



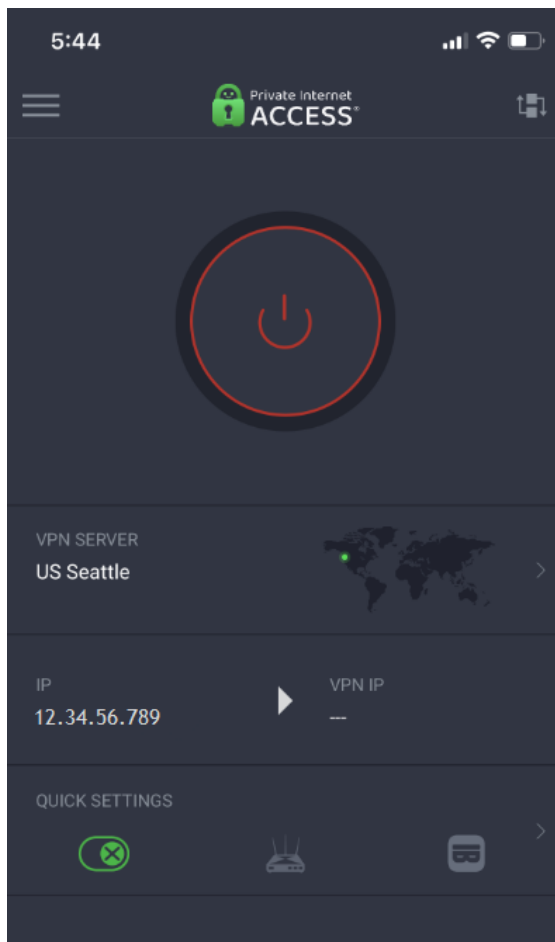
Knowledgebase > Technical > Troubleshooting > Connection > Why is the iOS app stuck at connecting?

Why is the iOS app stuck at connecting?

Kaneesha Davis - 2022-03-21 - Connection

This may happen if your network connection is temporarily disrupted or if your data connection is blocking VPN connections:

1. Tap the connection switch (power button) to **disconnect** from the connection process.



1. Open the Settings app and navigate to **Settings > General > Transfer or Reset iPhone**




5:47














5:45

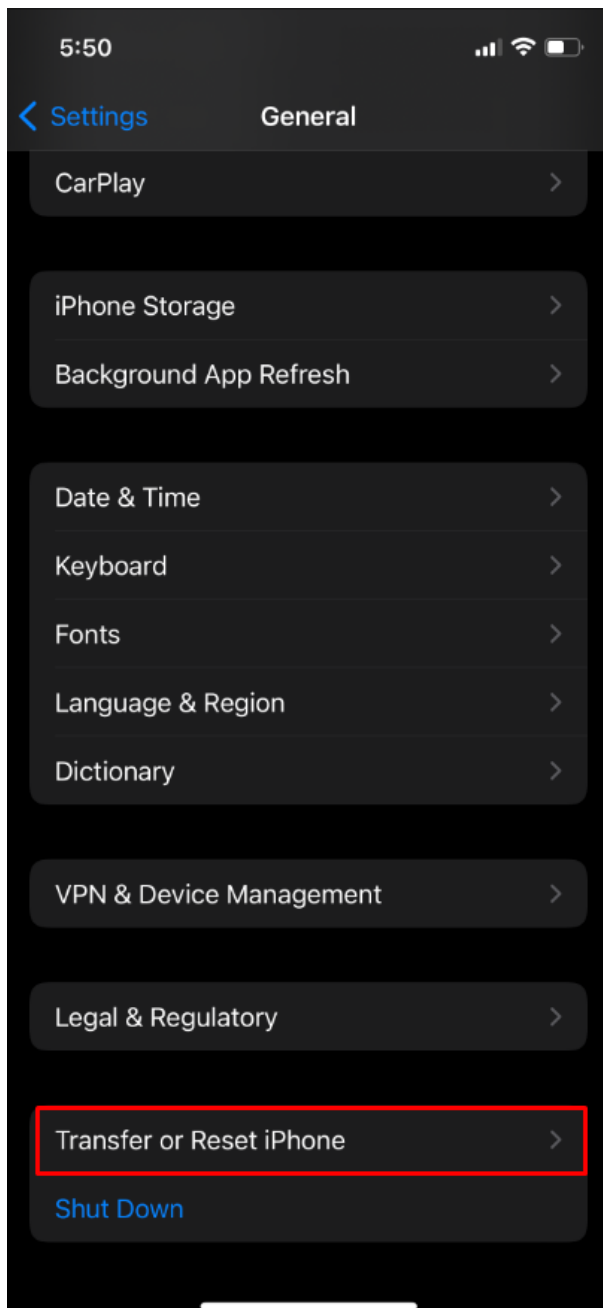


Settings

-  Notifications >
-  Sounds & Haptics >
-  Focus >
-  Screen Time >

-  General >

-  Control Center >
-  Display & Brightness >
-  Home Screen >
-  Accessibility >
-  Wallpaper >
-  Siri & Search >
-  Face ID & Passcode >
-  Emergency SOS >
-  Exposure Notifications >
-  Battery >
-  Privacy >



1. Tap on **Reset** and then **Reset Network Settings**

5:50



< General Transfer or Reset iPhone



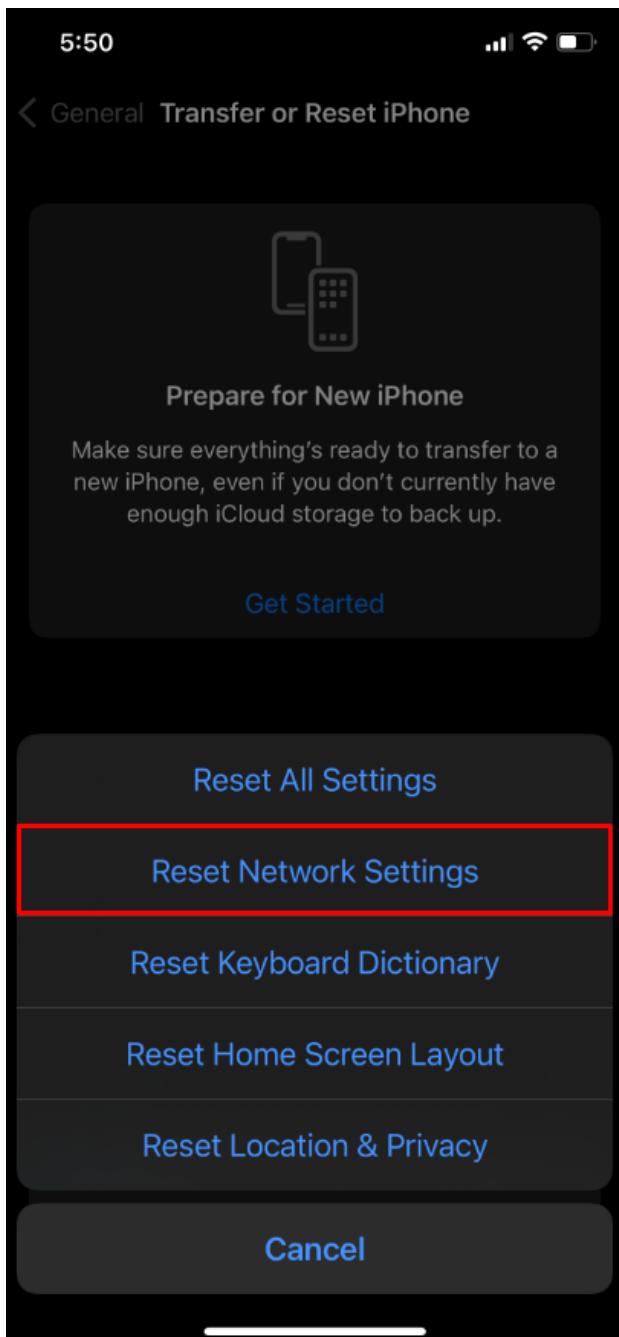
Prepare for New iPhone

Make sure everything's ready to transfer to a new iPhone, even if you don't currently have enough iCloud storage to back up.

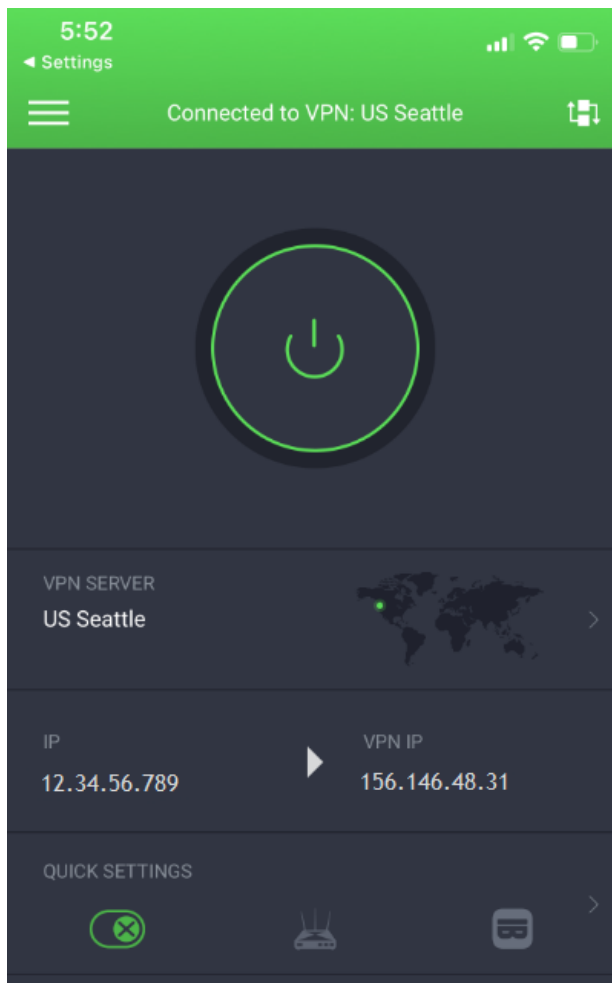
[Get Started](#)

[Reset](#)

[Erase All Content and Settings](#)



1. Shut your phone down for 60 seconds and then restart your phone; once our phone is back on make sure your Wi-Fi is connected
2. Try connecting the app again



If you are still having connection issues after following the above steps, then it seems your current network is blocking the connection ports used by the iOS app. In such a case, you can try changing the iOS protocols to IPsec, OpenVPN or IKEv2. If using these different protocols do not work then a different VPN setup would be required.

Please try the following recommended setup instead:

OpenVPN: [iOS - Installing OpenVPN Connect](#)