Exhibit 1
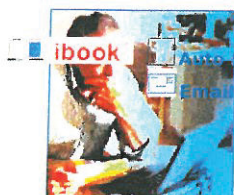
Contributor: *peterh* Date: *Wed May 08 19:22:45 PDT 2002* Previous Revision | Revision Index

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family systems

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Frequently Asked Questions about Family Systems

ibook   Auto Refresh   Edit Page   New Page   Upload   Insert Text   Spawn   iSticky   Ver. 3.0_82

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Some of the questions and answers on this page demonstrate the Family Systems audio recorder technology. Click on the underlined text, such as the main heading above, to hear recordings made with the audio recorder. If your computer is set up to play MP3 files, you can hear these recordings by clicking on the headings.

This site was developed using **Family Systems Ibook** technology.

Visit www.ibook.com to learn more about Family Systems Ibooks for your organization.

Who is Family Systems?

Family Systems is a distributed technology research and development organization that makes extensive use of its own work group collaboration products. A wide variety of innovative contributors each operate from their home locations internationally. The intellectual property they create and manage...software code, documentation, Web pages, and recorded conference calls...are stored on ibook®-enabled servers for web, fax and telephone content.

What products do you offer?

Family Systems offers the ibook family of products, including the ibook controller, ibook server, mysharer(tm), fax processor, and audio recorder tools. Family Systems designs personal systems to support individuals wherever they are. Our personal systems integrate Web, fax, email and telephone, and facilitate working remotely.

What is your Web Address?

You can find information about Family Systems as a company and about its R&D projects at www.familysystems.com. The Family Systems ibook Family of products is described at www.ibook.com. We have developed http://try.ibook.com as a site for trying out the ibook experience and establishing ibook-enabled sites of your own.

I thought the "iBook" was owned by Apple. Aren't you violating their trademark?

ibook® is a registered trademark of Family Systems Ltd. Family Systems Ltd. has a joint use agreement with Apple Computer Inc. for the use of the term "ibook." Family Systems may use the term in conjunction with hardware and software systems related to our patented interactive web based books and Apple may use the term in conjunction with notebook computers and related hardware and peripherals. We work closely with Apple computers to maintain this mark.

What is an ibook?

Family Systems holds a U.S. Patent on our ibook technology. At present, we have implemented only about half the functionality in the actual patent description reproduced here:

An interactive Web book ("ibook") system is provided that allows material to be contributed to the World Wide Web. An ibook is a self-extending, self-sustaining information-redistributing Web robot, which is resident on a data network such as the Internet or an intranet. Users may enroll with an ibook as viewers or contributors. Viewers may view ibook material, such as text or multimedia content. Contributors may contribute original material to the ibook or may create derivations of existing ibook material. Attribution information that identifies the source of material in a derivation is automatically generated. Information concerning the derivation of each work and its characteristics can be used to help the user navigate through ibook material. The ibook system keeps track of how often users access each work within an ibook. Contributors may be automatically rewarded (e.g., by a monetary distribution) based on the extent to which their contributed material is viewed by the users.

In less technical terms, an ibook is a collection of related web pages being managed by ibook technology, which allows for quick and simple creation, revision and tracking of changes.

So what are the pieces of ibook technology? How does it all work?

ibook technology includes the **ibook server** and the **ibook controller** for starters. The Java-based ibook server component is a series of Java Servlets, which currently run on Unix, Linux and Windows Servers. The ibook server integrates closely with the Apache Web Server and interoperates with ibook controller software running on client workstations. The ibook controller is written in Java as well.

ibooks are collections of standard HTML pages and may be viewed by any HTML compatible browser. The ibook controller is required only to create or revise ibooks held on the server machine.

What is mysharer?

mysharer is part of the foundation for the ibook family of products. It enables anyone to archive and publish their word processing, music, and other documents to the Web transparently and continually. mysharer may be installed on client workstations to allow users to designate folders of local files (e.g. word processing documents, spreadsheets, MP3 files, database files) that will be automatically published unattended across an IP network (e.g. across the Internet and intranets) to other workstations and servers. In effect, this allows you to mirror files automatically and unattended across the internet. mysharer server support is built into the ibook server and ibook controller.

What is audio recorder technology? How does it work?

Family Systems **audio recorder** is a hardware/software technology that allows users to record input into a standard sound card and manage these recordings. It is intended primarily to record telephone conference calls. Audio Recorder is typically connected to a conference call in the same manner as any other participant. We have versions that operate with standard POTS (plain old telephone service) lines or with ISDN service.

Audio recorder technology is the basis for several applications aimed at different types of users. Each audio recorder application requires an appropriate combination of hardware and software components depending the needs of typical users of the application. All audio recorder applications require a standard voice modem and an additional telephone interface device that can be purchased from Family Systems. The actual recording facility is comprised of both hardware and software that installs in a standard PC. The audio recorder installation interoperates with the ibook controller so that the recorder can be controlled via the Internet, and the optional Family Systems **index taker** may be used to set index points during a recording session. This lets you identify key starting points for particular decisions, discussions and other call content. After the conference call is completed, a Web page is automatically created with links back into the recording. The recording is saved in a highly compressed .MP3 file for playback. An optional Family Systems **audio publisher** may be used organize a recording into usable pieces with index points automatically defining stop and start points. The audio publisher does all of this as the conversation is being recorded.

Audio recorder technology users are thus able to record, notate (via index points) and preserve conference calls and meetings and have a web interface to allow users to view and click on any of the index point links and hear the actual conversation that took place when the index point was created.

The Family Systems **audio transcriber** option allows an assistant to later play the recording, controlling it via optional foot pedals and transcribing the entire conversation to a web page for future reference. Users of audio transcriber can therefore record, transcribe and provide access to conference calls, a critical part of building a better process for work group collaboration. Because this technology works across standard telephone lines and the internet, users who miss key meetings or conference calls, or are interrupted during calls may quickly and easily read and/or listen to the actual conversation that took place remotely, or even during the same call.

What is the fax processor?

Family Systems **fax processor** is a software facility that runs on a standard PC and uses a fax modem connected to a standard telephone line. Users may fax any type of document to the fax processor as they would to a standard fax machine. These documents are automatically converted into .PDF files and links to them are added to any Web page which has been designated for fax processor output. This allows users to have a centralized document repository via facsimile. Any web user with access to the fax processor associated Web page may view and print these documents from any location on the Internet or local intranet. In

addition, a link to each fax can be emailed automatically to every time a new fax arrives at its designated Web page.

How stable are these products?

Family Systems has been developing and using these products internally for several years to support our own enterprise. They have been developed and used as a result of our own needs for improving the collaborative work process and the development of complex, sophisticated software. We are continuing to enhance and test all the technologies and products mentioned in this document with various new types of hardware. We currently hold over 12 gigabytes of production ibooks and fully indexed and transcribed audio recordings. Family Systems employees and collaborators are using these technologies every day from locations across the US and internationally. As with all new software products, they may contain certain deficiencies that we have not yet found, but we feel they are robust enough for early adopters and others to try.

Is Family Systems an Internet Service Provider, and if so, can I acquire Web space and set up my own Web server through Family Systems?

Family Systems is not itself an ISP but we have formed a relationship with **Radiant Communications, Inc.** to market business and personal Web services packages that will provide users of Family Systems products with reliable high speed Internet DSL access in more than 50 metropolitan areas in North America, and additionally provide Web space and domain hosting services around the world from any location.

May customers download and try these products out for free?

Yes. Go to www.ibook.com for further information regarding downloading. We have set up a special 30-day trial server at http://try.ibook.com. Users may try Family Systems software for and 30 days and then decide to transition to an ibook-enabled server hosted by Radiant Communications or to their own in-house server.

How do I contact Family Systems?

Family Systems
225 Broadway Suite 1201
New York, NY. 10007
Tel: (212) 962-0766
Fax: (212) 962-0946
Email: info@familysystems.com

How do I obtain technical support from Family Systems?

Family Systems currently offers email technical support at no charge. Send your questions, problems, and comments to support@familysystems.com.

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