



# Setup Guide for the CANVAS Hub

This guide will show you how to set up your CANVAS Hub.

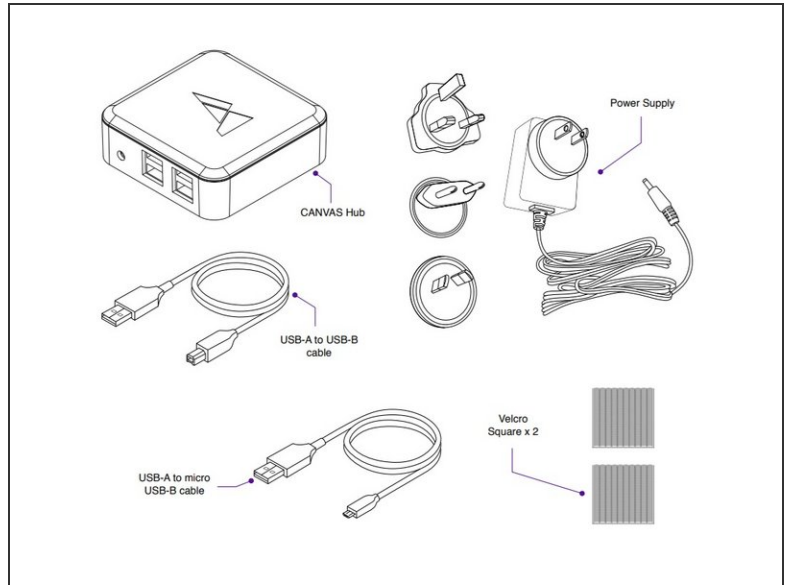
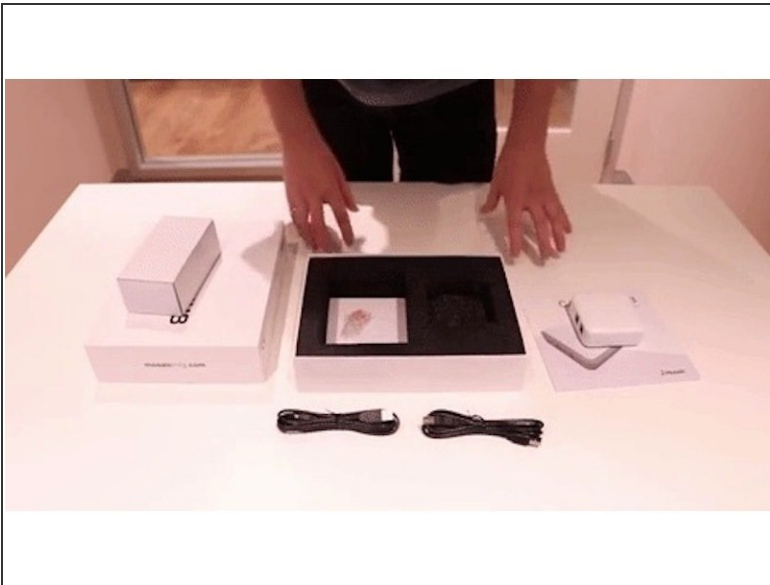
Written By: Mosaic Support



## INTRODUCTION

CANVAS Hub is the keystone of Mosaic's multi-material ecosystem. It is the center of everything to do with your multi-material printing experience, and the bridge that allows your hardware products to communicate with each other and come online. However, CANVAS Hub needs to know a few things unique to each customer before it becomes a useful part of your workflow. Please follow the steps below to set up your CANVAS Hub.

## Step 1 — Unbox and Power Up



- Unbox your CANVAS Hub and confirm that you have the following parts.

## Step 2 — Turn On the Hub



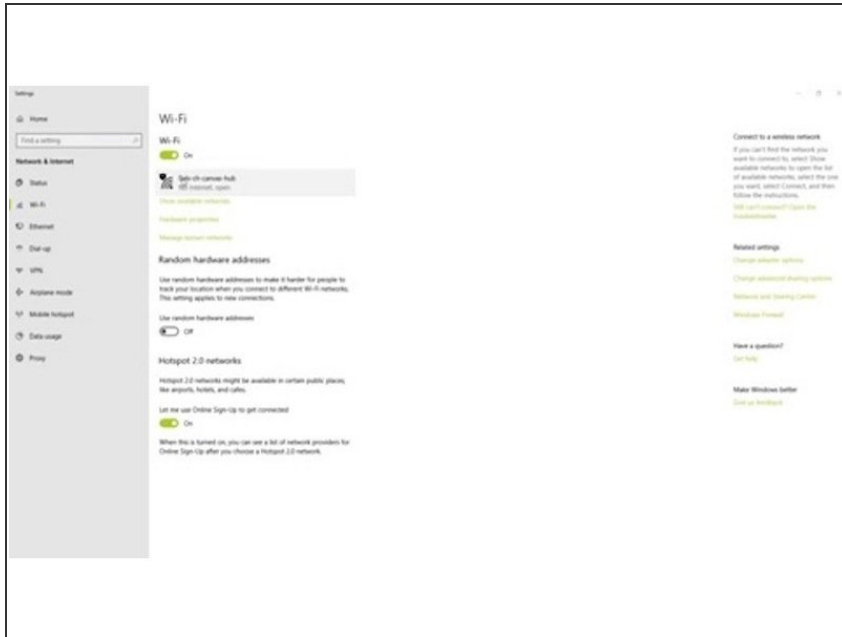
- Find a spot to setup your CANVAS Hub. We recommend positioning your Hub closer to a router if your printer setup permits it and ensuring that the USB cable connected to your printer is long enough to reach the Hub without getting in the way of any of your printer axes during movement.
  - Connect your power supply to the outlet and CANVAS Hub. Check that your indicator light turns on. Once connected, please wait approximately 3 minutes to initialize and set up an access point to connect.
- i** We recommend waiting for the entire 3 minute duration as trying to access your CANVAS Hub interface too early can cause it to reset and prolong the process of getting itself setup.

### Step 3 — Find Your Serial Number



- Locate your CANVAS Hub serial number. This can be found on the bottom of your CANVAS Hub unit or on the lid of the packaging box. The serial number has the format of XXXX-XX and is not case sensitive. In this case, the serial number is '0ALX-CH'.
- Once your unit has been plugged into the power for 3 minutes, you'll be able to connect your CANVAS Hub to its internal website.

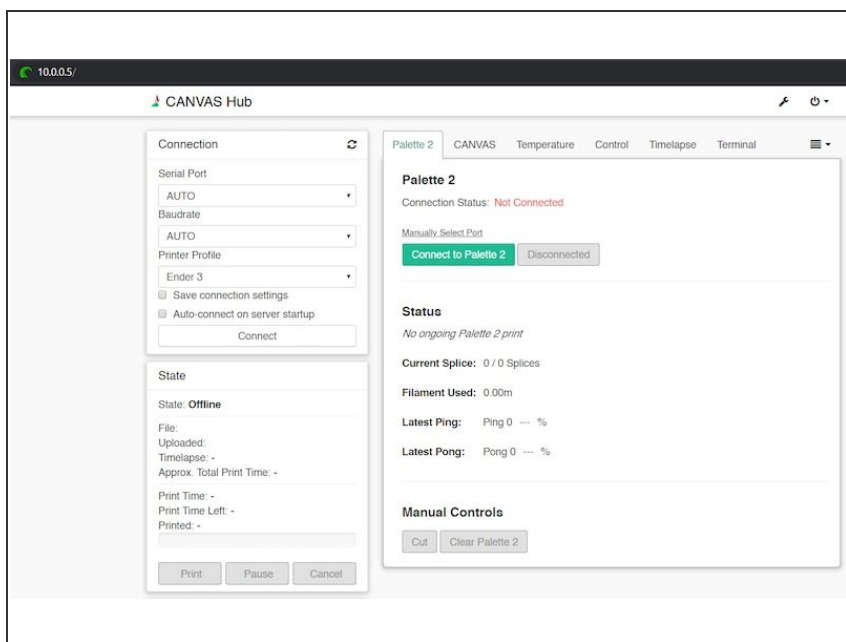
## Step 4 — Connect to Your Hub's Internal Site



- At this point, your CANVAS Hub is broadcasting its own network that can be located on your WiFi networks. The name for this network will be the same as your serial number with the format 'XXXX-XX-canvas-hub'. In our example, the network is called '0ALX-CH-canvas-hub'. Connect to your CANVAS Hub's hotspot.

- ⓘ Even if you are connected to the CANVAS Hub's WiFi, it may indicate a status of 'No Internet'; this is normal.

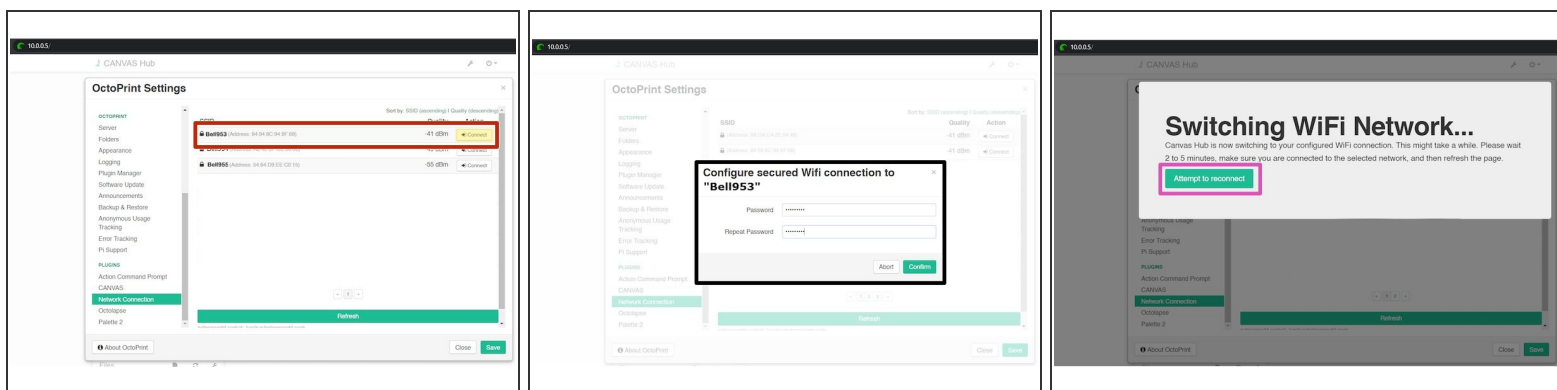
## Step 5 — Locate the Web Page for your Hub



- Once connected, locate the unique web page for your CANVAS Hub unit. Similar to the network name, insert your serial number with the format 'XXXX-XX-canvas-hub.local/' into the browser of your choice.
- In our example, this would be '0ALX-CH-canvas-hub.local/'. If this address does not connect, please enter the IP address '10.0.0.5' into your browser.

**i** Please use 'http://' at the beginning of the URL, and the forward slash ('/') at the end of the address. If you are unable to connect, please visit [mm3d.co/canvashub-troubleshooting](http://mm3d.co/canvashub-troubleshooting) and follow the instructions under 'Can't Connect to CANVAS Hub website.'

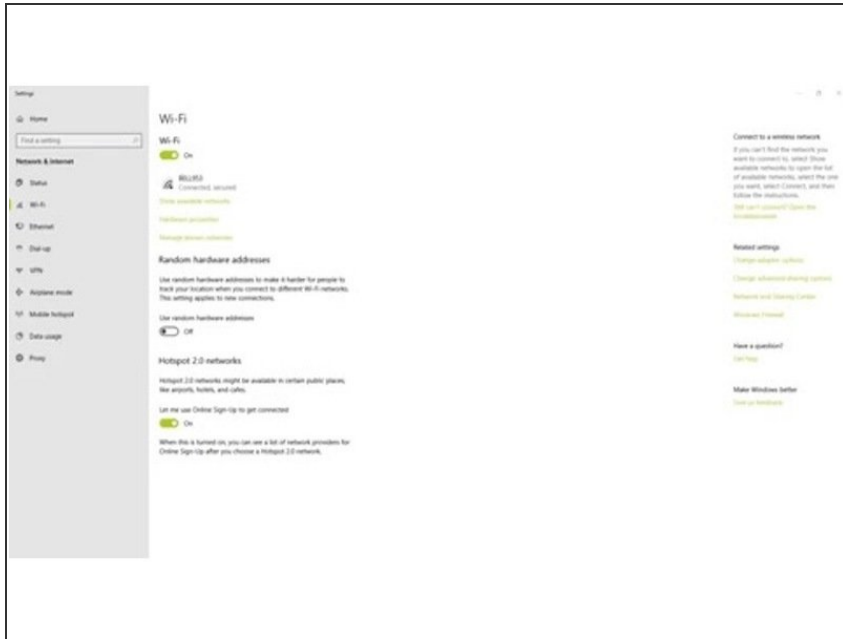
## Step 6 — Connect Hub to Your Home Network



- Now that you're connected to the CANVAS Hub interface, you will connect CANVAS Hub to your home network. Go to the **Settings** menu (wrench icon near the top of the screen) and select **Network Connection** on the left-side menu. Select the desired WiFi network and click **Connect** and input the password.
- In our example, we've connected to network "BELL953". CANVAS Hub will automatically restart itself after this selection to connect to the chosen network.
- ⓘ CANVAS Hub will not appear on 5G networks, so ensure that you are using a network that is running on 2.4 GHz.
- This can take anywhere between 3-5 minutes. If you are stuck on the 'Rebooting' screen for more than 5 minutes, please refresh the page on your browser.

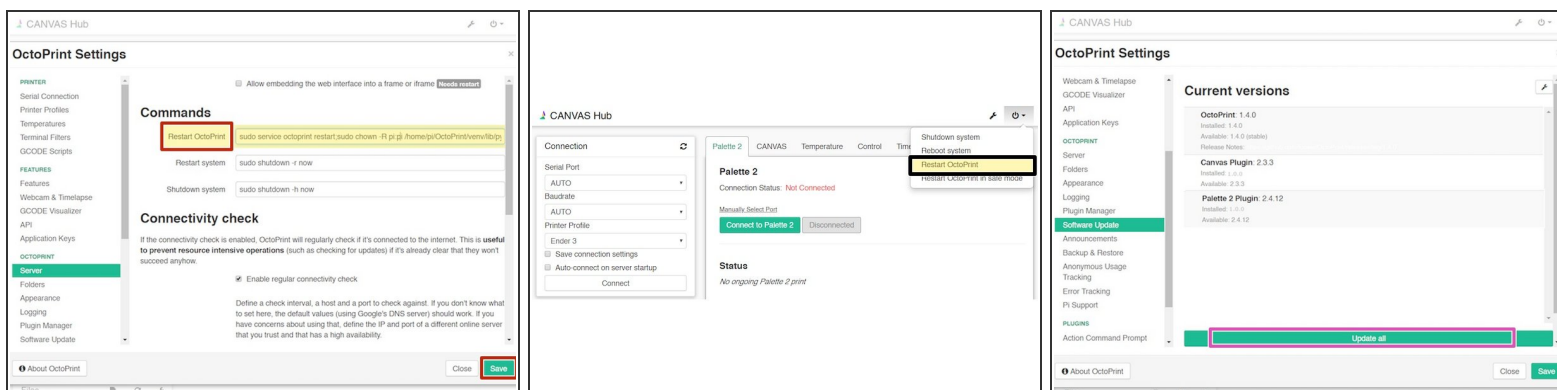


## Step 7 — Connect Your Computer back to Your Home Network



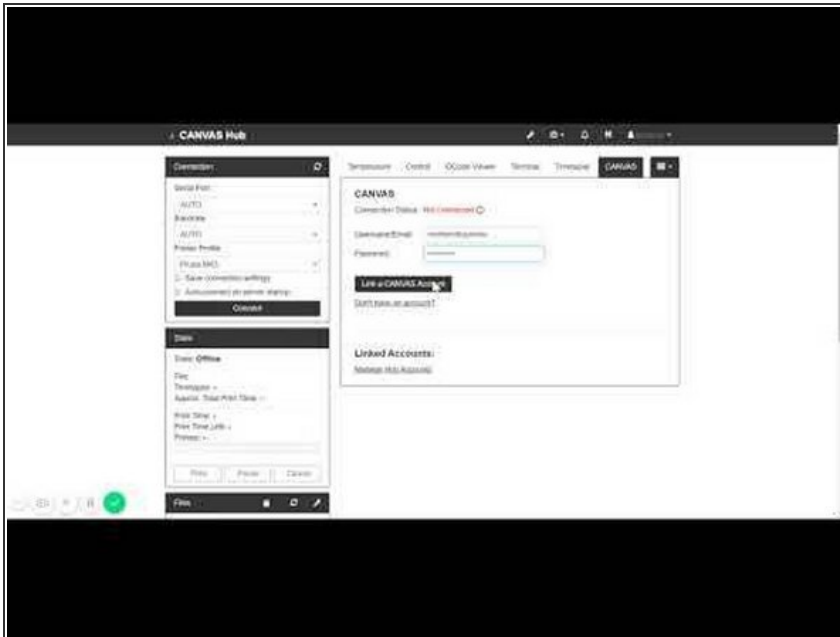
- Once CANVAS Hub has connected to your home network, ensure that your computer has also reconnected to this network. For some users, your computer will reconnect automatically but for others, you may need to re-enter your credentials.

## Step 8 — Update Your Hub



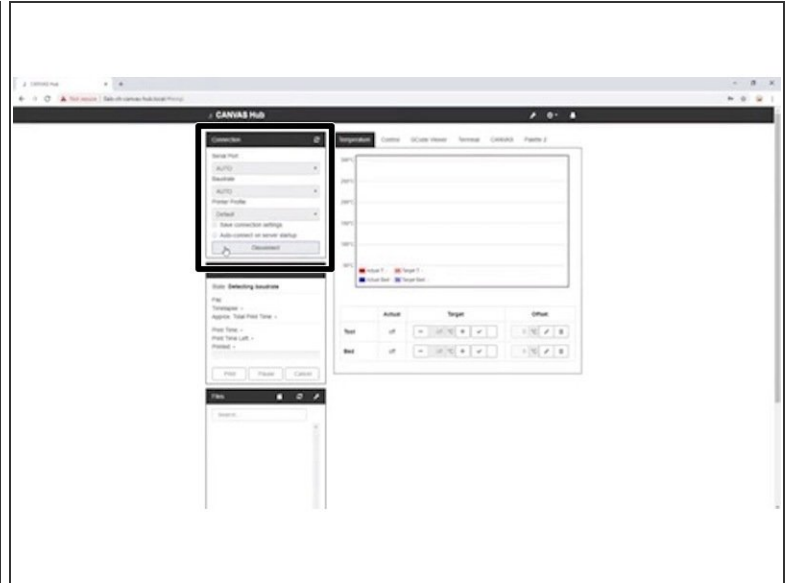
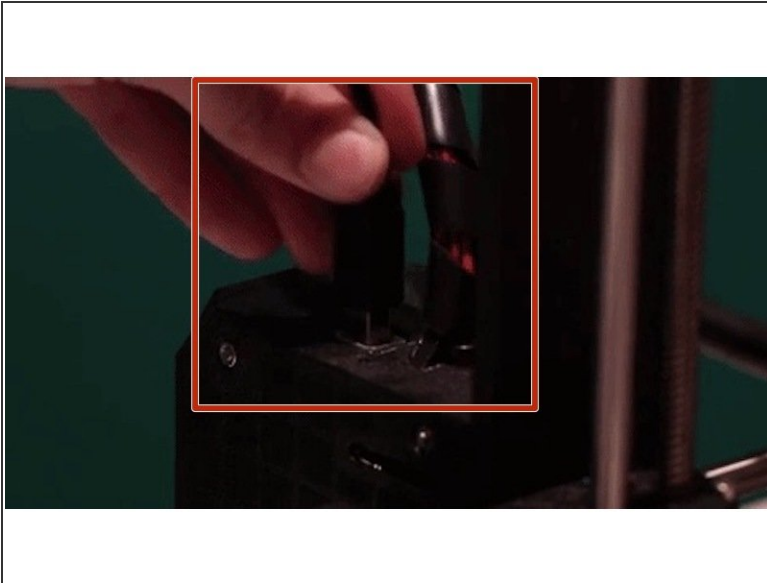
- Go to the **Settings** menu and select **Server** on the left-side menu.
- Under **Restart Octoprint**, delete: 'sudo service octoprint restart' and replace with 'sudo service octoprint restart;sudo chown -R pi:pi /home/pi/OctoPrint/venv/lib/python2.7/site-packages/'
- Select **Save**.
- Go to the **Power** menu (power icon near the top of the screen) and select **Restart Octoprint**.
- Please wait 4 minutes for your CANVAS Hub to restart. Do not try visiting the address of your CANVAS Hub until this time has elapsed.
- Open up your CANVAS Hub interface and go to the **Settings** menu and select **Software Update** on the left-side menu. Select **Update all**.
- Please wait while your plugins install. This will take a few minutes to install followed by an automatic CANVAS Hub restart. After CANVAS Hub has restarted please wait 4 minutes before visiting the CANVAS Hub interface.
- Go to the **Settings** menu and select **Server** on the left-side menu. Under **Restart Octoprint**, delete 'sudo service octoprint restart;sudo chown -R pi:pi /home/pi/OctoPrint/venv/lib/python2.7/site-packages/' and replace with 'sudo service octoprint restart', then **Save**.

## Step 9 — Connect CANVAS to your Hub



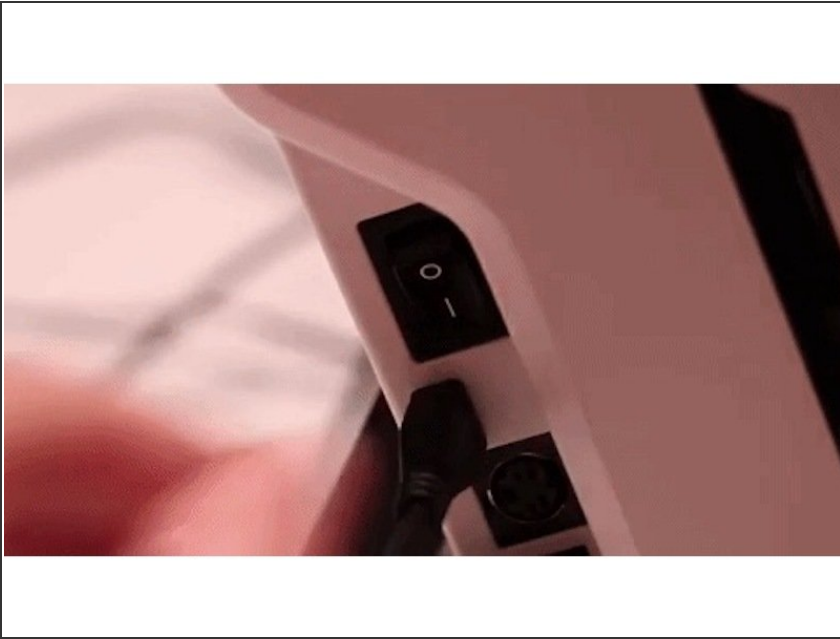
- To allow uploading of your sliced files directly from CANVAS, you will need to first connect your account to CANVAS Hub. Select the **CANVAS** tab and enter your credentials. Once completed, a confirmation message will confirm that you have successfully connected your account. If you haven't yet setup a CANVAS account, you can do so [here](#).
- To remove a CANVAS Hub from your account, login to CANVAS and go to *User Settings > Manage CANVAS Hubs > Delete*. You should no longer see your CANVAS account on the CANVAS Hub interface.

## Step 10 — Connect Your Printer to the Hub



- Now that your CANVAS Hub can talk wirelessly to your desktop computer, connect your Hub to your printer. Depending on your printer's USB slots, select the provided USB-B or micro-USB cable. Insert the USB-A side into any port of your Hub and the other end into your printer.
- Once the cable is connected, connect your printer onto OctoPrint by selecting **Connect** on the main screen under **Connection**. The Connection tab will minimize once the printer is connected to CANVAS Hub. You'll also notice that the State will read Operational in the **State** tab.

## Step 11 — Connect Your Palette to the Hub



- Lastly, connect your new Palette 2 to CANVAS Hub. Turn on your Palette 2 using the power switch on Palette's side and connect the provided micro USB. Attach the other end to any USB port on the CANVAS Hub.
- Return to OctoPrint. Under the **Palette 2** tab, select **Connect to Palette 2** to complete the connection between your Palette 2 and CANVAS hub. When your Palette 2 successfully connects the Connection Status will change to 'Connected'.

## Step 12 — Quick Troubleshooting



- If you're having issues with connecting your Palette and printer to your Hub, please try:
  - Unplug your Palette from the Hub.
  - With your printer connected and powered on, attempt to connect to your printer via OctoPrint by manually selecting the serial port instead of the AUTO selection.
  - There should only be ~2 options to select from, so if one does not work, please attempt the other options until you successfully connect.
  - Once connected, plug your Palette back into the Hub and connect on the OctoPrint interface.
- If you're still running into issues, please visit our page [here](#).

## Step 13 — Starting a Print



- For general instructions on starting a print in connected mode, please visit [mm3d.co/firstprint](https://mm3d.co/firstprint)

If you have any additional questions, please send us a message at [support@mosaicmfg.com](mailto:support@mosaicmfg.com).