

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 lightened) and the flash is not under the state of over-heat protection or other abnormal situations.

→ Please downgrade the flash power output. If the flash is in TTL mode, please try to change it to M mode (a pre-flash is needed in TTL mode).

3. Whether the distance between the flash trigger and the flash is too close or not (<0.5m).

→ Please turn on the "close distance wireless mode":

X1 Series: Press and hold the triggering button then turn on the device until the indicator blinks twice.

Xpro and X2T Series: Set the C.Fn-DIST to 0-30m.

X3 Series: Set the triggering distance 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 or charge it in time.

5. The flash trigger's firmware is an older version

→ Please upgrade the firmware of the flash trigger referring to the instruction manual for specific firmware upgrades.

6. The camera's firmware is an older version

→ Please upgrade the firmware of the camera referring to its instruction manual.

Technical Data

Model	V480 C
Guide NO.	
Flash Coverage	Auto zoom (flash coverage is set automatically to match the lens focal length and image size)
	Manual zoom (28-105mm)
Flash Head Angle	Swinging/tilting flash head (bounce flash): 0 to 330° horizontally and -7° to 120° vertically
Flash Duration (t0.1)	1/600s-1/20000s
Exposure Control	
Exposure Control System	TTL auto flash and manual flash
Flash Exposure Compensation (FEC)	±3 steps with 1/3 increment each step
Sync Mode	High-speed sync (up to 1/8000 seconds), first-curtain sync, and second-curtain sync
Multi Flash	Provided (up to 100 times, 100Hz)
Wireless Flash (Radio 2.4G Transmission)	
Wireless Function	Sender, Receiver
Sender Groups	A, B, C, D, E
Receiver Groups	A, B, C, D, E
Transmission Range (approx.)	100m
Channels	32: 01~32
ID	OFF/01~99
LED Modeling Lamp	
Power	2W
Color Temperature	
Power Supply	
Lithium Battery	7.2V/2200mAh
Recycle Time	Approx. 1.9 seconds. LED indicator will light up when the flash is ready.
Number of Flashes (1/1 step)	Approx. 600
Power Saving	Provide standby and auto off functions
Sync Triggering Mode	Hot shoe, 2.5mm sync cord
Dimension	
W x H x D	6.54"*2.8"*1.93"
Net Weight Without Battery	Approx. 282g
Net Weight With Battery	Approx. 361g

Specifications and data may subject to changes without notice.

Troubleshooting

If there is a problem, refer to this troubleshooting guide.

The camera flash does not fire.

- Attach the camera's mounting foot securely to the camera.
- If the electrical contacts of the camera flash and camera are dirty, clean the contacts with dry cloth.
- If the <  > or <  > is not displayed in the view finder of camera. Wait until the flash is fully recycled and the flash ready indicator lights up.
- If the flash ready indicator lights up, but <  > or <  > is not displayed in the view finder, check whether this flash unit is securely attached to the camera hot shoe.
- If the flash ready indicator does not light up after a long wait, check whether the battery power is enough. If the battery power is low, <  > will appear red on the LCD panel. Please replace or charge the battery immediately.

The power turns off by itself.

- Setting as wi-off/sender mode when the standby function is on, the flash will enter sleep mode automatically after 90 seconds of idle use. Press the camera shutter halfway or press any button will wake up the flash unit.
- Setting as wi-off/sender mode when the standby function is off while the auto off function is on, the flash will automatically shut down after 60 minutes (or 30 minutes, 90 minutes) of idle use. Restart the flash unit.
- Setting as receiver mode when the auto off function is on, the flash will automatically shut down after 60 minutes (or 30 minutes, 90 minutes) of idle use. Restart the flash unit.

Auto zoom does not work.

- Attach the camera flash's mounting foot to the camera. The flash exposure is underexposed or overexposed.

The flash exposure is underexposed or overexposed.

- You used high-speed sync. With high-speed sync, the effective flash range will be shorter. Make sure the subject is within the effective flash range displayed.
- The subject appears too dark or too bright. Set the proper FEC value.

Photos have dark corners or only parts of the target subject are illuminated.

- The focal length of lens exceeds the flash coverage. Check the flash coverage you set. This flash unit has the flash coverage between 28 and 105mm, which fits medium-format cameras.
- Set the flash coverage as auto flash zoom.

Firmware Upgrade

- This product supports firmware upgrade through the USB-C port, please use USB-C cable (sold separately).
- As the firmware upgrade needs the support of Godox G3 V1.1 software, please download and install the "Godox G3 V1.1 firmware upgrade software" before upgrading. Then, choose the related firmware file.
- Please refer to the latest electronic version of the instruction manual.
- The download website of firmware upgrade is:
<https://www.godox.com/firmware-G3/>

Compatible Camera Models

V480 C can be used on the following Canon EOS series camera models:
80D, 90D, 7D, 6D, 70D, 750D, 760D, 5DMarkIV, EOS 1DX, 6DMarkII, 77D,
800D, 5DMarkIII, 5DMarkII, 60D, 7D Mark II, 600D, 50D, 30D, 40D, 500D, M5,
M3, M50, R, RP, M6II, R5, 1500D, 3000D, R7, R6II, R50, R8, R5C, R10, R100,
R5II, R3, 200DII



1. This table only lists the tested camera models, not all cameras. For the compatibility of other camera models, a self-test is recommended.
2. Rights to modify this table are retained.

IC Warning

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

Tout changement ou modification non expressément approuvé par la partie responsable de la réglementation de l'OCDE peut faire perdre à l'utilisateur le droit d'utiliser l'appareil.

Remarque: cet appareil a été testé pour répondre aux limites des appareils numériques de classe B conformément à la partie 15 des règles de la Federal Communications Commission des États - Unis. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans les installations résidentielles. L'appareil génère de l'énergie RF utilisée et rayonne, ce qui peut causer des interférences nocives pour les communications radio s'il n'est pas installé et utilisé conformément aux instructions. Cependant, aucun

Garantie contre les interférences dans une installation spécifique. Si l'appareil cause des interférences nuisibles à la réception de la radio ou de la télévision, qui peuvent être déterminées en éteignant et en allumant l'appareil, l'utilisateur est encouragé à tenter de corriger les interférences par une ou plusieurs des mesures suivantes:

- redirection ou repositionnement de l'antenne de réception.
- augmenter l'espacement entre l'appareil et le récepteur.
- Connecter l'appareil à une prise sur un circuit différent de celui auquel le récepteur est connecté.
- consultez votre revendeur ou un technicien radio / tv expérimenté pour obtenir de l'aide.

Avertissement RF pour les appareils portables:

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux radiofréquences. Équipement Peut être utilisé sans restriction dans des conditions d'exposition portables.

Warning

Operating frequency: 2412.99MHz – 2464.49MHz
Maximum EIRP Power:5.0dBm

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/eu-declaration-of-conformity/>

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

FCC Statement

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

产品保修

尊敬的用户，本保修卡是申请保修服务的重要凭证，请您配合销售商填写并妥善保管，谢谢！

产品信息	型号	产品条码
用户信息	姓名	联系电话
	通信地址	
销售商信息	名称	
备注	联系电话	
	通信地址	
	销售日期	

注：此表应由销售商盖章确认。

适用产品

本文件适用于相关《产品保修资讯》（见后面说明）所列产品，其他非属此范围的产品或部件（如促销品、赠品及其他出厂后附加的部件等）不在此保修承诺内。

保修期

产品及部件的相应保修期按相关的产品保修信息执行。保修期自产品首次购买日起算，购买日以购买产品时保修卡登记日期为准。

如何获得保修服务

您可直接与产品销售商或授权服务机构联系，也可拨打神牛产品售后服务电话，与我们联系，由我们的服务人员为您安排服务。申请保修时，您应提供有效的保修卡作为保修凭证，方可获得保修。如您不能提供有效的保修卡，则在我们确认产品或部件属于保修范围的情况下，也可以为您提供保修，但这不作为我们的义务。

不适用保修的情况

如产品存在下列情况，本文件项下的保证和服务将不适用：①产品或部件超过相应保修期；②错误或不适当使用、维护或保管导致的故障或损坏，如：不当搬运；非按产品合理预期用途使用；不当插拔外接设备；跌落或外力挤压；接触或暴露于不适当温度、溶剂、酸碱、水浸或潮湿环境；③由非神牛授权机构或人员安装、修理、更改、添加或拆卸造成的故障或损坏；④产品或部件原有识别信息被修改变更或删除；⑤无有效保修卡；⑥使用非合法授权、非标准或非公开发行的软件造成的故障或损坏；⑦因不可抗力或意外事件造成的故障或损坏；⑧其他非因产品本身质量问题导致的故障或损坏。遇上述情况，您应向相关责任方寻求解决，神牛对此不承担任何责任。因非在保修期或保修范围内的部件、附件或软件导致产品不能正常使用的，不是保修范围内的故障。产品使用过程中正常的脱色，磨损和消耗，不是保修范围内的故障。

产品保修

产品的保修期和服务类型按以下《产品保修信息》执行：

产品类别	选件名称	保修期(月)	保修服务类型
部件	主机	12	客户送修
	电池	3	客户送修
	充电器等带电性能的部件。	12	客户送修
其他	如闪光管、造型灯泡、外壳、保护罩、锁紧装置、包装等。	无	无保修

神牛产品售后服务电话：0755-29609320-8062

Warranty

Dear customers, as this warranty card is an important certificate to apply for our maintenance service, please fill in the following form in coordination with the seller and safe-keep it. Thank you!

Product Information	Model Name	Product Code Number Contact Number
Customer Information	Address	
	Name	
Seller Information	Contact Number	
	Address	
	Date of Sale	
Note		

Note: This form shall be sealed by the seller.

Applicable Products

The document applies to the products listed on the Product Maintenance Information (see below for further information). Other products or accessories (e.g. promotional items,giveaways and additional accessories attached,etc.) are not included in this warranty scope.

Warranty Period

The warranty period of products and accessories is implemented according to the relevant Product Maintenance Information. The warranty period is calculated from the day(purchase date) when the product is bought for the first time,And the purchase date is considered as the date registered on the warranty card when buying the product.

How to Get the Maintenance Service

If maintenance service is needed, you can directly contact the product distributor or authorized service institutions. You can also contact the Godox after-sale service call and we will offer you service. When applying for maintenance service, you should provide valid warranty card. If you cannot provide valid warranty card, we may offer you maintenance service once confirmed that the product or accessory is involved in the maintenance scope, but that shall not be considered as our obligation.

Inapplicable Cases

The guarantee and service offered by this document are not applicable in the following cases① **The product or accessory has expired its warranty period;** ② **Breakage or damage caused by inappropriate usage, maintenance or preservation, such as improper packing, improper usage, improper plugging in/out external equipment, falling off or squeezing by external force, contacting or exposing to the improper temperature, solvent, acid, base, flooding and damp environments, etc;** ③ **Breakage or damage caused by non-authorized institution or staff in the process of installation, maintenance, alternation, addition and detachment;** ④ **The original identifying information of product or accessory is modified, alternated, or removed;** ⑤ **No valid warranty card;** ⑥ **Breakage or damage caused by using illegally authorized, nonstandard or non-public released software;** ⑦ **Breakage or damage caused by force majeure or accident;** ⑧ **Breakage or damage that could not be attributed to the product itself.** Once met these situations above, you should seek solutions from the related responsible

parties and Godox assumes no responsibility. The damage caused by parts, accessories and software that beyond the warranty period or scope is not included in our maintenance scope. The normal discoloration, abrasion and consumption are not the breakage within the maintenance scope.

Maintenance and Service Support Information

The warranty period and service types of products are implemented according to the following Product Maintenance Information:

Product Type	Name	Maintenance Period(month)	Warranty Service Type
Parts	Circuit board	12	Customer sends the product to designated site
	Battery	3	Customer sends the product to designated site
	Electrical parts e.g.battery charger, etc.	12	Customer sends the product to designated site
Other Items	Flash tube, modeling lamp, lamp body, lamp cover, locking device, package, etc.	No	Without warranty

Godox After-sale Service Call +86-755-29609320(8062)