



Technical Service Bulletin

No. C4-2023-07

December 12th, 2023

Subject: Firmware Fixes for Nyquist C4000 and Standalone

Applicable Product: Nyquist C4000 and Standalone

Applicable S/W Releases: 5.0.0.740

Fixed in S/W Release: Standalone, 6.0.0, and higher

Firmware Filename: NyqUpdate-3.0.680.tar.gz

Dealer Action: Download and apply the new firmware using the "Firmware" section of the Nyquist Web interface.

This new Nyquist appliance firmware version (NyqUpdate-3.0.680.tar.gz) provides the following fixes:

- Provides increased immunity to noise on the NQ-E7020-G2 Digital Call Switch's serial CAN bus interface which has been reported to cause these devices to place random calls or enter an undefined state of operation.

Please make sure to read the "Firmware Release Notes" prior to updating your system. These can be found in the [NYQUIST C4000 RESOURCES](#) section of the Bogen.com website.

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

Sincerely,

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