IKEV2 INSTALLATION GUIDE WINDOWS 10

This guide will help you to set up the connection to our servers in a few simple steps. You only need to do this once, when you are about to use Hidden24 for the first time.

You'll also receive some instructions on how to connect and disconnect the VPN connection, and instructions if you're planning to watch TV or streaming services.
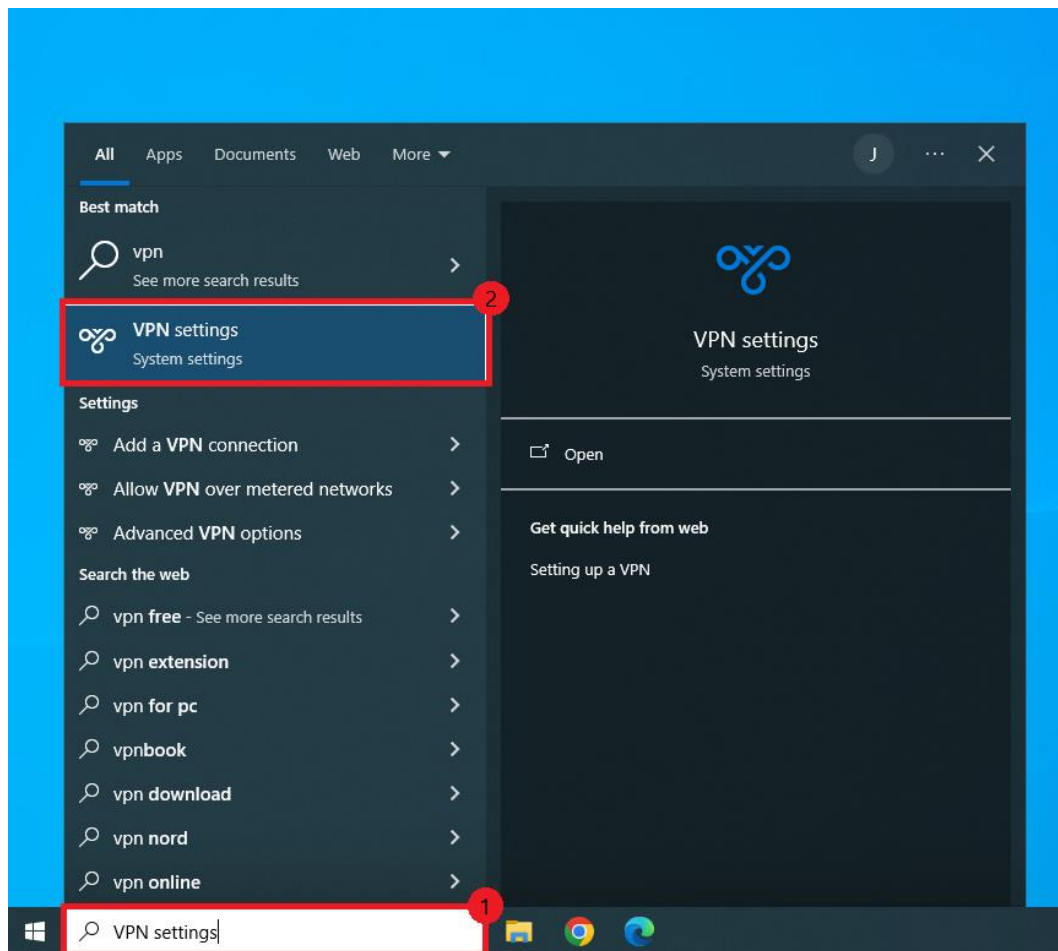
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HIDDEN24

PART 1: CREATE A VPN CONNECITON

Step 1: Click on the **magnifying glass** (1) in the bottom right and write "**VPN settings**" in the **search bar**.

Next, click the option named "**VPN-Settings**" (2).
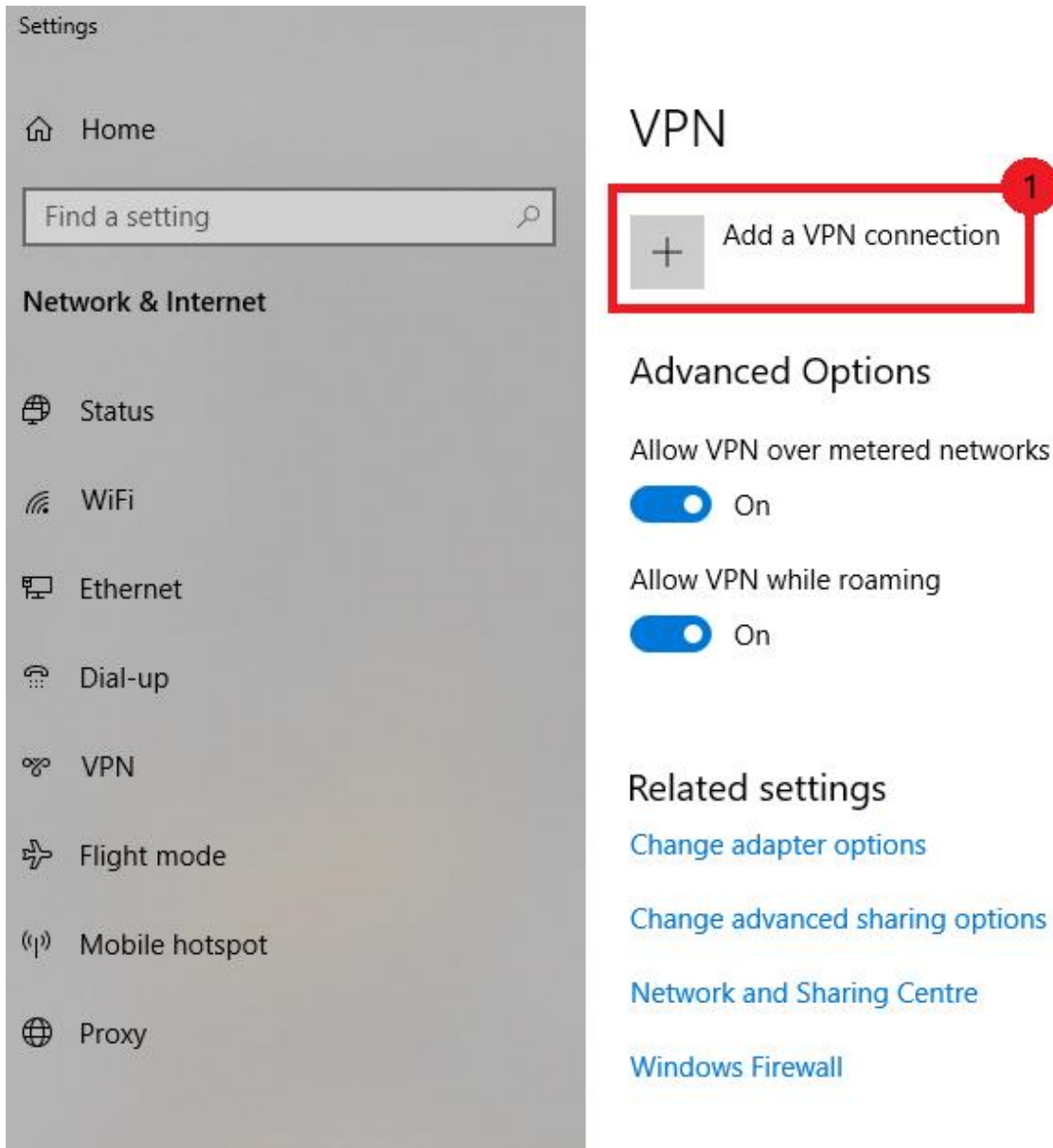
Step 2: Click on "**Add a VPN-Connection**" (1).

Step 3: Click the arrow in the marked area and choose "Windows (Built-In)" in the list.

Step 4:

> **(1)** In the field **"Connection Name"**, you give your connection a name. This needs to be unique which means no other connection can't have the same name. We recommend that you name it **"Hidden24 IKEv2"**, but you can give it any name you'd like.
>
> **(2)** In the field "**Server name or address**", enter "**ikev2-uk.hidden24.co.uk**".
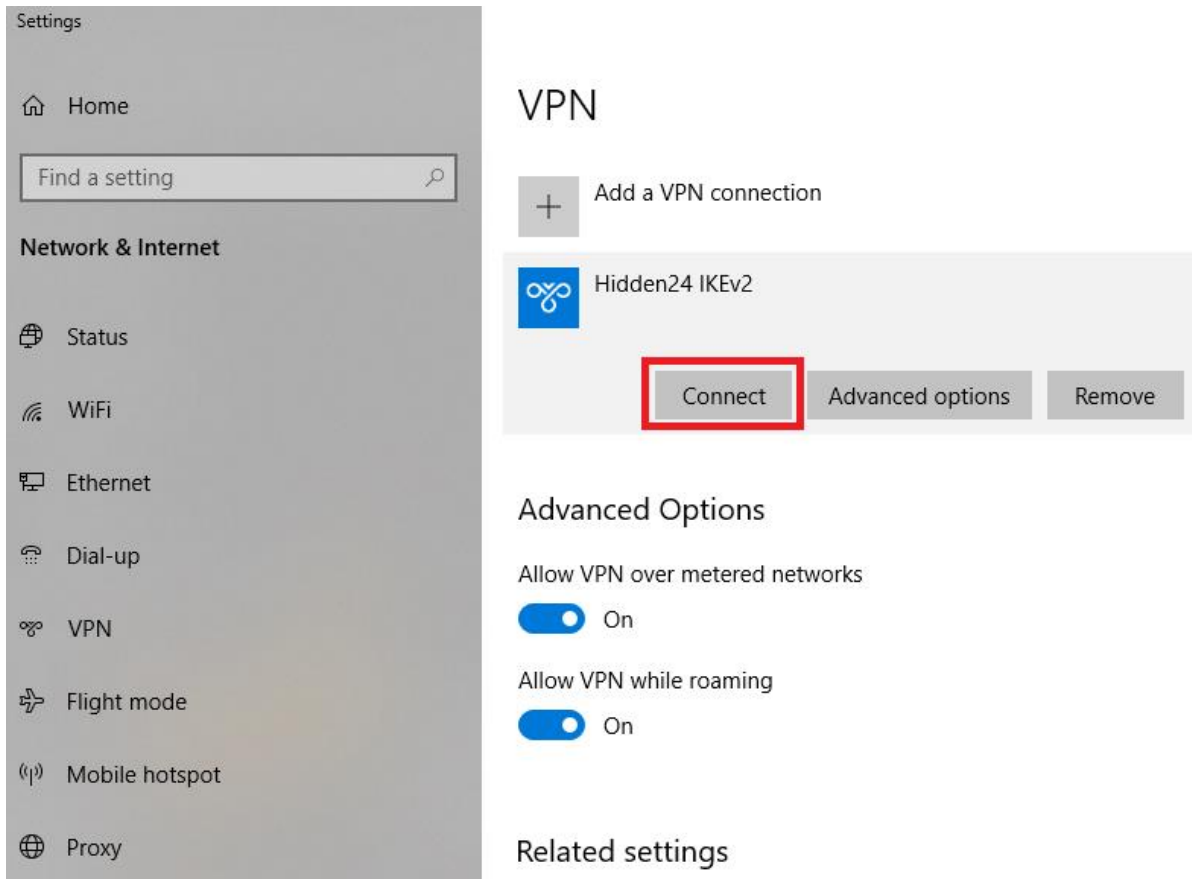>
> **(3)** In the field "**VPN-Type**", you choose the protocol to be used. In this case "**IKEv2**".
>
> **(4)** In the field "**Username (optional)**", you enter your username that you chose when creating your account.
>
> **(5)** In the field "**Password (optional)**", you enter your password that you chose when creating your account.
>
> Finally, you click **save** in the bottom right.

PART 2: CONNECTING TO HIDDEN24

Once you've saved your connection, you'll be returned to your VPN-Connections and from here you can choose the connection you want to use and click "**Connect**".
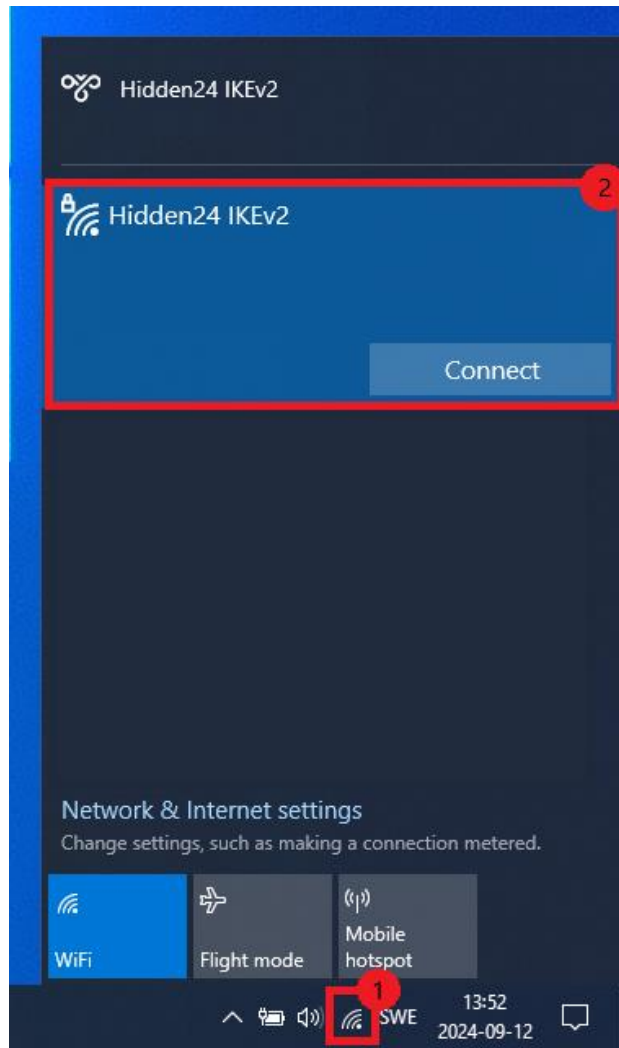
You can also connect from the activity bar by opening your **network connections** (1). When you open your network connections, you'll see the window in the picture. From there, you can **choose your connection** (2) and click "**Connect**".

To disconnect, simply press "**Disconnect**" which can be found in the same place as the connect button.
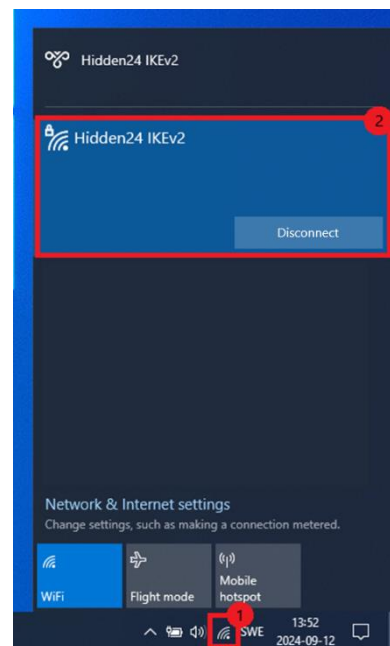
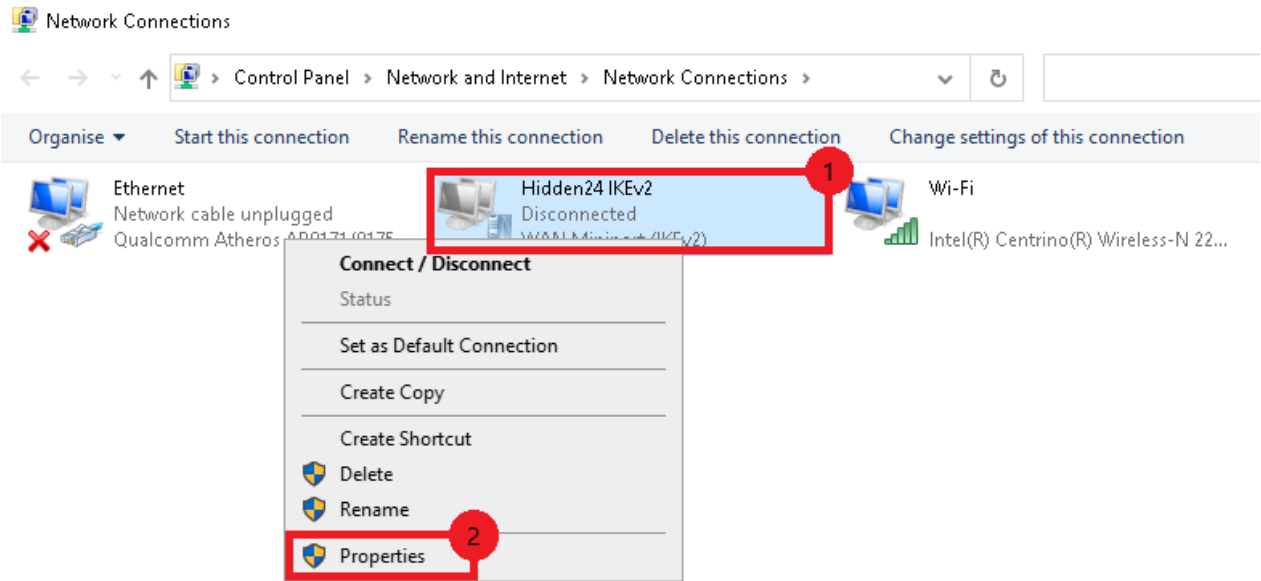# PART 3: TV AND STREAMING SERVICES

If you're planning to use Hidden24 to watch TV and streaming services. You might need to deactivate IPv6 (Internet Protocol Version 6), if it is not working. Follow the steps below to deactivate IPv6.
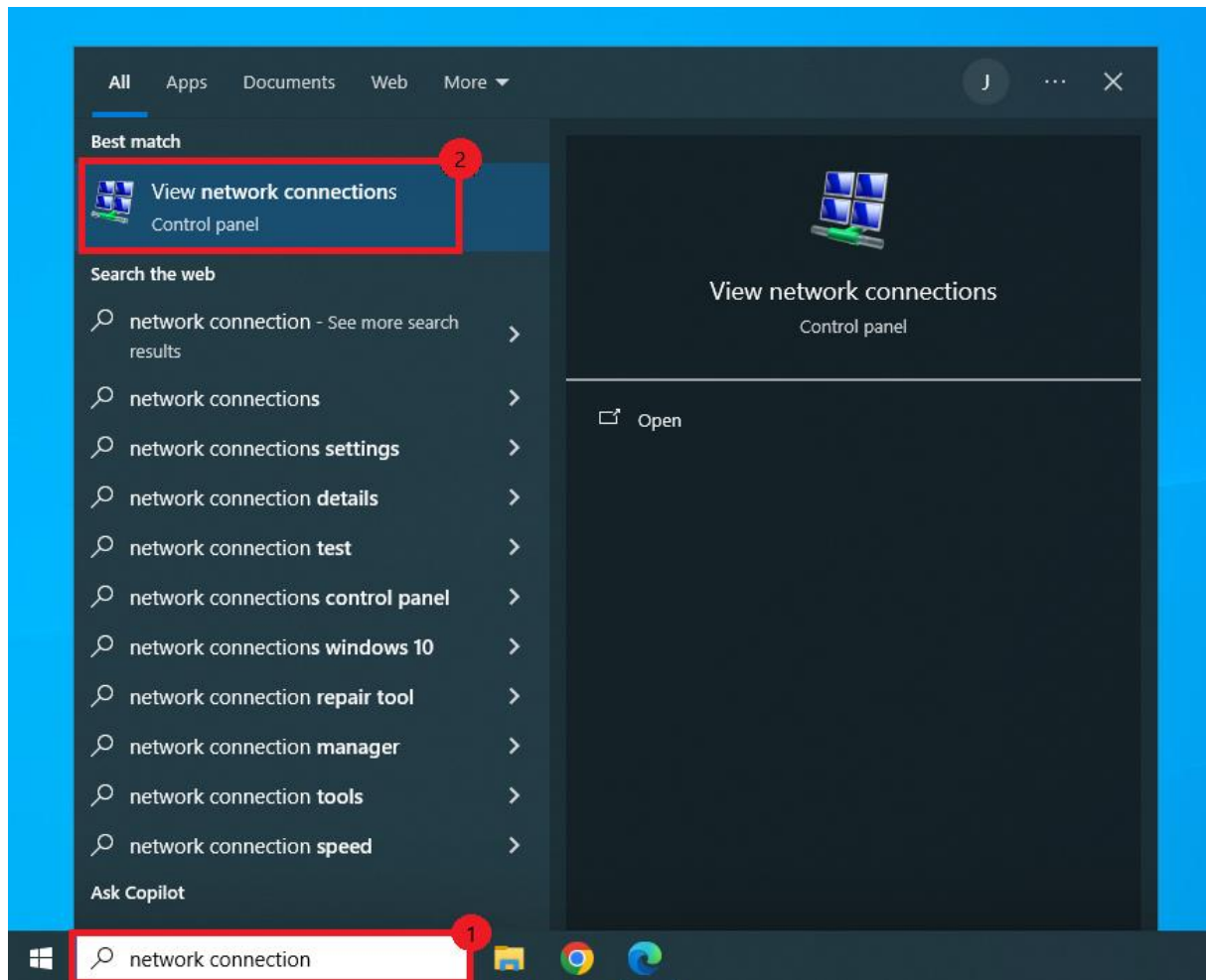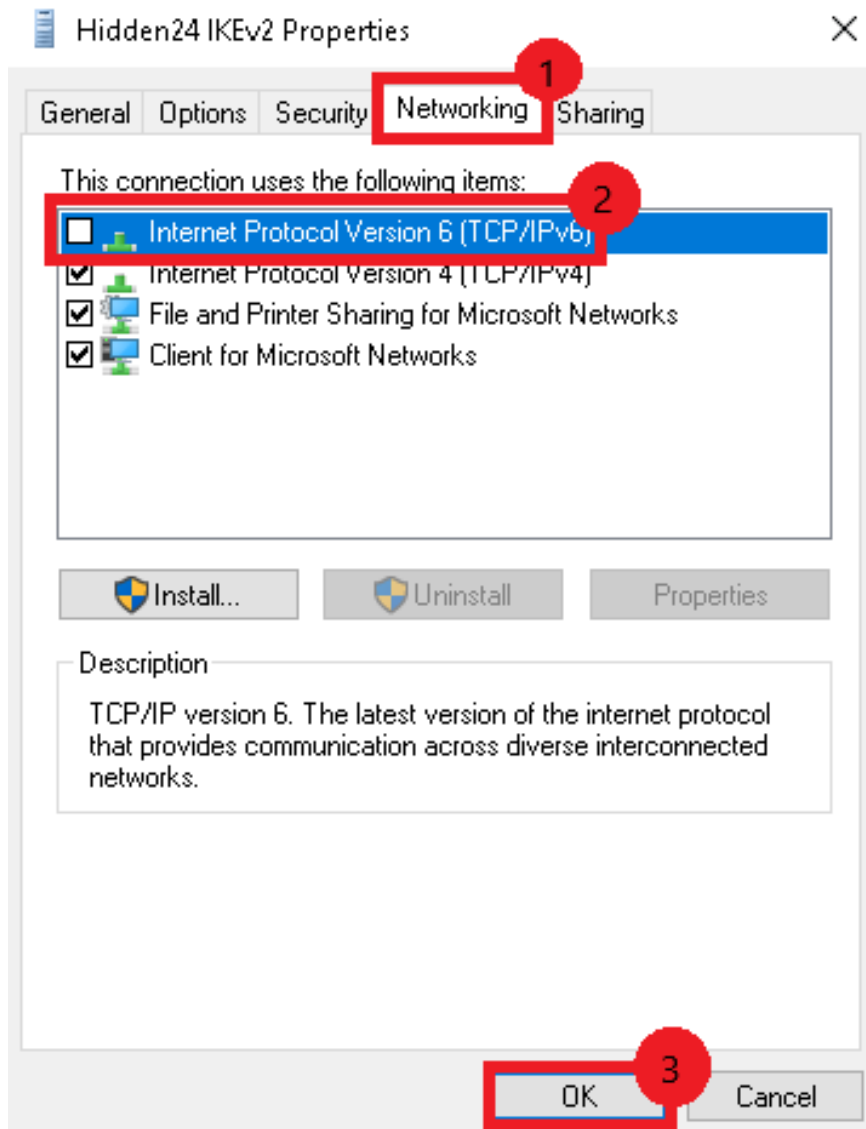

Step 1: Click the **magnifying glass** (1) to find the search bar. Write **"network"** in the search bar.

Step 3: Click **"Show network connections"** (2).

Step 1: Right click on your **Hidden24 connection** (1).

Step 2: Select "**Properties**" (2) at the bottom of the menu.

In the new window that pops up, follow the steps below:

Step 1: Click the tab "**Network**" (1).

Step 2: Uncheck "**Internet Protocol Version 6 (TCP/IPv6)"** (2).

Step 3: Click **"OK"** to save your changes.

Next, clear the cache/cookies of the browser you're using to watch TV or streaming services with. If you don't know how to do this, you can google "clear cache cookies" followed by the name of the browser you are using.

Finally, try connecting to Hidden24 again and see if the TV or streaming service works. If not, feel free to reach out to us!

FEEDBACK ON THE GUIDE OR DO YOU NEED MORE HELP?

Please reach out to us by creating a ticket on our website or send us an email on customerservice@hidden24.co.uk and we'll help you!

We wish you lots of secure and safe browsing with Hidden24!

HIDDEN24