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Technical Service Bulletin

No. C4-2026-07

September 11, 2026

Subject: Software Patch 3 Release for Nyquist C4000 11.0.0.652

Applicable Product: Nyquist C4000
Applicable S/W Releases: 11.0.0.652
Fixed in S/W Release: 11.0.1 and higher
Patch Filename: c4000-11.0.0.652-patch3.tar.gz

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

This release adds support for NQ-T2100 IP Phone - Color Touch Display.

This patch resolves the following issues found in C4000 Release 11.0.0.652:

[NYQ-7899] Fixed an issue where the Network Time Server was not being applied properly. Added support for local clock fallback to ensure accurate timekeeping when external NTP sources are unavailable.

[NYQ-8697] Fixed an issue where SIP Trunk status incorrectly reported Unknown even when the trunk was successfully registered.

[NYQ-8704] Fixed an issue where executing a routine on a remote facility does not work.

Volume Adjustment Notice:

Due to fix **[NYQ-9030]** NQ-E7030 ASB - Lower volume on ASB appliances after upgrading to 11.0.630 firmware, this patch increases the output volume on NQ-7030 ASB appliances. After applying this patch, zones using NQ-7030 ASB devices may require manual volume adjustment to restore expected audio levels.

Special Notice: The NQ-DSC01 and NQ-S1810WBC Display firmware needs to be updated as a part of the installation process. This update is automatic after you configure it as a station. **Make sure to wait at least 10 minutes after you have applied the patch.** This will ensure that the firmware for the device and the displays have updated properly. During the update process displays will go blank. **Don't reboot an NQ-DSC01 or NQ-S1810WBC if it has a blank display because you could corrupt the firmware update.**

Firmware Update: This Nyquist server software patch also deploys an updated firmware version (NyqUpdate-11.3.5) for all Nyquist Appliances providing the following fixes:

[NYQ-8690] Critical Fix: Emergency Intercom Call Handling - Fixed a critical issue where Emergency Intercom calls initiated through Analog Call Switches (e.g., CA15C stations) were incorrectly processed as standard intercom calls. Emergency calls are now properly recognized and handled with the correct emergency priority.

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[NYQ-9030] NQ-E7030 ASB - Lower volume on ASB appliances after upgrading to 11.0.630 firmware.

[NYQ-7034] Audio Loss Issue with NQ-GA400P - Fixed an intermittent issue where audio from NQ-GA400P devices could stop functioning overnight.

[NYQ-8622] Amplifier Protection Mode Event Reporting - Fixed an issue that caused Nyquist amplifiers to generate false Protection Mode events whenever a page was initiated. Protection Mode events are now reported only when an actual amplifier protection condition occurs.

[NYQ-8680] GA400P Standalone Relay Functionality - Fixed an issue where GA400P Standalone Relay not functioning correctly.

[NYQ-8678] NQ-DSC01 Midnight Date/Time Display Issue - Fixed an issue where the NQ-DSC01 would display a date/time value of 0 during midnight hours.

[NYQ-8689] NQ-GA400P - Fixed an issue where NQ-GA400P stops sending multicast after running for an extended period.

[NYQ-8694] NQ-WBC Display Rendering Issue - Fixed a display problem where the NQ-WBC screen could show only half a line of text (vertically cut off) or freeze under certain conditions.

[NYQ-9474] NQ-S1810WBC - Fixed an issue where firmware updates could be interrupted and fail to complete, leaving the display blank.

[NYQ-9478] NQ-GA400P - Fixed an issue causing audio paging to be missing when a channel intermittently remained muted during a page.

[NYQ-9481] NQ-DSC01/NQ-S1810WBC - Fixed an issue where the display stayed blank after a firmware update until the device was power-cycled.

[NYQ-9496] Schedules / Automatic Failover - Fixed an issue that could cause a "Table Not Found" error when accessing the Schedules page in the Nyquist web interface. The same underlying issue could also affect the Automatic Failover page, preventing it from loading correctly.

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,

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