



Technical Service Bulletin

No. C4-2024-08

November 5th, 2024

Subject: New Firmware Version for Nyquist C4000 Release 6.0

Applicable Product: Nyquist C4000
Applicable S/W Release: 6.0.0:727
Fixed in S/W Release: 7.0.0 and higher
Firmware Filename: NyqUpdate-4.3.4.tar.gz

Dealer Action: Download and apply the new firmware using the "Firmware" section of the Nyquist Web interface.

New Feature: Random SIP registration backoff was added to all Nyquist appliances, to fix an issue where some Nyquist appliances become unavailable on systems with high station counts (by spacing out SIP registrations to prevent SIP registration failure).

This new Nyquist appliance firmware version (NyqUpdate-4.3.4.tar.gz) provides the following fixes:

- [NYQ-7146] Fixed a red flashing digital call switch issue where it is connected to the NQ-S1810WBC, NQ-S1810CT-G2 and NQ-S1810WT-G2.
- [NYQ-7377] Fixed a SIP registration issue on Nyquist appliances/devices where the SIP registration expired at 120 seconds instead of 180 seconds.
- [NYQ-7406] Fixed a bug where phantom calls were being made from devices with digital call switches after updating via a certain upgrade path.
- [NYQ-7410] Fixed a bug where no intercom audio would be heard after updating via a certain upgrade path.

Please make sure to read the "Firmware 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 at 1 (800) 999-2809.

Sincerely,

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