End of Availability Notification

SY-CLIENT-PRO-V2/SY-WALL-PRO-V2

Client Pro 'V2' and Display Wall Pro 'V2'

This notification is to inform you that the following products have now transitioned to "End Of Availability" status and are no longer available to purchase.

This product has been succeeded by the Client Pro 'V3' and Display Wall Pro 'V3' products, which are now available for purchase; please see the table further below for details.

General Support for Client Pro 'V2' and Display Wall Pro 'V2' hardware will continue to be available until July 2023, beyond which we will endeavour to maintain support wherever possible.

Support for Synergy 3 software updates will be maintained until at least the end of the Extended Support period.

1.1 Affected Products

Affected Part Numbers	Affected Part Description	Replacement Part Number	Replacement Part Description
SY-CLIENT-PRO-V2	Synectics Client Pro V2	SY-CLIENT-PRO-V3	Synectics Client Pro V3
SY-WALL-PRO-V2	Synectics Display Wall Pro V2	SY-WALL-PRO-V3	Synectics Display Wall Pro V3

The Client Pro 'V3' and Display Wall Pro 'V3' are direct replacements for the V2 editions, and can be mixed and matched in a Synergy 3 system as required.

However, please note that replacement hardware product has different dimensions and specifications and does not include rack or wall mount options at the time of issue. Please refer to the product datasheet and ensure the successor product is suitable for your environment.

1.2 Reason for End of Availability

The older generation processors used in this product have become unavailable, and the successor Client Pro V3 and Display Wall Pro V3 products are now released.

1.4 Notification Dates

Milestone	End Date
End of Availability	July 2020
Last Time Buy	July 2020
General Support*	July 2023
Extended Support*	July 2025
End of Life*	July 2026

*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 Definitions

End of Availability is the notification that the product will be 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, and support will remain available. Spares will remain available where stock permits, and reference material and support information about the product will remain available on the Synectics Global Support Portal.

Extended Support means that the product will continue to be supported where Synectics have contractually agreed to do so, through either a support contract or product warranty. The product will no longer be updated and maintained outside of these conditions, though general software and updates may still be compatible with the product.

End of Life means that Synectics 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. Legacy reference material and support documentation will be available on Synectics Global Support Portal, where relevant.

1.6 Firmware and Software Versions

Product	Last firmware	Last software
SY-CLIENT-PRO-V2	Manufactured version 1.4.0.0	Synergy 3 software updates will continue to support this hardware until at least the end of General Support
SY-WALL-PRO-V2	Manufactured version 1.4.0.0	

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.

1.8 Response

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