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Technical Service Bulletin

No. C4-2026-05

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Subject: Software Patch 2 Release for Nyquist C4000 7.0.1

Applicable Product: Nyquist C4000
Applicable S/W Releases: 7.0.0.535 and 7.0.1.535
Fixed in S/W Release: 11.0.0 and higher
Patch Filename: c4000-7.0.1.535-patch2.tar.gz

Dealer Action: Use "System Update" in the "System Parameters" view of the Nyquist web interface.

This patch provides support for NQ-ZPMS-G2 and video calling between NQ-ZPMS-G2 phones.

This patch resolves the following issues found in C4000 Release 7.0.1.535:

[NYQ-8262] - Fixed an issue where, when using Automatic Failover, the NQ-SYSCTRL is sourcing the RTP traffic from the Primary or Secondary IP Address instead of the Shared IP Address specified in the SDP.

[NYQ-8352] - Fixed an issue where enabling TLS caused the server to fail to read the CA certificate, resulting in Nyquist appliance service disruption.

[NYQ-8498] - Fixed an issue where certain NWS Alerts would fail to display.

Firmware Update

This Nyquist server software patch also deploys an updated firmware version (NyqUpdate-5.3.9) for all Nyquist Appliances.

Important Note - NYQ-8262 (Automatic Failover Reconfiguration Required):

After applying this patch, Automatic Failover must be reconfigured for the fix to take effect.

Required steps (on both Primary and Secondary servers):

- 1) Click "Disable" on Primary and Secondary servers.
- 2) Click "Save" on Primary and Secondary servers.
- 3) Re-run the configuration using the Setup Steps section on the Automatic Failover page.

Please make sure to read the "Patch 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 via the [Bogen Technical Support Portal](#).

Sincerely,

Bogen Communications LLC

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