

CBKZ-X70FX Installation FAQ

What is eCSite?

The eCSite provides software files and installation key based on your CBKZ-X70FX “purchase key” and your PXW-X70 “unique device ID”.

Please input correct “purchase key” and “unique device ID” in order to install the option.

Note:

- Input form is case-sensitive.
- Be careful not to confuse similar characters such as “O” and “0(zero)”, “l” and “1(one)”.

If you input “unique device ID” incorrectly, you can’t correct mistakes by yourself and must contact your appropriate Sony regional Service Centre. See below for more information.

I haven’t received an approval e-mail containing a password from eCSite.

Please note it may take several days for the approval email to be sent.

We also recommend you check your junk mail folder and make sure that your e-mail system accepts receiving e-mails from the following addresses (domain).

ecspert.sony.biz

gsc.cpg.sony.co.jp

After that, please email eCSite at info@eCSpert.sony.biz to request reissue of password. Your email should be in English or Japanese only.

I haven’t received install key list yet.

Please check your spam mail folder first and make sure that your e-mail system accepts e-mails from the following address (domain).

gsc.cpg.sony.co.jp

Then reissue the install key from eCSite. You can’t change the unique device ID.

If the purchase key you inputted is incorrect, the eCSite won't issue the install key. The eCSite will inform you about the failure. Please reissue the install key with correct purchase key.

The CBKZ-X70FX option has failed to install.

Please check that the unique device ID on the software purchase key notification matches with the PXW-X70.

- If the unique device ID was correct, there may be another issue. Please contact your appropriate Sony regional Service Centre. See below for more information.
- If the unique device ID you inputted during registration was incorrect, you can't correct it by yourself. Please contact your Sony regional Service Centre using the 'Contact Us' section of the appropriate website for your region listed below.

Sony Professional products web site home page:

U.S.A.: <http://pro.sony.com/>

Canada: <http://www.sonybiz.ca/>

Latin America: <http://sonypro-latin.com/>

Europe, Middle East, and Africa: <http://www.pro.sony.eu/>

Japan: <http://www.sonybsc.com/>

Asia Pacific: <http://pro.sony-asia.com/>

Korea: <http://bp.sony.co.kr/>

China: <http://pro.sony.com.cn/>

Please prepare the three files listed below when you contact us.

1. A picture of the "purchase key" of CBKZ-X70FX you purchased.
2. A picture of "unique device ID" of PXW-X70 (MENU>OTHERS>OPTION menu)
3. "software purchase key notification" that eCSite has sent to you (PDF).

Once we have processed your request, the regional service centre will have the eCSite reissue the CBKZ-X70FX install key. We will then email you to confirm this is done. You can then access the eCSite to reissue a CBKZ-X70FX install key for your

correct product iD. Select “Install Key Request” in the top left of the screen. You will receive a new “install key list” and “install key notification” from eCSite by e-mail. Please install the option on the camcorder.

Which languages does eCSite accept for registration and inquiry?

eCSite accepts only Japanese and English.

I've forgotten the registered user ID or password.

Email eCSite at info@eCSpert.sony.biz using the same e-mail address you originally registered with eCSite.

I've lost the install key list.

Please reissue the install key from eCSite. Please note you can't change the unique device ID.