The device is offline (on web and desktop app)? or Turning on Canvia after months, what to do?

Technical issue and solution:

Two issues

(a) Canvia device may have lost connection with the Canvia backend system or in other words may have lost authentication due to our strict security protocol.
   - Follow the step below to authenticate the Canvia device using the desktop app **(preferred method as it has advanced tools to fix all local issues)** or mobile app

(b) Canvia device may not have updated firmware

- Update Canvia with the latest firmware using the desktop app

Step 1: Reset the Canvia device.

To reset your device:

If you need to reset your device and return to AP mode at any point during setup, press the square black button (on white base, recessed within hole, as shown in the picture below) 4-5 times with approx 1 sec interval. You will need the front tip of a pen to press this button.

Note this reset button is next to the visible round black button that is not recessed. If you are able to press with your fingers, then its wrong button.

After resetting the device, you will see two changes

(i)   *Canvia screen will show this message:" Device is in access point mode. Please……..."*

(ii)   In the list of WiFi networks, you will see "Canvia-Ap-hjflfqe" type of network

Note: If you are able to confirm the above two, it means the device is in access point mode and you were successful in resetting the device.

Step 2: Connect Canvia to your WiFi

You can use the mobile app or desktop app for connecting Canvia to your home/office wifi.

Note: Please check the mobile app and desktop app document for exact steps. Desktop app steps are mentioned here in this document as well in step 3.

Step 3: Authentication

Mobile app:

Please logout and log back in from the mobile app(Your mobile app must be connected to your home or office wifi)

Desktop app:

Authenticate the Canvia device when you get token error or device if offline

Authenticate Canvia device after wifi connection

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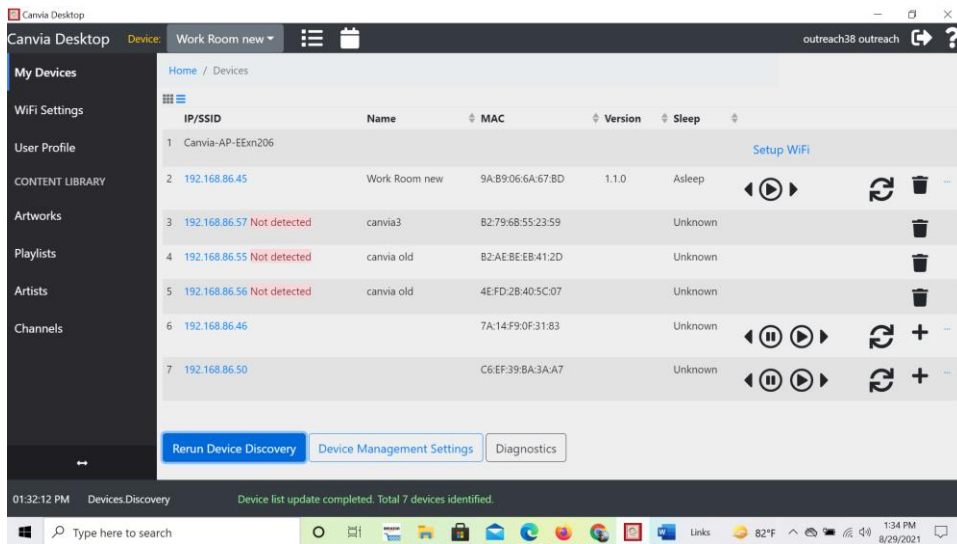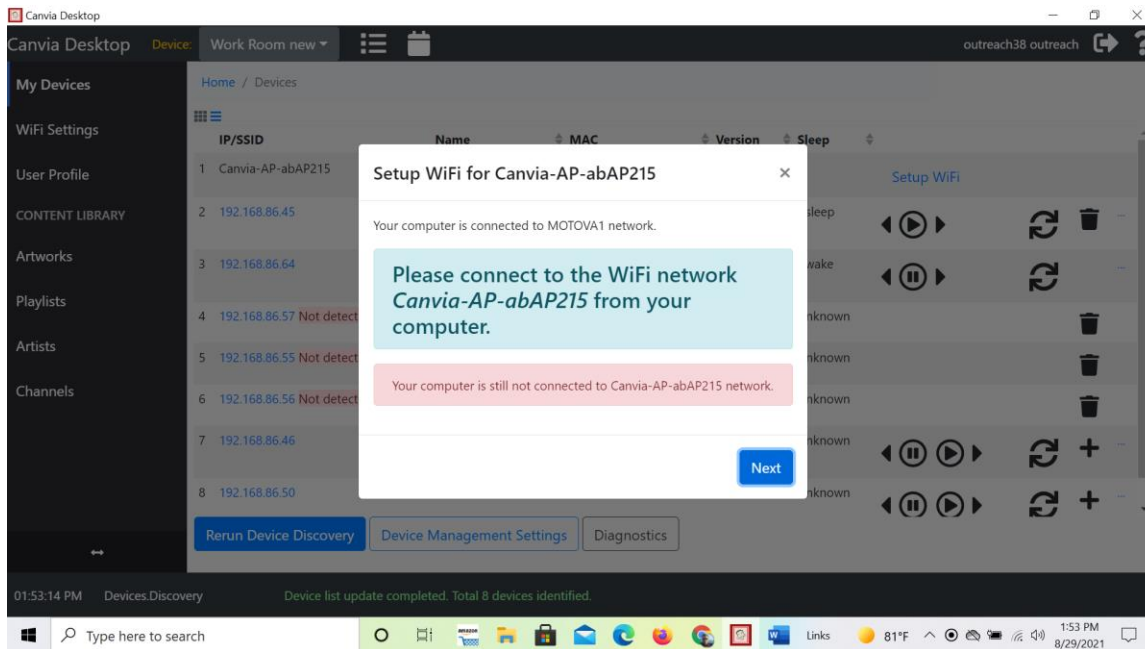
Note: Ignore "Not in WiFi" or "Not detected" rows. Those will appear only if you have more than devices that you tried to register previously. Other IP address are shown if there are multiple registered devices.

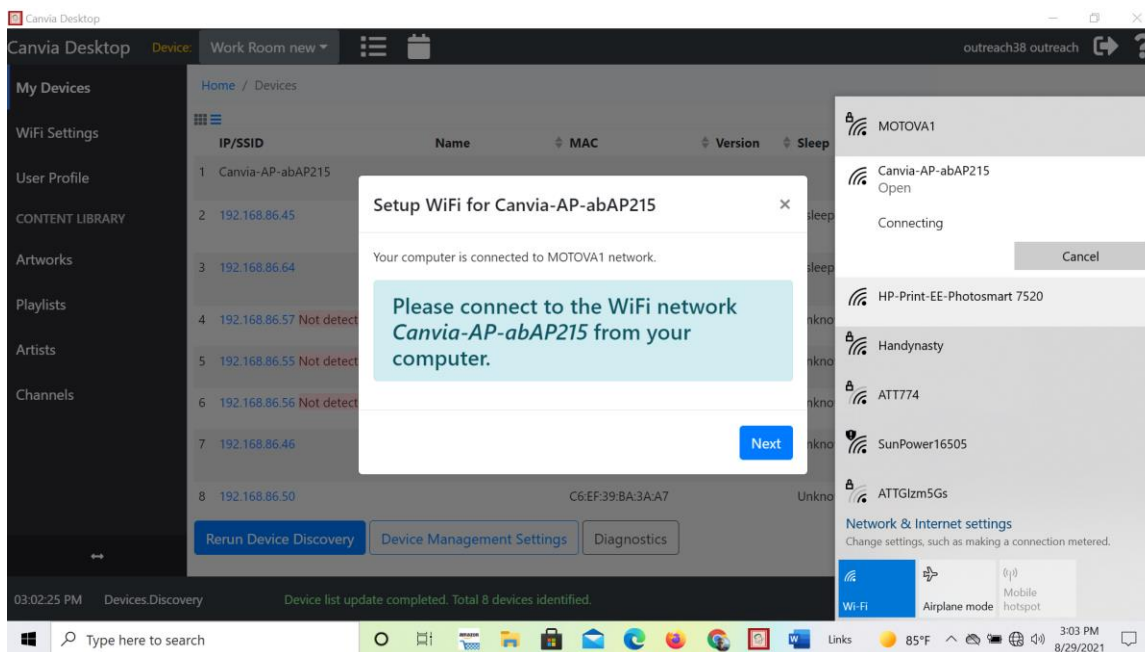d) Click on "Setup WiFi" and follow the onscreen instructions

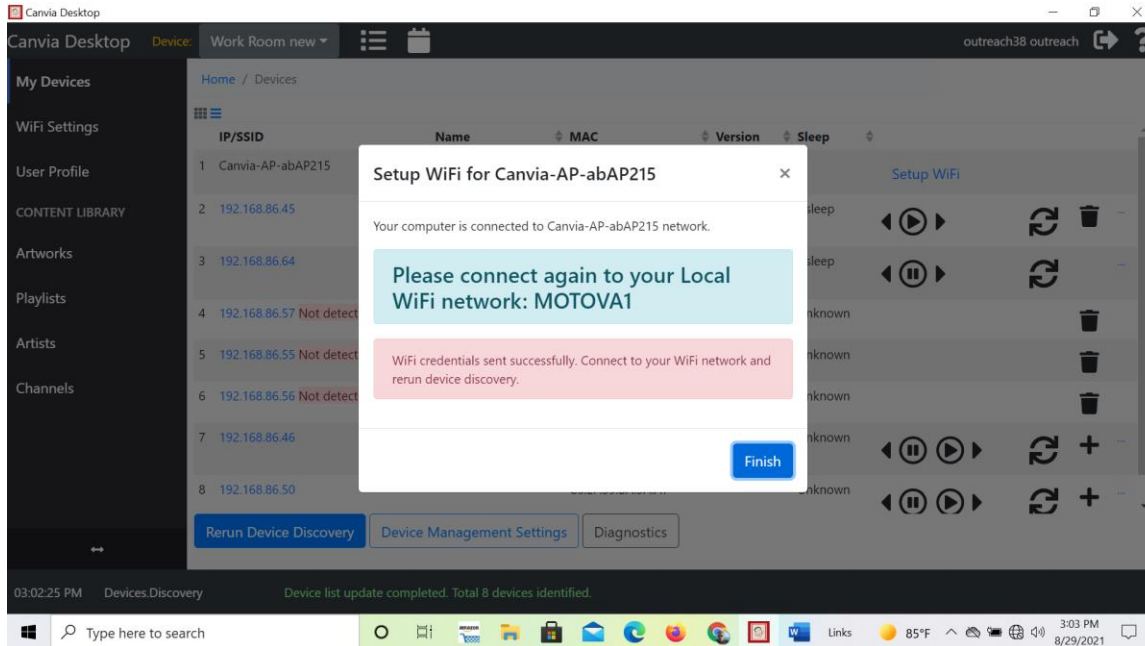   (i) Connect your computer to the Canvia network with a name similar to "Canvia-AP-   cjhuqye"
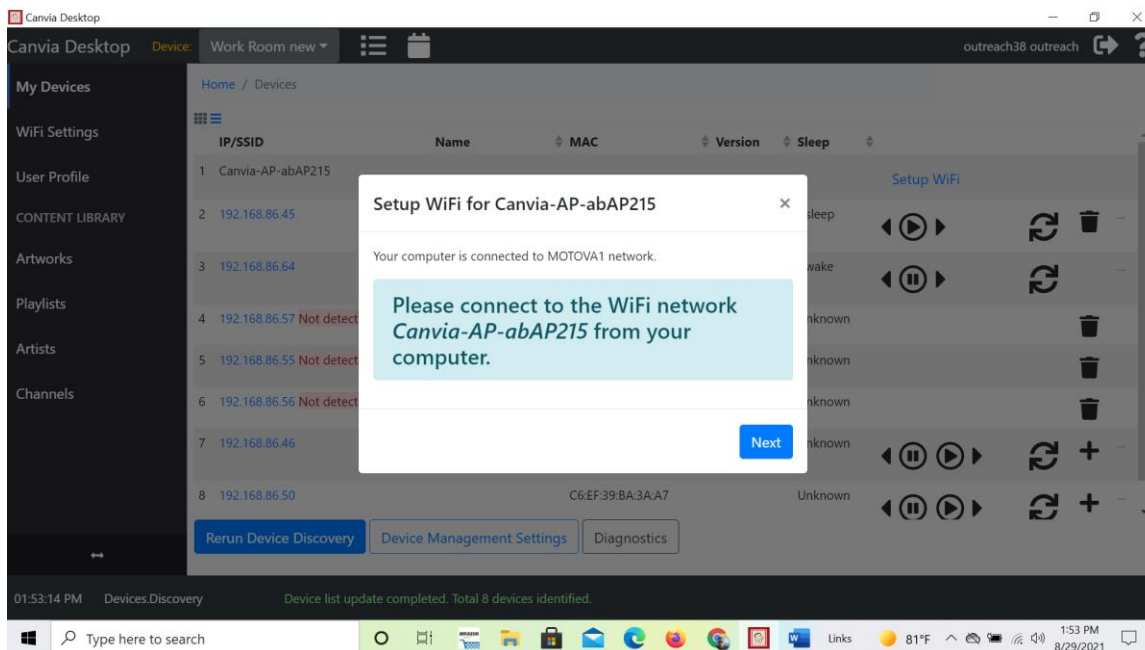
Note: If you click "Next" without connecting your computer to Canvia-AP network you will see above warning.

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

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.

g) To authenticate the 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

f) Please see the screenshot below
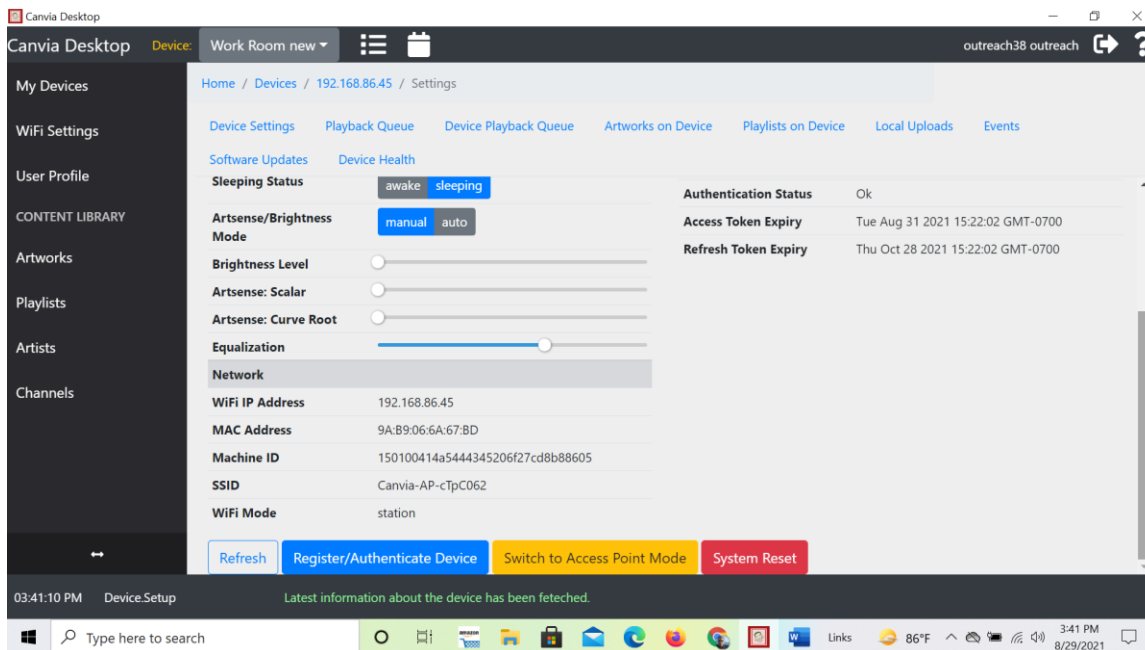
Canvia should work normally after authentication. Feel free to click twice to make sure it got authenticated. You will see all text on the right-hand side in the blank ink and all options filled in.

Note: If you don't overcome the "token error" issue or device is still offline, please connect with support@canvia.art