Connectivity Test | Trouble Connecting to VSee

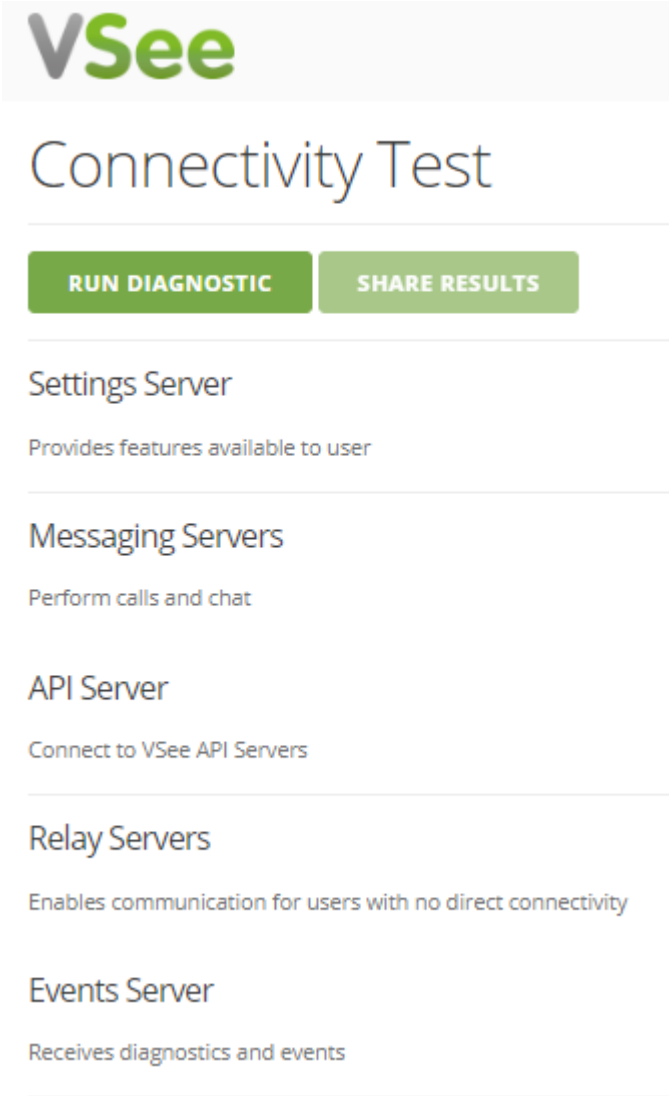
- 2023-12-28 - Testing Devices and Connectivity

TEST YOUR CONNECTIVITY

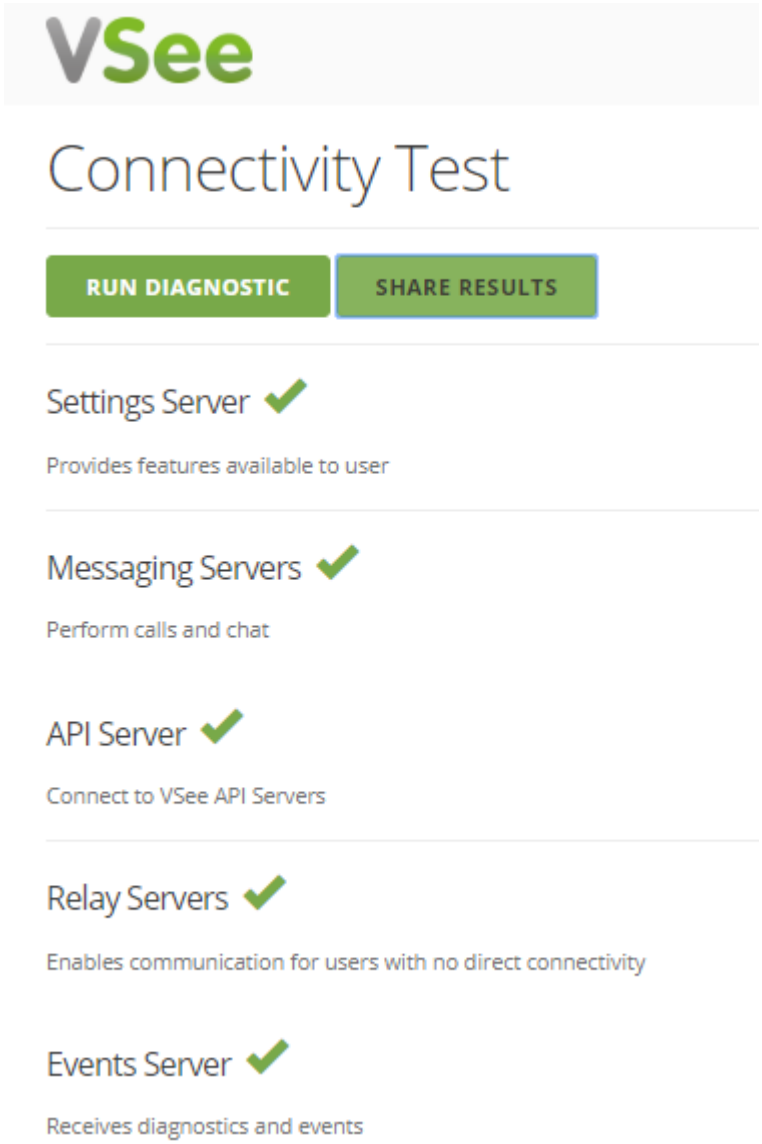
If you are having trouble logging into or connecting to VSee, most probably a firewall is blocking the app from communicating with VSee servers.

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.



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.

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