



# Benjamin Moore Color Portfolio™ App & ColorReader Frequently Asked Questions

**1. What version of Bluetooth® is the minimum requirement to connect the app to the ColorReader?**

The minimum requirement to connect the app to the ColorReader via Bluetooth® is v. 4.0 or higher.

**2. My ColorReader device is working well as a standalone, but it's not connecting to the app: What is wrong?**

Please try deleting the mobile app and then reinstall it. If this doesn't work, contact Datacolor Support ([datacolor.com/bmsupport](http://datacolor.com/bmsupport))

**3. Is it possible to use multiple devices with the same mobile app registration?**

No. Only one device may be connected at a time. The user needs to disconnect the current device to connect to a new one.

**4. How do I set up my Benjamin Moore ColorReader device and connect to the app?**

**Step 1** Charge or plug in your device via the USB cable provided. While charging, download the free Benjamin Moore Color Portfolio app (iOS® or Android™).

**Step 2** Turn the device on (green light indicates device is on). Tap the serial number button on the phone app to enable Bluetooth® connection to “wake up” ColorReader, linking device to the app.

**Step 3** Screen will appear that says “ColorReader is Ready.” On the screen there may be an alert saying “Your ColorReader needs calibration.” Tap that to go to the Calibration menu. Follow the app instructions to color calibrate your ColorReader.

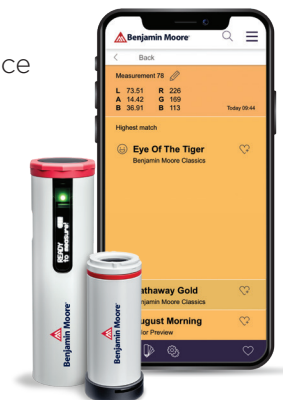
**Step 4** Place the device on the flat, solid surface of a color you want to measure then press the Start measurement button on the app. Check the app for the color match.

**Step 5 (for ColorReader Pro)** Place the device on the flat, solid surface of a color you want to measure then press the top button on the device or Start measurement button on the app screen. Check the app or the device screen for the color match.

Please note: you must Sync fan decks from the app to the device first to see results on the device display.

**5. How accurate are the color readings from the ColorReader device?**

The color matching accuracy rate is over 90%.



**6. Can I get matches from competitive color collections with the ColorReader device?**

The ColorReader defaults to Benjamin Moore colors, however a selection of collections from other well-known paint companies can be manually activated. You will find a list of available fan decks by tapping the fan deck icon at the bottom of the ColorReader screen.

**7. Does the surface I am using the device on make a difference? What if the surface is not smooth?**

The device is not designed to measure color on a rough or uneven surface. The ColorReader is able to identify color accurately by blocking out all surrounding light. This requires the device to be placed flat on a surface. Any texture that would alter the ability to remove all outside light or affect the way the calibrated light shines on the color could change the result.

**8. How do I ensure that the search results on the Benjamin Moore Color Portfolio app appear on my ColorReader Pro device as well?**

For the mobile app and the ColorReader Pro device to display the same results, be sure to select and sync the chosen fan decks via the “Sync Fan Decks” option found on the app.

**9. When Benjamin Moore has fan deck updates, do I get this update automatically?**

Yes, the updates will be pushed automatically to all users.

**10. I'm getting an “Invalid Calibration” message and my colors are coming out wrong.**

Please contact Datacolor Support ([datacolor.com/bmsupport](http://datacolor.com/bmsupport))

**11. Is it possible to use one ColorReader Pro unit for several (app) users?**

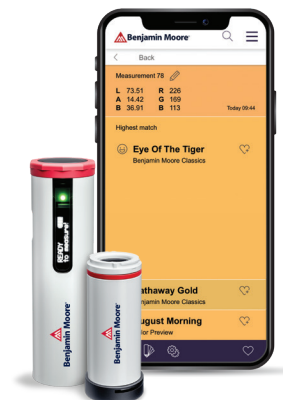
Yes. Currently, there are no restrictions on individuals downloading, installing the app, and connecting to the same ColorReader / ColorReader Pro device.

**12. What is the storage capacity of the ColorReader Pro device for searched color results per unit?**

The Pro device holds up to 10,000 colors. These colors are displayed on the OLED screen.

**13. How do I enable or disable certain fan decks in the Benjamin Moore Color Portfolio app?**

The Benjamin Moore fan decks are the default fan decks. To activate or deactivate other fan decks, tap the fan deck icon at the bottom of the ColorReader screen. Here you will see a list of fan decks that can be selected or deselected. Select the fan decks you would like to include in your color measurements. For the ColorReader Pro, you can select fan decks for synchronization by tapping the device icon on the ColorReader screens. Here you will find a list of available fan decks that can be loaded onto the ColorReader Pro device. Select the fan decks and tap the sync button to complete the process and enable your device to display readings from the selected fan decks.



#### 14. What is the difference between the ColorReader Pro and the ColorReader?

ColorReader Pro and ColorReader both measure and provide the closest color matches to popular paint fan decks. The ColorReader Pro has an OLED display that allows it to show color matching results independently of the Benjamin Moore Color Portfolio app (iOS® and Android™). The standard ColorReader needs the app to see the color matching results. Both the Benjamin Moore ColorReader and ColorReader Pro require the Benjamin Moore Color Portfolio app to function. The ColorReader Pro is larger and includes a pouch for storage while on the job site. Both ColorReader and ColorReader Pro need periodic calibration. The calibration tile is integrated into the cap that protects the sensor on the ColorReader; for ColorReader Pro, the calibration tile is stored in the pouch. To learn more about both ColorReader and ColorReader Pro, visit [benjaminmoore.com/colorreader](http://benjaminmoore.com/colorreader) or contact Datacolor Support ([datacolor.com/bmsupport](http://datacolor.com/bmsupport))

#### 15. How do I add fan decks to my Benjamin Moore ColorReader/ColorReader Pro?

You cannot add new fan decks to the list; the range of fan decks available is already supplied.

#### 16. How can I send rendered images to my clients?

Once a rendering is complete on the app, it can be saved to the camera roll on your phone or tablet. From there you can include the image in estimates and send renderings.

#### 17. Does the Photo Visualizer also work for exteriors?

The Photo Visualizer does work for exteriors, however shadows on siding or other exterior materials may make it necessary to use the paint brush and pencil tools to cover the area to be rendered.

#### 18. Are all of the Benjamin Moore Colors in the app?

Colors from the Color Preview®, Benjamin Moore Classics®, Historical Collection, Affinity®, Off-White Collection, and Designer Classics are all available in the app. Benjamin Moore collections that are not included are Aura® Color Stories®, Williamsburg® and Century®.

#### 19. Can the mobile app work without a connected ColorReader?

Yes, the app works on its own, giving access to the digital fan decks, Photo Visualizer and Video Visualizer to those who do not have the ColorReader device. A Benjamin Moore ColorReader device is required to do color matching.

#### 20. What devices can I use to install the mobile app?

iPhone® iOS® v. 13 or higher

iPad® OS® or higher

Android™ 7.1 or higher

#### 21. How do I save colors in the app?

When scrolling through fan decks, tap the heart icon and add colors to the favorites section of the app. To remove a color, just tap the heart again and the color will be removed from the list.



## 22. How does the LRV (Light Reflectance Value) slider tool work?

The LRV slider tool is found in the color grid layout of the fan decks. It allows for sorting colors by LRV, with the “min” referring to a low LRV or darker color. Likewise, “max” refers to a higher LRV, or a lighter color.

## 23. How do I work with the Video Visualizer?

Select the Video Visualizer tool, then scroll through the Benjamin Moore fan decks and choose a color to try on in your space. Hold the phone or tablet steady and tap the surface to apply color. Color will begin to move onto the surface. Once an area is masked, save the image by tapping the save icon at the bottom of the screen; the image will be added to your camera roll.

## 24. Once I am in the Photo or Video Visualizer, how do I switch to another fan deck?

Tap the fan deck icon at the bottom of the screen to return to the main collections screen. Select the preferred fan deck and you will be brought back to the visualizer function. From here, select colors of interest and apply to the surface.

## 25. How do I adjust the sensitivity of the Video Visualizer?

On the bottom of the screen there is an icon with a series of lines; tap this for the Magic Wand to appear which can adjust to better accuracy as the surface is selected.

## 26. How do the Photo Visualizer tools work?

The Magic Wand tool allows for a surface to be selected so color can be applied. The pencil tool refines the accuracy of the area being masked. For example, if there is artwork on a wall that should not be masked, this tool helps increase the accuracy around elements in the room. The eraser tool allows masked areas to be edited or removed. By tapping the “Layer” icon, a new surface can be selected, masked and colored.

**Contact your local Benjamin Moore Contractor Representative or Architectural & Design Representative for more information about The Benjamin Moore Color Portfolio app, Benjamin Moore ColorReader and ColorReader Pro.**

### For Questions and Support Contact:

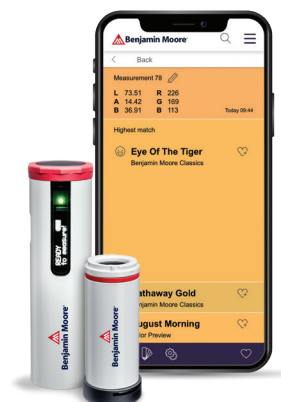
Contact Datacolor online: [datacolor.com/bmsupport](https://datacolor.com/bmsupport)

For U.S., call: 800-438-2585.

For Europe, call: 00800 700 800 70

### To purchase ColorReader or ColorReader Pro

Visit [benjaminmoore.com/colorreader](https://benjaminmoore.com/colorreader)



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