

End of Life Notification

First generation ('Gen. 1') IP Encoding Platform for COEX 2000 and 3000 Camera Stations Part Code: 65-0003-0000

Synectics' continued investment in design and development into the COEX range of camera stations has brought about the release of the second-generation IP encoder. As such, the first-generation ('Gen.1') encoding platform is being replaced by a new, more capable, second-generation (Gen. 2) IP encoder. The Gen. 2 encoding platform provides greater functionality including 4K camera module support, H.265 compression, and enhanced cybersecurity.

Synectics is, therefore, issuing an end-of-life notification for the Gen. 1 IP encoder platform within the COEX 2000 and 3000 range of camera stations.

The well-established COEX camera stations will continue to be manufactured using the newly developed 2nd generation IP encoder platform.

1.1 Affected Products

Products
COEX 2000 IP Camera Stations (using Gen. 1 IP encoder)
COEX 3000 IP Camera Stations (using Gen. 1 IP encoder)

1.2 Changes to Product Part Codes

To identify the change of IP encoder, the camera station part code idents have been modified to highlight the generation of IP encoder fitted. In addition, the part code structure has been expanded to include the specific media type for connectivity (Ethernet, Fibre, Coax, etc).

Please refer to the part code structure tables at the end of this document for reference.

1.3 EOL Notification Dates

The below milestone dates are related to the retirement of the Gen. 1 Encoding Platform.

Milestone	Date
EOL Notification Date	24 th March 2021
End of Sale	30 th June 2021
End of Shipment	30 th Nov 2021
End of Support	30 th Nov 2026

Synectics will continue to accept orders for products contained in this notification between the 'EOL Notification Date' and the 'End of Sale' date, subject to availability of stock.

Synectics will discontinue the manufacture and supply of all products contained in this notification after the 'End of Shipment' date.

Up until the 'End of Support' date, Synectics will continue to provide support and critical firmware updates for the products contained in this notification.

1.4 End of Support Definition

This notice serves as formal communication of Synectics' intent to end the life of the product noted. No guaranteed further support will be provided once the 'End of Support' deadline is reached for hardware or software issues, except for those customers with valid warranty or project extensions.

Synectics may at any time decide to extend the End of Support date. This will be communicated using an 'Extended End of Support' notification.

1.5 Supply of Gen.1 Encoder (Service Spare)

The Gen. 1 IP encoder (spare part order code **65-0003-0000**) will be available to purchase up until the End of Sale date, after which this component will only be available for warranty and service purposes.

1.6 Replacement Device/Software Compatibility

The Gen. 2 IP encoder shall be ONVIF-S and ONVIF-T compliant and will therefore offer interoperability with new and existing ONVIF-S compliant video management systems.

For systems or solutions where the Synectics proprietary 'SYNS' protocol is used, please contact Synectics to verify the continuity of the features and functions currently in use.

The technical specification and capability of the Gen. 2 IP encoder shall be equivalent or greater in performance to the Gen. 1 IP encoder. However, there are differences in operation and capability. If you have any specific requirements or concerns in this regard, please contact your local Synectics representative for support and advice.

For further information on the technical specification of Gen. 2 IP encoder-based camera stations, please refer to the relevant Gen. 2 datasheets that can be found within the Synectics Global Support Portal (see section 1.8).

1.7 Upgrade Assistance

Synectics is unable to offer the Gen. 2 IP encoder as a direct replacement spare part to facilitate an in-field Gen. 1 IP encoding platform upgrade.

Any upgrade or conversion that is offered for Gen. 1 camera stations shall be on a return-to-base arrangement only.

1.8 Response

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

For further information on camera stations containing either the Gen. 1 or Gen. 2 encoders, please refer to the relevant COEX product articles on the Synectics Global Support Portal (web links below).

COEX 2000 IP Camera stations (Gen. 1)

<https://support.synecticsglobal.com/hc/en-gb/articles/360016575998-C2000-Safe-Area-Camera-Stations-IP->

COEX 2000 IP Camera stations (Gen. 2)

<https://support.synecticsglobal.com/hc/en-gb/articles/360016462177-C2000-Safe-Area-Camera-Stations-2nd-gen-IP->

COEX 3000 IP Camera stations (Gen. 1)

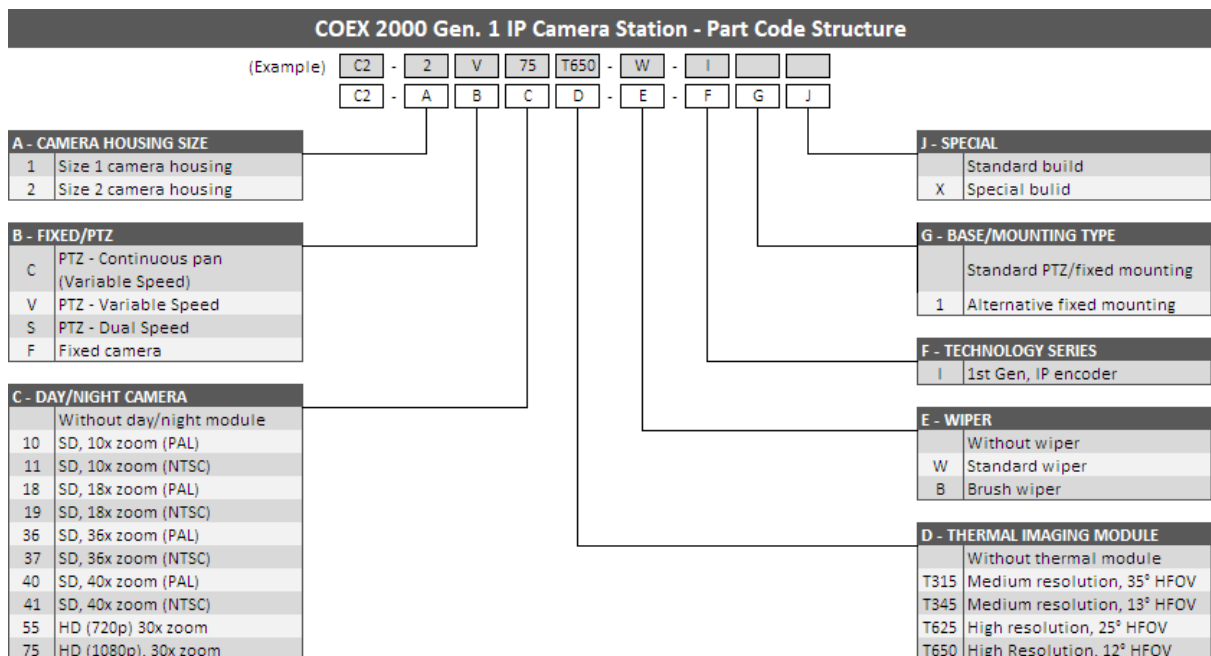
<https://support.synecticsglobal.com/hc/en-gb/articles/360016576038-C3000-Hazardous-Area-Camera-Stations-IP->

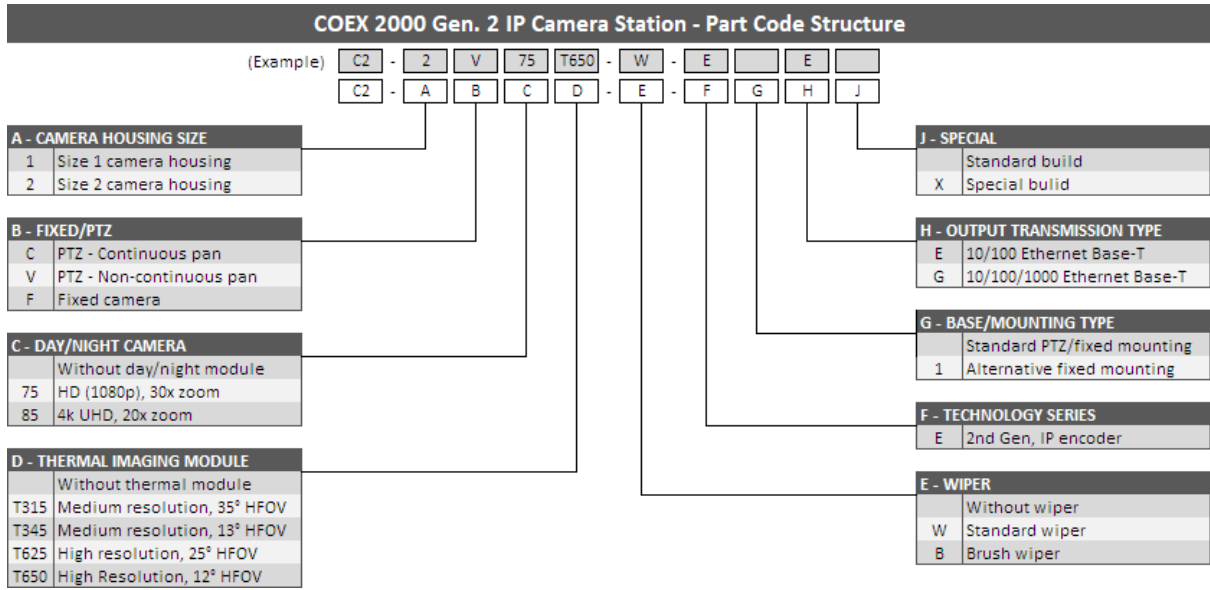
COEX 3000 IP Camera stations (Gen. 2)

<https://support.synecticsglobal.com/hc/en-gb/articles/360016462197-C3000-Hazardous-Area-Camera-Stations-2nd-gen-IP->

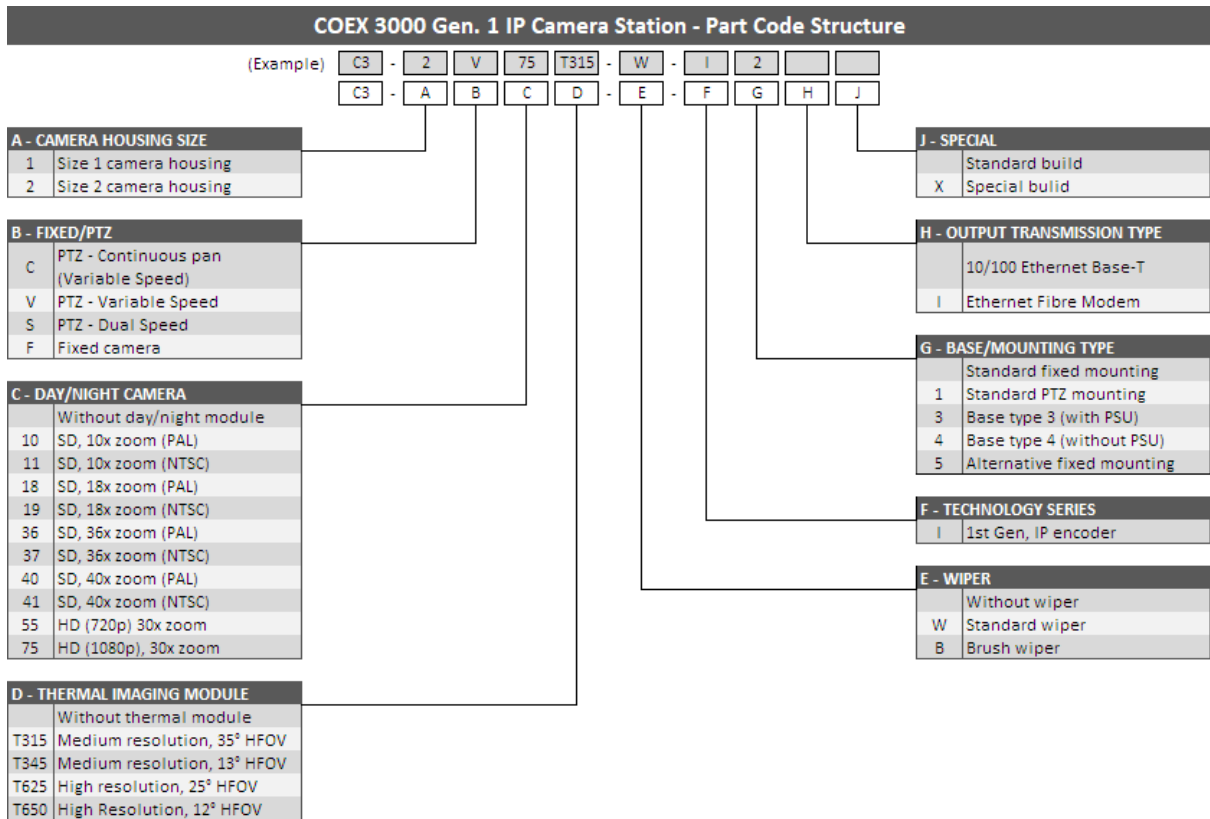
1.9 Product Part Code Structures

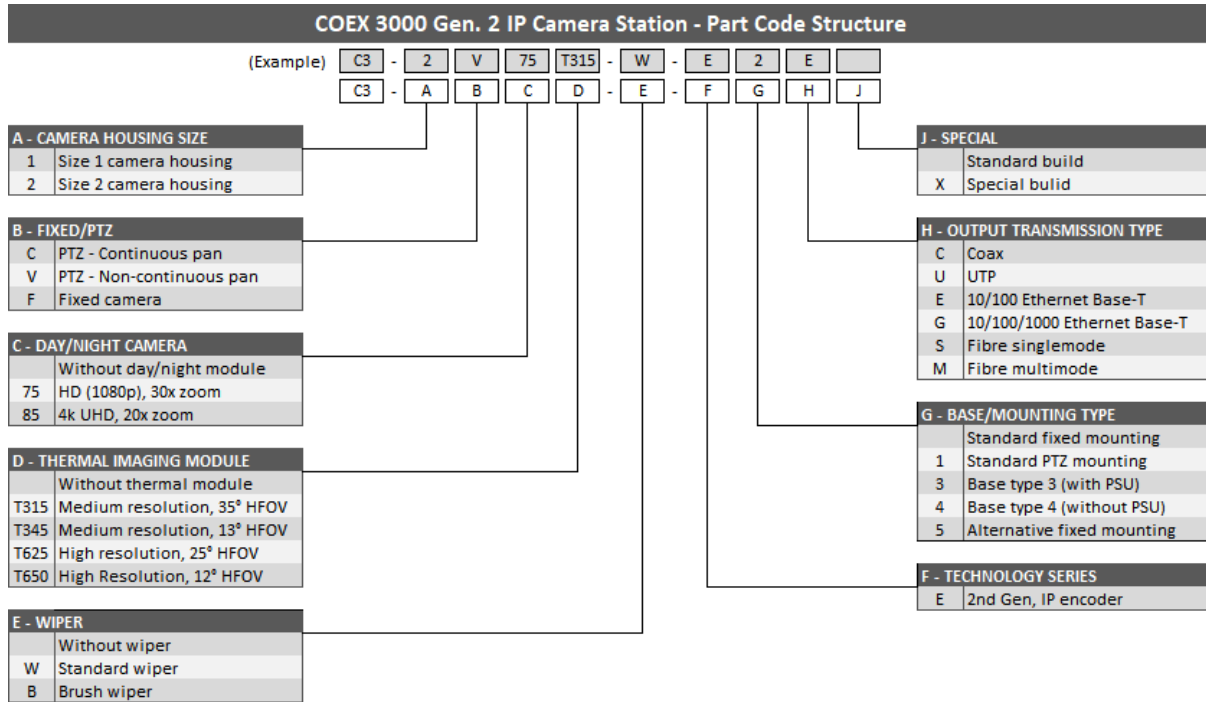
COEX 2000 Camera Stations





COEX 3000 Camera Stations





Example Part Code Equivalents

Gen. 1	Gen. 2
C2-1V75-W-I	C2-1V75-W-EE
C2-1S18-W-I	C2-1V75-W-EE
C2-1C75-I	C2-1C75-EE
C3-1V75-W-I1	C3-1V75-W-E1E
C3-1C75-W-I3I	C3-1C75-W-E3S or C3-1C75-W-E3M (dependent on fibre type)
C3-2V75T315-W-I4I	C3-2V75T315-W-E4S or C3-2V75T315-W-E4M (dependent on fibre type)