All Models: Ci6X(UV) and Ci4X00(UV)

Issue:

With firmware v1.1.777, the new method of detecting an incorrect cal plaque is too sensitive to short term changes in illumination, typically caused by movement of accumulated dust in the sphere.

If an instrument is displaying the "wrong plaque error" or the software is displaying a "check standard" error, and the user is calibrating to the correct calibration plaque, then the CiXXCalErrorUtilityv4.0 can be used to loosen the test limit and in most cases the problem will be corrected.
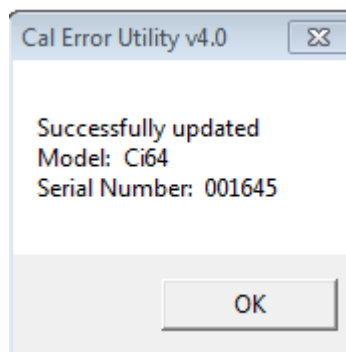
Procedure:

Download the zip file.

Extract the files to a folder.

Connect the instrument to USB and power on the PC already being used to operate instrument.

Run **CiXXCalErrorUtilityv4.0.exe** from the folder by double clicking on the executable.

A successful update will result in a screen similar to this:

At this point the instrument should be able to complete calibration.

If not then service will be required.