

When Connected to VPN, Browsing Stops after a few Minutes and I have to Reconnect to Gain Back Access. What Should I do to Resolve this?

This situation usually occurs when you are on a Wifi. If you have access to the router go to router management console and look for settings such as “Stateful Packet Inspection (SPI)” or “Firewall on” or “Firewall off” (different routers consoles have different names for this). Disable SPI or Firewall and this should be it. If you do not have access to router management then reduce your encryption level or try setting it to none.

Please use the **comment box** for your suggestions & feedback. For additional help, please submit [support ticket](#) with errors and screen shots (if possible) or contact our 24/7 live chat.