

# **Canvas Hub (S) Factory Reset**

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

Written By: Mosaic Support



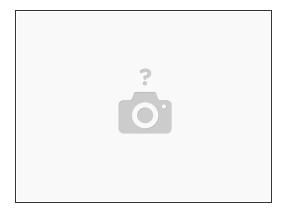
## INTRODUCTION

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.

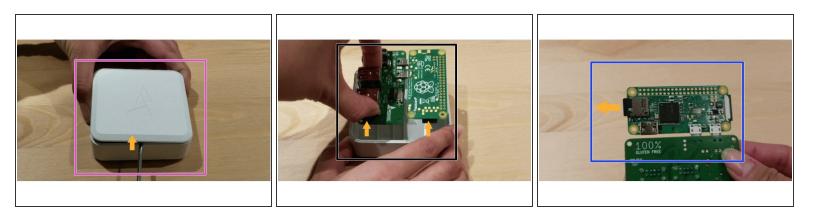
**Please note**: ensure that you have already tried resetting your CANVAS Hub while moving it closer to your network router. Please also ensure that you have followed the troubleshooting steps <u>here.</u> The following steps should only be undertaken as a final option.

#### 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.

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

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→ * ↑ = *	boot (E:)				✓ ຽ Search boot ()	E:)
	Name	Date modified	Type	Size		
Quick access	overlays	2018-08-17 3:05 PM	File folder			
OneDrive		2018-08-17 3:05 PM	CONF File	4 KB		
201020000	.cmdline.txt.swp	2018-10-25 7:48 PM	SWP File	1 KB		
This PC	bcm2708-rpi-0-w.dtb	2018-08-17 3:04 PM	DTB File	22 KB		
boot (E:)	bcm2708-npi-b.dtb	2018-08-17 3:04 PM	DTB File	22 KB		
overlays	bcm2708-rpi-b-plus.dtb	2018-08-17 3:04 PM		22 KB		
Manager and American	bcm2708-rpi-cm.dtb	2018-08-17 3:04 PM	DTB File	22 KB		
USB Drive (F:)	bcm2709-rpi-2-b.dtb	2018-08-17 3:04 PM	DTB File	23 KB		
Network	bcm2710-rpi-3-b.dtb	2018-08-17 3:04 PM	DTB File	24 KB		
	bcm2710-rpi-3-b-plus.dtb	2018-08-17 3:04 PM	DTB File	25 KB		
	bcm2710-rpi-cm3.dtb	2018-08-17 3:04 PM	DTB File	23 KB		
	bootcode.bin	2018-08-17 3:04 PM	BIN File	51 KB		
	cmdline	2018-09-25 2:49 PM	Text Document	1 KB		
	config	2018-06-27 1:27 AM	Test Document	2 KB		
	COPYING.linux	2018-08-17 3:04 PM	LINUX File	19 KB		
	finup.dat	2018-08-17 3:04 PM	DAT File	7 KB		
	finup_cd.dat	2018-08-17 3:04 PM	DAT File	3 KB		
	forup_db.dat	2018-08-17 3:04 PM	DAT File	10 KB		
	finup_x.dat	2018-08-17 3:04 PM	DAT File	10 KB		
	📄 issue	2018-06-27 2:09 AM	Text Document	1 KB		
	🗟 kernel	2018-08-17 3:04 PM	Disc Image File	4,571 KB		
	kernel7	2018-08-17 3:04 PM	Disc Image File	4,813 KB		
	LICENCE.broadcom	2018-08-17 3:04 PM	BROADCOM File	2 KB		
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- 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 'Flash from file'. 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 <a href="mailto:support@mosaicmfg.com">support@mosaicmfg.com</a>