

April 14th, 2023
Sekonic Corporation

Compatibility and Update between "C-800/C-7000 Firmware" and "Utility" due to product name change

Thank you for using our products.

If the C-800/C-7000 is updated to the latest firmware which is released due to product name change, old version of Utility for Macintosh cannot recognize the C-800/7000.

For Windows version, old Utility can recognize the C-800/C-7000, however, we recommend the Utility to be upgraded to the latest version.

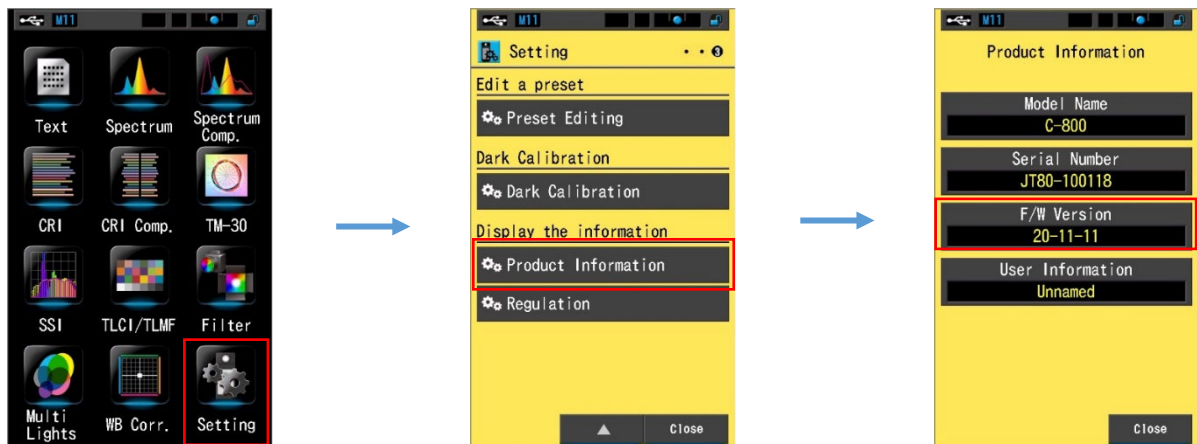
Please follow the instruction below.

1. How to check the version

- Products (Meter)

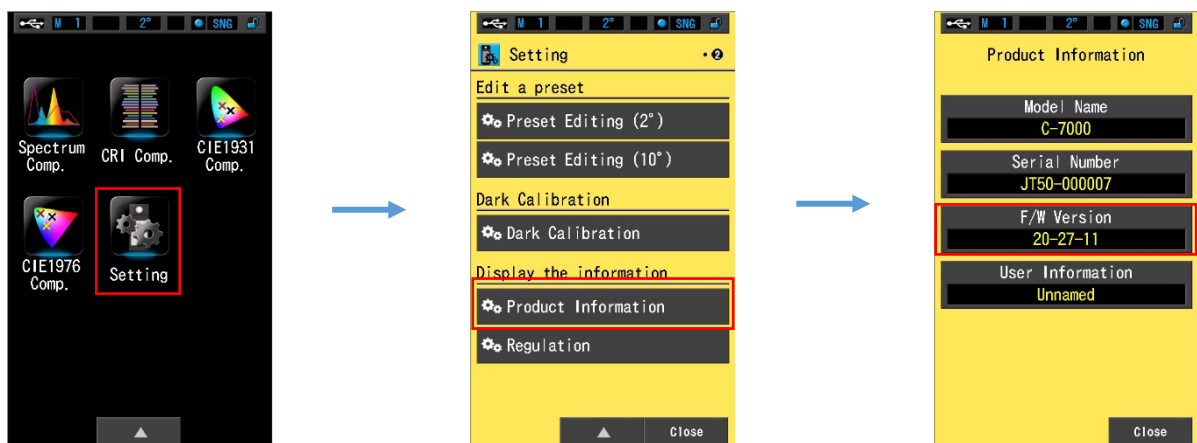
<C-800>

Touch the [Setting] icon on Menu screen, and touch the [Product Information] icon on the page 2 of "Setting" screen.



<C-7000>

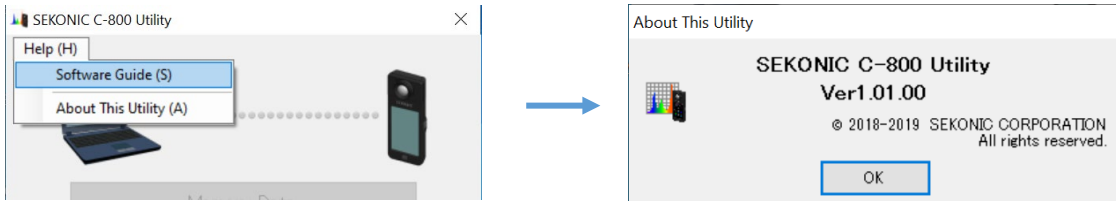
Touch the [Setting] icon on page 2 of Menu screen, and touch the [Product Information] icon on the page 2 of "Setting" screen.



- Utility

<Windows>

Click the [Help] on menu and select [About This Utility] to see the version information.



<Macintosh>

Click the Utility name on menu and select [About This Utility] to see the version information.



2. Utility for [Macintosh]

<C-7000 compatibility>

		C-7000 meter's firmware	
		Ver.26 or earlier	Ver.27 or later
[For Macintosh] C-700/C-7000 Utility	Ver.3.00.00	OK	Unable to recognize the meter
	Ver.3.01.00	OK	OK

<C-800 compatibility>

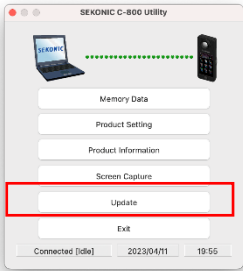
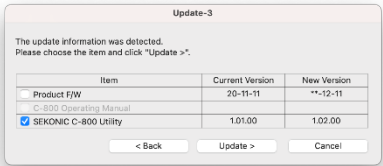
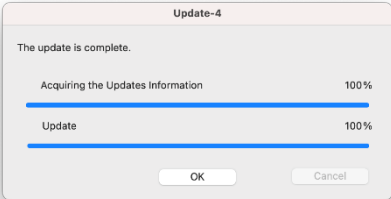
		C-800 meter's firmware	
		Ver.11 or earlier	Ver.12 or later
[For Macintosh] C-800 Utility	Ver.1.01.00 or earlier	OK	Unable to recognize the meter
	Ver.1.02.00	OK	OK

<Solution of Utility for [Macintosh]>

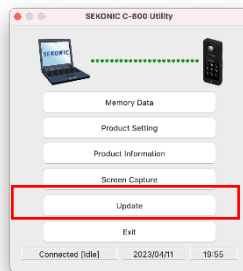
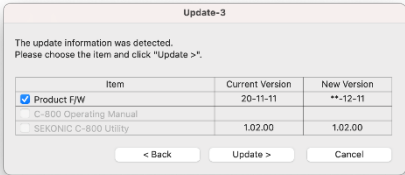
If your meter is not recognized by the Utility, please update the Utility and meter's firmware to the latest version as follows. (The images used below are the C-800 Utility)

First of all, update the Utility to the latest version.

1. Connect the meter to the computer via USB cable, and then turn on the power of meter.



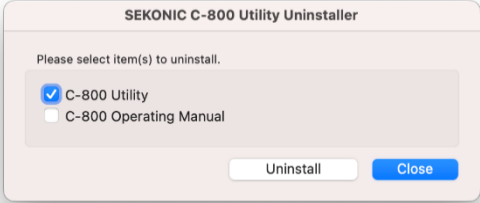
<p>2. Start the “C-800 Utility” or “C-700/C-7000 series Utility” and click the [Update] button.</p>	
<p>3. Click [Next] button on the screens of “Update-1” and “Update-2”. Uncheck the <input checked="" type="checkbox"/> mark of “Product F/W” on the “Update-3” screen and click [Update] button to update the “SEKONIC C-800 Utility” or “C-700/C-7000 series Utility” only.</p>	
<p>4. After the update of Utility, click the [OK] button to restart.</p>	
<p>5. The update of Utility is completed.</p>	

Next, update the meter to the latest firmware.

<p>1. Click the [Update] button.</p>	
<p>2. Click [Next] button on the screens of “Update-1” and “Update-2”. Check the <input checked="" type="checkbox"/> mark of “Product F/W” on the “Update-3” screen and click [Update] button. <u>* After firmware update, the power of meter is turned off automatically.</u></p>	
<p>3. The update of meter’s firmware is completed.</p>	

In case that the meter's firmware is updated before the update of Utility. If you update the meter's firmware first, the Utility may not recognize the meter. Please follow the instruction below to re-install the Utility.

* If the update screen-4 is frozen and does not activate [OK] button to complete the firmware update, please force-quit the Utility.

<p>Open the folder of "Utility" in the "C-800" or "C-700Series" folder in "Applications" folder.</p>	
<p>Double-click the 「UninstallC800Utility」 or 「UninstallC7000Utility」.</p>	
<p>Check the mark <input checked="" type="checkbox"/> of "C-800 Utility" or "C-700/C-7000 series Utility" and click the [Uninstall] button to start uninstallation.</p>	
<p>Open the folder of "SEKONIC" in the "Applications" folder, select the "C-800" or "C-700Series" folder and drag and drop it into "Trash".</p>	
<p>Download the latest Utility from the website of Sekonic, and install it. Download from here</p>	

3. Utility for [Windows]

Select "SEKONIC C-800 Utility" or "C-700/C-7000 series Utility" on the "Update" screen in the Utility for Windows version to update. Once the installer is launched, follow the instruction according to the set-up wizard.

For further assistance, please contact:

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