



## Discontinuation of Support: Visagraph

Dear Valued Customer,

This letter serves as a formal announcement that Reading Plus has begun to wind down the End-of-Life process for all Visagraph related hardware and software. Support for this product will officially end on **January 1, 2022**.

We truly appreciate your business over the years and hope you understand that this was not an easy decision. We have deliberated over this for many months and as a company, we have decided to shift our focus to other projects to help students improve their reading achievement.

Reading Plus recognizes the inconvenience of this change and wants to ensure you have ample time to plan your next steps, which is why we have begun the process of notifying our customers 2 years in advance. Below is some key information to acknowledge.

- All hardware and software support will end on **January 1, 2022**.
- Access to all online recordings will cease on **January 1, 2022**.

**NOTE:** Reading Plus encourages all users to begin downloading any needed reports and implementing any plans for alternative solutions, upon receiving this notification. For assistance downloading reports please refer to the step-by-step directions attached to this email.

If you have any questions, please contact our Customer Service team or view the [Visagraph FAQ page](#).

Kind regards,  
Reading Plus