# How to Find Software and Firmware Releases on the Customer Community

## Overview

This was a client-facing article describing how to find software and firmware releases on the Imagine Communications Customer Community. It was drafted in Word, written in Salesforce, and published to the Customer Community knowledge base. The *Summary*, *Objective,* and *Environment* headings were for the article fields in Salesforce. The Procedure contains the main body of the article.

## Summary

The Customer Community has a knowledge base with a collection of articles with links to software and firmware releases.

Click *Topics* and then *Software and Firmware Releases* to browse articles.

Software and Firmware Release articles can also be found using the *Search* tool.

## Objective

Understand how to find software, firmware, and documentation releases on the Customer Community.

## Environment

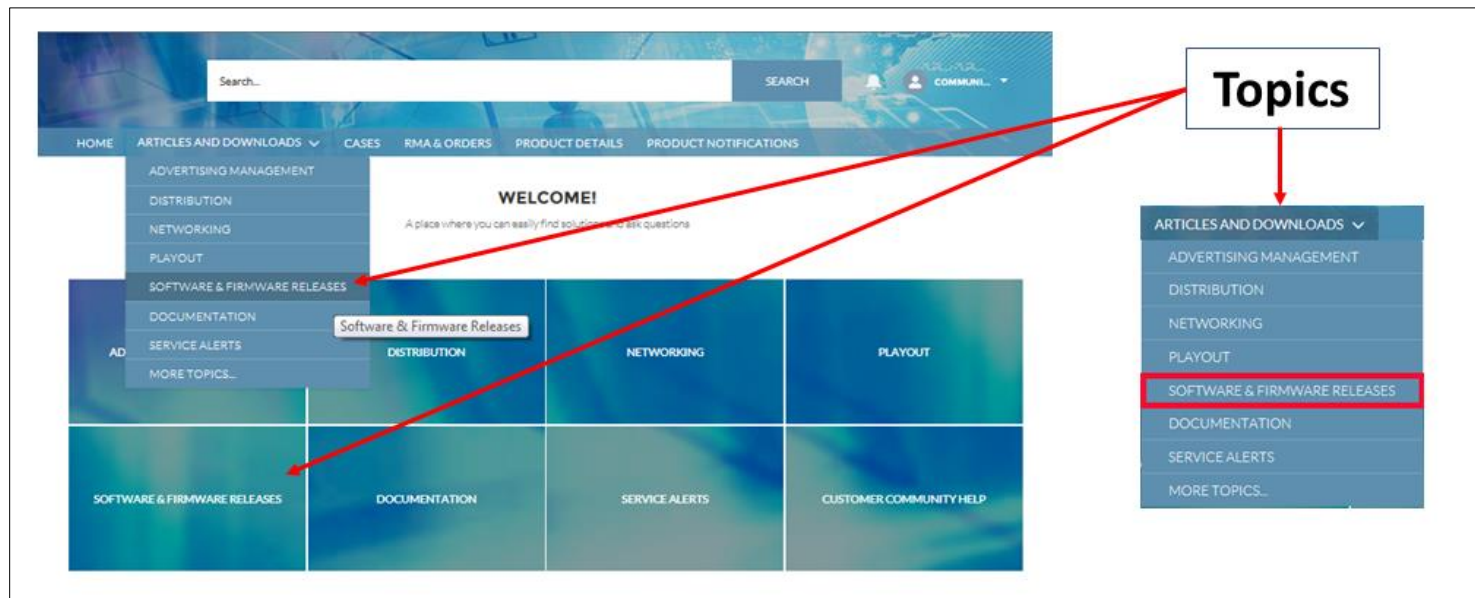Imagine Communications Customer Community.

## Procedure

Software and firmware release downloads are available on the Customer Community as Software & Firmware Release articles.

Articles have information about releases and a link to the files. Any documentation for the release is also included.

Software and Firmware Release articles are organized into topics.
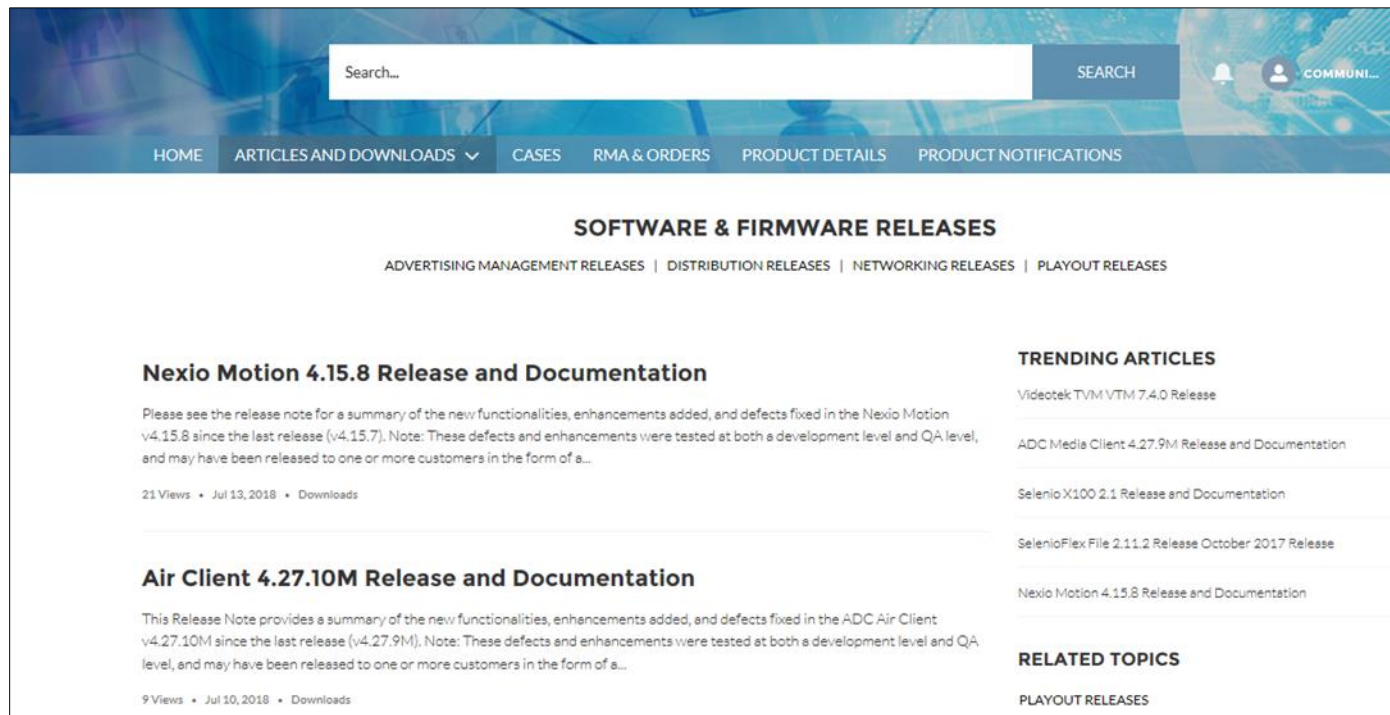
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A complete list of Software and Firmware Release topics can be seen by clicking *More Topics* on the *Articles and Downloads* drop-down menu.



On the *Software and Firmware Releases* topic page there are lists of articles for the most recent releases, trending articles, and related topics.

There is also a list of breadcrumbs at the top of the page to help you find articles in the product area you are looking for.

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*Software and Firmware Release* articles can also be found using the *Search* tool.

The *Search* tool returns results for *Articles*, *Cases*, *Products,* and *Orders*.



Use the *Search* tool by typing the name of the software or firmware release you are looking for into the search field, for example, *ADC Media Client*.

You can narrow your search by being more specific, for example, you could search for *ADC Media Client 4.26.69M Release and Documentation*.

A preview list of articles will be generated as you type.

If you don't see what you are looking for click on the *Search* button.

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This will open a larger list of articles and provide search result filters.

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Click on the name of the item you are looking for to open up the article. Review the article information.



Click the *Download Link* to open a folder on Box where the files are kept.



Click on a file to download it.



**Note**: PDFs can be previewed by clicking on them.