

# Dell Canvas Install FAQ

## Dell Canvas Installer FAQ

**CAUTION:** To avoid damaging your Canvas, ensure that you do not disconnect your Canvas from the host system, or power off either the host system or your Canvas until instructed in the following process.

**NOTE:** If errors occur when you attempt to update firmware packages, visit the drivers and downloads site, <http://www.dell.com/support/home/product-support/product/dell-canvas-kv2718d/drivers> to download individual updates. If errors persist, call Dell Support.

Download the Canvas Installer application through the Canvas Connect app. The Canvas Connect app allows you to install software for Dell Canvas input devices.

If you do not install the Dell Canvas Connect app when you install the device itself, you can manually download and install the software by going to [microsoft.com/en-us/store/apps/windows](http://microsoft.com/en-us/store/apps/windows) and searching on `Canvas Connect`. See the Dell Canvas Connect FAQ for further information. If you do not have the Dell Canvas Installer app, you can manually download and install the software by going to [dell.com/support/home/product-support/product/dell-canvas-kv2718d/drivers](http://dell.com/support/home/product-support/product/dell-canvas-kv2718d/drivers) and searching for `Canvas Installer`.

The Dell Canvas Installer application runs automatically after installation, and notifies you of any available software or firmware updates through a pop-up message in the Windows 10 notification area, the lower right portion of your Windows desktop. You can also manually launch the Dell Canvas Installer application through the **Start** menu. To complete installation:

1. Check **I accept the terms**, and then click **CONTINUE**.
  - NOTE:** If the **Software** tab is blank, it is because the application is still checking for available software updates. The list refreshes within a few seconds.
  - NOTE:** The **Software** tab displays available applications and drivers; the **Firmware Updates** tab displays available firmware.
2. On the **Settings** screen, Dell recommends that you leave the **Automatic Check for Updates On** to let Canvas Installer automatically check for and notify you of updates available for drivers, software, and firmware.
3. Click **CHECK NOW** on the **Settings** screen to trigger a scan for available updates.
4. Click the **Back** button in the top right of the screen.
  - NOTE:** If you do not see any software or firmware updates in the available updates list, check to verify that the USB connection between your Canvas and its host system is in active. Alternatively, you may already have the latest versions installed on your system.
5. Click the **Software** tab to view available software and driver updates.

Any available software is listed now on the **Software** tab.
6. To install all available software updates, click **INSTALL ALL**, or click the **INSTALL** button beside only the software updates you want to install.

The software packages download to your computer and install automatically.

- NOTE:** Some Dell Canvas support software requires a system restart to complete the software setup. Until you restart your computer, the software will not function properly.
7. Click the **Firmware** tab to view available firmware updates.
  8. To install all available firmware updates, click **INSTALL ALL**.

**CAUTION:** Do not disconnect the power from your Canvas or your system. Doing so may cause data loss or damage to your Canvas.

The firmware updates download to your computer and install automatically.



**NOTE: You can not install individual firmware updates from the Canvas Installer.**

9. To complete firmware installation, disconnect your Canvas from both the power source and your computer system, and wait for at least 5 second before reconnecting the device.

Your firmware is now up-to-date.

## Messaggi di N.B., Attenzione e Avvertenza

 **N.B.:** un messaggio N.B. (Nota Bene) indica informazioni importanti che contribuiscono a migliorare l'utilizzo del prodotto.

 **ATTENZIONE:** un messaggio di ATTENZIONE evidenzia la possibilità che si verifichi un danno all'hardware o una perdita di dati ed indica come evitare il problema.

 **AVVERTENZA:** un messaggio di AVVERTENZA evidenzia un potenziale rischio di danni alla proprietà, lesioni personali o morte.

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