Some Help With

How to Fix AnyDesk Disconnection Issues: Troubleshooting Tips for Stable Remote Access

If you find yourself getting disconnected from your AnyDesk session after a short period of use, especially when connecting from a mobile device while on vacation, there are several common reasons that might be causing this issue. Here's how to troubleshoot and improve your connection stability:

1. **Connection Settings**: It's essential to check the connection configuration within the AnyDesk application. Navigate to **Settings > Connection > General** and uncheck the **Allow direct connections** option. This simple adjustment can enhance the stability of your remote connection.

2. **Network Issues**: An unstable internet connection is often the leading cause of disconnections in AnyDesk. Ensure that both your mobile device and the PC you are trying to access are on a stable internet network. Sometimes, switching your connection (for example, from mobile data to Wi-Fi) can significantly help in resolving this issue.

3. **Remote Device Configuration**: Ensure that the device you are trying to connect to is powered on and not set to enter sleep mode or energy-saving mode, as this can interrupt your connection.

4. **External Interferences**: If you are using VPN or security software, these programs can sometimes interfere with your connection. Try disconnecting any VPN services (like NordVPN) and check if the situation improves.

5. **Application Updates**: Make sure both your mobile device and the PC have the latest version of AnyDesk installed. Regular updates often fix bugs and connectivity issues, leading to a smoother remote access experience.

By following these steps, you should be able to enhance the stability of your remote sessions in AnyDesk. If the problem persists, consider reaching out to AnyDesk technical support for further assistance.

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