



Technical Service Bulletin

No. C4-2024-03

August 27th, 2024

Subject: Release 5.0 Patch #2 and New Firmware for Nyquist C4000

Applicable Product: Nyquist C4000
Applicable S/W Release: 5.0.0.740
Fixed in S/W Releases: 6.0.0 (with Patch 1) and 7.0.0 and higher
Patch Filename: c4000-5.0.0.740-patch2.tar.gz
Firmware Filename: NyqUpdate-3.0.690.tar.gz

Dealer Action: Download and apply the patch by using the "System Update" in the "System Parameters" section of the Nyquist Web interface.

This patch resolves the following issues found in C4000 Release 5.0.0.740:

- [NYQ-7250] Critical: Fixed an issue where Nyquist status service may fail to start; causing Amplifier Protection notifications to not be received, and Sound Masking setup and status to not operate properly.
- [NYQ-7251] Fixed an issue where syslog log file is empty and no entries are written to the syslog.

NOTE: This Nyquist server software patch will also automatically install a new version of firmware (NyqUpdate-3.0.690.tar.gz) for use by all Nyquist Appliances and resolves the following issues:

- [NYQ-7217] Fixed an issue where audio distribution cut level momentarily changed after hanging up an intercom call.
- [NYQ-7306] Fixed an issue on NQ-GA10P/V where the rheostat was set to an incorrect value when device type was set to "Speaker and Analog Call Switch".

Please make sure to read the '[Patch](#)' and '[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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