



Knowledgebase > Troubleshooting > Basic Troubleshooting > Testing Devices and Connectivity > [Connectivity Test | Trouble Connecting to VSee](#)

---

## Connectivity Test | Trouble Connecting to VSee

- 2020-12-03 - Testing Devices and Connectivity

### TEST YOUR CONNECTIVITY

If you are having trouble logging into or connecting to VSee, most probably a firewall is blocking the app from communicating with VSee servers.

1. Go to <https://test.vsee.com/connectivity> to confirm that you can connect to the required servers.
2. Click **Run Diagnostic**. This connectivity checker will show if your connection can access the sites necessary to make a VSee call.



# Connectivity Test

RUN DIAGNOSTIC

SHARE RESULTS

## Settings Server

Provides features available to user

## Messaging Servers

Perform calls and chat

## API Server

Connect to VSee API Servers

## Relay Servers

Enables communication for users with no direct connectivity

## Events Server

Receives diagnostics and events

3. If you see a check mark in each server, it confirms that you can connect to the required servers. However it could be possible that this page may not be able to detect a firewall block which is common in a corporate or hospital setting.



## Connectivity Test

RUN DIAGNOSTIC

SHARE RESULTS

### Settings Server ✓

Provides features available to user

### Messaging Servers ✓

Perform calls and chat

### API Server ✓

Connect to VSee API Servers

### Relay Servers ✓

Enables communication for users with no direct connectivity

### Events Server ✓

Receives diagnostics and events

4. If it indicates a connection failure in one of the servers, or if it shows passed in all servers but you are still stuck "connecting", we recommend below:

- If you are in a corporate network, it is likely that there is a firewall between your network and the Internet. Please have your IT team do below:
  - Check <https://vsee.com/firewall> to see the port numbers to be opened.
  - Check for content filter that blocks XMPP/IM services, an exception should be made for talk.vsee.com.
  - Try adding an exception to the VSee client in all active firewalls. We recommend googling "add firewall exception to [your firewall program]" for instructions on how to do this
  - Click on **Share Results** and send it to [help@vsee.com](mailto:help@vsee.com) so we can further check on the problem.
- If you are NOT in a corporate network, please save your log file and send it to [help@vsee.com](mailto:help@vsee.com). See <https://help.vsee.com/kb/articles/save-log-file-for-troubleshooting-purposes>

