

**To:** Distribution

**From:** Solutions Management – Hardware Portfolio

**Subject:** End of Life Notification for Sensormatic Synergy Media Display

**Bulletin Number:** EOL-HW-Y2025-M05-D16

**Date:** May 12, 2025

## END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of Sensormatic Synergy Media Display**. In alignment with this change, Sensormatic Solutions will be announcing the End of Sale (EOS), End of Support (EOSupport) and the End of Life (EOL) for this **Sensormatic Synergy Media Display**. To ensure a smooth transition, please find the key milestones and associated dates outlined below.

### Milestones

| Milestone                    | Date          |
|------------------------------|---------------|
| EoL Notification Date (EOND) | May 12, 2025  |
| End of Sale (EOS)            | May 16, 2025  |
| End of Support (EOSupport)   | July 15, 2025 |
| End of Life (EOL)            | July 15, 2025 |

*Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.*

### Applicable Regions

| APAC                                                                                | EMEA                                                                                | LATAM                                                                               | NA                                                                                    |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |  |  |

**With this announcement, the Sensormatic Synergy Media Display is being removed by the indicated dates.** Where applicable, we encourage you to reach out to Solution Management to discuss a long-term technology strategy.

For more detail about of the product codes (P/Ns) impacted please consider the Product Mapping list hereunder.

If you have any questions on the **End of Life Notice for Sensormatic Synergy Media Display**, please reach out to your Sales, Professional Services or Solutions Manager representative at [srs.solmgt.eol@jci.com](mailto:srs.solmgt.eol@jci.com).

| Impacted Product P/N | Description                                                                                                  |
|----------------------|--------------------------------------------------------------------------------------------------------------|
| LS478A1-JCNP-CG      | Sensormatic Synergy Media Display - Cool Gray<br>Includes mounting bracket, hardware, and built-in IP camera |
| LS478A1-JCNP-CC      | Sensormatic Synergy Media Display - Charcoal<br>Includes mounting bracket, hardware, and built-in IP camera  |
| 88A4801              | Sensormatic Synergy Media Display - Yearly Connect Player CMS per Media Display                              |

#### What does End of Sale Mean?

Once the End of Sale date is reached, this hardware product will no longer be available for purchase. Existing customers may continue to receive technical support and maintenance as outlined in their support agreements until the specified End of Support or End of Life date. Customers relying on this hardware should consider transitioning to a current model to ensure ongoing support and compatibility.

#### What does End of Support mean?

After the End of Support date, technical support, firmware updates, and maintenance for this hardware will cease. Certifications previously conducted to ensure compatibility and performance with specific applications will no longer be valid, and the hardware may not operate optimally with future software or system updates. Customers are encouraged to plan for device upgrades to maintain reliable performance and compatibility with newer standards.

#### What does End of Life mean?

After the End of Life date, this hardware product will be officially retired. All support, including firmware updates, technical assistance, and maintenance, will cease, and any certifications ensuring compatibility and optimal performance with specific applications will be invalid. Continued use of the hardware may result in compatibility issues or suboptimal performance, and users are advised to upgrade to a supported device to ensure ongoing reliability.