# Installation Guide
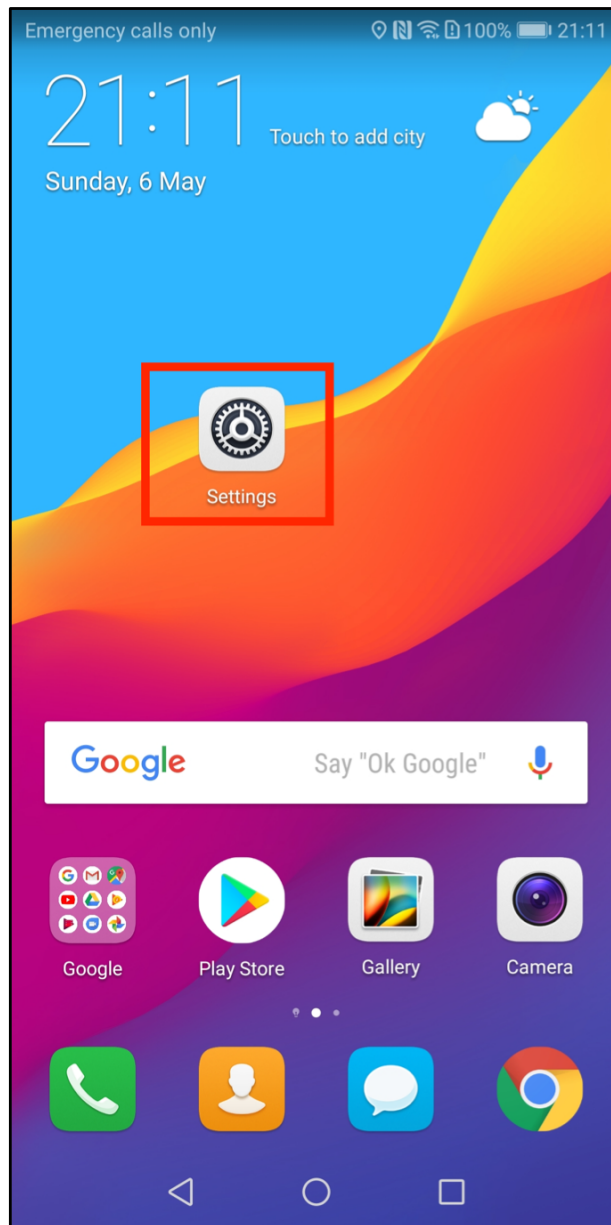
This two-step installation guide will help you create a VPN-connection to our data centre. This is only needs to be done once for each device.

A.  Create a **VPN connection**
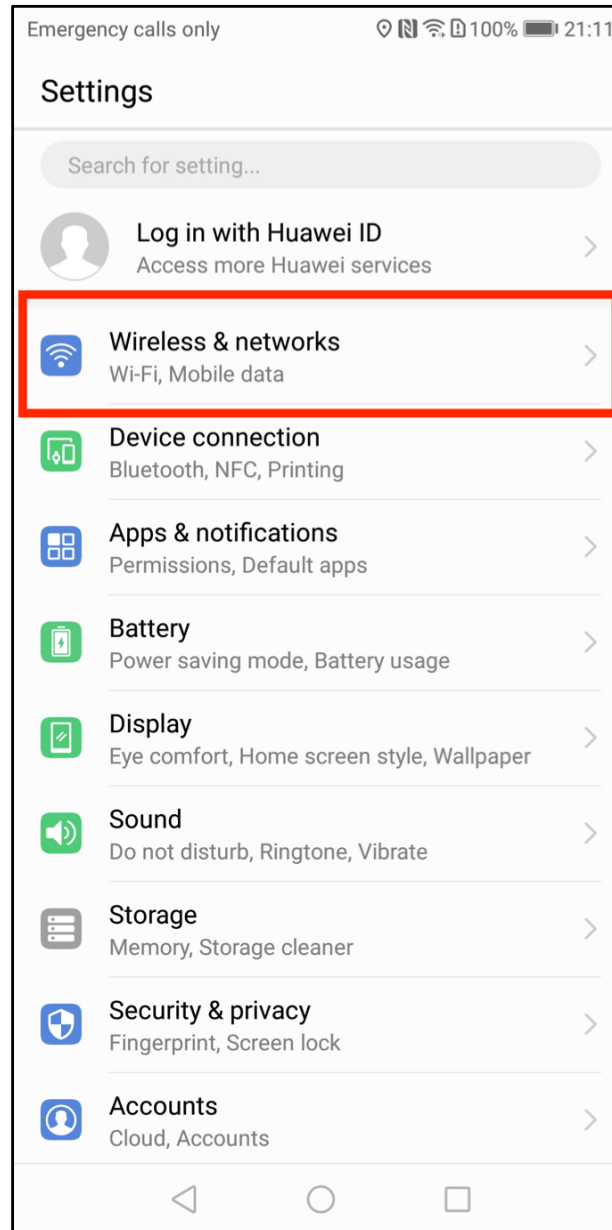B.  Connect to **Hidden24**
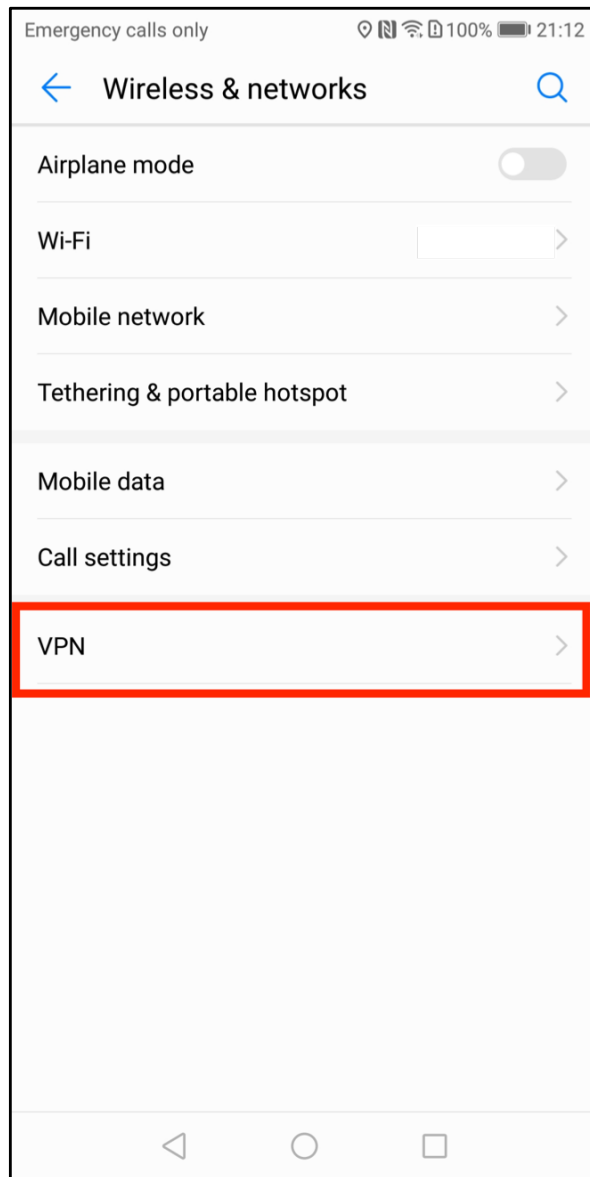C.  Troubleshooting

**HIDDEN24**

# Create a VPN connection

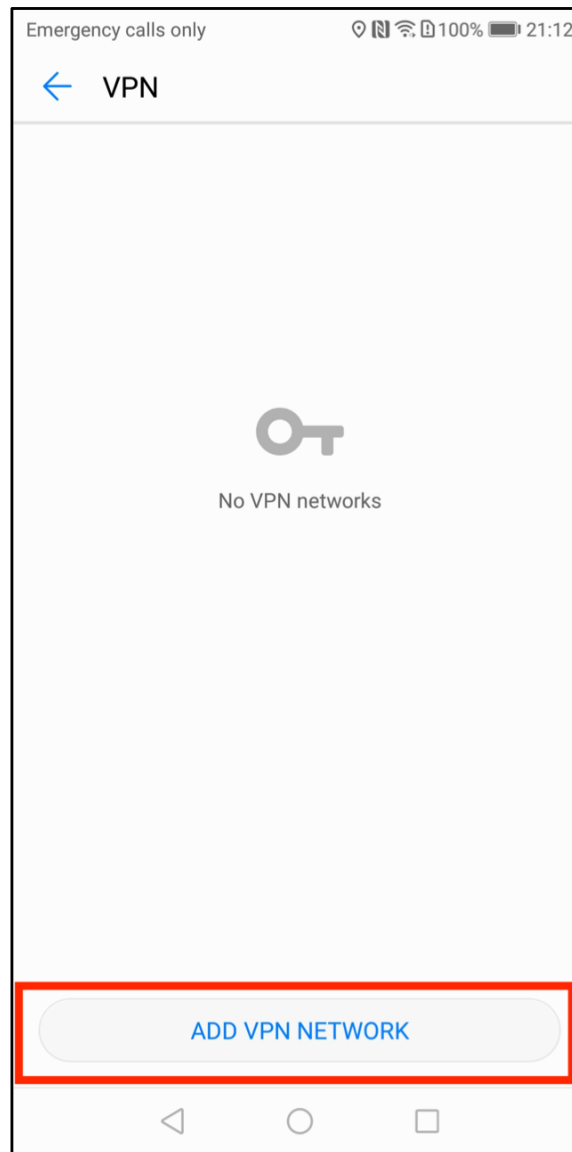**Step 1**: Open the **"Settings"** app from your home screen.

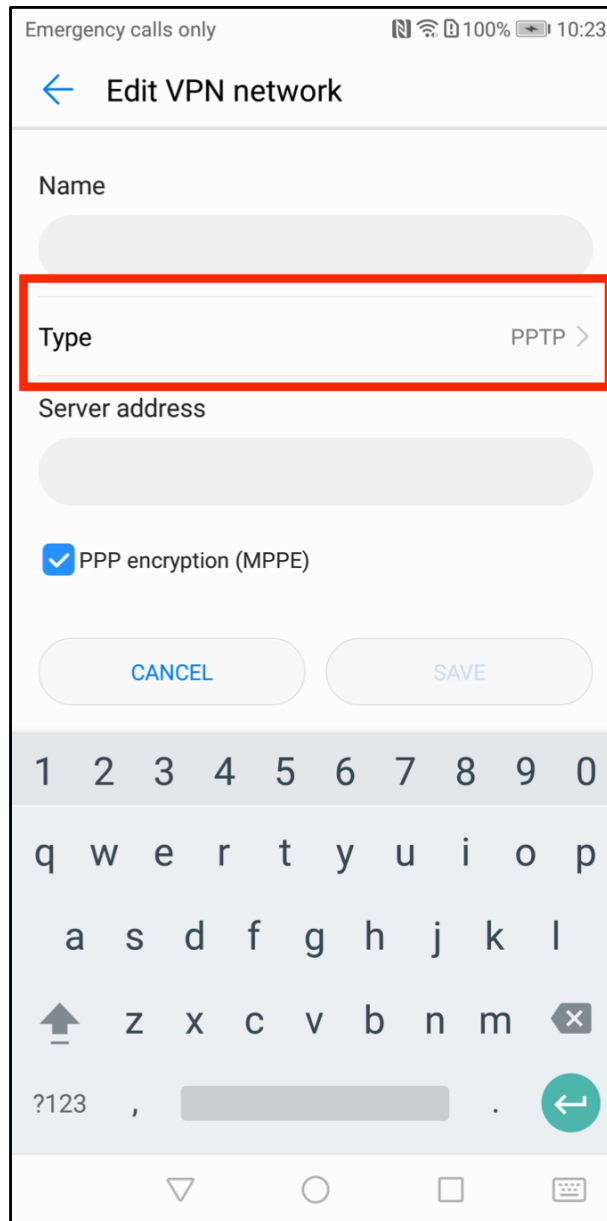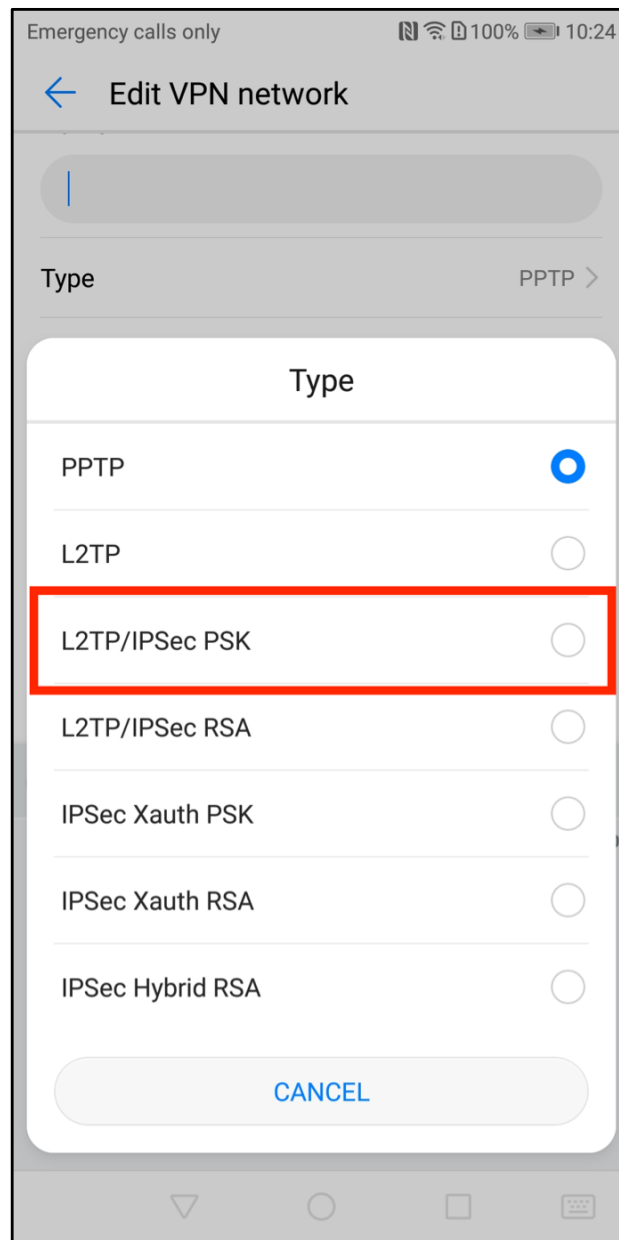**Step 2**: Click on **"Wireless & networks"**.

**Step 3**: Click on **"VPN"**

**Step 4**: Click to **"Add VPN Network"** at the bottom of the screen**.**

**Step 5**: Click on **"Type"** in order to change to the correct type of VPN.

**Step 6:** Select **"L2TP/IPSec PSK"** as the **Type** from the given options (just as an FYI, "PSK" is short for Pre-Shared Key).

**Step 7**: Enter "**Hidden24**" as the **Name**. Enter **"connect.hidden24.co.uk"** in the **Server address** field. Enter "**AnonymousMe**" in the **IPSec preshared key** field. Then click **Save**.
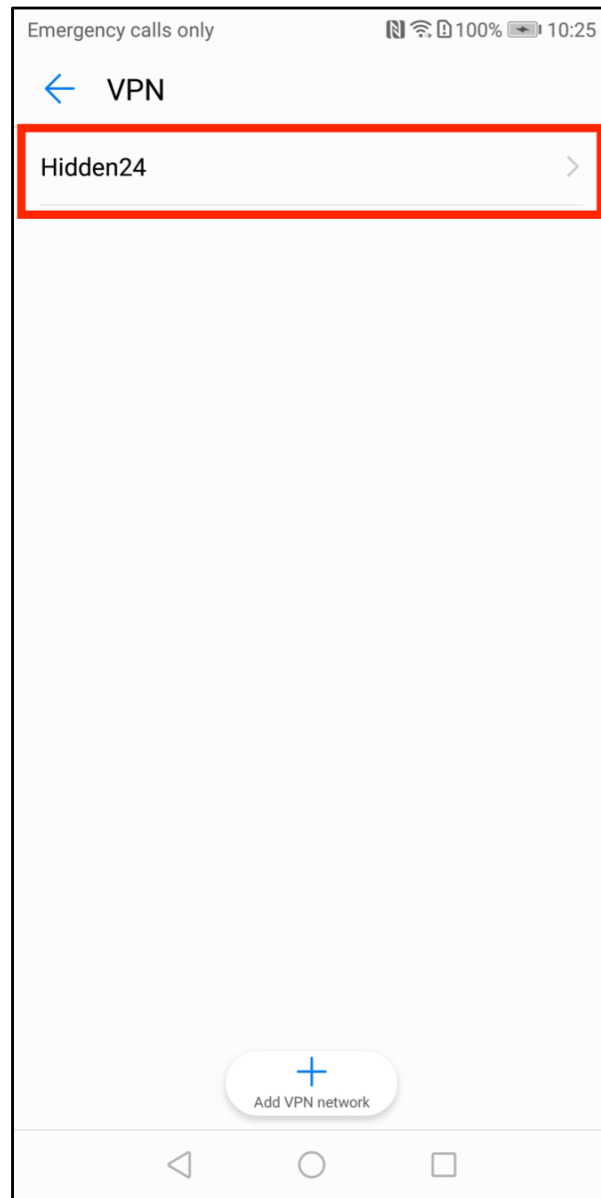
**Step 8**: Click on the newly created connection **Hidden24**, to login and connect for the first time.

**Emergency calls only** N 📶 🔋100% 🔋 10:26

← **Connect to Hidden24**

Username

YOUR USERNAME

Password

YOUR PASSWORD 👁️

☑ Save account information

☐ Always-on VPN

CANCEL    CONNECT

Copy and paste the password from a clear text document (such as the Notepad app), to make sure it is accurate.

Tips: You can also click the little eye, to see the password in clear text.

**Step 9**: Enter your **USERNAME** and **PASSWORD** (the username and password you chose when you created your account with Hidden24). Tick the box for "**Save account information**". Then click "**Connect**".
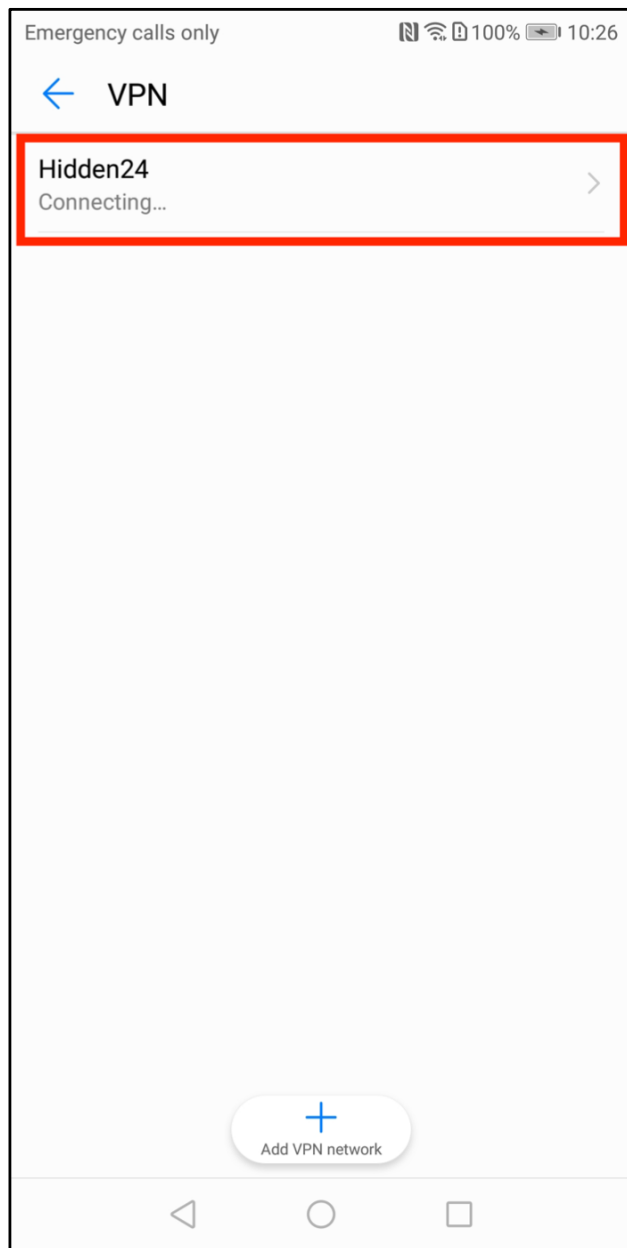
**Step 10**: You will first see "Connecting...", and then just after a few seconds, it should say "**Connected**". You will also see a little **key** symbol in the top menu, which means you are protected by the VPN.

# Connect and disconnect 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.

This part of the guide explains how to connect and disconnect from Hidden24, whenever you want to connect again after the initial setup has been done.
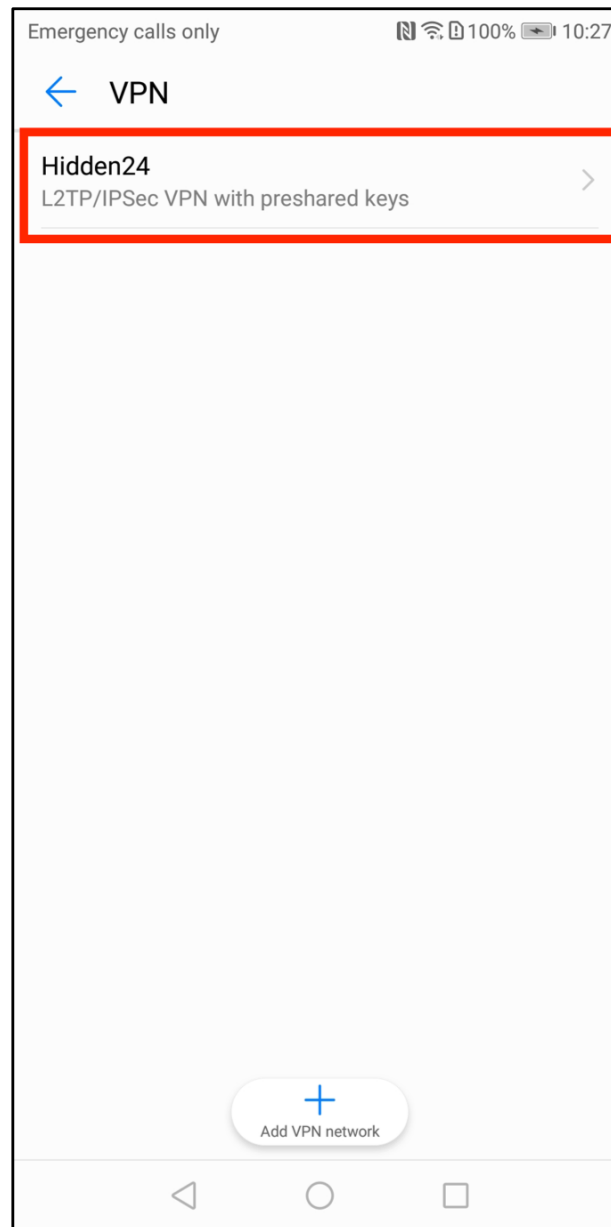
**Step A**: Locate the list of VPNs from the Homepage by clicking **Settings** -> **Wireless & network** -> **VPN**. Then click on **Hidden24**.

**Step B**: Everything will already be saved here after the initial setup, so just click **Connect.**
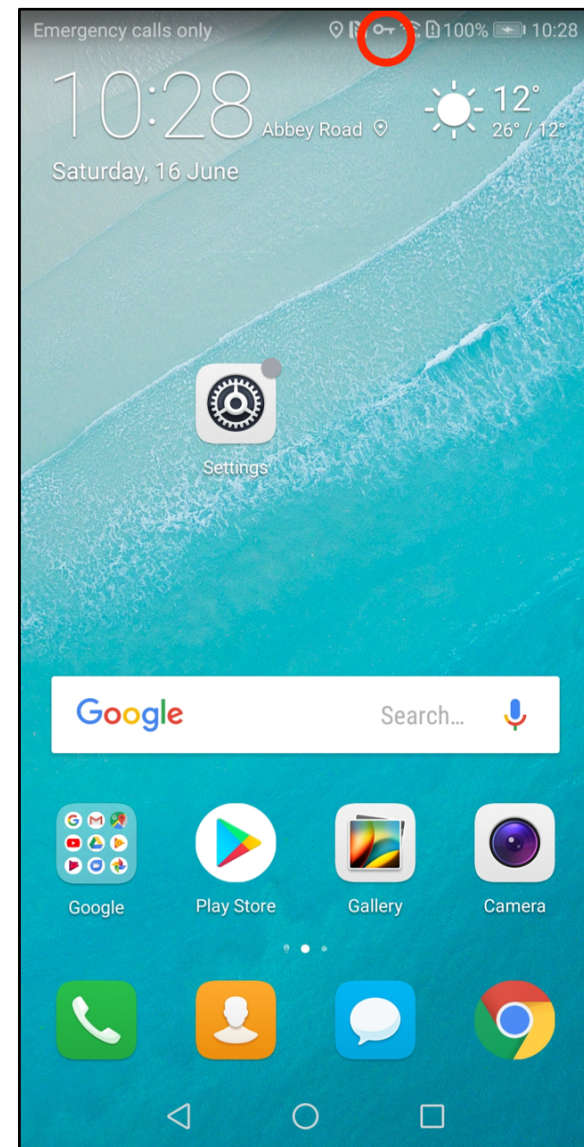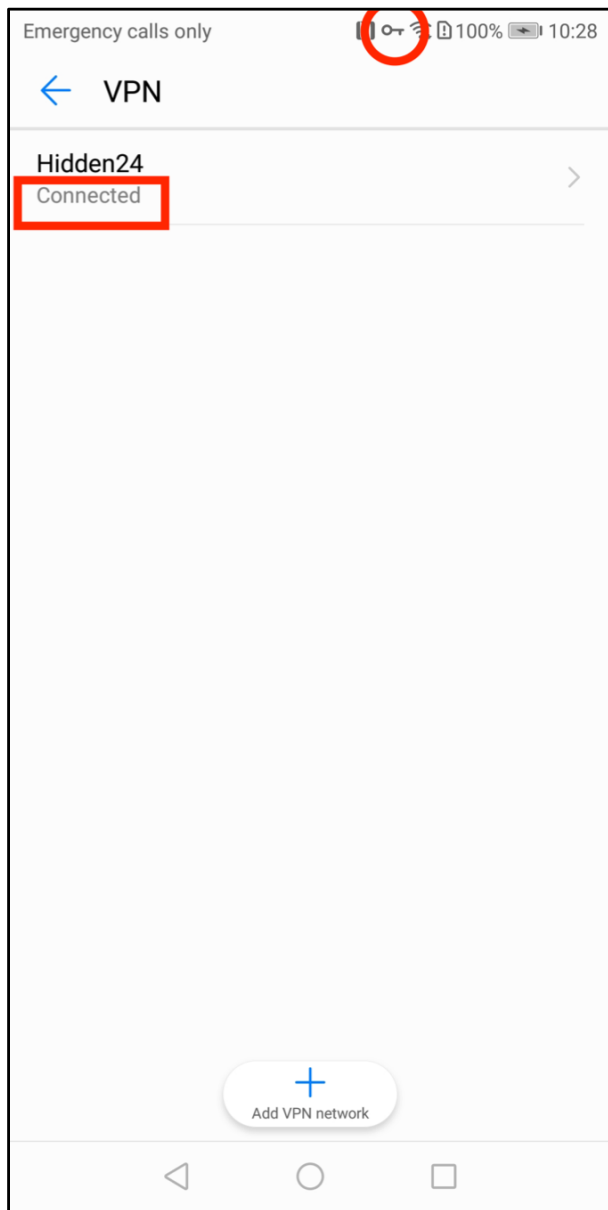
**Step C**: After a second or two, it will say "**Connected**". You will also see a little **key** symbol in the top menu, which means you are protected by the VPN. You can see the **key** symbol from any page, to always know that the VPN is active.

**(1)**

**(2)**
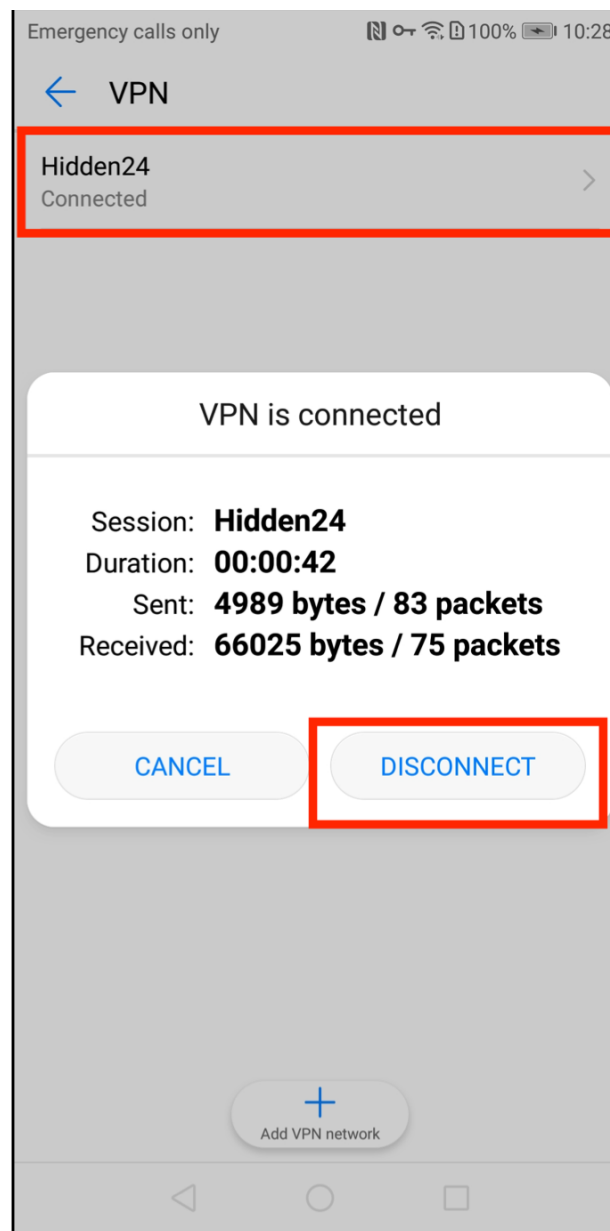
**Step D**: To disconnect from the VPN, locate the VPN connection again, and then click on **Hidden24,** when it is connected. From the pop up window, select "**Disconnect**"

# Troubleshooting

This section will help you troubleshoot, in case you cannot connect to Hidden24, and you see the error message "**Unsuccessful**"

**Things to check if you are unable to connect**

1) Make sure you have an **active subscription** on Hidden24. Browse to the Hidden24 homepage, login and click on "My Account". Then select "Subscriptions" and make sure your subscription is active. If not, renew it first.

2) Make sure you use your Username (and **not email)** as the Username in the VPN settings.

3) Follow this guide closely in all its steps. Double check the **server address**, **username**, **pre-shared key** and **password** in the VPN-settings. Also double check that it is of the correct type "**L2TP/Ipsec PSK**".

4) **Copy and paste** the **pre-shared key** and **password** from a **clear text document** to make sure to get them right. They are both case sensitive.

5) Avoid using any quotation marks (such as " or ' or ` or ' or " or " or ˝ ) in your password. Many applications will auto-correct quotation marks, for example from straight standing to tilting, and therefore they often mess passwords up. Best practice is to avoid any "strange characters", and only use a mixture of letters (large and small) and numbers, and to make the password at least 12 characters long.

6) Make sure you have a **network connection that is working** before connecting to Hidden24. Hidden24 will not work without an underlying network connection. You should see an error message saying "You have no network connection. Please try again later" if this is the case.

**HIDDEN24**

**Hints to what might be wrong**

The most common issue is that either the pre-shared key or the password has been entered incorrectly by mistake. Android is bad at explaining the issue (any issue will simply show the error message "Unsuccessful"), but there is a clue to be found in the time it takes for the error message to appear, that you can take note of.

**Super quick – around 1 second until failure**
It's likely that the **server address is incorrect**. The Android device cannot find our datacenter at all, and it let's you know directly.

**Fairly quick – around 6 seconds until failure**
It's likely the **username or password is incorrect**. Android can connect to our datacenter, and tries to log you in, but fails after a while. (It could also be that you do not have an active subscription).

**Long time – more than 30 seconds until failure**
It is likely that the **pre-shared key is incorrect**. Android tries for a long time to negotiate with our datacenter to ask to establish contact, but is refused because of the pre-shared key being wrong.
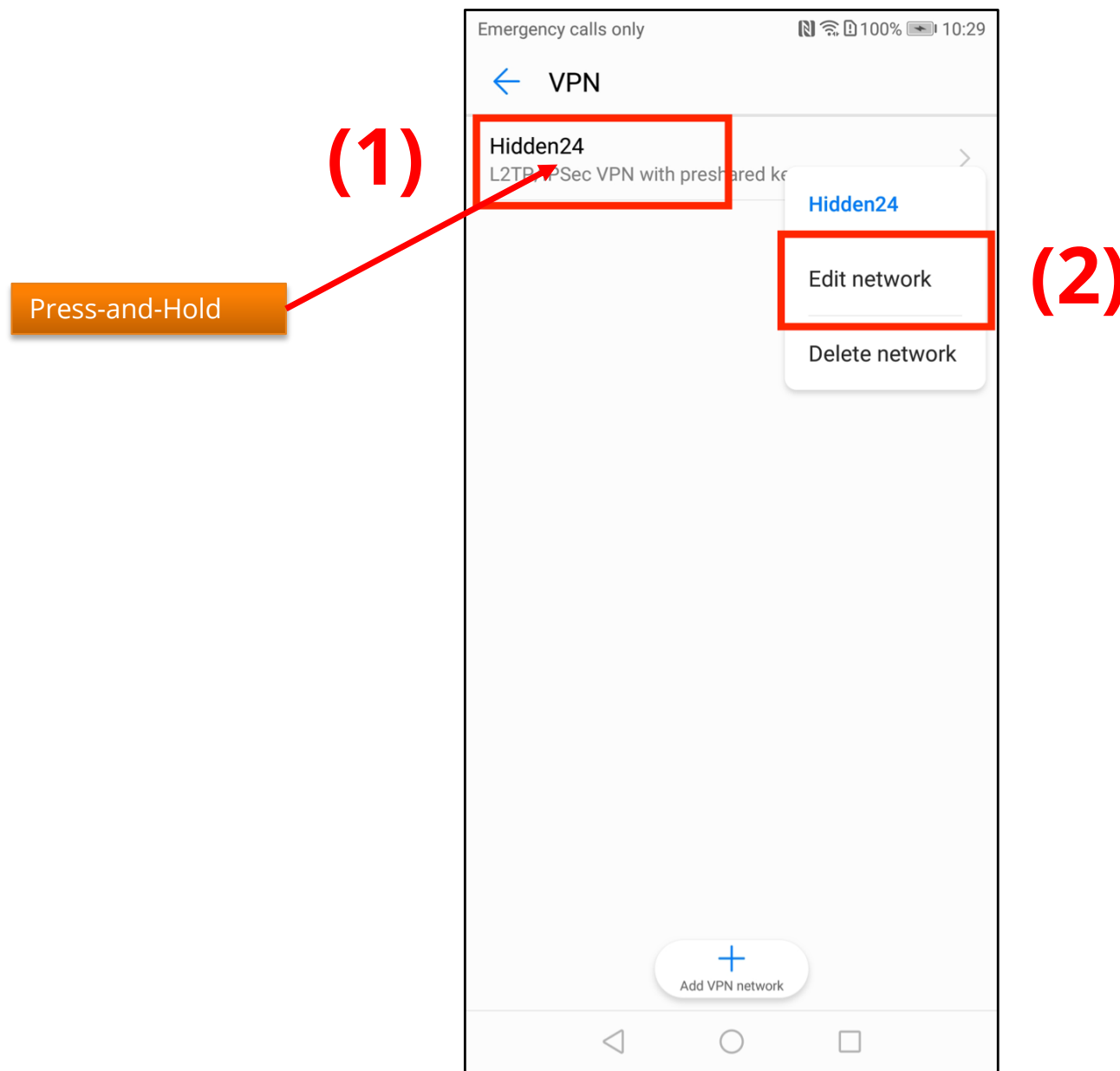
**Edit the settings**: If you need to change any information you have entered, such as the Server Address or the Pre-Shared Key, you need to edit the VPN settings. Locate the VPN connection, and then **Press-and-Hold** the **Hidden24** connection. After 1 second, a pop up menu appears. Select "**Edit network**"

# "Rare known Android issue"

**Issue**
Remarkably, there is a known problem with VPN on a few devices with Android version 6.x, 7.x and 8.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 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