

**Customer Information
GEMINI TF16, TF64, and TF Big Bore Systems**

Software update GEMINI versions 3.5.1.1, 3.5.2.1, 3.6.1, 3.6.2 to improve functionality

Dear Customer,

A software update is being provided to all GEMINI TF16, TF64 and TF Big Bore customers to address issues with the previous version of software installed on the device. This Customer Information Letter is intended to inform you about:

- software update versions 3.5.1.1, 3.5.2.1, 3.6.1, and 3.6.2
- the actions planned by Philips Healthcare to implement the software update.

For customers in North America, if you need any further information or support concerning this update, please contact our Customer Care Solutions Center at 1-800-722-9377. Select option 5 for "All Imaging Systems". Enter your site ID number. If you do not know your site ID, please hold and then select option 5 for "Nuclear Medicine" and finally select option 2 for "PET" support. In all other countries, the local Philips Healthcare office should be contacted.

Sincerely,



Senior Director, Quality and Regulatory
Philips Healthcare – Computed Tomography and Nuclear Medicine

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AFFECTED PRODUCTS	GEMINI TF16, TF64, and TF Big Bore
UPDATE DESCRIPTION	For GEMINI TF16, TF64, and TF Big Bore, this update will allow (a) retrospective reconstruction of a limited portion of the body, and (b) all customized reconstruction protocols to be converted and retained.
HOW TO IDENTIFY PRODUCTS TO RECEIVE THIS UPDATE	Philips will install this software update on all GEMINI TF16, TF64, and TF Big Bore systems which currently use software versions 3.5.1.1, 3.5.2.1, 3.6.1, or 3.6.2. To identify the software version on your system, click on "Help" on the CT Host user interface and read the version number.
ACTIONS REQUIRED BY CUSTOMER / USER	The customer is not required to perform any action.
ACTIONS PLANNED BY PHILIPS	Philips Healthcare is notifying all affected customers via this Customer Information Letter and is in the process of installing the software upgrade free of charge on all identified systems.
FURTHER INFORMATION AND SUPPORT	For customers in North America, if you need any further information or support concerning this update, please contact our Customer Care Solutions Center at 1-800-722-9377. Select option 5 for "All Imaging Systems". Enter your site ID number. If you do not know your site ID, please hold and then select option 5 for "Nuclear Medicine" and finally select option 2 for "PET" support. In all other countries, the local Philips Healthcare office should be contacted.