

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 1st, 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.

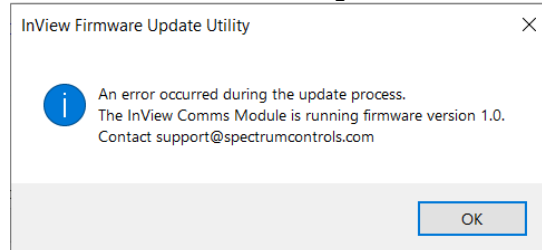
*** Check that your web browser version is supported:**

- 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) **Only InView Comms Modules running firmware v1.02 through v1.04 can be updated to v1.05 (or later).** InView Comms Modules running firmware prior to v1.02 cannot be updated due to hardware constraints and customers will need to replace their Comms Module. Attempts to update a Comms Module running firmware prior to v1.02, will result in a similar error message:



- 2) **Why should I update the firmware on my InView Comms Module?**
Beginning January 1st, 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.
- 3) **Will my InView Display stop working on January 1st, 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.
- 4) **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.
- 5) **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.
- 6) **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.
- 7) **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 1st, 2021.
- 8) **How do I log-on to an InView Comms Module running firmware v1.04 (or earlier) after December 31st, 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.
- 9) **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 and that your web browser version is supported.