

June 25, 2020

Subject: Nyquist C4000 VoIP Speaker Firmware Ver. 1.2.1055 Update.

Affected Products: Nyquist NQ-S1810CT / NQ-S1810WT firmware version 1.2.1054 or earlier.

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

To ensure proper Nyquist appliance operation and to prevent service disruption, all VoIP speakers must be updated to the latest firmware release 1.2.1055 as soon as possible. Failure to update the firmware will create a potential one-way audio condition, under certain circumstances. This vulnerability has been eliminated in firmware version 1.2.1055 or later versions. The release notes and firmware can be downloaded from the Nyquist C4000 Dealer Resources web page (bogen-ip.com).

When installing any Nyquist appliance, Dealers should log into the device's Web UI and check the firmware version. Dealers can then compare that version to the latest available release, found on the Nyquist C4000 Dealer Resources 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 Any/all out-of-date appliances should be updated to the latest firmware release.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.

Please refer to the Nyquist System Administrator Manual, Section 2.5 "Configuring Firmware" for detailed firmware upgrade implementation information. This manual can be downloaded from the Nyquist C4000 Dealer Resources web page.

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