



Canvas Hub (S) Factory Reset

How to reset Canvas Hub to its original settings by flashing the microSD card with its image file.

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INTRODUCTION

Important: *The following steps are only for CANVAS Hub units and not DIY Hubs.*

In the rare case that your **CANVAS Hub cannot be seen while broadcasting its built-in WiFi hotspot**, please follow the instructions below. The following steps will reset the code found on your CANVAS Hub and reinstall as if it has just been unboxed by writing a new image file to the CANVAS Hub SD card.

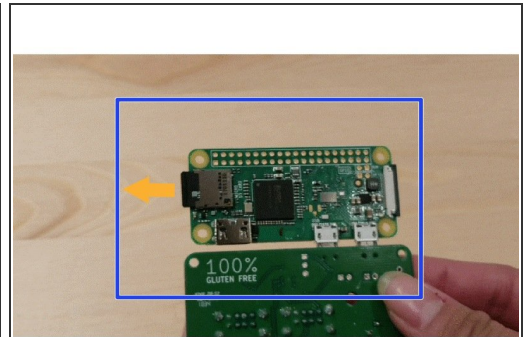
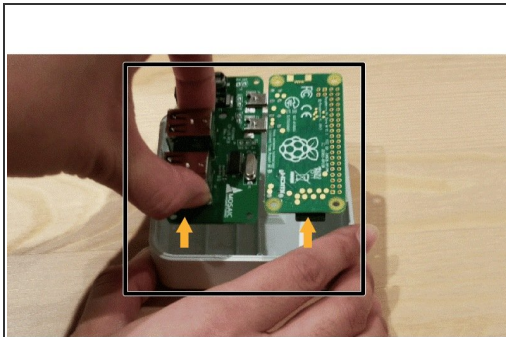
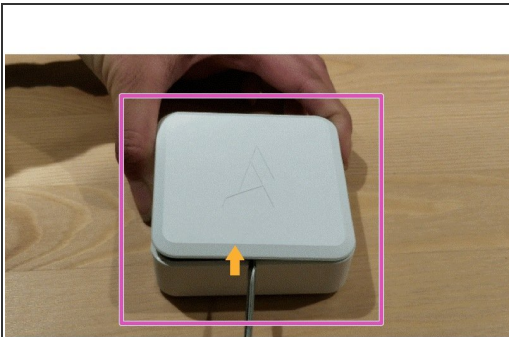
Please note: ensure that you have already tried resetting your CANVAS Hub while moving it closer to your network router. Please also ensure that you have followed the troubleshooting steps [here](#). The following steps should only be undertaken as a final option.

Step 1 — Download the Correct Image File



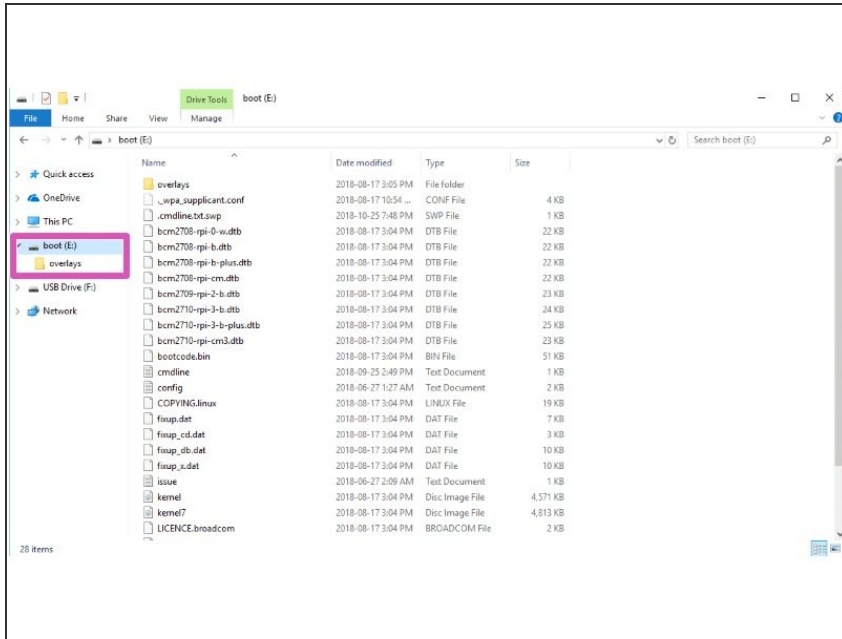
- [The image zip file for CANVAS Hub found here.](#)
- [If you are using CANVAS Hub S, the image zip file is found here.](#)
- Please download and extract the zip folder.

Step 2 — Retrieving the microSD Card



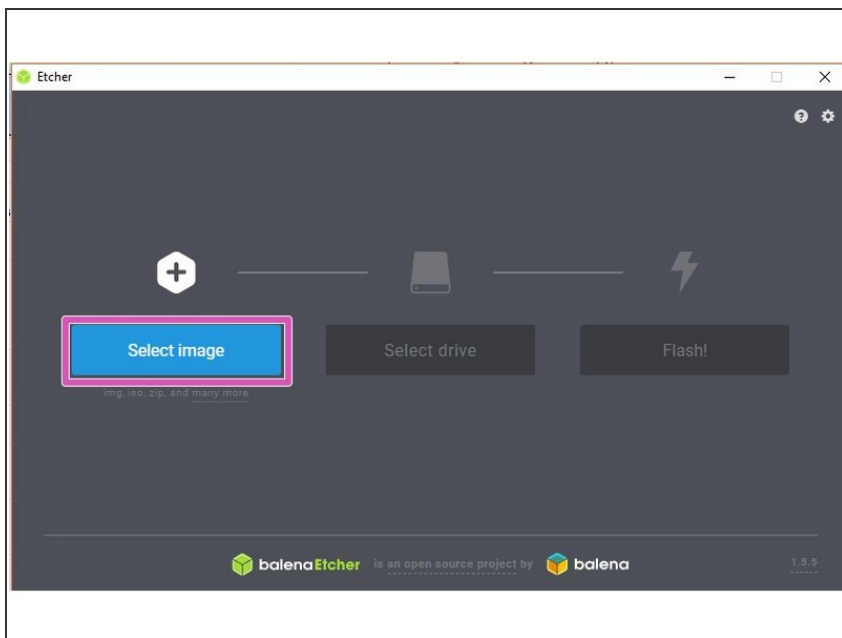
- Disconnect the power cable from your CANVAS Hub and open it up by inserting a flat head screwdriver under the lip of the lid and prying the top lid off.
- Gently lift the PCB out of the enclosure.
- Flip over the board and remove the SD Card.

Step 3 — Inserting the microSD Card and Getting Started with balenaEtcher



- Insert the microSD card into your computer. An adapter may be necessary.
- [Install the application 'balenaEtcher.'](#)
- Verify which drive your microSD is present on (in this example, our SD card is on the E: drive).

Step 4 — Flashing the microSD Card



- Open balenaEtcher, and click 'Select image'. Load the image zip file.
- Once loaded, Etcher should automatically select the drive for your SD card.
- Select 'Flash!'. The process should take a few minutes to write onto your SD card.
- Reassemble your CANVAS Hub and follow the guide for setting up your CANVAS Hub. Please note that your new web address is 'ABCD-CH-canvas-hub.local/'.

If you have any additional questions, please send us a message at support@mosaicmfg.com