Some Help With

How to Fix AnyDesk Disconnection Issues After Changing Network Providers

If you've been experiencing disconnection issues with AnyDesk, particularly after a network change, you're not alone. Many users have reported similar situations, and here we provide some solutions and explanations to help you restore the connection.

In this case, the issue seems to be linked to the change from one service provider to another, which may implement certain restrictions on remote desktop connections for security reasons. This could be the reason why AnyDesk is not offering the option to accept the session.

One important consideration to check is whether AnyDesk has retained configurations from the previous system after being installed on a device that is now connecting to a different network. It is advisable to uninstall and then reinstall the AnyDesk application on the device, making sure to restart the phone between these actions. Additionally, check the connection settings under Settings > Connection > General, and consider unchecking the option to allow direct connections. If the issue persists, you can try adding /np to the AnyDesk ID or Alias to facilitate a direct connection.

Finally, ensure that the device is updated with the latest version of AnyDesk. If, after following these steps, the problem continues, don't hesitate to contact AnyDesk technical support, providing error logs that can assist in determining the root cause of the issue. We hope these suggestions help you resolve the problem and continue providing assistance to your relatives without any hassle.