

Frequently Asked Questions

Q: IS CANVAS COMPATIBLE ONLY WITH LG OLED TV?

A: Initially yes, Canvas is compatible exclusively with LG OLED B and C Series TV's 2016 - 2019. Check out the list to ensure your TV is compatible:

55" : OLED55B6, OLED55B7, OLED55C7, OLED55B8, OLED55C8, OLED55B9, OLED55C9

65" : OLED65B6, OLED65B7, OLED65C7, OLED65B8, OLED65C8, OLED65B9, OLED65C9

Q: WILL YOU SUPPORT OTHER TV BRANDS IN THE FUTURE?

A: Probably. The current Canvas Audiostand can technically work with most "bezel-less" OLED TV, the only thing it will take to make it work with models from Sony, Panasonic and Philips is a different mounting bracket for the TV.

Q: WILL THIS CANVAS AUDIOSTAND WORK WITH FUTURE GENERATIONS OF THE TV?

A: It is our mission to continue to offer mounting brackets for future TV's.

Q: I HAVE A SONY OLED TV, AND WOULD LOVE TO USE IT WITH CANVAS, IS IT POSSIBLE IN ANY WAY?

A: If you are a DIY person, you might be able to make you own mounting bracket for the TV. Do this at your own risk, we will not offer support for DIY projects!

Q: CAN I EXCHANGE THE THE COLOR OF THE CANVAS FRONT PANEL AFTER I BOUGHT IT?

A: Yes we offer 5 tones of front panels now, and will offer more options in the future. The front panel snaps on to Canvas magnetically, so exchanging with a new color takes just seconds.

Q: HOW DO I TURN CANVAS ON?

A: Canvas will wake up from standby if signal is detected on any of the inputs, or Canvas is selected from the list of devices on your smartphone / tablet. Canvas goes to auto standby after a while without signal detected.

Q: HOW DO I SELECT INPUT?

A: Canvas has automatic input selection, the last input to get a signal will be selected. Wireless inputs overwrite HDMI ARC, Toslink and Analog, turn off Airplay / Chromecast to go back to TV sound.

Q: HOW DO I CHANGE VOLUME SETTINGS?

A: Canvas is controlled through HDMI ARC, so you will just use the TV / Apple TV remote volume buttons. For smartphones and tablets you use the device volume buttons.

Q: FOR ROOM CORRECTION, ONLY IOS APP IS LISTED, DOES IT NOT WORK WITH ANDROID PHONES?

A: The Room Correction measurements can only be done using iOS devices, as Android phones microphones varies too much. However, turning on and off the room correction can be done from an Android phone, so if you don't use iPhone, just have a friend come by to do the measurements, this only has to be done once for each location.

Frequently Asked Questions

Q: CAN I SEE THE VOLUME LEVEL DISPLAYED?

A: Yes, Canvas has a white LED display behind the front panel fabric, this will light up while changing volume, and will be turned off at all other times.

Q: DOES THE BACCH 3D FILTER ONLY WORK WITH BINAURAL RECORDINGS?

A: BACCH 3D works great on most stereo recordings done in the past 50 years. Binaural recordings takes it to a whole other level, your entire listening room comes alive!

Q: DO I HAVE TO SIT EXACTLY IN THE MIDDLE TO HEAR 3D SOUND?

A: Your listening position should be within +/- 3 inches from the middle for the 3D sound to work. There is no punishment for not sitting in the middle, the sound will be just as good, minus the huge transparent soundstage you get when you are sitting in the sweet spot.

Q: I HAVE SONOS IN MY ENTIRE HOUSE, CAN I CONNECT CANVAS AS PART OF THIS SYSTEM?

A: Yes, you can connect via a Sonos Connect to the Toslink input on Canvas, and the device can be stored in the cloth pouch on the back.

Q: I HAVE A TURNTABLE, CAN I CONNECT IT TO CANVAS?

A: Yes, you can connect a RIAA to the Analog input on Canvas. Note however, the Analog and Digital (Toslink) input shares connector, so either Turntable or Sonos can be connected, not both at the same time.

Q: I HAVE AN A/V-RECEIVER AND A 5.1 SPEAKER SYSTEM. CAN I USE THE CANVAS AUDIOSTAND AS PART OF THIS?

A: If your A/V-receiver / surround sound amplifier has line out for the center channel then yes, Canvas can then function as a powerful center speaker.

Q: WILL IT SUPPORT MY SUBWOOFER?

A: As Canvas is designed to be a standalone product with plenty of bass, we offer no connection for a subwoofer.

Q: IS MY CANVAS AUDIOSTAND COMPATIBLE WITH A LARGER TV-SET, IF I BUY ONE IN THE FUTURE?

A: The 55" & 65" version of Canvas is the same Audiostand, with wider front panel on the 65". It is therefore possible to mount a 65" on the 55" Canvas if you purchase the 65" front panel.

Q: CAN I WALLMOUNT THE CANVAS AUDIOSTAND AND TV-SET, ALTERNATIVELY PLACE IT ON A CABINET OR SHELVES?

A: Canvas enclosure is pretty deep compared to a flat TV (15 cm / 6 inches) so it will stick out quite a lot from the wall. However, it is technically possible to design a wall mount for Canvas, we will explore offering this option if there demand for it, write us on hello@canvas.audio if you are interested in wall mounting Canvas. We would not recommend placing Canvas on a cabinet or shelves.

Q: CAN I STREAM MUSIC FROM MY MOBILE DEVICE? (WILL I NEED TO TURN ON MY TV?)

A: Yes, you can stream via AirPlay, Chromecast and Bluetooth.

Q: CAN I CONNECT MY DVD/BLU-RAY PLAYER TO THE CANVAS AUDIOSTAND?

A: Canvas offers no image routing to the TV, but you can of course connect these devices and get the sound from Canvas. All sources connected to the TV will play via Canvas.