Installation Guide

This two-step installation guide will help you create a VPNconnection 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 3: Select **"VPN"** form the menu on the left hand side.



Step 4: Select "Add a VPN connection".

Add a VPN connection			
VPN provider Windows (built-in)			
Connection name			
Server name or address			
VPN type		- C C C C C C C C.	
Automatic ~			
Type of sign-in info			
Username and password \sim		J	
	Save Ca	ancel	

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Windows (built-in)	×				
Connection name					
Hidden24					
Server name or address					
connect.hidden24.co.uk					
VPN type					
L2TP/IPsec with pre-shared key	~				
Pre-shared key					
•••••					
				2	
		Save	Cancel		

Step 6: Enter **"Hidden24"** as the **"Connection name"**, and enter **"connect.hidden24.co.uk**" as the **"Server name or address**".



connect.hidden24.com VPN type		
Automatic Point to Point Tunnelling Protocol (PPTP) L2TP/IPsec with certificate		
L2TP/IPsec with pre-shared key Secure Socket Tunnelling Protocol (SSTP) IKEv2		Z
Password (optional)		
••••••	Save	Ę



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Windows (built-in)	
Connection name	
Hidden24	
Server name or address	
connect.hidden24.co.uk	
VPN type	
L2TP/IPsec with pre-shared key	Copy and paste the pre-shared key from a
	clear text document, to make sure the spelling
AnonymousMe	
Anonymousiwe	
	Save

Pre-shared key				
Type of sign-in info Username and password	~			
Username (optional)				
Password (optional)				
Remember my sign-in info				
		Save	Cancel	
	Pre-shared key	Pre-shared key	Pre-shared key	Pre-shared key





Step 10: Enter your **Username** and **Password** (the username and password you chose when you created your account with Hidden24)

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Pre-shared key	
•••••	
Type of sign-in info	
Username and password	
Username (ontional)	
YOUR USERNAME	
Password (optional)	
•••••	
Remember my sign-in info	

Step 11: Make sure that "Remember my sign-in info" is selected. Click "Save".

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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.





Step 13: From the list of VPN connections, select "Hidden24", and then click "Connect".

Settir	ıgs	
ŝ	Home	DirectAccess
Fir	nd a setting \wp	+ Add a VPN connection
Netv	vork & Internet	Hidden 24
₽	Status	Connected
(î.	WiFi	Advanced options Disconnect
臣	Ethernet	
¢:	Dial-up	Allow VPN over metered networks
%	VPN	Allow VPN while roaming On
⊳	Flight mode	Default location
(p)	Mobile hotspot	On On
Ġ	Data usage settings	Network reset
	D	Set up a new connection
₽	Ргоху	Internet options

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.



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"





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Hido	len24 Properties	×
General	Options Security Networking Sharing	
Host n 157.54	ame or IP address of destination (such as microsoft.com or .0.1 or 3ffe:1234::1111):	
con	nect.hidden24.co.uk	
First	connect	۱ ۱
Wir Inte	dows can first connect to a public network, such as the met, before trying to establish this virtual connection.	
	Dial another connection first:	
Privac	<u>r statement</u>	
	OK Cancel	

Step F: Under the tab "**General**", check that the connection points to "**connect.hidden24.co.uk**"







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 preshared 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).



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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"

Settings

🕸 Hidden24

VPN proxy settings

Connection nameHidden24Server name or addressconnect.hidden24.co.ukType of sign-in infoUsername and password

Username (optional) YOUR USERNAME

.....

Password (optional)

Clear sign-in info

Edit

Automatic configuration

These settings will apply only to this VPN connection.

Manual configuration

Step M: Select "Edit"

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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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