

Connection Problems: I am getting Error 691

CAUSE:

- Your VPN Service is not Active
- You have used the wrong username and password
- This is rarely caused by ISP restrictions

SOLUTION:

1. Write us an email with your username and we will inform you of your account status.
2. Please make sure to fill in the correct username and password, which you have received in your welcome email. If you don't know your password, or you want a new password please contact us.

Unique solution ID: #1009

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