



Welch Allyn

RetinaVue

Network software application

Software version 3.7.XX



Installation instructions

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For information about any product, contact Baxter Technical Support: baxter.com/contact-us.



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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 Baxter 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 HDD space, 16 GB free HDD 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 11 with latest SP • Windows 10 with latest SP (will be deprecated in a future release) RetinaVue Network software requirements: • Microsoft Visual C++ 2013 runtime libraries (x86) • Microsoft .NET Framework 4.8 • Perform a Windows update before installation
Web browser	• 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)

Item	Requirement description
Transport security	Ability to connect to www.retinavue.net with TLS 1.2
Firewall	- Ability to connect to www.retinavue.net on ports 80 and 443 with RetinaVue Network . exe. - Allows the submittal of captured images from the client to the RetinaVue Network web server.
Certificates	GoDaddy and DigiCert root certificates must be installed on the computer. - 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 Baxter Technical Support: baxter.com/contact-us.

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 or higher 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.

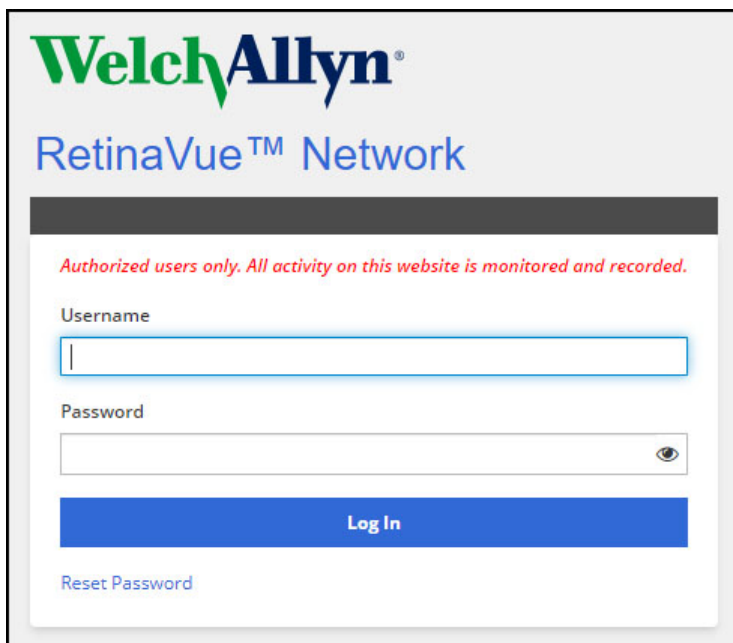
Prerequisites:

- 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.
- Install the TLS 1.2 registry file 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.)

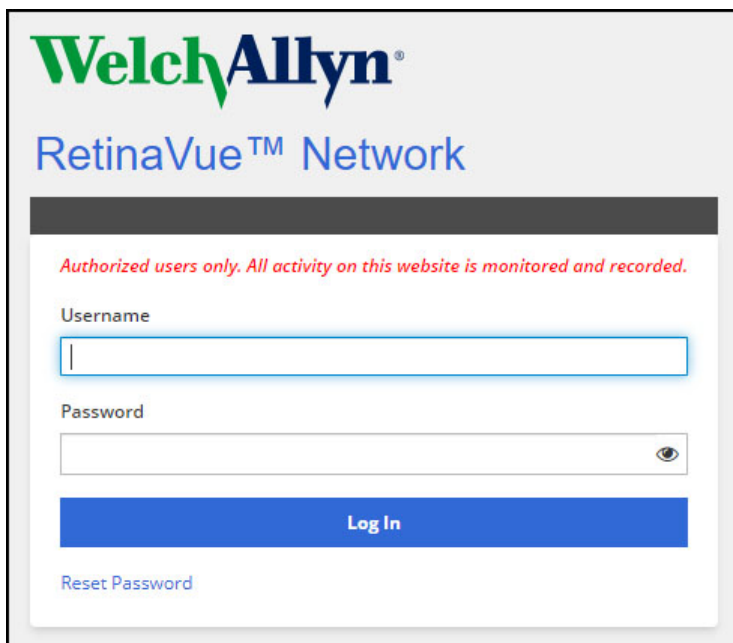
For **Google Chrome** users, if prompted to Open the ndp48-web.exe file when done or to Show in folder, click **Show in folder**. (The .exe file appears at the bottom left of the browser screen.)

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

See prerequisites under "New RetinaVue Network software application users." Then, follow these steps to install the TLS 1.2 registry file 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** to download the latest TLS 1.2 registry file.



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.)

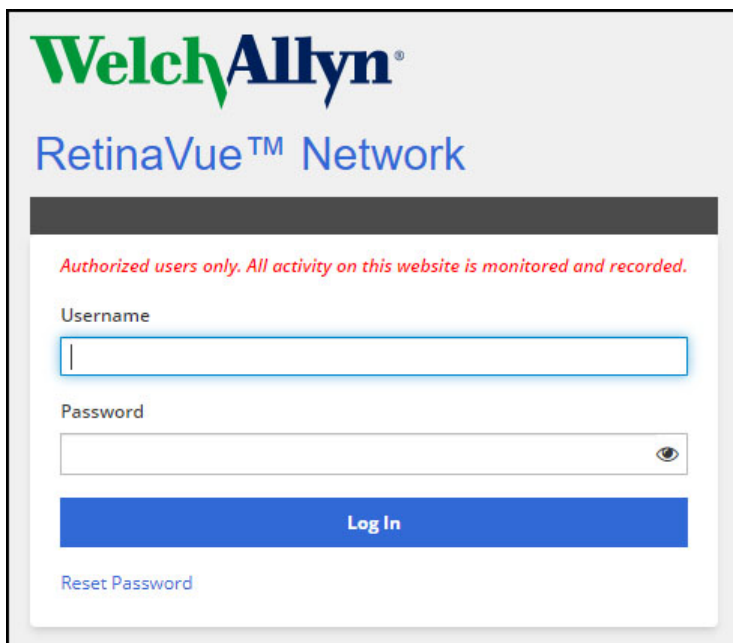
For **Google Chrome** users, if prompted to Open the NET TLS12 . reg file when done or to Show in folder, click **Show in folder**. (The .reg file appears at the bottom left of the browser screen.)

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/.



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.)

6. 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.



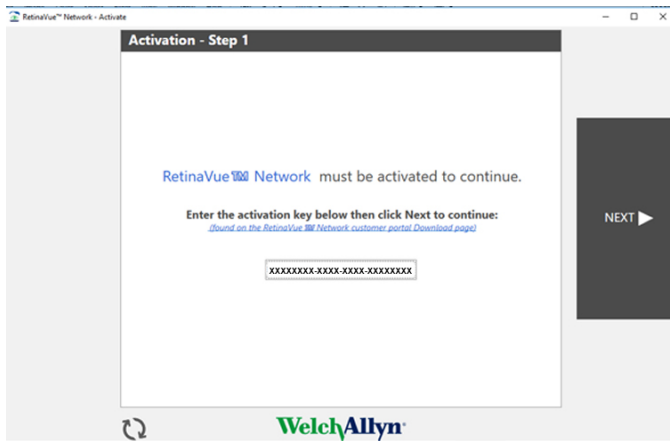
NOTE While it's possible to open the application by clicking RetinaVueNetworkSetup-3.7.X.exe, do not use this method because the **Windows** operating system may prevent a complete installation.

7. 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.

8. When you see Installation completed successfully! click **Launch**.
9. 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.)

10. Click **Next**.
11. 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.
12. 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.
13. Select the camera from the dropdown menu.
14. Click **Next**.
This message appears: RetinaVue Network was activated successfully and will now restart.
15. Click **OK**.

The software application restarts.

New RetinaVue Network software application users

Existing **RetinaVue** Network software application users



NOTE Windows 10 or higher 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.

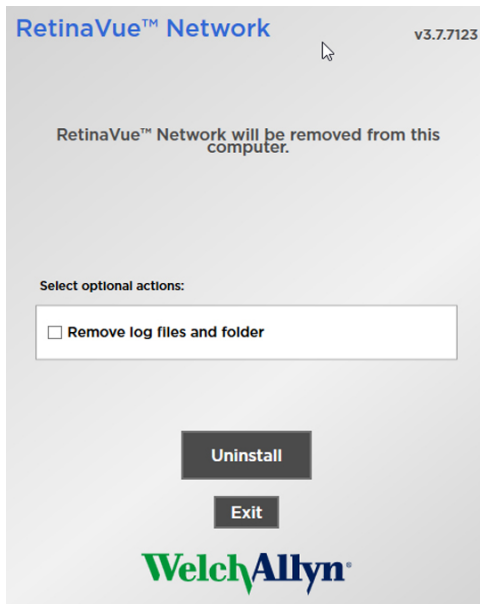
6. Click OK.

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:

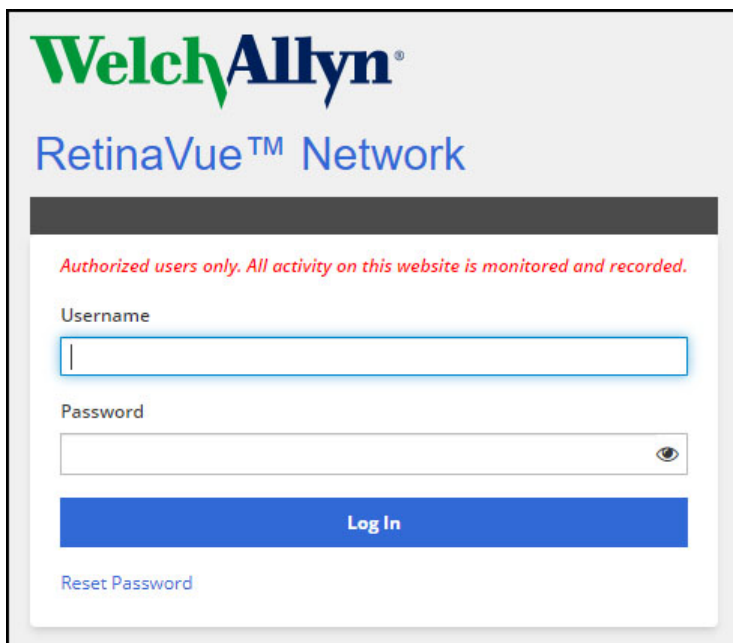


5. If **Windows** asks, Do you want to allow this app to make changes to your PC? click Yes to open the application and allow uninstalling.
This notification appears by default. To disable it for all applications, click Change when these notifications appear (under the Yes and No buttons), and follow 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/.



The screenshot shows the Welch Allyn RetinaVue Network login interface. At the top, the Welch Allyn logo is displayed in green and blue, followed by 'RetinaVue™ Network' in blue. Below this is a dark grey horizontal bar. A red warning message reads: 'Authorized users only. All activity on this website is monitored and recorded.' The login form includes a 'Username' label and a text input field, a 'Password' label and a password input field with an eye icon for toggling visibility, 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. 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.

Existing RetinaVue Network software application users

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