iSee FAQ

I can’t log into iSee: This is usually due to a network configuration issue on your computer.

- Check your computers proxy settings and ensure they are correct for the network you are currently connected to
- Check you are only connected to one network, either LAN, WiFi, tethered or 3G. Disable or disconnect additional networks
- Check the you can browse an external web site with your default browser
- Launch iSee and login

I can hear people but they can’t hear me: Check the audio activity indicator in the top right hand corner. When you talk the icon will light up, if it is not lighting up check the following.

- Check your head set is not muted
- Check your computers audio is not muted
- Check the iSee microphone control (top bar) is not muted
- Exit iSee and launch again, double check and test your microphone setup on the “iSee Audio and Video Configuration “ panel before pressing “Save and Close”
- Check your computers microphone configuration via your system control panel.

There should be people in an iSee session but I can’t see them: You have either connected to the wrong Service Provider, Session or your client has failed to connect to the server correctly.

- Check the Service Provider and Session details provided to you in the iSee meeting invite. If in doubt exit the Session and re-enter
- If the status icon (top right of the iSee window) remains grey your client has not connected correctly, exit iSee and re-launch. If the problem persist contact your Service Provider administrator.

Connecting using boarder authentication: The your organisation uses boarder authentication please follow the procedure below when connecting with iSee.

1. Ensure system proxy settings are correct
2. Establish boarder authentication following your organisations instruction
3. Download and install iSee from (www.iseevc.com)
4. Launch iSee
5. Enter iSee username and password
6. Click on the proxy tab and check your organisation's proxy details are correctly entered.

7. Return to user tab and click the Login button.

**How do I right click on a Mac (Secondary Click):** Below are two methods of performing a right click on a Mac. The most common is to use the control key (Ctrl), Press and hold the Control (Ctrl) key while you click the mouse button.

If you don’t have a mouse but only have a trackpad you can enable the two finger trackpad right-click. This can be done via the following procedure:

- **System Preferences -> Trackpad**
- Open the **Trackpad** and navigate to the **Point & Click** tab
- Check **Secondary click** is checked and the **Click or tap with two fingers** option is selected.
- You will see a short video example of the proper way to click.
- If you now go to **Finder** and use the two finger method as shown in the video the context menu should appear, apply this method whenever you need to right click in iSee.

Further information and details and be found at: [http://www.wikihow.com/Right-Click-on-a-Mac](http://www.wikihow.com/Right-Click-on-a-Mac)

**Connecting from behind a firewall:** iSee uses real-time video and audio necessitating the use of a number of TCP and UDP ports. Some corporate firewalls block these ports.

If you experience difficulty connecting contact your network administrator to help configure the firewall settings required for iSee.

**iSee Server IP Addresses** (iSee Enterprise Uno)

54.252.94.190  
54.252.94.196  
54.252.94.198

**iSee Required Ports**

TCP 80  
TCP 4502  
UDP 4502  
UDP 34500  
UDP 33000

The above ports should be configured for bidirectional access.

**When using a USB headset audio still comes through my built-in speakers:** Check your default audio output device in your computer's control panel, iSee will always use your computer's default audio.
output device. Usually the default device will change when you connect a USB headset but this is not always the case.

**On Mac you receive the message, App can’t be opened because it is from an unidentified developer:** This occurs for any application which is not distributed via the Apple App store ([http://support.apple.com/kb/ht5290](http://support.apple.com/kb/ht5290)). This is a feature of Gatekeeper on OS X from 10.7.5 on.

To proceed and install iSee simply:

1. In Finder, Control-click or right click the iSeeBootstrapperMac package in the downloads folder.

2. Select **Open** from the top of contextual menu that appears.

**My proxy is set correctly but the installer pops up a Proxy Details Required box:** This currently applies to Windows 8.1 and only happens during the installation. Don’t enter you proxy details into this box, simply press the Submit button with the details left blank.