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|---|---|
| Name | ....................... |
| Department | SHS DI CT QT |
| Telephone | +49 (9191) 18-7231 |
| E-mail | ....................... |
| Date | November, 2020 |

**Customer Advisory Notice CT057/20/S**

## To all users of SIEMENS SOMATOM:

**Force**
**Definition AS**
**Definition Edge**
**Definition Flash**
**Drive**
**Confidence**
**EdgePlus**

**running** *syngo***.CT VB20A_SP2**

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**Customer Advisory Notice CT057/20/S**

**Subject: Technical issue with several SOMATOM CT scanners running on** *syngo* **CT VB20A_SP2, solved with the new service pack VB20A_SP3**

Dear Customer,

This letter is to inform you about a software issue we have identified in the current *syngo* CT VB20A_SP2 software running on your SOMATOM CT scanner and a planned software update to correct this issue.

### When does the malfunction occur and what is the problem?

The following sequence of operations will trigger the issue described below:
- A scan is loaded and the control box is flashing ("Press start" yellow message bubble is displayed) **and subsequently**
- A scan of the loaded protocol is cut or repeated (see Fig. 1)
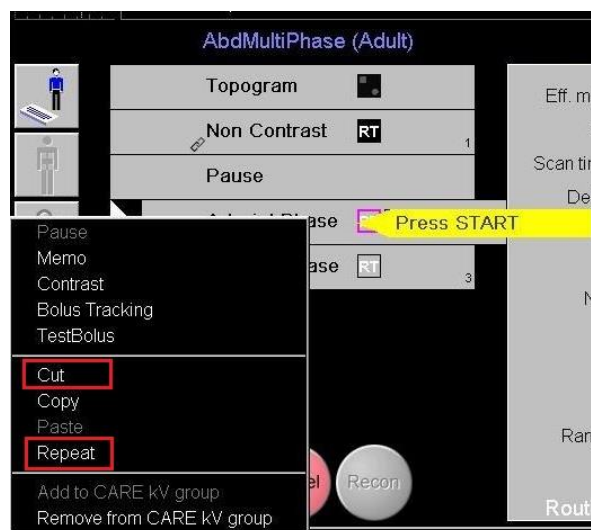
Siemensstr. 1
91301 Forchheim
Germany

Tel.: +49 (9191) 18 0
siemens-healthineers.com

Fig. 1: Context menu (right mouse click) offering the functions "Cut" and "Repeat" of a scan selected in the chronicle

In this situation it may be the case that the system will no longer accept any potential change to a scan or reconstruction-relevant parameter. Erroneously the changed parameters are displayed in the graphical user interface, but in fact the previous settings remain unchanged. Consequently, the original parameters will be used for the scan already loaded when the X-ray generation is started.

As the root cause, we found that the system does not trigger a cancel command followed by a reload of the scan with the new parameter(s).

**How can the operator help to avoid the above-mentioned issue?**

Please cancel the scan already loaded **before** cutting or repeating an entry.

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**How will these issues be permanently resolved?**

This issue will be solved by an improved *syngo* CT VB20A_SP3 software version. A service pack will be rolled out free of charge with the update CT056/20/S for all affected systems. Its release is planned for the end of Q4/2020. All future service packs will contain the fix as well.

We appreciate your cooperation with this Customer Advisory Notice and ask you to immediately instruct your personnel accordingly. Please ensure that this Customer Advisory Notice is placed in the medical device's Instructions for Use. Your personnel should maintain awareness until the solution has been implemented.

If you have sold your SOMATOM CT scanner and/or it is no longer in your ownership, we kindly ask you to immediately forward this Customer Advisory Notice to the new owner of the CT scanner. Please also inform us of the identity of the new owner of the CT scanner.

If you have any unresolved questions or you require technical support, please contact your local application specialists or your local service/sales organization.

Sincerely yours,

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.......................
Computed Tomography
Siemens Healthcare GmbH
Forchheim
Germany

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...........................
Computed Tomography
Siemens Healthcare GmbH
Forchheim
Germany