Installation Guide

This two-step installation guide will help you create a VPN-connection to our servers. This is only needs to be done once after you start using our service.

Part 1: Create a **VPN connection**

Part 2: Connecting to **Hidden24**

Part 3: **Troubleshooting**

HIDDEN24

Part 1:
Create a VPN connection
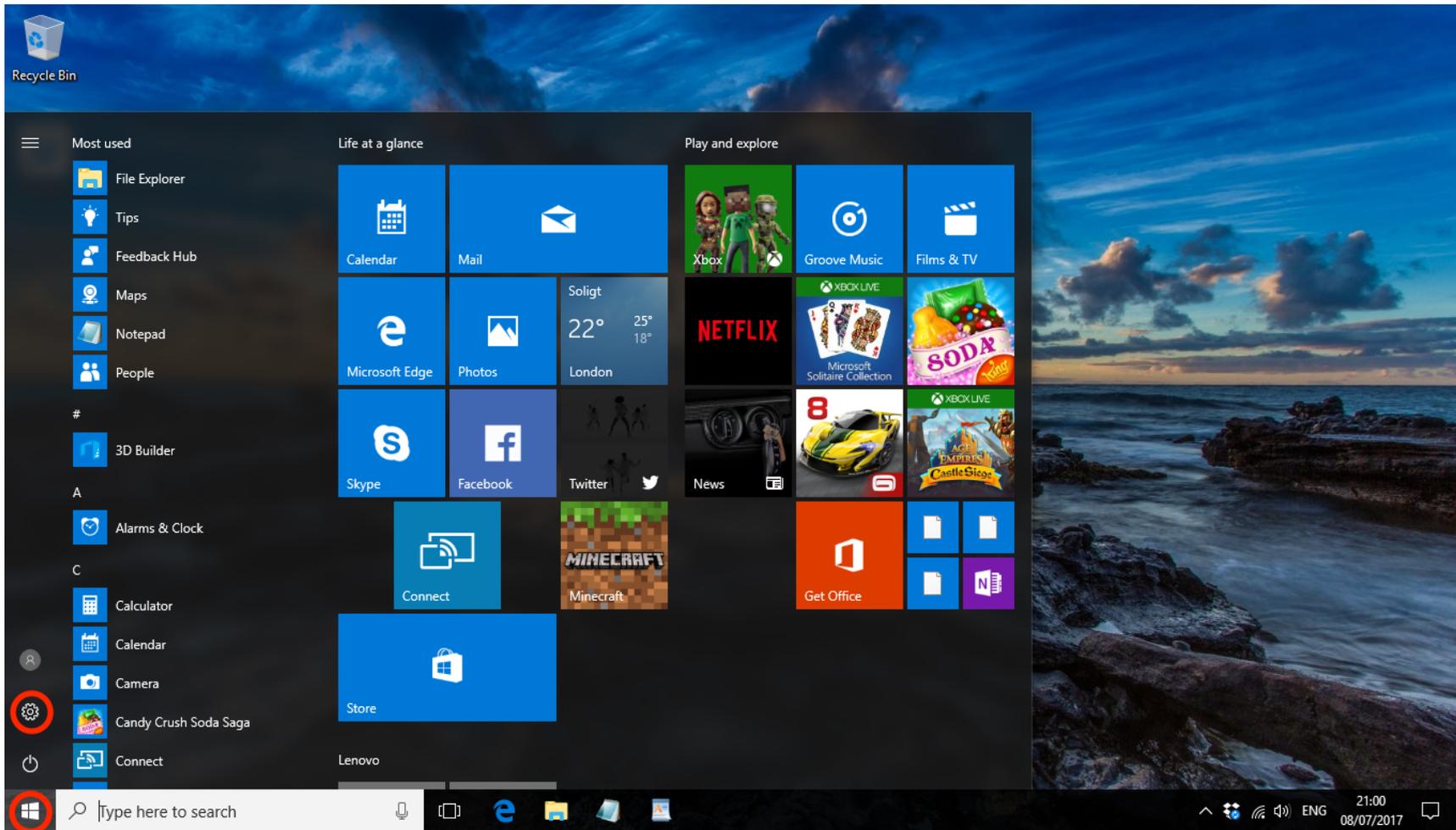
HIDDEN24

Step 1: Click on the **Start Button** (1) in the lower left corner, and then select the cogwheel icon for **Settings** (2).
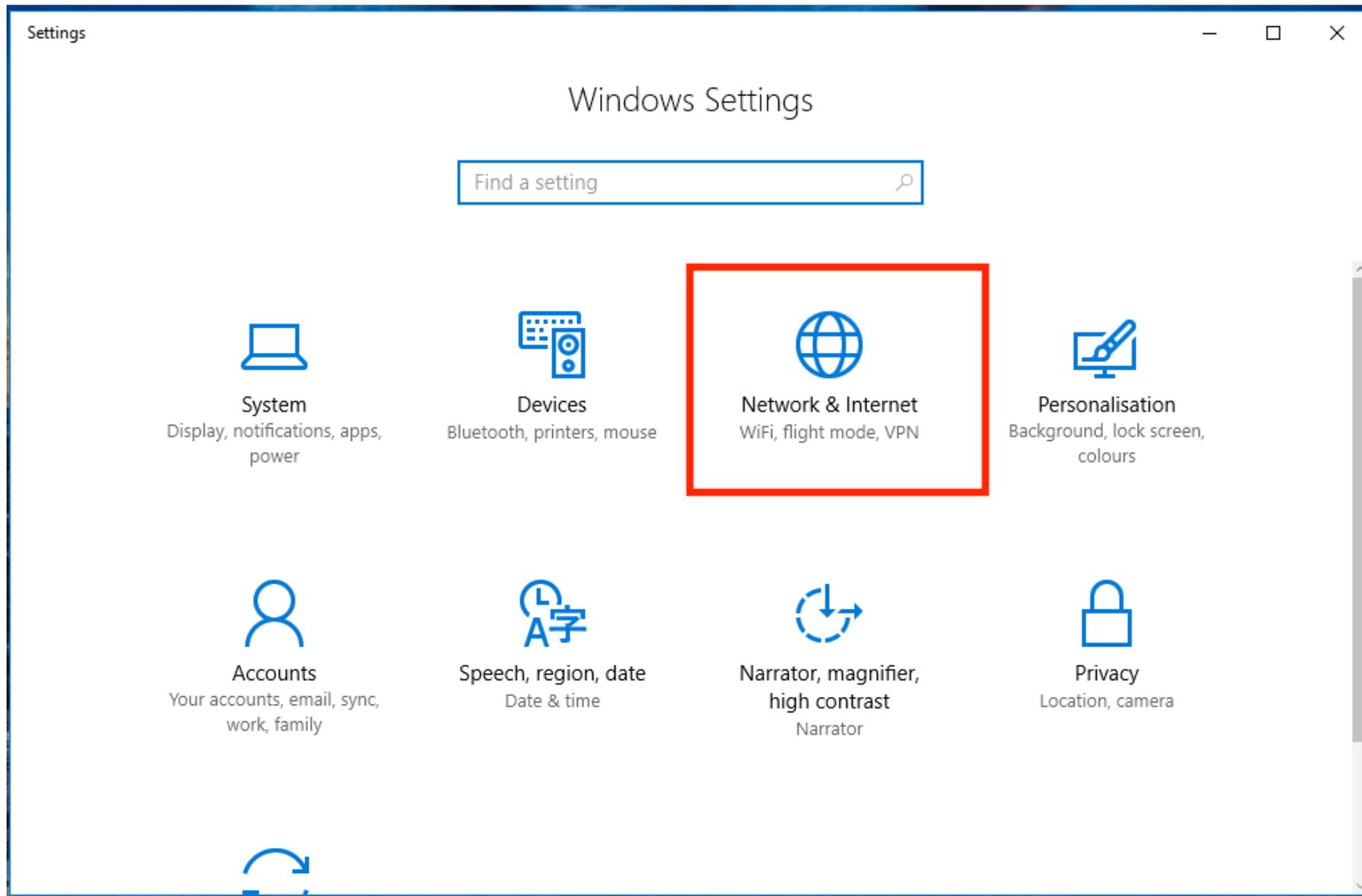
Step 2: Select "**Network & Internet**".
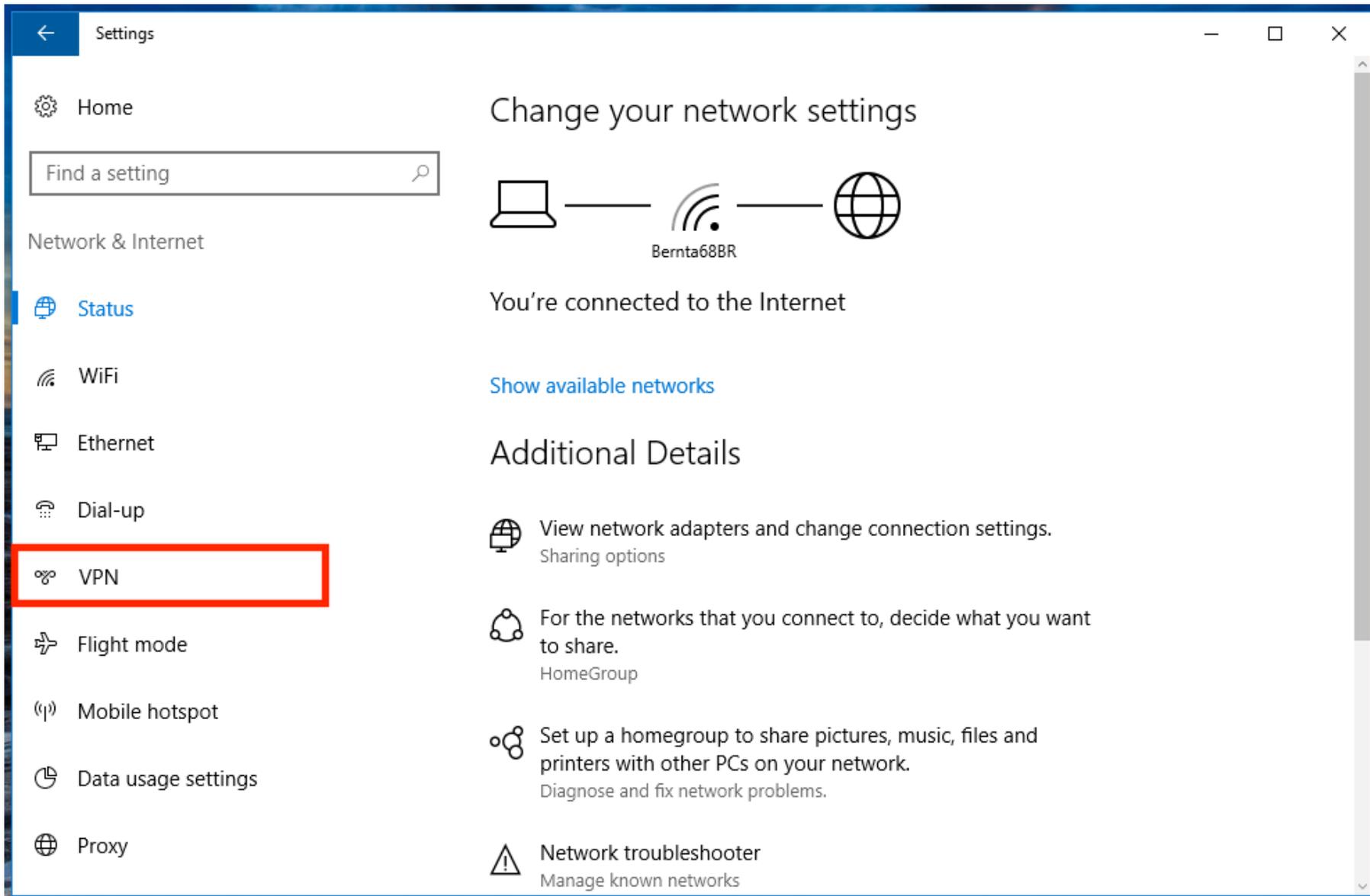
Step 3: Select **"VPN"** form the menu on the left hand side.
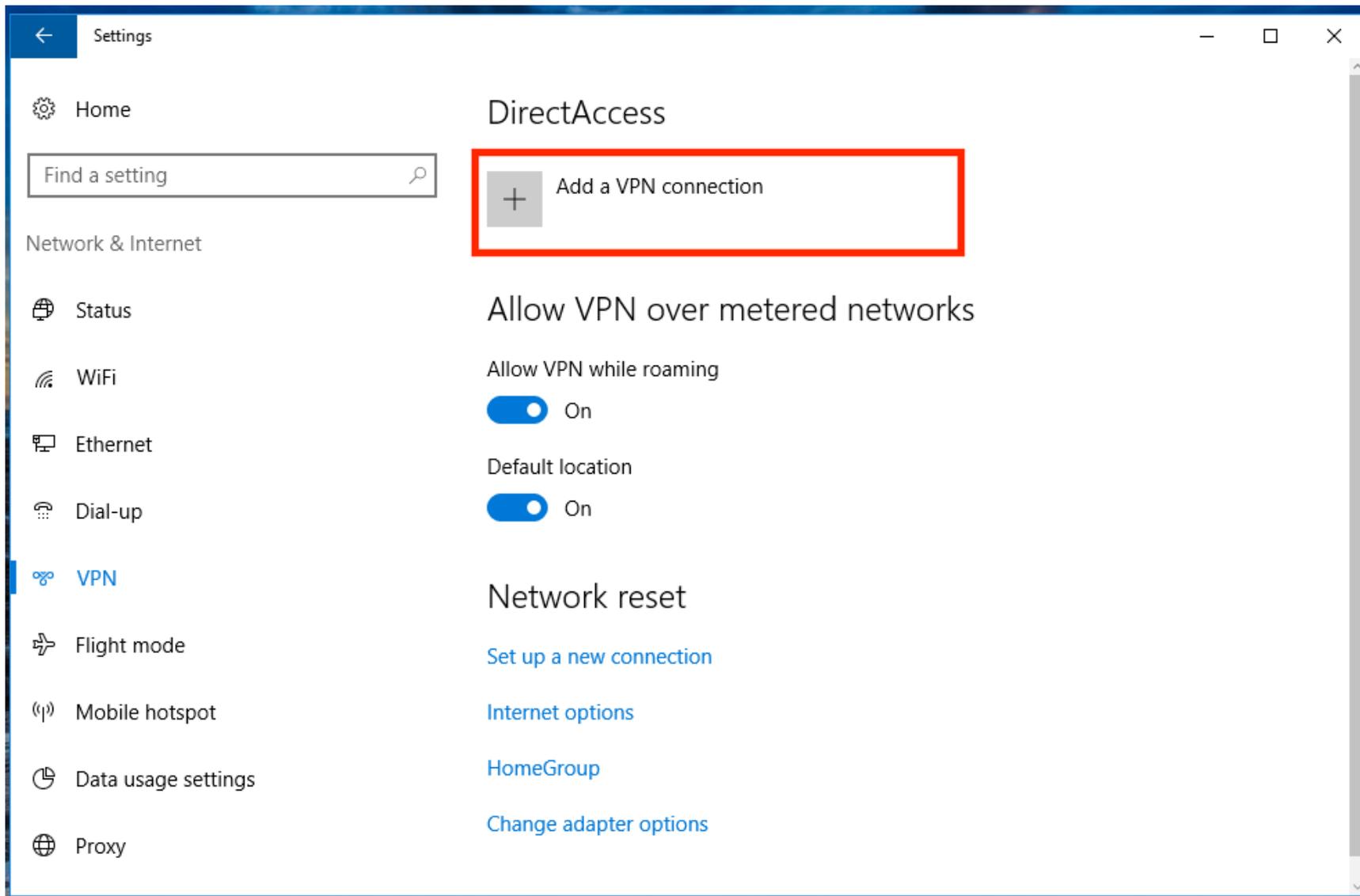
Step 4: Select "**Add a VPN connection**".
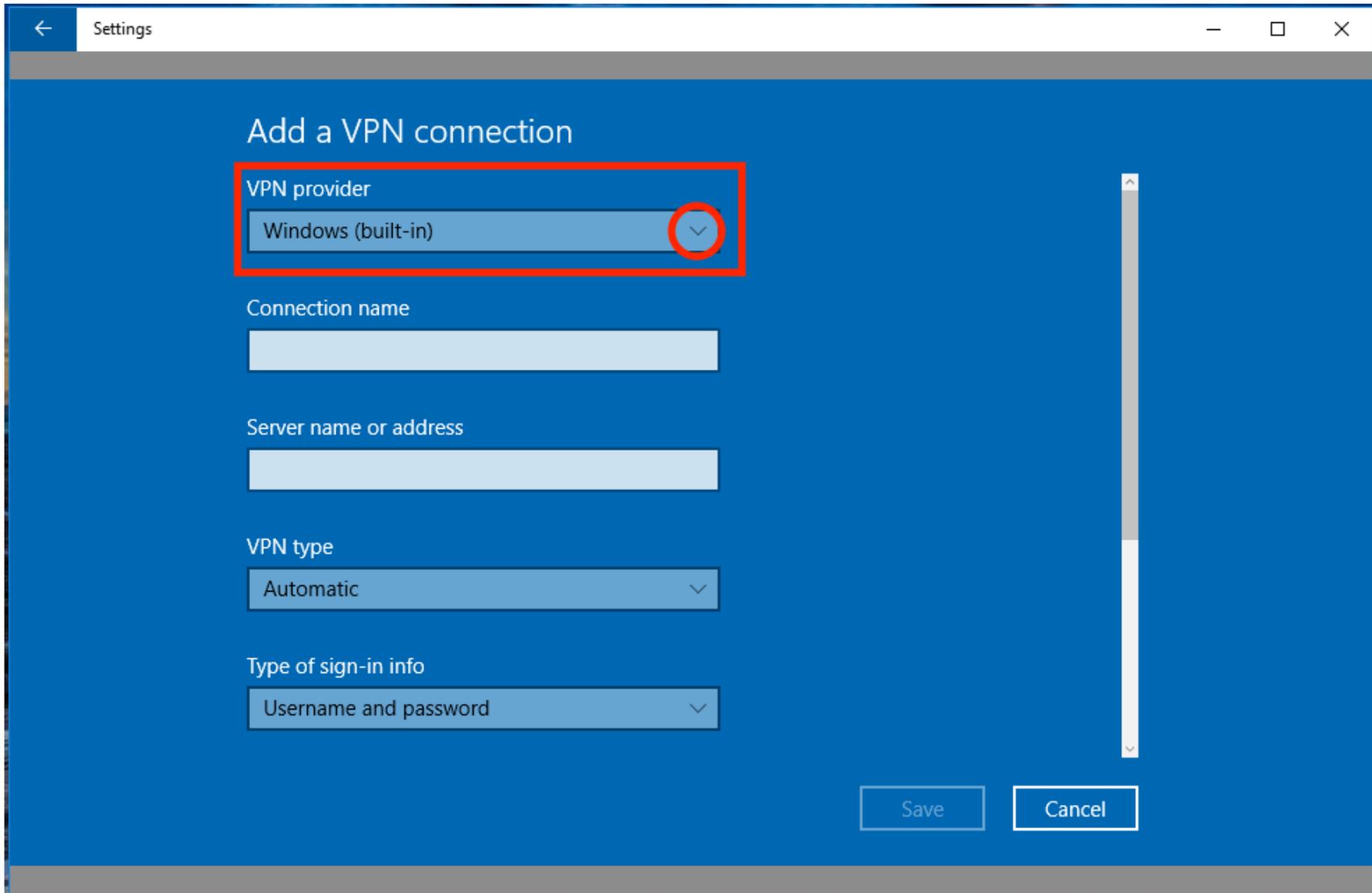
Step 5: Select "**Windows (built-in)"** from the drop down menu, that you open up by clicking the small arrow to the right, in the box under "**VPN provider**"
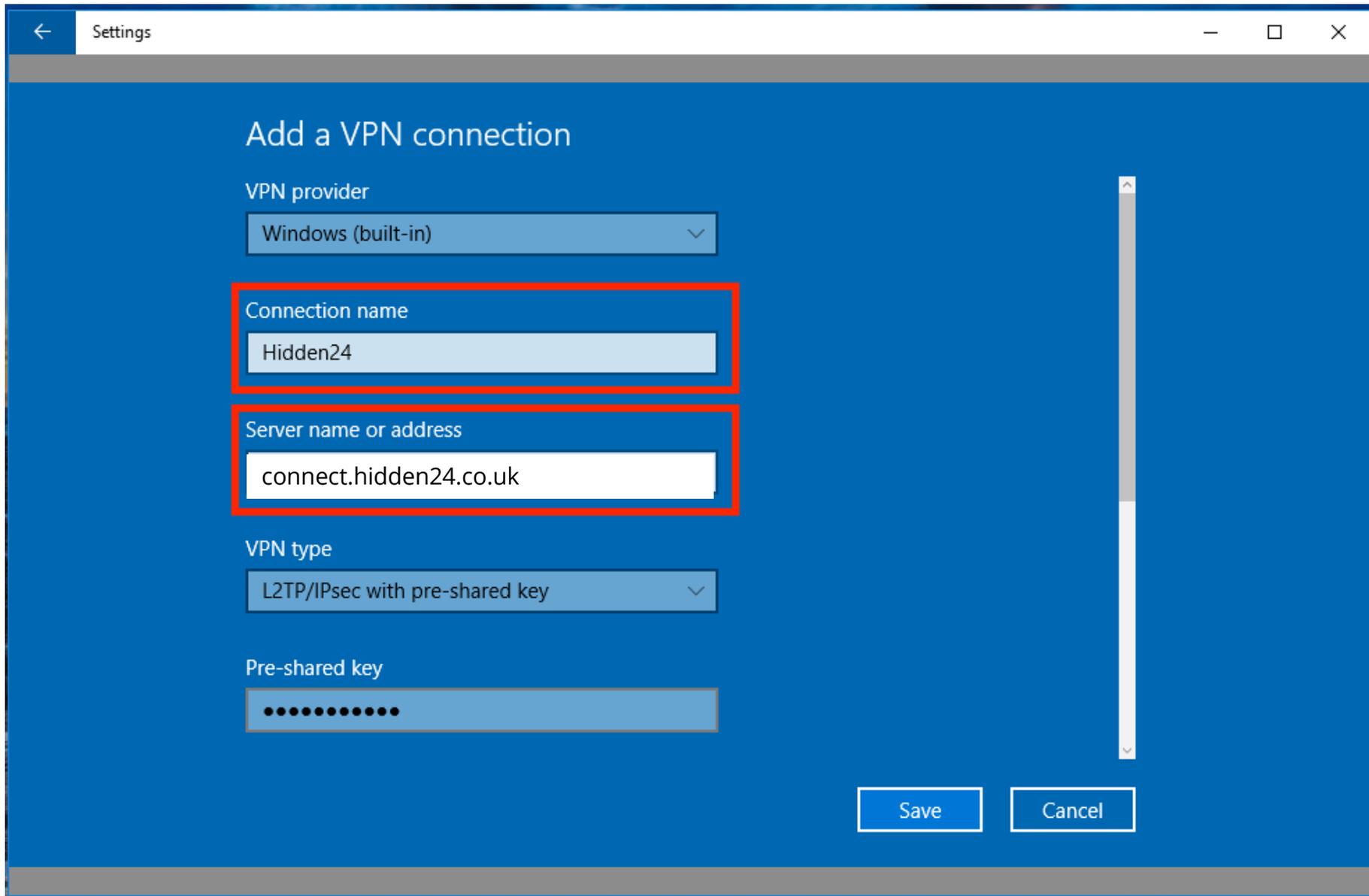
Step 6: Enter "**Hidden24"** as the "**Connection name"**, and enter "**connect.hidden24.co.uk**" as the "**Server name or address**".
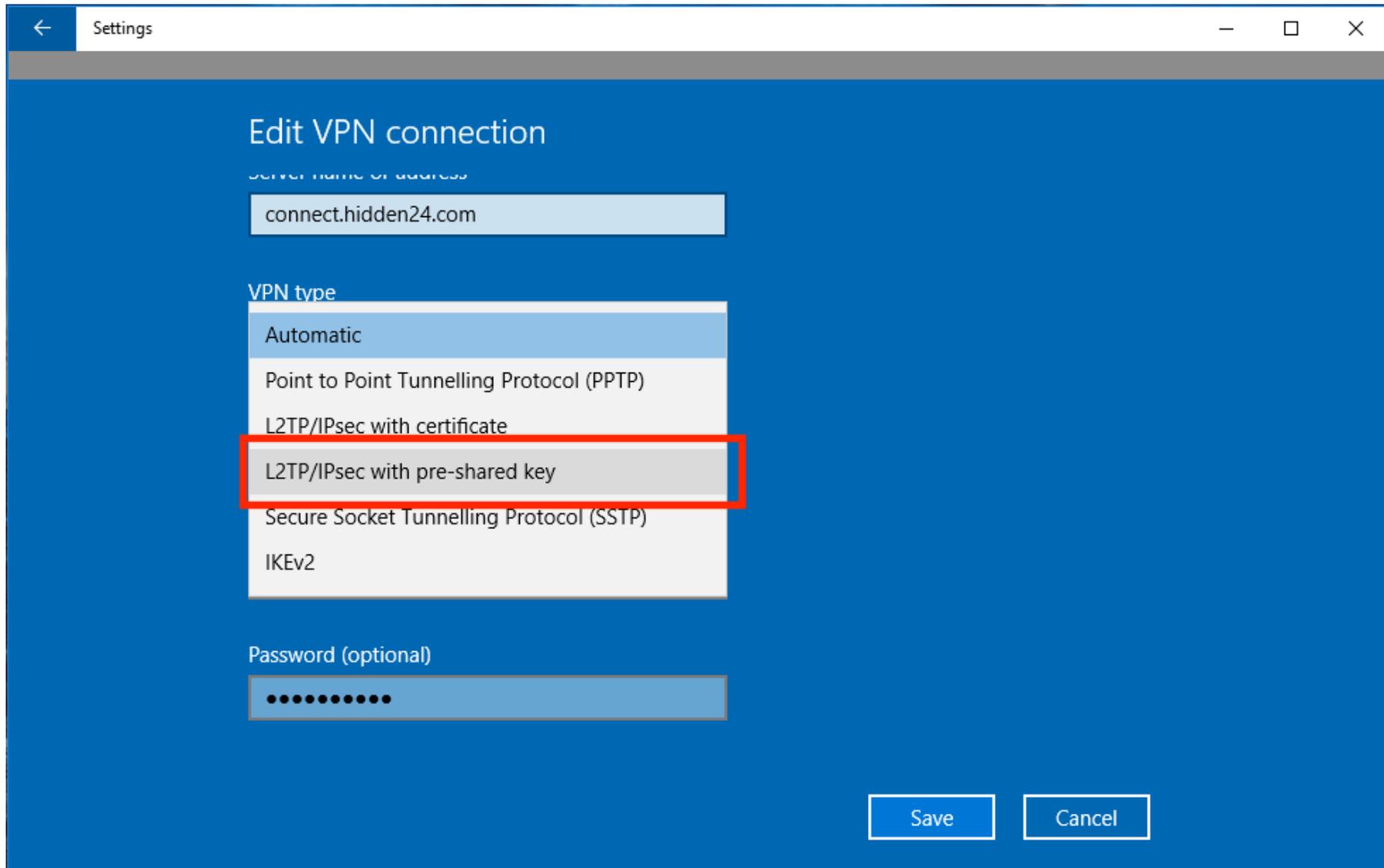
Step 7: Select "**L2TP/IPSEC with pre-shared key"** from the drop-down menu under **"VPN Type"**.
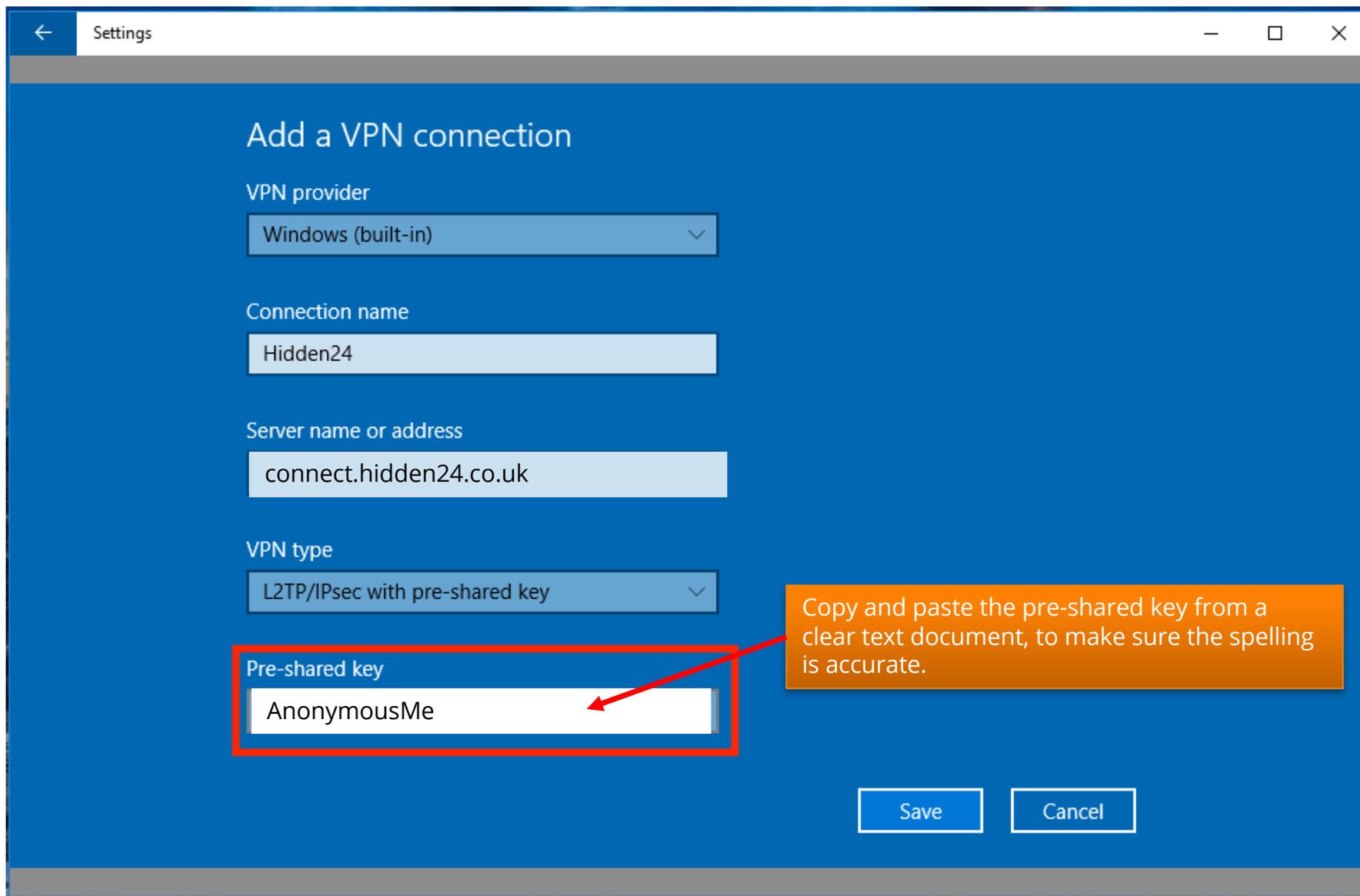
Step 8: Enter "**AnonymousMe**" in the box for "**Pre-shared key**"
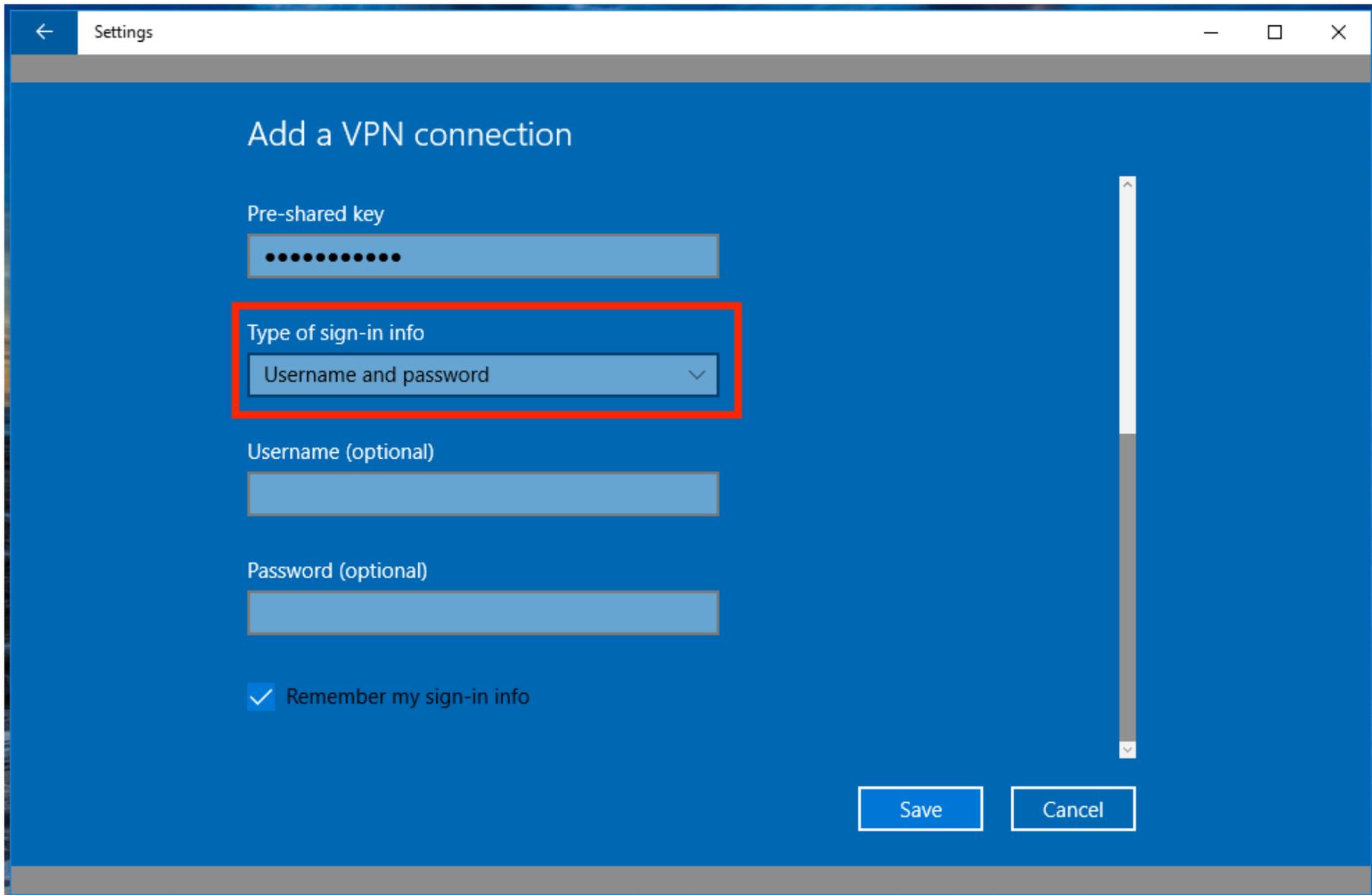
Step 9: Make sure that "**Username and password**" is selected under "**Type of sign-in info**"
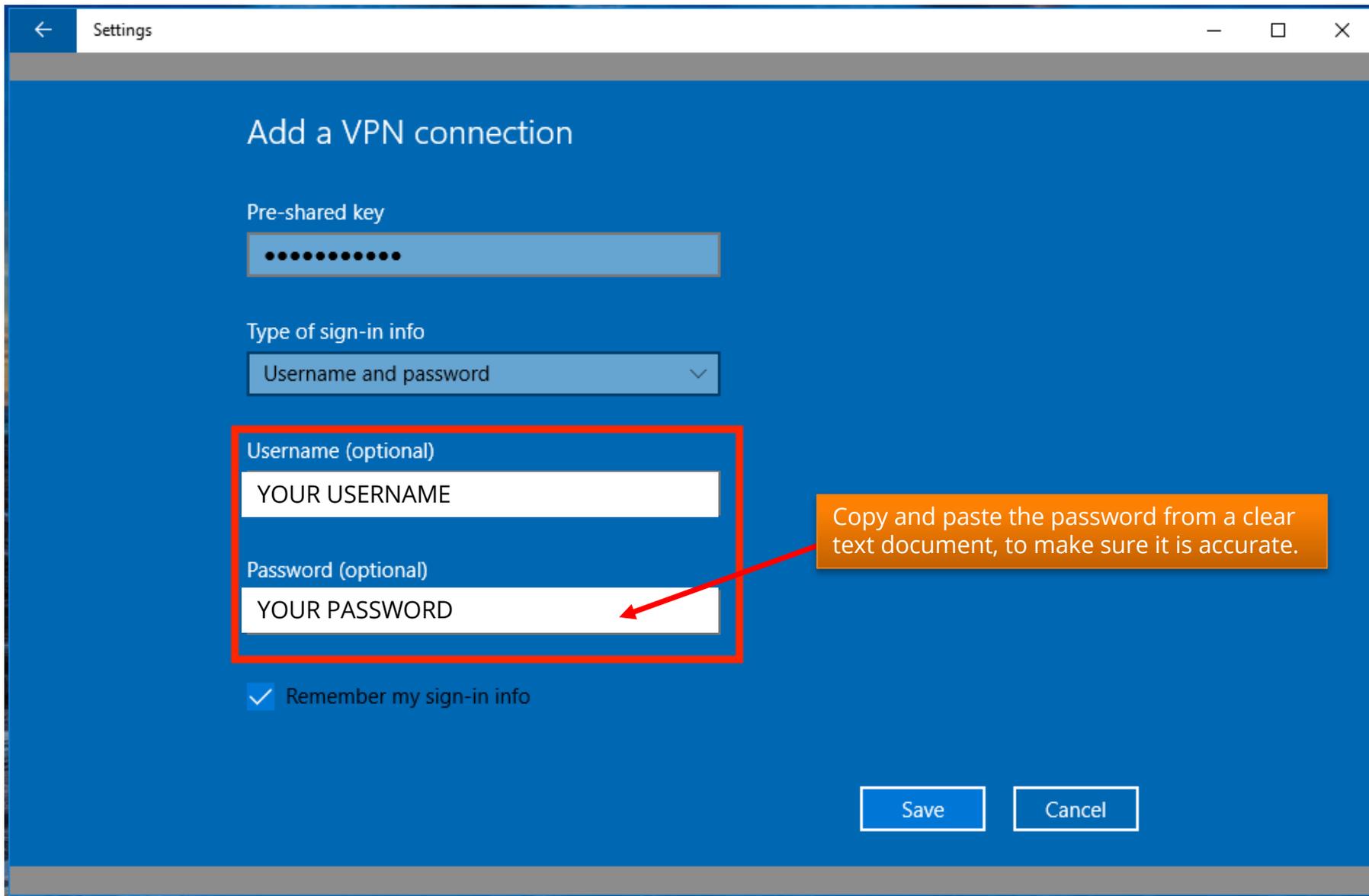
Step 10: Enter your **Username** and **Password** (the username and password you chose when you created your account with Hidden24)
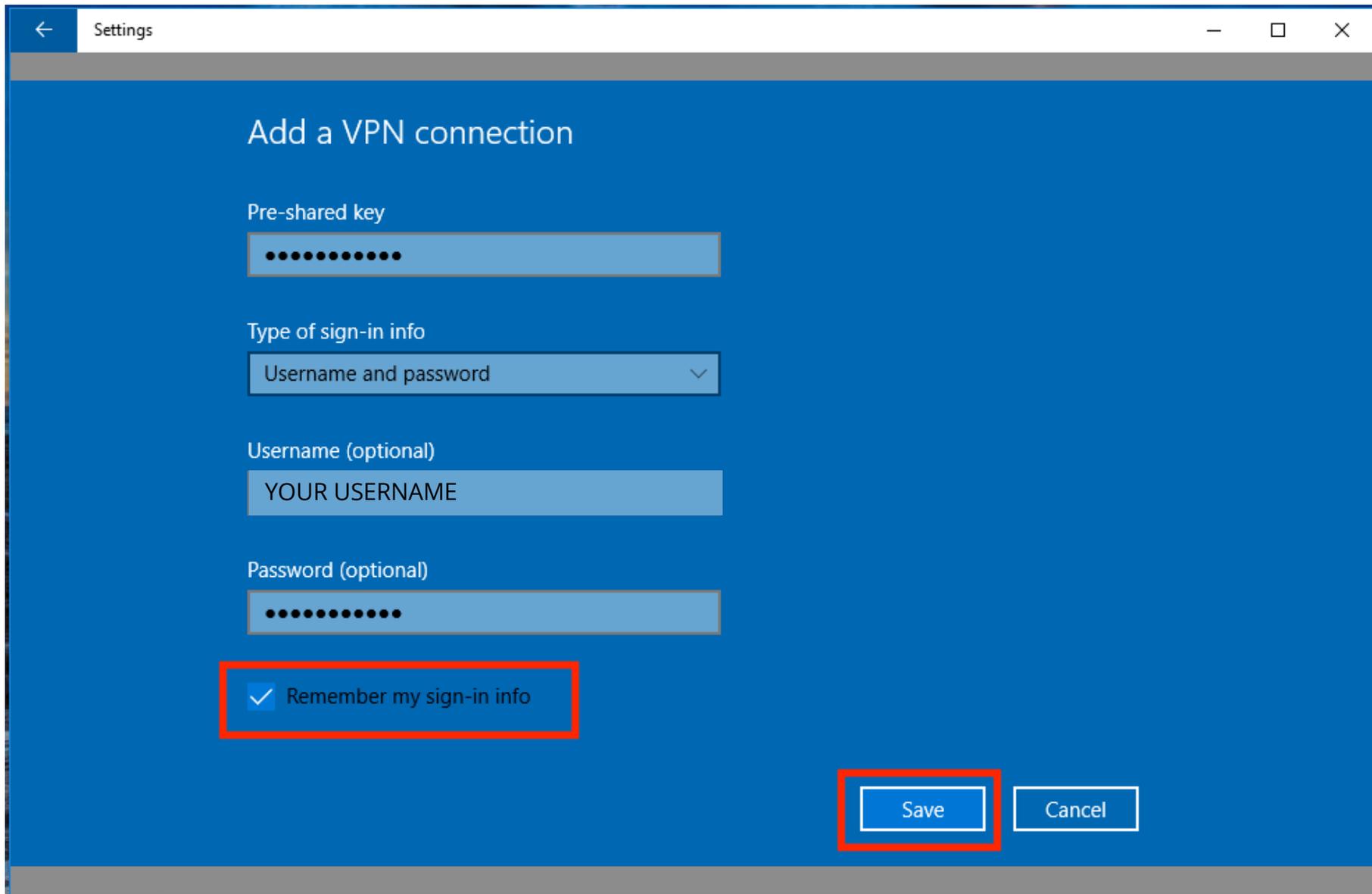
Step 11: Make sure that "**Remember my sign-in info**" is selected. Click "**Save**".

Part 2:
Connect to Hidden24 (and disconnect)

Congratulations!

With your newly created connection, you are now able to connect to Hidden24. Start using the web securely with an anonymous IP address.

This part tells you how to connect with your new connection.
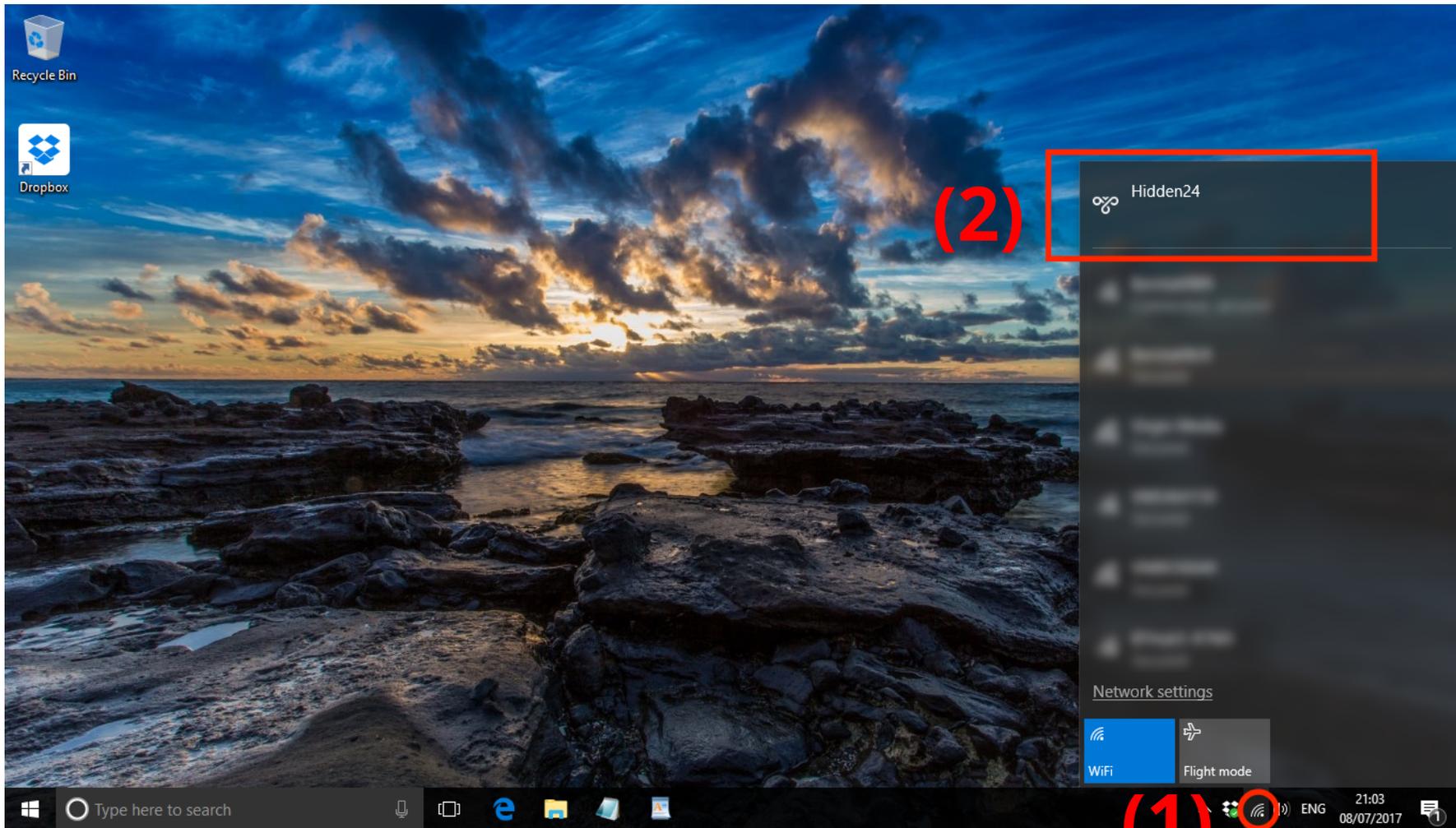
HIDDEN24

Step 12: To connect to Hidden24, first click the **network icon** in the bottom right corner (1), and then select "**Hidden24**" (2)
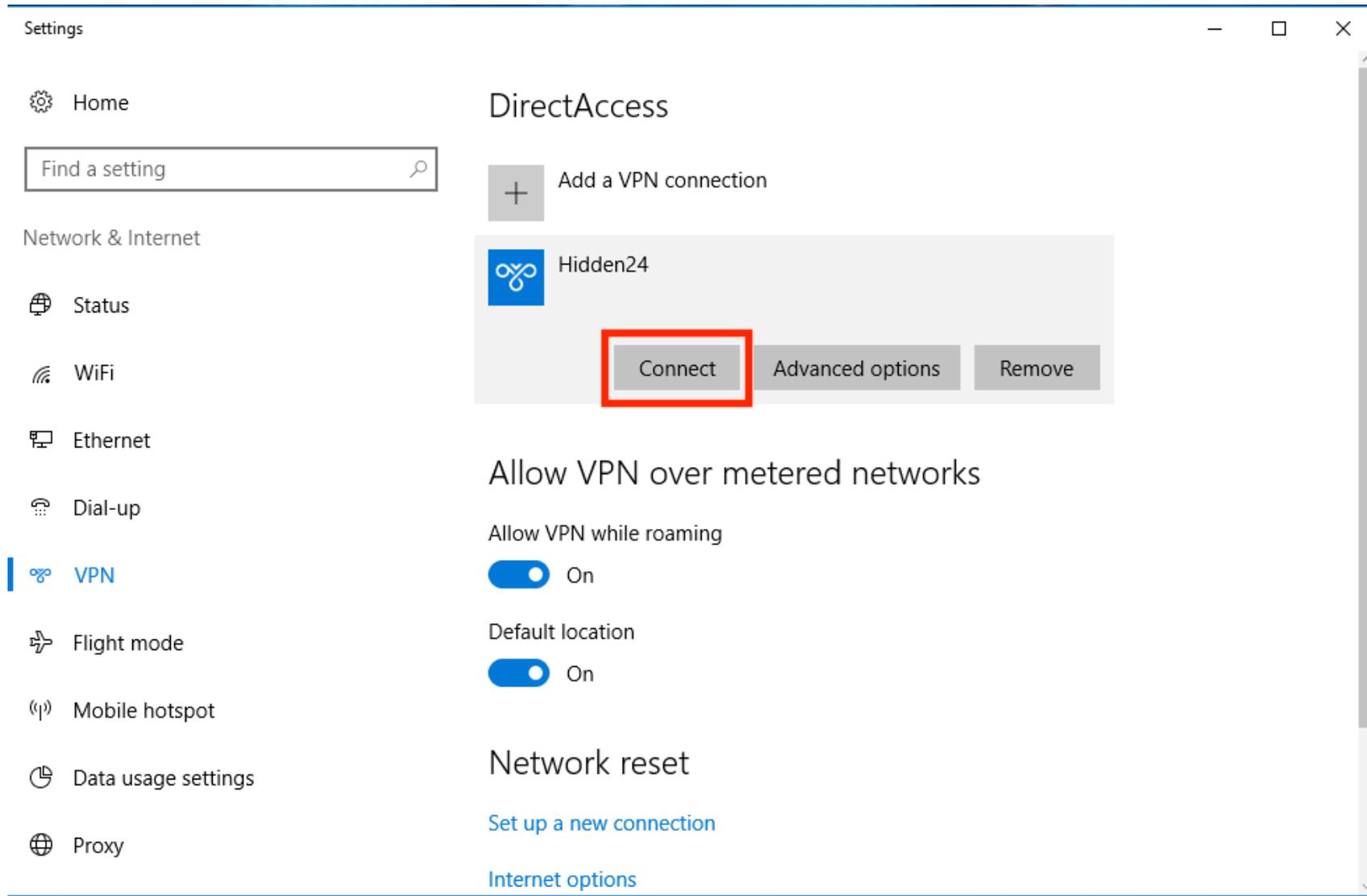
Step 13: From the list of VPN connections, select "**Hidden24**", and then click "**Connect**".
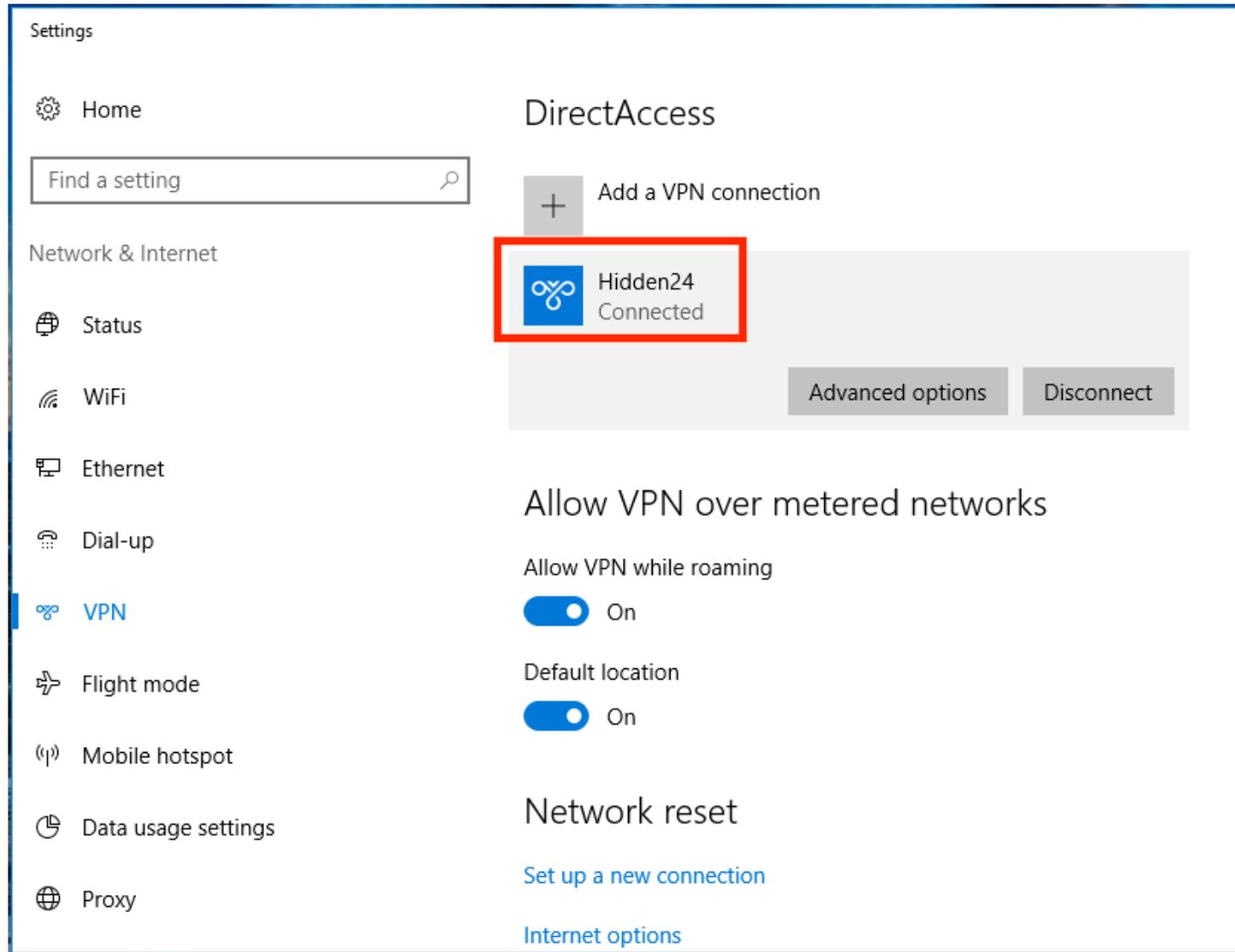
Step 14: You are now **connected** to Hidden24!
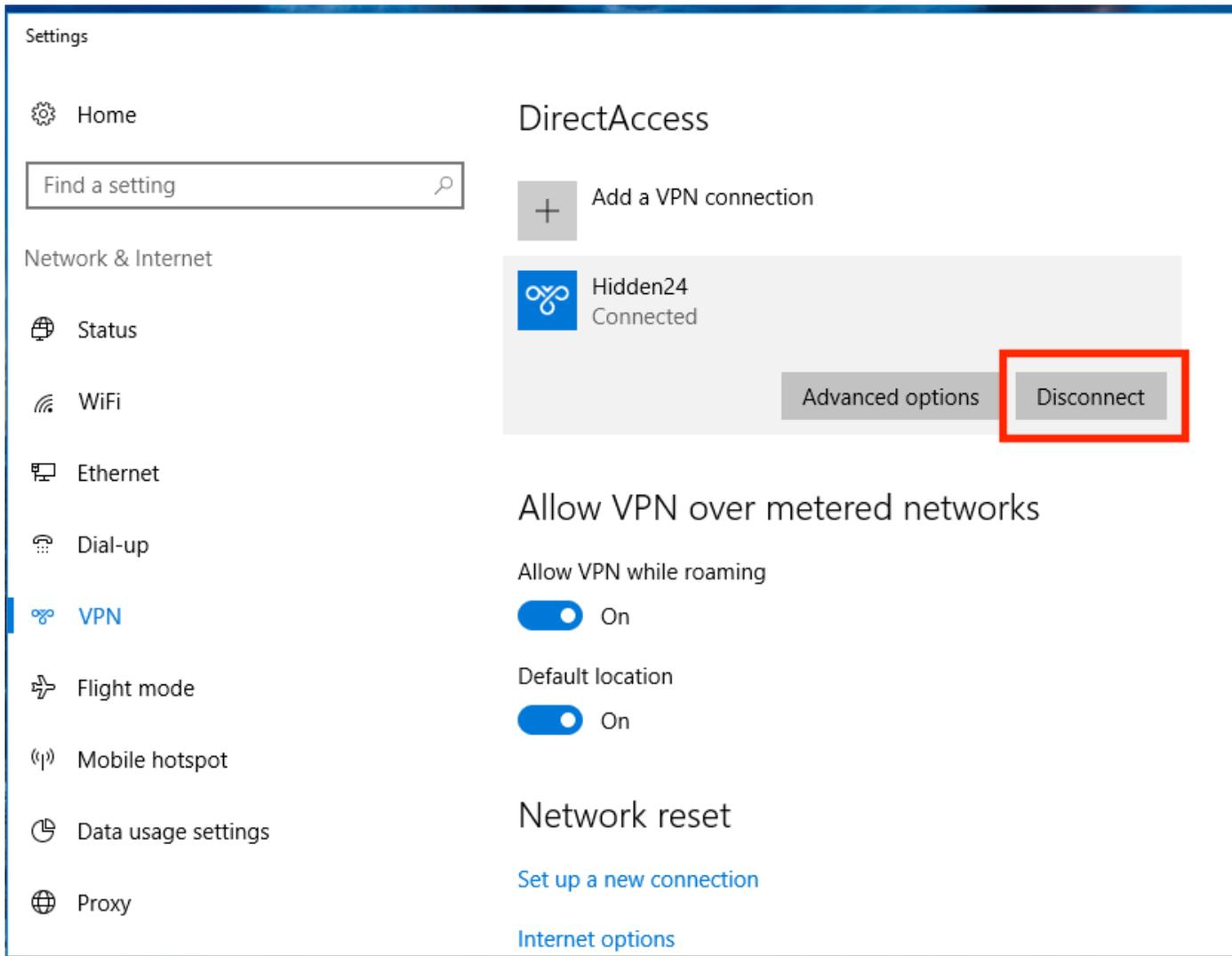
Step 15: To disconnect from Hidden24 (and be unprotected again), select "**Network & Internet -> VPN**" (step 1-3 in this guide), and then click "**Disconnect**" from the Hidden24 connection.

Part 3:
Troubleshooting

Here are some recommendations on how to troubleshoot in case you have difficulties connecting to Hidden24.

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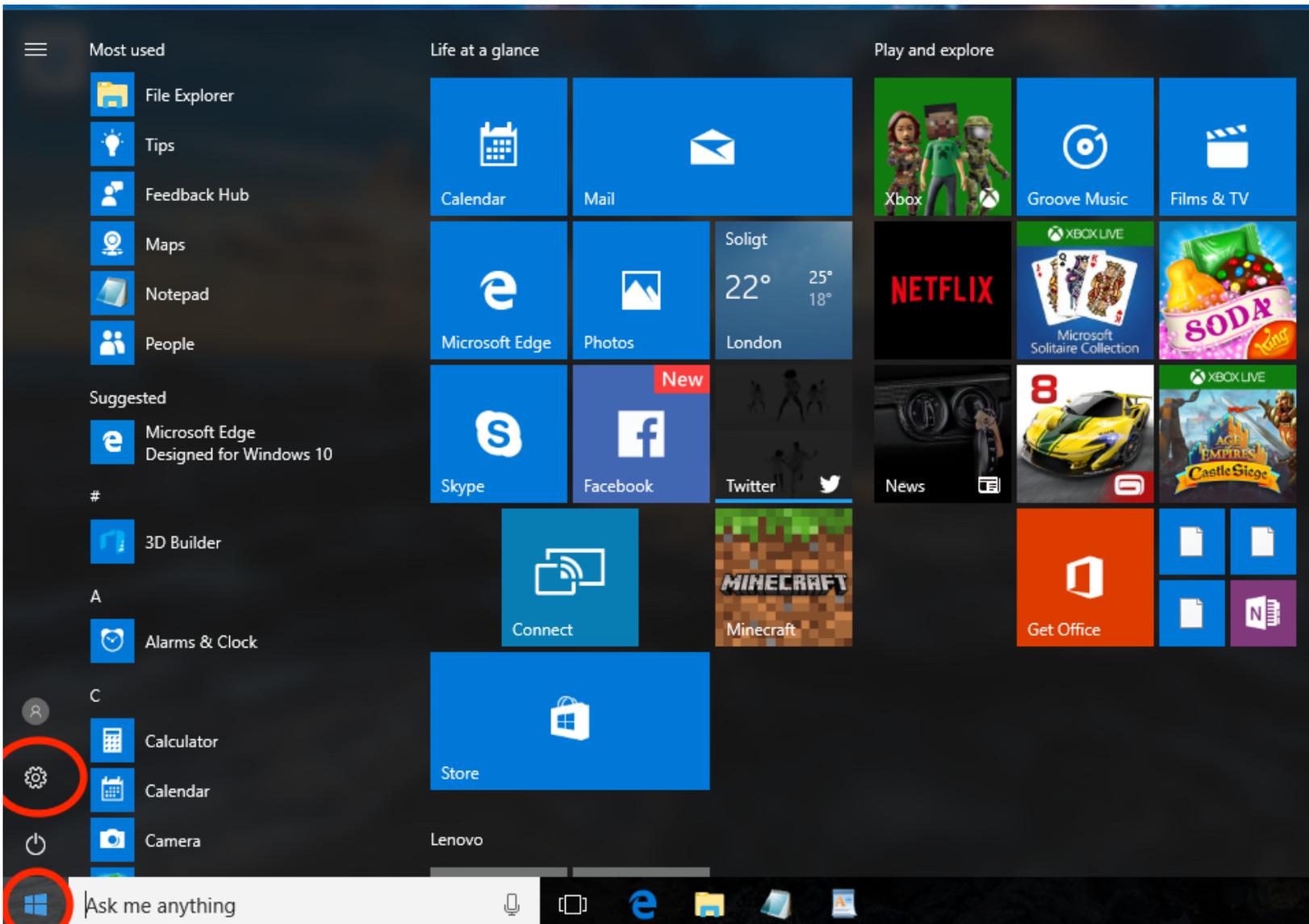
Step A: Select the **Start icon** at the bottom left, and then the cogwheel shaped icon for **Settings**.
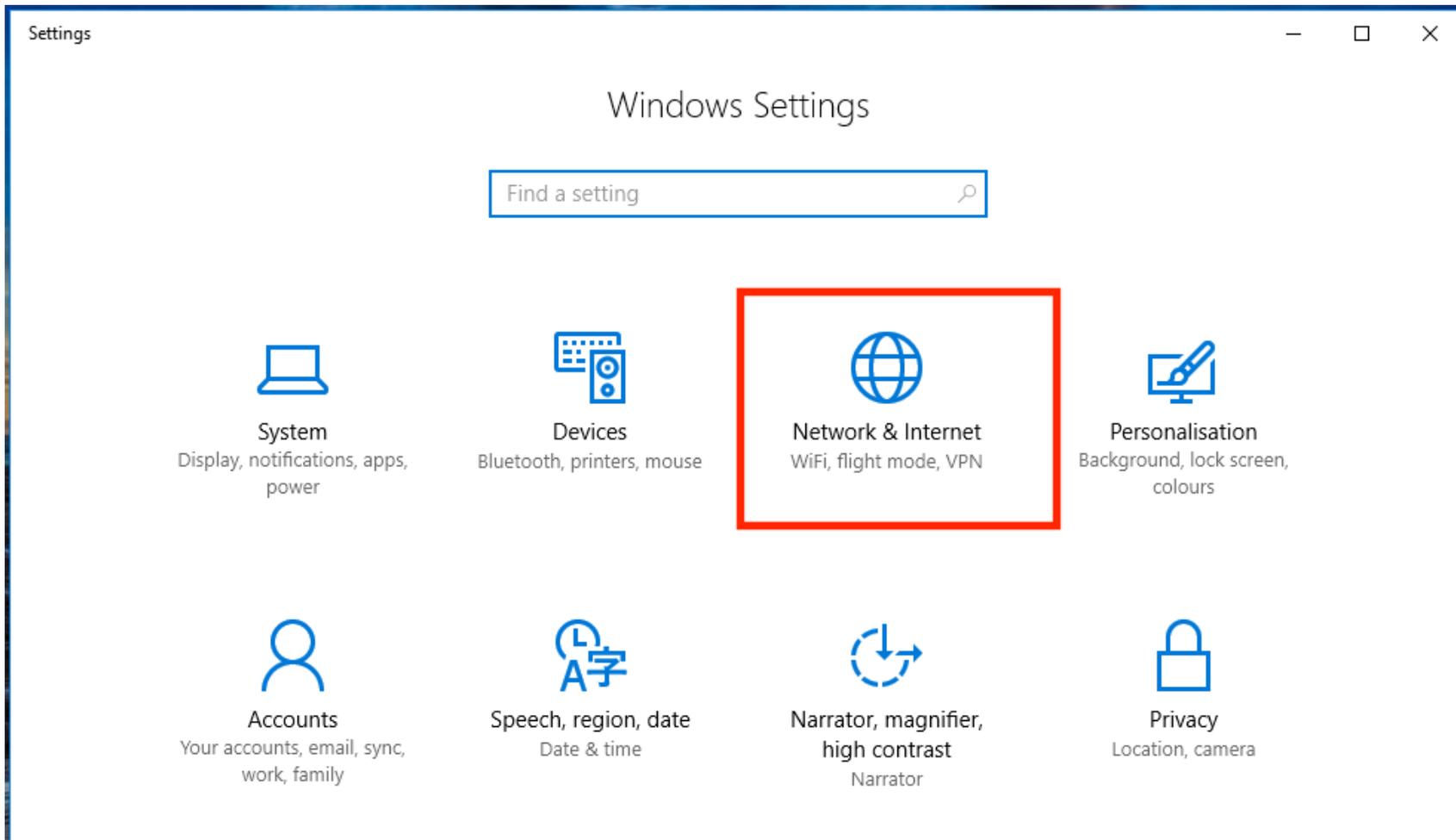
Step B: Select **Network & Internet**.
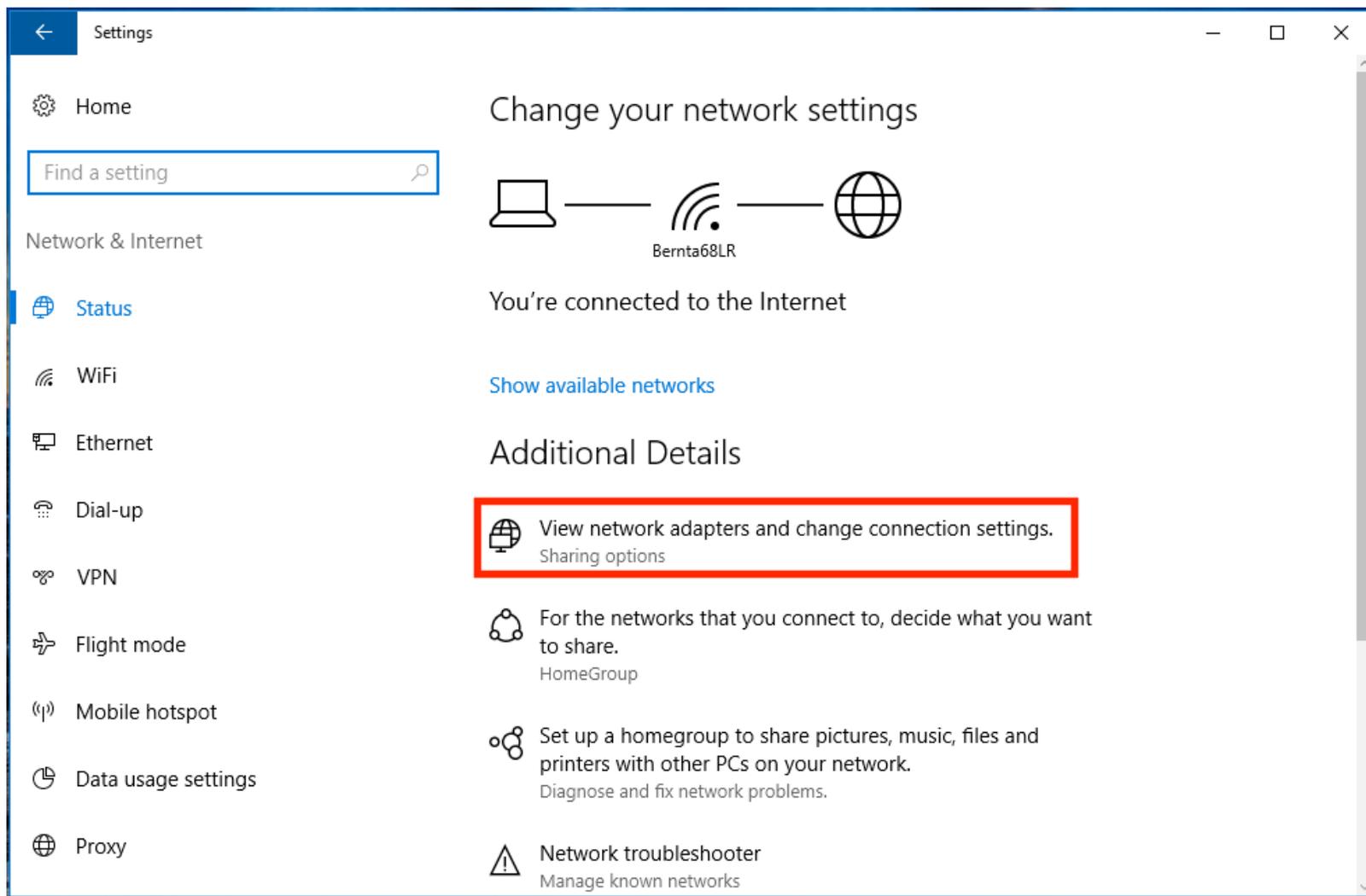
Step C: Select "**View network adapters and change connection settings**"
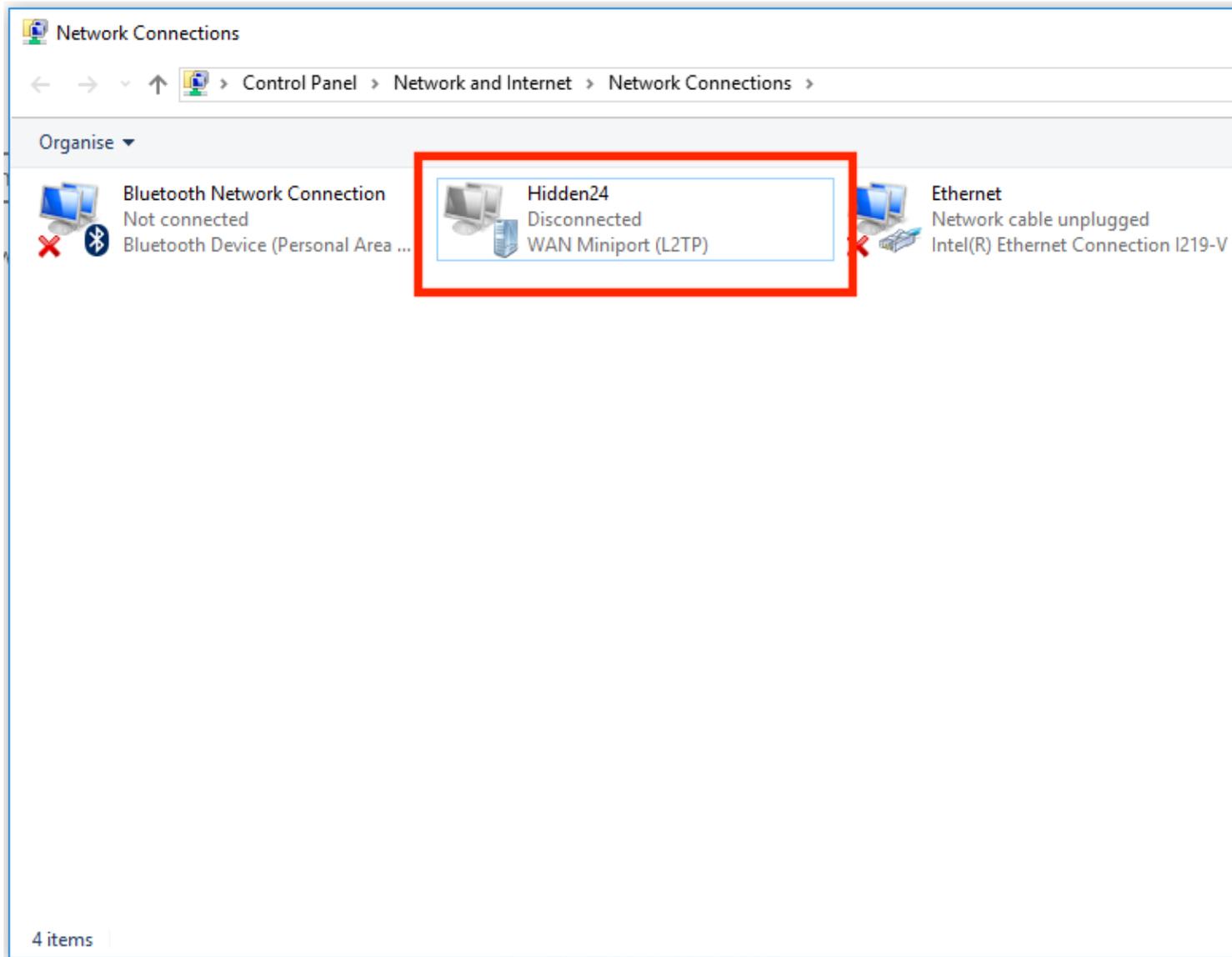
Step D: Locate the connection for **Hidden24**.
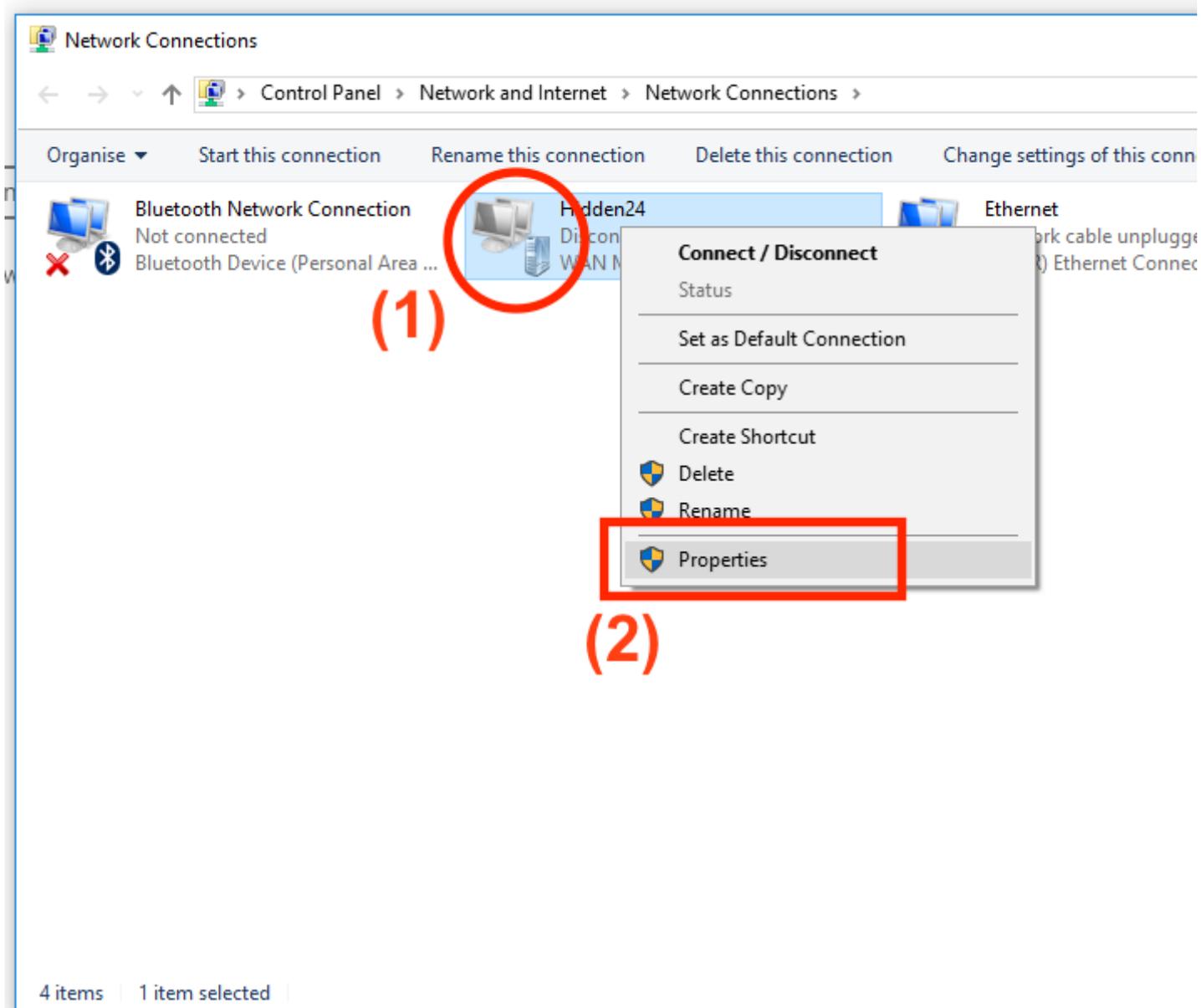
Step E: Right click on **Hidden24**, and select "**Properties**" from the pop-up menu.
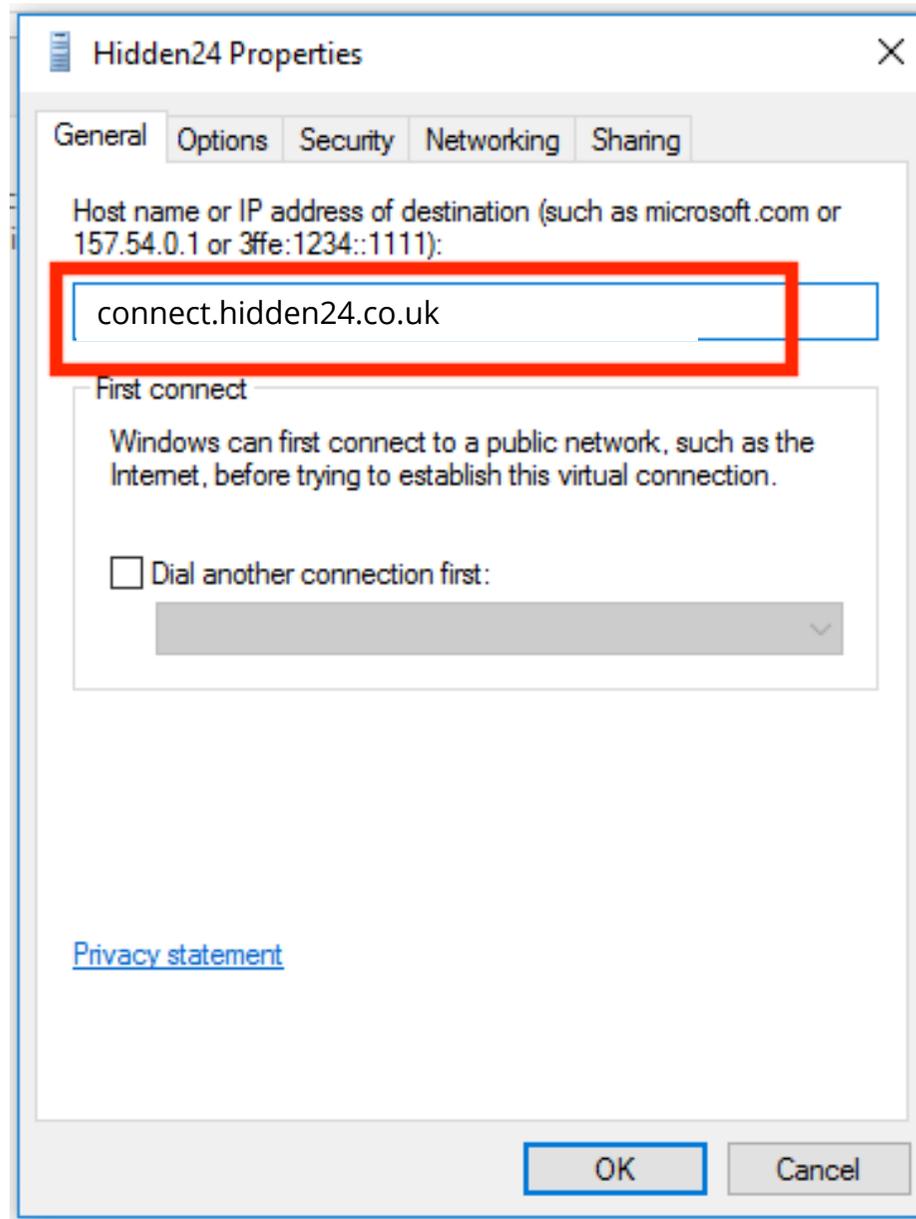
Step F: Under the tab "**General**", check that the connection points to "**connect.hidden24.co.uk**"
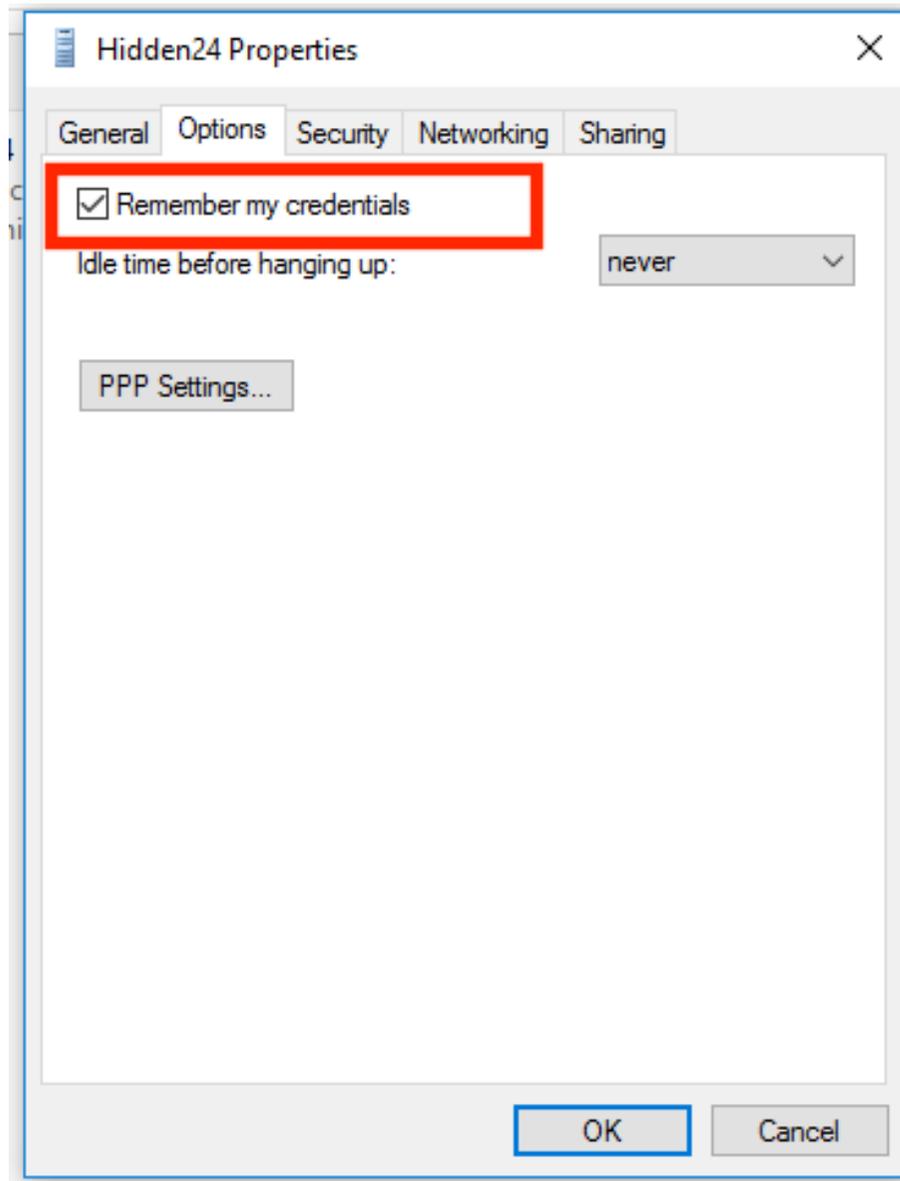
Step G: Under the tab "**Options**", check that "**Remember my credentials**" is selected.
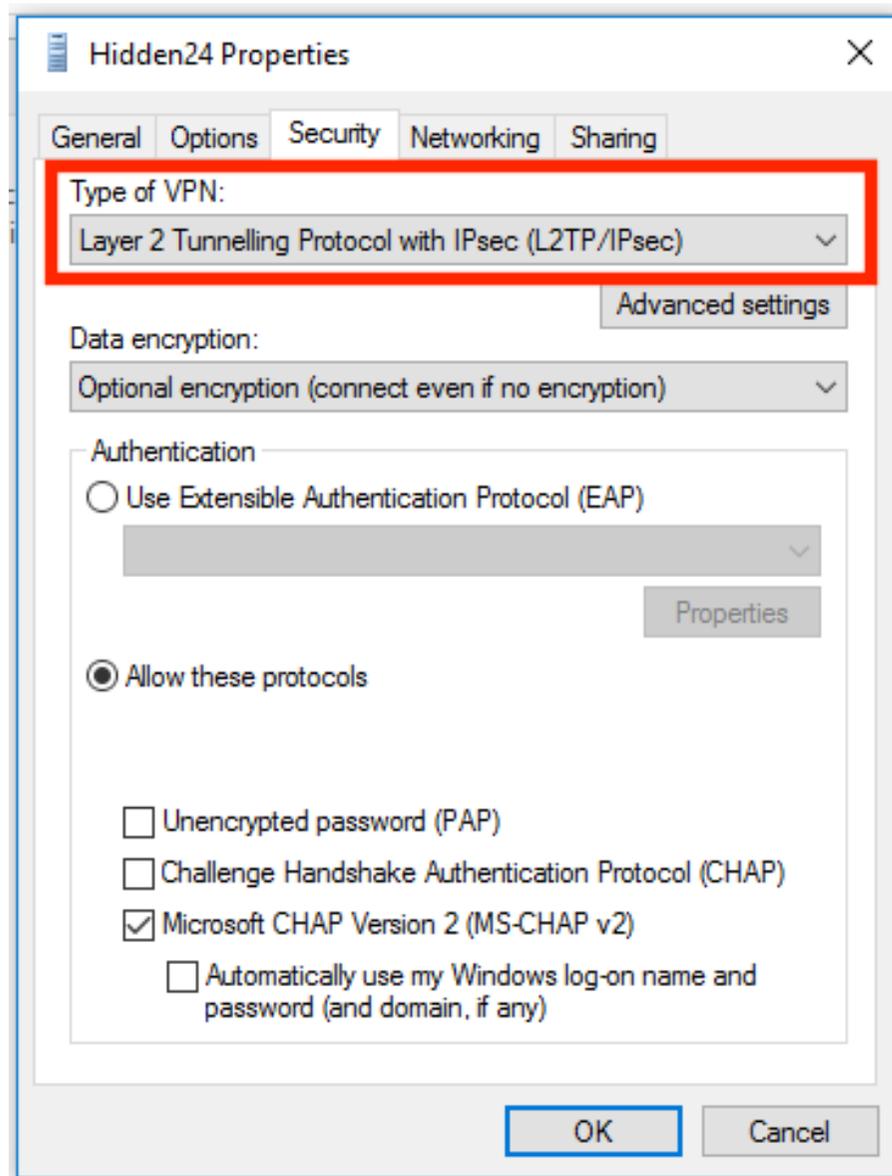
Step H: Under the tab "**Security**", in the section "**Type of VPN**", make sure that "**Layer 2 Tunneling Protocol with Ipsec (L2TP/IPsec)**" is selected from the drop-down-menu.
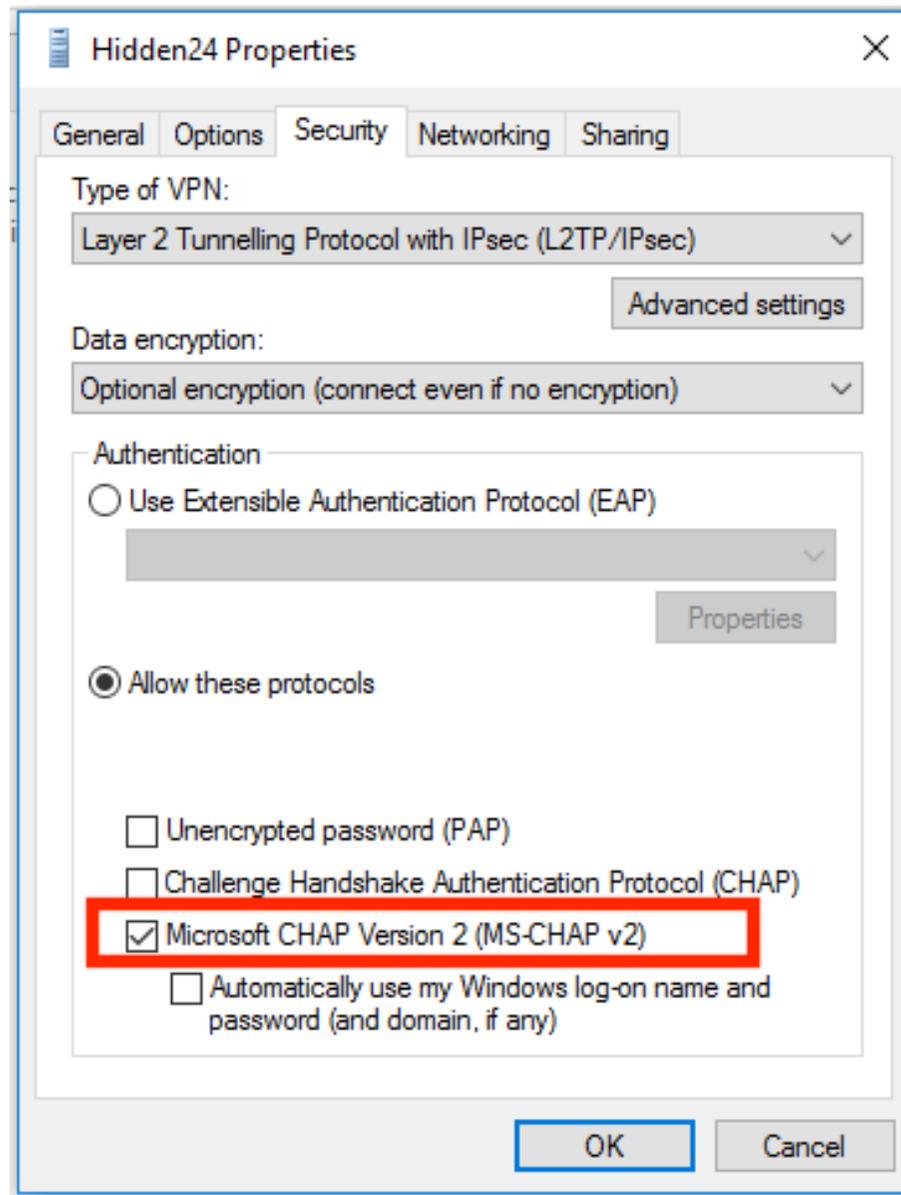
Step I: Under the tab "**Security**", in the section "**Authentication -> Allow these protocols**", check that **only** "**MS CHAP v2**" is selected.
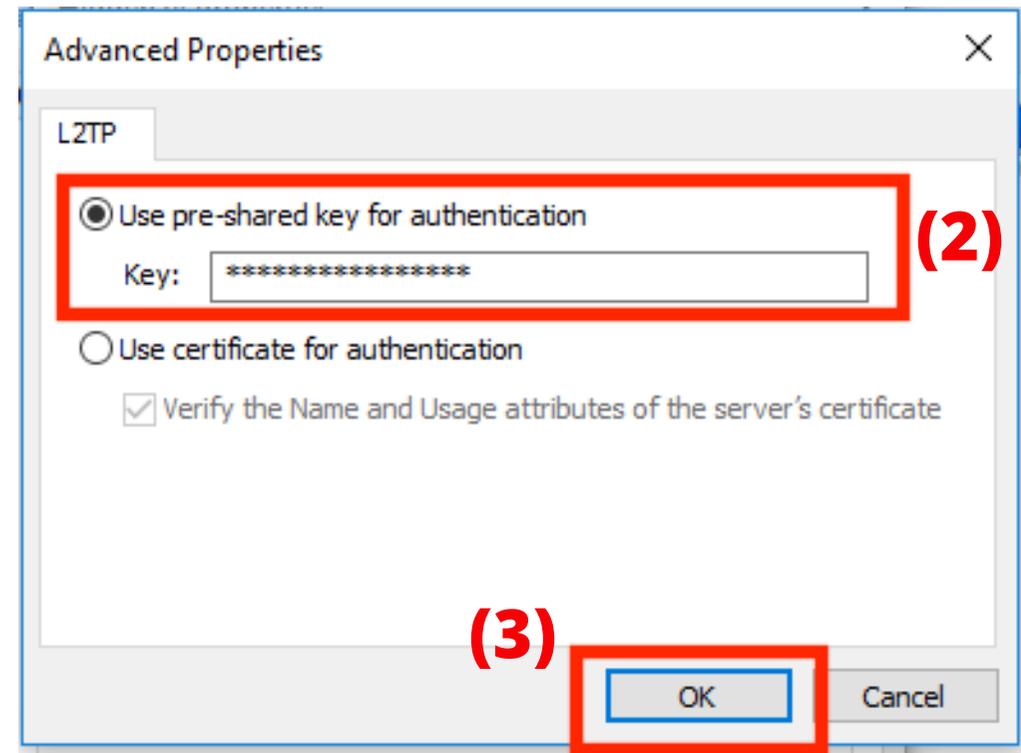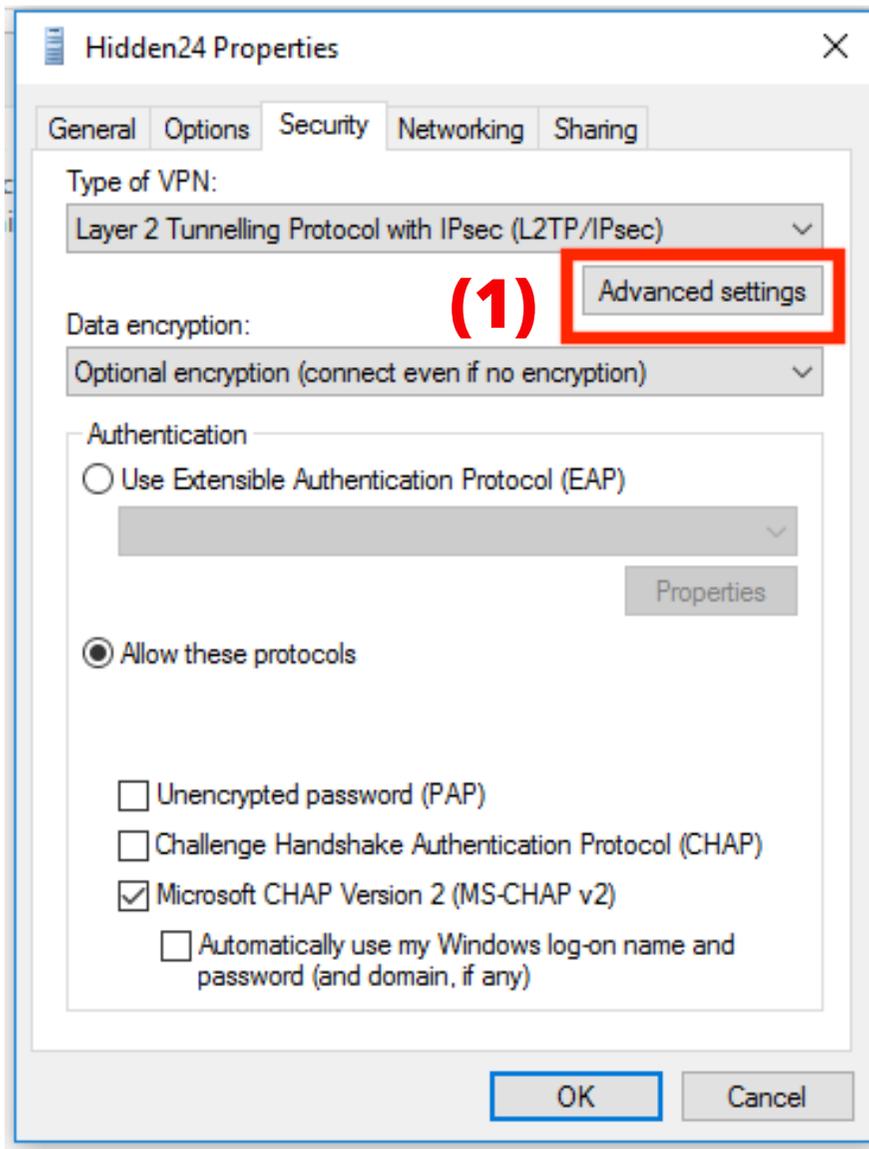
Step J: Still under the tab "**Security**", click on "**Advanced settings**" (1), and enter the pre-shared key again (2). Copy the key from a clear text document, so that you can see the key before pasting it, to avoid mistakes. The key should be "**AnonymousMe**". Click "**OK**" (3).
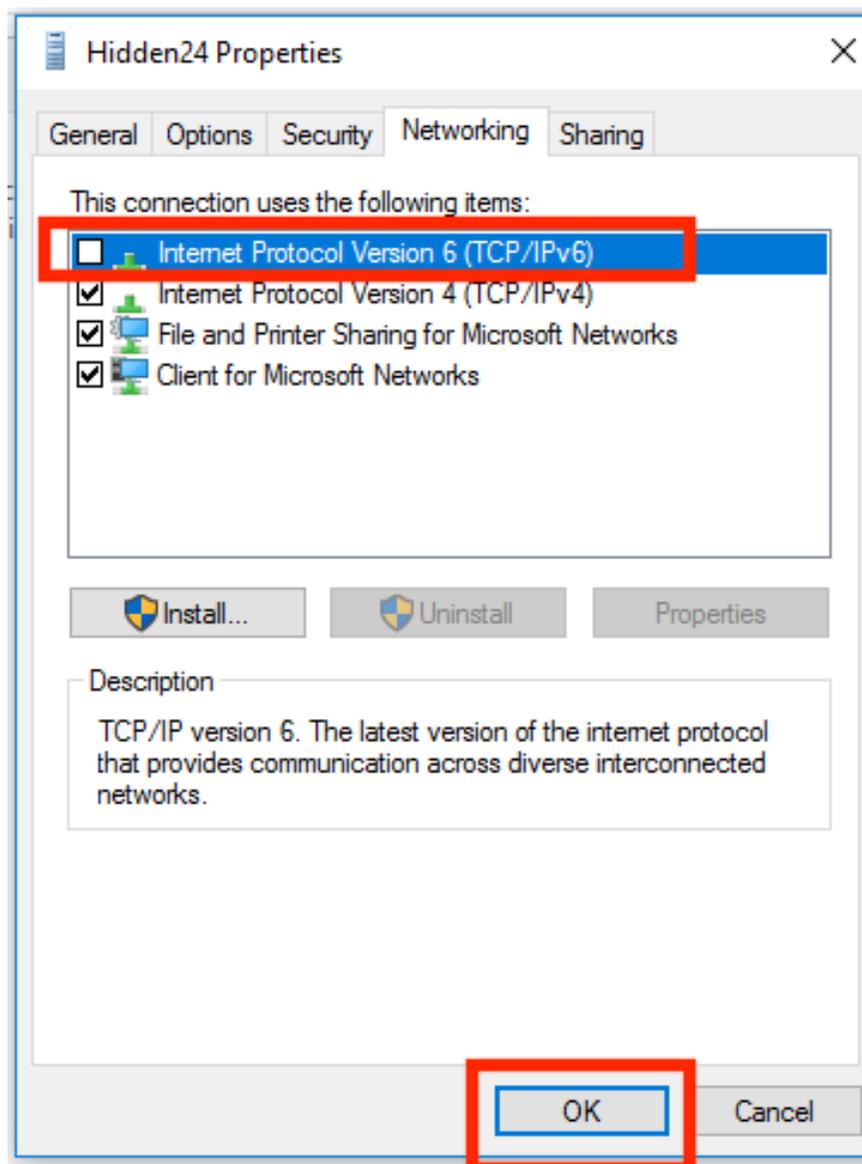
Step K: Under the tab "**Networking**", deselect the checkbox for "**IPv6**", so that IPv6 is **not active**. Click "**OK**".
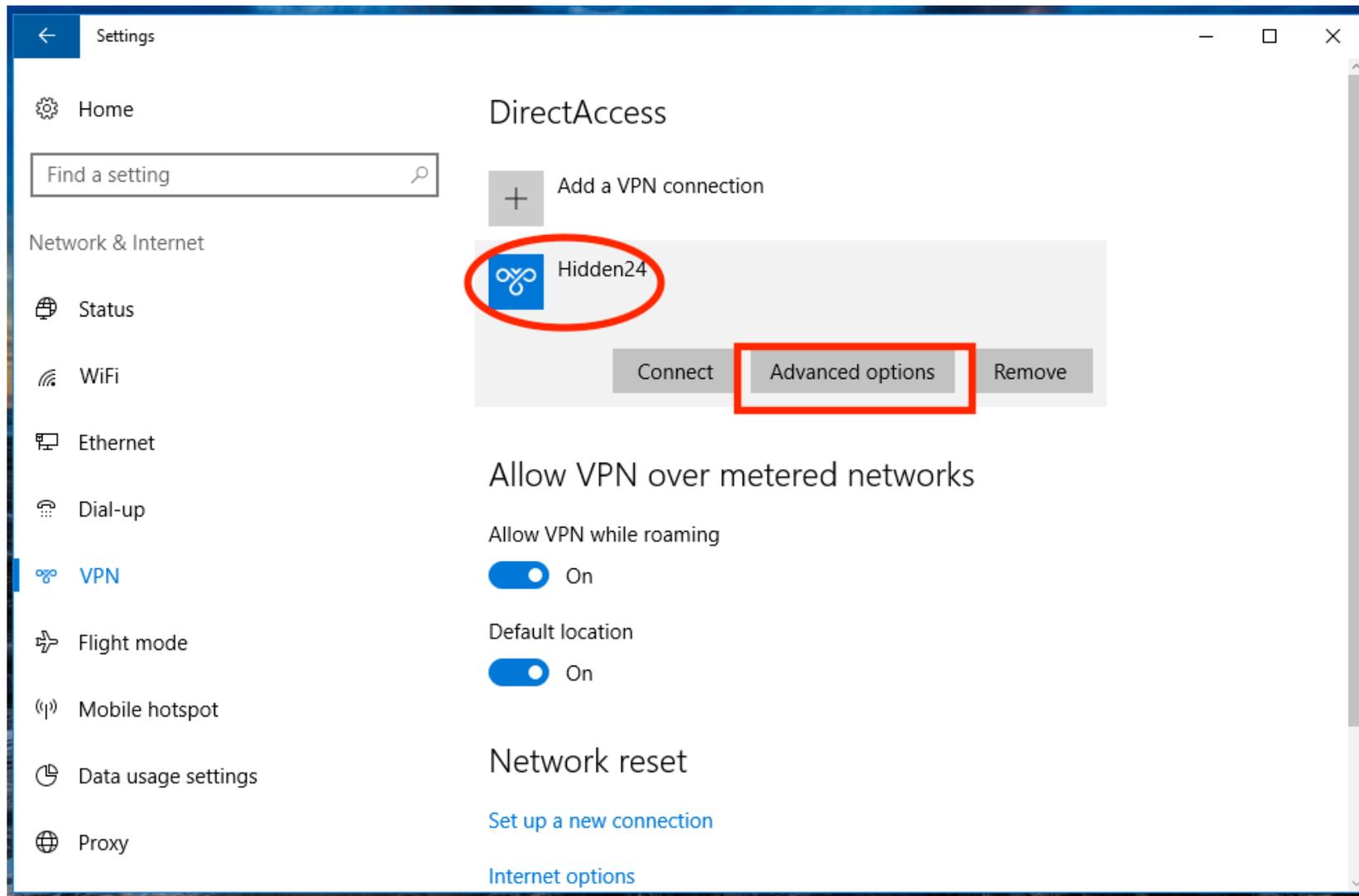
Step L: Click on **Hidden24**, and select "**Advanced options**"
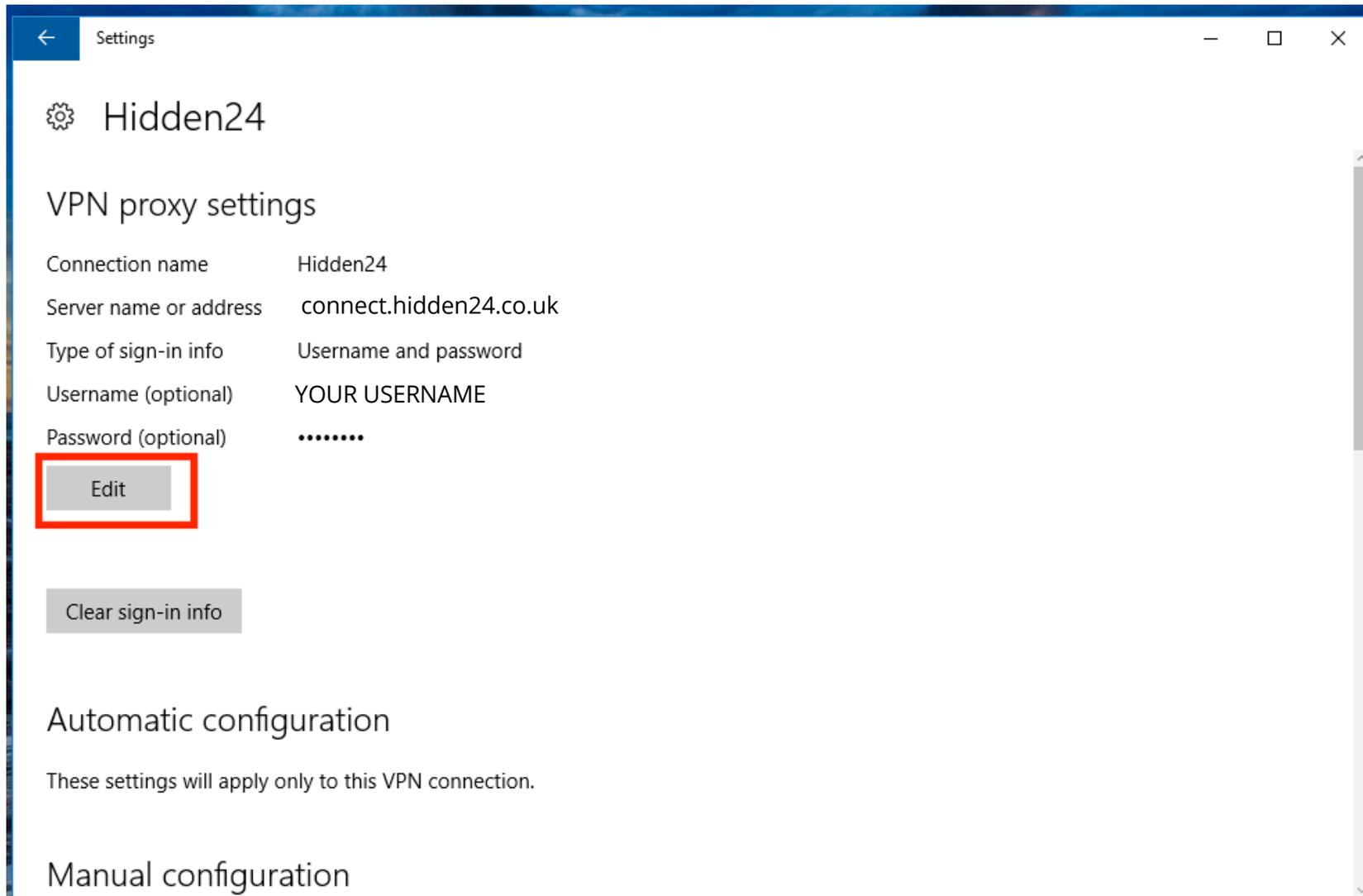
Step M: Select "**Edit**"
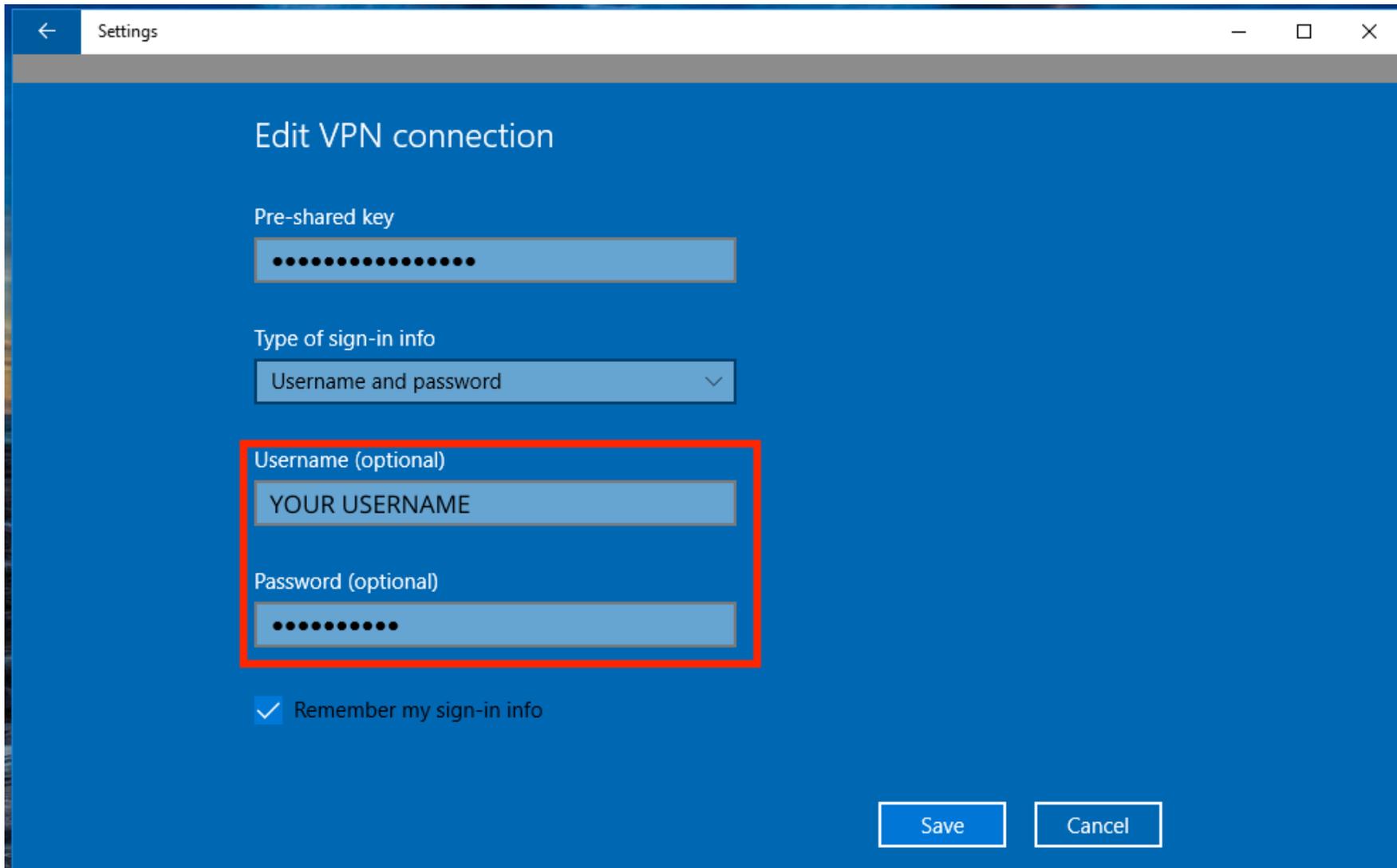
Step N: Scroll down, and double check your **Username** and **Password**. Copy and paste the password from a clear text document, so that you can see that it is correct before pasting it.

Do you have feedback on the guide, or do you need more help?

You are always welcome to contact us at **customerservice@hidden24.co.uk**, and we will be more than happy to help you!

We wish you lots of secure and safe browsing with Hidden24!

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