

# / MANAGEMENT OF AVANGREEN LINES:

QUICK GUIDE on how to manage the services of your lines.  
Open the call console and enter the indicated combinations:

## PIN CHANGE:

\*\*04\*oldPIN\*newPIN\*newPIN# and call key

## IMEI DISPLAY:

\*#06#

## VOICEMAIL:

ACTIVATION: \*67\*242#  
DEACTIVATION: #67\*242#

## CALL FORWARDING:

ACTIVATION: \*21\* + nº to which you want to divert#  
DEACTIVATION: #21#

## MISSED CALL NOTICE:

ACTIVATION: \*67\*556# + call  
DEACTIVATION: \*67\*242#

## CALL WAITING:

ACTIVATION: \*43# + call  
DEACTIVATION: #43# + call

## HIDING CALLS:

#31# + the phone of the call

## BLOCKING ONLY INCOMING CALLS:

ACTIVATION: \*33\*0000# + call  
DEACTIVATION: #33\*0000# + call

## BLOCKING ALL CALLS:

ACTIVATION: \*35\*0000# + call  
DEACTIVATION: #35\*0000# + call

## BLOCKING ALL CALLS:

Have the active call forwarding service. In the middle of the call, select "Add member" and when you answer, choose "Multiconference".

# MORE INFORMATION CALL 902 900 599

C/Almogavers nº 80 (08018) BCN  
T. 902 900 599

## OTHER SERVICES AVAILABLE TO YOU:

- / Comprehensive IT support and maintenance, systems, networks, and telecommunications.
- / Our own cloud service in Barcelona and Madrid.
- / IP telephony operator.
- / Virtual switchboards and contact center.
- / Dedicated virtualization.
- / Backups and replicates



# / AVANGREEN FIRST STEPS

NETWORK CONNECTION  
LINE MANAGEMENT  
CUSTOMER AREA / AVANNET  
CUSTOMER SERVICE



# / CONNECTION TO THE NETWORK:

## WITH ANDROID OPERATING SYSTEM:

1/ Put the SIM card with the phone off and turn it on.

If everything works, great! This is all.

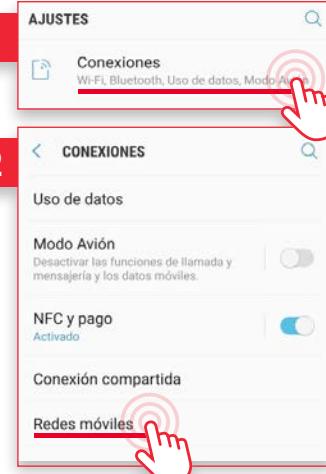
2/ If your device after turning it on has no line or the data does not work, don't worry, it's normal. According to the phone model we have to configure the APNs. It's a few simple steps

- 1 → Go to SETTINGS
- 2 → WIRELESS CONNECTIONS/NETWORKS
- 3 → MOBILE NETWORKS
- 4 → ACCESS POINT NAMES/APNs
- 5 → ADD APN:

- In the "name" section, write "avannubo".
- In the "APN" section, write "internetmas".

6 → SAVE THE CONNECTION AND LEAVE IT SELECTED.

7 → RESTART YOUR DEVICE and that's it!



If everything works, great! This is all.  
IF YOU HAVE ANY QUESTIONS CALL US AT 902 900 599

# SISTEMA OPERATIVO IOS APPLE:

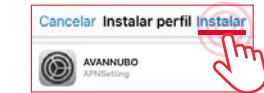
1/ Put the SIM card with the mobile turned off and turn it on.  
If everything works, great! This is all.

2/ If your device after turning it on has no line or the data does not work, don't worry, it's normal. Depending on the phone model we have to configure the APNs.  
It's a few simple steps

- 1 → Install the Avannubo APN, entering:  
Go to [www.avannubo.com/faqs/apn/](http://www.avannubo.com/faqs/apn/)  
or access quickly with the QR code.

Then download and install the profile.

- 2 → Go to SETTINGS,  
enter:



"Downloaded profile"

and "install"

3 → MOBILE DATA

4 → MOBILE DATA NETWORK

5 → In "ACCESS POINT" in the indicated sections we write the following:

- In the "Mobile Data" section:  
We write "internet"
- In the "LTE Configuration" section:  
We write "internet"
- In the "MMS" section:  
We write "internet"
- In the "Internet Sharing" section:  
We write "internet"

6 → RESTART YOUR DEVICE and you're done!

If everything works, great! This is all.  
IF YOU HAVE ANY QUESTIONS CALL US AT 902 900 599

# / AVANNET:

## ACCESS TO YOUR PRIVATE AREA

### THE AVANNUBO® ONLINE MANAGEMENT PLATFORM.

You will be able to view your phone bills, graphs of services, consult delivery notes, offers, work reports, etc.

#### HOW DO I ACCESS?

If you have not yet received the registration e-mail with the access link to reset your password, request it through the e-mail IOS APPLE OPERATING SYSTEM: web@avancemgrup.com and we will enable the requested sections.

The screenshot shows the Avannubo website interface. At the top, there is a QR code and a large red hand icon pointing to the 'Iniciar sesión en área cliente' (Start session in client area) button. Below this, there is a login form with fields for 'Correo electrónico' (Email) and 'Contraseña' (Password), and a 'Recuerda la contraseña' (Remember password) checkbox. To the right of the login form, there is a 'Iniciar sesión' (Start session) button. Below the login area, there is a dashboard with various sections: 'FACTURAS' (Bills) showing a table of bills with download and print options; 'AVANFIBRA' (Avanfibra) with a summary of services and a 'DESCARGAR PDF' (Download PDF) button; 'ZONAS PRODUCTIVAS' (Productive zones); 'SERVICIOS DE TRANSFERIR DATOS' (Data transfer services); 'ZONAS LOS MÁS RÁPIDAS' (Fastest zones); and 'TELETRABAJO SEGURO' (Safe telework) with a 'DESCARGAR PDF' button. The overall design is modern and professional.