



Hillrom™

Welch Allyn® 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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Introduction

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 disk	150 MB free HHD space, 16 GB free HHD space or greater recommended ¹
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® 10 with latest SP RetinaVue Network software requirements: <ul style="list-style-type: none"> • Microsoft® Visual C++ 2013 runtime libraries (x86) • Microsoft .NET Framework 4.8 • Perform a Windows update before installation.
Web browser	<ul style="list-style-type: none"> • Microsoft Edge® • Google Chrome® for Windows (latest version) • Firefox® Quantum • iOS Safari® (version 11 or greater)
High-speed internet connection	Broadband internet connection (minimum download speed 1.5 Mbps)
Transport security	Ability to connect to www.retinavue.net with TLS 1.2

Item	Requirement description
Firewall	<ul style="list-style-type: none"> Ability to connect to www.retinavue.net on ports 80 and 443 with <code>RetinaVue Network.exe</code>. Allows the submittal of captured images from the client to the Welch Allyn RetinaVue Network web server.
Certificates	<p>GoDaddy® and DigiCert® root certificates must be installed on the computer.</p> <ul style="list-style-type: none"> These allow secure/protected communication between the client and the RetinaVue Network web server. These are usually installed by default on the supported Windows operating system for this product. Contact your IT department with questions or issues.

¹ 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.

IT network security

Computers used to connect to the 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 the following practices:

- 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 multifactor 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.
- Antivirus, antimalware, and/or intrusion detection/prevention software from a trusted vendor installed and regularly updated.
- Periodic system backups, with regular testing of system recovery procedures.
- 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.

Download the RetinaVue Network software application directly from the RetinaVue Network Customer Portal (secure website).

Technical support

If you need help with these instructions, contact Hillrom® Technical Support: hillrom.com/en-us/about-us/locations/.

New RetinaVue Network software application users

If you have already installed the RetinaVue Network software application, see the "Existing RetinaVue Network software application users" section for instructions about deactivating, uninstalling (removing), or updating previous software versions.



CAUTION Exams deleted from the software cannot be recovered.



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

Installing the RetinaVue Network software application, as documented in this guide, involves the following:

- 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.
- Activating the RetinaVue Network software application for each authorized computer.

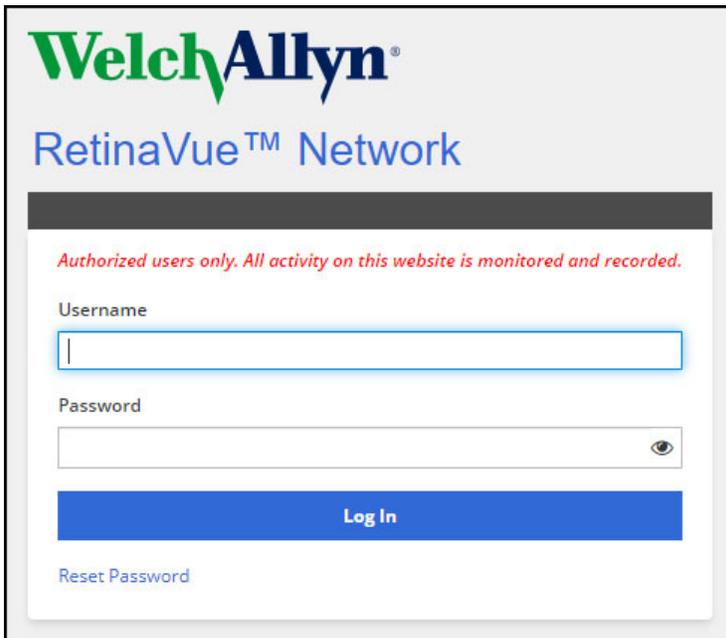
Prerequisites:

- Make sure that you have administrator privileges and a high-speed internet connection.
- Create an account with the RetinaVue Network, and complete the registration process. For details, see the Network registration card, Customer Portal Quick Start Guide, and the setup process.
- If your computer does not already contain .NET Framework 4.8 or later, install it, as documented in this guide, before downloading the TLS 1.2 registry file for Windows 10.
- Install the TLS 1.2 registry file for Windows 10, as documented in this guide, before downloading the RetinaVue Network software application (`RetinaVueNetworkSetup-3.7.X.exe`).

Install .NET Framework 4.8

See prerequisites under "New RetinaVue Network software application users." Then, follow these steps to install the .NET Framework 4.8 on each computer that you will use to transfer images to the RetinaVue Network.

1. Open the RetinaVue Network Customer Portal by following the instructions in your RetinaVue Network registration email or clicking this link: https://www.retinavue.net/RN_CustomerPortal/.



2. Enter your username and password, and click **Log In**.
3. Click the **Download** link in the upper-right corner.
The Customer Portal Download page appears.
4. Click **.NET Framework 4.8 Runtime Installer** to be directed to the .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 Microsoft Edge users, if prompted to `Open the ndp48-web.exe` file when done or to `Show in folder`, click **Show in folder**.

For 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.)

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 .exe file appears at the bottom left of the browser screen.)

5. After the executable file (`ndp48-web.exe`) finishes downloading, open Windows Explorer to locate the file in the default `Downloads` folder, right-click the file, and select **Run as administrator**.
6. If Windows asks, `Do you want to allow this app to make changes to your PC?` click **Yes** to open the application and allow installing.

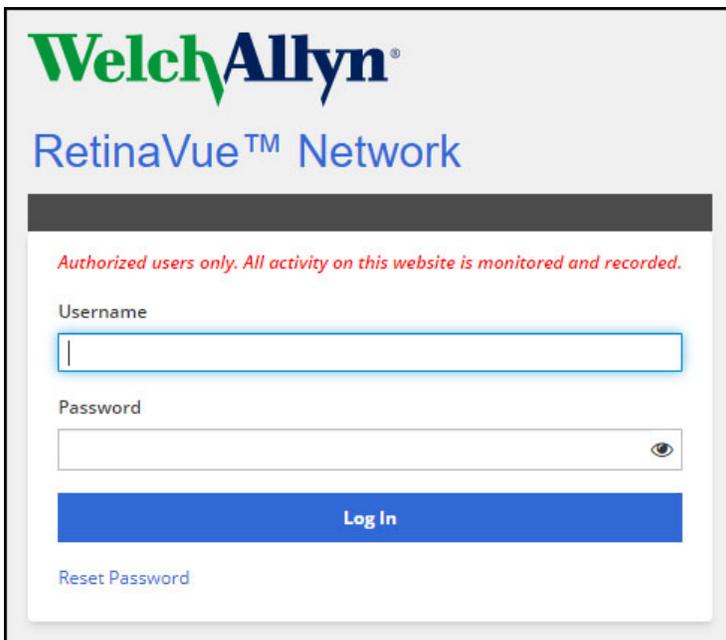
This notification appears by default. To disable it for all applications, click **Change when these notifications appear** (under the Yes and No buttons), and follow the on-screen instructions.

7. If you see Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk, click **More info** then **Run anyway**.

Install the TLS 1.2 registry file for Windows 10

See prerequisites under "New RetinaVue Network software application users." Then, follow these steps to install the TLS 1.2 registry file for Windows 10 on each computer that you will use to transfer images to the RetinaVue Network.

1. Open the RetinaVue Network Customer Portal by following the instructions in your RetinaVue Network registration email or clicking this link: https://www.retinavue.net/RN_CustomerPortal/.



2. Enter your username and password, and click **Log In**.
3. Click the **Download** link in the upper-right corner.
The Customer Portal Download page appears.
4. Click **TLS 1.2 Registry file for Windows 10** to download the latest TLS 1.2 registry file for Windows 10.



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



NOTE For Microsoft Edge users, if prompted to Open the `NET_TLS12.reg` file when done or to Show in folder, click **Show in folder**.

For 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.)

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.)

5. After the registry file (`NET_TLS12.reg`) finishes downloading, open Windows Explorer to locate the file in the default `Downloads` folder, right-click the file, and select **Run as administrator**.
6. If Windows asks, Do you want to allow this app to make changes to your PC? click **Yes** to open the application and allow installing.

This notification appears by default. To disable it for all applications, click **Change when these notifications appear** (under the Yes and No buttons), and follow the on-screen instructions.

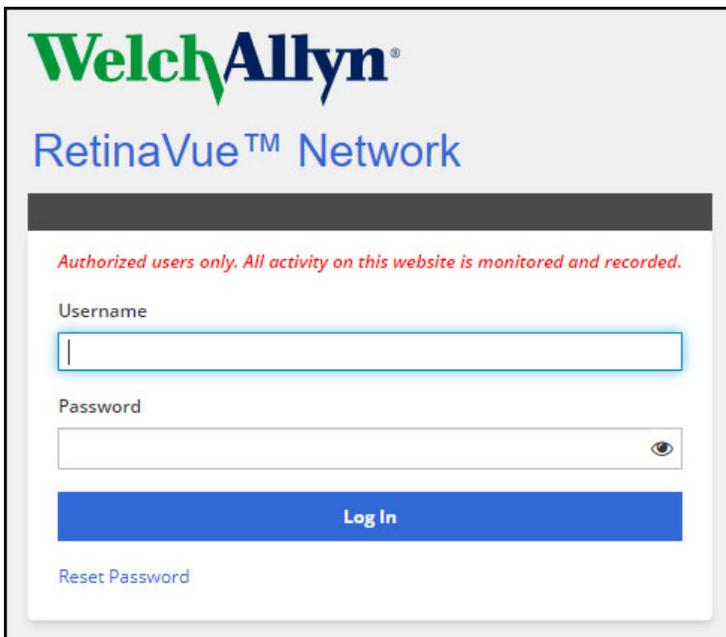
7. If you see Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk, click **More info** then **Run anyway**.

8. After the NET_TLS12.reg installation completes, restart your computer.

Install the RetinaVue Network software application

See prerequisites under "New RetinaVue Network software application users." Then, follow these steps to install the RetinaVue Network software application on each computer that you will use to transfer images to the RetinaVue Network.

1. Open the RetinaVue Network Customer Portal by following the instructions in your RetinaVue Network registration email or clicking this link: https://www.retinavue.net/RN_CustomerPortal/.



The screenshot shows the Welch Allyn RetinaVue Network Customer Portal login page. At the top is the Welch Allyn logo. Below it is the text "RetinaVue™ Network". A red warning message reads: "Authorized users only. All activity on this website is monitored and recorded." There are two input fields: "Username" and "Password". The password field has an eye icon to toggle visibility. Below the fields is a blue "Log In" button and a "Reset Password" link.

2. Enter your username and password, and click **Log In**.
3. Click the **Download** link in the upper-right corner.
The Customer Portal Download page appears.
4. Copy the activation key. You will paste this key into the RetinaVue Network software application in a later step.
5. Click **RetinaVue Network Software Download** to download the latest RetinaVue Network software application.



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



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

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

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 .exe file appears at the bottom left of the browser screen.)

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



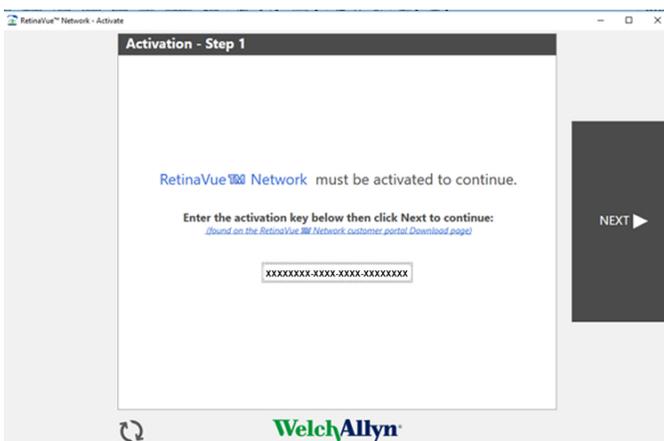
NOTE While it's possible to open the application by clicking RetinaVueNetworkSetup-3.7.X.exe, do not use this method because the Windows operating system may prevent a complete installation.

- Click **Install**.



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

- When you see Installation completed successfully! click **Launch**.
- Enter the activation key that you copied from the Customer Portal Download page.



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 after you enter the activation key correctly (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. (such as Activation key cannot be empty.)

- Click **Next**.
- Select the clinic where you will use the software. If multiple clinics appear in the list, you might have to scroll to see your clinic.
- Select the state where the exams will take place.
 - If the exams take place in the same state as the clinic, click **Yes**.
 - If the exams do not take place in the same state as the clinic, click **No**, and use the dropdown menu to choose your state.
- Select the camera from the dropdown menu.
- Click **Next**.

This message appears: RetinaVue Network was activated successfully and will now restart.

- Click **OK**.

The software application restarts.

Existing RetinaVue Network software application users



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

Deactivate the RetinaVue Network software application

Deactivating the RetinaVue Network software application clears the settings and the data and leaves the application as it was first installed. You might deactivate the application, for example, if you're changing the clinic. Follow these steps to deactivate the application on each computer that you use to transfer images to the RetinaVue Network.

1. Open the RetinaVue Network software application.
2. On the "Welcome to the RetinaVue Network" screen, click **Settings**.
3. Click **Advanced**.
4. Click **Deactivate**.

This message appears: `This action cannot be undone. Are you sure you want to deactivate RetinaVue Network?`

5. Click **Yes**.

This message appears: `RetinaVue Network has been deactivated and will now close.`

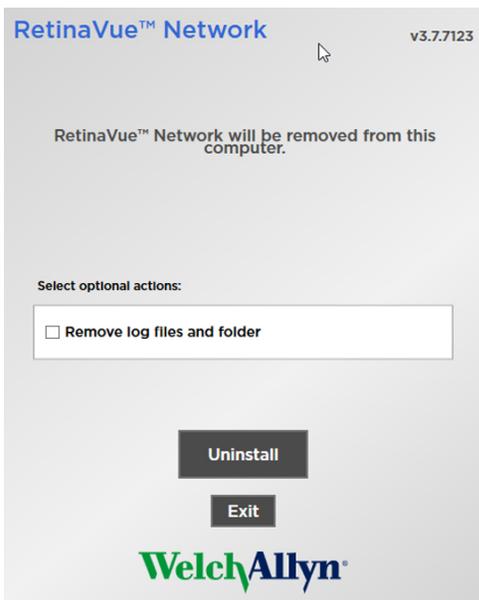
6. Click **OK**.

Uninstall (remove) the RetinaVue Network software application

Follow these steps to uninstall (remove) the RetinaVue Network software application on each computer that you use to transfer images to the RetinaVue Network. Allow the Windows versions of the Visual C++ 2013 runtime libraries (x86) and .NET Framework 4.8 to remain on each computer.

1. Open the RetinaVue Network software application, and clear out any pending exams by submitting or deleting them.
2. Right-click the Windows **Start** menu, and select **Programs and Features**.
3. Select **RetinaVue Network**.
4. Click **Uninstall** and then **Yes**.

The RetinaVue Network uninstall screen appears:



5. If Windows asks, Do you want to allow this app to make changes to your PC? click **Yes** to open the application and allow uninstalling.

This notification appears by default. To disable it for all applications, click **Change when these notifications appear** (under the Yes and No buttons), and follow the on-screen instructions.

6. If you see Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk, click **More info** then **Run anyway**.
7. (Optional) On the RetinaVue Network uninstall screen, select the **Remove the log files and folder** checkbox.
8. On the RetinaVue Network uninstall screen, click **Uninstall**.

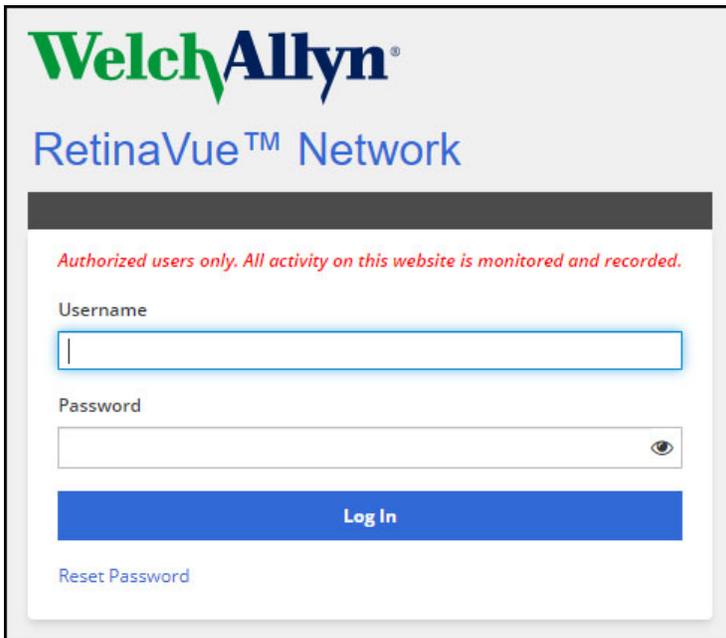
A message appears indicating that the uninstallation is complete.

9. Click **Exit**.

Update the RetinaVue Network software application

Follow these steps to update the RetinaVue Network software application on each computer that you will use to transfer images to the RetinaVue Network.

1. Open the RetinaVue Network Customer Portal by following the instructions in your RetinaVue Network registration email or clicking this link: https://www.retinavue.net/RN_CustomerPortal/.



Welch Allyn®

RetinaVue™ Network

Authorized users only. All activity on this website is monitored and recorded.

Username

Password

Log In

[Reset Password](#)

2. Enter your username and password, and click **Log In**.
3. Click the **Download** link in the upper-right corner.
The Customer Portal Download page appears.
4. Click **RetinaVue Network Software Download** to download the latest RetinaVue Network software application.
5. After the executable file (RetinaVueNetworkSetup-3.7.X.exe) finishes downloading, launch the application by right-clicking the file and selecting **Run as administrator**.
6. Click **Install**.
7. If Windows asks, Do you want to allow this app to make changes to your PC? click **Yes** to open the application and allow installing.
This notification appears by default. To disable it for all applications, click **Change when these notifications appear** (under the Yes and No buttons), and follow the on-screen instructions.
8. If you see Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk, click **More info** then **Run anyway**.
9. When you see Installation completed successfully! click **Launch**.

