

Customer Safety Advisory Notice

To all users of the SIEMENS *syngo.plaza*, version VA20C_HF01.

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***syngo.plaza*: Possibly not all images are loaded to the Viewer for datasets with distance measurement**

Dear customer,

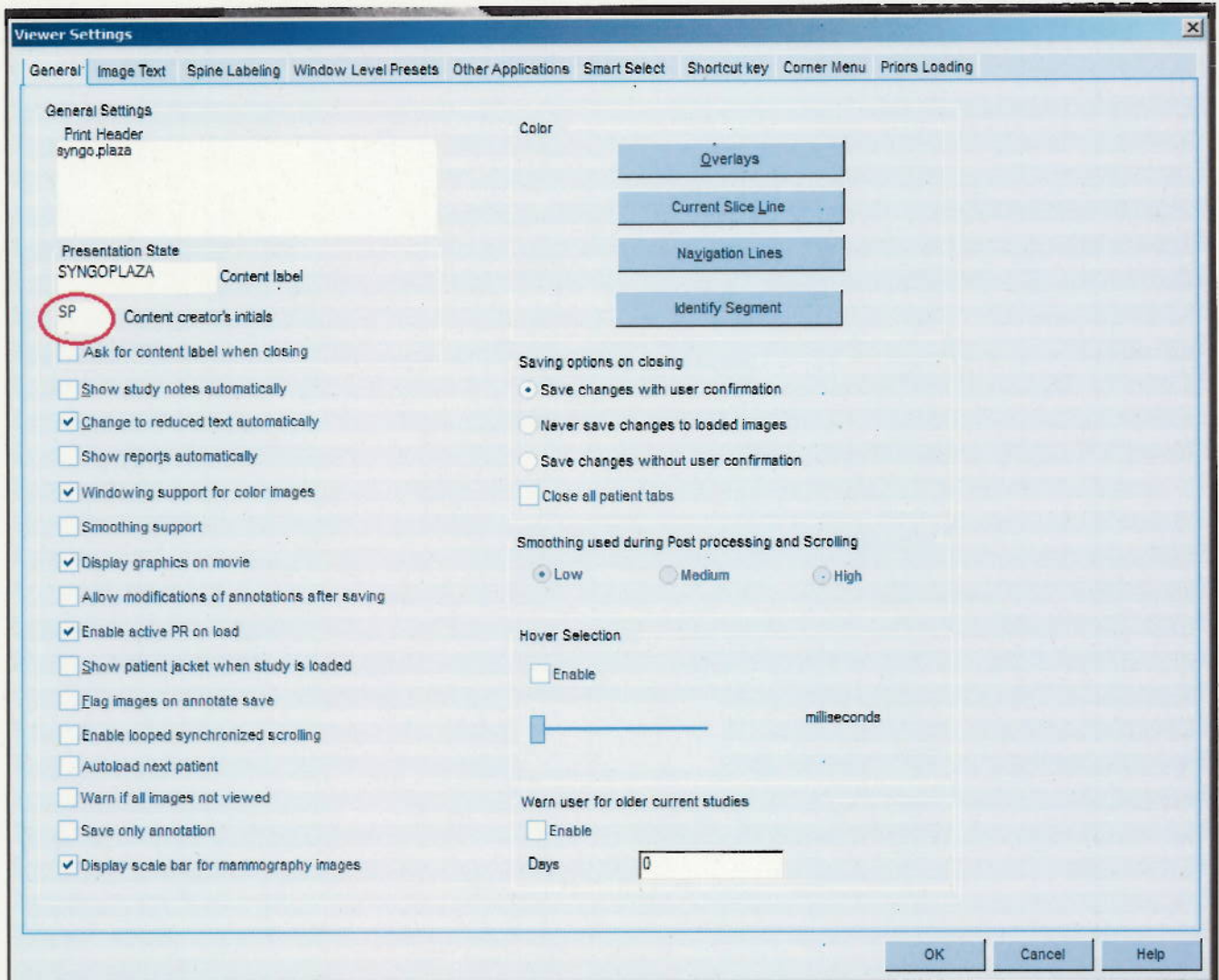
This letter is to inform you of a potential malfunction when using *syngo.plaza*, version VA20C_HF01. For datasets with distance measurements it can happen, that not all images are loaded to Viewer but no error message is displayed to user.

When does this malfunction occur?

This issue is only present in SW version VA20C_HF01, other versions are not affected. This malfunction only occurs if the user profile was changed to remove the default prefix "SP" and the prefix remains empty.

In this case when a user performs a distance measurement and saves it, then the "Presentation State" object containing this distance measurement is corrupt and the affected image will not be displayed in the Viewer.

In the screenshot below this setting is shown.



What steps can the user take to avoid this issue?

Please ensure that the prefix defined in the Viewer settings for "Content Creator's Initials" is not empty. Then all images will be displayed correctly. This has to be checked for every user!

How will the issue finally be resolved?

The issue will be solved in the software version of *syngo.plaza*, VA20C_HF02 which is planned to be released in March 2012. For planning this update please contact your local Siemens Service.

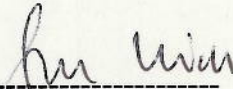
We appreciate your understanding and cooperation with this safety advisory and ask you to immediately instruct your personnel accordingly. Please ensure that this safety advisory is

placed in the System's instructions for use. Your personnel should maintain awareness over an appropriate defined period.

If you have sold this device/equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this device/equipment. Please inform us about the new owner of the device/equipment.

Sincerely Yours

24.02.2012



Date / Dr. Kaindl, Arthur
SYNGO CEO



2012-02-12

Date / Reiter, Eva-Maria
SYNGO Vice President Quality