

Warning

Operating frequency: 2412.99MHz – 2464.49MHz
Maximum EIRP Power: 2.3dBm

Declaration of Conformity

GODOX Photo Equipment Co., Ltd. hereby declares that this equipment are in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. In accordance with Article 10(2) and Article 10(10), this product is allowed to be used in all EU member states. For more information of DoC, Please click this web link:

https://www.godox.com/DOC/Godox_XPro_Series_DOC.pdf

The device complies with RF specifications when the device used at 0mm from your body.

深圳市神牛摄影器材有限公司

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Godox 神牛

X Pro C
TTL 无线引闪器
TTL Wireless Flash Trigger



Instruction Manual
说明手册

X Foreword

Thanks for your purchase of this XProC wireless flash trigger.

This wireless flash trigger is suitable for using Canon cameras to control Godox flashes with X system e.g. camera flash, outdoor flash, and studio flash. It can also control Canon original speedlites with the coordination of X1R-C receiver. Featuring multi-channel triggering, stable signal transmission, and sensitive reaction, it gives photographers unparalleled flexibility and control over their strobist setups. The flash trigger applies to hotshoe-mounted Canon EOS series cameras, as well as the cameras which have PC sync sockets.

With XProC wireless flash trigger, high speed synchronization is available for most of camera flashes in the market which support E-TTL II. The max flash synchronization speed is up to 1/8000s *.

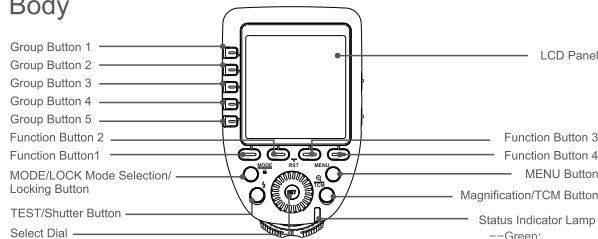
*: 1/8000s is achievable when the camera has a max camera shutter speed of 1/8000s.

⚠ Warning

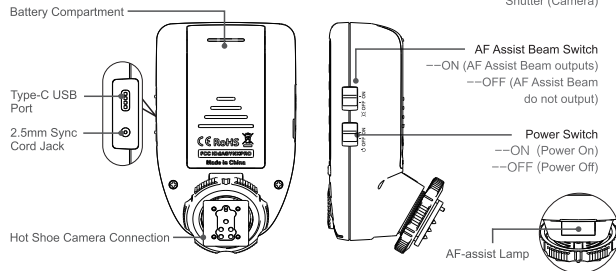
- ⚠ Do not disassemble. Should repairs become necessary, this product must be sent to an authorized maintenance center.
- ⚠ Always keep this product dry. Do not use in rain or in damp conditions.
- ⚠ Keep out of reach of children.
- ⚠ Do not use the flash unit in the presence of flammable gas. In certain circumstance, please pay attention to the relevant warnings.
- ⚠ Do not leave or store the product if the ambient temperature reads over 50°C.
- ⚠ Turn off the flash trigger immediately in the event of malfunction.
- ⚠ Observe precautions when handling batteries
 - Use only batteries listed in this manual. Do not use old and new batteries or batteries of different types at the same time.
 - Read and follow all warnings and instructions provided by the manufacturer.
 - Batteries cannot be short-circuited or disassembled.
 - Do not put batteries into a fire or apply direct heat to them.
 - Do not attempt to insert batteries upside down or backwards.
 - Batteries are prone to leakage when fully discharged. To avoid damage to the product, be sure to remove batteries when the product is not used for a long time or when batteries run out of charge.
 - Should liquid from the batteries come into contact with skin or clothing, rinse immediately with fresh water.

X Names of Parts

• Body

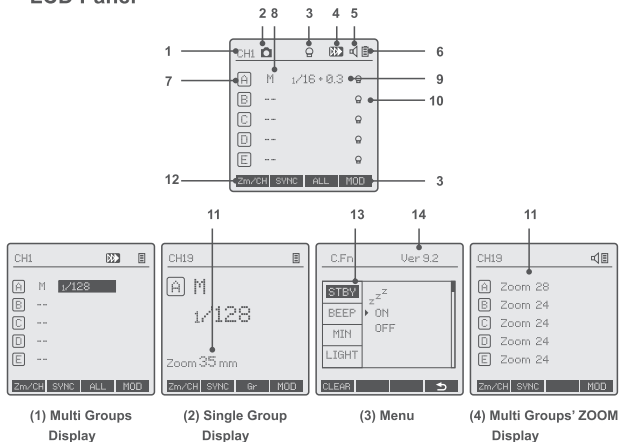


---Green:
Trigger (Flash) +
Focus (Camera)
---Red:
Trigger (Flash) +
Shutter (Camera)



X Names of Parts

• LCD Panel



1. Channel (32) 2. Camera Connection 3. Modeling Lamp Master Control
4. High-Speed/Rear Curtain Sync 5. Sound 6. Battery Level Indication
7. Group 8. Mode 9. Power 10. Group's Modeling Lamp 11. ZOOM Value
12. Icons of Function Button 13. C.Fn Menu 14. Version

X Battery

AA alkaline batteries are recommended.

• Installing Batteries

As shown in the illustration, slide the battery compartment lid of the flash trigger and insert two AA batteries separately.

• Battery Indication

Check the battery level indication on the LCD panel to see the remaining battery level during the usage.



Battery Level Indication	Meaning
3 grids	Full
2 grids	Middle
1 grid	Low
Blank grid	Low battery, please replace it.
Blinking	< 2.5V The battery level is going to be used out immediately (please replace new batteries, as low power leads to no flash or flash missing in case of long distance).

The battery indication only refers to AA alkaline batteries. As the voltage of NI-MH battery tends to be low, please do not refer to this chart.

X Using the Flash Trigger

1. As a Wireless Camera Flash Trigger

Take TT685C as an example:

- 1.1 Turn off the camera and mount the transmitter on camera hotshoe. Then, power on the flash trigger and the camera.

X Using the Flash Trigger

- 1.2 Long press the **<Zm/CH>** button to set channel, group, mode and parameters (refers to the contents of “Setting the Flash Trigger”).
- 1.3 Turn on the camera flash, press the **<Z>** wireless setting button and the **<(P)>** wireless icon and **<SLAVE>** slave unit icon will be displayed on the LCD panel. Press the **<CH>** button to set the same channel to the flash trigger, and press the **<Gr>** button to set the same group to the flash trigger (Note: please refer to the relevant instruction manual when setting the camera flashes of other models).
- 1.4 Press the camera shutter to trigger and the status lamp of the flash trigger turns red synchronously.



2. As a Wireless Outdoor Flash Trigger

Take AD600B as an example:

- 2.1 Turn off the camera and mount the transmitter on camera hotshoe. Then, power on the flash trigger and the camera.
- 2.2 Long press the **<Zm/CH>** button to set channel, group, mode and parameters (refers to the contents of “Setting the Flash Trigger”).
- 2.3 Power on the outdoor flash and press the **<Z>** wireless setting button and the **<(P)>** wireless icon will be displayed on the LCD panel. Long press the



X Using the Flash Trigger

<GR/CH> button to set the same channel to the flash trigger, and short press the **<GR/CH>** button to set the same group to the flash trigger (Note: please refer to the relevant instruction manual when setting the outdoor flashes of other models).

- 2.4 Press the camera shutter to trigger and the status lamp of the flash trigger turns red synchronously.

3. As a Wireless Original Flash Trigger

Take 600EX-RT as an example:

- 3.1 Turn off the camera and mount the transmitter on camera hotshoe. Then, power on the flash trigger and the camera.
- 3.2 Long press the **<Zm/CH>** button to set channel, group, mode and parameters (refers to the contents of “Setting the Flash Trigger”).
- 3.3 Attach the original flash to the X1R-C receiver. Press the **<CH>** button on the receiver to set the same channel to the flash trigger, and press the **<Gr>** button to set the same group to the flash trigger (Note: please refer to the relevant instruction manual when setting the original camera flashes).
- 3.4 Press the camera shutter to trigger. And the status lamp of the camera flash and the flash trigger both turn red synchronously.



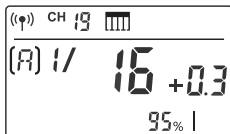
X Using the Flash Trigger

4. As a Wireless Studio Flash Trigger

Take GS400II as an example:

- 4.1 Turn off the camera and mount the transmitter on camera hotshoe. Then, power on the flash trigger and the camera.
- 4.2 Long press the <Zm/CH> button to set channel, group, mode and parameters (refers to the contents of "Setting the Flash Trigger").
- 4.3 Connect the studio flash to power source and power it on. Synchronously press down the <GR/CH> button and <S1/S2> button and the <(P)> wireless icon will be displayed on the LCD panel. Long press the <GR/CH> button to set the same channel to the flash trigger, and short press the <GR/CH> button to set the same group to the flash trigger (Note: please refer to the relevant instruction manual when setting the studio flashes of other models).
- 4.4 Press the camera shutter to trigger. And the status lamp of the camera flash and the flash trigger both turn red synchronously.

Note: As the studio flash's minimum output value is 1/32, the output value of the flash trigger should be set to or over 1/32. As the studio flash do not have TTL and stroboscopic functions, the flash trigger should be set to M mode in triggering.



X Using the Flash Trigger

5. As a Wireless Shutter Release Trigger

Operation method:

- 5.1 Turn off the camera. Take a camera remote cable and insert one end into the camera's shutter socket and the other end to the shutter release port of X1R-C to connect. Power on the camera and the receiver.
- 5.2 Long press the <Zm/CH> button to set channel, group, mode and parameters (refers to the contents of "Setting the Flash Trigger").
- 5.3 Press the receiver's <CH> button to set the same channel to the flash trigger, and press the <Gr> button to set the same group to the flash trigger.
- 5.4 Half press the ⚡ button to focus and full press the <TEST> button to shoot. Release the button until the status lamp turns to red.



X Using the Flash Trigger

6. As a Flash Trigger with 2.5mm Sync Cord Jack

Operation method:

- 6.1 The connection method please refers to the contents of "As a Wireless Studio Flash Trigger" and "As a Wireless Shutter Release".
- 6.2 Press the shutter normally and the flashes will be controlled by sync cord jack's signal.



X Setting the Flash Trigger

• Power Switch

Slide the Power Switch to ON, and the device is on and status indicator lamp will not reveal.

Note: In order to avoid power consumption, turn off the transmitter when not in use.

• Automatically Enter Power Saving Mode

1. The system will automatically enter standby mode after stop operating the transmitter over 90 seconds. And the displays on the LCD panel disappear now.
2. Press any button to wake up. If the flash trigger is attached to the hot shoe of CANON EOS camera, half press the camera shutter can also wake the system up.
Note: If do not want to enter power saving mode, press the <MENU> button to enter C.Fn custom settings and set STBY to OFF.

• Power Switch of AF Assist Beam

Slide the AF-assist beam switch to **ON**, and the AF lighting is allowed to output.

When the camera cannot focus, the AF assist beam will turn on; when the camera can focus, the AF assist beam will turn off.

• Channel Setting

1. Long press the <Zm/CH> button and the channel value will be chosen.
2. Turn the select dial to choose the appropriate channel. Press the <SET> button again to confirm the setting.
3. This flash trigger contains 32 channels which can be changed from 1 to 32. Set the transmitter and the receiver to the same channel before usage.

X Setting the Flash Trigger

• Wireless ID Settings

Change the wireless channels and wireless ID to avoid interference for it can only be triggered after the wireless IDs and channels of the master unit and the slave unit are set to the same.

Press the **<MENU>** button to enter C.Fn ID. Press the **<SET>** button to choose OFF channel expansion shutdown, and choose any figure from 01 to 99.

Note: As the current Godox flashes do not have wireless ID setting functions, please set ID to OFF.

• Mode Setting

- Short press the **<MODE>** button, and the mode of the current group will change.
 - When displaying multiple groups, press the **<MODE>** button to switch the multi-group mode to MULTI mode. Press the group selection button can set the MULTI mode to ON or OFF.
 - When displaying multiple groups, press the group selection button or **<MODE>** button in one-group mode, and all the current group's mode will be changed by the order of **TTL/M/--**.
- When setting the group to 16 groups (0-F), there is only manual mode M.
- Long press the **<MODE>** button for 2 seconds until "LOCKED" is displayed on the bottom of the LCD panel, which means the screen is locked and no parameters can be set. Long press the **<MODE>** button again to unlock.



X Setting the Flash Trigger

• Magnification Function

Switch between multi-group and one-group mode: choose a group in multi-group mode and press the **<TCM>** button to magnify it to one-group mode. Then, press the **<TCM>** button to back to multi-group.

• Output Value Settings

1. Multi-group displays in the M mode

1.1 Press the group button to choose the group, turn the select dial, and the power output value will change from Min to 1/1 in 0.3 or 0.1 stop increments. Press the **<SET>** button to confirm the setting.

1.2 Press **<ALL>** button to choose all groups' power output value, turn the select dial, and all groups' power output value will change from Min to 1/1 in 0.3 or 0.1 stop increments. Press **<ALL>** button again to confirm the setting.

2. One-group displays in the M mode

Turn the select dial and the group's power output value will change from Min to 1/1 in 0.3 or 0.1 stop increments.

Note: Min. refers to the minimum value that can be set in M or Multi mode. The minimum value can be set to 1/128, 1/128(0.1), 1/256 or 1/256(0.1) according to C.Fn-STEP. For most of camera flashes, the minimum output value is 1/128 or 1/128(0.1) and cannot be set to 1/256 or 1/256(0.1). However, the value can change to 1/256 or 1/256(0.1) when using in combination with Godox strong power flashes e.g. AD600Pro, etc.

X Setting the Flash Trigger

• Flash Exposure Compensation Settings

1. Multi-group displays in the TTL mode

- 1.1 Press the group button to choose the group, turn the select dial, and the FEC value will change from -3 to ~3 in 0.3 stop increments. Press the <SET> button to confirm the setting.
- 1.2 Press <ALL> button to choose all groups' FEC value, turn the select dial, and all groups' FEC value will change from -3 to ~3 in 0.3 stop increments. Press <ALL> button again to confirm the setting.

2. One-group displays in the TTL mode

Turn the select dial and the group's power output value will change from -3 to ~3 in 0.3 stop increments.

• Multi Flash Settings (Output Value, Times and Frequency)

1. In the multi flash (TTL and M icon are not displayed).
2. The three lines are separately displayed as power output value, Times(flash times) and Hz (flash frequency).
3. Turn the Select Dial to change the power output value from Min. to 1/4 in integer stops.
4. Short press the Times button can change flash times. Turn the select dial to change the setting value.
5. Short press the Hz button can change flash frequency. Turn the select dial to change the setting value.



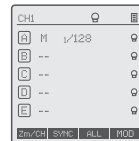
X Setting the Flash Trigger

6. Until all the amounts are set. Or during any value setting, short press the <MODE> button to exit the setting status. No values will blink.
7. In the multi flash setting submenu, short press the <MODE> button to return to main menu when no values are blinking.

Note: As flash times are restricted by flash output value and flash frequency, the flash times cannot surpass the upper value that permitted by the system. The times that transported to the receiver end are a real flash time, which is also related to the camera's shutter setting.

• Modeling Lamp Settings

1. When displaying multiple groups, press the <MOD> button to control the ON/OFF of the modeling lamp.
2. Press the group button to choose the group when displaying multiple groups or when displaying one-group, press the <MOD> button to control the ON/OFF of the modeling lamp (note: The models that can use one-group to ON/OFF the modeling lamp are as follows: GSII, SKII, QSII, QDII, DEII, DPII series, etc. The outdoor flash AD200 and AD600 can use this function after upgrade. The new arrivals with modeling lamps can also use this function.).

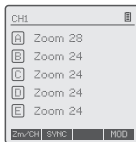


X Setting the Flash Trigger

• ZOOM Value Settings

Short press the <Zm/CH> button and the ZOOM value will be displayed on the LCD panel. Choose the group and turn the select dial, and the ZOOM value will change from AUTO/24 to 200. Choose the desired value and long press the <Zm/CH> button again to back to the main menu.

Note: The flash's ZOOM should be set to Auto (A) mode before responding.



• Shutter Sync Settings

1. High-speed sync: press the <SYNC> button and is displayed on the LCD panel.
2. Second-curtain sync: press the <SYNC> button and is displayed on the LCD panel.



• Buzz Settings

Press the <MENU> button to enter C.Fn BEEP and press the <SET> button to turn on the BEEP while OFF to turn off it. Press the <MENU> button again to back to the main menu.



X Setting the Flash Trigger

• Sync Socket Settings

1. Press the <MENU> button to enter C.Fn SYNC and press the <SET> button to choose IN or OUT. Press the <MENU> button again to back to the main menu.

- 1.1 When choosing IN, this sync socket will enable XProC to trigger flash.
- 1.2 When choosing OUT, this sync socket will send trigger signals to trigger other remote control and flash.



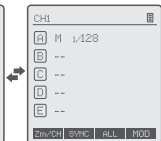
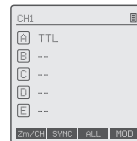
• TCM Function

TCM transform function is a particular function that owned by Godox:

TTL flash value transform into power output value in M mode.

- 1.1 Set the flash trigger to TTL mode and attach it to the camera. Press the shutter for shooting.
- 1.2 Long press the <TCM> button, and the flash value in TTL mode will transform into power output value in M mode (The displayed minimum value is the set Min. value).
- 1.3 Please refer to the C.Fn setting custom functions to see the flash models which are compatible with TCM functions.

Note: Please choose the relevant models in TCM function in C.Fn custom settings according to your own flash.



X Setting the Flash Trigger

• SHOOT Function Settings

Press the <MENU> button to enter C.Fn SHOOT.

Press the <SET> button to choose one-shoot or multi-shoots, and press the <MENU> button again to back to the main menu.

One-shoot: When shooting, choose one-shoot. In the

M and Multi mode, the master unit only sends triggering signals to the slave unit, which is suitable for one person photography for the advantage of power saving.

Multi-shoots: When shooting, choose multi-shoots, and the master unit will send parameters and triggering signals to the slave unit, which is suitable for multi person photography. However, this function consumes power quickly.

APP: Only send triggering signal when camera is shooting (control the flash's parameters by smartphone APP).



X Setting the Flash Trigger

• C.Fn: Setting Custom Functions

The following table lists the available and unavailable custom functions of this flash.

Custom Function	Function	Setting Signs	Settings and Description
STBY	Sleep	ON	ON
		OFF	OFF
BEEP	Beeper	ON	ON
		OFF	OFF
STEP	Power output value	1/128	The minimum output is 1/128 (change in 0.3 step)
		1/256	The minimum output is 1/256 (change in 0.3 step)
		1/128 (0.1)	The minimum output is 1/128 (change in 0.1 step)
		1/256 (0.1)	The minimum output is 1/256 (change in 0.1 step)
LIGHT	Backlighting time	12sec	Off in 12 seconds
		OFF	Always off
		ON	Always lighting
SYNC	Sync cord jack	IN	Enable XProC to trigger flash
		OUT	Export triggering signal to trigger other remote control and flash
GROUP	Group	5 (A-E)	5 groups (A-E)
		16 (O-F)	16 groups (O-F); 16 groups when the receiver end is studio flash, which can only be set to M mode in this state
LCD	Contrast ratio of LCD panel	-3--+3	The contrast ration can be set as integral number from -3 to +3

X Setting the Flash Trigger

Custom Function	Function	Setting Signs	Settings and Description	
SHOOT		One-shoot	Only send triggering signals in the M & Multi mode when camera is shooting	
		Full-shoot	Send parameters and triggering signal when camera is shooting(suitable for multi person photography)	
	APP	APP	Only send triggering signal when camera is shooting (control the flash's parameters by smartphone APP)	
DIST	Triggering distance	0-30m	0-30m triggering	
		1-100m	1-100m triggering	
ID	Wireless ID	OFF	Off	
		01-99	Choose any figure from 01-99 (the current version flashes cannot use this function temporarily)	
TCM	TCM transform function		TT685/V860II series	The power output values in the M mode which are transformed from TTL mode, being subjected to the master flash when mixing
		200j	AD200	
		360j	AD360II	
		600j	AD600	

X Compatible Flash Models

• Compatible Flash Models

Transmitter	Receiver	Flash	Note
XProC	--	AD600 series/AD360II series/AD200 AD400Pro/V860II series/V850II TT685 series/TT600/TT350C QuickerII series/QTII/SK II series DP II series/GSII	
	X1R-C	600EX-RT/580EXII/580EX/430EXII V860C	As there are so many camera flashes in the market which are compatible with Canon speedlites, we do not test one by one.
	XTR-16	AD360/AR400	The flashes with Godox wireless USB port
		Quicker series/SK series/DP series/ GT/GS series/Smart flash series	Can only be triggered
	XTR-16S	V860C V850	

Note: The range of support functions: the functions that are both owned by XProC and flash.

X Compatible Flash Models

• The relationship of XT wireless system and X1 wireless system:

XT-16 (Code Switch)								
X1 (Display Screen)	CH01	CH02	CH03	CH04	CH05	CH06	CH07	CH08
XT-16 (Code Switch)								
X1 (Display Screen)	CH09	CH10	CH11	CH12	CH13	CH14	CH15	CH16

X Compatible Camera Models

This flash trigger can be used on the following Canon EOS series camera models:

1Dx Mark II	1Dx	5Ds/5DsR	5DIV	5D Mark III	5D Mark II	5D
7D Mark II	7D	6D	80D	70D	60D	50D
40D	30D	750D/760D	700D	650D	600D	550D
500D	450D	400D Digital	350D DIGITAL	100D	1200D	1000D
1100D	M5	M3				

1. This table only lists the tested camera models, not all Canon EOS series cameras. For the compatibility of other camera models, a self-test is recommended.
2. Rights to modify this table are retained.
3. The cameras which are released before 2012 do not have TTL mode in their D and E group.

X Technical Data

Model	XProC
Compatible cameras	Canon EOS cameras (E-TTL II autoflash) Support for the cameras that have PC sync socket.
Power supply	2*AA batteries
Flash Exposure Control	
TTL autoflash	E-TTL II
Manual flash	Yes
Stroboscopic flash	Yes
Function	
High-speed sync	Yes
Flash exposure compensation	Yes Yes, ±3 stops in 1/3 stop increments
Flash exposure lock	
Focus assist	Yes
Modeling lamp	Yes
Beeper	Control the modeling lamp by the flash trigger
Wireless setting	Control the beeper by the flash trigger The receiver end can control the camera shooting through the 2.5mm sync cord jack
ZOOM setting	Adjust the ZOOM value by the transmitter
TCM function	Transform the TTL shooting value into the output value in the M mode
Firmware upgrade	Upgrade through the Type-C USB port
Memory function	Settings will be stored 2 seconds after last operation and recover after a restart

Technical Data

Model	XProC
Wireless Flash	
Transmission range (approx.)	0-100m
Built-in wireless	2.4G
Modulation mode	MSK
Channel	32
Wireless ID	01-99
Group	16
Other	
Display	Large LCD panel, backlighting ON or OFF
Dimension/Weight	90x58x50mm/80g
2.4G Wireless Frequency Range	2413.0MHz-2464.5MHz
Max. Transmitting Power of 2.4G Wireless	5dbm

• Restore Factory Settings

Synchronously press the two function button in the middle, and the restore factory settings are finished until the "RESET" is displayed on the LCD panel.

• Firmware Upgrade

This flash trigger supports firmware upgrade through the Type-CUSB port. Update information will be released on our official website.



- USB connection line is not included in this product. As the USB port is a Type-C USB socket, please use Type-C USB connection line.
- As the firmware upgrade needs the support of Godox G2 software, please download and install the "Godox G2 firmware upgrade software" before upgrading. Then, choose the related firmware file.

Attentions

1. Unable to trigger flash or camera shutter. Make sure batteries are installed correctly and Power Switch is turned on. Check if the transmitter and the receiver are set to the same channel, if the hotshoe mount or connection cable is well connected, or if the flash triggers are set to the correct mode.
2. Camera shoots but does not focus. Check if the focus mode of the camera or lens is set to MF. If so, set it to AF.
3. Signal disturbance or shooting interference. Change a different channel on the device.

The Reason & Solution of Not Triggering in Godox 2.4G Wireless

1. **Disturbed by the 2.4G signal in outer environment (e.g. wireless base station, 2.4G wifi router, Bluetooth, etc.)**
 - To adjust the channel CH setting on the flash trigger (add 10+ channels) and use the channel which is not disturbed. Or turn off the other 2.4G equipment in working.
2. **Please make sure that whether the flash has finished its recycle or caught up with the continuous shooting speed or not(the flash ready indicator is lighten) and the flash is not under the state of over-heat protection or other abnormal situation.**
 - Please downgrade the flash power output. If the flash is in TTL mode, please try to change it to M mode(a preflash is needed in TTL mode).
3. **Whether the distance between the flash trigger and the flash is too close or not**
 - Please turn on the "close distance wireless mode" on the flash trigger (< 0.5m):
 - Please set the C.Fn-DIST to 0-30m.

4. Whether the flash trigger and the receiver end equipment are in the low battery states or not

→ Please replace the battery(the flash trigger is recommended to use 1.5V disposable alkaline battery).

X Caring for Flash Trigger

- **Avoid sudden drops.** The device may fail to work after strong shocks, impacts, or excess stress.
- **Keep dry.** The product isn't water-proof. Malfunction, rust, and corrosion may occur and go beyond repair if soaked in water or exposed to high humidity.
- **Avoid sudden temperature changes.** Condensation happens if sudden temperature changes such as the circumstance when taking the transceiver out of a building with higher temperature to outside in winter. Please put the transceiver in a handbag or plastic bag beforehand.
- **Keep away from strong magnetic field.** The strong static or magnetic field produced by devices such as radio transmitters leads to malfunction.

X FCC Statement

A. 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.

B. Warning: Changes or modifications to this unit not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

C. NOTE: 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. 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.