UK TV ACCESS SET UP GUIDE

For technical support please contact us at:

support@uktvaccess.com

- If it is a new set up you are having trouble with, please tell us which device and operating system you are using and at which step you are having problems. If possible, include any error messages or relevant screen shots.
- For other issues, please give us as much detail as possible.
- If you would like us to connect to your machine and fix the porblem for you, please download Teamviewer (www.teamviewer.com) and send your Teamviewer ID and pasword.

CONTENTS

While both L2TP / IPsec and PPTP encrypt your data -

- **L2TP / IPsec is slightly slower but has an extra layer of security**

- **PPTP is slightly simpler to set up, but less commonly used on newer androids and apple devices**

DESKTOPS AND LAPTOPS

WINDOWS 10 L2TP / IPsec

1. Log on to your Windows 10 PC with an administrator account.
2. Once on the desktop window, click the Start button from the bottom-left corner of the screen.
3. From the left section of the displayed Start menu, under the Places section, click Settings.
4. On the open Settings window, click the Network & Internet icon.
5. From the left pane of the open Network & Internet window, click to select the VPN category.
6. From the right pane, click the + icon representing the Add a VPN connection option.
7. On the Add a VPN connection box, populate the fields with the correct values as follows:

   - Connection name: UKTV
   - Sever name: IP address we sent you
   - Type of sign in: username and password
   - Username: username we sent you
   - Password: password we sent you

8. Make sure that the Remember my sign-in info checkbox at the bottom is checked, and click Save.
9. Once the new VPN connection is successfully created, back on the Network & Internet window, keeping the VPN category selected from the left pane, click to select the newly created VPN connection from the right.
10. Once selected, from the available buttons, you can either click Connect or Forget to connect to the VPN server using the provided details and credentials, or to remove the created connection respectively.
11. IMPORTANT STEP - go to the Network and Sharing Centre and click "Change Adapter Options". Right-click the VPN and select Properties. Click the "Security" tab. Under "Type of VPN" select L2TP / IPsec. Click on Advanced Settings and enter UKTV (all in capitals) as the "pre-shared key" and click OK.
12. Then click the "allow these protocols" button and make sure "enable MS-CHAPv2" is enabled.
13. Save and exit.
14. Click on "Connect" to establish a VPN connection.

WINDOWS 10 PPTP

1. Log on to your Windows 10 PC with an administrator account.
2. Once on the desktop window, click the Start button from the bottom-left corner of the screen.
3. From the left section of the displayed Start menu, under the Places section, click Settings.
4. On the open Settings window, click the Network & Internet icon.
5. From the left pane of the open Network & Internet window, click to select the VPN category.
6. From the right pane, click the + icon representing the Add a VPN connection option.
7. On the Add a VPN connection box, populate the fields with the correct values as follows:

   - Connection name: UKTV
   - Sever name: IP address we sent you
   - Type of sign in: username and password
   - Username: username we sent you
   - Password: password we sent you

8. Make sure that the Remember my sign-in info checkbox at the bottom is checked, and click Save.
9. Once the new VPN connection is successfully created, back on the Network & Internet window, keeping the VPN category selected from the left pane, click to select the newly created VPN connection from the right.
10. Once selected, from the available buttons, you can either click Connect or Forget to connect to the VPN server using the provided details and credentials, or to remove the created connection respectively.
11. IMPORTANT STEP - go to the Network and Sharing Centre and click "Change Adapter Options". Right-click the VPN and select Properties. Click the "Security" tab. Under "Type of VPN" select PPTP. Then click the "allow these protocols" button and make sure "enable MS-CHAPv2" is enabled.
12. Save and exit.

WINDOWS 8 L2TP / IPsec

- Click with right on the network icon in the taskbar and then click on "Open Network and Sharing Center".
- Click on "Set up a new connection or network".
- Select "Connect to a workplace" and then click on "Next".
- Click on "Use my Internet connection (VPN)".
- Enter the IP we sent you as "Internet Address"
- Enter UKTV as "Destination name"
- Check "Remember my credentials" and click on "Create".
- Open the Network and Sharing Center and click on "Change adapter settings".
- Click with right on the VPN network adapter and then click on "Properties".
- Switch to the tab "Security"
- Then click the "allow these protocols" button and make sure "enable MS-CHAPv2" is enabled.
- Select Type of VPN "Layer 2 Tunneling Protocol with IPsec (L2TP/IPsec)".
- Click on Advanced Settings and enter UKTV (all in capitals) as the "pre-shared key" and click OK.
- Click on the network icon in the taskbar, select the VPN connection and click on "Connect".
- Enter your username and password and click on "OK".

WINDOWS 8 PPTP

- Click with right on the network icon in the taskbar and then click on "Open Network and Sharing Center".
- Click on "Set up a new connection or network".
- Select "Connect to a workplace" and then click on "Next".
- Click on "Use my Internet connection (VPN)".
- Enter the IP we sent you as "Internet Address"
- Enter UKTV as "Destination name"
- Check "Remember my credentials" and click on "Create".
- Open the Network and Sharing Center and click on "Change adapter settings".
- Click with right on the VPN network adapter and then click on "Properties".
- Switch to the tab "Security"
- Then click the "allow these protocols" button and make sure "enable MS-CHAPv2" is enabled.
- Select Type of VPN "Point to Point Tunneling Protocol (PPTP)".
- Click "OK"
- Click on the network icon in the taskbar, select the VPN connection and click on "Connect".
- Enter your username and password and click on "OK".

WINDOWS 7 L2TP / IPsec

Click with right on the network icon in the taskbar and then click on "Open Network and Sharing Center".
Click on "Set up a new connection or network".

Select "Connect to a workplace" and click on "Next".

Click on "Use my Internet connection (VPN)".
- Enter the IP we sent you as "Internet Address"
- Enter UKTV as "Destination name"
- Click "Don"t Connect Now"
- Click "Next"
- Enter the username and password we sent you
- Click "Remember this Password" (unless you are using a shared computer)
- Click "Create"

Open the Network and Sharing Center and click on "Change adapter settings".

Click with right on the VPN network adapter and then click on "Properties".

- Switch to the tab "Security"
- Then click the "allow these protocols" button and make sure "enable MS-CHAPv2" is enabled.
- Select Type of VPN "Layer 2 Tunneling Protocol with IPsec (L2TP/IPsec)".
- Click on Advanced Settings and enter UKTV (all in capitals) as the "pre-shared key" and click OK.
- Click on the network icon in the taskbar, select the VPN connection and click on "Connect".

WINDOW 7 PPTP

1. Click with right on the network icon in the taskbar and then click on "Open Network and Sharing Center".
2. Click on "Set up a new connection or network".
3. Select "Connect to a workplace" and click on "Next".
4. Click on "Use my Internet connection (VPN)".
5. Enter the IP we sent you as "Internet Address"
6. Enter UKTV as "Destination name"
7. Click "Don"t Connect Now"
8. Click "Next"
9. Enter the username and password we sent you
10. Click "Remember this Password" (unless you are using a shared computer)
11. Click "Create"
12. Open the Network and Sharing Center and click on "Change adapter settings".
13. Click with right on the VPN network adapter and then click on "Properties".
14. Switch to the tab "Security"
15. Then click the "allow these protocols" button and make sure "enable MS-CHAPv2" is enabled.
16. Select Type of VPN "Point to Point Tunneling Protocol (PPTP)".
17. Click OK.
18. Click on the network icon in the taskbar, select the VPN connection and click on "Connect".

WINDOWS VISTA L2TP / IPsec

1. Click on the network settings in the taskbar and click on "Open Network and Sharing Center".
2. Click on "Set up a new connection or network".
3. Select "Connect to workplace" and then click on "Next".
4. Click on "Use my Internet connection (VPN)".
5. Enter the IP we sent you as "Internet Address"
6. Enter UKTV as "Destination name"
7. Click "Don"t Connect Now"
8. Click "Next"
9. Enter the username and password we sent you
10. Click "Remember this Password" (unless you are using a shared computer)
11. Click "Create"
12. Open the network settings in the taskbar, open the "Network-and Sharing Center" and click on "Manage network connections".
13. Go with right click on "UKTV" and click on "Properties".
14. Click on "PPP Settings...".
15. Uncheck "Enable software compression" and click on "OK".
16. Select "Advanced (custom settings)" and click on "Settings...".
17. Check "Microsoft CHAP, Version 2 (MS-CHAP v2)" and click on "OK".
18. Click on "Networking"
19. Select "L2TP IPsec VPN" as VPN type
20. Click on "IPsec Settings...".
21. Set "Use preshared key for authentication". The key is UKTV (all in capitals)
22. Click "OK"
23. Go with right click on "UKTV" and click on "Create Shortcut".
24. Click on "Yes".
25. Click on "Connect".
26. As soon as the window "Set Network Location" appears, set "Public network".
27. Click on "Close".

WINDOWS VISTA PPTP

1. Click on the network settings in the taskbar and click on "Open Network and Sharing Center".
2. Click on "Set up a new connection or network".
3. Select "Connect to workplace" and then click on "Next".
4. Click on "Use my Internet connection (VPN)".
5. Enter the IP we sent you as "Internet Address"
6. **Enter UKTV as "Destination name"**
7. Click "Don"t Connect Now"
8. Click "Next"
9. Enter the username and password we sent you
10. Click "Remember this Password" (unless you are using a shared computer)
11. Click "Create"
12. Click on "Close".
13. Open the network settings in the taskbar, open the "Network-and Sharing Center" and click on "Manage network connections".
14. Go with rightclick on "UKTV" and click on "Properties".
15. Use the settings from the screenshot and click on "PPP Settings...".
16. Uncheck "Enable software compression" and click on "OK".
17. Select "Advanced (custom settings)" and click on "Settings...".
18. Check "Microsoft CHAP, Version 2 (MS-CHAP v2)" and click on "OK".
19. Go with rightclick on "UKTV" and click on "Create Shortcut".
20. Click on "Yes".
21. Click on "Connect".
22. As soon as the window "Set Network Location" appears, set "Public location".
23. Click on "Close".

MAC OS L2TP / IPsec

1. Click on "System Preferences…" and then click on "Network".
2. Click on "+".
3. Select "VPN" in the dropdown menu "Interface" and "L2TP over IPSec" as VPN Type. Set the Service Name to **UKTV** and afterwards click on "Create".
4. Add the IP we sent you as "Server Address"
5. Enter your username as "Account Name" and tick "Show VPN status in menu bar". Afterwards click on "Authentication Settings…".
6. Enter your password and **UKTV (in caps)** as "Shared Secret". Then click on "OK" and on "Advanced...".
7. Tick "Send all traffic over VPN connection".
8. Click on "Apply". To establish a VPN connection click on "Connect".
9. LINUX (Ubuntu) PPTP
10. **Notice:** This tutorial has been created with Ubuntu 13.10 (Saucy Salamander). Older versions may distinguish from the tutorial.
    Open the network menu, go to "VPN Connections" and click on "Configure VPN...".
11. Click on "Add".
12. Choose "Point-to-Point Tunneling Protocol (PPTP)" and click on "Create".
13. Click on "Create".
14. Enter UKTV as connection name.
15. Enter the IP address we sent you as "Gateway".
16. Enter your username and pasword and click "Advanced...".
17. Enable MS-CHAPv2, MPPE and "Send PPE Echo Packets" click on "OK" and then on "Save...".
18. Open the network menu to establish a VPN connection.

MOBILES AND TABLETS

iPHONE L2TP / IPsec

1. Click on "Settings".
2. Click on "General".
3. Click on "VPN".
4. Click on "Add VPN Configuration...".
5. Select L2TP
6. Put the IP address we sent you as "Server".
7. Enter your username as "Account" and enter "Password".
8. The "Secret" is UKTV in capital letters.
   Finally click on "Save".
9. Slide the button in order to establish a VPN connection.

iPAD L2TP / IPsec

1. Click on "Settings".
2. Click on "General".
3. Click on "VPN".
4. Click on "Add VPN Configuration...".
5. Select L2TP
6. Put the IP address we sent you as "Server".
7. Enter your username as "Account" and enter "Password".
8. The "Secret" is UKTV in capital letters.
   Finally click on "Save".
9. Slide the button in order to establish a VPN connection.

ANDROID L2TP / IPsec

Android supports L2TP/IPsec since version 4.2x. If you have an older version, you need to choose PPTP.

1. Open the system settings.
2. Click on "Connections", then "More Connections", slect "VPN" and choose "Add VPN"
3. Set the name as UKTV
4. Set the VPN type to L2TP / IPsec PSK.
5. Enter the IP address we sent you as "Server Address"
6. Enter UKTV (in capitals) as the IPsec pre-shared key.
7. Click "Save"
8. Enter your username and passwords and then click on "Connect".

ANDROID PPTP (for Androids earlier than Version 4.2)

1. Open the system settings.
2. Click on the menu point VPN in your "Wireless & networks" settings.
3. Click on "Add VPN profile".
4. Set the name as UKTV
5. Set the VPN type to "PPTP"
6. Enter the IP address we sent you as "Server Address"
7. Click "Save"
8. Enter your username and passwords and then click on "Connect".