ASTRILL VPN · INDEPENDENT GUIDE

Troubleshooting checklist

Work down the list, testing after each step.

Quick checks

[ ] Internet works with the VPN off.

[ ] Subscription is active in your Astrill account.

[ ] App is the latest version from the official source.

[ ] Device restarted.

Will not connect

[ ] Tried a different server.

[ ] Tried a different protocol.

[ ] System date and time set automatically.

[ ] Other VPN apps removed or disconnected.

[ ] Firewall / antivirus allows the Astrill app.

Drops or slow

[ ] Closer server tested.

[ ] Battery optimisation off for the app (phones).

[ ] Speed compared with VPN off at the same time of day.

Before contacting Astrill support

[ ] Device and OS version noted.

[ ] App version noted.

[ ] Server, protocol and exact error noted.

[ ] App log exported if available.

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