

Installation Guide

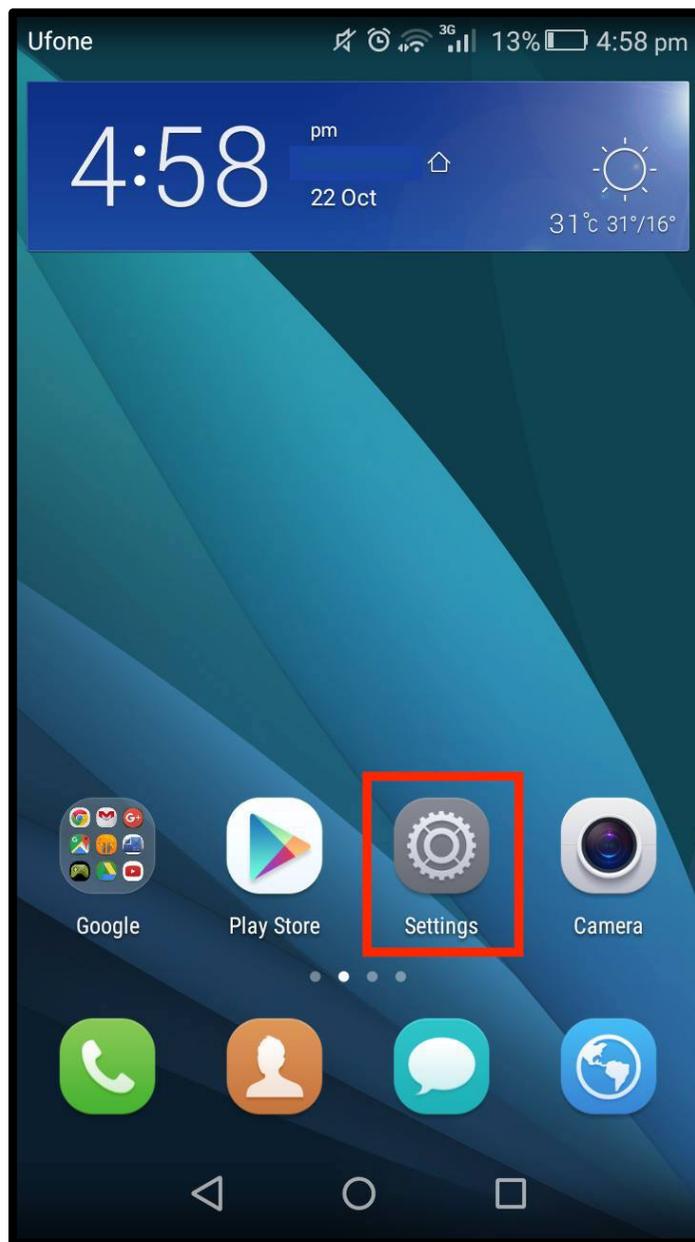
This two-step installation guide will help you create a VPN-connection to our servers. This is only needs to be done once after you start using our service.

- A. Create a **VPN connection**
- B. Connect to **Hidden24**

HIDDEN24

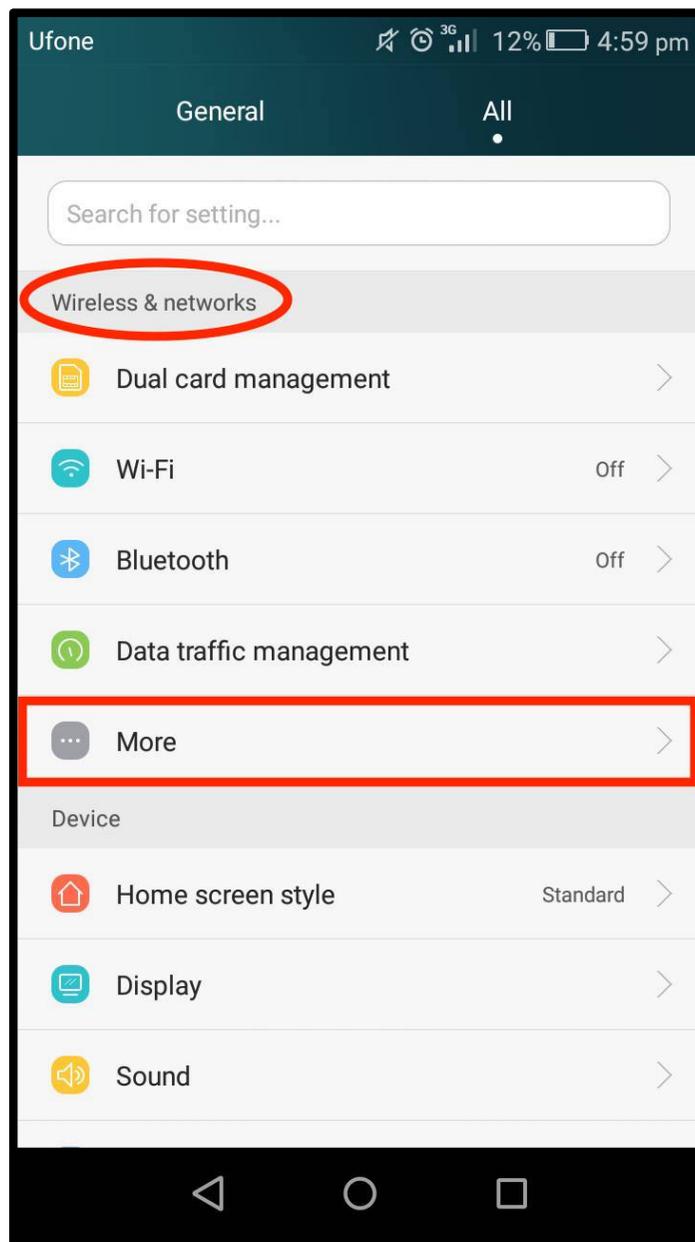
Create a VPN connection

HIDDEN24

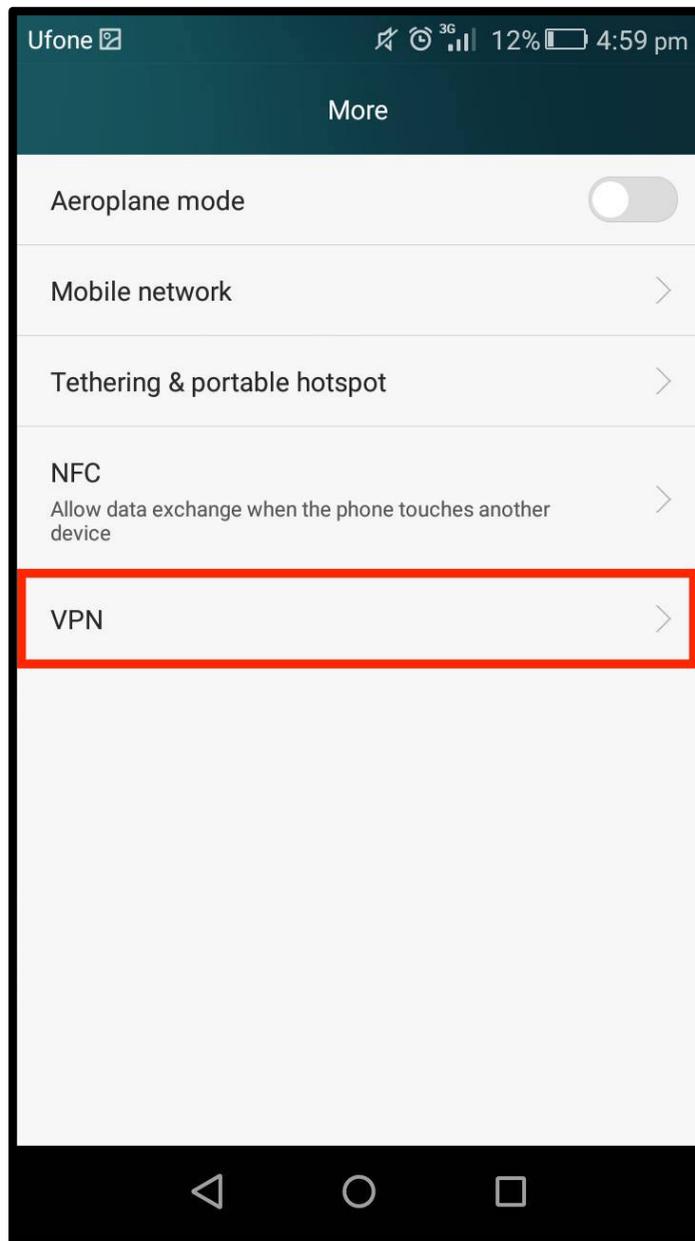


HIDDEN24

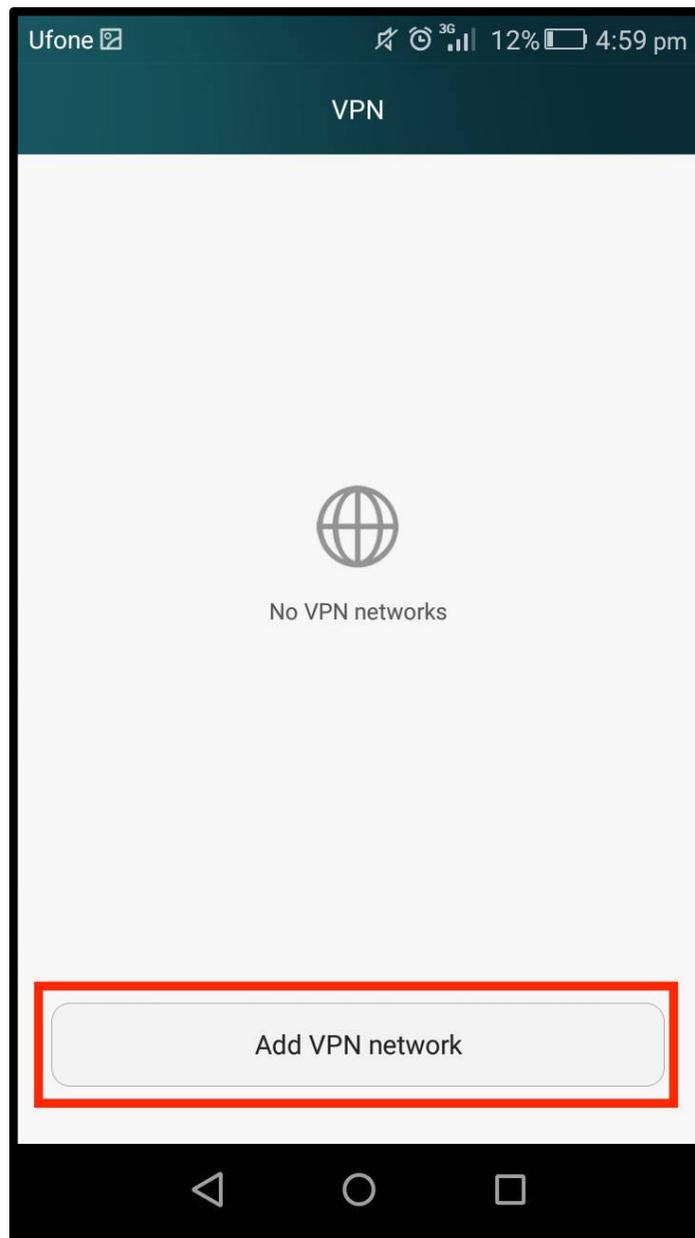
Step 1: Open the **“Settings”** app from your home screen.



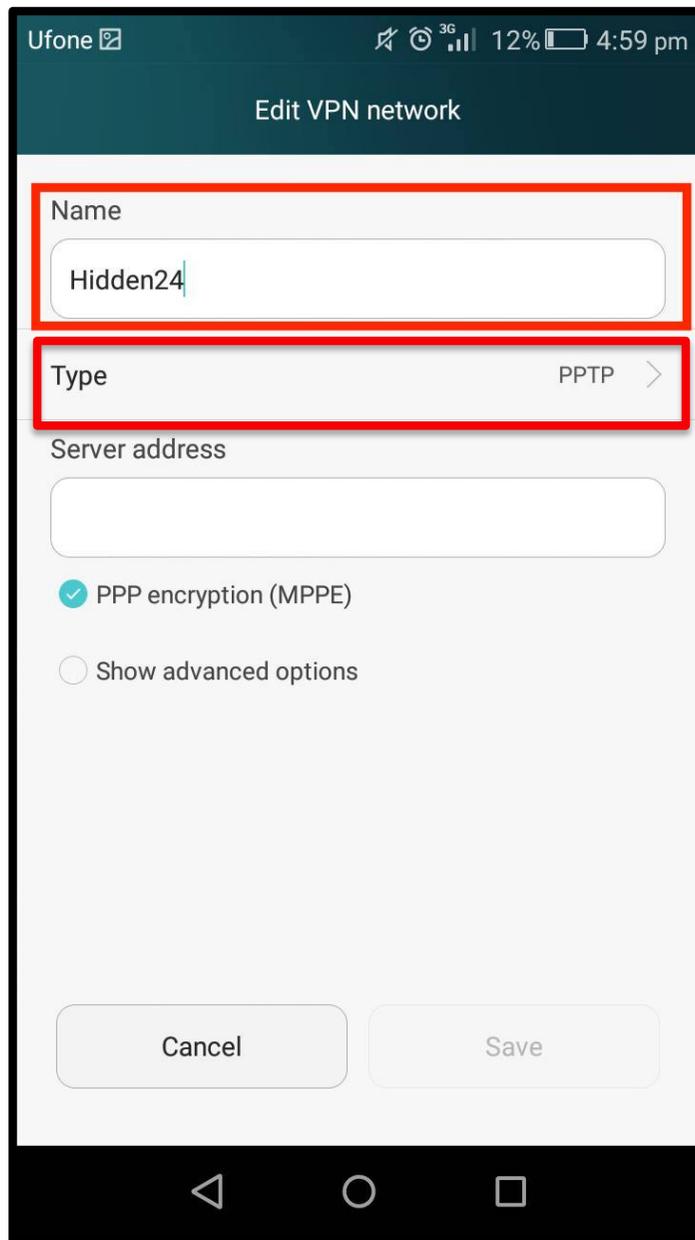
Step 2: Click on **“More”** option under **“Wireless & networks”** from settings.



Step 3: Select the “VPN” option.

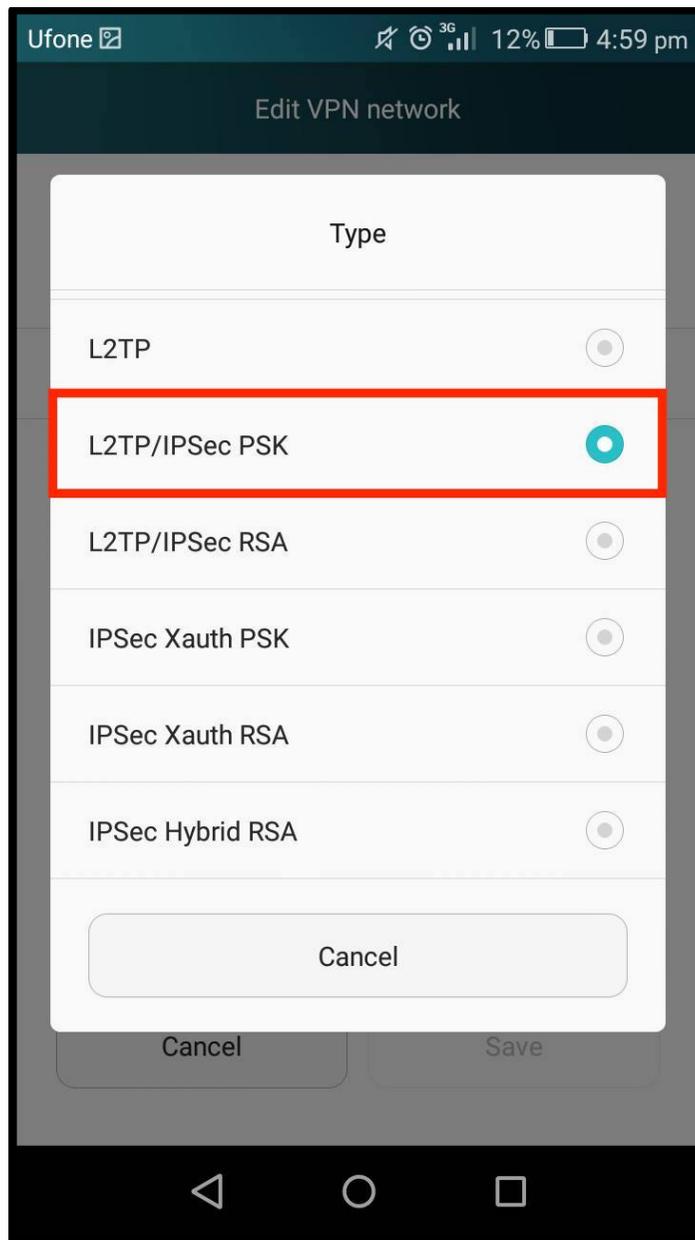


Step 4: Click to **“Add VPN Network”** in the VPN list.

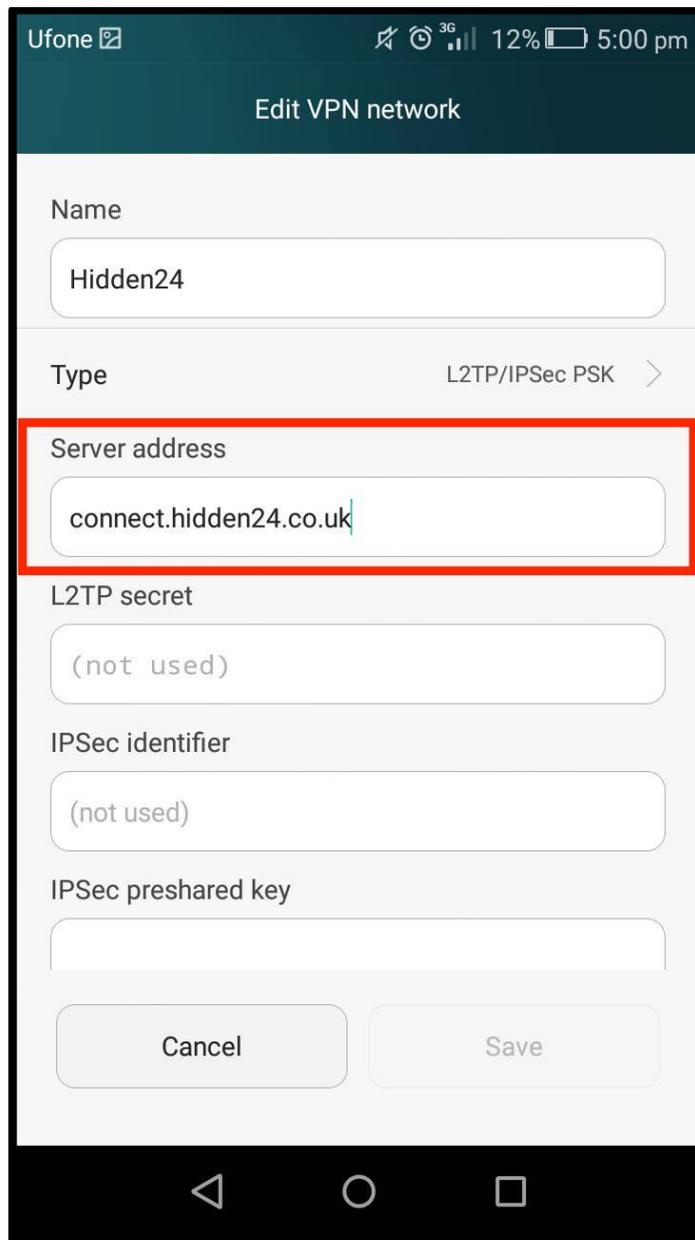


HIDDEN24

Step 5: Enter **“Hidden24”** as the **Name** of VPN then click on **“Type”**.

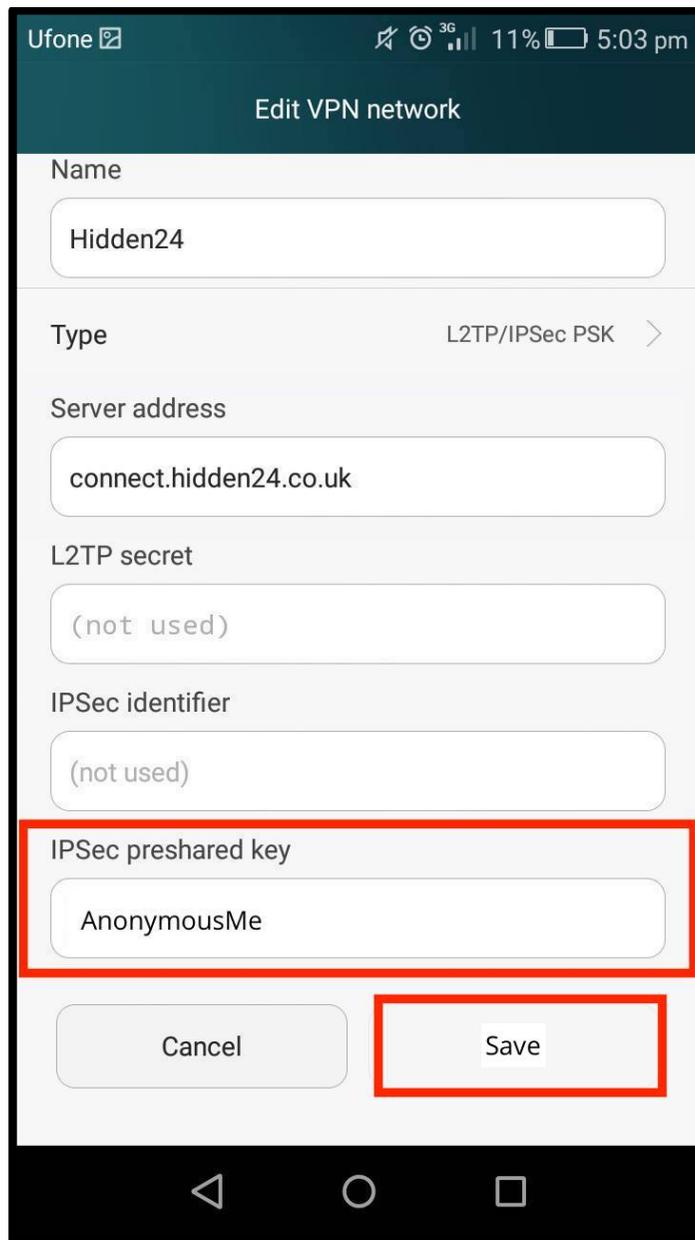


Step 6: Select “L2TP/IPSec PSK” as the **Type** from the given options.



HIDDEN24

Step 7: Enter **“connect.hidden24.co.uk”** in the **Server address** field.



HIDDEN24

Step 8: Enter **“AnonymousMe”** in the **IPSec preshared key** field and leave the other optional fields empty. Click **“Save”**.

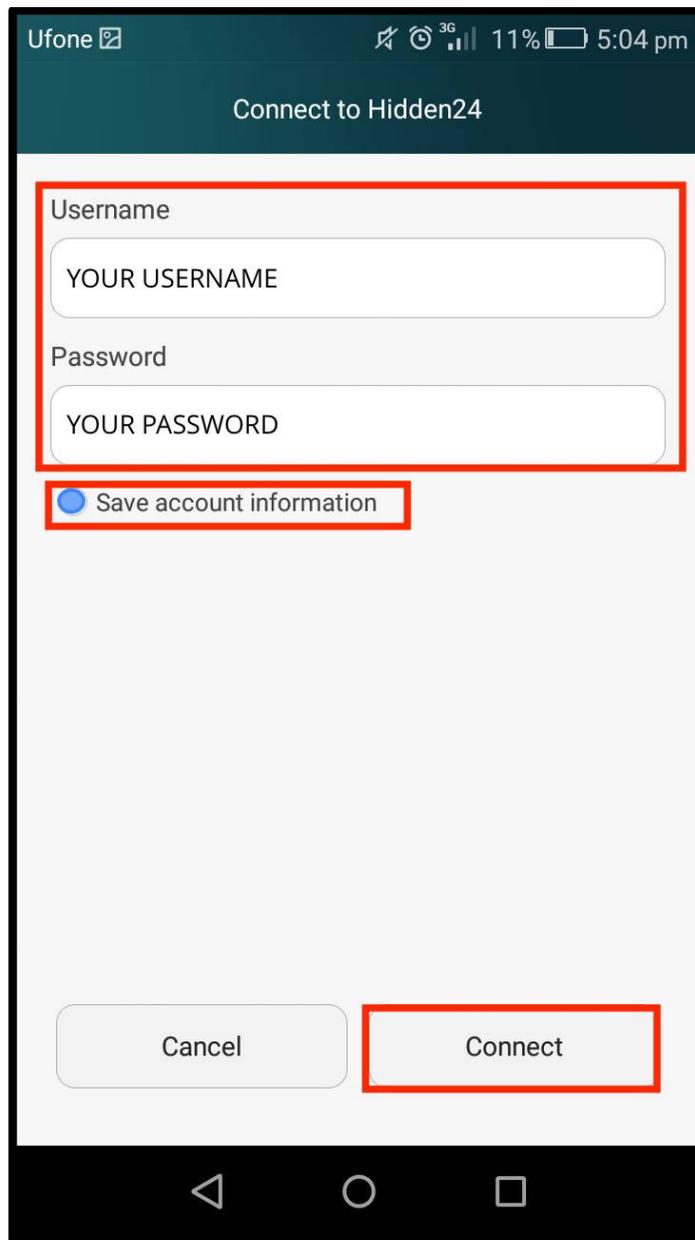
Connect to Hidden24

Success! With your newly created connection, you are now able to connect to Hidden24. Start using the web anonymously with a UK IP address.

HIDDEN24



Step 9: Select “**Hidden24**” from the list of **VPN** connections.



HIDDEN24

Step 10: Enter your Hidden24 **Username** and **Password** (the Username and Password you have chosen when creating your account on Hidden24.co.uk) and select **“Save account information”**.

Troubleshooting

HIDDEN24

“Connection failed”

Issue

Remarkably, there is a known problem with VPN on a few devices with Android version 6.x and 7.x, that Google (the creator of Android) have been trying to fix for a long time, but not managed to solve successfully yet. It's rare, but some phones and tablets are affected.

Solution

If you get an error message saying “Connection failed”, even after following this installation guide carefully, and verifying everything is correctly entered, please change the server address to

android.hidden24.co.uk (instead of connect.hidden24.co.uk)

Understanding the difference

Using this server address you will connect with SHA-1 (160 bit) integrity encryption, instead of SHA-256 (256 bit). This is slightly less secure, but does not matter at all if your main objective is to get a UK IP-address.

Learn more

If you are interested in learning more about this, please see these two links:

<http://news.softpedia.com/news/2015-vpn-android-bug-still-there-in-nougat-and-it-s-pushing-users-to-iphones-511603.shtml>

<https://issuetracker.google.com/issues/37074640>