Issue:

Ci6X instruments can "freeze" and appear not to power up. The display may flicker but remain dark when attempting to power up the instrument. This service bulletin describes the steps to install a new firmware version and correct this issue.

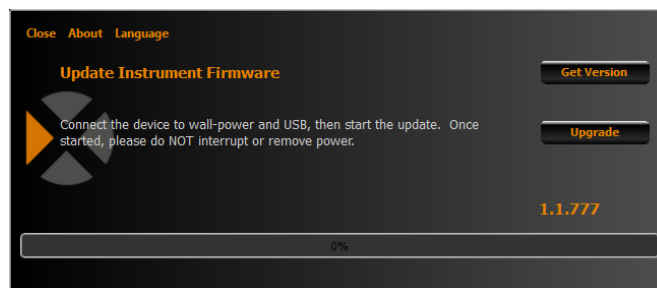Firmware required: *Ci6xFirmwareUpdate_r1_1_777.exe*

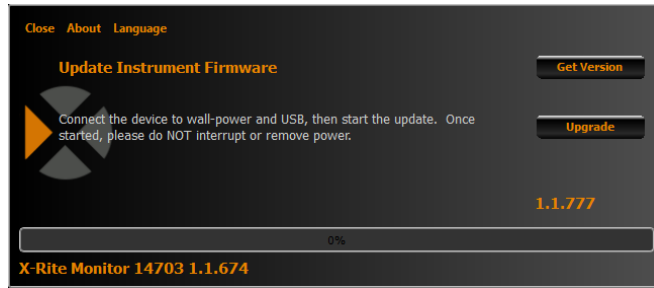Download the new firmware loader from www.xrite.com/Ci6x/support/d1488

Procedure:

1. Remove battery and disconnect USB and power cord form your Ci6X.

2. Press and hold the measure button while holding the shoe read switch closed and connect the power cord. Release once the display appears white:

3. Connect the USB cable.

4. Start the Firmware Loader - Ci6xFirmwareUpdate_r1_1_777.exe

5. Click the Get Version button.

6. "X-Rite Monitor 14703 1.1.674" should appear in the lower left corner.

7. Click the Upgrade button.

8. The status of the upload will actively update during the process which may take a minute or two.

9. "Success" will appear in the lower left corner when the process is complete.