Technical **Notes**
Q-SYS Platform | August 2024

Updated Core Nano and Core 8 Flex firmware compatability

The Core Nano and Core 8 Flex have a recently updated motherboard featuring a new LAN controller. This new LAN controller requires a firmware update to function properly, meaning any new Core Nano or Core 8 Flex manufactured in May 2024 or later **MUST** run **Q-SYS Designer Software v9.10 or later.** Units manufactured before May 2024 can continue to run older firmware versions.

Identifying your Core

Q-SYS Core Nano and Core 8 Flex units with the new LAN controller, requiring **Q-SYS Designer Software v9.10 or later**, are manufactured with a blue plastic housing for the LAN ports*. Units with the legacy LAN controller have black plastic housing for the LAN ports (Figure 1).
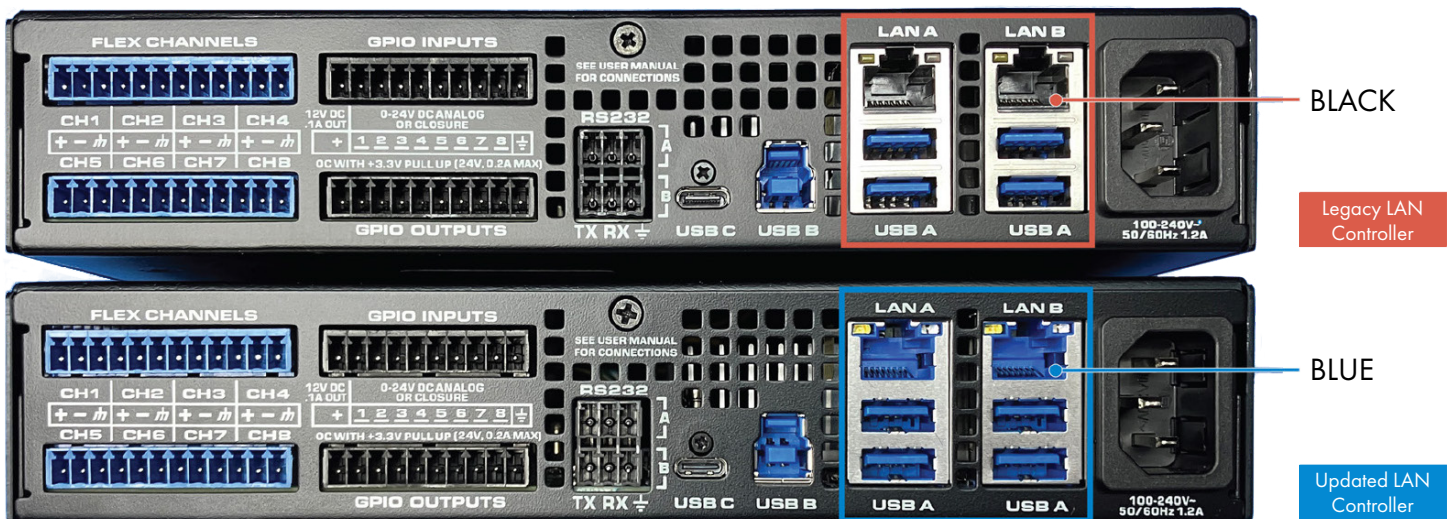

Figure 1

* There are a limited number of units requiring updated firmware with black LAN ports. Please verify the product serial number for firmware compatibility.

Appendix - Deciphering serial number

Q-SYS Core Nano and Core 8 Flex units with the new LAN Controller, requiring **Q-SYS Designer Software v9.10 or later**, will have a serial number of **21TW2418400001 or higher** or **21MX2420300117 or higher** (Figure 2).

Deciphering a 14-digit serial number with date code format "xxxxYYWWxxxxxx"
In this format, the MFG date code starts at the fifth digit and follows the MFG date code YYWW. Add 2000 to YY for the Year. For example, a serial number of **xxxx2420xxxxxx** would indicate the product was manufactured in the 20th week of 2024.

Figure 2

To prevent any issues with networking functionality, please ensure new Q-SYS Core Nano and Q-SYS Core 8 Flex units are running **Q-SYS Designer Software v9.10 or later.** For a complete list of hardware compatibility requirements, please reference the Hardware Compatibility table within the Q-SYS help system.