

Benjamin Moore & Co. Moore's COLOR_x® System Release Notes & Installation Guide Version 6.39.2000



This new COLOR_x release contains the following changes to COLOR_x

Colonial Williamsburg Colors

Prescriptions for the Colonial Williamsburg colors are now available for the Element Guard products in the U.S. and Canada.

National Accounts Colors Added

Colors for: School of Rock, Raymour & Flanigan, One Medical, Key Structures, KFC, Burn Boot Camp, The Shade Store, City Furniture, and Spec Savers.

New Competitive Color Collections

The remaining colors in the following color collection have been added to this release of COLOR_x:
British Standard Colours - 122 colors

Benjamin Moore Prescriptions

For the complete list of updated prescriptions, see page 3.

Dymo 550/550 Turbo LabelWriter Printers

Dymo has recently introduced the LabelWriter 550 and LabelWriter 550 Turbo label printers. Be advised that these printers only work with genuine Dymo labels. They will not work with labels from third party label vendors.

Weekend Technical Support

Technical support is limited on the weekends. Please refrain from doing updates during this time, and limit calls to situations where you are not able to tint paint.

COLOR_x Help

While in the COLOR_x application, you can view the Operator's Manual and the Quick Start Guide by

clicking on Help, then choose COLOR_x Help for the manual or COLOR_x Quick Start.

Best Practices for Custom Color Matching and Competitive Company Colors

Always save and store custom matched color formulas and competitive company formulas made for your customers in the Customer File database in COLOR_x. This will assure that you have the exact formula that the customer previously purchased.

We routinely update our calibration database files to improve our color matching capabilities, which may alter the original formula.

Following this procedure will allow the customer to purchase the same formula in the event that they return to purchase more of this color for touch up.

Competitive Color Prescriptions

We have amassed an extensive collection of colors from competitor's color merchandise. This information is available in our Color Search option in COLOR_x. To see if a color exists, simply follow the same procedure you would for a Benjamin Moore color. Enter a color number or name, along with a product, and either select an individual company or check the "Search All" box above the "Select Company" drop down list. (See the Operator's Manual for more details.)

Unlike a Benjamin Moore color that displays a prescription created and approved by our Color Prescribing Lab, we store the measurement of the competitive color. The measurement is calculated in our color matching application to generate a color prescription the same as if you measured a custom color with a spectrophotometer.

When a customer requests a match to a competitive color, you should follow this procedure. First, look up the color in COLOR_x and determine if we have it in our system. If it is, a prescription will be calculated and displayed. Click on the button "Closest BM Color", this will list the five closest Benjamin Moore colors. Suggest to the customer that they look at our closest colors and see if that meets their color requirements. This has two benefits. If the color is acceptable, then you have a tested Benjamin Moore prescription to make the color and you have changed a competitive color specification to a Benjamin Moore color specification.

Second, if you or the customer has a sample of the competitive color merchandise then match the color merchandise just as you would match a custom color. Since the customer will be judging the color to the merchandise sample that should be your target. Depending on the age and condition of the merchandise, it may not represent what we have stored in COLOR_x.

Finally, if the customer does not like our closest color and no sample of the color is available then use the calculated match in COLOR_x.

If you have any questions, please contact technical support at 800-809-9213.

Prescription Changes since COLORx Version 6.39.1000 (United States)

The following color had its prescription changed in product 692-06: HC-77.

The following colors had their prescriptions changed in product CR13: CC-20, PM-3, and OC-149.

The following colors had their prescriptions changed in product CC65/CC55: 858, 1521, OC-14, and OC-20.

The following color had its prescription changed in product 532: 2137-50.

The following colors had their prescriptions changed in product 549/N549: 2121-70 and OC-65, 2130-40, and AF-110.

The following colors had their prescriptions changed in product N524: 2121-70 and OC-65.

The following colors had their prescriptions changed in product N526: 1617, 2128-60, and 2134-50.

The following colors had their prescriptions changed in several products: 221, 2109-40, 2144-70, OC-118, HC-31 and HC-77. Please refer to the revision date. Any revision date of 1/16/23 or later is a change for this version of COLORx.

The following colors had their prescriptions changed in products N634/N631/N629: PM-1 and OC-152.

The following color had their prescriptions changed in product N522: 2058-10, 2112-40, AF-75, and AF-155.

The following colors had their prescriptions changed in product 484: 462 and 1617.

The following colors had their prescriptions changed in product N528: 2132-10, AF-600, HC-190, and PM-9.

The following colors had their prescriptions changed in product 792: 833 and 1393.

Prescription Changes since COLORx Version 6.39.1000 (Canada)

The following colors had their prescriptions changed in product CC65: 858, 1521, OC-14, and OC-20.

The following color had its prescription changed in product K532: 2137-50.

The following colors had the prescriptions changed in product F549/K549: 2121-70, 2130-40, OC-65, and AF-110.

The following colors had their prescriptions changed in product F524/K524: 2121-70 and OC-65.

The following colors had their prescriptions changed in product F526/K526: 1617, 2128-60, and 2134-50.

The following colors had their prescriptions changed in several products: 221, 2109-40, 2144-70, OC-118, HC-31, and HC-77. Please refer to the revision date. Any revision date of 1/16/23 or later is a change for this version of COLORx.

The following colors had their prescriptions changed in product F634/F631/F629: PM-1 and OC-152.

The following color had its prescription changed in product F522/K522: 2058-10, 2112-40, AF-75, and AF-155.

The following colors had their prescriptions changed in product F484/K484: 462 and 1617.

The following colors had their prescriptions changed in product F528/K528: 2132-10, AF-600, HC-190, and PM-9.

The following colors had their prescriptions changed in product K792: 833 and 1393.

Moore's COLOR_x® System Installation Guide

The Benjamin Moore COLOR_x Prescription Book and Color Matching System programs are incorporated into a single software package. It is available on the Benjamin Moore Retailer Gateway, retailer.benjaminmoore.com and runs on the Windows® XP service pack 3, Windows® 7, Windows® 8, and Windows® 10 operating systems.

COLOR_x Minimum System Requirements

- Intel Pentium® processor 1 GHz or higher.
- 2 GB of RAM
- 4 GB of free hard disk space.
- Video card capable of supporting 16M colors
- Printer
- Serial or USB port for spectrophotometer & barcode reader
- Windows® XP service pack 3, Windows® Vista, Windows® 7, Windows® 8 or Windows® 10

X-Rite MetaVue and i1 Paint Spectrophotometer Minimum System Requirements

- Windows 7 SP1 (32 or 64 bit)
- Windows 8/8.1 (32 or 64 bit)
- Windows 10 (32 or 64 bit)

Windows® XP and Vista are not supported for these spectrophotometers

Installation

If you are downloading COLOR_x from the Benjamin Moore Retailer Gateway, retailer.benjaminmoore.com, the file will automatically download to the default location for your web browser after clicking on the DOWNLOAD button. After the download has completed, close running versions of COLOR_x, double-click the downloaded file, and follow the prompts to install.

If you don't have internet access on the computer running COLOR_x, you can download the COLOR_x installation file directly to a flash drive from another computer which has internet access.

To install COLOR_x from a flash drive, be sure that there are no other applications running. They should be closed before attempting to install the program. If your system has any automatic virus detection software enabled, it should be disabled before installing.

Insert the flash drive into a USB port. Open Windows Explorer and click on the flash drive letter. Now click on the ColoRx6xxxxxx.exe file.

The installation procedure will automatically start and bring you to the **Welcome Screen**. The Setup Wizard will guide you through the installation.

License Agreement

As you start the installation, the License Agreement screen appears. Be sure to read this license agreement. If you disagree with the terms of the agreement, then click on the Cancel button to exit the installation. If you agree with the terms, then check the appropriate box to continue the installation. The installation will prompt you to select the software region, United States or Canada. The default is United States.

Note: If you have a previous version of COLOR_x 6, this installation will not write over any stored samples or stored customers. They can still be accessed.