

End of Availability Notification

SY-CLIENT-ULTRA-V2/SY-WALL-ULTRA-V2

Client Ultra V2 and Display Wall Ultra 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 Ultra V3 and Display Wall Ultra V3 products, which are now available for purchase.

Support for Client Ultra V2 and Display Wall Ultra V2 will continue to be available until September 2023, beyond which we will endeavour to maintain support wherever possible.

1.1 Affected Products

Affected Part Numbers	Description
SY-CLIENT-ULTRA-V2	Synectics Client Ultra V2
SY-WALL-ULTRA-V2	Synectics Display Wall Ultra V2

1.2 Reason for End of Availability

A subcomponent of the product has become unavailable, and the successor Client Ultra V3 and Display Wall Ultra V3 products are now released.

1.3 Replacement Product Details

Replacement Product	Description
SY-CLIENT-ULTRA-V3	Synectics Client Ultra V3
SY-WALL-ULTRA-V3	Synectics Display Wall Ultra V3

Please note that the replacement hardware product has different dimensions and specifications. Therefore, please refer to the product datasheet and ensure the successor product is suitable for your environment.

1.4 Notification Dates

Milestone	End Date
End of Availability	October 2020
Last Time Buy	October 2020
General Support*	October 2023
Extended Support*	October 2025
End of Life*	October 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 Firmware and Software Versions

Product	Last firmware	Last software
SY-CLIENT-ULTRA-V2	Manufactured version 1.4.0.0	Synergy 3 upgrades will continue to support this hardware – there is no current scheduled end of support
SY-WALL-ULTRA-V2	Manufactured version 1.4.0.0	

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.

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.

1.8 Response

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