RetinaVue Network 3.3

Acquire
Acquire non-mydriatic fundus images **in minutes** with the simple, automated Welch Allyn RetinaVue 100 Imager

Transfer
Encrypted images sent via secure **HIPAA-compliant** RetinaVue Network

Analyze
Images are evaluated by a **board-certified retinal specialist**

Report
Diagnostic report and referral/screening plan **returned the same day** —usually in 90 minutes

Software installation instructions

Software version 3.3.XX

WelchAllyn®

Advancing Frontline Care™

For information about any Welch Allyn product, contact Welch Allyn Technical Support: http://www.welchallyn.com/support.

| # | DIR 80021790 Ver. A |
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This manual applies to the | REF | 901108 Image analysis software

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Contents

RetinaVue™ Network software installation instructions

About this document

This guide describes how to install the Welch Allyn RetinaVue Network software. This guide is written for network system administrators and others with a background in information technology and with the necessary Windows privileges to install software.

Before using the RetinaVue Network software for clinical applications — or before setting up, configuring, troubleshooting, or servicing the RetinaVue Network software — you must read and understand this document and all other information that accompanies the RetinaVue Network software and related options or accessories.

Description

The RetinaVue™ Network is designed for healthcare providers who want to improve management of patients with diabetes. The RetinaVue Network enables providers to easily perform retinal exams in a primary care setting using a simple four-step process:

1. Acquire non-mydriatic fundus images in minutes with the simple, automated Welch Allyn RetinaVue™ 100 Imager or other cameras.
2. Transfer images via the secure HIPAA-compliant RetinaVue Network.
3. Images are evaluated by a board-certified retinal specialist.
4. A diagnostic report and referral/screening plan is returned to the provider the same day.

System requirements

Item	RetinaVue Network
Configuration	Tower or desktop PC preferred; laptop or tablet
CPU	1 GHz (or equivalent) minimum, 2 GHz or greater recommended
Hard disc	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 7 with SP1 32-bit and 64-bit, Windows 8.1 64-bit, Windows 10 with latest SP RetinaVue Network Prerequisite software requirements: • Microsoft Visual C++ 2013 Runtime Libraries (x86) • Microsoft .NET Framework 4.5 • Perform a Windows update before installation.
Web browser	Internet Explorer (version 11 or greater), Chrome for Windows (latest version)
High-speed Internet connection	Broad-band Internet connection (minimum download speed 1.5 Mbps)

[1]This is space required to install the RVN application and to store exams while running. See Microsoft System requirements for your Operating System

New RetinaVue Network™ software users

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

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

Install the RetinaVue™ Network software

Installation Pre-requisites

- The RetinaVue™ Network software installation requires Windows® Administrator privileges.

- A high-speed Internet connection is required to install the Microsoft Visual C++ 2013 Runtime Libraries (x86) and Microsoft .NET Framework 4.5 RetinaVue™ Network prerequisite software.

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

To acquire the RetinaVue™ Network software for the PC that you will be using to transfer images to the RetinaVue™ Network

1. Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue™ Network Installer.
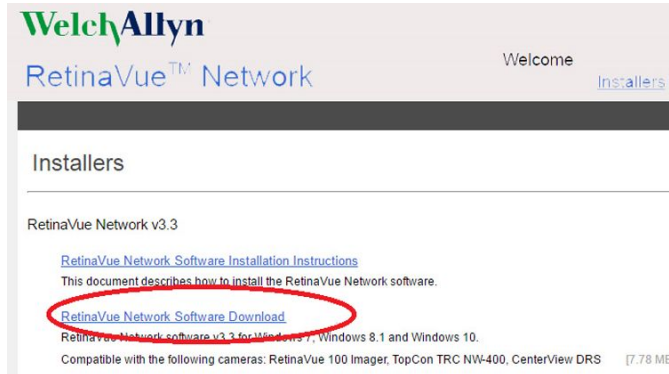
2. After the *RetinaVueNetworkSetup-3.3.X.exe* file finishes downloading, launch the application. Right-click on the executable file (*RetinaVueNetworkSetup-3.3.X.exe*) and run as administrator.

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

3. Accept the End User License Agreement terms by checking the *I accept* box and click **Install**.

   Note   If the Microsoft .NET Framework 4.5 and Visual C++ 2013 are previously installed as part of your PC'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 Installers page into the RetinaVue Network software. (See example screen.)

Note   The 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.

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 dropdown menu to choose your state (or territory).

9. If your clinic is using a fundus camera other than the RetinaVue 100 Imager, select the camera from the dropdown menu.

10. Click **Next** to restart the software with the new settings. Click **OK**.

Existing RetinaVue™ Network software users

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

Uninstall previous versions of the RetinaVue™ Network software

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

Pre-requisites

- Clear out pending exams by submitting the exams or by deleting the exams.

- Uninstall the current RetinaVue™ Network software from each PC that you use to transfer images to the RetinaVue Network.

  - Windows 7: Click on the *Start Menu > Control Panel > Programs and Features*. Select the *RetinaVue Network* application by highlighting it. For RetinaVue Network v3.2 click **Uninstall** and check the box for the optional *Remove log files and folder*. For other versions, click **Uninstall** and then click **Yes**.

  - Windows 8.1: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* application by highlighting it. For RetinaVue Network v3.2 click **Uninstall** and check the box for the optional *Remove log files and folder*. For other versions, click **Uninstall** and then click **Yes**.

  - Windows 10: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* application by highlighting it. For RetinaVue Network v3.2 click **Uninstall** and check the box for the optional *Remove log files and folder*. For other versions, click **Uninstall** and then click **Yes**.

Note   Allow the Windows versions of Microsoft Visual C++ 2013 Runtime Libraries (x86) and Microsoft .NET Framework 4.5 to remain on each PC 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 PC, see the Notes and tips section for further information.

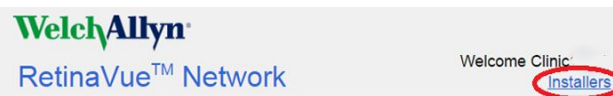# Update the RetinaVue™ Network software

Installation Pre-requisites

- The RetinaVue™ Network software 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/.
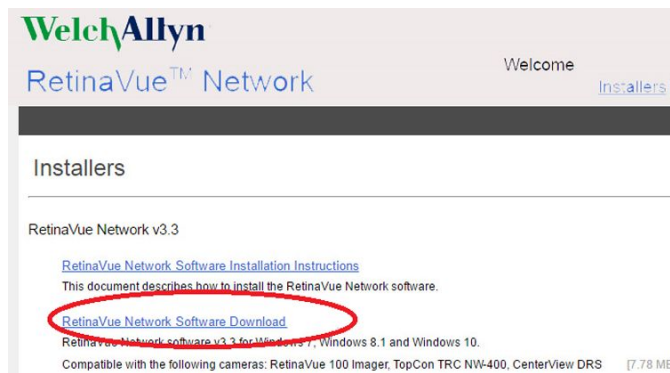
To acquire the RetinaVue™ Network software for the PC that you use to transfer images to the RetinaVue Network:

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

2. Click on the **Installers** link.

3. Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue™ Network Installer.

4. After the *RetinaVueNetworkSetup-3.3.X.exe* file finishes downloading, launch the application. Right-click on the executable file (*RetinaVueNetworkSetup-3.3.X.exe*) and run as administrator.

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

5. Accept the End User License Agreement terms by checking the *I accept* box and click **Install**.

6. After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.

Notes and tips

To correct an error, follow these instructions or contact Welch Allyn Technical Support: www.welchallyn.com/service.

Notes and Tips

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

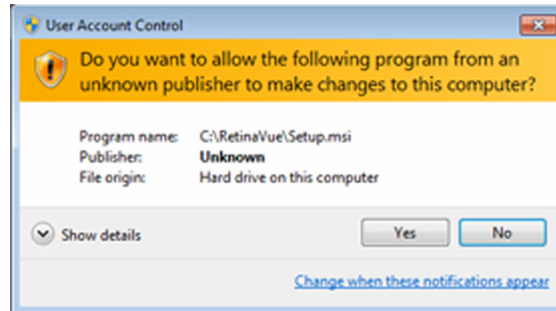| Screen/message	Solution
Windows 7 *The publisher could not be verified. Are you sure you want to run this software?* 	Click **Run** to allow the software removal. By default, the Unknown Publisher notification is displayed. Uncheck *Always ask before opening this file* to disable this notification for all applications.
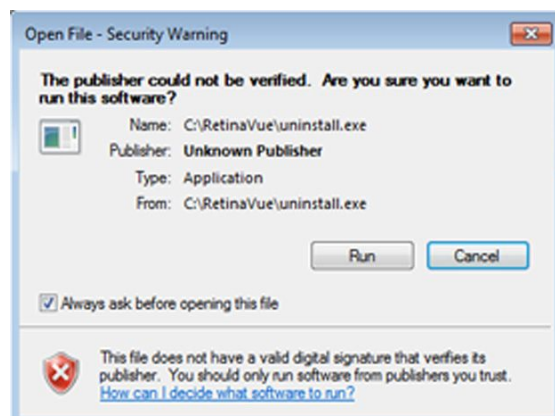
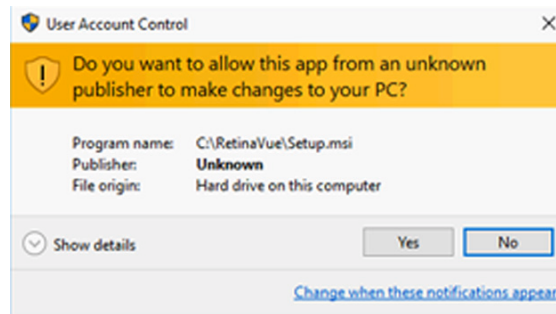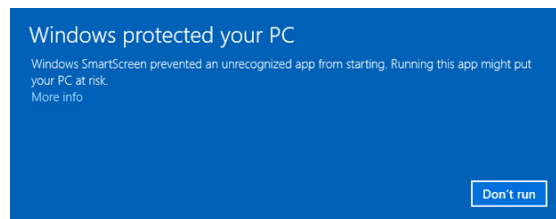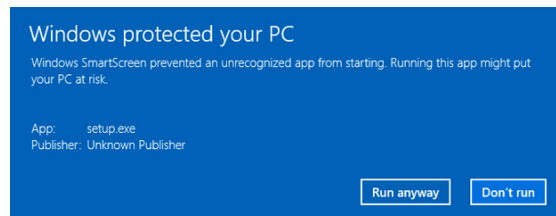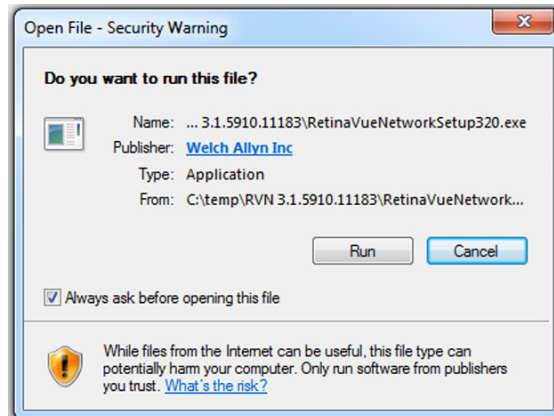| Screen/message	Solution
Windows 8.1 *Do you want to allow the following program to make changes to this computer?* 	Click **Yes** to allow the software removal. By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow 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.
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

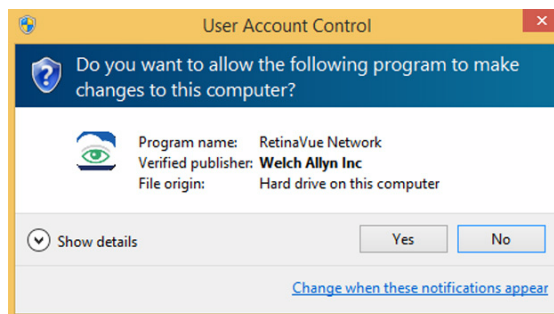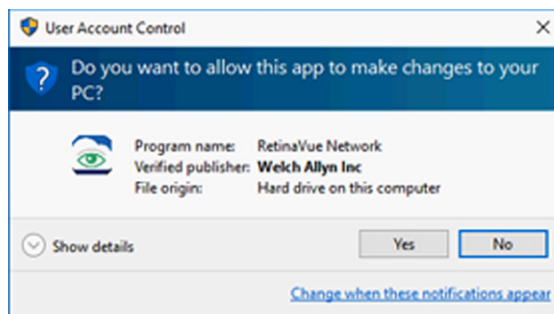| Screen/message	Solution
Windows 7 *Do you want to run this file?* 	Click **Run** to open the application and to allow the installation. By default, the notification is displayed. Uncheck *Always ask before opening this file* to disable this notification for all applications.
Windows 8.1 *Do you want 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.