June 18, 2020

Subject: **Nyquist C4000/E7000 Cisco ATA 191 Device Support**

Affected Products: **Nyquist C4000 / E7000 Systems requiring an FXS interface with an analog PBX.**

Dealer Action: **Update the Nyquist system software with patch; support-ata191.tar.gz in order to support the implementation of the new Cisco ATA191-3PW-K9.**

PLEASE NOTE: The Cisco SPA112 is being discontinued by Cisco effective June 1, 2020, although inventory is still available through some distributors. The recommended replacement device is the Cisco ATA 191 Analog Telephone Adapter (ATA). **Please also note that Cisco has two models of the ATA 191 and that only the ATA191-3PW-K9 Multi-Platform model is supported by the Nyquist platform.**

In order to utilize the new Cisco ATA 191 with a Nyquist system you must first install the following software patch **(support-ata191.targz)** to the C4000 or E7000 Server software. The file is available for the C4000 server at; http://www.bogen-ip.com/c4000-resources/ or the E7000 secure dealers resources website at; http://www.bogenedu.com/nyquist-secure-dealer-resources/

Bogen recommends performing the update from the System Parameter/System Update page. After downloading the file and saving to the desktop, choose the file from the open window and click on "Start Update." A new window will open to alert you that the update is in process. Do not close this window or move away from this page. Wait until the update is complete and this page will close automatically.

Please refer to the "System Update" section of the *Nyquist System Administrator Manual* for detailed software upgrade implementation information.

If you have any questions related to this Service Bulletin or need help implementing the software patch, please contact Bogen's Technical Support team at 1 (800) 999-2809.

Sincerely,

Manny Sierra
Manager, Technical Support