Setup your RetinaVue Network Customer Portal account for USB connectivity

When you receive your RetinaVue 100 Imager, call: 1.865.622.8380 to set up an initial account with the RetinaVue Network.

You will receive an email via Adobe’s eSign service that includes your RetinaVue Professional Service Agreement.

Electronically sign and submit your RetinaVue Professional Services Agreement.

You will receive an email from RetinaVue Network System with the initial username and password and a link to the RetinaVue Customer Portal.

Go to the RetinaVue Customer Portal and complete your RetinaVue Network account registration.

Upon completion of your account registration, download the RetinaVue Software from the RetinaVue Customer Portal onto the PC you will be using to transfer images to the RetinaVue Network.

Launch the RetinaVue Network software. Enter your RetinaVue Network Software Activation Key from the RetinaVue Network Customer Portal Installers page into the RetinaVue Network software.

Setup the RetinaVue 100 Imager for USB connectivity

1. Power on the RetinaVue 100 Imager.

2. Ensure the RetinaVue 100 Imager is docked. The RetinaVue 100 Imager should be powered on and docked in the cradle.

3. Select USB and then touch Next to select the USB workflow.

Set up your camera. Select whether your camera will be used with USB or Wireless connectivity:

- USB
- Wi-Fi

Note: For the USB workflow, the RetinaVue 100 Imager must be connected to a computer running the RetinaVue Network software (requires additional software) to transfer exams.

Setup the RetinaVue 100 Imager for wireless connectivity

1. Power on the RetinaVue 100 Imager.

2. Ensure the RetinaVue 100 Imager is docked. The RetinaVue 100 Imager should be powered on and docked in the cradle.

3. Select Wi-Fi and then touch Next to select the Wi-Fi workflow.

Set up your camera. Select whether your camera will be used with USB or Wireless connectivity:

- USB
- Wi-Fi

Note: For the Wi-Fi workflow, the RetinaVue 100 Imager must be connected to a computer running the RetinaVue Network software (requires additional software) to transfer exams.
Setup your RetinaVue Network Customer Portal account for wireless connectivity

When you receive your RetinaVue 100 Imager, call: 1.865.622.8380 to set up an initial account with the RetinaVue Network.

You will receive an email via Adobe’s eSign service that includes your RetinaVue Professional Service Agreement.

Electronically sign and submit your RetinaVue Professional Services Agreement.

You will receive an email from RetinaVue Network System with the initial username and password and a link to the RetinaVue Customer Portal.

Go to the RetinaVue Customer Portal and complete your RetinaVue Network account registration.

Setup the RetinaVue 100 Imager for wireless connectivity

1. Power on the RetinaVue 100 Imager.

2. Select Wi-Fi and then touch Next to select the wireless workflow.

3. Touch (up) or (down) to enter, or adjust, the Day, Month, and Year. Touch Next.

4. Touch (up) or (down) to enter, or adjust, the Hour, Minute (Min), Continent, and Location. Touch Next.

   Note: Use the radio buttons to select the 24-hour or 12-hour format.

5. From the list of available networks, touch on the Wi-Fi network that you want to connect.

*Wi-Fi network names shown here are examples.
6. Using a secured network, enter your network Wi-Fi Username and Password or Passphrase and touch OK.

7. To continue setup, launch an internet browser from a computer and enter the following address: https://www.retinavue.net/RN_CustomerPortal/.

8. On your RetinaVue 100 Imager, touch Next.


10. On the RetinaVue Network Customer Portal, select Manage Devices (wireless only) and click Next.

11. Click Add Device.

12. On your RetinaVue 100 Imager, touch Next to generate a Device Registration Code.

---

**Welch Allyn RetinaVue™ Network**

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

User Name: 

Password: 

Log In

Reset Password

**Note** If prompted, click I agree to accept the End User License Agreement.
13. On the RetinaVue Network Customer Portal, enter the Device Registration Code from your RetinaVue 100 Imager and then click Enter.

14. On the RetinaVue Network Customer Portal, enter **Device Name** (optional) and select a clinic, or clinics, where the RetinaVue 100 Imager camera will be used. Select each clinic by clicking the check box next to the clinic name and then click **Add Device**.

15. On your RetinaVue 100 Imager, touch **Next** at the Device Registration screen.

16. On your RetinaVue 100 Imager, touch **Next** on the screen: Camera registered successfully.

17. Your RetinaVue 100 Imager is now ready for use. Touch **OK** after the setup is complete.

See the Directions for use and the Network Guide for additional instructions.