

Customer Safety Advisory

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Potential Issue with the Live Display of the AXIOM Artis VB11D or VB20B Software

Dear Siemens Customer,

This letter is to inform you of a potential problem with the Live display on your AXIOM Artis system.

We have discovered that the Live display of the AXIOM Artis in the examination room may sporadically stop working. Although the live display is not functioning, the display from the control room remains operational.

If you encounter this issue, we kindly ask that you use the following workflow:

1) If you are in a critical phase of the examination/intervention and need immediate bypass fluoro, then

- select **End Session** in the **Options** menu
- in the dialog box that appears, click on **Restart Application**.

Bypass fluoro will be available right away for about 5 minutes. Please break off the examination/intervention under bypass fluoro as soon as possible and continue with step 2).

2) If you are in an uncritical phase of the examination/intervention and don't need immediate bypass fluoro, then

- select **End Session** in the **Options** menu
- in the dialog box that appears, click on **Shutdown System**.

As soon as the system has shut down, press the power-on switch on the system console to restart the system. During this procedure for about five minutes bypass fluoro will not be available. Afterwards full functionality of the system will be available again.

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We appreciate your patience and cooperation with this safety advisory and kindly ask that you inform your personnel immediately. Please ensure that this safety advisory is inserted into your Operator's Manual.

We are currently addressing this issue and will provide you with the solution as soon as it becomes available.

Sincerely,
Siemens Medical Solutions



Michael Pflaum
Director Product Management



Siegfried Schneider
AX Safety Officer