

July 30, 2020

**Subject: Nyquist C4000 Appliance Firmware Ver. 1.2.1059 Update.**

**Affected Products: Nyquist NQ-S1810CT VoIP Speakers Specific Production lot with serial number range from 1949HAN05386 through 1949HAN05735. This update is not required by VoIP speakers outside this range or any other Nyquist appliance.**

**Dealer Action: Install latest firmware update during initial installation, or as soon as possible.**

**NOTE: The C4000 system S/W version must also be at 2.0.0.419 or later to apply this firmware update.**

To ensure proper Nyquist NQ-S1810CT VoIP speaker operation and to prevent any service disruption, all Nyquist appliances should be updated to the latest firmware release 1.2.1059 as soon as possible. Failure to update the firmware will create a potential one-way audio condition when calling the affected speakers. This vulnerability has been eliminated in firmware version 1.2.1059 or later versions. The Release Notes and Firmware can be downloaded from the Nyquist C4000 Resources web page: ([bogen-ip.com/c4000-resources/](http://bogen-ip.com/c4000-resources/)).

Please refer to the Nyquist System Administrator Manual Version 5.0, Section 2.5 "Configuring Firmware", for detailed information on uploading and deploying the latest firmware. This manual can be downloaded from the Nyquist C4000 Resources web page. Any/all out-of-date appliances should be updated to the latest firmware release. This will prevent the end-user from experiencing issues related to already identified and fixed software bugs and will improve the customer's overall experience.

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

Sincerely,



Manny Sierra  
Manager, Technical Support