

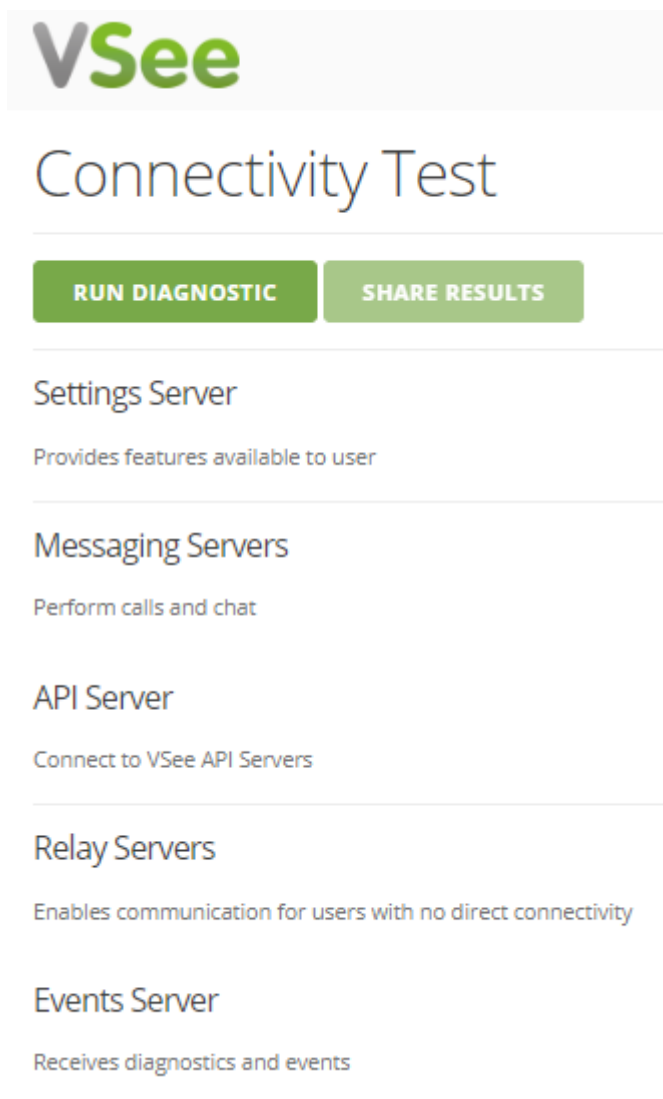
Connectivity Test | Trouble Connecting to VSee

- 2023-12-28 - Testing Devices and Connectivity

TEST YOUR CONNECTIVITY

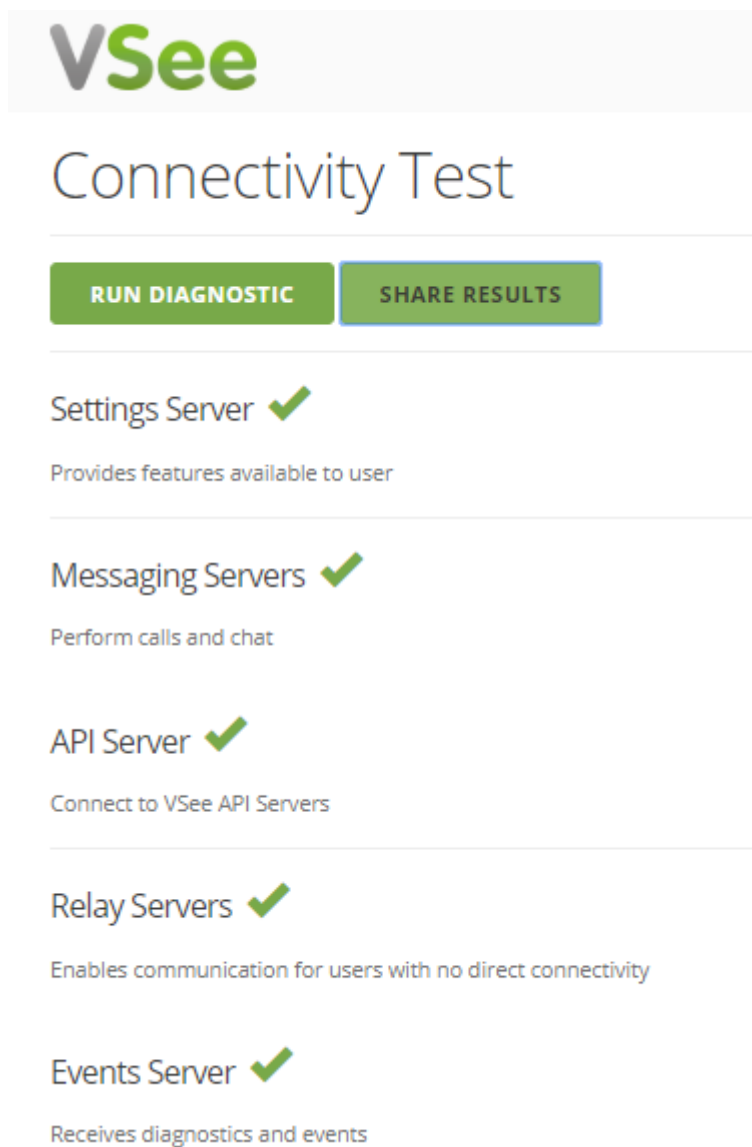
If you are having trouble logging into or connecting to VSee, most probably a firewall is blocking the app from communicating with VSee servers.

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.



3. If you see a checkmark on 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.



VSee

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, there is likely 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 the 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 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. See <https://help.vsee.com/kb/articles/save-log-file-for-troubleshooting-purposes>

Related Articles

- [Save Log File for Troubleshooting Purposes](#)
- [Test Network, Audio and Video Settings for Providers](#)
- [Test Network, Audio and Video Settings for Patients](#)

If you have any questions, please contact us at help@vsee.com.

Tags

connectivity test

test