

# Installation Guide

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

Part 1: Create a **VPN connection**

Part 2: Connecting to **Hidden24**

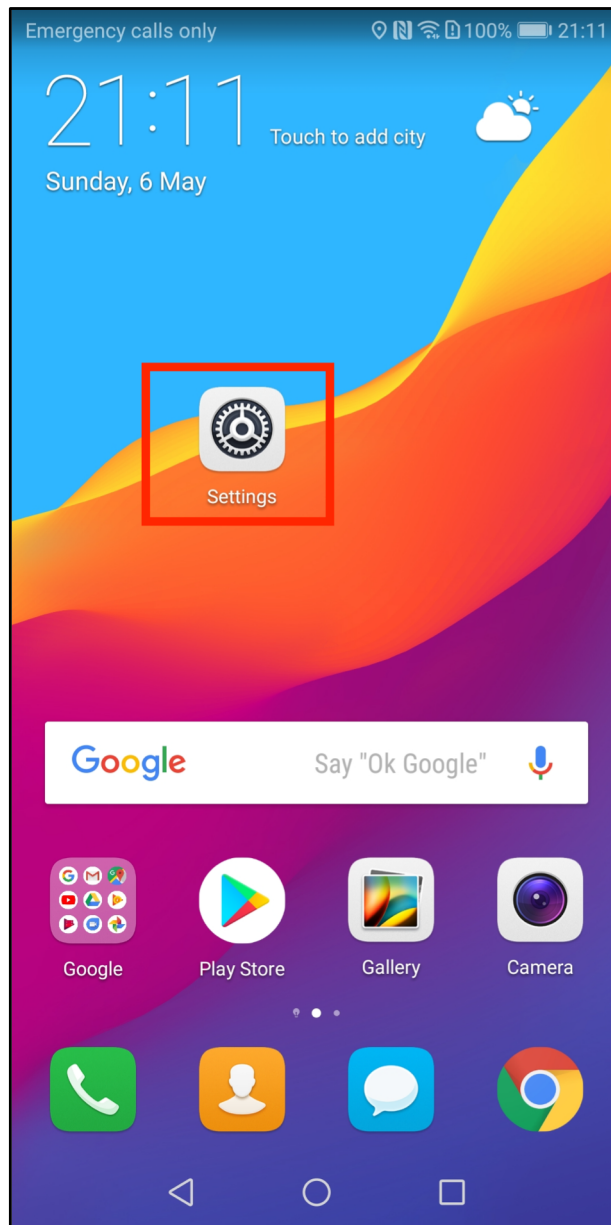
Part 3: Get an IP address from **another country**

Part 4: **Troubleshooting**

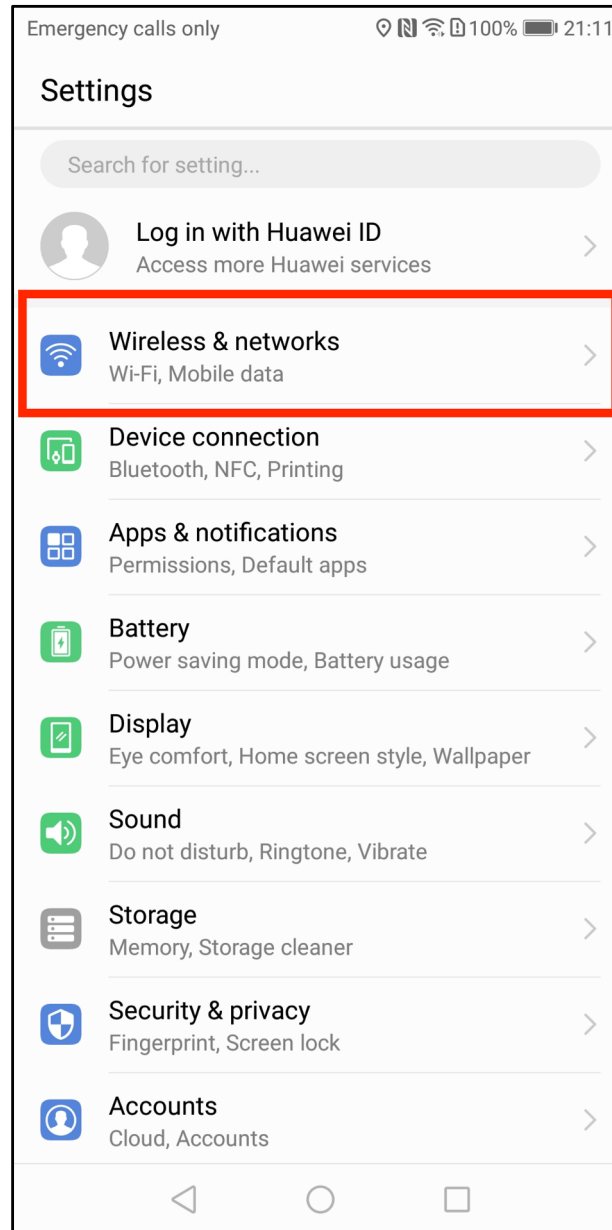
# HIDDEN24

# Part 1: Create a VPN connection

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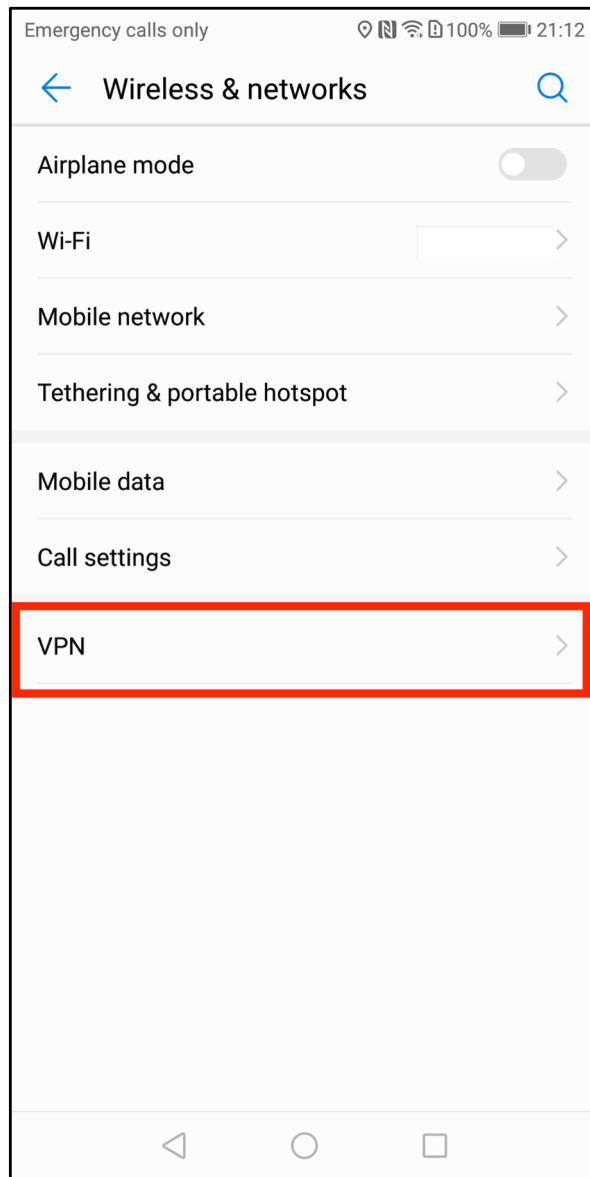


**Step 1:** Open the **"Settings"** app from your home screen.

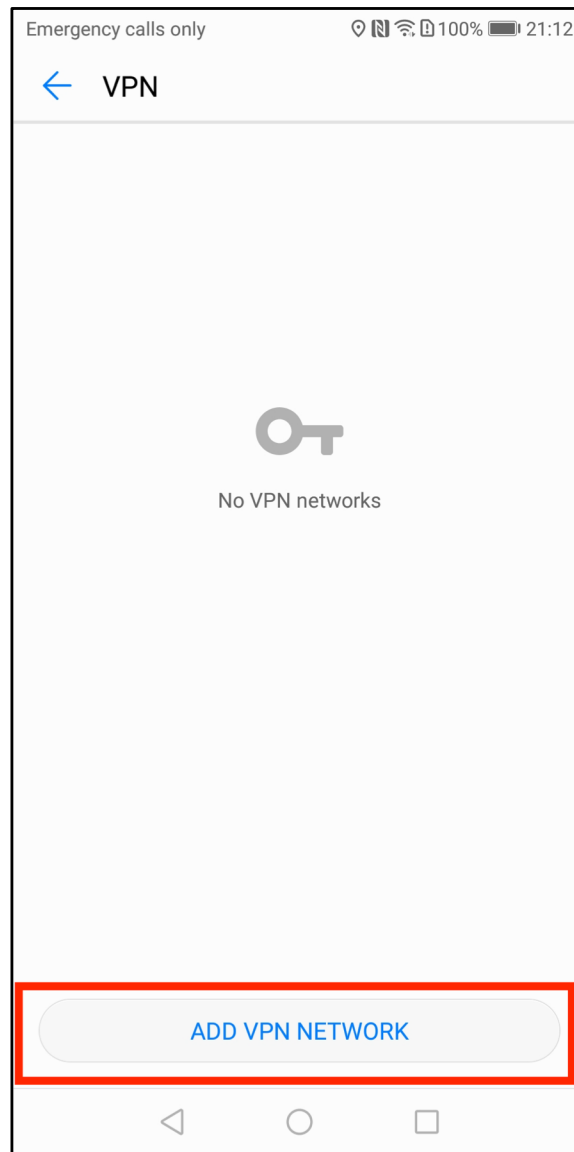


**Step 2:** Click on **“Wireless & networks”**.

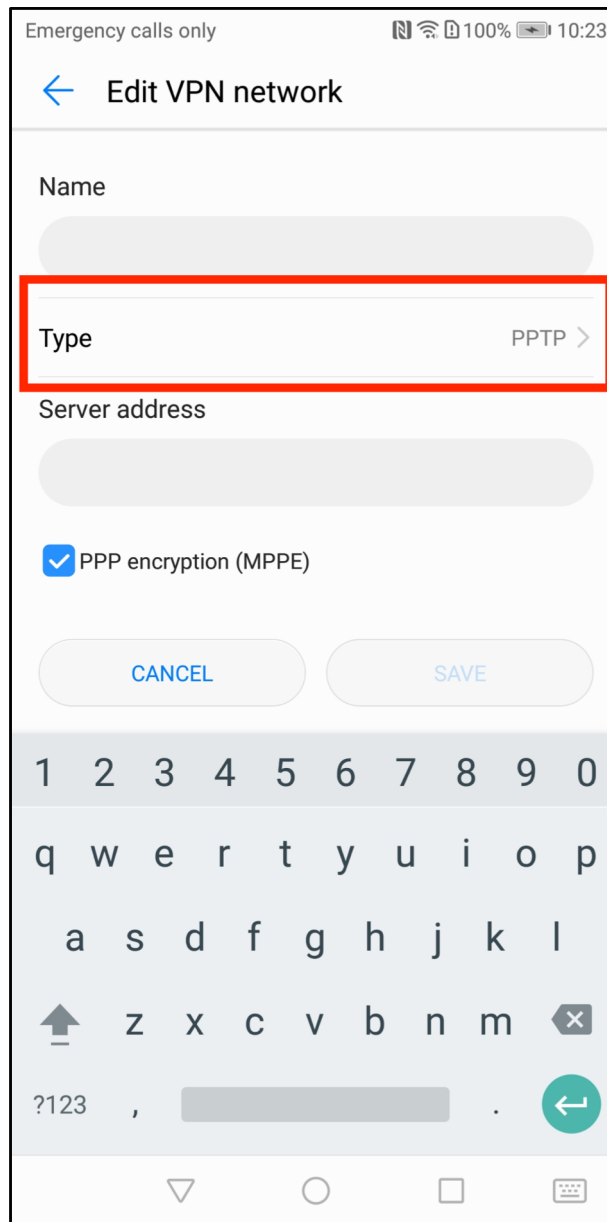




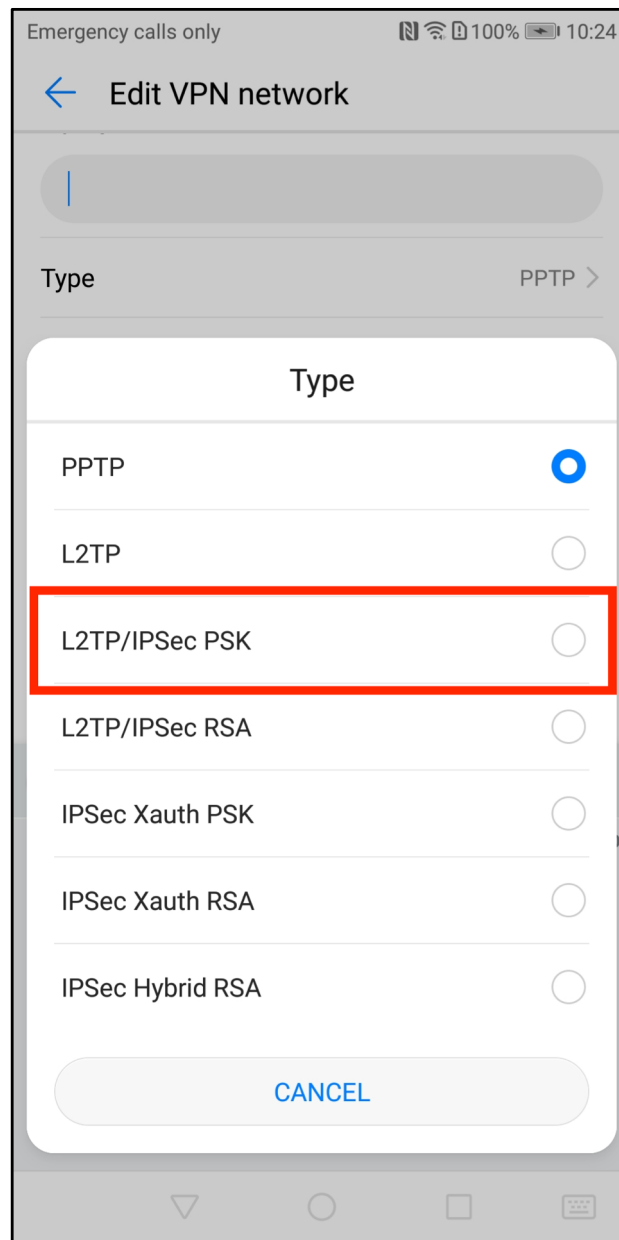
**Step 3:** Click on “VPN”



**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).

Emergency calls only 100% 10:25

← Edit VPN network

Name  
Hidden24

Type L2TP/IPSec PSK >

Server address  
connect.hidden24.co.uk

L2TP secret  
(not used)

IPSec identifier  
(not used)

IPSec preshared key  
AnonymousMe

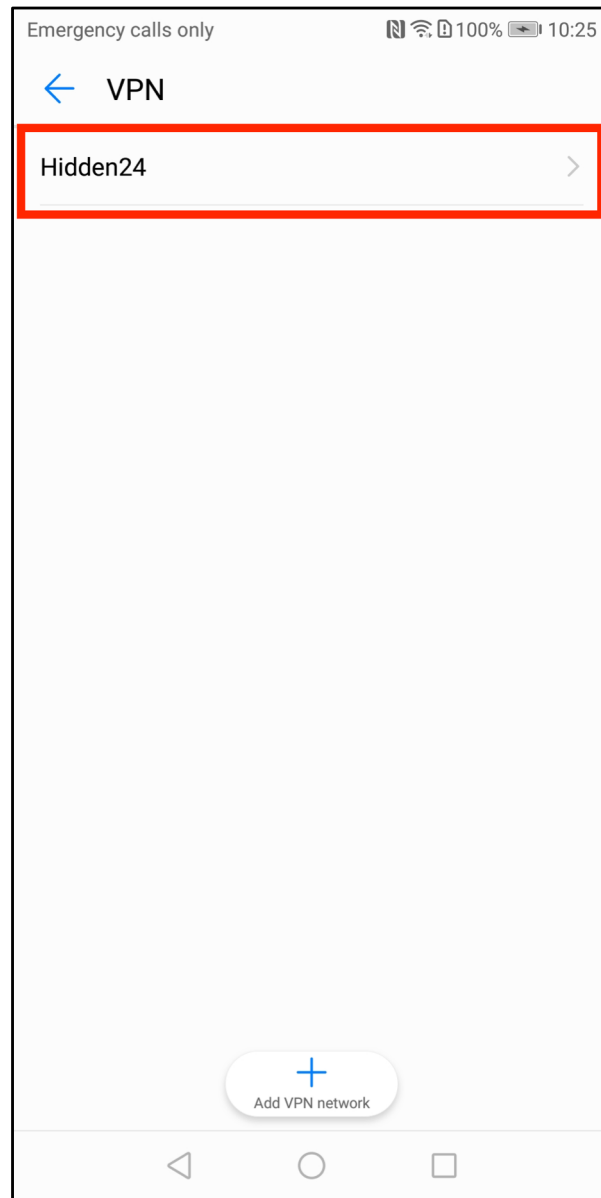
☐ Show advanced options

CANCEL SAVE

Copy and paste the pre-shared key from a clear text document (such as the Notepad app), to make sure the spelling is accurate.

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**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.

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← Connect to Hidden24

Username

YOUR USERNAME

Password

YOUR PASSWORD

☒ Save account information

☐ Always-on VPN

CANCEL CONNECT

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m

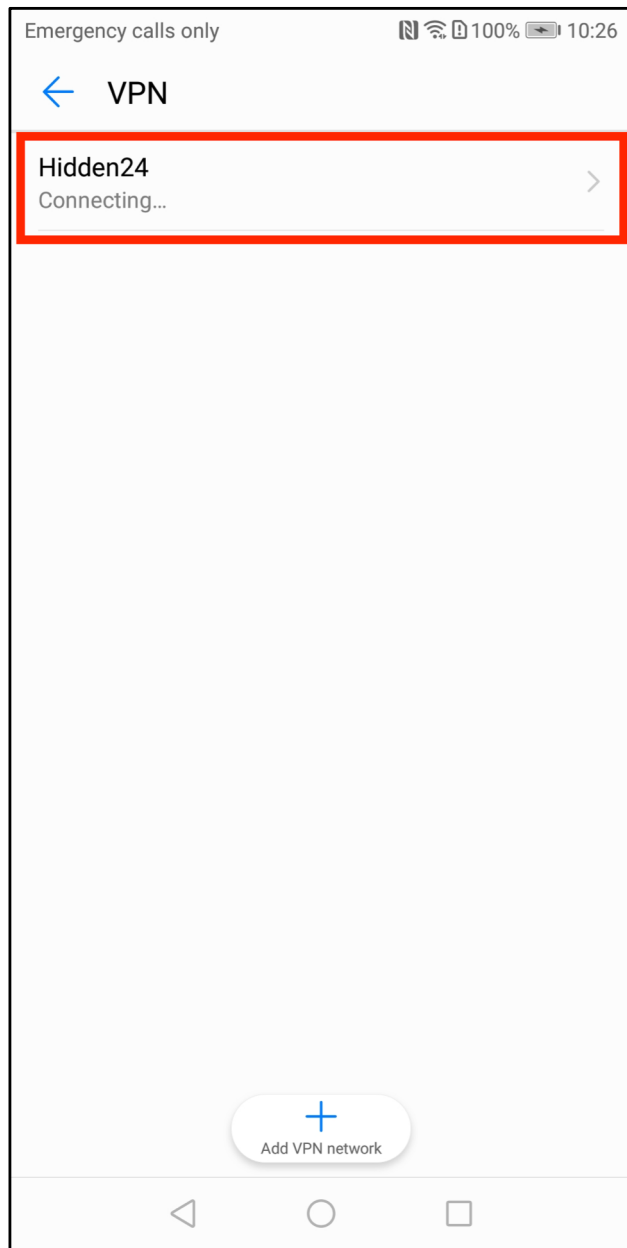
?123 , . ✓

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.

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**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"**.



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**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.



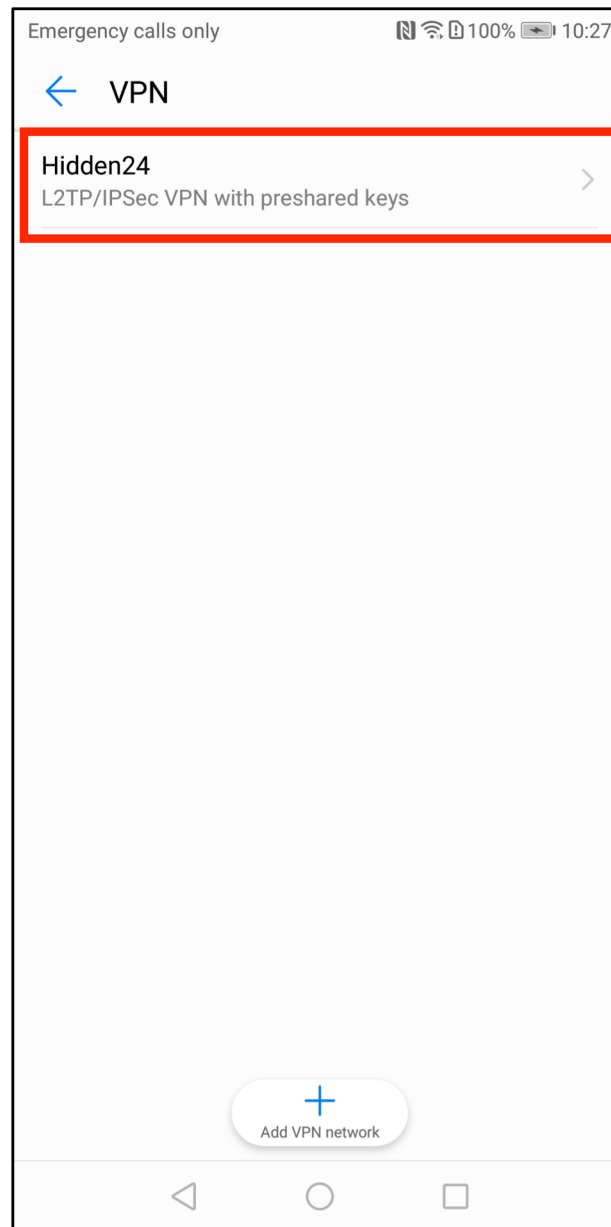
## Part 2:

# 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.

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# HIDDEN24

**Step A:** Locate the list of VPNs from the Homepage by clicking **Settings** -> **Wireless & network** -> **VPN**. Then click on **Hidden24**.

Emergency calls only 100% 10:26

← Connect to Hidden24

Username

YOUR USERNAME

Password

.....

☒ Save account information

☐ Always-on VPN

CANCEL CONNECT

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

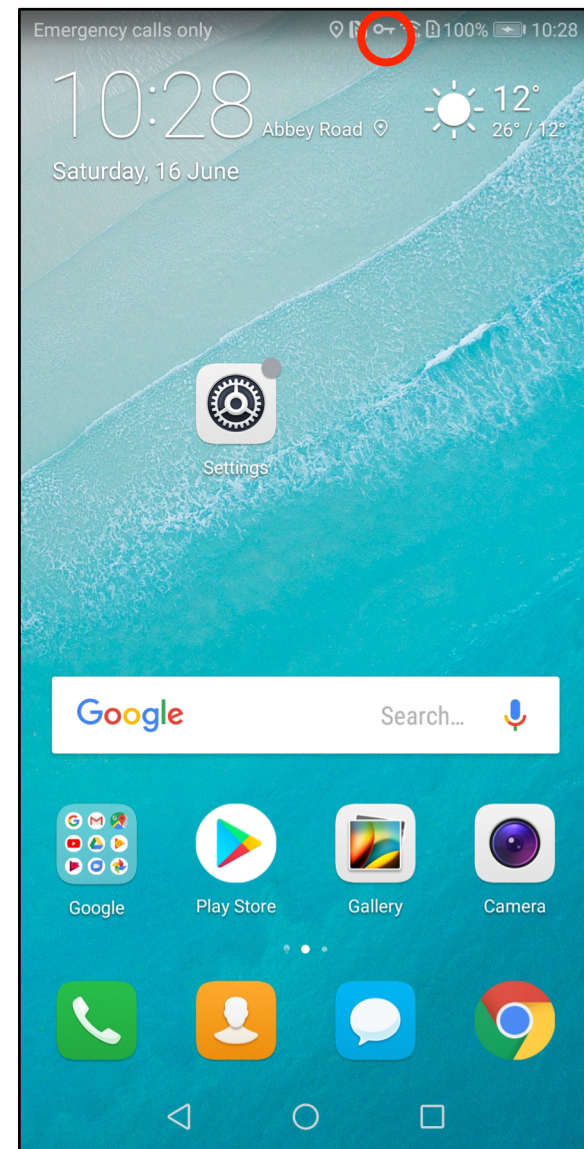
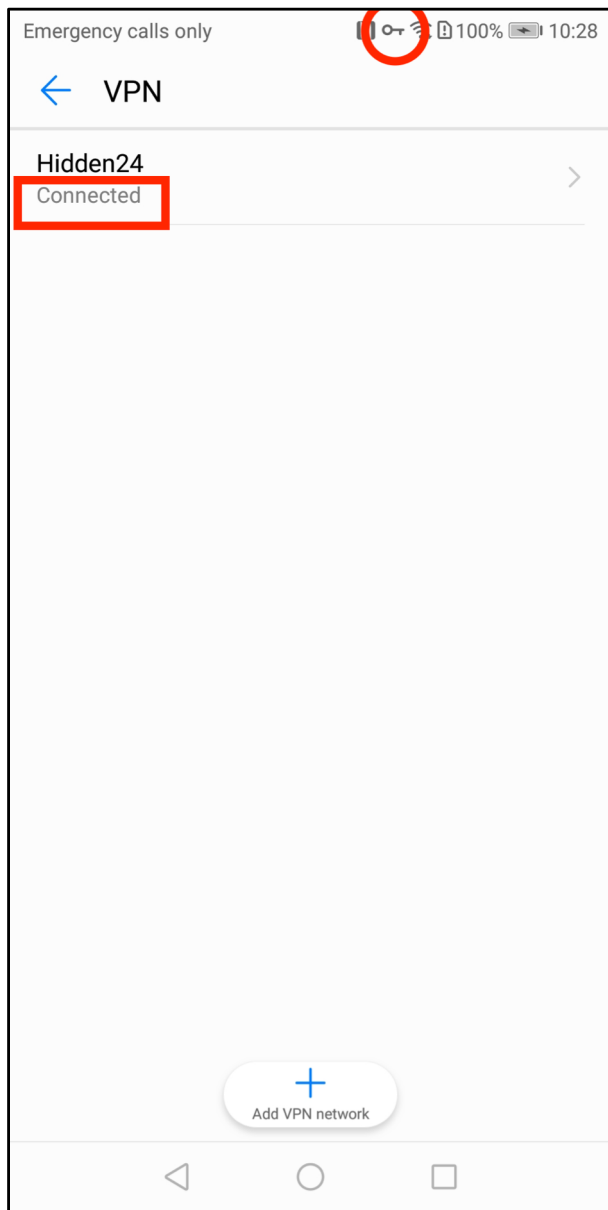
a s d f g h j k l

↑ z x c v b n m ✕

?123 , . ✓

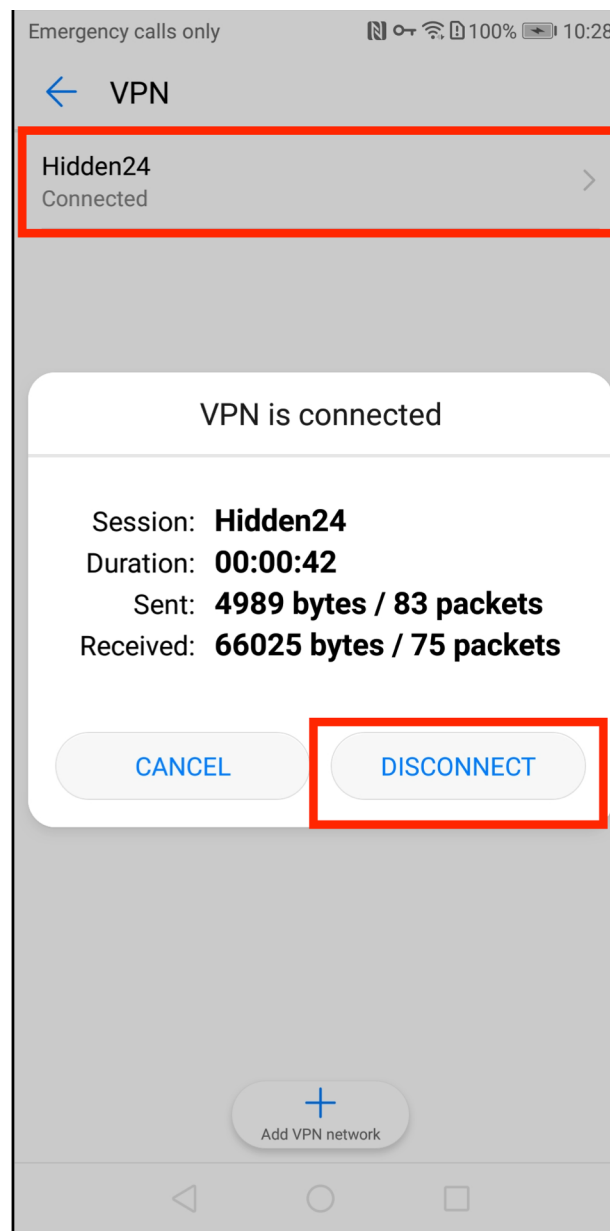
**Step B:** Everything will already be saved here after the initial setup, so just click **Connect**.

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# HIDDEN24

**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)

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**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**”

## Part 3:

# How to get an IP address from another country

With Hidden24, you can also get an IP-address from another country (in addition to the UK IP-address you get by default). An IP-address from another country can for example be useful if you want to access services that require an IP address from that specific country.

All of the country options are equally safe, and will protect you from online threats and guard your privacy.

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## Create an additional VPN-connection for each country (here we are using the US as an example)

Create **one more VPN-connection** (a second connection), by following the installation guide one more time, but with **two differences** in the process.

- Difference 1: Give the new VPN connection a different name, for example "**Hidden24 US**" instead of just "Hidden24"
- Difference 2: Use the server address "**us.hidden24.co.uk**", instead of "connect.hidden24.co.uk".

Apart from these two differences, everything else should be the same. Same Username and Password, same shared secret / PSK.

Repeat the process one more time for each new country you want to add, from the list of countries we support (which you can find on the next page).

## Summary, countries

These are the countries available to you. This table will be updated as we add new countries in the future.

Get IP-address from this country	Country code	Suggested name of connection	Server address for the VPN connection
United Kingdom	UK	Hidden24	connect.hidden24.co.uk
USA	US	Hidden24 US	us.hidden24.co.uk
Sweden	SE	Hidden24 SE	se.hidden24.co.uk
Germany	DE	Hidden24 DE	de.hidden24.co.uk
France	FR	Hidden24 FR	fr.hidden24.co.uk
Italy	IT	Hidden24 IT	it.hidden24.co.uk
Spain	ES	Hidden24 ES	es.hidden24.co.uk

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## How do I choose which IP-address to get connected to?

**Simple example:** When you want a UK IP-address, activate the first connection named “Hidden24”. When you want a US IP-address, activate the other connection named “Hidden24 US”. The same procedure should be used for any additional IP-address you would like to connect to.

You can switch between all of them, by activating and deactivating each connection.

# Part 4: Troubleshooting

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



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## 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.

## 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

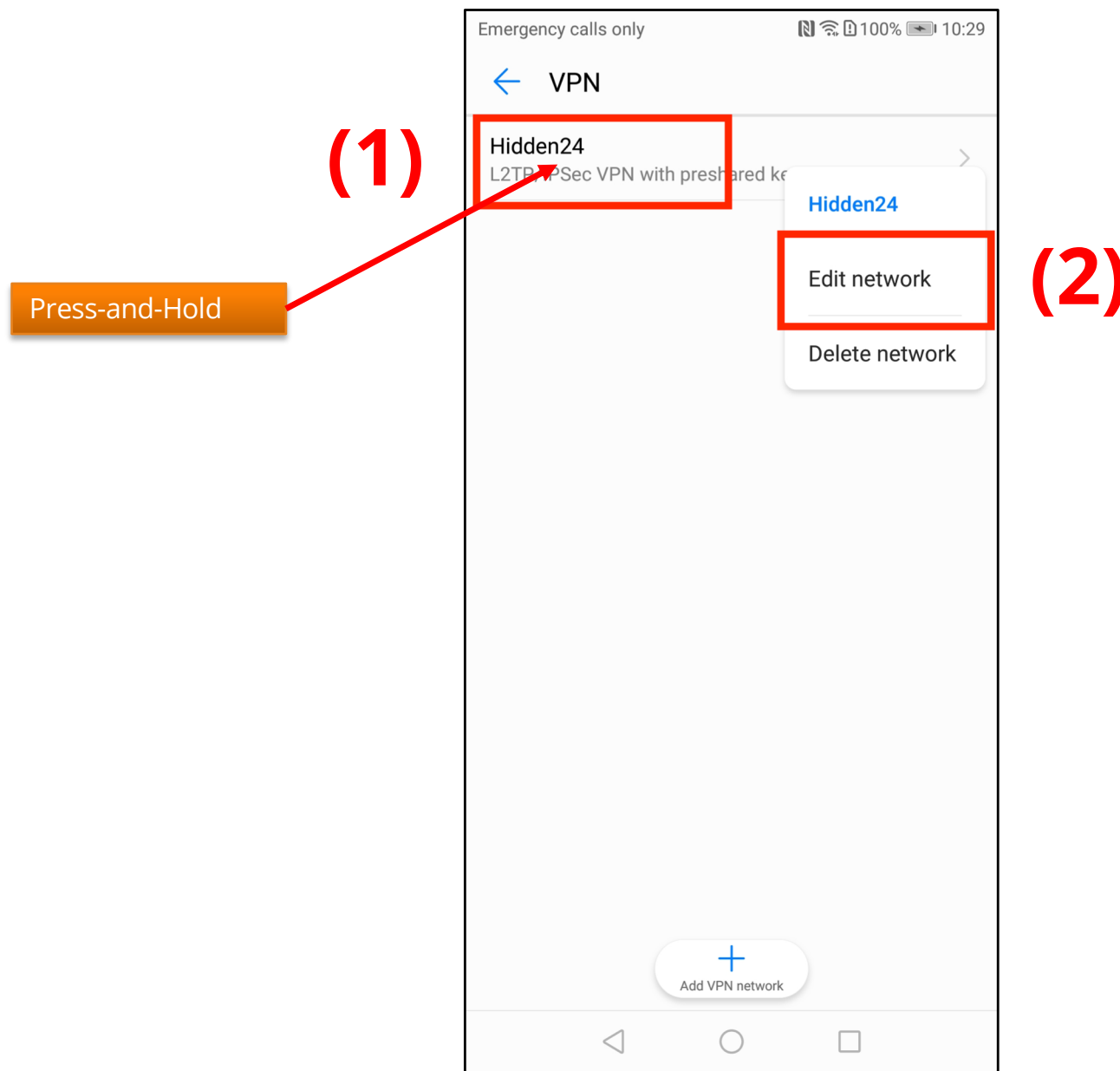
It's likely that the **server address is incorrect**. The Android device cannot find our datacenter at all, and it let's you know directly.

### 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.



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**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"**

# 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!

# HIDDEN24