



TeleWRITER Corporation

**400C Lake Street
Ramsey, NJ 07446**

TEL 201 825-4400 FAX 201 825-4401

Toll Free 888 908-1064

Toll Free 800 274-5189

**By: Bill B. Davis,
VP Sales & Marketing**

WHITE PAPER

TeleWRITER-AGS Goes to Work, TeleWork That Is!

SUMMARY

In the Information Age we live in, communications is essential to business, education and society. We have grown and developed through communications both personal and mass media. During times of catastrophic events, effective communications is necessary to our very survival personally and as a society.

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In the early development of the country, newspapers and books were the primary source of information and knowledge. In the 1900's telegraph was replaced by radio that was superceded by television for providing news and information to the public, private and government sectors. Television has proven overwhelmingly powerful and effective to provide timely information on world and local events. With advances in personal computing and communications technology, it was practical to migrate information interchange over the Internet, originally deployed by the US government for military to expedite information and logistics interchange. Today, the Internet has been transformed to a true worldwide information superhighway, right down to the last mile, which is delivery to homes, businesses and schools. In fact, today, many cities, municipalities and towns are considering practical Metropolitan Area Networks (MANs) to promote and grow business, commerce and education through wireless and radio technology.

Computers and productivity software, at this time, have been truly "personal" providing a way to automate the way we accomplish repetitive or manual tasks more easily and quickly. It is only due to national and international issues that people and business are looking for more advanced solutions that free them from their place of work or education, and allow human interaction that would normally require personal contact, and move it to a virtual electronic world. TeleWRITER Corporation has been developing and marketing a 'next generation' software that empowers the PC and their uses to expand their boundary of the PC box, to allow group interaction to share and work similarly to what would be typical in an office, classroom or conference room.

TeleWRITER has been used and depended on as a Distant Learning tool for education and corporate meeting collaborative engine since the 1980's. TeleWRITER-AGS™ is a multifaceted, multipurpose piece of software that front ends a PC, or can be used to connect multiple PC's in a collaborative computing and WEB conferencing session. Users familiar with TeleWRITER consider it indispensable because of its power to communicate information and concepts. Let's explore where and how TeleWRITER is ready to 'Go to Work, TeleWork'!

TeleCommuting – Law: Section 359 of Public Law 106-346 – Empowers TeleWorkers

TeleWRITER Corporation has an advanced web conferencing, collaboration, and application sharing software solution that is engineered to help government agencies meet their published goals for TeleWork/TeleCommuting. With TeleWRITER-AGS™, Agencies and TeleWorkers can choose to work from home or TeleWork Centers.

With TeleWRITER's help, remote employees who need to interface with coworkers on in-house computer programs, presentations and training can choose to be a fully interactive participant, or a passive observer, as needed. TeleWRITER's internet, TCP/IP software, can sit on top of other Windows-XP® programs and open up a new level of productivity for an employee once they are no longer relegated to the roll of being merely a 'passive observer'. Agencies will benefit by work accomplished, time saved, and boosted employee productivity and morale. Many Federal agencies have funded programs in place to promote TeleWork. Regrettably, this has not been widely deployed due to lack of knowledge of the availability, and up to this time, high costs of connecting an employee electronically to the main office. TeleWRITER solves this by being extremely robust in communication capability and incredibly cost effective at only a few hundred dollars per license to deploy.

TeleWRITER Can Meet Pandemic Planning & TeleWorking Objectives

Today is the time to prepare for natural or manmade disasters or pandemics events. TeleWRITER's, TeleWRITER-AGS, can be deployed as an anchor for communications as well as a software solution for 'Emergency Planning' and 'Work Continuation' for meeting Mission Critical needs. To a certain degree, we are better prepared to deal with catastrophic devastation from a hurricane and resulting disaster recover than we are to deal with a Pandemic. The recent series of hurricanes in 2004 and 2005 have shown after a hurricane hits, that's not the time to consider a plan of recovery and cleanup. By planning and deploying a productivity tool that can be effectively used today, with controlled emergency drills, the same systems can be used to expedite recovery, evaluation and cleanup.

Putting the power of TeleWRITER's web collaboration and application sharing software to work could mean the difference between having to insist that a healthy, but possibly infected, employees be at their desk, or protecting other employees by safely working from home. The key issue here is that remote but healthy employees can still help agencies accomplish their mission using TeleWRITER-AGS. This software is easy to use, even infrequent users will have little ramp-up time when called upon to use it during an emergency. Deployed before an emergency TeleWRITER's numerous uses will benefit employees in their day-to-day activity with productivity and time saving benefits. Most likely, employees will have a successful working knowledge of this product before an emergency and remote use will be needed.

TeleWorkers have access to Work Centers and funds to purchase TeleWork equipment, during a natural or manmade disaster, special communication needs must considered. Today some remote localities, and many of your employees, may not have high-speed internet access. Even if they do, during an emergency, you should plan and be prepared to maximize work without having access to high-speed internet services. TeleWRITER's software can help you communicate and continue your Mission Critical work even if some of your employees have 56k or slower modem connectivity communicating with far faster communication links.

TeleWRITER can help 1st Responders communicate events and needs better and call in remote experts with the power of full computer collaboration and image annotation.

The September 11th 2001 attacks and more recently, the hurricanes of 2005, are ones we should not forget. Each emergency has many personal tragedies and heroics stories, but each pointed out problems with emergency communications.

Experts continue to urge governments and agencies to improve their communication equipment and networks. More specifically, agencies need to address, expand and enhance interagency communications. Many city governments have helped this process by adding more intense and proactive training while they have been rolling out more and better internet Hot-Spots to enhance emergency connectivity. Various 1st Responder units have added online training as well as more and higher quality audio and videoconferencing tools and multimillion Communications Centers in this effort.

How can TeleWRITER help in this effort?

TeleWRITER is a computer software solution that can enhance videoconferencing communication while adding to the flow of information and enhance the value of new Communication Centers. For 1st Responders, it could open up possibly the only true cross-agency communications using computers and an internet link.

With TeleWRITER on-site of an emergency, Ground Zero images can be captured and broadcast to remote computers around the internet for various experts to see and evaluate. Experts will then have the ability, in real time, to share their ideas, make suggestions even annotate over images to point out key do or don't do items. All images and annotations can be seen and saved on each connected and networked computer screen. 1st Responders then have the ability to remotely add new images and information or be empowered with remote suggestions and directives to take immediate action. If needed, even a process order or document can be saved, signed, witnessed and filed at several locations.

These same images, with or without annotations can be seen or saved and forwarded to other experts and other 1st Responder agencies across the nation. They can then be reviewed and compared with local events, and possibly allowing for faster responses in the future. These same on-site images, with notes and annotation, can then be added quickly to daily briefings and future training class coursework.

Summary

Only a small number of Americans are of the ostrich types that today have their head in the sand and, on the other extreme, the 'Chicken Little' type exclaiming the sky is falling! The majority of the population has a somber and open attitude to dealing with how to better serve the population in the event of a disaster. By deploying TeleWRITER today and making it the communications vehicle for a disaster plan, all citizens can be served better with life and property protected to the highest degree.

TeleWRITER Features

While it would take more time and space than available, let's look at some key features of TeleWRITER-AGS (Advanced Graphics System).

TeleWRITER-AGS is a interactive Collaborative Computing, Multimedia and WEB conferencing software system. Conferees can capture, store, transmit, retrieve and annotate high resolution graphics, text or video images in real-time. It allows users to easily switch from an interactive mode to application sharing/collaboration for the joint running of most software applications.

TeleWRITER/AGS features whiteboards, graphic slide shows, high resolution video imaging, document scanning and multimedia video control. This wide variety of graphical media is easily incorporated and managed by a simple icon based tool bar.

TeleWRITER-AGS is inherently more secure to use, as it does not require a vulnerable communications server or use an Internet browser for connection. The economy and ease of use are significant side features. Our high level federal and military users prefer to handle their own encryption, and for that specific reason, we have not included any feeble encryption offering with the product that will impact how these users protect their session content.

TeleWRITER software is the product of more than twenty (20) years of development and is the most comprehensive audio/graphic software available today. It has been designed for easy use, incorporating the latest advancements in the PC and communication worlds. TeleWRITER was honored to be the recipient of TechLearn's Best of Show award in 'Collaborative Computing and WEB Conferencing 2005-2006'



To learn more about TeleWRITER Corporation and its products, or to receive a demonstration CD of the TeleWRITER system, contact:

TeleWRITER Corporation, Inc. HQ
Carl R. Ceragno, President
400C Lake Street, Ramsey, NJ 07446
TEL 201 825-4400 FAX 201 825-4401
Toll Free 888 908-1064
E-Mail carl@telewriterags.com

TeleWRITER Corporation, Inc. Sales
Bill, B. Davis, Vice President, Sales
45 Hampton Roads Ave.
Hampton, Virginia 23661
757 722-0054 Tel 757 722-9931 Fax
E-mail: bill@telewriterags.com

WEB URL www.telewriterags.com

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