



Canvia: The Realistic Art Display and Platform

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1 : What to expect from the old Canvia device(Steps to register)?

Note: Old Canvia devices purchased from Amazon or Ebay may not have factory reset, and very likely, it should be registered to the previous owner's name and email.

To register the device to yourself (new user), you need to follow these steps:

- (i) Install Desktop app
- (ii) Connect to your home wifi
- (iii) Delete Previous 'User or Registration' with the help of Canvia support team
- (iv) Click on the IP address and under "Device Settings" section, click on "system reset"
- (v) Click on "Register/Authenticate Device"(in blue color) at the bottom of the "Device Setup" page
- (vi) Install latest device firmware to make sure it is updated

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2 : Links to Download Canvia desktop app and Registration

Mac:

Download Link: [Click here](#).

[Check this link for installation help: <https://kubadownload.com/news/codesignsign-app>]

Windows:

Download Link: [Click here](#).

Note: If you have Windows 10, then you can find Desktop app in App store also. Search for “Canvia desktop”.

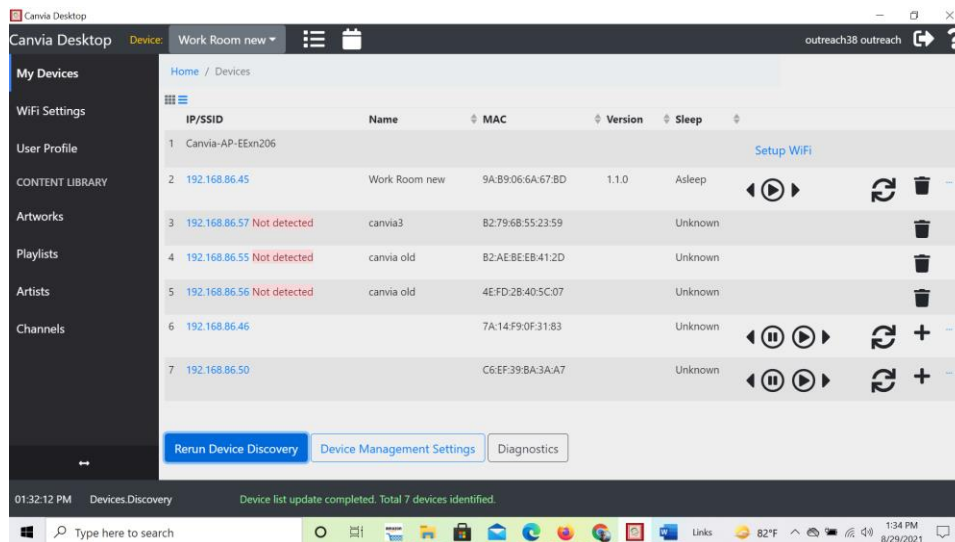
[If Required, Right click on EXE install file and give permission for installation]

3 : After Installation (Connect your device to WiFi)

a) Use your canvia login/password after desktop app installation.

b) Goto “WiFi settings”-> use your home wifi credentials and click "Save"

c) Goto->My devices-> click “Rerun Device Discovery”. You need to wait till you see “Canvia-AP-cjhuqye” under SSID/IP and “Setup WiFi” on the right-hand side as shown below



Note: Ignore “Not in WiFi” or “Not detected” rows. Those will appear only if you have more than devices that you tried to register previously. Other IP addresses are shown if there are multiple registered devices.

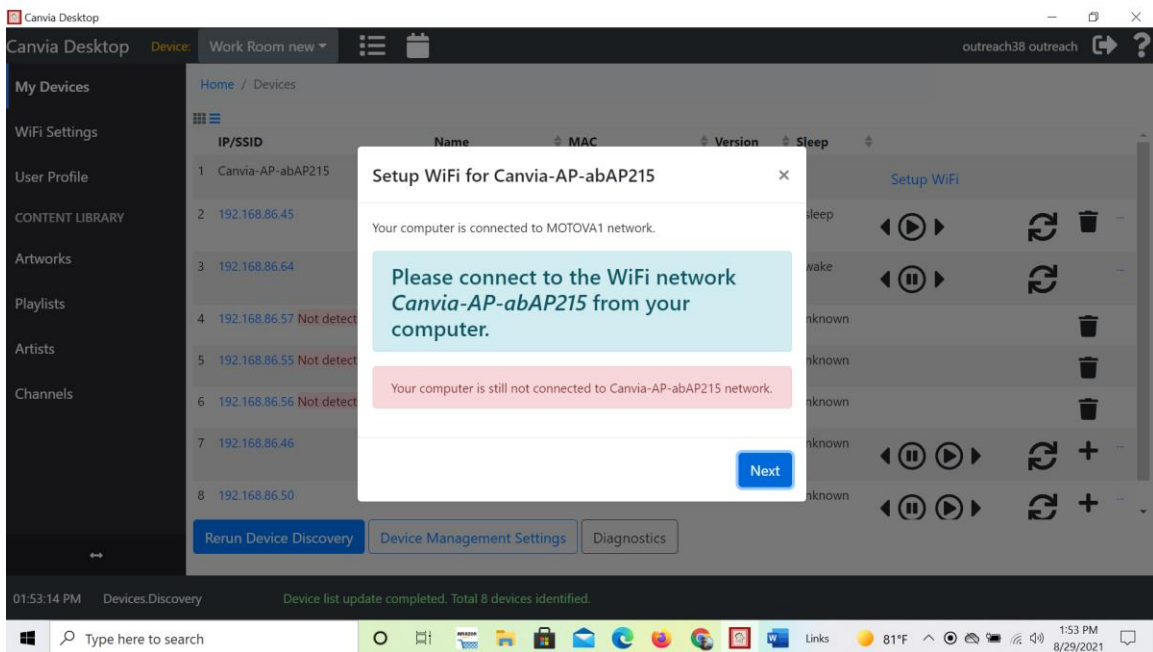
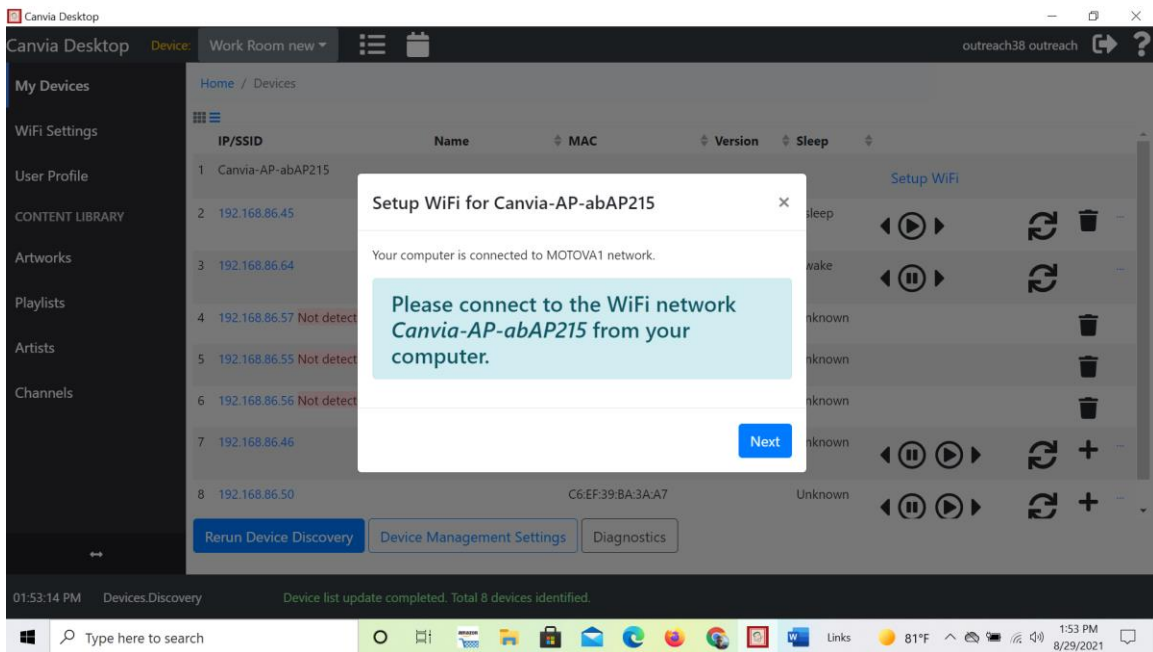
d) Click on “Setup WiFi” and follow the onscreen instructions

(i) Connect your computer to the Canvia network with a name similar to “Canvia-AP- cjhuqye”

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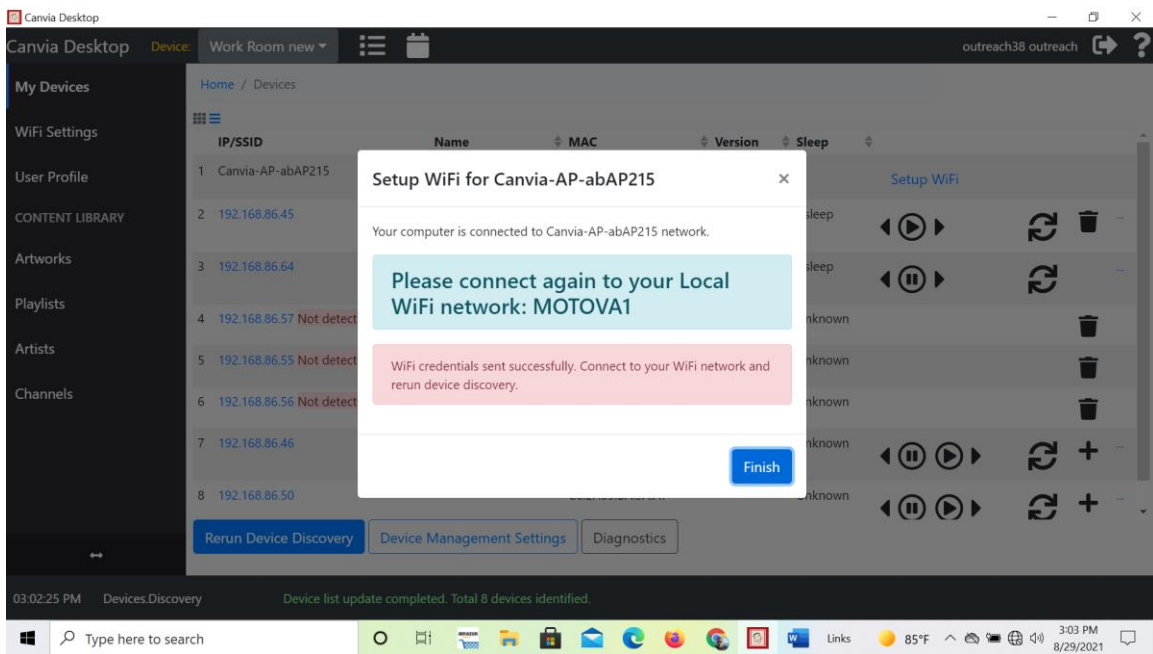
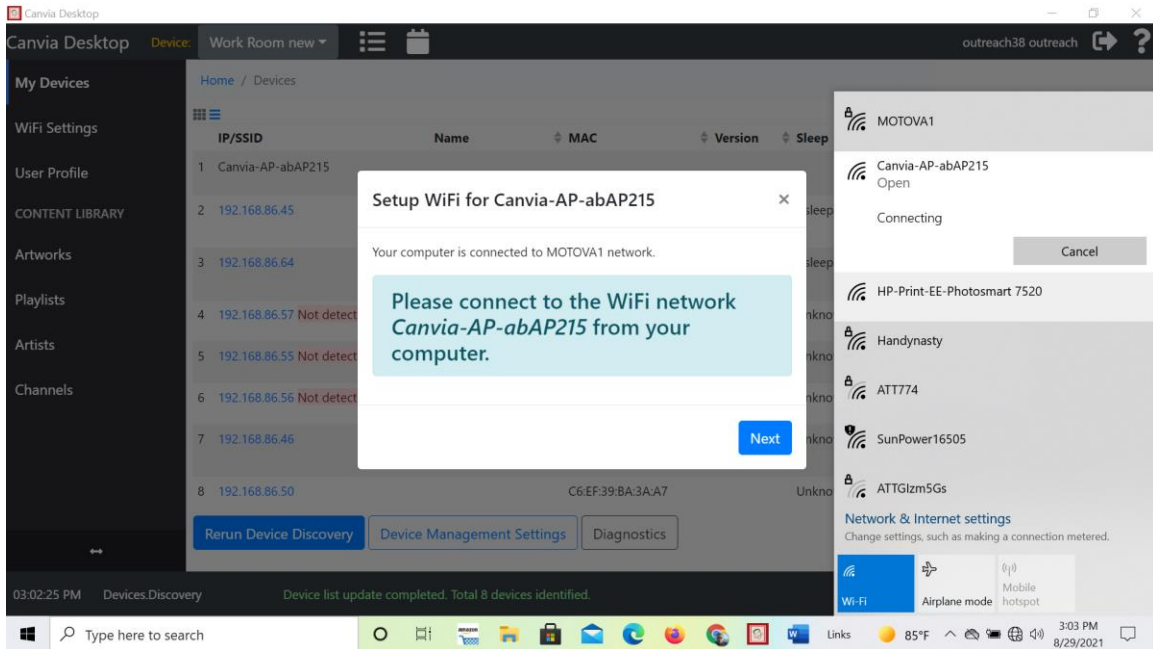
Note: If you click “Next” without connecting your computer to Canvia-AP network you will see above warning.

(ii) Click “Next” after connection. You will see message that WiFi credentials were sent successfully. Click “Finish”.

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- e) Goto->My devices-> click “Rerun Device Discovery”. You need to wait till you see your IP address under SSID/IP.
- f) Once you see IP address, click on the IP address and you will land on the “Device Setup” page.

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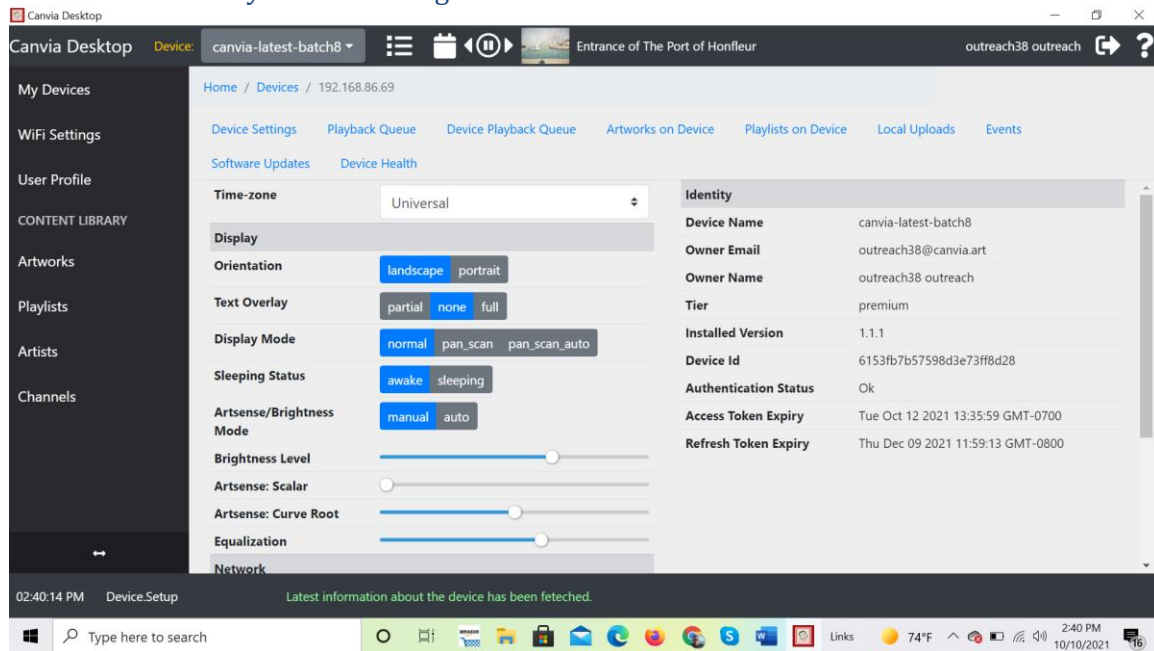
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4: Delete Previous 'User or Registration' with the help of Canvia support team

- a) Click on the IP address, check on the "Device Setup" page, if owner email and name are still reflecting previous owner.
- b) If you find previous owner name and email, let the support@canvia.art team know that the previous owner name/email/mac id. We strongly recommend you to send the screenshot as shown below, so the support team can delete the previous owner from the Canvia system and you can register the device in your name.

Note: Without deleting the previous owner, you will not be able to use the device properly. As there can be only one owner registration for each device.



5: System Reset (Important step to delete previous user data)

- a) For system reset, goto->Home->Devices->IP address->"Device Setup" and click on "System Reset"(in red color) at the bottom of the "Device Setup" page .

Note: This step is very important to ascertain that previous user data is deleted from the Canvia device.

6: Registration (Important step to register device to the new owner)

- a) To register a new device, goto->Home->Devices->IP address->"Device Setup" and click on "Register/Authenticate Device"(in blue color) at the bottom of the "Device Setup" page

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b) Your device should be registered, and you should see one image on the Canvia device. Try refreshing and check the “Device Setup” page-you should see all your name/email etc. appearing on the righthand side of the “Device Setup” page. You can use your mobile app now and connect through the website.

c) “Device Setup” page allows you to see all setup-related parameters. You can manage all parameters of Canvia from this page and see your registration credentials, firmware version etc.

d) You should definitely install latest device software, as device may not have latest firmware.

6: Install the latest firmware in the Canvia system

a) Use your Canvia login/password after desktop app installation.

b) Goto “WiFi Settings-> use your home wifi credentials and click "Save"

c) Goto->My devices-> click “Rerun Device Discovery”. You need to wait till you see your IP address under SSID/IP.

d) Once you see IP address, click on the IP address and you will land on the “Device Setup” page

e) To update with the latest software, goto Home->Devices->IP address->” Software updates”

->”Install latest bleeding-edge version"

f) To update with current stable software, goto Home->Devices->IP address->”Software updates”->”Reinstall current stable version"

g) Please see the screenshot below

The screenshot shows the Canvia Desktop interface. The top navigation bar includes 'Canvia Desktop', 'Device: Work Room new', and 'outreach38 outreach'. The main content area is titled 'Home / Devices / 192.168.86.45 / Updates'. Below this, there are tabs for 'Device Settings', 'Playback Queue', 'Device Playback Queue', 'Artworks on Device', 'Playlists on Device', 'Local Uploads', and 'Events'. A sub-section for 'Software Updates' and 'Device Health' is visible. A table shows the device's status:

Activity: None	Device	online	Current stable version	1.0.2	Installed version	1.1.0
[Buttons: Reinstall current stable version, Repair installation, Check for updates now, Install latest bleeding edge version, Install from dev channel]						

The bottom status bar shows the time as 03:32:44 PM, the page title 'Device.Software.Updates', and the status 'Updating status.' The Windows taskbar at the very bottom shows the search bar, taskbar icons, and system tray with the time 3:32 PM on 8/29/2021.

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h) Screen will go blank and will come back to normal.

i) If you need help, contact support@canvia.art

Note: If you see it gets stuck at the blank screen, you can power cycle or unplug the power and plug it back.

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