

End of Availability Notification

Pro V3.1 Client and Display Wall

This notification is to inform you that the affected products listed below will be transitioning to “End of Availability” status.

These products will be succeeded by the Pro V4 Client and Display Wall products.

Support for Pro V3.1 Clients and Display Walls will continue to be available until December 2028, beyond which we will endeavour to maintain support wherever possible.

1.1 Affected Products

Affected Part Numbers	Description
SY-CLIENT-PRO-V3.1	Synectics Pro Client V3.1
SY-WALL-PRO-V3.1	Synectics Pro Display Wall V3.1

1.2 Reason for End of Availability

The hardware platform has been discontinued, and Synectics is transitioning to a new generation hardware platform.

1.3 Replacement Product Details

Replacement Product	Description
SY-CLIENT-PRO-V4	Synectics Pro Client V4
SY-WALL-PRO-V4	Synectics Pro Display Wall V4

Datasheets for these new products are available on the Synectics website.

1.4 Notification Dates

Milestone	End Date
End of Availability	November 2023
Estimated Last Time Buy	November 2023
General Support*	December 2028**
Extended Support*	December 2028**
End of Life*	December 2028**

*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

OS	Last OS Image	Last software
Windows 10 IoT LTSC 2019 (OS Image 2.x.x.x)	In line with product End of Life	In line with product End of Life

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

If 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.