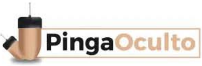
# Instructions

This penguin model **It has a complex operation and is** **It is very important that you follow the steps indicated in the instructions.**

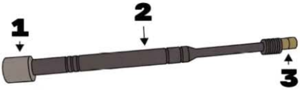
## Step 0 - PingaOculto Original Product



**Check that it is a original PingaOculto product** checking that the brand that appears on the cards included with the product is the same as the one in the image.

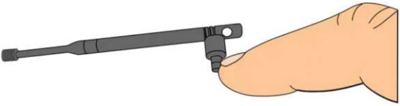
*If you have doubts about whether the product is original, you can contact us by attaching an image and we will verify it. Contact us via: WhatsApp +34 644 098 320 o Email.*

## Step 1 - Kit Parts



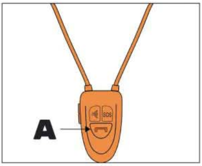
### Extractor Bar, Extractor Magnet and Earpieces

**The penguins (in the image indicated by the number 3) are the two smallest pieces and should part with the nail**. You can find them in the Kit in a bag. Also included are **extractor bar** (2 in the picture) and the **puller magnet** (1 in the image).



## Step 2 - Power On and Bluetooth Connection

**The choke collar is shipped with little or no charge,** It is recommended to charge it before its first use. *(See Step 7)*



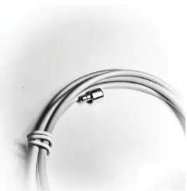
To put the Nano V4 device in pairing mode **must hold the A button on the ignition until the lights flash red and blue rapidly**. *(! **Do not release the button before** or the device will not go into pairing mode).* Connect your Mobile **turning on Bluetooth and search for the device "T-LOOP"**. Once connect your mobile for the first time **will be linked to the device and it will connect automatically** as long as Bluetooth is turned on on your mobile.

For **turn on the Nano V4 without pairing mode press and hold until the first blue light comes on** on the device.

For **turn off the Nano V4 hold down the A button until the red light comes on.**

## Step 3 - Test Function

Place **together the Extractor Magnet and the two earpieces** and place them **in contact with the inductor collar, which must be rolled as in the picture**. The extractor magnet, being also made of a piezoelectric material, reacts to inductive waves in the same way as the earpieces, vibrating and causing the sound, for this reason we will use it together with the earpieces to carry out the test.



**Play a song on your mobile** and while playing **turn up the volume to the maximum from your mobile**. Bring your ear closer to the extractor magnet and to the earpieces that are in contact with the induction collar and **check if it is heard or vibrates.**

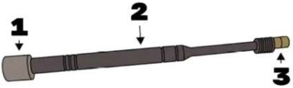
**Si vibrate and/or can be heard** the kit **It's working correctly.**

⚠ *If they do not vibrate or hear anything, repeat the steps with another mobile and verify that the induction collar has a charge, that the cable is coiled as in the image, that you have placed the extractor magnet and the two earpieces attached to the cable and that the volume is maximum while the song is playing. If you need more help contact us: WhatsApp +34 644 098 320 o Email.*

# Step 4 - Introducing Nano Earpiece

This step **It is the most complex and may require several attempts to achieve the correct entry.**. Si **DO NOT** enter it correctly **you will hear low or not at all**

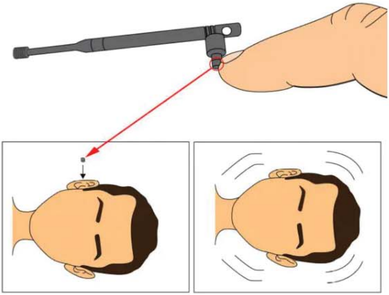
Recommended **For a correct introduction of the earpiece, keep the ear as clean as possible.** We recommend using before introducing it **swabs and/or spray** for ear cleaning



Enter first a penguin *(only one of the two that appear in the image indicated by a 3)* in the left ear *(we hear better through the left ear than through the right)* **through the following procedure:**

1. **Turn your head 90º so that the left ear where we are going to insert the earpiece is facing upwards.**
2. Then **drop the earpiece into your ear** *(You should never try to insert the earpiece with a cotton swab or similar, since it will not be correctly inserted).*
3. keeping the same position **with your head turned, shake your head and make circular movements** until you notice the sensation of a drop of water falling into the ear and/or the clogged ear.

⚠️ It may be necessary to spread this step several times ⚠️



➕ For **check that the earpiece has been correctly inserted,** put your hand to your ear *(so that the earpiece does not fall to the ground)* and turn your head to the opposite side. **If the earpiece comes out of your ear easily** when turning the head **is that it has NOT been entered correctly**. You must repeat the introduction steps.

➕ also can **check if it is correctly inserted by verifying that another person does not see the earpiece in the ear**. If you can see it, **DO NOT** it is well introduced.

🔧 Tip: There are times when **The earpiece just needs a little push** to be correctly entered. If so, **place the extractor magnet behind your ear, close to the neck**. You will notice how the earpiece moves and you can finish placing it.

🔧 Tip 2: There are certain people who **accumulate more amount of earwax**, especially in the inner part of the ear, causing **more difficult to introduce the earpiece**. Remember **clean the ear has to offer to create** Cleaning Sprays **and sticks** for the ears. Usually you will only need **practice more to enter it correctly. If you can't enter it** it is recommended that you have a **ear cleaning** to remove wax plugs.

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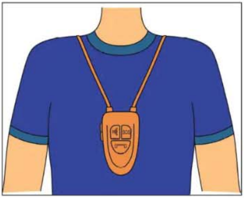
⚠️ *If you can't enter it, contact us to help you: WhatsApp +34 644 098 320 o Email.*

# Step 5 - Kit Placement and Volume Adjustment

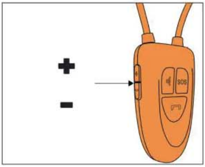


**When the earpiece has been correctly inserted** in the left ear, **place the Kit as it appears in the image,** remembering that **the induction collar should always be on the neck under clothing** so that the earpiece receives the sound.

**Play the song, recording or phone call by turning the volume up to the maximum on your mobile** to check if the volume it provides is enough **a penguin** ***(sufficient in most cases)*** *if we have inserted the earpiece correctly, if the volume is maximum, the collar has enough charge and is located on the neck).*

If you hear very low, **Also insert the other earpiece into your right ear or try turning up the volume on the Nano V4 Neckloop** *(different volume than mobile).*

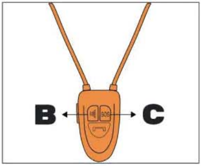
For **increase the volume of the neckloop** *(different volume than mobile)* **hold down the + button** of the Nano V4 while the earpiece is on the left ear and the neckloop on the neck. When you hear a **whistle** means that **the volume is at maximum*** on the necklace.

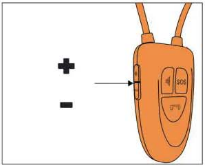


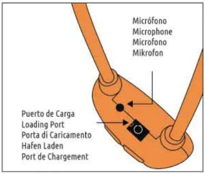
*(A single earpiece in the left ear is recommended, since when trying to insert one in each ear, the first one will be misplaced when introducing the second one). (**It is VERY likely that if we do not hear well with an earpiece in the left ear it is because we have not inserted the earpiece correctly,** the volume is not the maximum in the mobile, the induction collar does not have enough charge or it is not on the neck).*

*⚠ 🔋 ! *The volume to the maximum in the inducer collar drastically reduces the autonomy. You must adjust the volume to the maximum on the mobile and to the minimum audible (usually 50-70%) on the neckloop (you can decrease the volume by holding down the volume – button and increase it by holding down the + button).*

## Step 6 - Multifunction, Microphone and Volume Buttons







You can use this device **by phone call or with recordings.** He **integrated microphone is located on the top of the Nano V4.**

- the B button **mutes both earpiece and microphone.**
- Button C must be pressed for a minimum of 2 seconds to **send a series of beeps** while we are on a call.

El **button A** performs the following functions:

- **1 Click: Answer/Hang up call or Pause/Play recordings.**
- **2 Clicks: Call the last person in the call log** of the connected mobile.

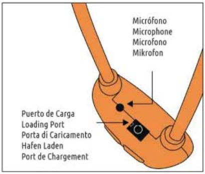
The **Nano V4's volume buttons have several functions:**

- 1 Click + Button : **Next recording.**
- 1 Click Button – : **Previous recording.**
- Hold + Button : **Increase the volume of the Nano V4.**
- Hold Button – : **Decrease the volume of the Nano V4.**

⚠ 🔋 ! *This device has **two volumes, that of your mobile and that of the Nano V4.** To increase autonomy it is recommended DO NOT max out the volume on the Nano V4. The optimal volume is 50-70% in the Nano V4 inductor collar and 100% in the mobile.*

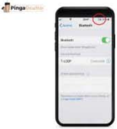
## Step 7 - Removing the Earpiece, Battery and Washing the Earpiece

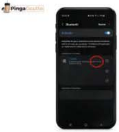
**Remember to turn off the neckloop** while not in use and while charging

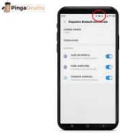


La **autonomy of the Nano V4 device is approximately 4 hours.**

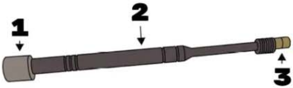
to load it **connect it to the mains with the charging cable and plug from the Kit** *(the connector **No.** is completely inserted into the port of the Nano V4).* will light a **Red light** when connecting it. The estimated time of **charge is 1 hour.** The device is **fully charged when the red light changes to a blue light.**



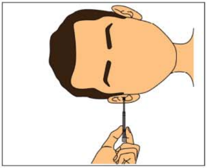


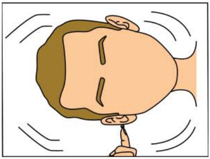


El **neckloop battery percentage** It can be consulted when we connect it to the mobile via bluetooth. **Depending on the mobile** will appear in the **upper right corner of the screen or in Settings>Bluetooth.**



**remove the earpiece approaching the extractor bar** ***(indicated in the image with a 2)*** **with puller magnet** ***(indicated with a 1)*** **at its base to the ear** as you can see in the first image.





**Another VERY effective extraction method** es **hold with one finger the puller magnet** inside the ear **and shake your head while keeping it rotated as in the second image.** **It can be hard to remove** the first few times, but after several attempts it will succeed.

As well **the earpiece may have already been removed and fallen to the ground**, check if it is still in your ear by connecting the Kit and checking if you hear when playing a song at maximum volume.

⚠️ *If you cannot extract it, contact us to help you: WhatsApp +34 644 098 320 o Email.*

**It is recommended to clean the earpiece with water or alcohol**, the extractor magnet and the extractor bar before and after each use for better hygiene.

**Finally, remember to turn off the collar** inductor to prevent discharge **holding down the A button** until a red light appears.

## If you have questions, don't hesitate to contact us! 😉

Can **check the VideoTutorial** along with instructions to better understand how the earpiece works:

PingaOculto

YouTube

Send WhatsApp

Send Email

## Frequent Problems

the penguins **can be complex products** when putting them into operation. Check below the **frequent problems** **penguin nano v4** and its solution.

Bluetooth device not showing up

Not working

I can't hear anything or very low

I only hear out of one ear / earpiece

The button does not work

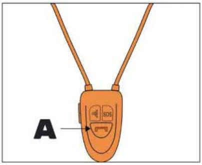
The microphone does not work

I can't extract the earpiece

has stopped working

low autonomy

## 1 - Bluetooth device not listed



**If the bluetooth device does not appear** with the name TLOOP on his mobile is because **it is not turning on correctly** the Nano V4 induction collar.

**Hold down the A button**, with a phone icon and **DON'T LET IT GO until the lights flash color Red and blue**. If you release it earlier (when the first blue lights appear) it will not go into pairing mode and will not appear in bluetooth on your mobile.

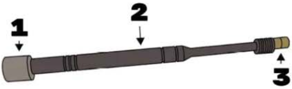
When the red and blue lights flash, search for the bluetooth device: **"TLOOP"**. If it still doesn't appear, try turning your mobile's bluetooth on/off, charging the neckloop and checking again that the lights are flashing red AND blue.

## 2 - Doesn't work

**Nano earpieces work because of the material** they are made of, a piezoelectric material, and not due to any internal electronics in the earpieces. For this reason **it is impossible for nano earpieces not to work** and **The problem will be the inductor collar or the mobile**. Follow the **steps and tests** indicated in the **next section**.

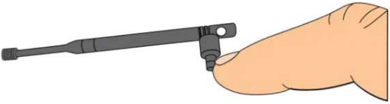
## 3 - I can't hear anything or very low

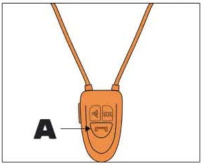
This is **one of the most common problems** in the nano earpieces. exist **several possible reasons** for which you hear nothing or very little. **We are going to carry out a series of tests**:



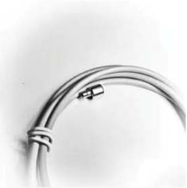
### Extractor Bar, Extractor Magnet and Earpieces

**Check that you have separated the earpieces** *(indicated in the image with the number 3)*, **which are the two smallest pieces**. You can find them in an accessory bag in the kit.





**Check that the Nano V4 Induction Collar is connected to your mobile via Bluetooth.** To put the Nano V4 device in pairing mode **must hold button A on ignition until lights flash red/blue rapidly**. *(Do not release the button sooner or the device will not go into pairing mode.)* Connect your Mobile **turning on Bluetooth and search for the device "T-LOOP"**. Once connect your Mobile for the first time **will be linked to the device and it will connect automatically** as long as Bluetooth is turned on on your mobile.



Place **together the Extractor Magnet and the two earpieces** and place them **in contact with the inductor collar, which must be rolled as in the picture**. The extractor magnet, being also made of a piezoelectric material, reacts to inductive waves in the same way as the earpieces, vibrating and causing the sound, for this reason we will use it together with the earpieces to carry out the test.

**Play a song on your mobile** and while playing **turn up the volume to the maximum from your mobile**. Bring your ear closer to the extractor magnet and to the earpieces that are in contact with the induction collar and **check if it is heard or vibrates.**

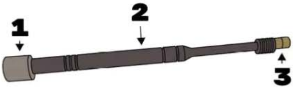
**Si vibrate and/or can be heard** the kit **It's working correctly.**

⚠ *If they do not vibrate or hear anything, repeat the steps with another mobile and verify that the induction collar has a charge, that the cable is coiled as in the image, that you have placed the extractor magnet and the two earpieces attached to the cable and that the volume is maximum while the song is playing. If you need more help contact us: WhatsApp +34 644 098 320 o Email.*

If in the previous step when carrying out the test you have noticed how **the extractor magnet together with the earpieces vibrate or sound**, the kit is working correctly and the problem is:

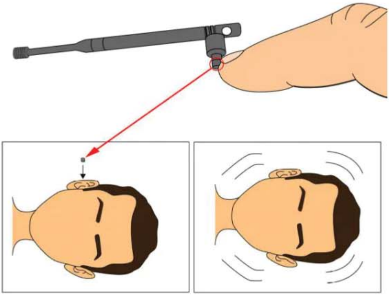
- El **inductor collar has no charge** or has low charge.

- El **induction collar was not on the neck** while being tested with the earpiece in the ear.
- El **inducer collar volume is low** *(volume* ***different from mobile****)*.
- El **volume on his mobile was not maximum**.
- **The earpiece has not been correctly inserted**. ***(The MOST likely option).*** **Follow the earpiece input steps again:**



Enter **first a penguin** ***(only one of the two that appear in the image indicated by a 3)*** **in the left ear** *(we hear better through the left ear than through the right)* **through the following procedure:**

1. **Turn your head 90º so that the left ear where we are going to insert the earpiece is facing upwards.**
2. Then **drop the earpiece into your ear** *(You should never try to insert the earpiece with a cotton swab or similar, since it will not be correctly inserted).*
3. keeping the same position **with your head turned, shake your head and make circular movements until you notice the sensation of a drop of water falling into the ear and/or the clogged ear**.



⚠️ **It may be necessary to spread this step several times** ⚠️

+ For **check that the earpiece has been correctly inserted,** put your hand to your ear *(so that the earpiece does not fall to the ground)* and turn your head to the opposite side. **If the earpiece comes out of your ear easily** when turning the head **is that it has NOT been entered correctly**. You must repeat the introduction steps.

+ also can **check if it is correctly inserted by verifying that another person does not see the earpiece in the ear**. If you can see it, **DO NOT** it is well introduced.

🔧 Tip: There are times when **The earpiece just needs a little push** to be correctly entered. If so, **place the extractor magnet behind your ear, close to the neck**. You will notice how the earpiece moves and you can finish placing it.

🔧 Tip 2: There are certain people who **accumulate more amount of earwax**, especially in the inner part of the ear, causing **more difficult to introduce the earpiece**. Remember **clean the ear has to offer to create** Cleaning Sprays **and sticks** for the ears. Usually you will only need **practice more to enter it correctly. If you can't enter it** it is recommended that you have a **ear cleaning** to remove wax plugs.

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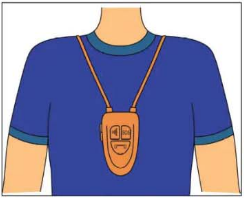
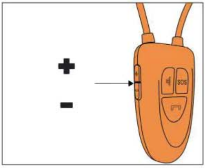


**When the earpiece has been correctly inserted** in the left ear, **place the Kit as it appears in the image,** remembering that **the induction collar should always be on the neck under clothing** so that the earpiece receives the sound.

**Play the song, recording or phone call by turning the volume up to the maximum on your mobile** to check if the volume it provides is enough **a penguin** ***(sufficient in most cases)*** *if we have inserted the earpiece correctly, if the volume is maximum, the collar has enough charge and is located on the neck).*

If you hear very low, **Also insert the other earpiece into your right ear or try turning up the volume on the Nano V4 Neckloop** *(different volume than mobile).*

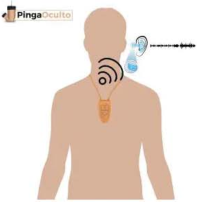
For **increase the volume of the neckloop** *(different volume than mobile)* **hold down the + button** of the Nano V4 while the earpiece is on the left ear and the neckloop on the neck. When you hear a **whistle** means that **the volume is at maximum*** on the necklace.

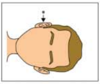


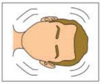
*(__A single earpiece in the left ear is recommended__, since when trying to insert one in each ear, the first one will be misplaced when introducing the second one). **(It is VERY likely that if we do not hear well with an earpiece in the left ear it is because we have not inserted the earpiece correctly,** the volume is not the maximum in the mobile, the induction collar does not have enough charge or it is not on the neck).*

**⚠ 🔋 ❗ The volume to the maximum in the inducer collar drastically reduces the autonomy. You must adjust the volume to the maximum on the mobile and to the minimum audible (usually 50-70%) on the neckloop (you can decrease the volume by holding down the volume – button and increase it by holding down the + button).*

## 4 - I only hear out of one ear / earpiece





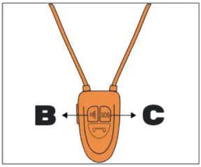


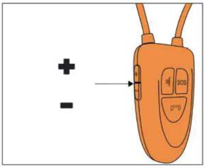
**If one earpiece works, the other works too.** This is because **the earpieces work because of the material** they are made of, a piezoelectric material, and not due to any internal electronics in the earpieces. The material **reacts to the inductive waves of the induction collar by vibrating** and making sound.

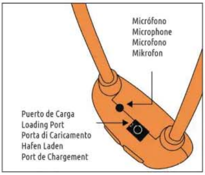
Most likely, **the earpiece has not been correctly inserted into the ear**Or this **let's hear more for one than for another** *(normally we hear more through the left ear than through the right).*

**If the volume obtained by the earpiece in one ear is sufficient, it is recommended to use it with a single earpiece** and save the other spare.

## 5 - The button does not work or does not work as it should







Although it is not usual, **It is possible that some function is not compatible with your mobile.** We recommend trying another mobile or playback application.

You can use this device **by phone call or with recordings**. He **integrated microphone is located on the top of the Nano V4**.

- the B button **mutes both earpiece and microphone**.
- Button C must be pressed for a minimum of 2 seconds to **send a series of beeps** while we are on a call.

El **button A** performs the following functions:

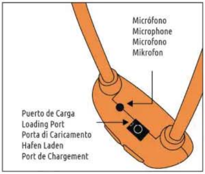
- **1 Click: Answer/Hang up call or Pause/Play recordings.**
- **2 Clicks: Call the last person in the call log** of the connected mobile.

The **Nano V4's volume buttons have several functions:**

- 1 Click + Button : **Next recording.**
- 1 Click Button – : **Previous recording.**
- Hold + Button : **Increase the volume of the Nano V4.**
- Hold Button – : **Decrease the volume of the Nano V4.**

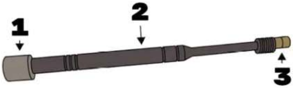
*⚠ 🔋 ❗ This device has **two volumes, that of your mobile and that of the Nano V4.** To increase autonomy it is recommended __DO NOT max out the volume on the Nano V4__. The optimal volume is 50-70% in the Nano V4 inductor collar and 100% in the mobile.*

## 6 - The integrated microphone does not work

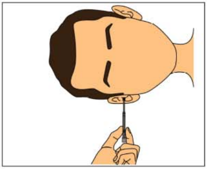


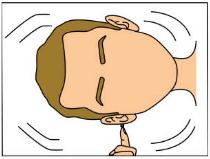
The built-in microphone works like a handsfree for phone calls, but you can **not work on some mobiles**. It is recommended **Check your mobile settings** when making the call or **use another mobile.**

## 7 - I can't extract the earpiece



**You may have to try several times until it is successfully removed.**





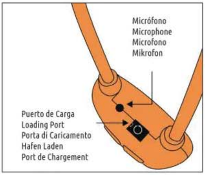
**remove the earpiece approaching the extractor bar** ***(indicated in the image with a 2)*** **with puller magnet** ***(indicated with a 1)*** **at its base to the ear** as you can see in the picture.

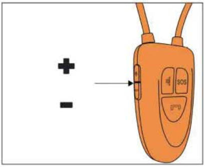
**Another VERY effective extraction method** es **hold with one finger the puller magnet** inside the ear **and shake your head while keeping it rotated as in the second image. It can be hard to remove** the first few times, but after several attempts it will succeed.

As well **the earpiece may have already been removed and fallen to the ground**, check if it is still in your ear by connecting the Kit and checking if you hear when playing a song at maximum volume.

⚠ *If you can't extract it, contact us to help you: WhatsApp +34 644 098 320 o Email.*

## 8 - The Choke Collar has stopped working



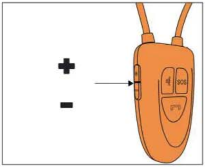


Most likely, **has stayed on and the battery has been depleted.** Perform a full charge. It is also possible that **the volume has gone down**, you must upload it by holding the + button of the Nano V4 while it is turned on and connected to your mobile.

**If you have already verified that you have a charge and that the volume of your mobile and the Nano V4 is maximum** follow the steps indicated in section 3 **-I can't hear anything or very low** of frequent problems.

⚠ *If the Kit does not work, contact us to help you: WhatsApp +34 644 098 320 o Email.*

## 9 - Low Autonomy



🔋❗ The volume to the maximum in the induction collar **drastically reduces autonomy**. You must adjust the **maximum volume on mobile** and **audible minimum (typically 50-70%) at neckloop** (you can decrease the volume **holding down the button –** volume and increase it by holding down the + button).

## If you have questions, don't hesitate to contact us! 😉

Can **check the** VideoTutorial along with instructions to better understand how the earpiece works:

PingaOculto

YouTube

Send WhatsApp

Send Email

## Security and Compliance

Below is the **important product information** in relation to the **security and compliance** that guarantee proper and safe use of the product:

🇪🇸 – Select your language
🇮🇹 - Select your language
🇬🇧 - Select your language
🇩🇪 - Wähle deine Sprache

🇫🇷 – Choose your language
🇵🇹 – Select your language
🇳🇱 – Selecteer je taal
🇸🇪 - Välj ditt språk
🇵🇱 - choose your language

🇬🇧 English ⌄

⚠️ **FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS MAY RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER DAMAGE OR INJURY.**

⚠️ **WARNING**: Do not use or store the product near other electronic equipment because the magnetic field of adjacent electrical equipment will seriously damage or interfere with the product. Also do not use this product if you have impaired hearing which may be affected, if you use hearing aids, or if you are using a pacemaker or any electronic medical device.

Commercial Company: PingOc Now SL

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Address: Calle Lucio del Valle 12, Local 1, 28003, Madrid, Spain.

PingaOculto

UK REP
Acumen International Business Consultancy Limited
Add: 94 Ock Street, Abingdon, OX14 5DH, Uk
Tel: +44(0)1235200528

®

CE
FC
UK CA
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**Product specifications:**

Model Name: Nano V4

Model Number: N-09

Product identifier: B085CG7286

Product battery: Integrated Lithium-Ion type with 500 mAh capacity

Electrical Rating: Power: 100-240V 50/60Hz 0.15A

Operating temperature: 0 to 35ºC

**Product Use**: Do not expose your device or adapter to liquids. If your device or adapter gets wet, carefully unplug all cables without getting your hands wet, and wait for the device and adapter to dry completely before plugging them back in. Do not try to dry your device or adapter with an external heat source, such as a microwave oven or blow dryer. If the device or adapter is damaged, stop using it immediately. Use only the supplied accessories to power your device. To avoid the risk of electric shock, do not touch the device or the cables connected to it during a thunderstorm. The cables and/or adapters are only designed for indoor use.

**Terms of use**: PingOc Now SL is not responsible for the fraudulent or erroneous use of the product due to the lack of understanding or reading of the information in the instructions and precautions. This product is not a toy and must not be used contrary to current applicable laws. If you have any questions you can contact us before using the product.

**For EU customers:** Hereby, PingaOculto, declares that the type of radio equipment is in compliance with Directive 2014/53/UE.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

**FCC Compliance**: This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The device has been evaluated to meet the general RF exposure requirement. The device can be used in portable exposure conditions without restrictions.

**Radio Frequency Exposure Compliance:** As a health protection measure, this device complies with the limits for exposure of the general public to electromagnetic fields in accordance with council recommendation 1999/519/EC. This device can be placed on the body avoiding prolonged use of it for more than 5 hours.

**How to recycle your device properly:** Disposal of certain electronic devices is regulated in some areas. Make sure you comply with local regulations and laws.

**Additional Safety and Compliance Information:** For additional information on safety, recycling and compliance or other important issues related to your device, do not hesitate to contact us through any of the available means of contact. Means of contact with: Email **contact@pingaoculto.com**, Call/WhatsApp **+34 644 098 320**.

**Limited Warranty:** All official PingaOculto brand items have a **2 year minimum warranty.** This guarantee may be extended or reduced depending on the country where the sale takes place, as is the case by law in Spain where it is extended to 3 years as established by Decree-Law 7/2021 with respect to the Guarantee on the Sale of Goods. of consumption. We reserve the right to deny the guarantee of a product if improper or negligent use by the client is verified, similar to those reflected in: https://www.pingaoculto.es/garantias-y-devoluciones/ If you need to contact us due to a failure, you can do so by email: **contact@pingaoculto.com** or by Call/WhatsApp: **+34 644 098 320**.