

# Bitdefender<sup>®</sup>

## VPN



## USER'S GUIDE



## Bitdefender VPN User's Guide

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## Table of Contents

1. Getting started .....	1
2. VPN Subscriptions .....	2
3. The Bitdefender Central account .....	4
4. How to install Bitdefender VPN .....	5
5. Using Bitdefender VPN .....	8
6. Bitdefender VPN settings .....	9
7. Uninstalling Bitdefender VPN .....	12
8. Getting help .....	14



## 1. GETTING STARTED

### What does Bitdefender VPN do?

The VPN serves as a tunnel between your device and the network you connect to securing your connection, encrypting the data using military-grade encryption, and hiding your IP address wherever you are. Your traffic is redirected through a separate server; thus making your device impossible to be identified by your ISP, through the myriad of other devices that are using our services. Moreover, while connected to the internet via Bitdefender VPN, you are able to access content that is normally restricted in specific areas.



#### Note

Some countries practice internet censorship and therefore the usage of VPNs on their territory has been banned by law. To avoid legal consequences, a warning message can appear when you try to use the Bitdefender VPN feature for the first time. By continuing using the feature, you confirm that you are aware of the applicable country regulations and the risks to which you might be exposed.

### Encryption protocols

The default ciphersuite sets enabled in Hydra client and server are provided below. All other cipher suites are disabled.

Hydra Client ciphersuites

- ECDHE-ECDSA-AES128-GCM-SHA256:ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES256-SHA:ECDHE-ECDSA-AES128-SHA
- ECDHE-RSA-AES128-SHA:ECDHE-RSA-AES256-SHA:DHE-RSA-AES128-SHA
- DHE-RSA-AES256-SHA:AES128-SHA:AES256-SHA:DES-CBC3-SHA



#### Note

Server side set is much more restrictive and both Hydra client and server will reject a mode different from GCM using AES. Hydra server enforces server side priority of stronger ciphersuites and will reject TLS handshake if weaker suite is requested by a client. This list is also configurable in runtime on the server side.



## 2. VPN SUBSCRIPTIONS

With Bitdefender VPN, you can opt for two types of subscriptions:

- The Basic subscription
- The Premium subscription

### Basic subscription

Bitdefender VPN offers for free a daily 200 MB traffic quota per device to secure your connection everytime you need and allows you to connect to a single location which cannot be changed.

The Basic subscription is available to any user who downloads Bitdefender VPN.

### Premium subscription

To gain unlimited access to all the features included in Bitdefender VPN, upgrade to the Premium version. Users with an active Premium VPN subscription have unlimited protected traffic and can connect to any of our servers around the world.

There are two plans available for the Premium subscription: the Monthly Plan and the Yearly Plan.

- The Monthly Plan: with this plan, you will be charged every month for the Premium VPN services. You can opt-out whenever you wish.
- The Yearly Plan: requires a one-time payment, granting you access to our Premium VPN services for an entire year.

### How to upgrade to Premium VPN

The easiest way to upgrade to the Premium version of Bitdefender VPN is to click on the **Upgrade** button situated in the lower part of the main interface. Choose the desired subscription model, then follow the on-screen instructions.

If you already have an activation code, follow the instructions below:

- **For Windows users**

1. Click the My Account icon on the left-hand side of the VPN interface.



2. Click **Add it here**.
3. Type in the code received via e-mail, then click the **Activate Code** button.

● **For macOS users**

1. Click the cogwheel in the upper-right corner of the VPN interface and select **My Account**.
2. Click **Add it here**.
3. Type in the code received via e-mail, then click the **Activate Code** button.

● **For Android users**

1. Tap the cogwheel in the upper-right corner of the VPN interface and select **My Account**.
2. Tap **Add code**.
3. Type in the code received via e-mail, then click the **Activate Code** button.



## 3. THE BITDEFENDER CENTRAL ACCOUNT

In order to use Bitdefender VPN, you will need to have an active Bitdefender Central account. Bitdefender Central is the platform where you have access to the product's online features and services and can remotely perform important tasks on devices Bitdefender VPN is installed on.

From this account, you will be able to:

- Download and install Bitdefender VPN on Windows, macOS, iOS and Android operating systems.
- Manage and renew your Bitdefender subscriptions.

### Accessing Bitdefender Central

To access Bitdefender Central, follow the instructions below:

#### ● For Windows users

1. Click the My Account icon on the left-hand side of the VPN interface.
2. Click **Edit profile**.

#### ● For macOS users

1. Click the My Account icon on the left-hand side of the VPN interface.
2. Click **Edit profile**.

#### ● For Android users

1. Tap the cogwheel in the upper-right corner of the VPN interface and select **My Account**.
2. Tap **Edit Account info in Bitdefender Central**.

#### ● For iOS users

1. Tap the cogwheel in the upper-right corner of the VPN interface and select **My Account**.
2. Tap **Edit Account info in Bitdefender Central**.

Alternatively, you can go to your Bitdefender Central account by accessing <https://central.bitdefender.com>.



## 4. HOW TO INSTALL BITDEFENDER VPN

To begin the installation, follow the instructions corresponding to the operating system you use:

### ● For Windows users

1. To install Bitdefender VPN on a Windows PC, simply download the installation kit from <https://www.bitdefender.com/solutions/vpn/download> or from the e-mail received after purchasing Bitdefender Premium VPN.
2. Double-click the downloaded Bitdefender installer to run it.
3. Choose Yes if presented with the User Account Control dialog box.
4. Wait until the download completes.
5. Select the product language using the drop-down menu on the installer.
6. Check the box “I confirm that I have read and I agree with the Subscription Agreement and Privacy Policy”, then click **START INSTALLATION**.
7. Wait until the installation completes.
8. **SIGN IN** with your Bitdefender Central account. If you don't have a Central account, sign up for one by clicking the button **CREATE ACCOUNT**.
9. Choose **I have an Activation Code** if you've purchased a Premium VPN subscription.  
Otherwise, you can choose **START TRIAL** to test out the product for free for 7 days before committing to paying for it.
10. Type in the code received via e-mail, then click the **ACTIVATE PREMIUM** button.
11. After a short wait, Bitdefender VPN is installed and ready to be used on your computer.

### ● For macOS users

1. To install Bitdefender VPN on macOS, simply download the installation kit from <https://www.bitdefender.com/solutions/vpn/download> or from the e-mail received after purchasing Bitdefender Premium VPN.



2. The installer will be saved on the Mac. In the Downloads folder, double-click the Bitdefender package file.
3. Follow the on-screen instructions. Choose **Continue**.
4. You will be guided through the steps necessary to install Bitdefender VPN on your Mac. Click twice the **Continue** button.
5. Click **Agree**, after you read and agree to the terms of the software license agreement.
6. Click **Install**.
7. Enter an administrator username and password, then click **Install Software**.
8. You will be notified that a system extension signed by Bitdefender has been blocked. This is not an error, only a security check. Click **Open Security Preferences**.
9. Click the lock icon to unlock it.

Enter an administrator name and password, then press **Unlock**.

10. Click **Allow** to load Bitdefender's system extension. Then close the Security and Privacy window and the Bitdefender installer.
11. Access the shield icon on the menu bar, then **Sign In** with your Bitdefender Central account. If you don't have a Central account, please sign up for one.
12. Choose I have an **Activation Code** if you've purchased a Premium VPN subscription.  
  
Otherwise, you can choose **START TRIAL** to test out the product for free for 7 days before committing to paying for it.
13. Type in the code received via e-mail, then click the **Activate Code** button.
14. After a short wait, Bitdefender VPN is installed and ready to be used on your Mac.

## ● For Android users

1. To install Bitdefender VPN on Android, first open the **Google Play Store** app on your smartphone or tablet.
2. Search for Bitdefender VPN and select this app.
3. Tap the **Install** button and wait until the download completes.



4. Tap **Open** to run the app.
5. Check the box “I agree with the Subscription Agreement and Privacy Policy”, then tap **Continue**.
6. **Sign In** with your Bitdefender Central account. If you don't have a Central account, sign up for one by tapping Create Account.
7. Choose **I have an activation code** if you've purchased a Premium VPN subscription.

Otherwise, you can choose Start 7 days Trial to test out the product for free for 7 days before committing to paying for it.

8. Type in the code received via e-mail, then tap **Activate code**.

## ● For iOS users

1. To install Bitdefender VPN on iOS, first open **App Store** on your iPhone or iPad.
2. Search for Bitdefender VPN and select this app.
3. Tap the **Get** icon and wait until the download completes.
4. Tap **Open** to run the app.
5. Check the box **I agree with the Subscription Agreement and Privacy Policy**, then tap **Continue**.
6. **Sign In** with your Bitdefender Central account. If you don't have an account, sign up for one by tapping **Create Account**.
7. Tap **Allow** if you wish to receive Bitdefender VPN notifications.
8. Choose **I have an activation code** if you've purchased a Premium VPN subscription.

Otherwise, you can choose Start 7 days Trial to test out the product for free for 7 days before committing to paying for it.

9. Type in the code received via e-mail, then tap **Activate code**.



## 5. USING BITDEFENDER VPN

### How to connect to Bitdefender VPN

1. Open the Bitdefender VPN app.
2. Tap on the circular button in the middle of the interface and wait for the connection to be established.

### How to connect to a different server

Bitdefender Premium VPN allows you to connect to any of our servers around the world, at any time. To do this, you will have to:

1. Open the Bitdefender VPN app.
2. Tap the **Virtual Location** button in the lower part of the interface.
3. Select any country you wish.
4. Click on the **Connect to [country of choice]** button in the lower part of the interface.



## 6. BITDEFENDER VPN SETTINGS

To access the Bitdefender VPN settings, you will have to follow the steps described below:

### ● On Windows

1. Open the Bitdefender VPN app on your device by double clicking its icon in the system tray or by right-clicking on it and selecting Show.
2. Click on the **Settings** button (represented by a cogwheel) on the left side of the interface.

### ● On macOS

1. Open the Bitdefender VPN app on your macOS device by clicking its icon in the menu bar.
2. Click on the cogwheel button in the upper-right corner of the Bitdefender VPN interface and select Settings.

### ● On Android

1. Open the Bitdefender VPN app on your device.
2. Click on the cogwheel button in the upper-right corner of the Bitdefender VPN interface.

### ● On iOS

1. Open the Bitdefender VPN app on your device.
2. Click on the cogwheel button in the upper-right corner of the Bitdefender VPN interface.

## Autoconnect

While on the go, working in a coffee shop, or waiting at the airport, connecting to a public wireless network for making payments, checking emails or social network accounts can be the fastest solution. But prying eyes trying to hijack your personal data can be there, watching how the information leaks through the network.

To safeguard you against the perils of unsecured or unencrypted public wireless hotspots, Bitdefender VPN includes an autoconnect feature. This means that Bitdefender VPN can be automatically be activated in certain



situations, depending on your preferences and the operating system you are running.

- On **Windows and macOS**, the autoconnect feature can be enabled for the following situations:
  - When you connect to public/unsecure Wi-Fi networks.
  - When a peer-to-peer file sharing app is started.
- On **Android**, Bitdefender VPN can be set to connect automatically only when you're on an unsecured or public Wi-Fi.



## Note

The Autoconnect feature is not yet available on iOS devices.

## Internet Kill-Switch

The Kill-Switch is a new feature implemented in Bitdefender VPN. When enabled, this feature temporarily suspends all Internet traffic if the VPN connection accidentally drops. As soon as you are back online, the VPN connection will be reestablished.

To activate the Kill-Switch, follow the steps below:

### ● On Windows

1. Open the Bitdefender VPN app on your device by double clicking its icon in the system tray or by right-clicking on it and selecting Show.
2. Click on the **Settings** button (represented by a cogwheel) on the left side of the interface.
3. Select **Advanced**.
4. Enable the **Internet Kill-Switch** option.

### ● On Android

1. Open the Bitdefender VPN app on your device.
2. Click on the cogwheel button in the upper-right corner of the Bitdefender VPN interface.
3. Under **Settings**, enable the **Kill-Switch** option.

### ● On iOS

1. Open the Bitdefender VPN app on your device.



2. Click on the cogwheel button in the upper-right corner of the Bitdefender VPN interface.
3. Under **Settings**, enable the **Kill-Switch** option.



## Note

The feature is not yet available for macOS devices.



## 7. UNINSTALLING BITDEFENDER VPN

The procedure of removing Bitdefender VPN is similar to the one you use to remove other programs from your computer:

### ● Uninstalling Bitdefender VPN from Windows devices

#### ● In Windows 7:

1. Click **Start**, go to **Control Panel** and double-click **Programs and Features**.
2. Find **Bitdefender VPN** and select **Uninstall**.  
Wait for the uninstall process to complete.

#### ● In Windows 8 and Windows 8.1:

1. From the Windows Start screen, locate **Control Panel** (for example, you can start typing "Control Panel" directly in the Start screen), and then click its icon.
2. Click **Uninstall a program** or **Programs and Features**.
3. Find **Bitdefender VPN** and select **Uninstall**.  
Wait for the uninstall process to complete.

#### ● In Windows 10:

1. Click **Start**, then click **Settings**.
2. Click the **System** icon in the **Settings** area, then select **Installed apps**.
3. Find **Bitdefender VPN** and select **Uninstall**.
4. Click **Uninstall** again to confirm your choice.  
Wait for the uninstall process to complete.

### ● Uninstalling from macOS devices

1. Click on **Go** in the menu bar and select **Applications**.
2. Double-click on the **Bitdefender** folder.
3. Run **BitdefenderUninstaller**.
4. In the new window, check the box next to **Bitdefender VPN**, then click on **Uninstall**.



5. Type a valid administrator account name and a password, then click **OK**.
6. Finally, you will be notified that Bitdefender VPN has been successfully uninstalled. Click **Close**.

## ● **Uninstalling from Android devices**

1. Open the **Play Store** app.
2. Search for **Bitdefender VPN**.
3. In the Bitdefender VPN app store page, select **Uninstall**.
4. Confirm by tapping **OK**.

## ● **Uninstalling from iOS devices**

1. Hold your finger on the Bitdefender VPN app.
2. Select **Delete App**.
3. Tap **Delete**.



## 8. GETTING HELP

### Bitdefender Support Center

The Bitdefender VPN Support Center is an online repository of information about the Bitdefender VPN products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender VPN support and development teams, along with more general articles about threat prevention, the management of Bitdefender VPN solutions with detailed explanations, and many other articles.

The Bitdefender VPN Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender VPN customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender VPN clients eventually find their way into the Bitdefender VPN Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender VPN Support Center is available at any time [here](#).

### Bitdefender Support Forum

The Bitdefender VPN Support Forum provides Bitdefender VPN users with an easy way to get help and to help others.

If your Bitdefender VPN product does not operate well, if it cannot remove specific threats from your computer or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender VPN support technicians monitor the forum for new posts to assist you. You may also get an answer or a solution from a more experienced Bitdefender VPN user.

Before posting your problem or question, search the forum for a similar or related topic.

The Bitdefender VPN Support Forum is available at <https://community.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.