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Date: 19.12.2014

**IMPORTANT FIELD CORRECTIVE ACTION FOR FORUM VIEWER V.3.1, V.3.2**

Dear Valued Customer:

We have uncovered a software defect that may cause the incorrect display of OCT scans (B-scans) in the FORUM Viewer versions 3.1 and 3.2 which may lead to misinterpretation of OCT exam data. Carl Zeiss Meditec is taking a field corrective action to address this issue.

Your Actions:

**We advise that you do not use the FORUM Viewer for reviewing OCT scans.** However, you can continue to use the FORUM Viewer for displaying and review of OCT scan reports (PDF) and all other diagnostic data stored in FORUM. The appendix explains how the error can be avoided by not displaying OCT scans in the FORUM Viewer. Instead you may use the respective review software of your OCT if available (e.g. ZEISS CIRRUS HD-OCT Review Software or Heidelberg EyeExplorer) for inspection of the OCT scans.

Also, complete and return the enclosed **Acknowledgment of Notification** to ensure that we have your most current contact information to schedule a service visit and confirm that you have received and acted upon this notification.

ZEISS Actions:

Carl Zeiss Meditec will update your FORUM software to a version that will fix the described error free of charge. We will start to roll out this software version in February 2015. Our representative will contact you as soon as the new version is available and can be installed in your practice.

We apologize for any inconvenience and appreciate your support. If you have further questions please contact: our customer care team on 01223 401 450

With kind regards

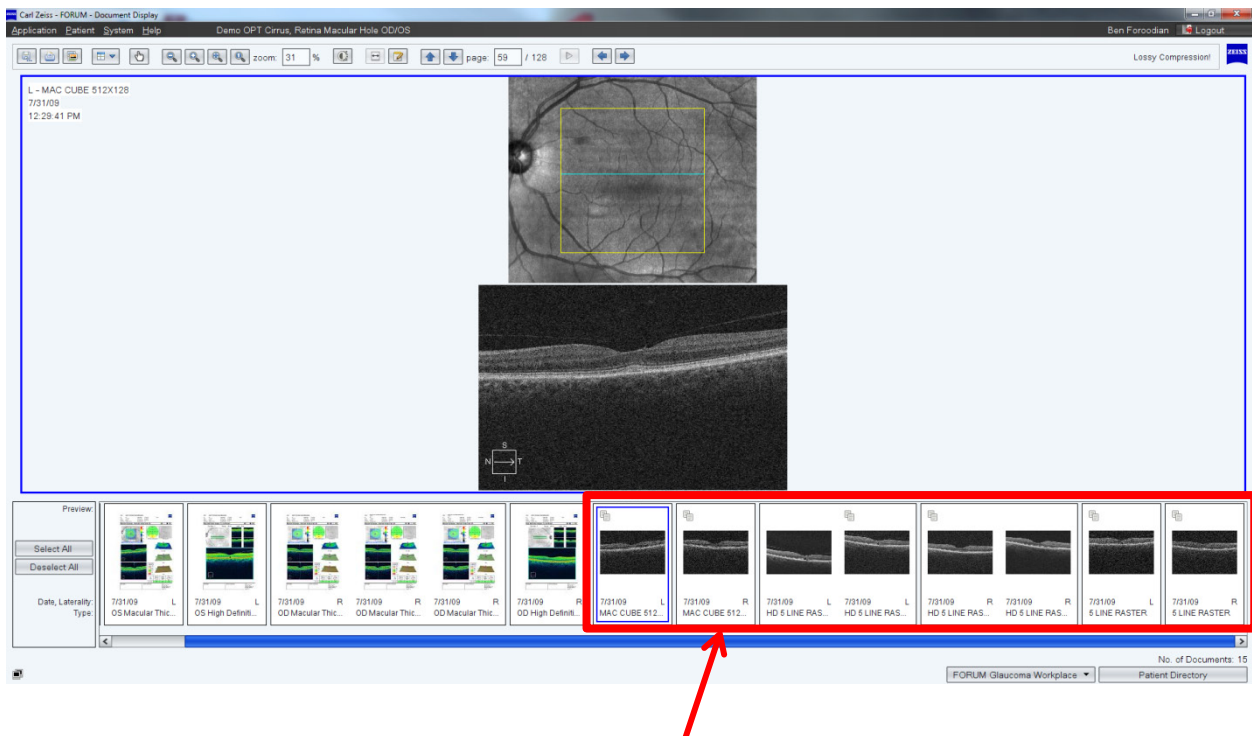
Carl Zeiss Ltd

Brian Stevens

Training and Applications Specialist  
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## How to avoid the error:

OCT scans stored in the FORUM Archive are shown as thumbnails in the preview gallery:



OCT scans

The patients exam data are shown in the FORUM Viewer's thumbnail gallery. After selecting one or multiple thumbnails the respective documents or images will be brought to display by double-clicking on one of the thumbnails

**Do not select OCT scans for display!**

## **Workarounds:**

1. Do not use OCT scans for review in the FORUM Viewer!
2. Instead you may use the OCT scan reports (PDF) created by the OCT instrument and stored in FORUM (see screen shot below).
3. Alternatively you can use the respective review software of your OCT if available (e.g. ZEISS CIRRUS HD-OCT Review Software or Heidelberg EyeExplorer) for inspection of the OCT scan.

Screenshot of an OCT scan report (PDF):

