



**Hillrom™**

# RetinaVue™ Network software application



## Installation instructions

Software version 3.7.XX

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This manual applies to the **#** 901108 PACS MEDICAL IMAGE SYSTEM



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# Contents

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<b>RetinaVue™ Network software application installation instructions .....</b>	<b>1</b>
About this guide .....	1
Computer system requirements .....	1
<b>New RetinaVue™ Network software application users .....</b>	<b>5</b>
Install the .NET Framework 4.8 Installer .....	5
Install the TLS 1.2 Registry file for Windows 8.1 and Windows 10 .....	7
Install the RetinaVue Network software application .....	8
<b>Existing RetinaVue™ Network software application users .....</b>	<b>13</b>
Deactivate previous versions of the RetinaVue Network software application .....	13
Uninstall previous versions of the RetinaVue Network software application .....	14
Update the RetinaVue Network software application .....	15
<b>Notes and tips .....</b>	<b>17</b>



# RetinaVue™ Network software application installation instructions

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## About this guide

### Primary intended users

These *Installation instructions* are for medically qualified, trained healthcare professionals. Secondary intended users include biomedical personnel, IT professionals, and both Welch Allyn and third-party service personnel.

### Intended use

The Welch Allyn RetinaVue Network software is a web-based system application intended for use in storing, managing, and displaying patient data, diagnostic data, and images from computerized diagnostic instruments. Original and enhanced images can be viewed by trained healthcare professionals.

Prescription use only.

### Contraindications

There are no known contraindications.

## Computer system requirements

Item	Requirement description
Configuration	Tower or desktop computer preferred; laptop or tablet
CPU	1 GHz (or equivalent) minimum, 2 GHz or greater recommended
Hard disc	150 MB free HDD space, 16 GB free HDD space or greater recommended <sup>1</sup>

## 2 RetinaVue™ Network software application installation instructions

Item	Requirement description
RAM	2 GB minimum, 4 GB recommended
Monitor resolution	1280 x 720 recommended
Ethernet Port	RJ-45
Ports	2 USB, 2.0 port or greater
Operating system	Windows 8.1 64-bit, Windows 10 with latest SP RetinaVue Network Prerequisite software requirements: <ul style="list-style-type: none"><li>• Microsoft Visual C++ 2013 Runtime Libraries (x86)</li><li>• Microsoft .NET Framework 4.8</li><li>• Perform a Windows update before installation.</li></ul>
Web browser	<ul style="list-style-type: none"><li>• Internet Explorer (version 11 or greater)</li><li>• Chrome for Windows (latest version)</li><li>• Firefox Quantum</li><li>• IOS Safari (Version 11 or greater)</li></ul>
High-speed Internet connection	Broad-band Internet connection (minimum download speed 1.5 Mbps)
Transport Security	Ability to connect to <a href="http://www.retinavue.net">www.retinavue.net</a> with TLS 1.2
Firewall	Ability to connect to <a href="http://www.retinavue.net">www.retinavue.net</a> on ports 80 and 443 with <i>RetinaVue Network.exe</i> <ul style="list-style-type: none"><li>• Allows the submittal of captured images from the client to the Welch Allyn RetinaVue Network Web Server</li></ul>
Certificates	Go Daddy Root certificate Authority installed on the computer <ul style="list-style-type: none"><li>• Allows secure/protected communication between the client and the Welch Allyn RetinaVue Network Web Server</li><li>• This is usually installed by default on the supported Windows Operating system for this product. Contact your IT department for questions and issues.</li></ul>

### IT Network Security

Computers used to connect to RetinaVue Network Customer Portal or used to download the RetinaVue Network software application should be set up and maintained following IEC 80001 or similar IT Network security practices. These include:

- physical security of the computer and any connected peripherals to prevent theft, tampering, unauthorized use, or unintended disclosure of private data shown on the computer screen
- individual user authentication using strong passwords and, if possible, some form of multi-factor authentication
- idle-session timeouts with either screen locking or automatic logout
- user access rights/permissions limited to those required for the user's assigned role
- timely installation of all computer and operating system vendor's security patches and updates

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Item	Requirement description
	<ul style="list-style-type: none"><li>• anti-virus, anti-malware, and/or intrusion detection/prevention software from a trusted vendor installed and regularly updated</li><li>• periodic system backups, with regular testing of system recovery procedures</li><li>• secure network connection, either wired or wireless. Wired network connections should be physically secured and/or protected by 802.1X network access control and/or IPsec. Wireless network connections should use WPA2-PSK or WPA2- Enterprise security with strong username/password or X.509 certificate-based authentication.</li></ul>
	<p>Customers should only download the RetinaVue Network software application directly from the RetinaVue Network Customer Portal (secure website).</p>
	<p><sup>1</sup>This is space required to install the RetinaVue Network software application and to store exams while running. See Microsoft System requirements for your Operating System.</p>

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#### 4 RetinaVue™ Network software application installation instructions



## New RetinaVue™ Network software application users

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**NOTE** If you have already installed the RetinaVue Network software application, please see the **Existing RetinaVue™ Network software application users** section for instructions about uninstalling previous software versions.



**CAUTION** Exams deleted from the software cannot be recovered.



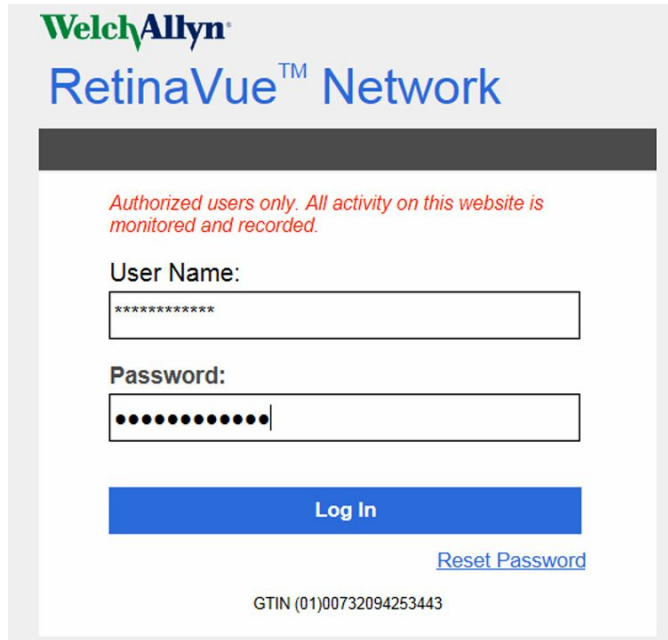
**NOTE** Windows® 8.1 and 10 tablet users with a touchscreen interface, use the touch feature where the instructions indicate a mouse-click.

Installing the RetinaVue Network software application involves the distinct steps of logging in to the RetinaVue Network Customer Portal, downloading the RetinaVue Network software application for each computer that you will be using to transfer images to the RetinaVue Network, and then activating the RetinaVue Network software application for each authorized computer.

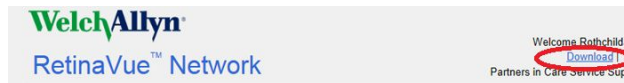
## Install the .NET Framework 4.8 Installer

### Pre-requisites

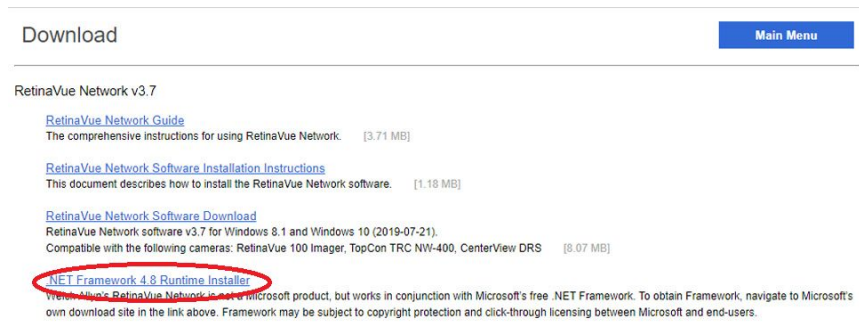
- If your computer does not already contain .NET Framework 4.8, or later, install the .NET Framework 4.8 Installer.
  - Install the .NET Framework 4.8 before downloading the TLS 1.2 Registry file for Windows 8.1 and Windows 10.
  - Install the .NET Framework 4.8 before downloading the RetinaVue Network Software Download (*RetinaVueNetworkSetup-3.7.X.exe*).
1. Log in to the RetinaVue Network Customer Portal. Enter your User Name and Password and click **Log In**.



2. Click **Download**.



3. Click on the **.NET Framework 4.8 Runtime Installer** link to be directed to the Microsoft® .NET Framework download site to download the latest .NET Framework 4.8 Runtime Installer.



**NOTE** The default location for downloads on the computer is the Downloads folder.



**NOTE** For Windows Internet Explorer users, if prompted to *Open* the *ndp48-web.exe* file when done or to *Show in folder*, click **Show in Folder**.



**NOTE** For Mozilla Firefox users, if prompted to *Save File* or *Cancel* the *ndp48-web.exe* file, click **Save file**. (The download progress appears at the top right of the browser screen.)



**NOTE** For Google Chrome users, if prompted to *Open* the *ndp48-web.exe* file when done or to *Show in folder*, click **Show in Folder**. (The *ndp48-web.exe* file appears at the bottom left of the browser screen.)

- After the *ndp48-web.exe* file finishes downloading, open Windows Explorer to locate the file in the default Download folder location. Right-click on the executable file (*ndp48-web.exe*) and select Run as administrator.



**NOTE** If prompted by the Windows operating system to run the software or to make changes to your computer, see the Notes and tips section for further information.

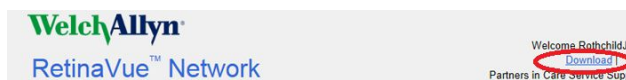
## Install the TLS 1.2 Registry file for Windows 8.1 and Windows 10

### Pre-requisites

- If your computer does not already contain .NET Framework 4.8, or later, install the .NET Framework 4.8 Runtime Installer. Install the .NET Framework 4.8 before downloading the TLS 1.2 Registry file for Windows 8.1 and Windows 10.
  - Install the TLS 1.2 Registry file for Windows 8.1 and Windows 10 before downloading the RetinaVue Network Software Download (*RetinaVueNetworkSetup-3.7.X.exe*).
- Log in to the RetinaVue Network Customer Portal. Enter your User Name and Password and click **Log In**.

 A screenshot of the WelchAllyn RetinaVue Network login page. The page features the WelchAllyn logo at the top left and the text 'RetinaVue™ Network' in large blue font. Below this is a dark grey bar. A red warning message reads: 'Authorized users only. All activity on this website is monitored and recorded.' There are two input fields: 'User Name:' with a masked password '\*\*\*\*\*' and 'Password:' with a masked password '●●●●●●●●'. A blue 'Log In' button is positioned below the password field, and a blue link for 'Reset Password' is to its right. At the bottom, the GTIN (01)00732094253443 is displayed.

- Click **Download**.



- Click on the **TLS 1.2 Registry file for Windows 8.1 and Windows 10** link to download the latest TLS 1.2 Registry file for Windows 8.1 and Windows 10.



**NOTE** The default location for downloads on the computer is the Downloads folder.



**NOTE** For Windows Internet Explorer users, if prompted to *Open* the *NET TLS12.reg* file when done or to *Show in folder*, click **Show in Folder**.



**NOTE** For Mozilla Firefox users, if prompted to *Save File* or *Cancel* the *NET TLS12.reg* file, click **Save file**. (The download progress appears at the top right of the browser screen.)



**NOTE** For Google Chrome users, if prompted to *Open* the *NET TLS12.reg* file when done or to *Show in folder*, click **Show in Folder**. (The *.reg* file appears at the bottom left of the browser screen.)

- After the *NET TLS12.reg* file finishes downloading, open Windows Explorer to locate the file in the default Download folder location. Right-click on the registry file (*NET TLS12.reg*) and select Run as administrator.



**NOTE** If prompted by the Windows operating system to run the software or to make changes to your computer, see the Notes and tips section for further information.

- After the *NET TLS12.reg* file installation completes, restart your computer.

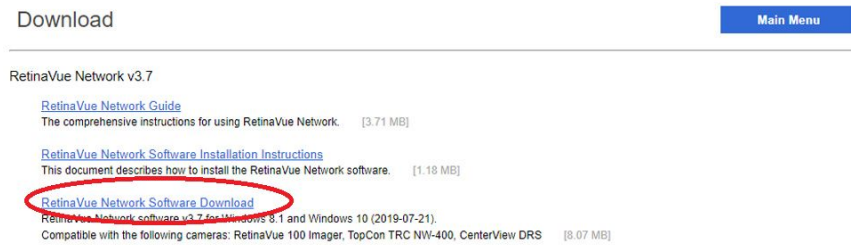
## Install the RetinaVue Network software application

- The RetinaVue Network software application installation requires Windows® Administrator privileges.
- A high-speed Internet connection is required.
- Follow the instructions from the *RetinaVue Network: Registration Card, Customer Portal Quick Start Guide, and the Setup Process* to create an account with the Welch Allyn RetinaVue Network and complete the registration process.
- Log in to the RetinaVue Network Customer Portal using the new User Name and Password that you entered during the initial account set up.

- The RetinaVue Network software application installation requires an activation key found on the RetinaVue Network Customer Portal Download page. **Tip:** Copy the activation key from the Customer Portal Download page and paste it into the RetinaVue Network software application.

### To acquire the RetinaVue Network software application for the computer that you will be using to transfer images to the RetinaVue Network

- Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue Network software application.



**NOTE** The default location for downloads on the computer is the Downloads folder.



**NOTE** For Windows Internet Explorer users, if prompted to *Open* the *RetinaVueNetworkSetup-3.7.X.exe* file when done or to *Show in folder*, click **Show in Folder**.

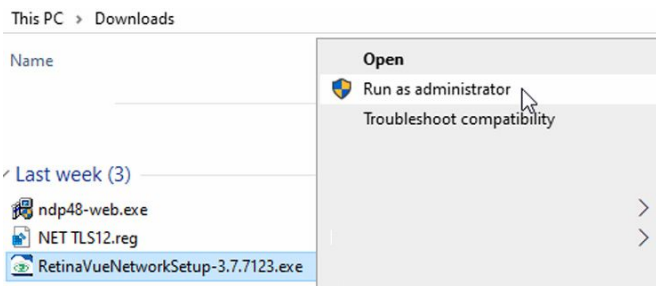


**NOTE** For Mozilla Firefox users, if prompted to *Save File* or *Cancel* the *RetinaVueNetworkSetup-3.7.X.exe* file, click **Save file**. (The RetinaVue Installer download progress appears at the top right of the browser screen.)



**NOTE** For Google Chrome users, if prompted to *Open* the *RetinaVueNetworkSetup-3.7.X.exe* file when done or to *Show in folder*, click **Show in Folder**. (The RetinaVue Network Software Download appears at the bottom left of the browser screen.)

- After the *RetinaVueNetworkSetup-3.7.X.exe* file finishes downloading, open Windows Explorer to locate the file in the default Download folder location. Right-click on the executable file (*RetinaVueNetworkSetup-3.7.X.exe*) and select Run as administrator.



**NOTE** While the application can be opened by clicking on the *RetinaVueNetworkSetup-3.7.X.exe* file, Welch Allyn does not recommend this method because the Windows operating system may prevent a complete installation.

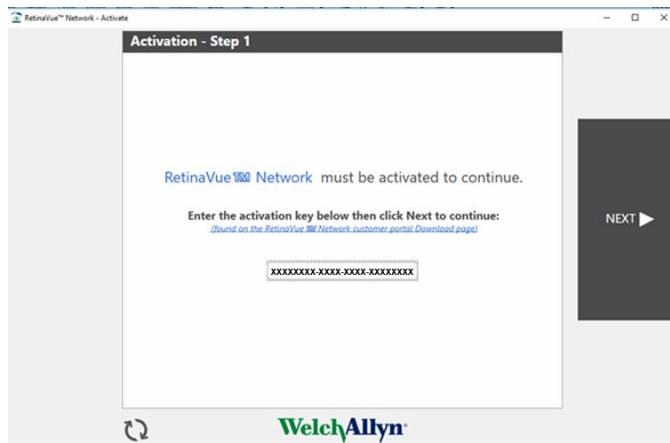
- Click **Install**.



**NOTE** If the Microsoft .NET Framework 4.8 and Visual C++ 2013 are previously installed as part of your computer's Windows operating system, the installer recognizes these applications. However, if the Install wizard needs to install these applications the installation will take an additional 5 to 10 minutes depending upon your network connection speed and traffic.

4. After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.
5. Enter your RetinaVue Network Software Activation Key from the RetinaVue Network Customer Portal Download page into the RetinaVue Network software application. (See example screens from the Customer Portal Download page and the RetinaVue Network software application.)

**RetinaVue Network Software Activation Key:**  
XXXXXXXX-XXXX-XXXX-XXXXXXXX



**NOTE** A red border around the data entry field indicates that data needs to be entered or that there is a data entry issue. The red border disappears once the activation key is correctly entered in the right character length and format.



**NOTE** Hover the mouse over the data entry field to display tool tips about the nature of the data entry issue. (i.e., Activation key cannot be empty.)

6. Click **Next**.
7. Select your clinic where you will be using the software by highlighting the clinic.



**NOTE** If multiple clinics appear in the list, you might have to use the scroll bar to move down through the list to see your clinic.

RetinaVue™ Network - Activate

**Activation - Step 2**

Which clinic will use this software?

Medical Center 1	1234 Dr Street Suite 123 Athens, TN 37923 United States
Medical Center 2	4321 Clinic Ave Building A Nashville, TN 37923 United States
Medical Center 3	10014 Medical Way Floor 1 Memphis, TN 37911

Which fundus camera will be used during exams?

TopCon NW400

WelchAlllyn

8. Select the state where the exams will take place.



**NOTE** If the exams take place in the same state as the clinic, click **Yes** and proceed to the next step. If the exams do not take place in the same state as the clinic, click **No** and use the drop-down menu to choose your state.

9. Select the camera from the drop-down menu.
10. Click **Next** to restart the software with the new settings. Click **OK**.







## Existing RetinaVue™ Network software application users

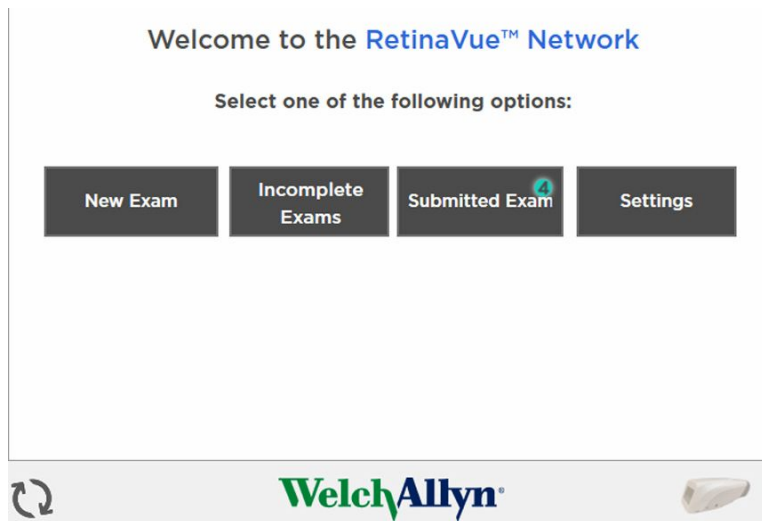
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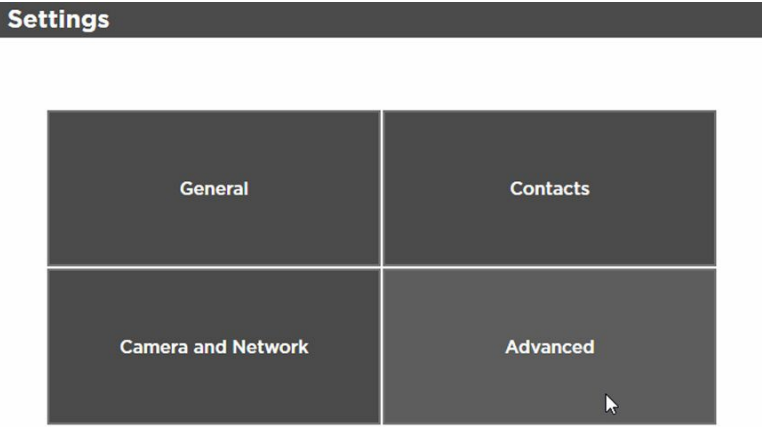
**NOTE** Windows® 8.1 and 10 tablet users with a touchscreen interface, use the touch feature where the instructions indicate a mouse-click.

## Deactivate previous versions of the RetinaVue Network software application

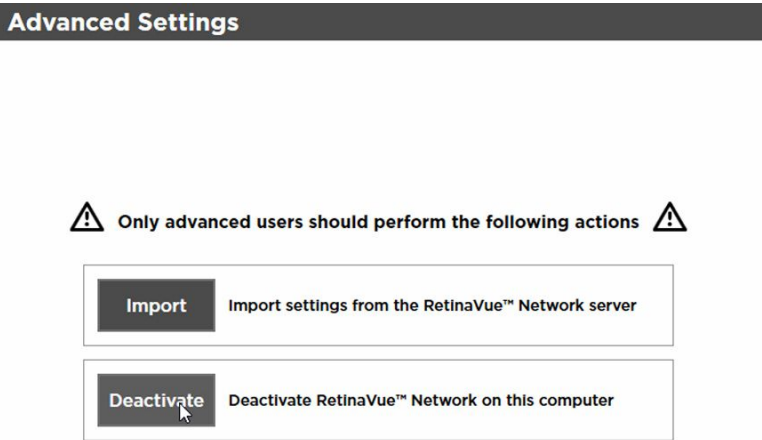
1. Click **Settings**.



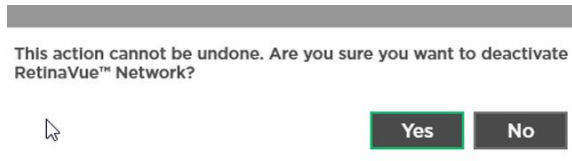
2. Click **Advanced**.



3. Click **Deactivate** to remove the RetinaVue Network from the computer.



4. Click **Yes** at the dialog box: "This action cannot be undone. Are you sure you want to deactivate RetinaVue™ Network?"



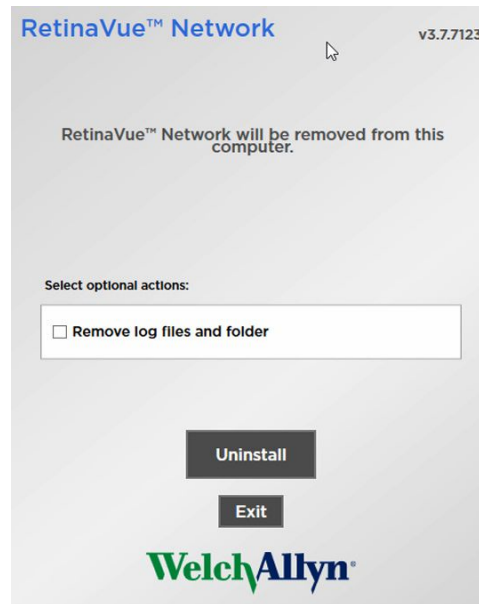
5. Click **OK** at the dialog box: "RetinaVue™ Network has been deactivated and will now close."

## Uninstall previous versions of the RetinaVue Network software application

### Pre-requisites

- Clear out pending exams by submitting the exams or by deleting the exams.
- Uninstall the current RetinaVue Network software application from each computer that you use to transfer images to the RetinaVue Network.
  - Windows 8.1: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* software application by highlighting it. Click **Uninstall** and then click **Yes**.
  - Windows 10: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* software application by highlighting it. Click **Uninstall** and then click **Yes**. In the

RetinaVue Network software application, click **Uninstall**, and optionally check the box to remove the log files and folder. After the uninstallation successfully completes, click **Exit**.



**NOTE** Allow the Windows versions of Microsoft Visual C++ 2013 Runtime Libraries (x86) and Microsoft .NET Framework 4.8 to remain on each computer that you use to transfer images to the RetinaVue Network.



**NOTE** If prompted by the Windows operating system to run the software or to make changes to your computer, see the Notes and tips section for further information.

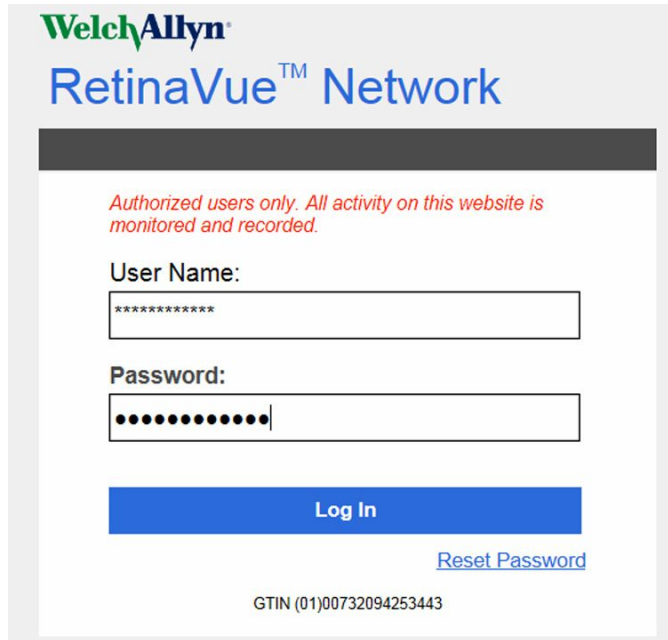
## Update the RetinaVue Network software application

### Installation Pre-requisites

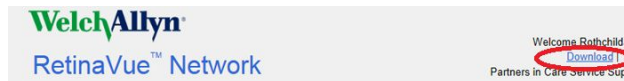
- The RetinaVue Network software application installation requires Windows® Administrator privileges.
- A high-speed Internet connection is required.
- Follow the instructions from your original *RetinaVue Network* registration e-mail containing the information to access the RetinaVue Network Customer Portal or follow this link: [https://www.retinavue.net/RN\\_CustomerPortal/](https://www.retinavue.net/RN_CustomerPortal/).
- If your computer does not already contain .NET Framework 4.8, or later, install the .NET Framework 4.8 Runtime Installer. Install the .NET Framework 4.8 before downloading the TLS 1.2 Registry file for Windows 8.1 and Windows 10.
- Install the TLS 1.2 Registry file for Windows 8.1 and Windows 10 before downloading the RetinaVue Network Software Download (*RetinaVueNetworkSetup-3.7.X.exe*).

### To acquire the RetinaVue Network software application for the computer that you use to transfer images to the RetinaVue Network:

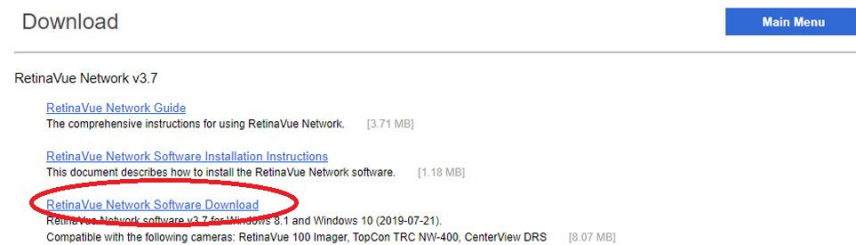
1. Log in to the RetinaVue Network Customer Portal. Enter your User Name and Password and click **Log In**.



2. Click **Download**.



Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue Network software application.



3. After the *RetinaVueNetworkSetup-3.7.X.exe* file finishes downloading, launch the application. Right-click on the executable file (*RetinaVueNetworkSetup-3.7.X.exe*) and run as administrator.



**NOTE** If prompted by the Windows operating system to run the software or to make changes to your computer, see the Notes and tips section for further information.

4. Click **Install**.
5. After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.

## Notes and tips

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To correct an error, follow these instructions or contact Hillrom Technical Support: [hillrom.com/en-us/about-us/locations/](http://hillrom.com/en-us/about-us/locations/).

## Notes and Tips

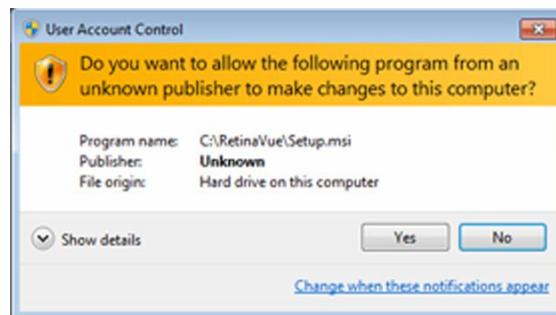
### Windows operating system messages during uninstall of previous software

#### Screen/message

#### Solution

##### Windows 8.1

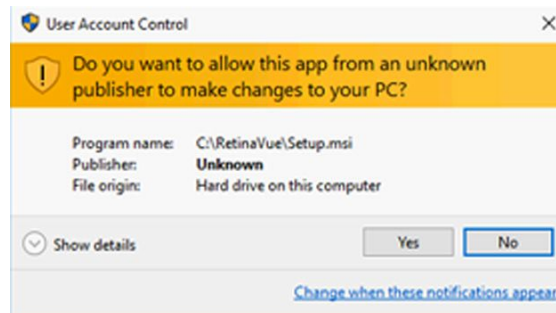
*Do you want to allow the following program to make changes to this computer?*



Click **Yes** to allow the software removal. By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

##### Windows 10

*Do you want to allow this app to make changes to your PC?*



Click **Yes** to allow the software removal.

By default, the notification is displayed. Select *Change when these notifications appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

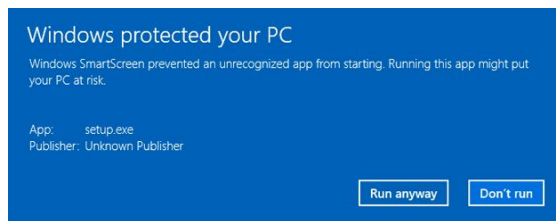
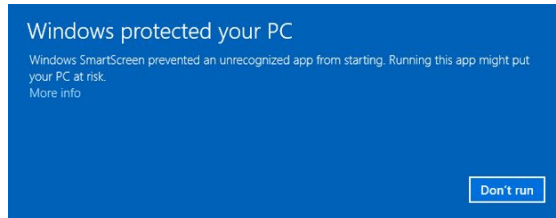
**Screen/message**

**Solution**

**Windows 10**

*Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.*

If prompted by the operating system to run software from an unrecognized app, click **More info** at the first prompt screen. At the second prompt screen, click **Run anyway**.



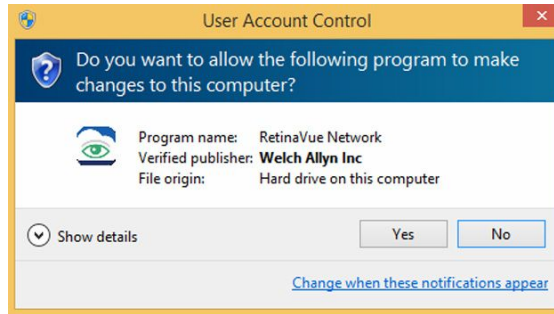
## Windows operating system messages during installation of the new software

### Screen/message

### Solution

#### Windows 8.1

Do you want to allow the following program to make changes to this computer?

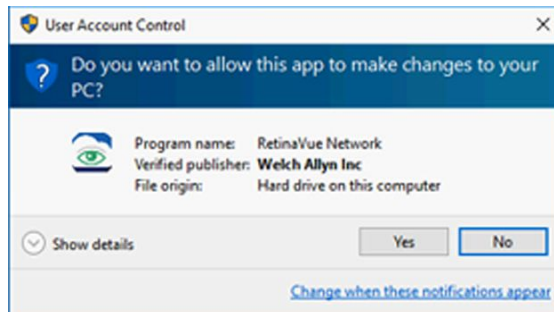


Click **Yes** to open the program and to allow the installation.

By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

#### Windows 10

Do you want to allow this app to make changes to your PC?



Click **Yes** to open the application and to allow the installation.

By default, the notification is displayed. Select *Change when these notifications appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

