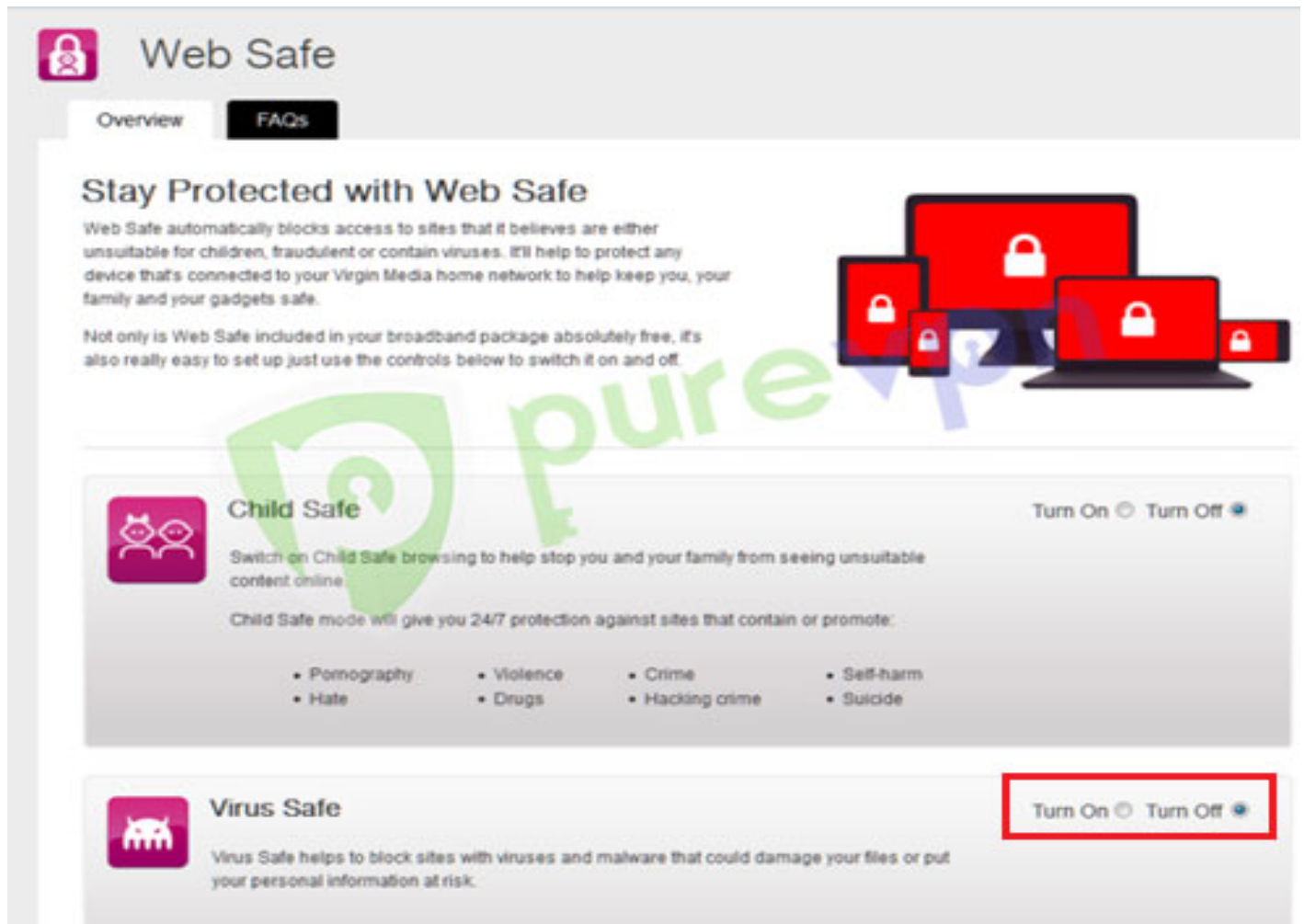


## Connection Issues With Virgin Media

If you are a Virgin Media subscriber and having an issue in connecting to VPN then please access your Virgin Media account, go to Websafe option and Turn Off Virus safe option then connect to VPN.



**Web Safe**

Overview **FAQs**

### Stay Protected with Web Safe

Web Safe automatically blocks access to sites that it believes are either unsuitable for children, fraudulent or contain viruses. It'll help to protect any device that's connected to your Virgin Media home network to help keep you, your family and your gadgets safe.

Not only is Web Safe included in your broadband package absolutely free, it's also really easy to set up just use the controls below to switch it on and off.

**Child Safe** Turn On  Turn Off

Switch on Child Safe browsing to help stop you and your family from seeing unsuitable content online.

Child Safe mode will give you 24/7 protection against sites that contain or promote:

- Pornography
- Violence
- Crime
- Self-harm
- Hate
- Drugs
- Hacking crime
- Suicide

**Virus Safe** Turn On  Turn Off

Virus Safe helps to block sites with viruses and malware that could damage your files or put your personal information at risk.

Also, make sure to enable PPTP, L2TP, and IPSec pass-through options from your router.

Please access Virgin Media Router control panel then click on Advanced settings. Under advance setting there is an option for Firewall click on that and select IPSec, L2TP, and PPTP pass-through and save.