

End of Availability Notification

Micro 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 Micro V4 Client and Display Wall products, which are now available to order.

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

1.1 Affected Products

Affected Part Numbers	Description
SY-CLIENT-MICRO-V3	Synectics Client Micro V3
SY-WALL-MICRO-V3	Synectics Display Wall Micro V3

1.2 Reason for End of Availability

Synectics has transitioned to a new generation of hardware, as the Micro V3 hardware product can no longer be sourced.

1.3 Replacement Product Details

Replacement Product	Description
SY-CLIENT-MICRO-V4	Synectics Client Micro V4
SY-WALL-MICRO-V4	Synectics Display Wall Micro V4

Please see the product datasheets for more information about the replacement products.

1.4 Notification Dates

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

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.