

## HTML5 Redesign – InView Communications Module

### Updating the InView Comms Firmware

*All InView Communications Modules require firmware version 1.05 (or later) to ensure access to the User Interface beginning January 1<sup>st</sup>, 2021 due to Flash technology End-of-Life (EOL).*

*The InView Comms Firmware Update Utility is intended for customers who are unable to access the User Interface of their InView Comms Module as a result of web browsers no longer supporting Flash technology. The Update Utility enables customers to install the latest InView Comms firmware and HTML5 user interface, without needing to use a web browser.*

*To use the Update Utility:*

- 1) Connect your personal computer directly to the InView Comms Module using an Ethernet cable.
- 2) Download the InView Comms Firmware Update Utility from:  
<https://spectrumcontrols.com/products/inview/communications-modules/>
- 3) Open the InView Comms Firmware Update Utility folder.

*Important:* Both the 'Application' and 'FUP File' must be in the same directory.

- 4) Double Click the "InviewUpdateUtil" Application file to open the Update Utility.
- 5) Enter the IP Address of the InView Comms Module to be updated.
- 6) Click the Update button.

Once the update is complete, the InView Comms Module will reboot, and you can log-in using your web browser\*.

*NOTE: Updating firmware does not change or replace your data or settings on the InView Comms Module.*

**\* Check that your web browser version is supported:**

- Chrome v79 (or later)
- Edge v79 (or later)
- Firefox v75 (or later)
- Internet Explorer is not supported

*Warning: Using an earlier version web browser will result in the inability to log-in to the InView Comms Module.*

## Frequently Asked Questions

**1) Why should I update the firmware on my InView Comms Module?**

Beginning January 1<sup>st</sup>, 2021, Flash is EOL and web browsers, operating systems, and antivirus programs will no longer support Flash based applications. As a result, users who do not update their InView Comms Module firmware to v1.05 (or later) will be unable to log-on to manage their InView Displays and messages.

**2) Will my InView Display stop working on January 1<sup>st</sup>, 2021 if the InView Comms Module is not running firmware v1.05 (or later)?**

No. The InView Comms Module and InView Display will continue operating without interruption; however, users will be unable to log-on to the Comms Module to manage their InView Displays and messages. Users will need to update the InView Comms Module using the InView Comms Update Utility.

**3) Will I lose my data or settings when I update the firmware on my InView Comms Module?**

No. Updating the firmware does not change or replace your data or settings.

**4) Will the functionality of my InView Comms Module change with firmware v1.05?**

No. InView Comms Module functionality is not affected. Firmware v1.05 is a redesign of the User Interface (UI) using HTML5 and is necessary to ensure that users can continue to log-on to their InView Comms Module using a web browser.

**5) How do I check the firmware version of my InView Comms Module?**

Log-on to the InView Comms Module, right click on the User Interface, and click on About. A window will appear with the release version number. If you cannot log-on to the InView Comms Module, it may be running a Flash version of firmware. Use the Update Utility to update the firmware to v1.05.

**6) What firmware version should be loaded on my InView Comms Module to ensure that my access to the User Interface is not interrupted?**

All InView Comms Modules require firmware version 1.05 (or later) to ensure access to the User Interface beginning January 1<sup>st</sup>, 2021.

**7) How do I log-on to an InView Comms Module running firmware v1.04 (or earlier) after December 31<sup>st</sup>, 2020?**

Use the InView Comms Firmware Update Utility to install the latest InView Comms firmware and HTML5 user interface. Once the firmware is updated to v1.05 (or later), users can log-on using a web browser.  
*NOTE: This method permits firmware updates only. It cannot be used to create or load backup files.*

**8) I upgraded my InView Comms firmware and now I cannot log-in using the same web browser.**

Check that you are running the latest version web browser.

Supported web browser versions include:

- Chrome v79 (or later)
- Edge v79 (or later)
- Firefox v75 (or later)
- Internet Explorer is not supported