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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PART 1: CREATE A VPN CONNECITON

www.hidden24.co.uk

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Best match		
Vpn See more search results	్రంగ్రం	
VPN settings System settings	VPN settings System settings	
Settings		
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% Allow VPN over metered networks	>	
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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).

Settings	
命 Home	VPN
Find a setting	Add a VPN connection
Network & Internet	1
🖨 Status	Advanced Options
<i>m</i> WiFi	On
早 Ethernet	Allow VPN while roaming
ଳ Dial-up	On On
∞ VPN	Related settings
步 Flight mode	Change adapter options
(()) Mobile hotspot	Change advanced sharing options
Proxy	Network and Sharing Centre Windows Firewall

Step 2: Click on "Add a VPN-Connection" (1).

HIDDEN24

Add a VPN connection			
VPN provider			
Windows (built-in)	\odot		
Connection name			
Hidden24 IKEv2			
Server name or address			
ikev2-uk.hidden24.co.uk			
VPN type			
IKEv2	\sim		
Type of sign-in info			
Username and password			
Username (optional)			
Your Username			
Password (optional)			
•••••	<u></u>		
Remember my sign-in info			
		Save	Cancel

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

VPN provider Windows (built-in)	
Connection name Hidden24 IKEv2 Server name or address ikev2-uk.hidden24.co.uk VPN type IKEv2 Type of sign-in info Username and password Username (optional) Your Username Password (optional) Common Content of the server of the ser	
Hidden24 IKEv2 Server name or address ikev2-uk.hidden24.co.uk VPN type IKEv2 Type of sign-in info Username and password Vsername (optional) Your Username Password (optional) ••••••••••••••••••••••••••••••••••••	
Hidden24 IKEv2 Server name or address ikev2-uk.hidden24.co.uk VPN type IKEv2 Type of sign-in info Username and password Username (optional) Your Username Password (optional) •••••••• ©	
Server name or address ikev2-uk.hidden24.co.uk VPN type IKEv2 Type of sign-in info Username and password Username (optional) Your Username Password (optional) ••••••••••••••••••••••••••••••••••••	
Server name or address ikev2-uk.hidden24.co.uk VPN type IKEv2 Type of sign-in info Username and password Username (optional) Your Username Password (optional) Co Remember my sign-in info	
ikev2-uk.hidden24.co.uk VPN type IKEv2 Vpe of sign-in info Username and password Vsername (optional) Your Username Password (optional)	
VPN type IKEv2 Type of sign-in info Username and password Username (optional) Your Username Password (optional) ••••••••••••••••••••••••••••••••••••	
VPN type IKEv2 ✓ Type of sign-in info Username and password ✓ Username (optional) Your Username Password (optional) ••••••••• © Remember my sign-in info	
Type of sign-in info Username and password Username (optional) Your Username Password (optional) ••••••••••••••••••••••••••••••••••••	
Username and password Username (optional) Your Username Password (optional) C Remember my sign-in info	
Username and password Username (optional) Your Username Password (optional) C Remember my sign-in info	
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Your Username Password (optional) Remember my sign-in info	
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Password (optional) Remember my sign-in info	
Remember my sign-in info	
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Step 4:

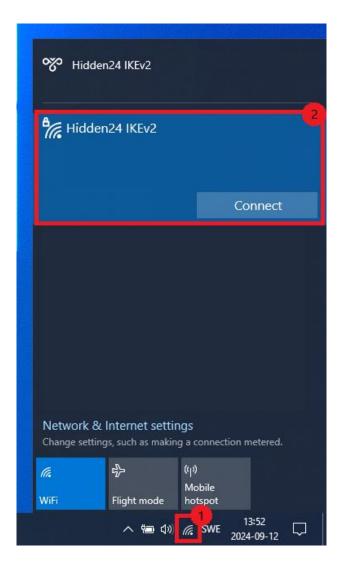
- (1) In the field "Connection Name", you give your connection a name. This needs to be unique which means no other connection can't have the same name. We recommend that you name it "Hidden24 IKEv2", but you can give it any name you'd like.
- (2) In the field "Server name or address", enter "ikev2-uk.hidden24.co.uk".
- (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

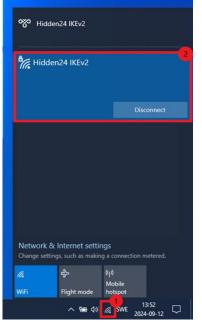
Settings	
☆ Home Find a setting	VPN Add a VPN connection
Network & Internet	+ Add a VFN connection
	Hidden24 IKEv2
🗇 Status	
n WiFi	Connect Advanced options Remove
記 Ethernet	Advanced Options
ි Dial-up	Allow VPN over metered networks
ማ VPN	On
r∯≻ Flight mode	Allow VPN while roaming On
ဖျာ Mobile hotspot	
Proxy	Related settings

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.

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View network connections Control panel		
Search the web		View network connections
network connection - See more search results	>	Control panel
ア network connections	>	다 Open
$\mathcal P$ network connections settings	>	
𝒫 network connection details	>	
	>	
𝒫 network connections control panel	>	
	>	
\mathcal{P} network connection repair tool	>	
$\mathcal P$ network connection manager	>	
𝒫 network connection tools	>	
	>	
Ask Copilot		

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).

Vetwork Connections	
🗧 🔶 🕤 🛧 望 > Contro	ol Panel > Network and Internet > Network Connections > 🗸 🗸
Organise 👻 Start this conr	nection Rename this connection Delete this connection Change settings of this connection
Ethernet Network cable unplu Qualcomm Atheros	

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

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

Hidden24 IKEv2 Properties	\times
General Options Security Networking Sharing	
This connection uses the following items:	
Install Properties Description TCP/IP version 6. The latest version of the internet protocol that provides communication across diverse interconnected networks.	
OK Cance	el

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 <u>customerservice@hidden24.co.uk</u> and we'll help you!

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

