

Update the RetinaVue 100 Imager software to version 6.X.X and above (USB and wireless)

Note (USB only) Patient list changes will only be made to the RetinaVue 100 Imager after it is undocked from the docking station charger. (Transferring patient list information requires additional RetinaVue Network software.)

Note (USB only) DICOM files will be available to the RetinaVue Network once the RetinaVue 100 Imager is docked.



CAUTION Do NOT remove the SD Card or the power source from the device during boot up.

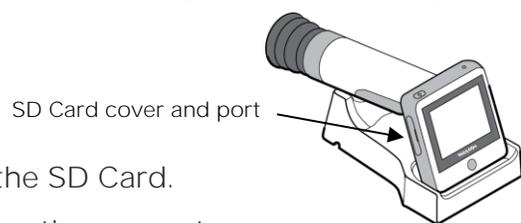
Take note of the current software version:

- a. Touch Settings.
- b. Touch About to view the software version.

Before you begin, you will need the following:

- A computer with an Internet connection.
- The docking station charger with a USB cable connected to the power source.
- The RetinaVue 100 Imager containing the SD card that you plan to update. (Alternatively, you can use a blank, formatted, 8GB to 32GB SD Card to transfer the downloaded software update to the RetinaVue 100 Imager.)

1. Ensure that any patient data that you want to save is transferred to the RetinaVue Network by docking the RetinaVue 100 Imager into the docking station charger with a USB cable connected to a computer. (If the RetinaVue Network software is not already open, double-click the desktop icon.)
2. Remove the RetinaVue 100 Imager from the docking station charger, touch Settings then touch Advanced settings.
3. Touch Format SD.
4. Touch OK.
5. Power down the RetinaVue 100 Imager and remove the SD Card.
6. Insert the SD Card into an open SD Card reader port on the computer.
7. Download the software update from https://www.retinavue.net/RN_CustomerPortal/ and transfer the software update to a computer.



8. Transfer the software update from the computer to the SD Card.

Note Use a safe eject method when ejecting the SD card to ensure a complete software transfer to the SD card. (Options include right-clicking on the *Start Menu > Open Windows Explorer* > right-click on *SD card* > click *Eject*. Or, click on the *Taskbar > Show hidden icons* > click *Safely Remove Hardware and Eject Media* > click *Eject SDHC*.

If an eject menu is not available with your system settings, wait until the files have completely copied before manually ejecting the SD Card.

9. Remove the SD Card from the computer.

10. Insert the SD Card into the RetinaVue 100 Imager.

11. Place the RetinaVue 100 Imager on the docking station charger, connect the docking station charger via a USB cable to the power source, and then power up the RetinaVue 100 Imager.

Note The update process typically takes a few minutes to cycle through the complete update. During the update process, it is normal to see both a blank screen and an update screen that appear several times before the RetinaVue 100 Imager automatically reboots.

12. After the RetinaVue 100 Imager boots up to the Home screen, confirm the software update.
 - a. Touch Settings.
 - b. Touch About to view the software version.

13. Touch OK.

Update the RetinaVue 100 Imager connection settings (USB and wireless)

Complete the following steps to update or change USB or wireless connection settings:

14. Touch Advanced settings.

15. Touch Reset Factory Defaults.

16. Touch Confirm.

17. Touch OK.

You are ready to use the updated software. See the *Directions for use* for further information about first time set up of USB or wireless connectivity.

Troubleshooting software updates

Note The RetinaVue 100 Imager boots up normally after a successful software update, however if a software update fails, the RetinaVue 100 Imager displays a failed update error message.

Power loss during software update:

- If a power loss occurs during the software update or if there are hardware issues, the RetinaVue 100 Imager posts a blank screen. Remove the battery, reinstall it, and restart RetinaVue 100 Imager. By performing this power cycle, the RetinaVue 100 Imager reverts to a previous version of software. Repeat the steps to perform the update again.

Corrupted software files:

- If the software update on the SD Card is corrupted, the RetinaVue 100 Imager displays a failed update error message indicating that the RetinaVue 100 Imager is unable to load the software from the SD Card. Remove the SD Card, reformat it on a PC. Repeat the steps to perform the update again.

Update extraction file error

If the RetinaVue 100 Imager displays the failed update error message, Update file extraction failed. Power off device and restart, the SD Card does not have sufficient space. Remove all files (except the update image) from the SD Card. Perform the update again.