Some Help With

# How to Fix AnyDesk Disconnection Issues on Your Laptop: Troubleshooting Guide

If you're experiencing issues with AnyDesk on your laptop, where the application shows as disconnected while the device remains online, here are several solutions you can try.

1. **Check Your Internet Connection**: Ensure that your laptop has a stable internet connection. An unstable connection can cause AnyDesk to disconnect. If necessary, perform a speed test to assess your connection quality.

2. **Review Firewall Settings**: Even if you believe the problem is not related to the firewall, make sure that AnyDesk has permission to communicate through your system's firewall. You can verify this in the firewall settings by explicitly allowing AnyDesk traffic.

3. **Set AnyDesk to Start with Windows**: You may need to ensure that AnyDesk is configured to launch automatically when the system starts. This can be done through the Task Manager in the Startup tab, but also check the application's settings for auto-launch options.

4. **Connection Settings**: Some users suggest disabling direct connections in AnyDesk. This may impact the reliability of your connection. Navigate to the AnyDesk settings and test this option to see if it improves your experience.

5. **Utilizing Wake-on-LAN**: If available, you can try using the 'Wake-on-LAN' feature to ensure that your laptop can be activated remotely, which may help maintain an open connection.

If you continue to experience issues after trying these solutions, consider reaching out to AnyDesk's support for further assistance. We hope these recommendations help you resolve the problem and enjoy a more stable and reliable experience with AnyDesk.