



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**

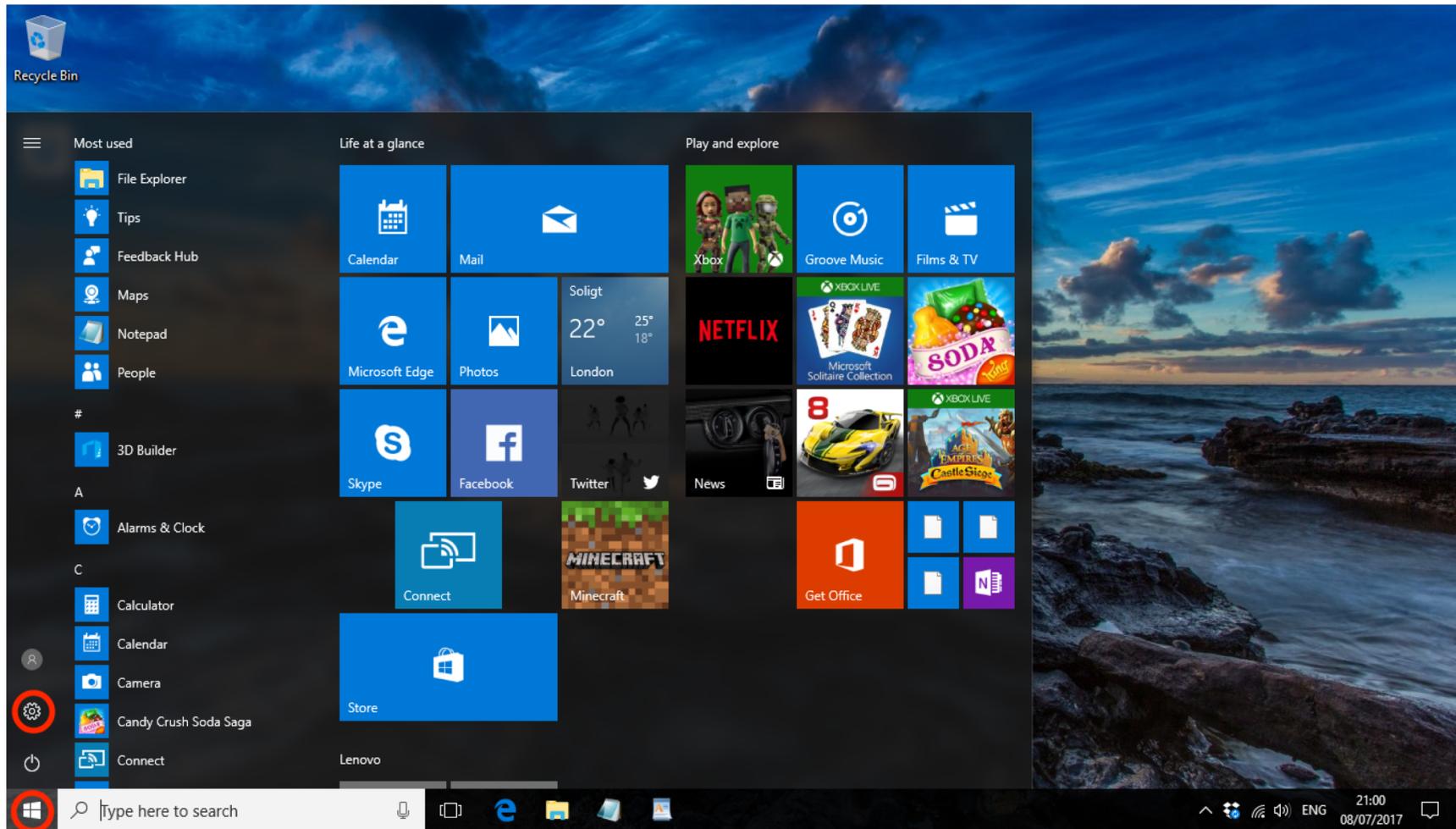
Part 3: Get an IP address from **another country**

Part 4: **Troubleshooting**

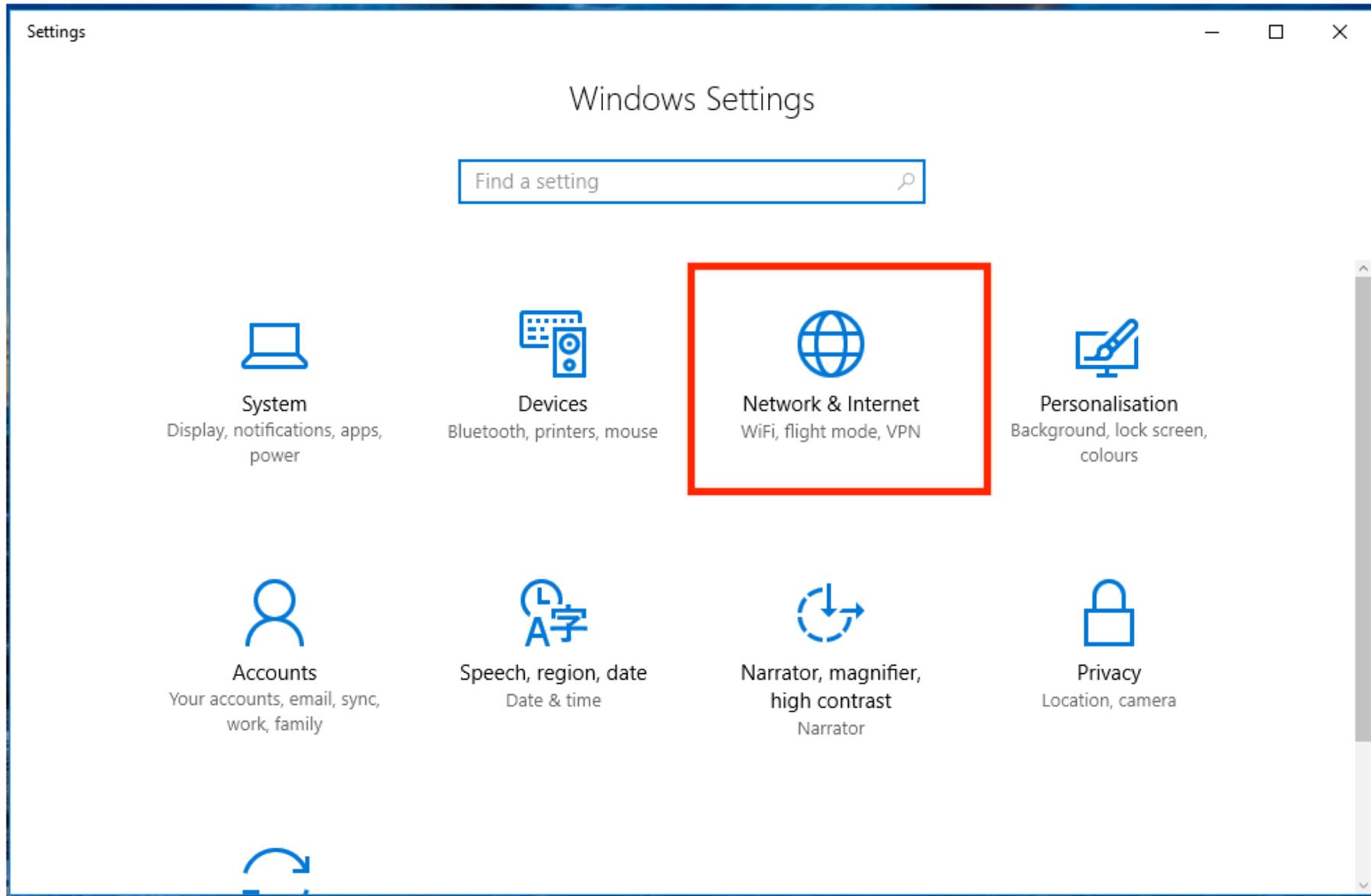
HIDDEN24

Part 1: Create a VPN connection

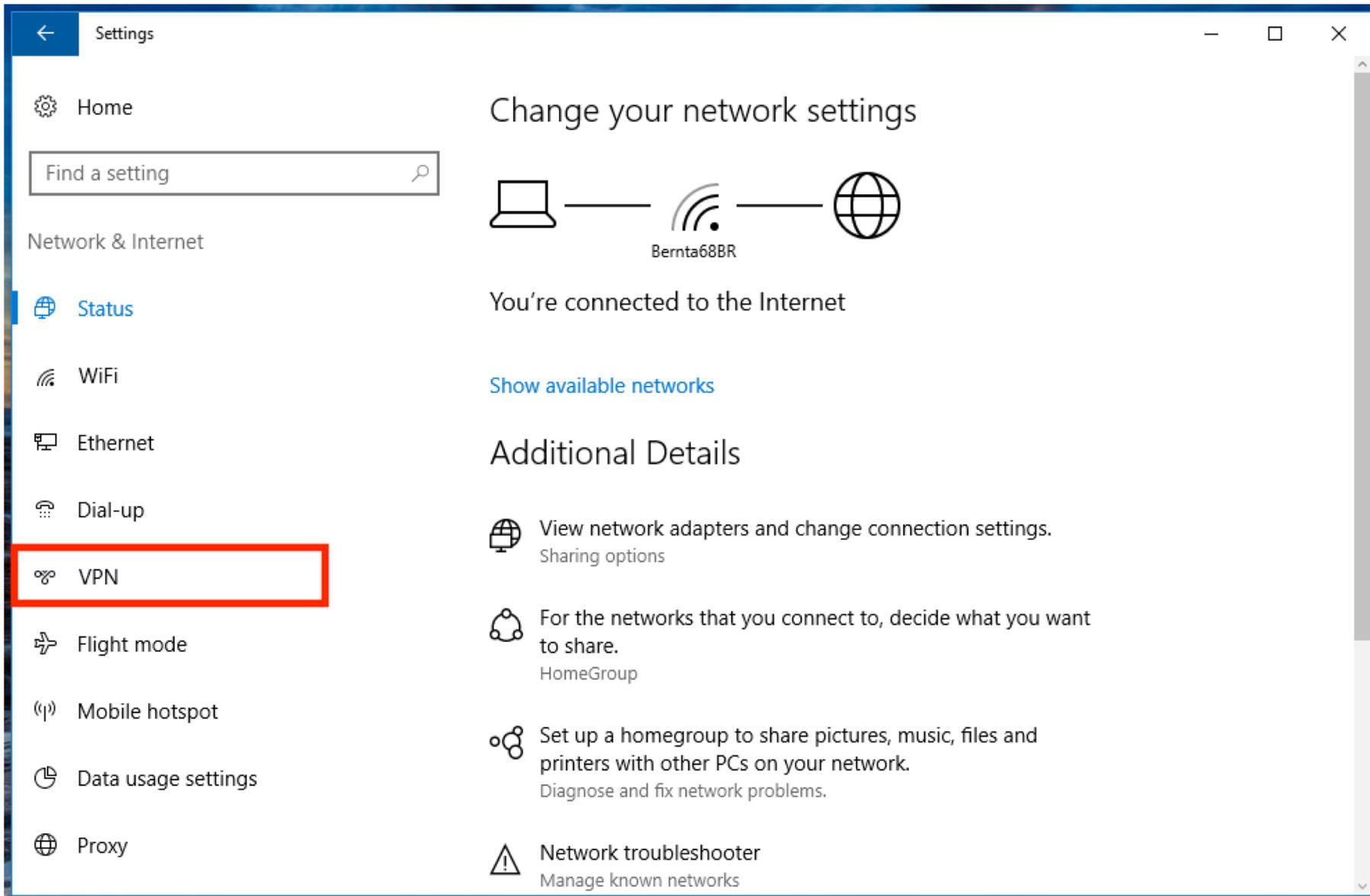
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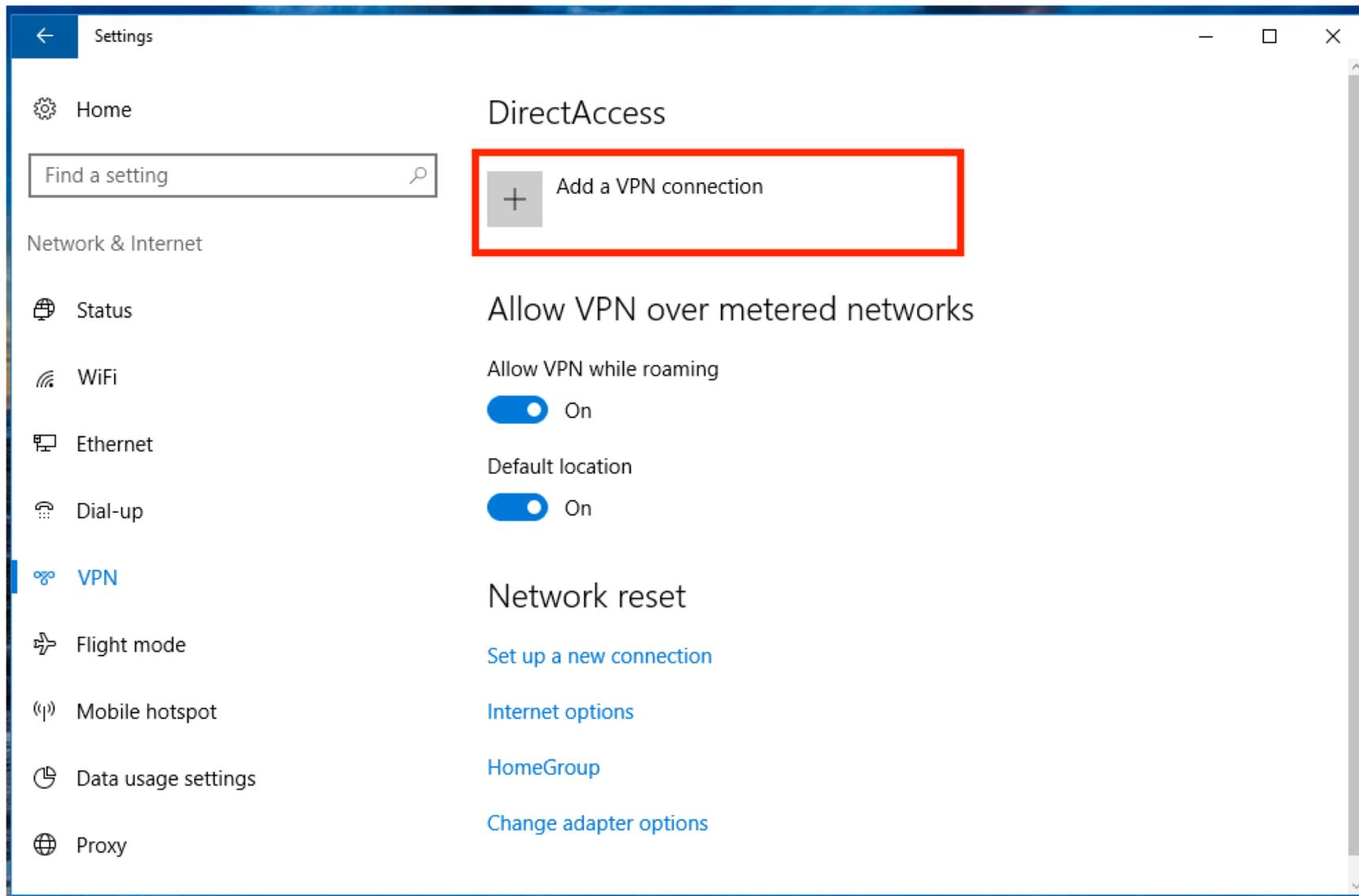
Step 1: Click on the **Start Button** (1) in the lower left corner, and then select the cogwheel icon for **Settings** (2).



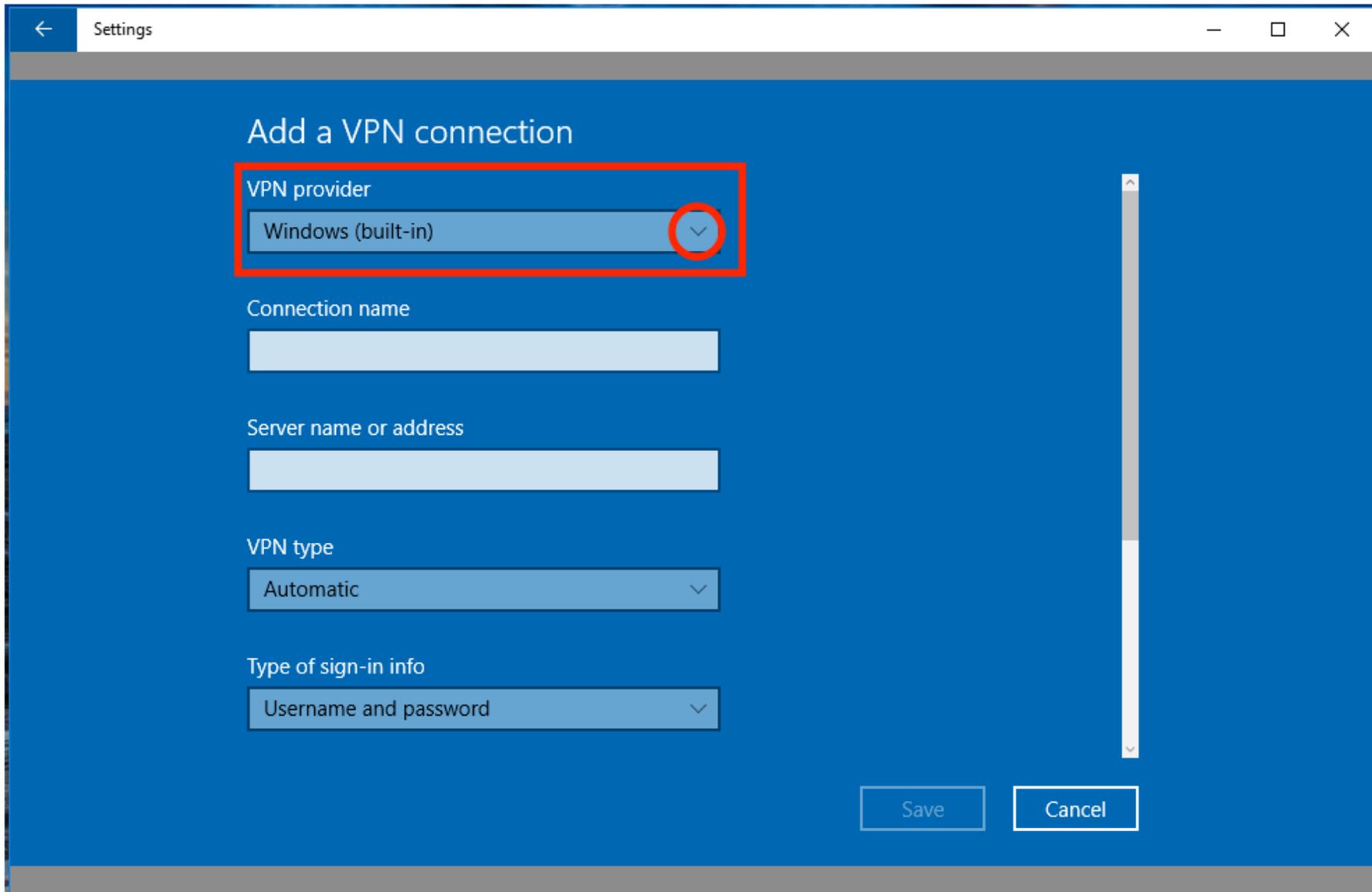
Step 2: Select "Network & Internet".



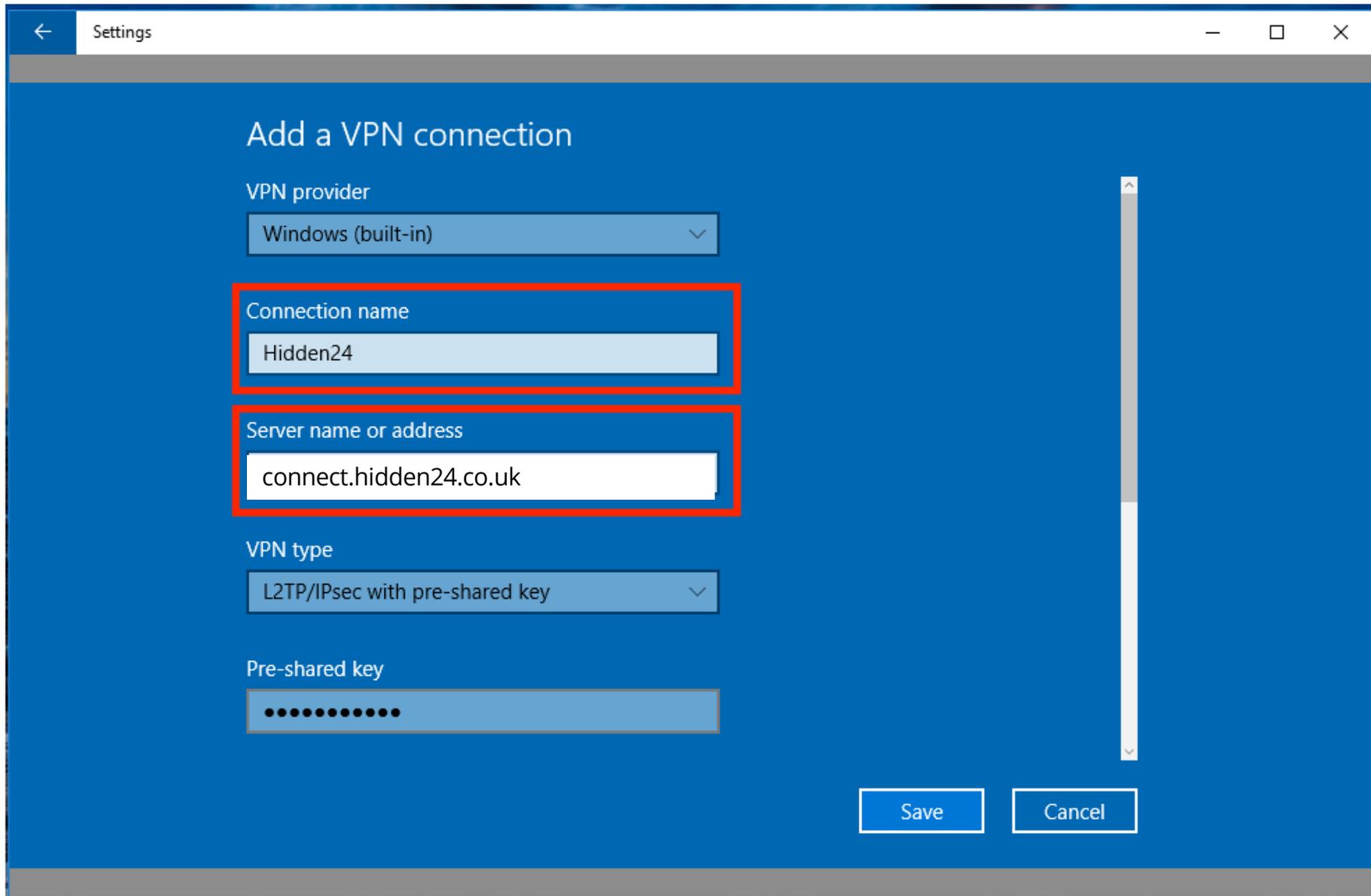
Step 3: Select “VPN” form the menu on the left hand side.



Step 4: Select “Add a VPN connection”.

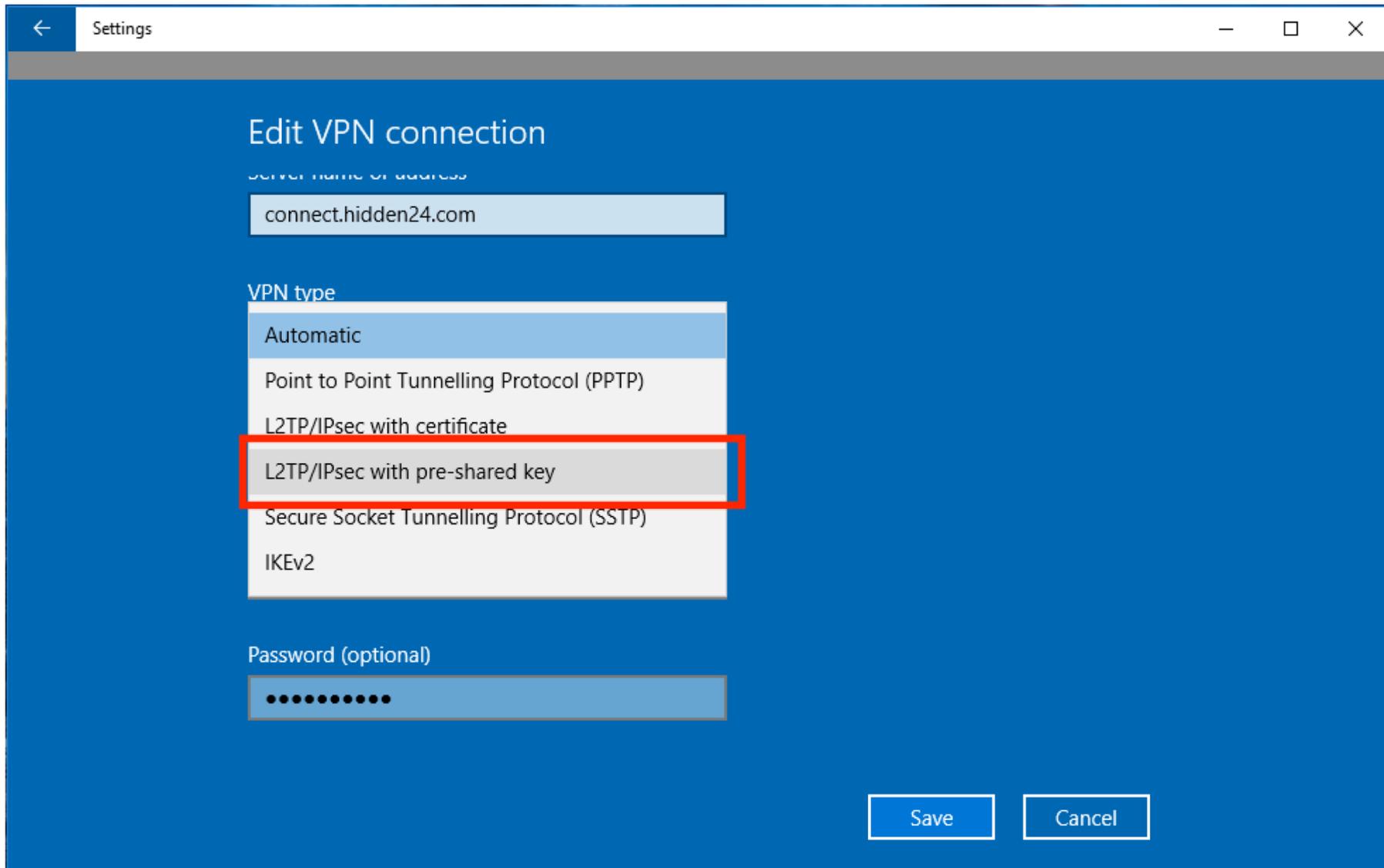


Step 5: Select **“Windows (built-in)”** from the drop down menu, that you open up by clicking the small arrow to the right, in the box under **“VPN provider”**



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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”.

Settings

Add a VPN connection

VPN provider
Windows (built-in) ▾

Connection name
Hidden24

Server name or address
connect.hidden24.co.uk

VPN type
L2TP/IPsec with pre-shared key ▾

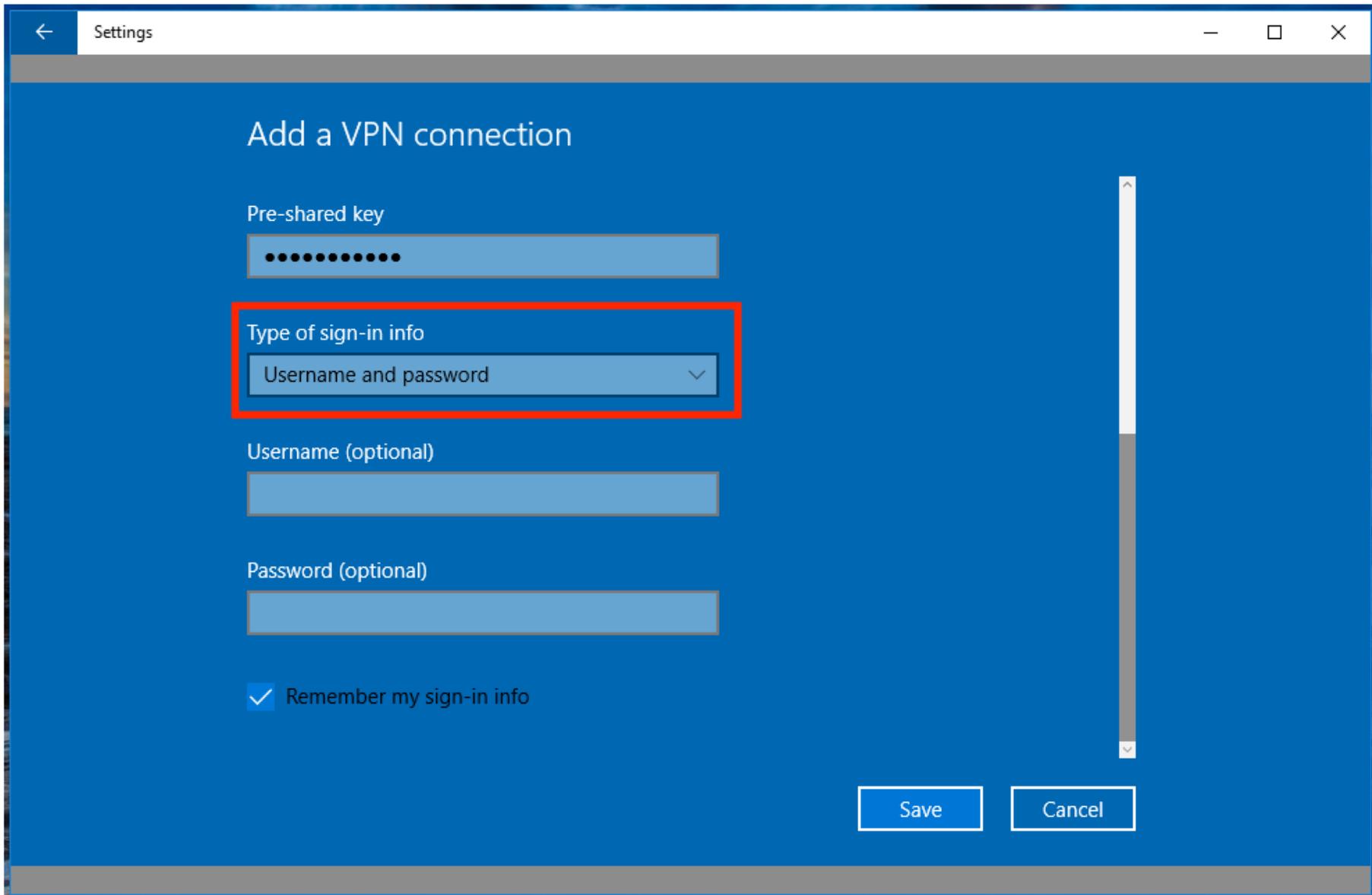
Pre-shared key
AnonymousMe

Copy and paste the pre-shared key from a clear text document, to make sure the spelling is accurate.

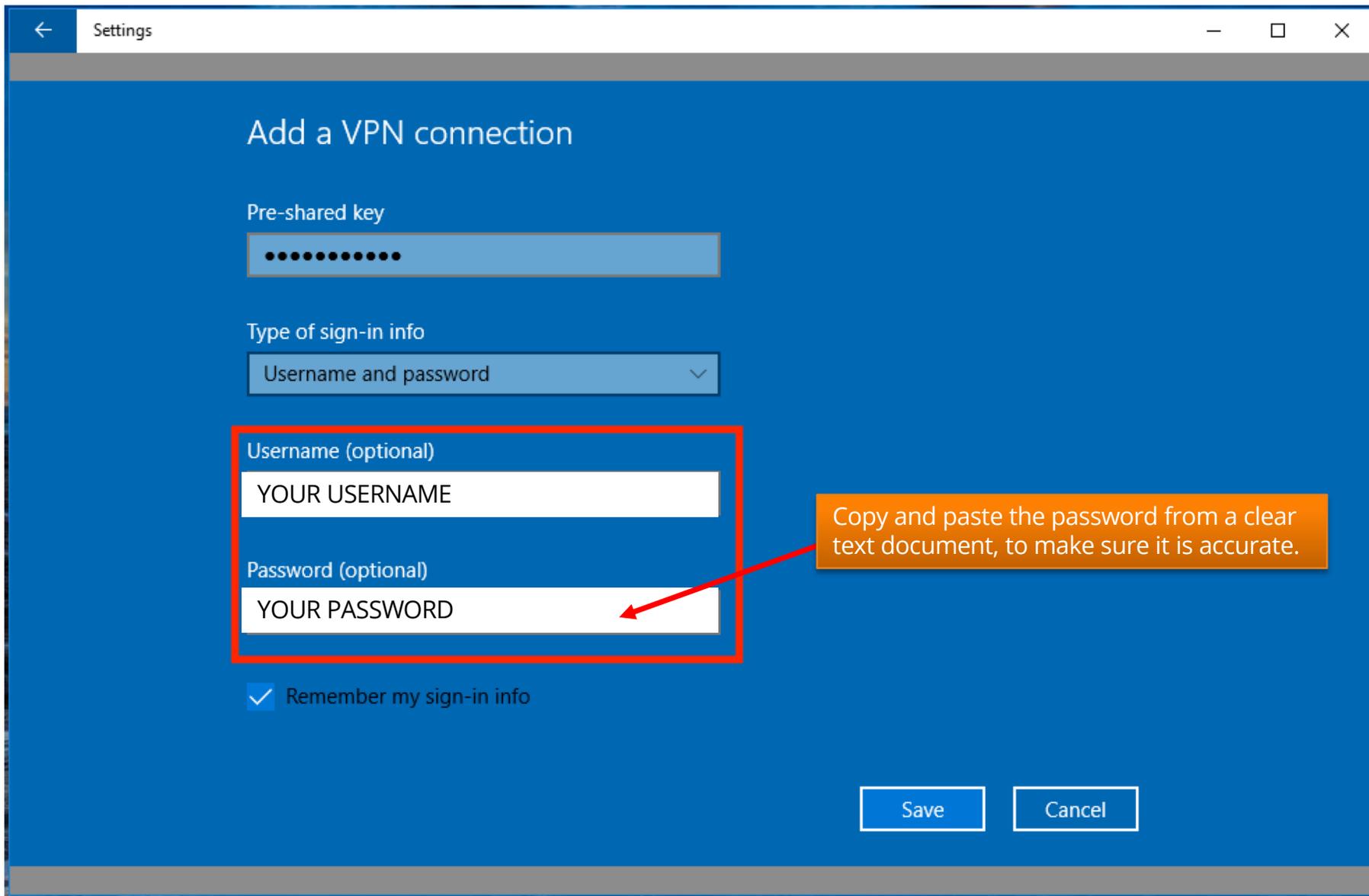
Save Cancel

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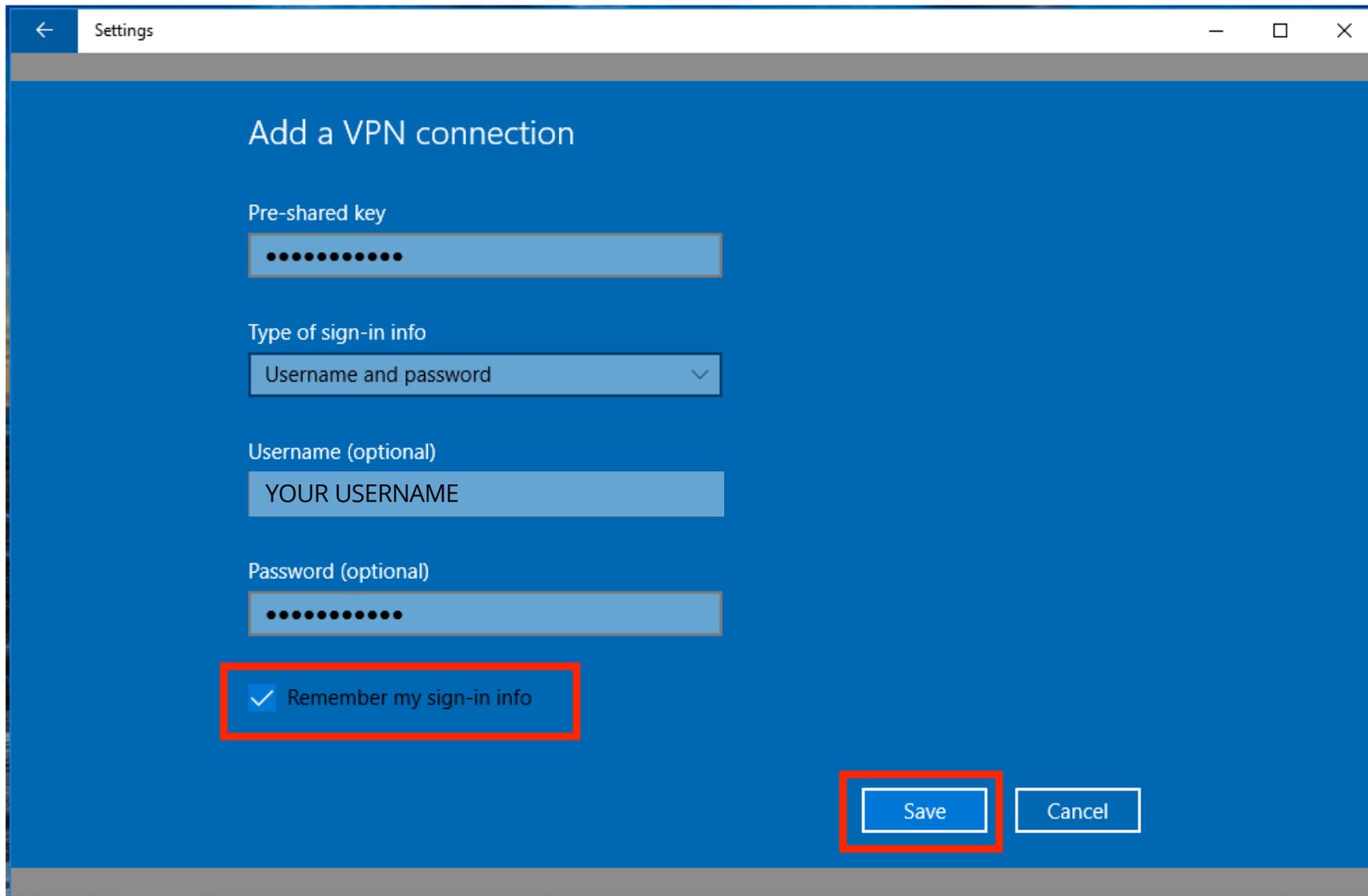
Step 8: Enter **"AnonymousMe"** in the box for **"Pre-shared key"**



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:

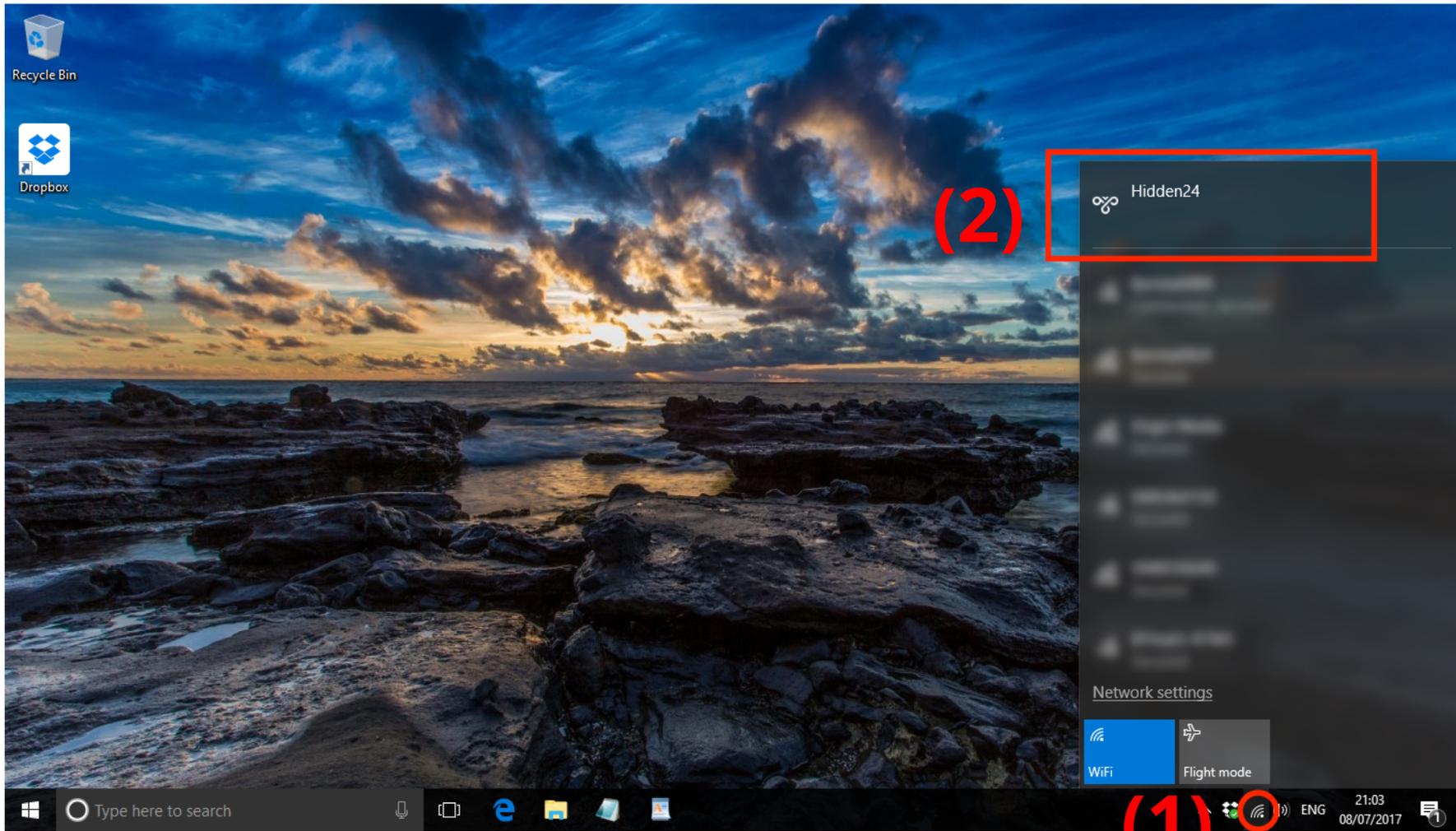
Connect to Hidden24 (and disconnect)

Congratulations!

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

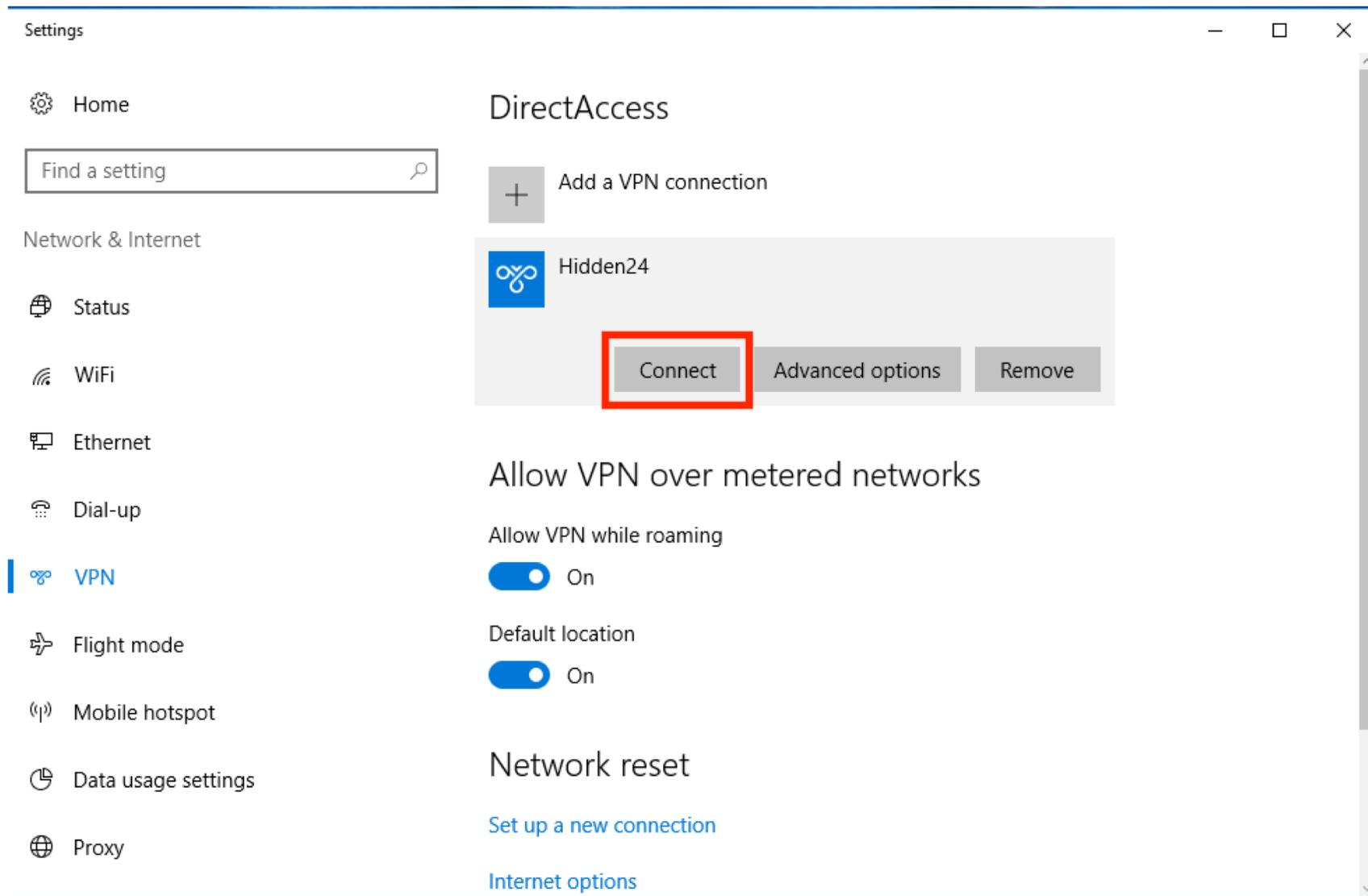
This part tells you how to connect with your new connection.

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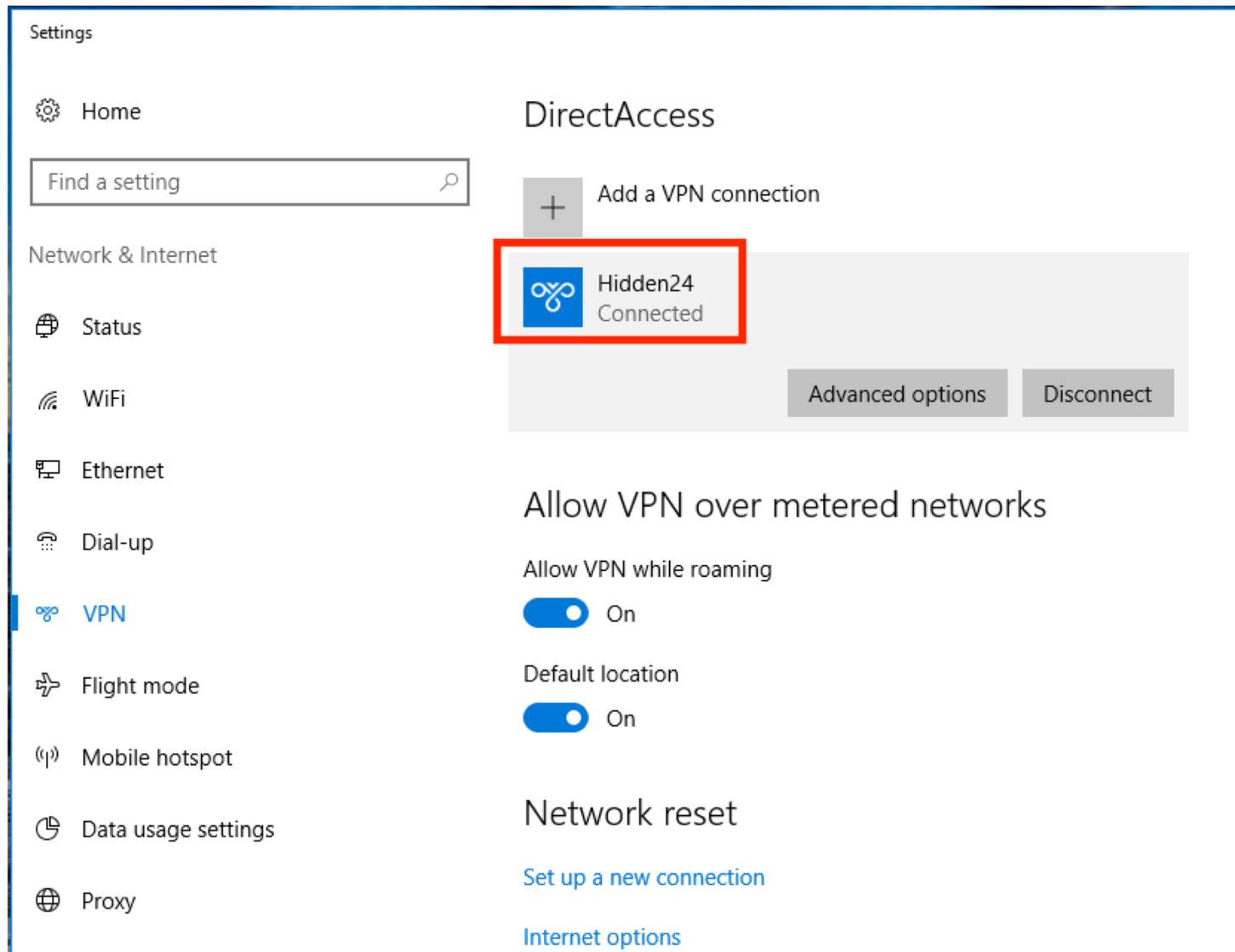
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Step 12: To connect to Hidden24, first click the **network icon**  in the bottom right corner (1), and then select **"Hidden24"** (2)



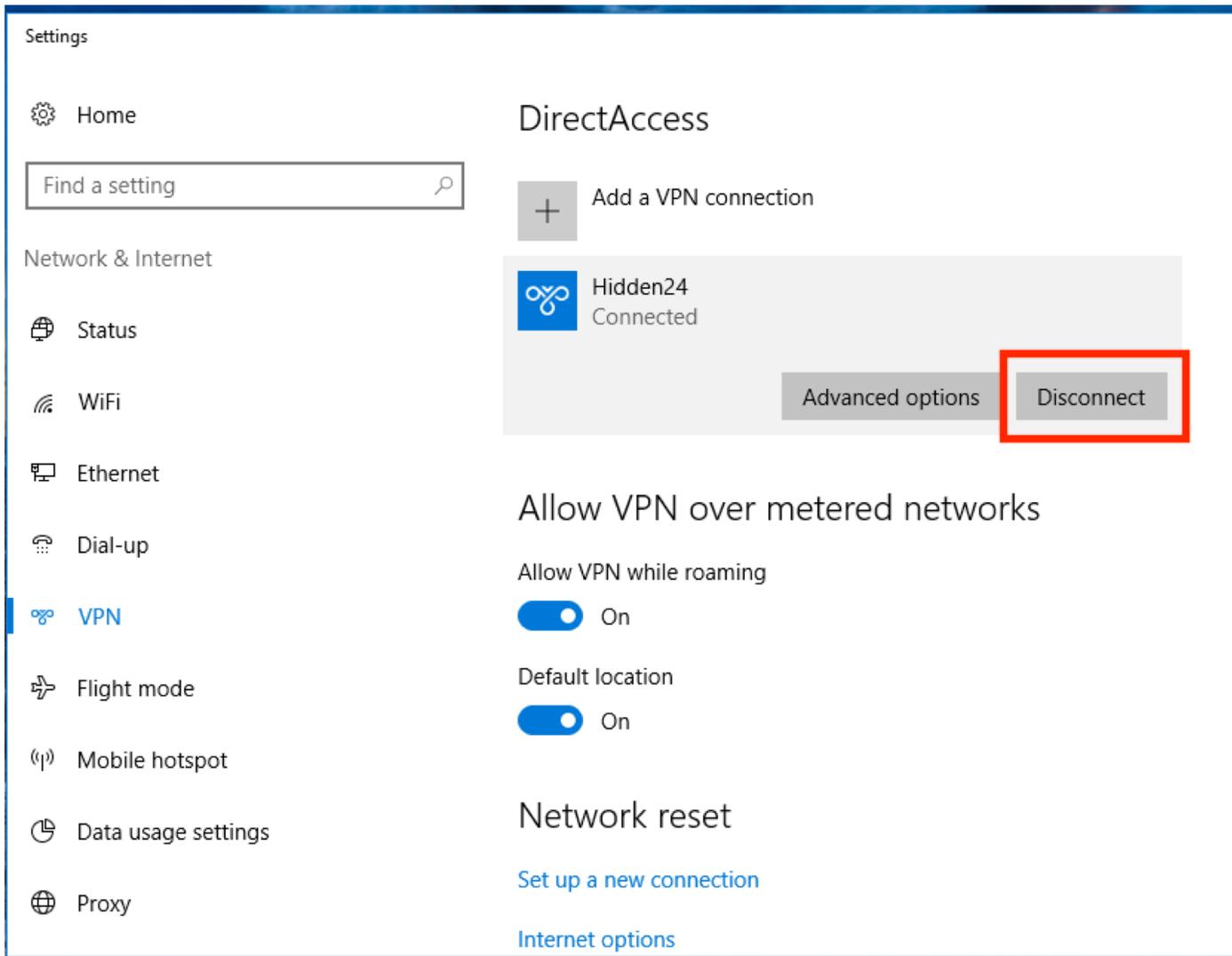
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Step 13: From the list of VPN connections, select “**Hidden24**”, and then click “**Connect**”.



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Step 14: You are now **connected** to Hidden24!



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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:

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.

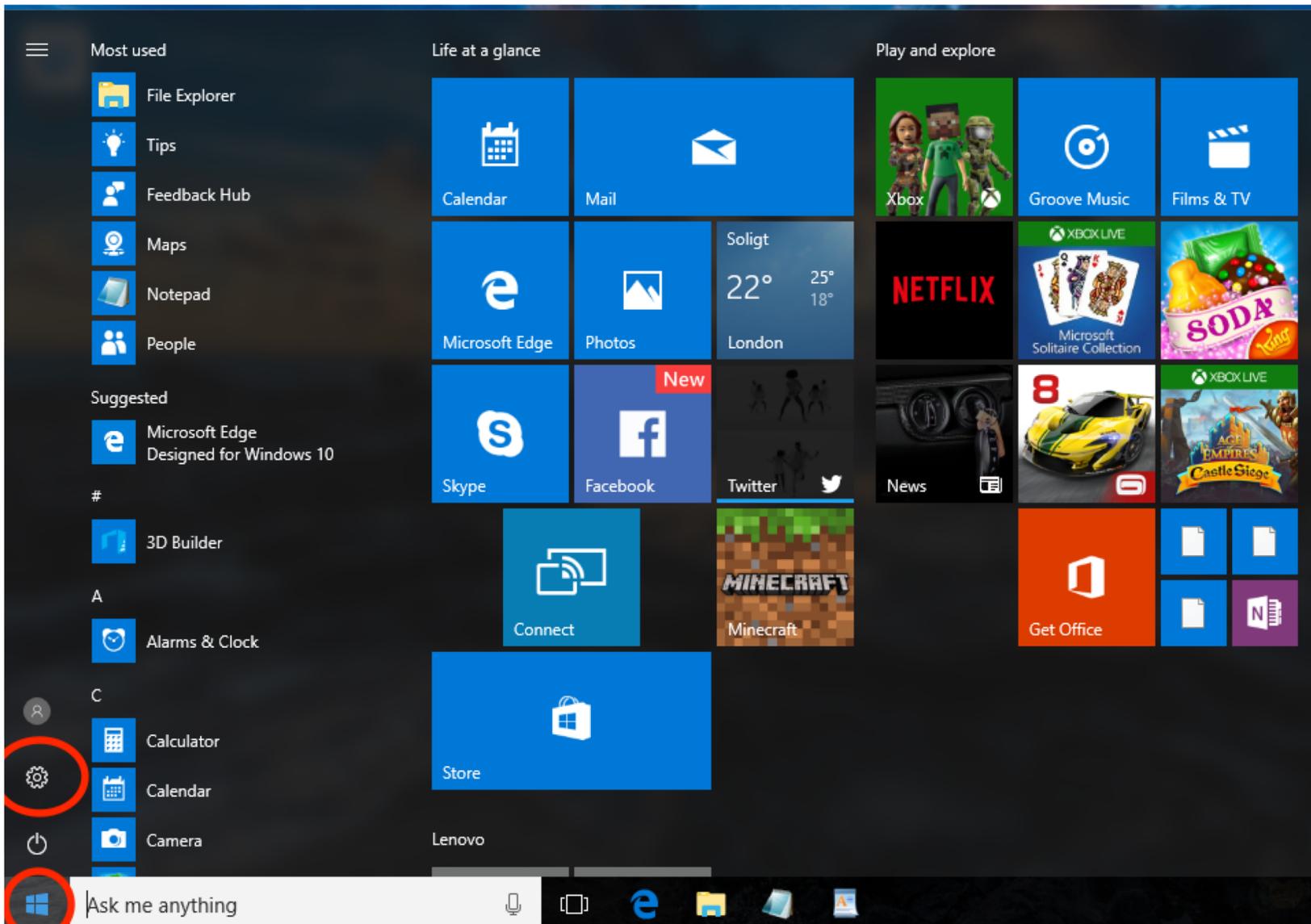
You can switch between all of them, by activating and deactivating each connection.

Part 4:

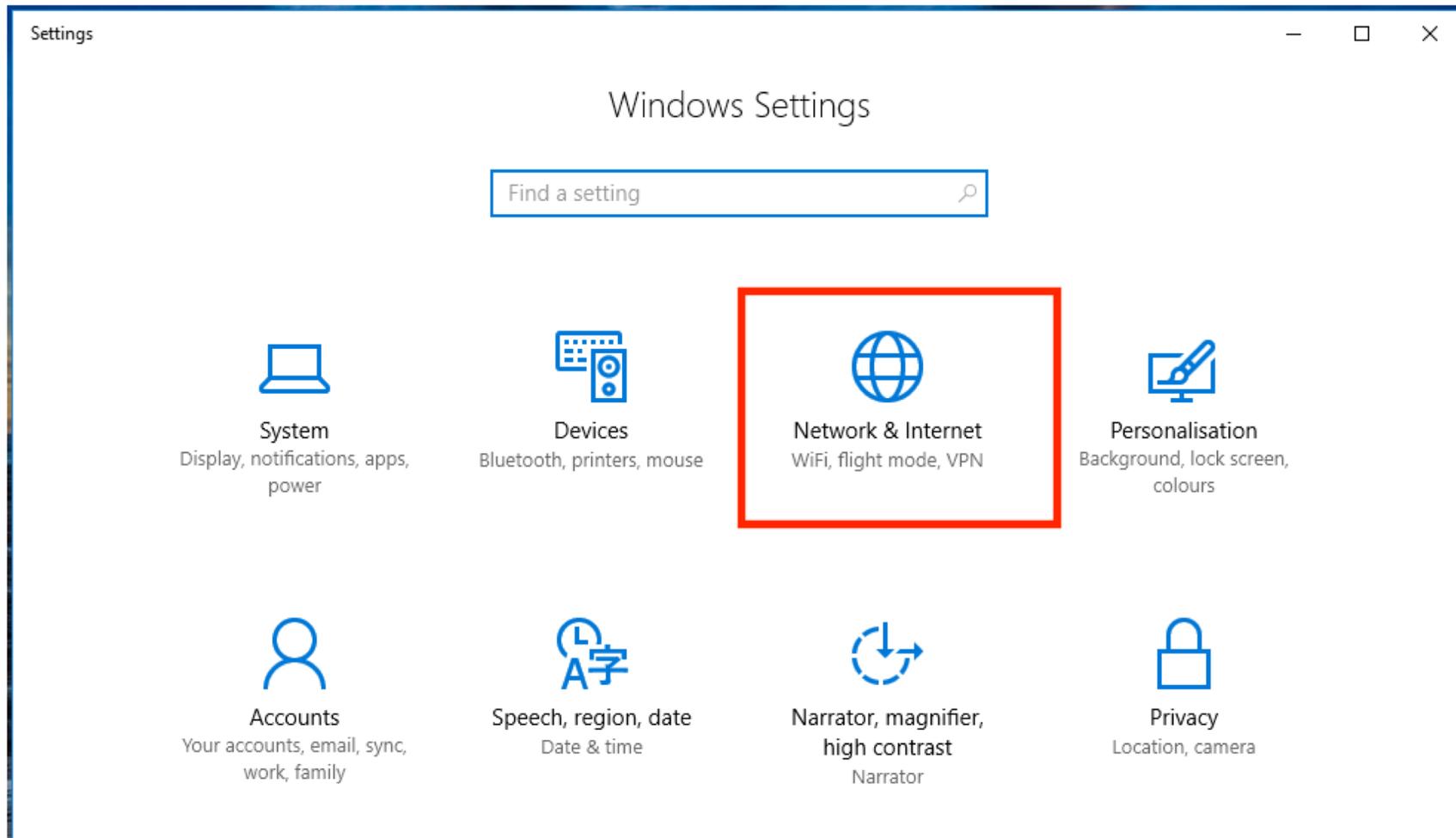
Troubleshooting

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

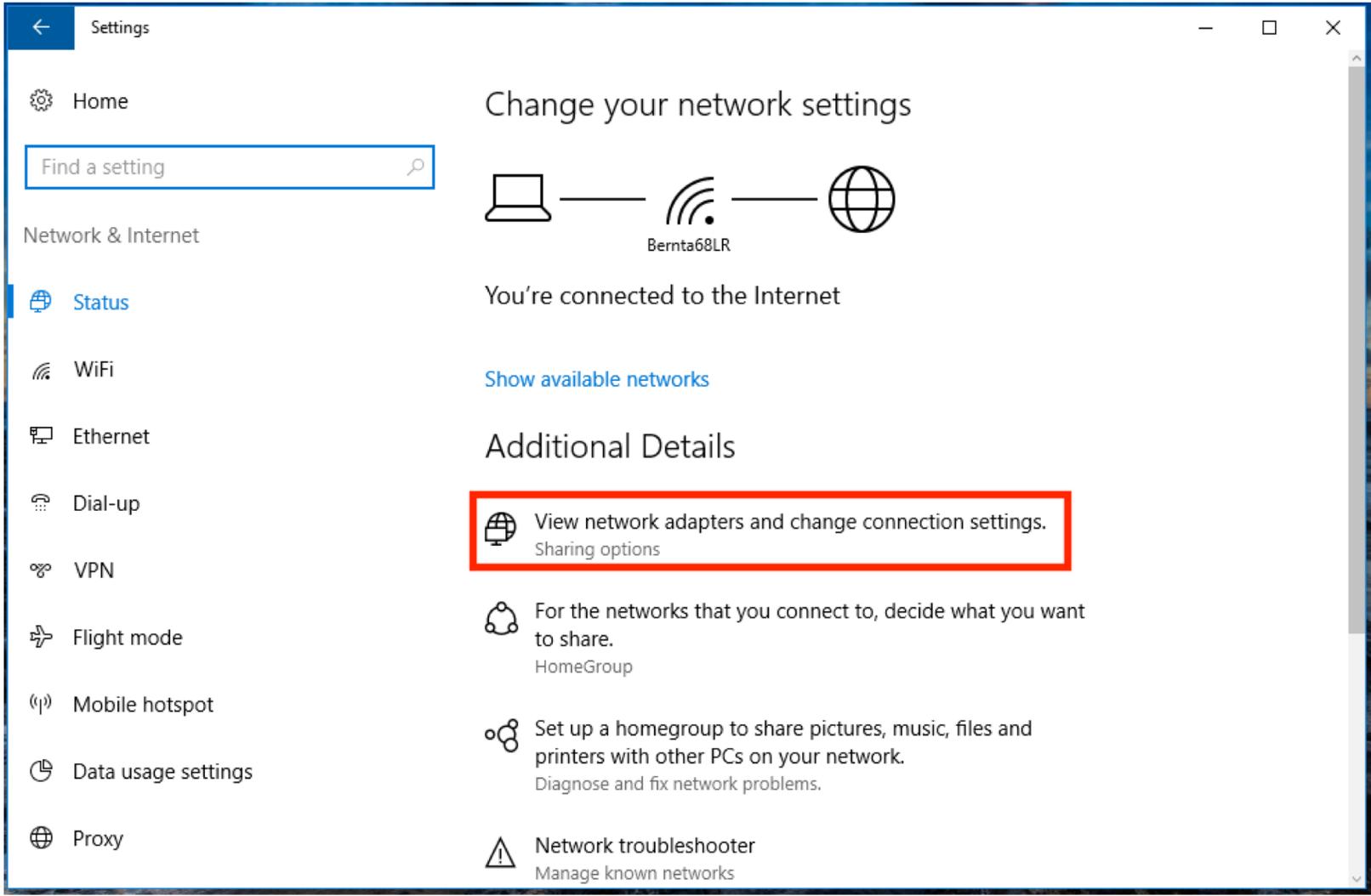
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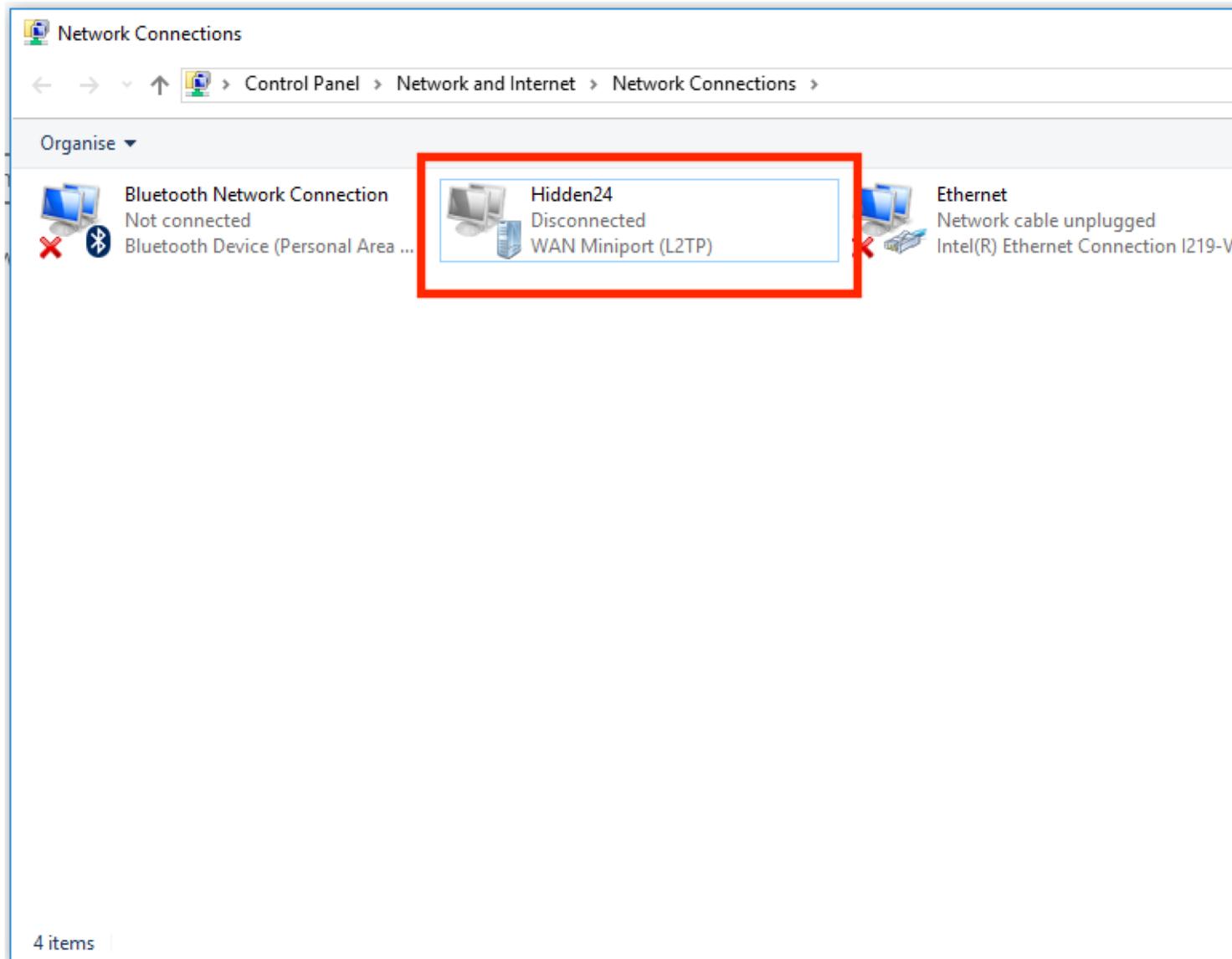
Step A: Select the **Start icon** at the bottom left, and then the cogwheel shaped icon for **Settings**.



Step B: Select **Network & Internet**.

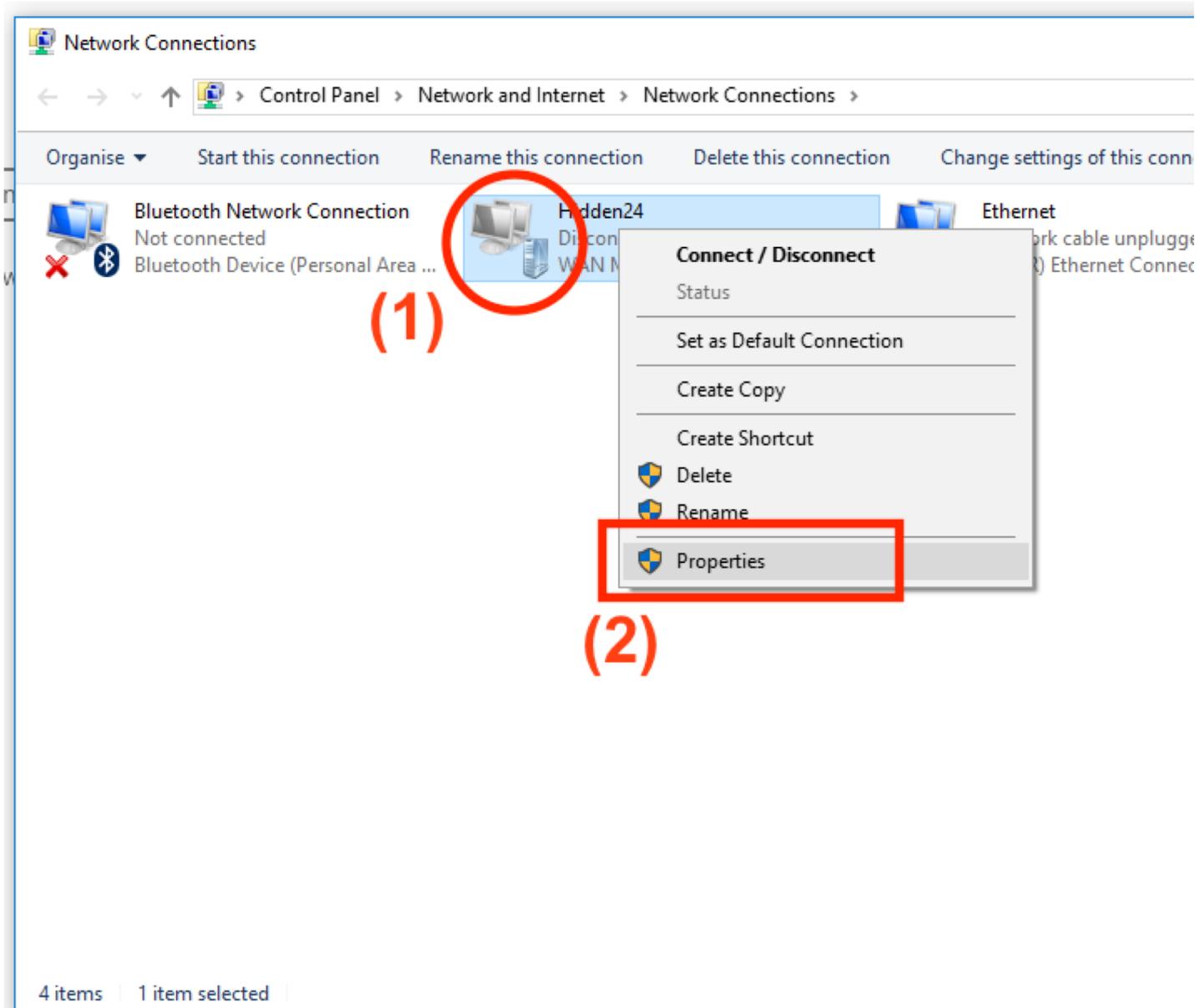


Step C: Select “View network adapters and change connection settings”



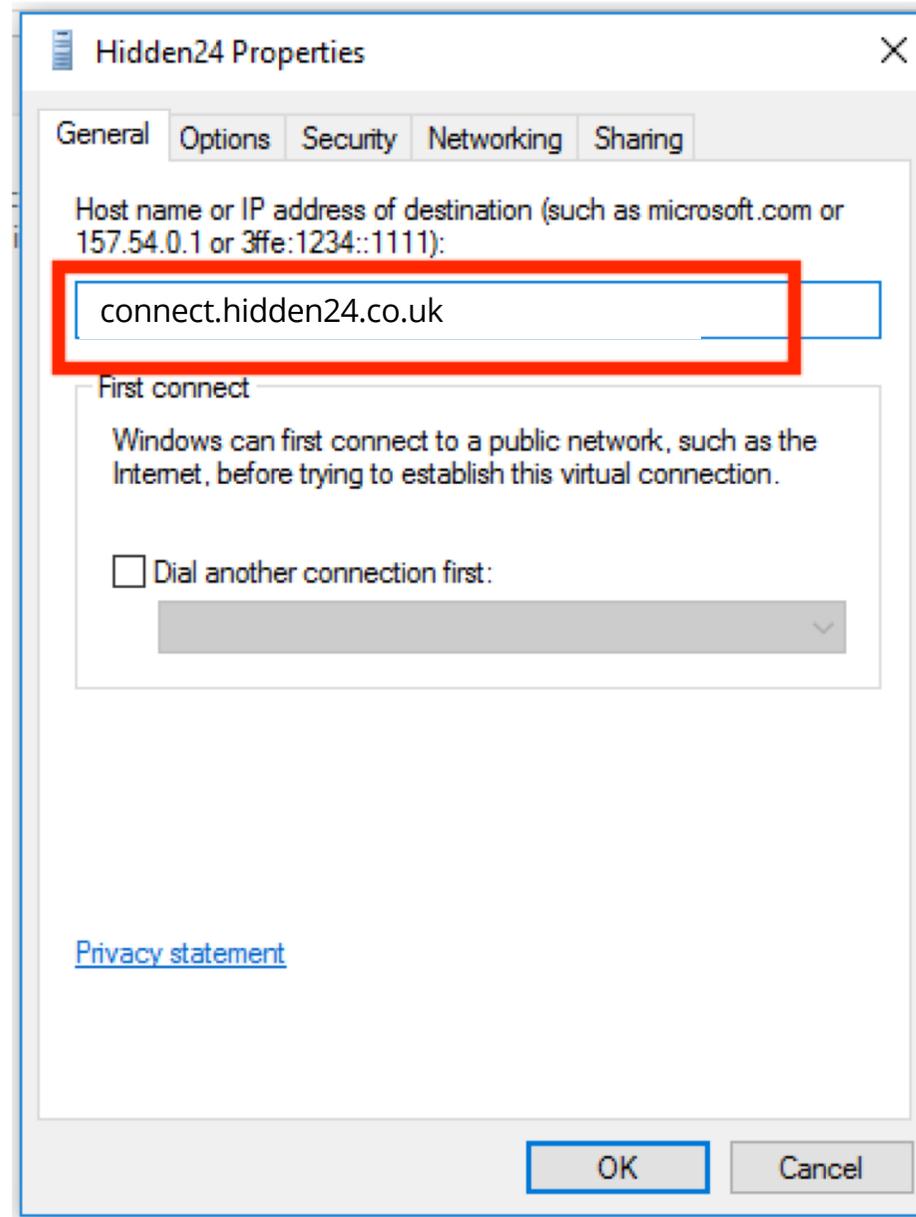
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Step D: Locate the connection for **Hidden24**.

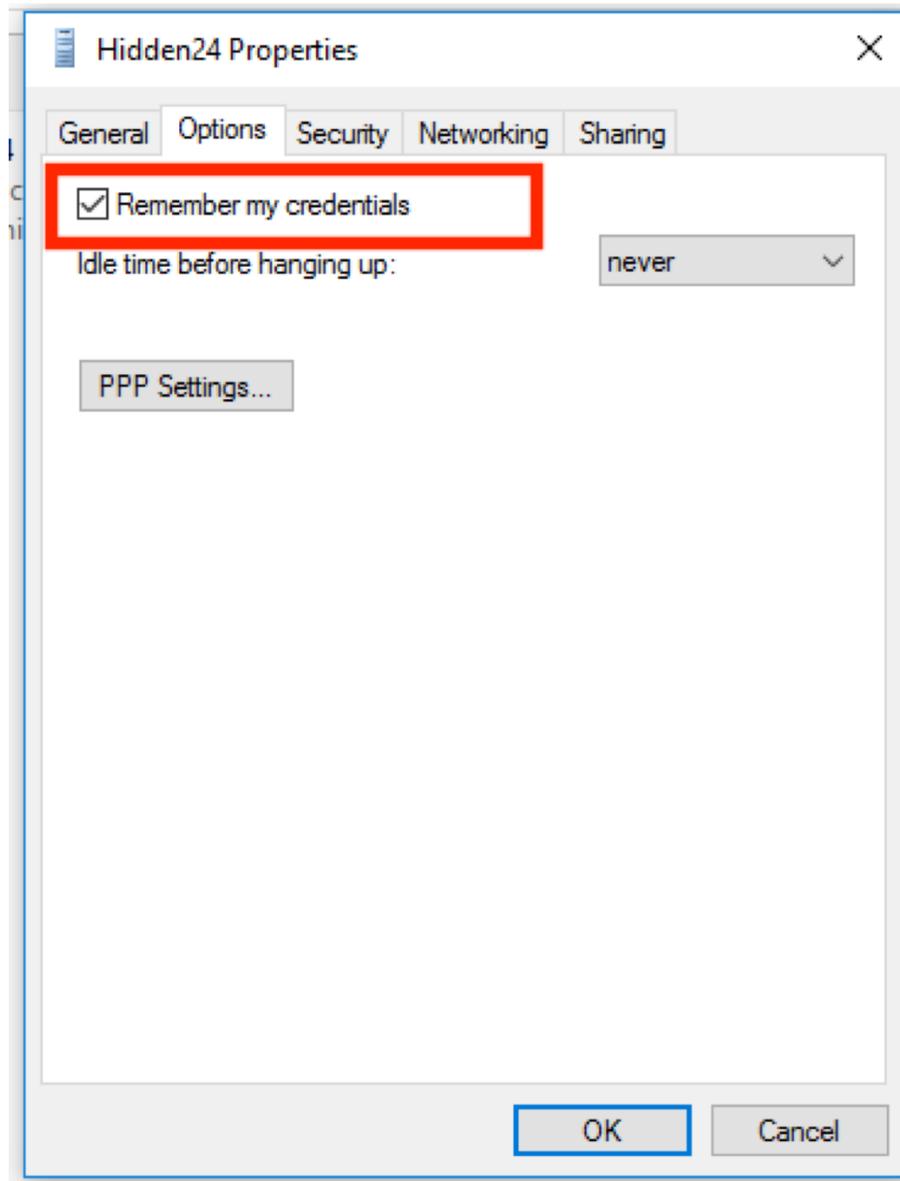


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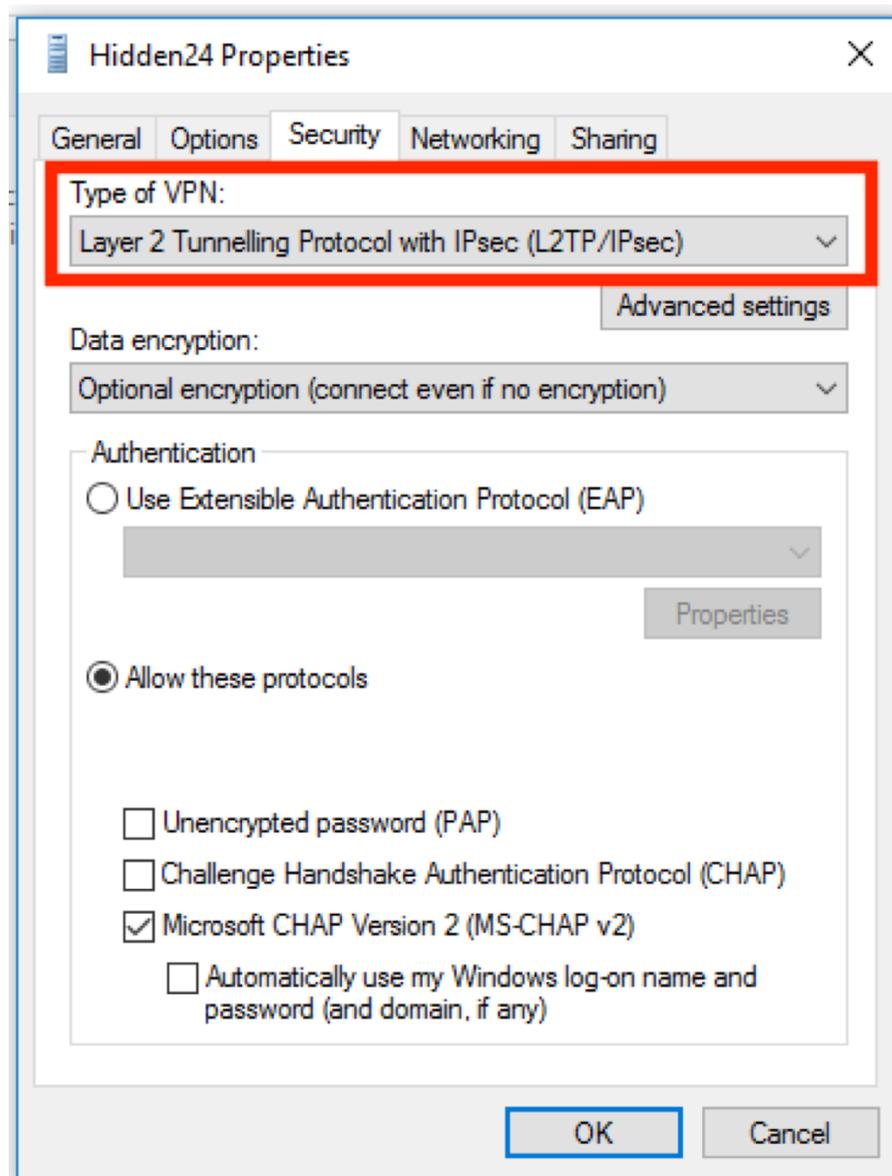
Step E: Right click on **Hidden24**, and select **“Properties”** from the pop-up menu.



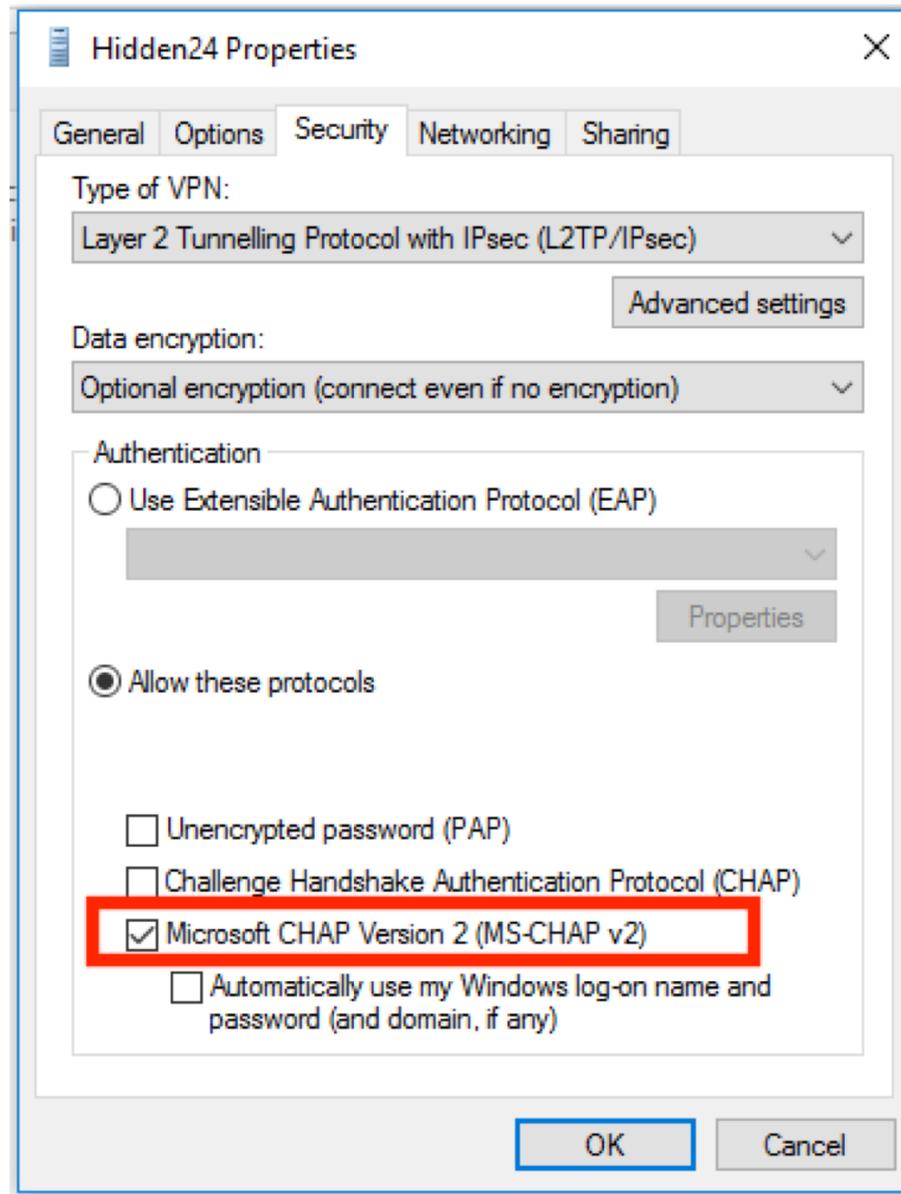
Step F: Under the tab **“General”**, check that the connection points to **“connect.hidden24.co.uk”**



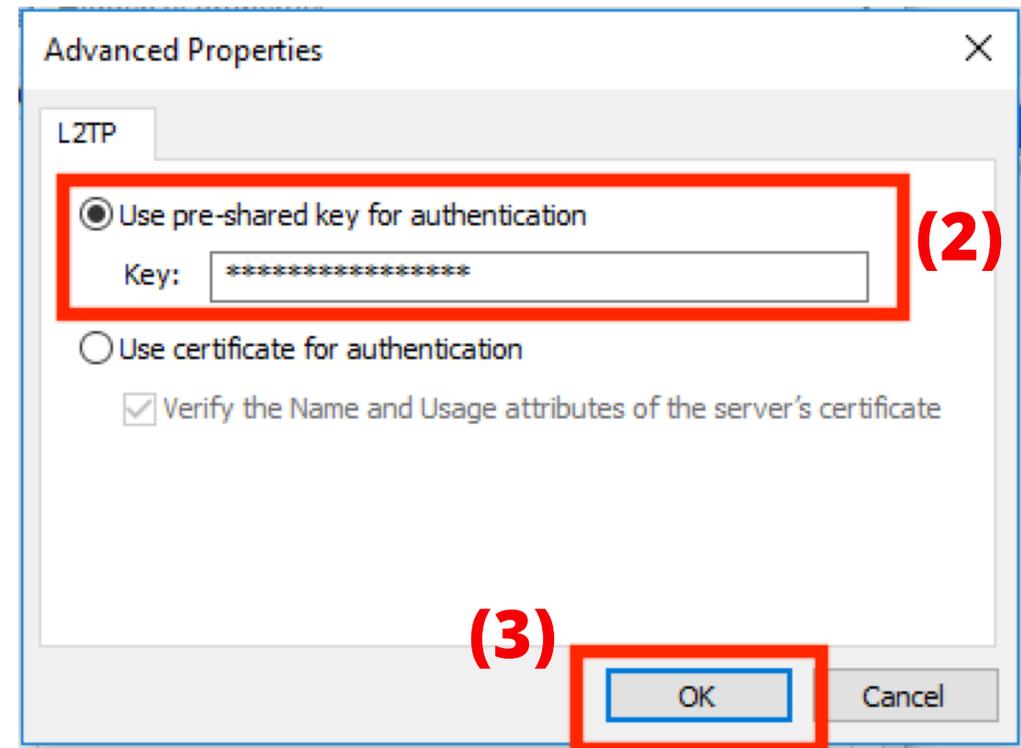
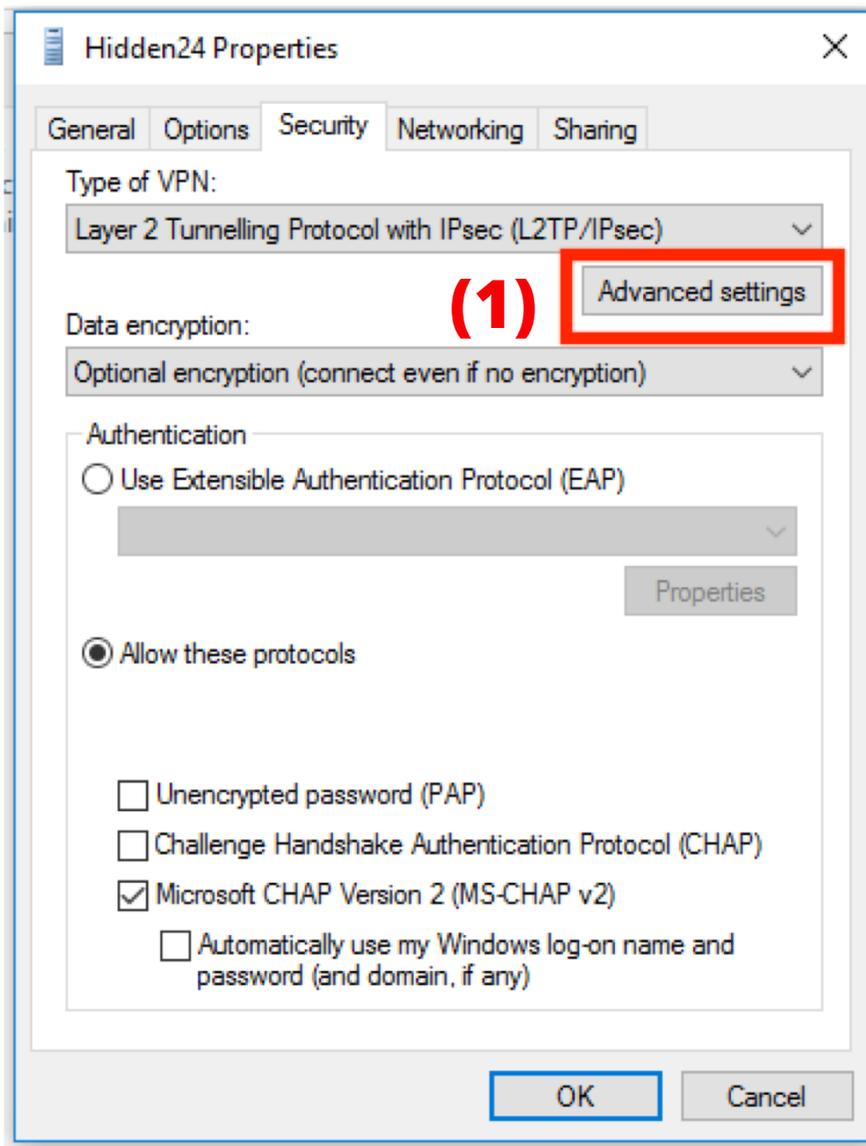
Step G: Under the tab **"Options"**, check that **"Remember my credentials"** is selected.



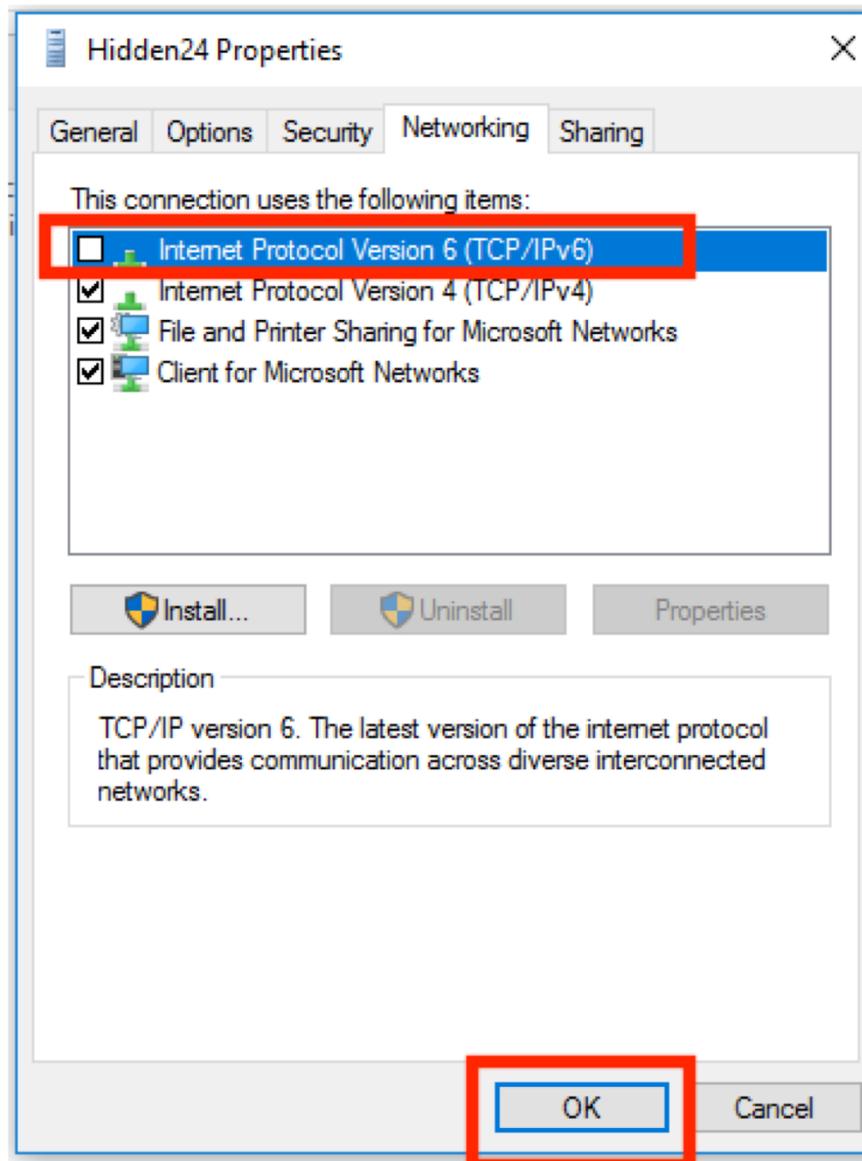
Step H: Under the tab “**Security**”, in the section “**Type of VPN**”, make sure that “**Layer 2 Tunneling Protocol with Ipsec (L2TP/IPsec)**” is selected from the drop-down-menu.



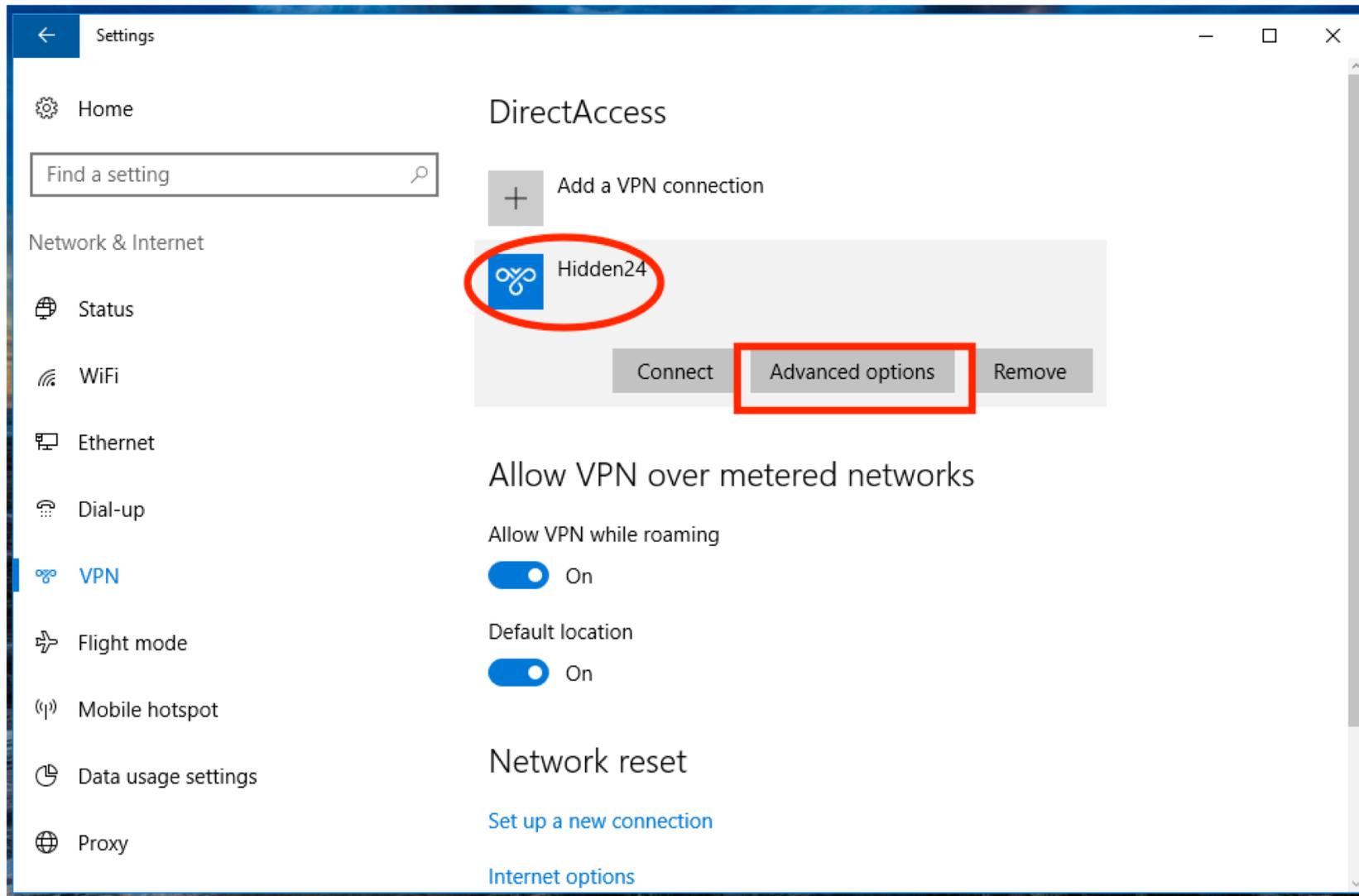
Step I: Under the tab “**Security**”, in the section “**Authentication -> Allow these protocols**”, check that **only** “**MS CHAP v2**” is selected.



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).

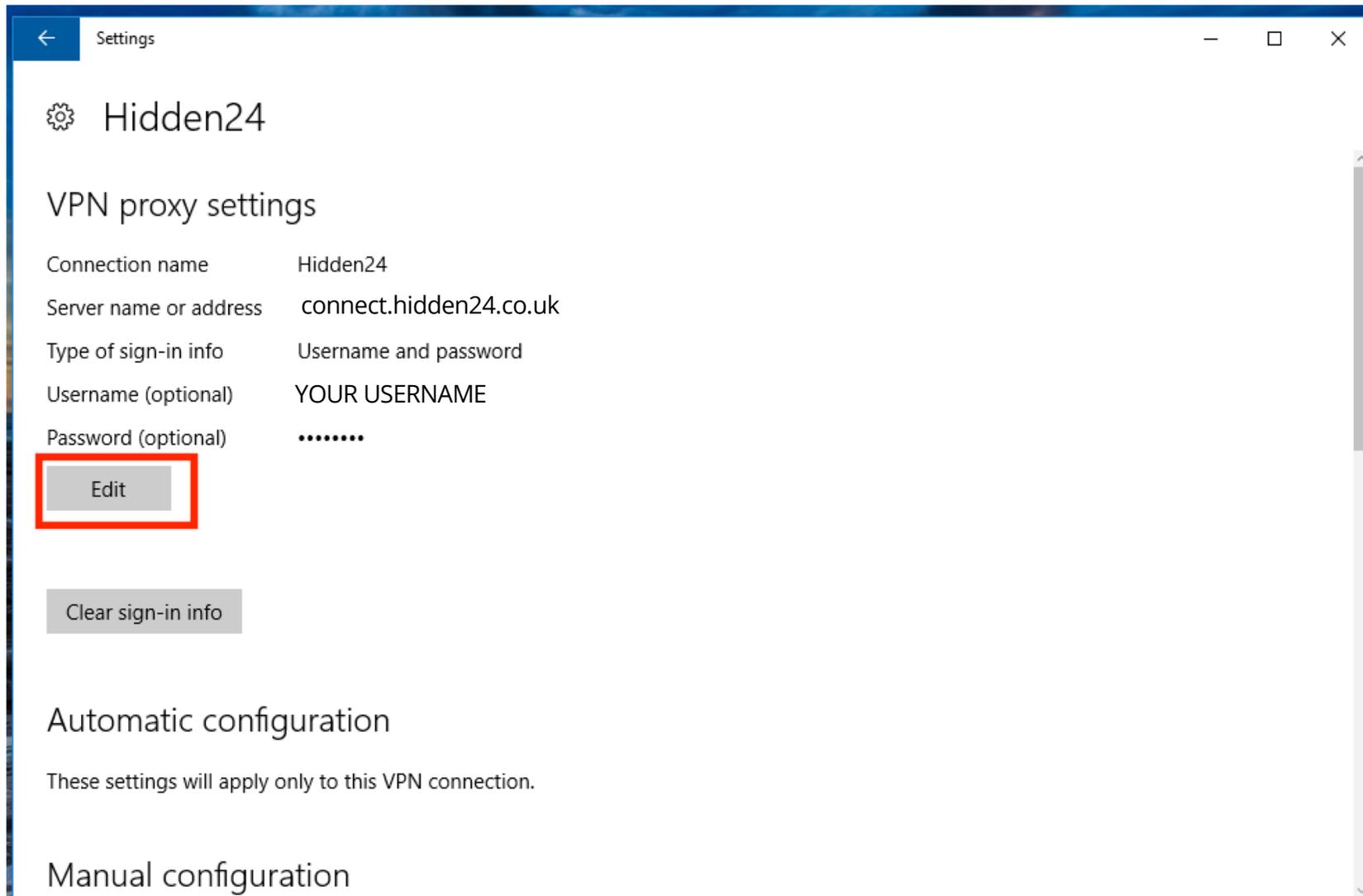


Step K: Under the tab “**Networking**”, deselect the checkbox for “**IPv6**”, so that IPv6 is **not active**. Click “**OK**”.

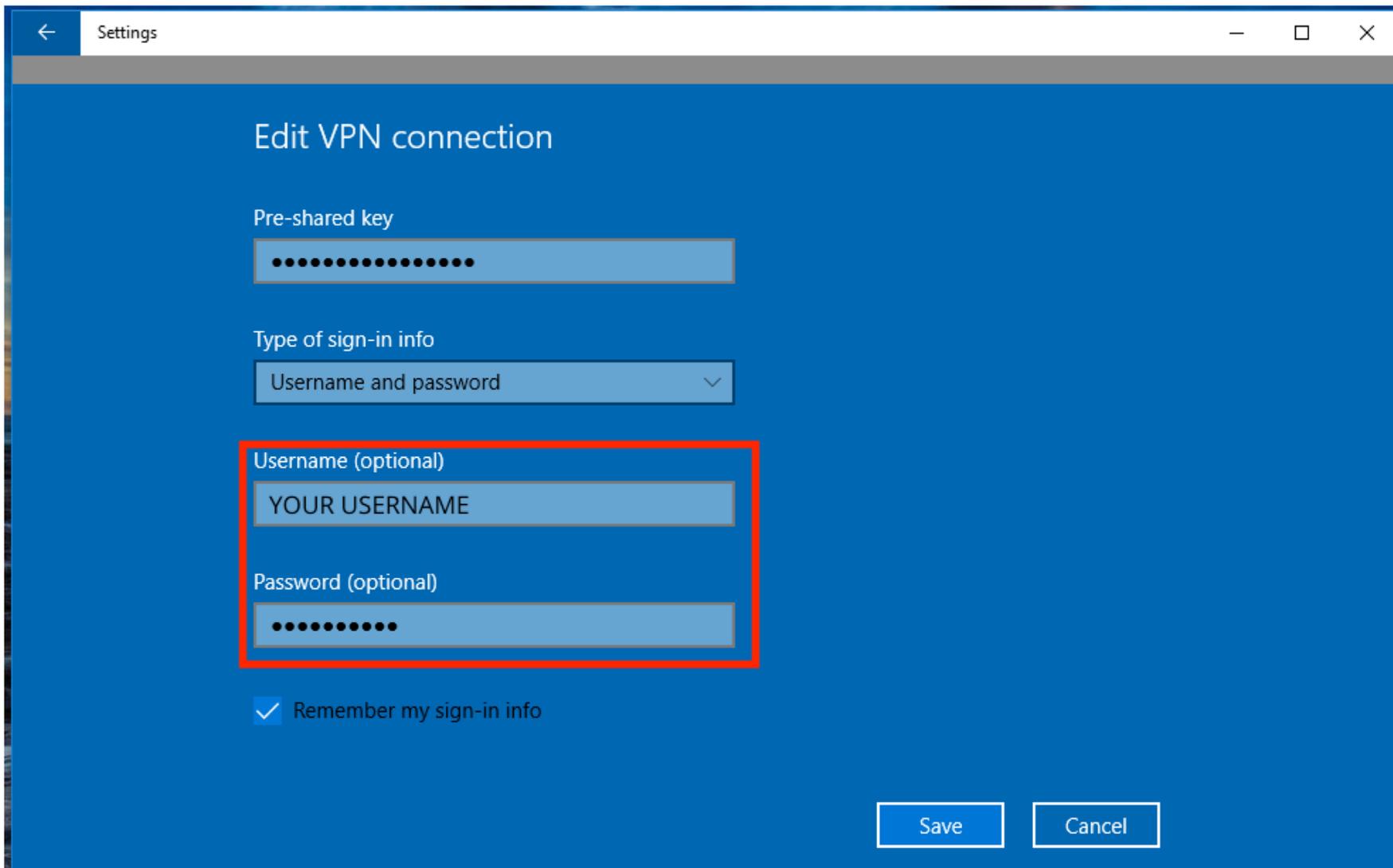


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Step L: Click on **Hidden24**, and select **“Advanced options”**



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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