



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

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.

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

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.



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](#)