

Subject : Field Safety Notice QMAPP CPU Network connectivity
Date : December 1, 2025

To whom it may concern,

Following internal investigations and follow-up analysis at customer sites, Fysicon has identified a potential situation in which the Live Monitoring screen may intermittently freeze. The system automatically restores, and this issue is limited to a specific subset of QMAPP Live CPUs. The following Live CPU serial number(s) are affected as purchased:

076010B026 (Spitalul Judetean de Urgenta Slatina)

To resolve this issue, the following field safety corrective action must be carried out:

- 1) Switch the two network cables (black UTP and green SFTP) on the Live Monitoring CPU.
- 2) Reboot the Live Monitoring CPU after completing the cable switch.

Detailed information on the correct installation schematics can be found in the QMAPP v2.10 installation manual (QMT0-170-GA), which is available on portal.fysicon.com.

For further questions or remarks, please contact our support department. You can reach us by email at support@fysicon.com or by phone at +31 412 653 332.

Best regards,

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