, iPad Air, iPad Mini, and/or iPhone. Older versions of these products featuring a 32-bit processor chip are no longer supported.

When looking at which iPads your practice needs, it can be a little confusing to know which devices will work when it comes to chip processing and memory (capacity). A processor chip is different from how much memory a device has. For example, an older model iPad with 128GB of memory (capacity) and a 32-bit processor chip will not support the DrChrono app. However, a newer iPad with 32GB of memory (capacity) and a 64-bit processor will support the app.

> We recommend you always have the most up-to-date version of the DrChrono EHR app.

If you are not sure what device you currently own, please follow Apple's guide on identifying your device:

- Identify your iPad model
- Identify your iPhone model

Compatibility

Device	iOS Version
Mac	Requires macOS 13.5 or later and a Mac with Apple M1 chip or later
iPhone	Requires iOS 17.0 or later (iOS 16 no longer supported)
iPad	Requires iPadOS 17.0 or later (iPadOS 16 no longer supported)

Click here to view a list of compatible devices.

Apple Bluetooth accessories — not supported by DrChrono

DrChrono is aware that some users are utilizing Apple Bluetooth accessories — such as Apple Watches, AirPods, and Bluetooth Keyboards — in conjunction with their iOS devices while running the DrChrono app. While these accessories may function with the iOS device at the operating system level, **they are not supported for DrChrono applications.**

DrChrono has not tested, certified, or validated the use of these accessories with its EHR app, and their behavior within the DrChrono environment cannot be guaranteed. Use of these devices with DrChrono is entirely at the user's own discretion.

Unsupported Bluetooth accessories include, but are not limited to:

Accessory	Support Status
Apple Watch	Not supported. Usage with DrChrono apps is at the user's own discretion.
Apple AirPods	Not supported. Usage with DrChrono apps is at the user's own discretion.
Bluetooth keyboards	Not supported. Usage with DrChrono apps is at the user's own discretion.

DrChrono Support cannot troubleshoot issues related to unsupported Bluetooth accessories with DrChrono applications. If you experience issues while using these accessories, we recommend disconnecting them and testing DrChrono without them before contacting support.

To ensure the most reliable and fully supported DrChrono experience, use only the devices listed in the Compatibility table above.