



- For Immediate Release -

**ColorID, LLC Presents “ColorID.Remote.Network.Software”**

*ColorID brings the convenience of on-site technical service to its customers via the Internet.*

CORNELIUS, NC – October 28, 2004 -- ColorID has introduced a new support tool for remotely diagnosing its customers' ID workstations across the Internet. ColorID's new remote diagnostic product, **ColorID.Remote.Network.Software**, allows ColorID's technical service team to remotely connect to a customer's ID system for troubleshooting purposes.

ColorID currently provides free phone support for all printer systems sold. This support now includes their **ColorID.Remote.Network.Software** at no extra charge.

This new remote diagnostic service dramatically cuts down the time to identify problems and correct them. It is not uncommon for ColorID service engineers to have a problem diagnosed and fixed in less than an hour or two. This gets their customers up and running quickly and often avoids, lengthy down time or a costly on-site visit.

At the customer's control, a service engineer is allowed access over the Internet into their ID station. The ColorID engineer can then evaluate and test the software system, database, ID Printer settings and much more. The customer has a complete view of each step the support engineer is taking while on the phone with ColorID. When the remote session is completed, the customer turns off the access to their ID system and control of the workstation is turned back over to the customer.

ColorID is a leading identification system supplier to the security card industry in the US and Europe. ColorID supplies a full line of security and access control card products, including ID printers, pre-printed cards, blank cards, software, ribbons, CardBook Cardholders and supplies. Products supported include Fargo, Datacard, Eltron and Nisca printers and supplies. You can reach ColorID at 888-682-6567 or visit their web site at [www.colorid.com](http://www.colorid.com).