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To all customers using

**SOMATOM Definition Flash**  
**SOMATOM Definition Edge**  
**SOMATOM Definition AS**  
**SOMATOM Definition**

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## – CUSTOMER SAFETY ADVISORY NOTICE

**SOMATOM CTs equipped with software *syngo CT2010A*, *syngo CT2010B*, *syngo CT2011A* and *syngo CT2012B***

**Important safety advisory notice regarding a sporadic malfunction concerning 3D reconstructions during activated “Preview Image” functionality**

Dear customer,

your SOMATOM CT is equipped with one of the above-mentioned software versions. We would like to inform you about a highly sporadic malfunction concerning the 3D reconstruction functionality while outlining at the same time an easy-to-follow workaround helping to avoid potential problems.

### **When does this problem occur?**

The problem may occur during the process of 3D recon job planning and editing within the “Examination” card while the “Preview Image” functionality is activated: when switching then to another recon job the system might sporadically hang up.

The “Preview Image” functionality is selected either by double-clicking on the “FoV Segment” (Fig. 1) or by clicking on the “Preview Image” icon (Fig. 2 a and Fig. 2 b)

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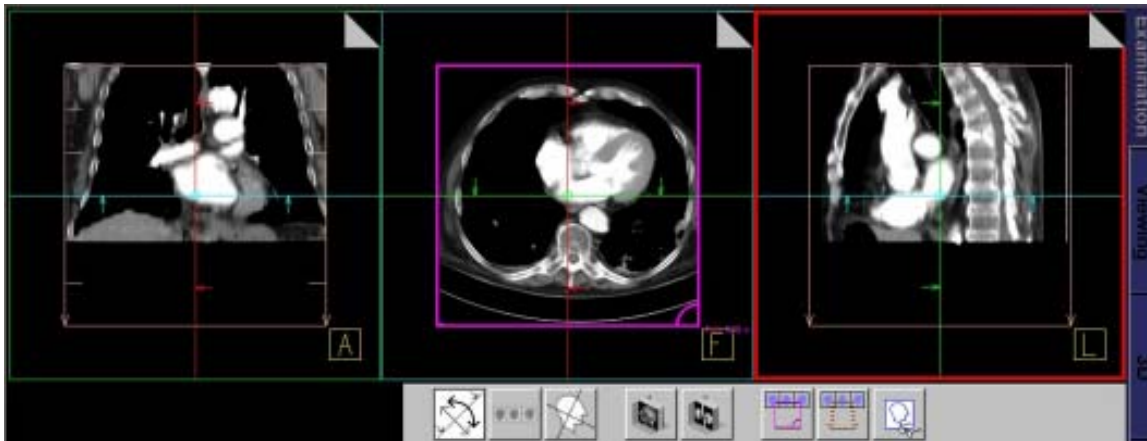


Fig. 1: The "Preview Image" functionality may be selected by double-clicking on the "FoV Segment" represented by the magenta colored FoV-rectangle



Fig. 2a: 3D Recon toolbar: the "Preview Image"-functionality is activated by clicking on the "Preview Image" icon (orange frame)



Fig. 2b: 3D Recon toolbar with deactivated "Preview Image"-functionality

### How does the problem show up?

A window with an error message is shown and the system hangs up. The system needs to be rebooted.

### What steps can you take to avoid or minimize the problem?

Please make sure that the "Preview Image" functionality is deactivated prior to selecting another recon job. We particularly recommend to verify the deactivation prior to each sensitive scanning procedure, e.g. during an interventional set-up.

Please note that the system hang up is triggered by the fact of switching from one reconstruction job to the next. After this switch the "Preview Image" functionality may be switched on again to preview the reconstruction results.

## How will this problem be corrected?


The correction for this problem will be available with Service Pack 1 for *syngo* CT2011A and Service Pack 4 for *syngo* CT2012B. Both Service packs are planned to be released starting February 2013.


Systems still running on *syngo* CT2010A or *syngo* CT2010B are already scheduled to be upgraded to *syngo* CT2011A or *syngo* CT2012B respectively.

We would appreciate your compliance with this safety advisory notice and ask that you instruct your personnel accordingly. Please ensure that this safety advisory notice is filed with the SOMARIS operating instructions until the corrected software is installed on your SOMATOM CT.

Please accept our sincerest apology for the inconveniences that this technical problem may have created. At the same time we hope that our explanations prove useful and help to avoid potential issues. For additional information please feel free to contact your local Siemens Application specialist.

Yours Sincerely,

  
Vice President  
Quality Management  
Computed Tomography

  
Vice President  
Customer Excellence  
Computed Tomography

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