**Technical Bulletin**

February 13, 2020

**Subject: Nyquist C4000 2.0 Release Patch 1 update (filename: c4000-2.0.0.419-patch1.tar.gz)**

**Nyquist C4000 Appliance Firmware update (filename: NyqUpdate-1.2.1054.tar.gz)**

**Affected Products: Nyquist C4000 ver. 2.0.0.419 and Nyquist Appliances**

**Dealer Action: Update Nyquist system software 2.0 Release with patch 1**

**Update Nyquist appliances with the firmware update**

**PLEASE NOTE: You must install or update to C4000 version 2.0 before applying the software patch or firmware update. Please review the Release Notes associated with each update prior to attempting to update your system.** The patch files and Release Notes are available on the bogen-ip.com website at <http://www.bogen-ip.com/c4000-resources/>.

Bogen recommends performing the update from the System Parameter/System Update page.

After downloading the file and saving to the desktop, choose the file from the open window and

click **Start Update**. A window will open alerting you that the update is in process. Do not close this window or move away from this page. Wait until the update is complete; this page will close automatically. (Refer to the “System Update” section of the *Nyquist System Administrator Manual* for detailed software upgrade implementation information.)

**Second,** update the appliance firmware. Firmware updates can be done from the server through the Firmware page. (Please refer to the “Configuring Firmware” section of the *Nyquist System Administrator Manual* for detailed firmware upgrade implementation information.)

If you have any questions related to this Technical Bulletin or need help implementing the software patch or firmware upgrade, please contact Bogen’s Technical Support team at 1 (800) 999-2809.

Sincerely,

Manny Sierra

Manager, Technical Support