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IMPORTANT PRODUCT INFORMATION NOTICE

eFilm Workstation® 4.0 and 4.0.1 – Potential Safety Issue

To: eFilm Workstation customers

Re: Issue related to eFilm Workstation versions 4.0 and 4.0.1: Having multiple studies open and utilizing the thumbnail panel to select multiple series from multiple studies may lead to the selection of an incorrect study

Issue This Notice applies to all users of eFilm Workstation 4.0 or 4.0.1 who review multiple studies at once and leverage the thumbnail panel feature to select images from separate studies and separate series. In this workflow, eFilm Workstation 4.0 and 4.0.1 will refresh the thumbnail panel tabs and potentially switch tabs, which may result in the selection of a different series than the one the user intended to add to the viewing panes in the main screen.

Additionally, when tabs are switched, selected image highlighting in the thumbnail panel may incorrectly highlight a series that does not match the series in the viewport.

Users **MUST** look at the date on the image to confirm that the correct image, series or study is being reviewed. Users that rely solely on the thumbnail panel tabs may inadvertently review a study other than the one intended.

Definitions: **Thumbnail Panel** – When viewing a study, the thumbnail panel comes up to show the series that are associated with that study – Scout, Key Images or other series for example.

Thumbnail Panel Tabs - When multiple studies are opened at once, the thumbnail panel will create tabs within the thumbnail panel to indicate which study (indicated by date) is located within that thumbnail panel tab. This allows for users to be able to quickly view thumbnails of the series and drag them into the main viewer pane or panes within eFilm.

Viewport – The image display area for image/study review and manipulation.

Affected Product(s)

eFilm Workstation versions 4.0 and 4.0.1
Merge Healthcare has confirmed this issue does not occur prior to version 4.0

TIP To find your software version, log into the product and click on the Help tab.

Instructions

eFilm 4.0 and 4.0.1 users who review multiple studies at once and utilize the thumbnail panel to toggle between studies and series must ensure that the selected tab in the thumbnail panel is what is intended and confirm the study date on each image in the viewport. After selecting an image, users should click in the viewport that is being reviewed to ensure that the thumbnail panel reflects the expected series selection.

Alternatively, users may downgrade their software to eFilm Workstation version 3.4. Please note that unlike versions 4.0 and 4.0.1, version 3.4 does not offer the ability to interface with iConnect Cloud Archive™ (formerly known as Merge Honeycomb™).

Product Updates

Merge is working to correct this issue as soon as possible. A new version of eFilm Workstation is expected to be available by **September 15th, 2014**. Customers may download the new version from <https://estore.merge.com/na/index.aspx>. When the new version is available, Merge will send an email notification to all email addresses on record belonging to eStore customers that have previously downloaded or purchased eFilm version 4.0 or higher. The email will include instructions on how to download and install the software.

Contact Information

If you have any questions regarding this issue or need any assistance, please contact Merge Customer Service at (877) 741-5369 or support@merge.com.

For those who want to download eFilm 3.4 in order to ensure that this issue does not affect performance or study review of multiple studies, please download the software and install it according to the special instructions provided and if needed, contact Merge at (866) 977-4004 or eFilm_Sales@merge.com to obtain an updated license key.

If you do decide to downgrade, visit <http://estore.merge.com/na/eFilmCommunity/resources.aspx> to get access to the user guide for more information about preserving user profiles and other information about installing eFilm.