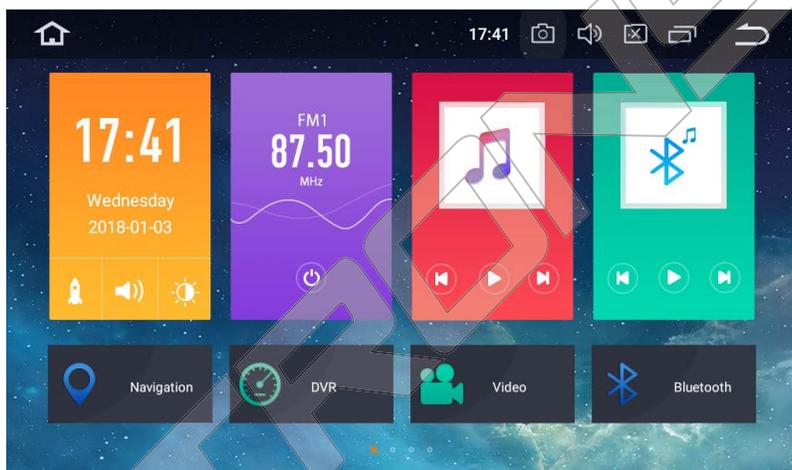


# XTRONS



## USER MANUAL

Thank you for buying this XTRONS product. Please read through these instructions thoroughly to understand how to operate this product properly. After you have finished reading the instructions, keep this document in a safe place for future reference.

# NOTICES

**Installation or servicing of this product by persons without training and experience in electronic equipment and automotive accessories may be dangerous and could expose you to the risk of electric shock, injury or other hazards.**

**The navigation features of this product (and the rear view camera option if purchased) are intended solely to aid you in the operation of your vehicle. It is not a substitute for your attentiveness, judgment and care when driving.**

**To avoid the risk of damage and injury and the potential violation of applicable laws, this product is not to be used with a video image that is visible to the driver.**

**XTRONS disclaims any liability for any bodily injury or property damage that might result from any improper or unintended use.**

Pay close attention to all warnings in this manual and follow the instructions carefully.

The screens shown in the examples may differ from actual screens, which may be changed without notice for performance and function improvements.

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## Precautions

### Important safety information

#### WARNING

**XTRONS does not recommend that you install this product yourself. This product is designed for professional installation only. We recommend that only those service personnel, who have special training and experience in mobile electronics, set up and install this product. NEVER SERVICE THIS PRODUCT YOURSELF. Installing or servicing this product and its connecting cables may expose you to the risk of electric shock or other hazards, and can cause damage to this product that is not covered by warranty.**

- Do not allow this product to come into contact with liquids. Electrical shock could result. Also, damage to the product, smoke and overheating could result from contact with liquids.
- If liquid or foreign matter should get inside this product, park your vehicle in a safe place, turn the ignition switch off (ACC OFF) immediately and consult your dealer. Do not use this product in this condition because doing so may result in a fire, electric shock, or other failure.
- If you notice smoke, a strange noise or odour from this product, or any other abnormal signs on the screen, turn off the power immediately and consult your dealer. Using this product in this condition may result in permanent damage to the system.
- Do not disassemble or modify this product, as there are high-voltage components inside which may cause an electric shock. Be sure to consult your dealer for internal inspection, adjustments or repairs.

**Before using this product, be sure to read and fully understand the following safety information:**

- Do not operate this product or any applications if doing so will divert your attention in any way from the safe operation of your vehicle. Always observe safe driving rules and follow all existing traffic regulations. If you experience difficulty in operating this product or reading the display, park your vehicle in a safe location and apply the parking brake before making the necessary adjustments.
- Never set the volume of this product so high that you cannot hear outside traffic and emergency vehicles.
- To promote safety, certain functions are disabled unless the vehicle is stopped and/or the parking brake is applied.
- Keep this manual handy as a reference for operating procedures and safety information.
- Do not install this product where it may (i) obstruct the driver's vision, (ii) impair the performance of any of the vehicle's operating systems or safety features, including air bags or hazard lamp buttons or (iii) impair the driver's ability to safely operate the vehicle.
- Please remember to fasten your seat belt at all times while operating your vehicle. If you are ever in an accident, your injuries can be considerably more severe if your seat belt is not properly buckled.
- Never use headphones while driving.

## To ensure safe driving

### WARNING

- **LIGHT GREEN LEAD AT POWER CONNECTOR IS DESIGNED TO DETECT PARKED STATUS AND MUST BE CONNECTED TO THE POWER SUPPLY SIDE OF THE PARKING BRAKE SWITCH. IMPROPER CONNECTION OR USE OF THIS LEAD MAY VIOLATE APPLICABLE LAWS AND MAY RESULT IN SERIOUS INJURY OR DAMAGE.**
- **Do not take any steps to tamper with or disable the parking brake interlock system which is in place for your protection. Tampering with or disabling the parking brake interlock system could result in serious injury or death.**
- **To avoid the risk of damage and injury and the potential violation of applicable laws, this product is not for use with a video image that is visible to the driver.**
- In some countries the viewing of video images on a display inside a vehicle even by persons other than the driver may be illegal. Where such regulations apply, they must be obeyed.

If you attempt to watch video images while driving, the warning **“Viewing of front seat video source while driving is strictly prohibited.”** will appear on the screen. To watch video images on this display, stop the vehicle in a safe place and apply the parking brake. Please keep the brake pedal pushed down before releasing the parking brake.

## Before installing this product

- Use this unit with a 12-volt battery and negative grounding only. Failure to do so may result in a fire or malfunction.
- To avoid shorts in the electrical system, be sure to disconnect the (-) battery cable before installation.

## To prevent damage

### **WARNING**

- **The black cable is ground. When installing this product or power amp (if purchased), make sure to connect the ground wire first. Ensure that the ground wire is properly connected to metal parts of the car's body. The ground wire of the power amp and the one of this product or any other device must be connected to the car separately with different screws. If the screw for the ground wire loosens or falls out, it could result in fire, generation of smoke or malfunction.**
- **When replacing the fuse, be sure to only use a fuse of the rating prescribed on this product.**
- To avoid short-circuiting, cover the disconnected lead with insulating tape. It is especially important to insulate all unused speaker leads, which if left uncovered may cause a short circuit.

## Installation notes

- Do not install this product in places subject to high temperatures or humidity, such as:
  - Places close to a heater, vent or air conditioner.
  - Places exposed to direct sunlight, such as on top of the dashboard.
  - Places that may be exposed to rain, such as close to the door or on the vehicle's floor.
- Install this product in an area strong enough to bear its weight. Choose a position where this product can be firmly installed, and install it securely. If this product is not securely installed, the current location of the vehicle cannot be displayed correctly.

- Install this product horizontally on a surface within 0 to 20 degrees tolerance (within 5 degrees to the left or right). Improper installation of the product with the surface tilted more than these tolerances increased the potential for errors in the vehicle's location display, and might otherwise cause reduced display performance.
- When installing, to ensure proper heat dispersal when using this product, make sure you leave ample space behind the rear panel and wrap any loose cables so they are not blocking the vents.
- In order to prevent interference, set the following items as far as possible from this product, other cables or leads:
  - FM, AM antenna and its lead
  - GPS antenna and its lead
  - DAB+ radio antenna and its lead
  - Digital TV antenna and its leadIn addition, you should lay or route each antenna lead as far as possible from other antenna leads. Do not bind, lay or route them together, or cross them. Electromagnetic noise will increase the potential for errors in the vehicle's location display.
- When installing, make sure you remove the two screws on the top of the product (for those models with the disc loading drive). Otherwise the drive cannot accept discs.

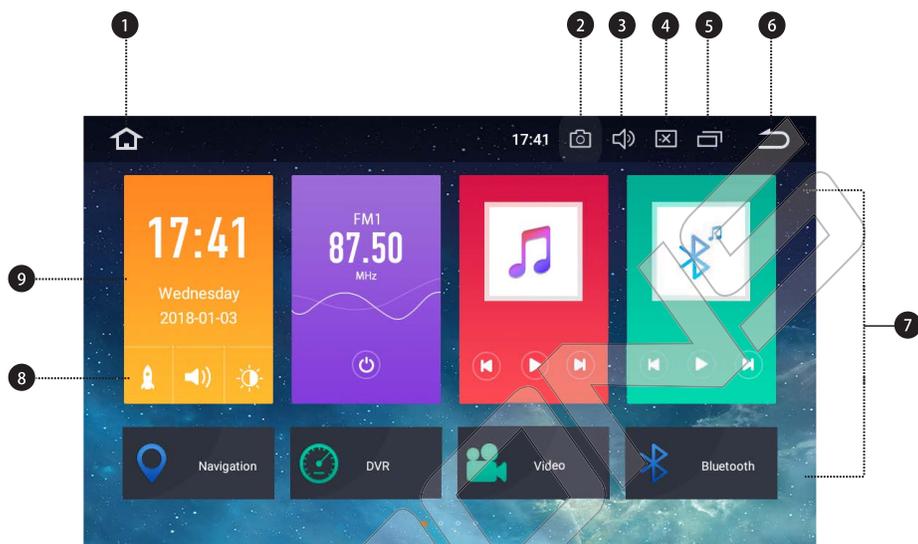
## **To avoid battery exhaustion**

Be sure to run the vehicle engine while using this product. Using this product without running the engine can drain the battery.

### **WARNING**

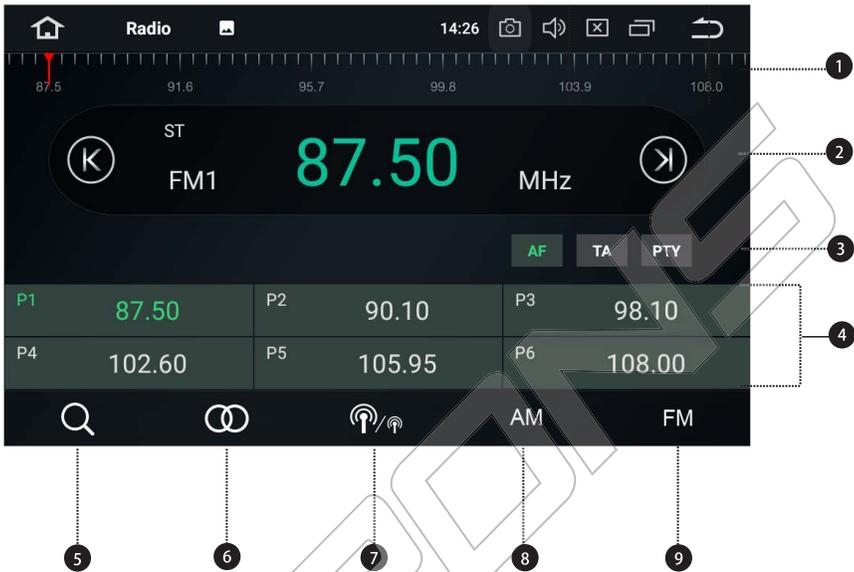
Do not install this product in a vehicle that does not have an ACC wire or circuitry available.

## Home Screen



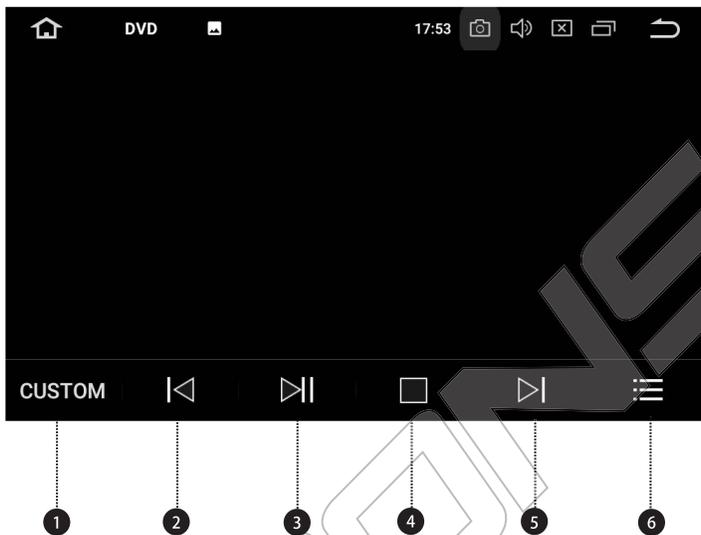
1. Home
2. Screenshot
3. Volume
4. Brightness
5. Recent apps
6. Back
7. Apps
8. Shortcuts
9. Date and time

## Radio



1. Broadcast frequency slider
2. Perform manual tuning
3. AF (Alternative Frequencies)  
TA (Traffic Announcement)  
PTY (Program Type)
4. Preset channel list  
Select a frequency you like and then touch and hold any of the preset frequency keys to store it.  
Up to 18 FM stations and 12 AM stations can be stored in memory.
5. Perform seek tuning or non-stop seek tuning
6. Mono/Stereo switch
7. Distant/Local seek tuning
8. AM band (AM1 or AM2)
9. FM band (FM1, FM2 or FM3)

## Play DVD



### 1. Equaliser adjustment

Choose from Rock, Pop, Jazz, Classic, Flat, Voice and Custom.

### 2. Previous file

### 3. Pause/Play

### 4. Stop

### 5. Next file

### 6. File menu

## CAUTION

**For safety reasons, video images cannot be viewed while your vehicle is in motion. To view video images, stop in a safe place and apply the parking brake.**

## USB/SD

Plug a USB storage device or insert an SD memory card and then tap Music on the Home screen to play music, tap Video to play video files, or tap Gallery to view images and photos.



## AUX Input

You can display the video image output by the device connected to this unit.

### ! CAUTION

**For safety reasons, video images cannot be viewed while your vehicle is in motion. To view video images, stop in a safe place and apply the parking brake.**

## Bluetooth

Connect your mobile phone to this unit via Bluetooth and use an external microphone to make and receive hands-free calls.

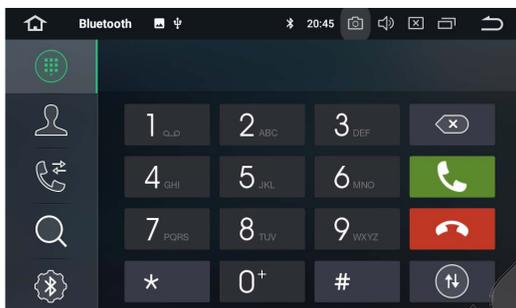
### ! CAUTION

**For your safety, avoid talking on the phone as much as possible while driving.**

### Connection (Bluetooth pairing)

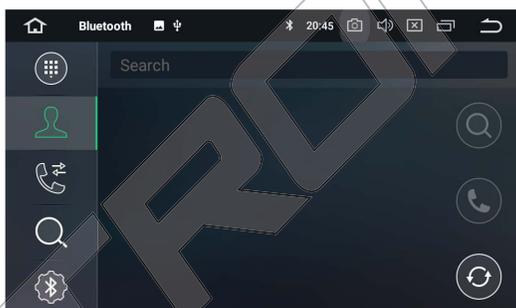
- The Bluetooth device must be within 1 meter of this unit. Turn on Bluetooth on the device.
- You can find this unit in the devices list of your Bluetooth device.
- If your Bluetooth device supports SSP (Secure Simple Pairing), a four-digit number password will be required. The default password is 0000.

## 1. Phone calls



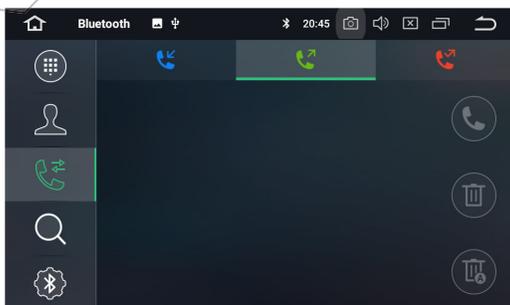
Enter the number to make a call. You can also choose a contact from the phone book to make a call.

## 2. Phone book



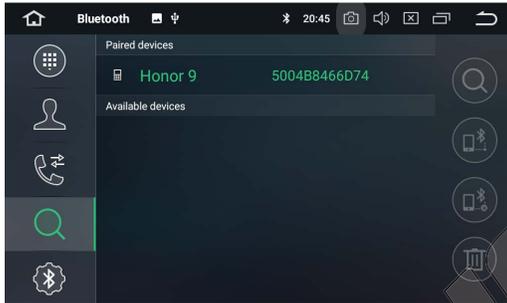
Tap  to synchronise the contacts from your Bluetooth device.

## 3. Recent calls



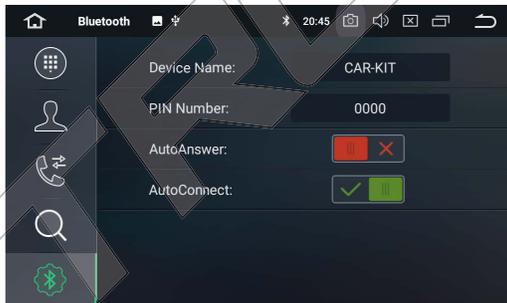
View recent outgoing calls, incoming calls or missed calls.

## 4. Devices list



Tap a device on the Paired devices or on the Available devices list, and then tap  to pair the device. Tap  to unpair the device.

## 5. Bluetooth settings



- (1) You can change the Device Name of this unit. Tap CAR-KIT to enter a different name.
- (2) You can change the PIN Number (Bluetooth pairing password). The default password is 0000. Enter another four-digit number and then tap Done to set a new password.
- (3) You can turn AutoAnswer/AutoConnect on or off.

## Bluetooth Music

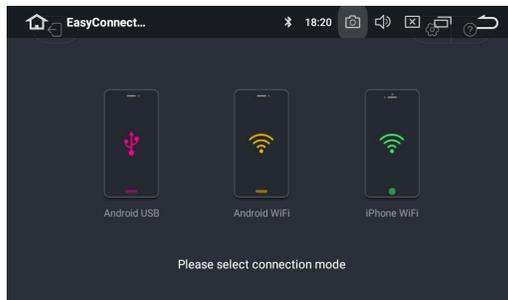


After the Bluetooth connection is established, tap A2DP on the Home screen, and then you can play music stored in your Bluetooth device on this unit.

- ✘ **At first, you need to operate the music playback on your Bluetooth device. Then you can operate the Bluetooth music on the unit.**
- ✘ **Please note that the unit may not support the Bluetooth music function whilst some mobile phones are not quite compatible with the unit.**

## Screen Mirroring

Tap Easy Connected on the apps menu screen to enter screen mirroring mode. When you connect a mobile phone with compatible applications installed, you can control the applications for the mobile phone directly from this unit.



**For Android smartphone:**

1. Connect via a USB cable
  - a. Go to Settings > About Device, and then tap Build number 7 times to enable Developer options. Turn on USB debugging. A message *Allow USB debugging?* will pop up. Turn on the Always allow from this computer option, and then tap OK.
  - b. Connect your Android smartphone to this unit via a USB cable.
2. Connect via Wi-Fi
  - a. Go to Settings > Wireless & networks > More > Tethering & portable hotspot, and then turn Portable Wi-Fi hotspot on or tap Set up Wi-Fi hotspot.
  - b. Tap Android WiFi and then select your Android device name from the hotspot list. Enter the password when prompted.

※ **Please note this function is only applicable for the smartphones equipped with a wireless mirroring function, and it only supports Android versions above 4.0. Audio streaming requires a Bluetooth connection.**

**For iPhone:**

- a. Go to Settings > Personal Hotspot, and then turn Personal Hotspot on.
- b. Tap iPhone WiFi, and then select your iPhone name from the hotspot list. Enter the password when prompted.
- c. Tap AirPlay in the Control Center on your iPhone. Select EC-Mirror and turn Mirroring on.

※ **On iPhone 4/4s, only photos can be streamed wirelessly to this unit. On iPhone 5 and other later iPhone models, both music and photos can be streamed wirelessly to this unit. Video streaming requires the appropriate Apple cable or adapter.**

## Navigation

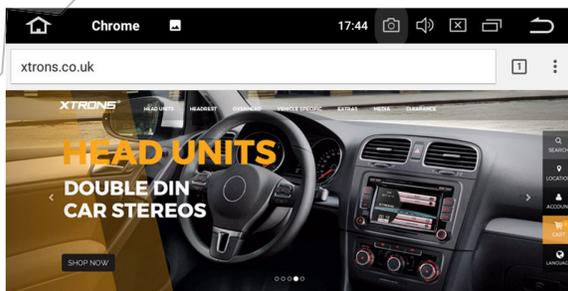
Built-in navigation offers detailed, reliable route guidance information to help you get where you want to go.

You can actually download a range of GPS Navigation apps via Google Play and run them on the unit. You can download Sat Nav apps like TomTom, Navigon, Route 66, Sygic, iGO, Google Maps and many more.



## Connect to the Internet

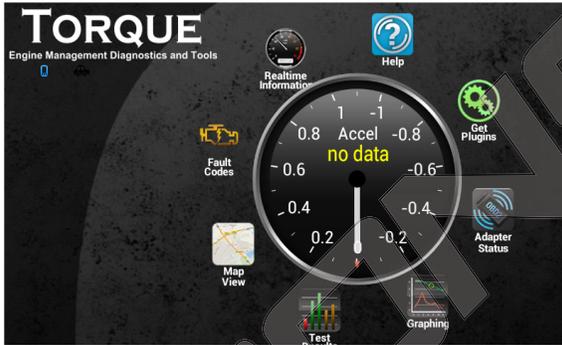
You can connect the unit to the Internet whenever necessary, using a Wi-Fi connection (if available) or 3G/4G network (the 3G/4G dongle is sold separately). You can browse the web, download apps via Google Play, play online games, etc. The possibilities are endless with the Internet in your car.



ANDROID CAR STEREOS, CAR DVD PLAYERS, HEAD UNITS

## OBD2 (Optional)

The unit supports OBD2 (On-Board Diagnostics) car diagnostics. With the OBD2 function available on this unit, you can retrieve real-time data and trouble codes from your vehicle computer. All the data of your vehicle is displayed to you. (The OBD2 Bluetooth car diagnostic scanner tool is sold separately).



## DVR (Optional)

You can control a car DVR camera (sold separately) on this unit and use it to record all the events of a journey.

## DAB+ (Optional)

With use of a DAB dongle (sold separately), a DAB+ (Digital audio broadcasting) tuner lets you enjoy the convenience of digital radio, while Auto DAB+ Tuning makes sure there is less signal interruption. DAB+ digital radio brings you high-detail, digital-quality sound with lots of stations, program information and more.

The DAB antenna (sold separately) needs to be positioned on the windscreen of your vehicle.

## TV (Optional)

Built-in MPEG-4 Digital TV tuner enables you to watch DVB-T digital TV on this unit. Please check to ensure your country supports MPEG-4 DVB-T.

✳ **Please note this feature is not supported on all models.**



## TPMS (Optional)

Tyre Pressure Monitoring System (TPMS) increases driving safety and provides a better understanding of your vehicle's tyre conditions. Once you have correctly installed the TPMS (sold separately), the sensors will automatically monitor the tyre pressure and the temperature, and transmit real-time statistics to the receiver.



# Settings

## 1. Network & Internet

### 1.1 Wi-Fi

Turn Wi-Fi on or off.

Choose a network: Tap one of the listed networks and then enter the password if required.

### 1.2 Hotspot & tethering

Turn USB tethering, Portable Wi-Fi hotspot, and Bluetooth tethering on or off.

Customise the Wi-Fi hotspot settings.

### 1.3 VPN

Tap the + button and provide the VPN's details. Tap the VPN to connect once you have set it up. You will be asked to enter a username and password.

### 1.4 Airplane mode

## 2. Connected devices

### Bluetooth

You can change the Device Name or the PIN Number (Bluetooth pairing password) of this unit.

You can turn Auto Connect /Auto Answer on or off.

Tap a device on the Paired devices or on the Available devices list to pair or unpair it.

## 3. Apps & notifications

### 3.1 App info

Manage all the apps downloaded on the unit or on an SD memory card.

### **3.2 Notifications**

Add or change an alert style for notifications from apps.

### **3.3 App permissions**

View and manage all app permissions. You will see a list of different categories of permissions along with the number of apps installed that have access to that permission.

### **3.4 Advanced**

Default apps and special app access.

## **4. Display**

### **4.1 Brightness level**

Drag the slider to adjust the screen brightness.

### **4.2 Wallpaper**

Set an image or photo as wallpaper for the Home screen.

### **4.3 Font size**

Drag the slider to adjust the font size.

### **4.4 Night display**

Drag the slider to adjust the display brightness in night mode.

### **4.5 Touch Assistive**

Turn Touch Assistive on or off.

You can use Touch Assistive to find and adjust certain settings on the unit like Volume, Brightness, Screenshot, and more.

## **5. Sound**

- Key tone
- Volumes
- Default notification sound
- Default alarm sound

## 6. Screenshot settings

- Select delay time to capture the screen
- Set the location of screenshot storage
- Show the screenshot button in the status bar

## 7. Storage

You can see how much storage space is available on the unit's internal storage. You can tap FREE UP SPACE to delete photos, videos, and apps that you haven't used recently:

## 8. Security & location

- Location
- Device admin apps
- Encryption & credentials
- Trust agents
- Apps with usage access

## 9. Users & accounts

Add a Google account or other accounts.

## 10. Accessibility

- Accessibility shortcut
- Text-to-speech output

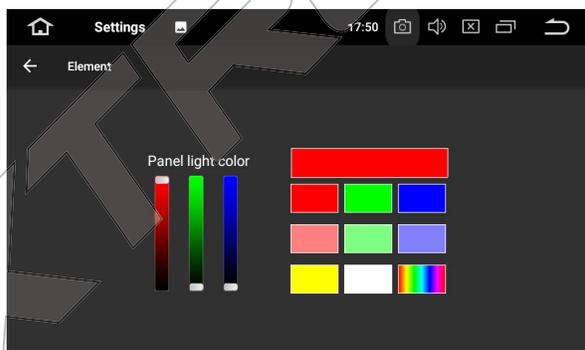
- Font size
- Display size
- Magnification
- Large mouse pointer
- High contrast text
- Colour correction
- Colour inversion

## **11. Car**

### **11.1 Element**

This enables you to change the illumination colour of the buttons to your personal preference. You can choose from a wide variety of colours. Drag the colour bars of red, green and blue to create a favourite colour.

✘ **Please note the multi-coloured button illumination feature is not supported on all models.**



### **11.2 Steering wheel keys**

This allows you to use the steering wheel control of your vehicle to control the unit.

### **11.3 Amplifier**

#### **11.3.1 Balance adjustment**

You can choose from Rock, Pop, Jazz, Classic, Flat, Voice, and Custom.



### 11.3.2 Fader adjustment

You can select a listening position that you want to make the center point of the sound effects.

Choose from Driver, User, Front, Rear, and All.



## 11.4 Navigation

### 11.4.1 Navigation application options

Choose the application you want to use for the navigation.

### 11.4.2 Navigation monitoring

### 11.4.3 Navigation sound mode

### 11.4.4 Navigation mixing ratio

### **11.4.5 Navigation sound in phone mode**

### **11.4.6 GPS monitor**

## **11.5 Driving settings**

### **11.5.1 Watching video**

On: Video images can be viewed while your vehicle is in motion.

Off: Video images cannot be viewed while your vehicle is in motion.

### **CAUTION**

**For safety reasons, video images cannot be viewed while your vehicle is in motion. To view video images, stop in a safe place and apply the parking brake.**

### **11.5.2 Notifications**

### **11.5.3 Network settings for app while driving**

## **11.6 Extra settings**

### **11.6.1 Shutdown delay when ACC OFF**

Choose from Auto sleep, 30 seconds, 5 minutes, 10 minutes, 30 minutes, and 1 hour.

### **11.6.2 Playing music**

Turn this on to allow the unit to play music automatically when you plug in a USB storage device or insert an SD memory card.

### **11.6.3 Reversing X-mirror**

A separately sold rear view camera is required for utilise the rear view camera function.

On: Reverses the rear view camera images.

Off: Does not reverse the rear view camera images.

### 11.6.4 Reversing volume

On: There is a warning alert sound while driving in reverse.

Off: There is no warning alert sound while driving in reverse.

### 11.6.5 Rear view ruler

On: Displays the parking assist guidelines.

Off: Hides the parking assist guidelines.

## 11.7 Factory settings

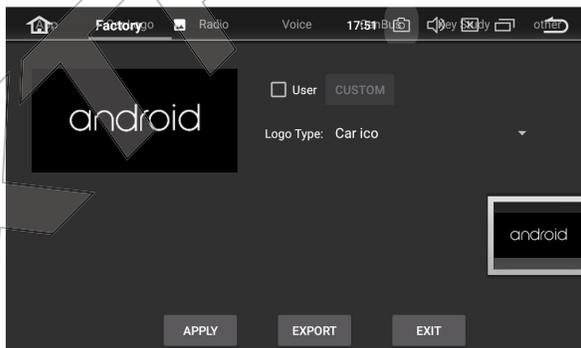
Enter the password 126 to go to Factory settings.

### 11.7.1 App

Change the options for Bluetooth, DVD, TPMS, Radio, DVR, and more.

### 11.7.2 Car logo

Select one of the preinstalled car manufacturer logos as your start up screen. You can also select images imported from an SD memory card. You need to insert the SD memory card into the GPS card slot. The image size should be 800 pixels x 480 pixels and the image format should be JPEG.



### 11.7.3 Radio

Select an area for the radio.

### 11.7.4 Voice

Adjust the volumes of DVD, System, AV Input, Radio, Bluetooth, and more.

### **11.7.5 CanBus**

Change the options for the Canbus.

### **11.7.6 Key study**

- Button panel reset
- Panel key study
- Touch reset
- Touch key study

### **11.7.7 Other**

Change the options for RDS, Front Camera, Panel LED control, and more.

## **12. Google**

Manage services in Google settings.

## **13. System**

### **13.1 Languages & input**

#### **13.1.1 Languages**

Set the language for the unit. Choose from English, French, German, Spanish, and many more. You can add a language and arrange preferred language order by dragging them.

#### **13.1.2 Virtual keyboard**

#### **13.1.3 Physical keyboard**

#### **13.1.4 Advanced**

### **13.2 Date & time**

- GPS automatic update time
- Automatic date & time

- Automatic time zone
- Set date
- Set time
- Select time zone
- Use 24-hour format

### **13.3 Backup**

### **13.4 MCU updates**

### **13.5 System updates**

### **13.6 Reset**

- Network settings reset
- Reset app preferences
- Factory data reset

### **13.7 About machine**

- Model
- Android version
- Android security patch level
- Kernel version
- Build number
- MCU version
- Serial number
- CPU
- Memory
- Legal information

## Troubleshooting

If you have problems operating this product, please refer to this section. The most common problems are listed below, along with likely causes and solutions.

### No power

- The car engine has not been started. Start the car engine.
- Incorrect wiring connection. Check the wiring.
- The fuse has been damaged. Replace the fuse.
- The CANBUS box has been damaged. Replace the CANBUS box.

### No sound

- The volume is too low. Adjust the volume.
- Incorrect wiring connection. Check the wiring.

### The disc does not play

- The disc is inserted upside down. Insert the disc with the label upward.
- The disc is dirty. Clean the disc.
- The disc is cracked or otherwise damaged. Insert a normal, round disc.
- The files on the discs are in an irregular file format. Check the file format.
- The disc format cannot be played back. Replace the disc.
- The loaded disc is a type this product cannot play. Check what type of disc it is.

### The screen is covered by a caution message and the video cannot be shown

- The parking brake lead is not connected or applied. Connect the parking brake lead correctly, and apply the parking brake.
- The parking brake interlock is activated. Park your vehicle in a safe place and apply the parking brake.

### Image flashes or distorts

- Video DVD settings do not match with the DVD. Adjust video DVD settings.
- Video connection is incorrect.

### Preset station lost

- Battery cable is not correctly connected. Connect the battery cable to the terminal that is always live.

### **Poor radio reception**

- The antenna connection is incorrect. Check the antenna connection.
- Interference may be introduced. Check for sources of interference.
- Signals are too weak. An additional antenna signal amplifier booster may be required.
- The antenna has been damaged. Replace the antenna.
- The local seek tuning has been turned off. Turn the local seek tuning on.

### **A black screen is displayed, and operation is not possible**

- Sleep mode is on. Press the POWER button or touch the screen to release the mode.
- The rear view camera image is displayed with no camera connection and the wrong camera polarity setting. Install the rear view camera and then change the camera polarity settings.

### **GPS positioning is not possible**

- GPS positioning is disabled if signals cannot be received from more than two GPS satellites.
- In some driving conditions, signals from GPS satellites may not reach your vehicle. In this case, it is impossible for the system to use GPS positioning.
- If a car phone or cellular phone is used near the GPS antenna, GPS reception may be lost temporarily.

### **The paired mobile phone connects and disconnects constantly**

- The Bluetooth reception is poor. Move the mobile phone closer to the product or remove any obstacle between the mobile phone and the product.
- Some mobile phones may connect and disconnect constantly when you make or end calls. This does not indicate any malfunction of the product.
- For some mobile phones, the Bluetooth connection may be deactivated automatically as a power-saving feature. This does not indicate any malfunction of the product.

## Appendix

### Handling and care of discs

- Use only conventional, fully circular discs. Do not use shaped discs.
- Do not use cracked, chipped, warped, or otherwise damaged discs as they may damage the built-in drive.
- Use 12-cm discs. Do not use 8-cm discs or an adapter for 8-cm discs.
- When using discs that can be printed on label surfaces, check the instructions and the warnings of the discs. Depending on the discs, inserting or ejecting may not be possible. Using such discs may result in damage to this equipment.
- Do not attach labels, write on or apply chemicals to the surface of the discs.
- Do not attach commercially available labels or other materials to the discs.
- To clean a disc, wipe it with a soft cloth, moving outward from the center.
- Condensation may temporarily impair the built-in drive's performance.
- Playback of discs may not be possible because of disc characteristics, disc format, recorded application, playback environment, storage conditions and so on.
- Road shocks may interrupt disc playback.
- Read the precautions for discs before using them.

## When using this product

- Use this product where the ambient temperature is between  $-10^{\circ}$  and  $50^{\circ}$  C. Using this product in the conditions outside of its operating range might cause temporary or permanent damage to the system, and such damage may not be covered by the manufacturer's warranty. Store the product where the temperature is between  $-20^{\circ}$  and  $80^{\circ}$  C.
- Do not connect a USB storage device via a USB hub.
- Connecting a USB cable of which total length is longer than 5 meters may result in abnormal playback.
- When this product cannot recognize the connected USB storage device, disconnect the device and replace it with another USB storage device.
- Do not take out the SD card preloaded with map data when this product is powered on. Take the SD card out when the product is powered off.
- Do not use any software which is not provided by XTRONS to update the system. If you require the system update, please consult your dealer.

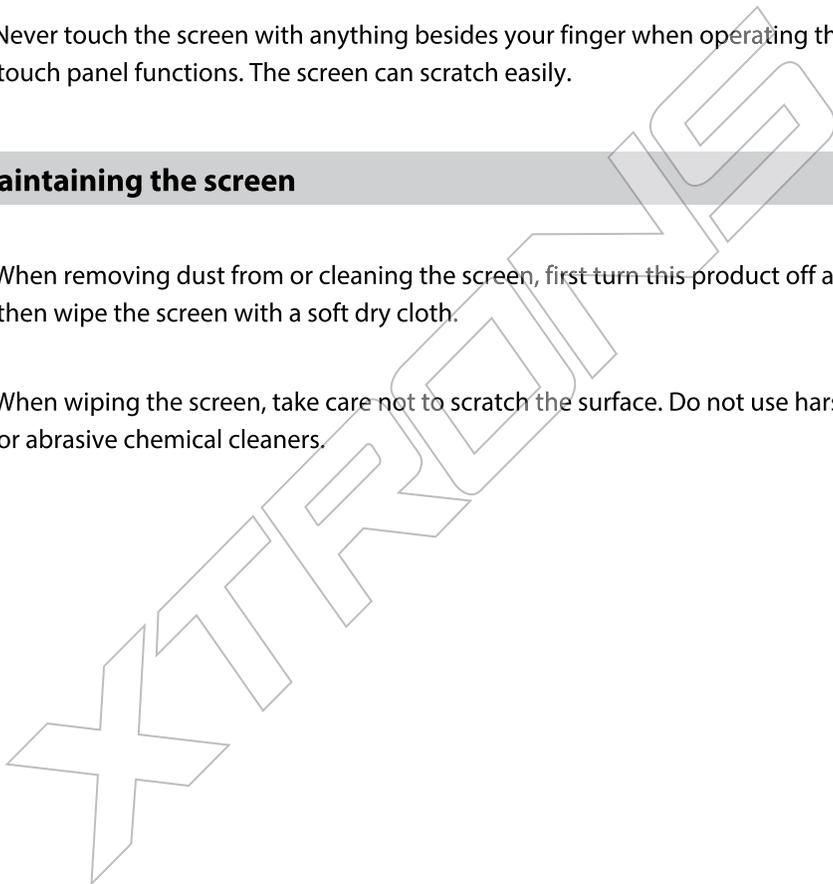
## Handling the screen

- When the screen is subjected to direct sunlight for a long period of time, it will become very hot, resulting in possible damage to the screen. When not using this product, avoid exposing it to direct sunlight as much as possible.
- Do not use the screen at temperatures higher or lower than the operating temperature range, because the screen may not operate normally and could be damaged.

- The screen is exposed in order to increase its visibility within the vehicle. Please do not press strongly on it as this may damage it.
- Do not push the screen with excessive force as this may scratch it.
- Never touch the screen with anything besides your finger when operating the touch panel functions. The screen can scratch easily.

## Maintaining the screen

- When removing dust from or cleaning the screen, first turn this product off and then wipe the screen with a soft dry cloth.
- When wiping the screen, take care not to scratch the surface. Do not use harsh or abrasive chemical cleaners.



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## For more information, please visit our websites



xtrons.com



xtrons.co.uk

## For installation and technical advice please visit



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