

PocketWizard Troubleshooting

Issue: Remote Camera Not Triggering

1) Check and confirm both the Transmitter and Receiver have power and are turned on

- Are the LEDs blinking **Green**, **Amber**, or **Red** while they are inactive? One **Green** blink every second or so indicates good battery life. Two **Amber** blinks indicate the batteries are getting low. Three **Red** blinks indicate batteries are critically low and should be changed immediately.
- Look at the internal battery contacts. Do you see any signs of corrosion (usually blue or green) or rust? If the contacts are damaged, you can try cleaning them with a pencil eraser, rubbing them with aluminum foil, baking soda, or alcohol if needed.
- If you are using an AC power supply to power your PocketWizard device, make sure the USB connector is fully pushed into the USB port on your PocketWizard device. Also check to make sure the power outlet is functional and supplying power to the AC power supply. For MultiMAX units, please be sure you have the correct one. Scan the QR code for details.



2) Check to make sure both the Transmitter and Receiver are set to the same Channel.

3) Check to make sure both the Transmitter and Receiver are set to the same Mode.

- If the Transmitter is set to Tx or TxRx, the Receiver needs to be set to Rx or TxRx
- If the Transmitter is set to LR, the Receiver needs to be set to LR
- A Transmitter set to Tx or TxRx will not transmit to a Receiver set to LR
- A Transmitter set to LR will not transmit to a Receiver set to Rx or TxRx



4) Perform a Manual Reset of the PocketWizard device

- Plus III: Start with the unit turned OFF. Hold in the TEST button as you power the radio on. Once you see the LCD screen turn on, you can release the TEST button. The radio will reset to either CH17 (Legacy firmware) or CH01 (E Release firmware), TxRx, with all Zones enabled.
- MultiMAX: Start with the unit turned OFF. Then press and hold in the C button and slide the power switch to Transmit. When you see the "CLEAR/RESET" message on the LCD screen, release the C button. The radio will reset to channel 17 with all Zones enabled.

5) Test the Transmitter and Receiver communication

- Press the Test button on the Transmitter and watch the status LEDs on both the transmitting and receiving radios. The transmitting radio's LED should go **Red** when it sends a signal, and the Receiver LED should turn **Red** to confirm it has received the signal from the Transmitter.

6) If the Transmitter LED does not turn **Red** from the hot shoe, trigger button, or foot pedal but does work if you press the test button:

- If you have the Transmitter in the hot shoe:

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- Make sure the hot shoe of the Plus III is not set to Hot Shoe Disable. You can check by looking at the screen of your Plus III. If you see “Cd” in the display, then the hot shoe is disabled. Press and hold the Zone D button for three seconds until the “Cd” changes to “CH”. (or CC if you have a Custom ID installed)
- Check to see if your camera’s hot shoe is disabled. Silent shooting will usually disable a hot shoe and on some cameras, electronic shutter may disable it. Also check your flash settings. If the flash is turned off, it disables the hot shoe.
- If the problem is intermittent: try wiggling the hot shoe. With the Plus III, the internal hot shoe contacts may have gotten bent over time and might not be making good contact with the board. Usually replacing the hot shoe solves this issue.
- If the Transmitter is triggered using an external trigger button or foot pedal:
 - Make sure the mini phone connector is pushed all the way in. You can also try unplugging it and plugging it back in. Then try the external trigger button or foot pedal again. If the LED still does not turn **Red**, then you may need to replace your external triggering button or foot pedal.
 - Try a different cable, button, or pedal. If the issue persists with different products connected to the sync port, it’s possible the sync port is damaged.

7) If the Receiver LED does turn **Red** but the remote camera is not triggering

- Press test on the remote radio connected to the camera. Does that work?
- Check to make sure the camera has power to it, either by AC power or battery
- Check to make sure you have a memory card inserted into the camera
- Check to make sure your remote camera is set to manual focus and confirm it is not set to focus priority
- Check to make sure the Pre-Release cable is plugged in and try testing again
- If the remote camera still does not trigger, then try replacing the Pre-Release cable
- You can test the cable by connecting it to the camera (no PocketWizard) and using something metal like a paperclip to short (touch all the points) out the cable. Your camera should fire.

8) If everything above checks out and all seems to work as it should when the radios are closer together, then your issues could involve signal or range issues

- You should always have line of sight from the Transmitter to the Receiver whenever possible
- Your PocketWizard devices should always be elevated off the floor or surface. You always want at least 2’ elevation from the floor or surface. For remote cameras, the receiving radio does not need to be in the hot shoe.
- Try using an isolation/mounting bar to extend your Receiver away from metal objects, electrical conduit, power control panels, and to achieve line of sight to your Transmitter
- If your remote camera is set up in an elevated position or in the catwalk, try placing your PocketWizard device upside down, while attached to an isolation/mounting bar, so that the antenna is more exposed to the rising signal from a lower level.



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- When using MultiMAX units try to avoid pointing the antennas at the transmitter or receiver. The majority of the signal comes out the sides of the antenna with and much weaker signal coming out of the top.
- LED scoreboards and advertising banners can increase the amount of RF noise and prevent the signal from reaching your Receiver. You could consider using mini phone extensions to move the Receiver into a better position and maintain line of sight to the Transmitter.
- Snap on ferrite cores can also help with RF interference. Attach them to your cables near the PocketWizard connection.

9) Consider using LR mode.

- LR (Long Range) Mode dramatically increases the maximum range of a radio signal in a given shooting environment, i.e., sports arenas, stadiums, and domes, where multiple PocketWizard users will be present.

10) Do you have Channel separation from other PocketWizard users?

- Make sure you are not on the same Channel as another PocketWizard user regardless of whether you or the other user is using a Custom ID on the same Channel. It is important to know your frequency in addition to your Channel. Multiple users on the same Channel/frequency can block the transmitted signal to each other's Receiver. For best results, keep at least 2-3 Channels between you and any other photographers. Scan the code to see all PocketWizard frequencies.



11) It could be that your PocketWizard device has internal issues

- After everything is checked or even triple checked but issues still remain, it could possibly be an internal hardware or software issue within the PocketWizard device.
- With the older style radios like the MultiMAX, the antenna solder points on the motherboard can break and present inconsistent triggering or no triggering at all.
- The hot shoe has contacts that are soldered to the motherboard can also wear or break and can produce similar inconsistent triggering or no triggering at all.

If you suspect that there might be an internal hardware or software issue with your PocketWizard device, you can contact PocketWizard for assistance or to see if you should send the device in for repair.

PocketWizard Technical Support
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