

**Computed Tomography**

CIL CLE15-071

2016 Feb 5

## **Customer Information**

### **Philips Brilliance CT and Ingenuity CT**

#### **Issues with v4.1.3 and v4.1.4 software: System may not automatically send all image/data series to remote devices**

Dear Customer,

Based on reports from the field, Philips has found an issue in software versions v4.1.3 and v4.1.4 in the Philips Brilliance CT and Ingenuity CT products that, if it were to re-occur, could affect the performance of the equipment. This Customer Information Letter is intended to inform you about:


- What the problem is and under what circumstances it can occur
- The actions that you as a customer can take to minimize the effect of the problem
- The actions planned by Philips to correct the problem.

To correct this issue, Philips will release field change orders (FCO) 72800652 and 72800644 to install a software update on the affected systems.

If you need any further information or support concerning this issue, please contact your local Philips representative or local Philips Healthcare office. For North America and Canada, contact the Customer Care Solutions Center (1-800-722-9377, Option 5: Enter Site ID or follow the prompts).

Philips apologizes for any inconveniences caused by this problem.

Sincerely,

A black rectangular redaction box covers the signature of Daniel R. Brown.

Daniel R. Brown  
Director, Quality & Regulatory

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### Philips Brilliance CT and Ingenuity CT

**Issues with v4.1.3 and v4.1.4 software:  
System may not automatically send all image/data series to remote devices**

<b>AFFECTED PRODUCTS</b>	<p>The following CT systems are potentially affected: Philips Brilliance CT and Ingenuity CT</p> <p>Running software versions: 4.1.3 4.1.4</p>
<b>PROBLEM DESCRIPTION</b>	<p>On the affected CT systems and software versions, the issue relates to the auto transfer to the Remote devices (such as PACS), where there is a possibility for intermittent failures to send all images/data series automatically.</p>
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	<p>Determine your software version.</p> <p>To identify the software version of your product:</p> <ul style="list-style-type: none"> <li>• Click the "Help" button</li> <li>• Select "About" and the software version is then displayed</li> </ul> <p>The products affected will display one of the following software versions</p> <ul style="list-style-type: none"> <li>• 4.1.3</li> <li>• 4.1.4</li> </ul>
<b>ADVICE ON ACTIONS BY CUSTOMER / USER</b>	<p>The user of affected CT systems should assure that all images are transferred by checking that images are available on any remote devices before images/data series are deleted from local storage device. If there are missing images/data series on remote devices, the user can manually transfer images/data series to remote devices.</p>
<b>ACTIONS PLANNED BY PHILIPS</b>	<p>Philips Healthcare is notifying the affected users of this issue via this Customer Information Letter.</p> <p>Field Change Orders (FCO) involving installation of a software update will be released to correct the issue.</p> <p>A Philips Field Service Engineer will contact you to schedule the software update installation at your site.</p>
<b>FURTHER INFORMATION AND SUPPORT</b>	<p>If you need any further information or support concerning this issue, please contact your local Philips representative or local Philips Healthcare office. For North America and Canada, contact the Customer Care Solutions Center (1-800-722-9377, Option 5: Enter Site ID or follow the prompts).</p>