

End of Availability Notification

Pro and Ultra V3 Client / Display Wall

This notification is to inform you that the affected products listed below have now transitioned to “End Of Availability” status, and are no longer available to purchase.

These products have been succeeded by the Client/Display Wall Pro V3.1 and Client/Display Wall Ultra V3.1 products, which are now available to order.

Support for Client/Display Wall Pro V3 and Client/Display Wall Ultra V3 will continue to be available until September 2026, beyond which we will endeavour to maintain support wherever possible.

1.1 Affected Products

Affected Part Numbers	Description
SY-CLIENT-PRO-V3	Synectics Client Pro V3
SY-WALL-PRO-V3	Synectics Display Wall Pro V3
SY-CLIENT-ULTRA-V3	Synectics Client Ultra V3
SY-WALL-ULTRA-V3	Synectics Display Wall Ultra V3

1.2 Reason for End of Availability

Synectics has transitioned to the latest generation of workstation hardware.

1.3 Replacement Product Details

Replacement Product	Description
SY-CLIENT-PRO-V3.1	Synectics Client Pro V3.1
SY-WALL-PRO-V3.1	Synectics Display Wall Pro V3.1
SY-CLIENT-ULTRA-V3.1	Synectics Client Ultra V3.1
SY-WALL-ULTRA-V3.1	Synectics Display Wall Ultra V3.1

Please see the product datasheets for more information about the replacement products. The form factor is very similar, with minor changes to external dimensions. Video ports/accessories remain the same, ensuring maximum compatibility with the V3 product.

1.4 Notification Dates

Milestone	End Date
End of Availability	July 2021
Last Time Buy	July 2021
General Support*	September 2026
Extended Support*	September 2027
End of Life*	September 2027

*These dates are subject to revision, dependent on any changing factors that may affect our ability to support the product. We will endeavour to maintain these support periods as currently specified.

1.5 Firmware and Software Versions

Product	Last firmware	Last software
SY-CLIENT-PRO-V3	Support is ongoing	Synergy 3 upgrades will continue to support this hardware – there is no current scheduled end of support
SY-WALL-PRO-V3	Support is ongoing	
SY-CLIENT-ULTRA-V3	Support is ongoing	
SY-WALL-ULTRA-V3	Support is ongoing	

1.6 Definitions

End of Availability is the point that the product is phased out by Synectics.

Last Time Buy (LTB) is the point at which the last order for the product can be made.

General Support means that the product will continue to be updated and maintained by Synectics where necessary, and support will remain available. Spares will remain available where stock permits, and reference information about the product will remain available on the Synectics Global Support Portal.

Extended Support means that the product will continue to be supported if Synectics have contractually agreed to do so. The product will no longer be updated and maintained unless necessary.

End of Life means that we will no longer be able to provide support or spares for the product. Should you require a replacement product, your Synectics sales representative will be happy to assist.

1.7 Supply after End of Availability

In the event that you are supplied this product after the End of Availability date, the notification dates will continue to apply as per this document.

If the product is supplied to you as new, and not as a like-for-like replacement, your warranty period will not be affected by the notification dates listed.

1.8 Response

For additional information regarding this notification, please contact your local Synectics representative.