Some Help With

Understanding AnyDesk's Connection Policies: How to Avoid Commercial Use Classification

At AnyDesk, we are dedicated to providing a high-quality service to both private and commercial users. We understand that some users may feel frustrated when their connection is classified as commercial use. We want to clarify that, in order to keep our platform free for private users, we conduct regular monitoring to detect usage patterns that may indicate professional use.

If you are a private user and are facing frustrations being blocked after a brief session, it is crucial to ensure that your connection truly aligns with the personal use parameters we promote. For instance, if you use AnyDesk to connect to game servers or similar services without receiving any form of income in return, your usage may indeed be considered private.

Should you encounter restrictions on your access, we recommend reviewing your network settings to ensure that there are no technical interferences contributing to this issue. Additionally, contacting our customer support is beneficial, as they can assist in resolving any inconveniences and clarify your specific situation.

We appreciate your understanding as we work diligently to maintain the quality of our service and ensure that all users have a positive experience with AnyDesk. Please feel free to reach out to us for more information.

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