



Manual Discover Anna.

Manual PW version 2.0

Hello Anna.

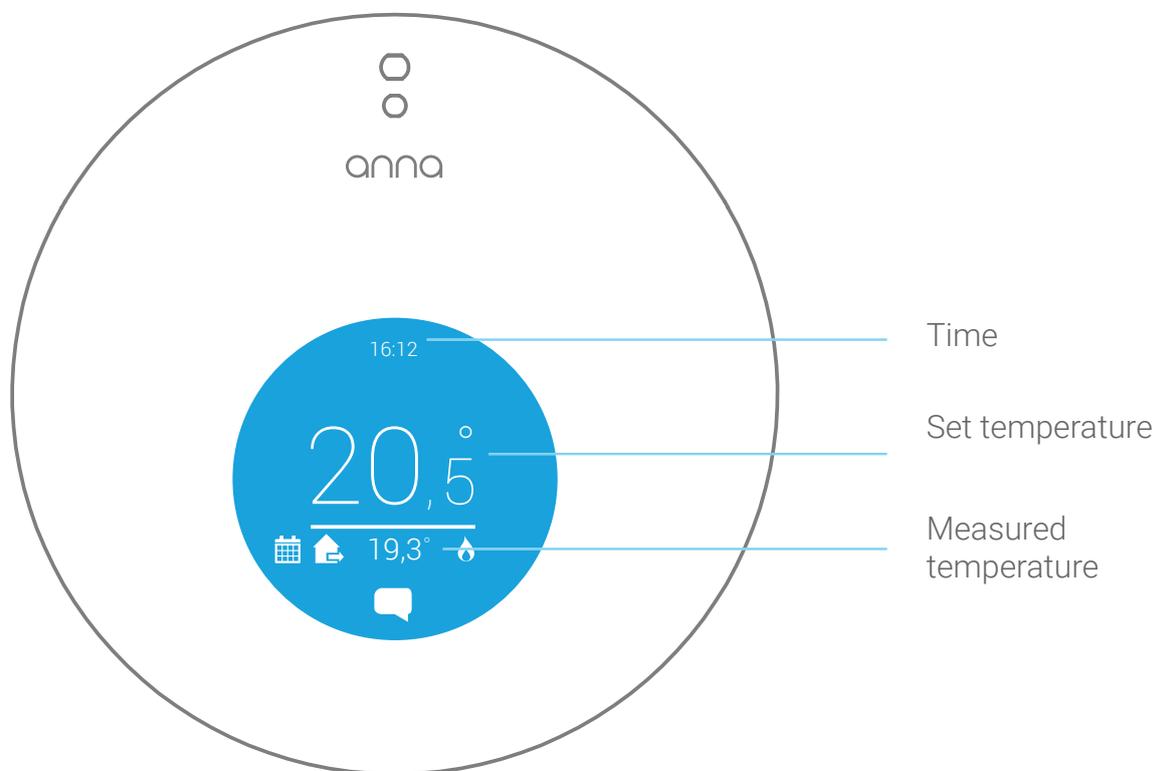
Before there were thermostats. Now there is Anna.
Anna works for you and does what she is supposed to do:
create a comfortable indoor environment.

This manual explains how to use Anna.

Visit www.plugwise.com/anna for additional tips and frequently
asked questions.

This manual is subject to change.
The website contains the most recent version of this manual.

Anna's screen.



Schedule active

You have activated the temperature schedule.



Status active

You have activated a status.



Notification

There is a message for you. Click on the icon to read the message.



Boiler active

You are now heating.

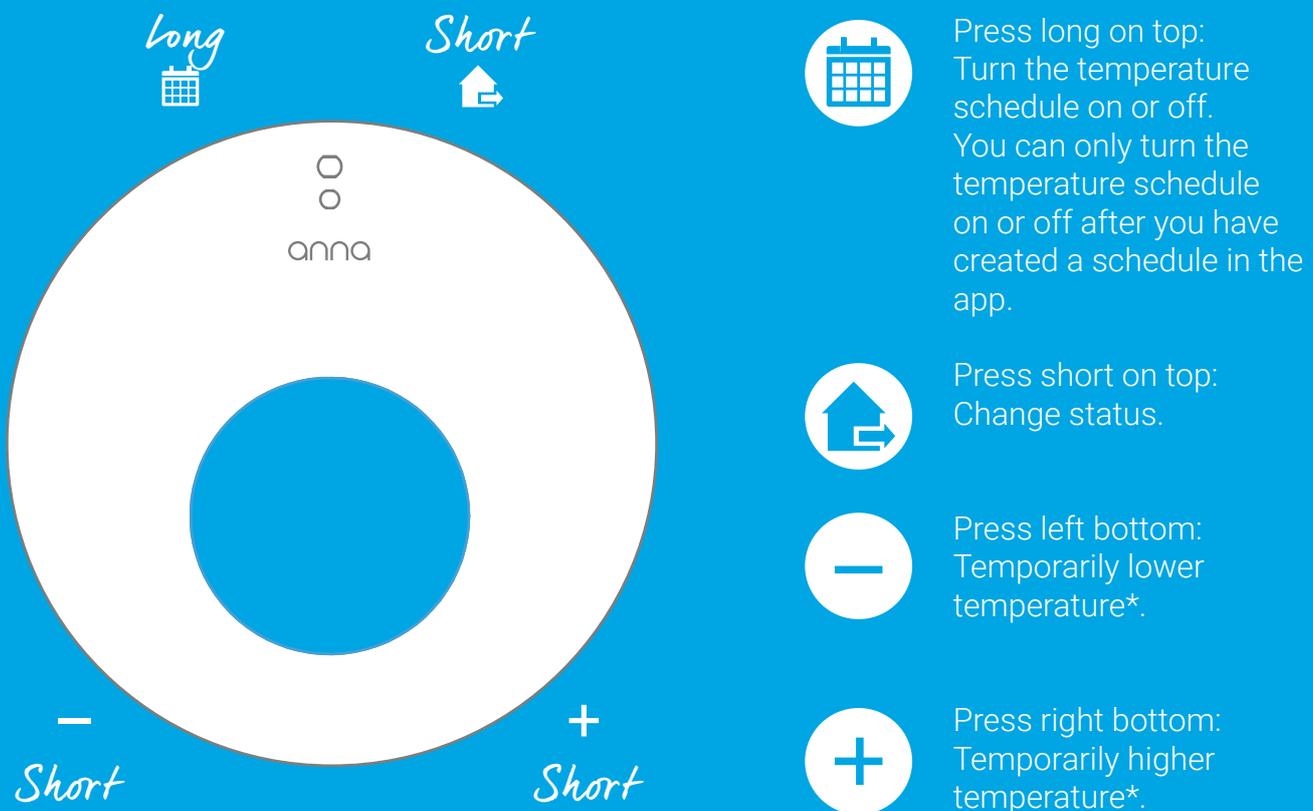
Anna's screen will automatically turn off when no one is nearby. Anna can sense your presence up to 30 cm away. The screen will automatically light up when Anna senses someone around.

Setting Anna.

You can control Anna at the wall by touching the three parts of the metal brim.

By briefly touching the upper side, you can change the status.
By touching the upper side longer, you can turn the schedule on or off.

By touching the left side, you can put the temperature lower.
You use the right side to put the temperature higher.



The app and the HTML interface provide the same functions as the ones available through Anna.

Here you set the schedule and the status.

*

The new temperature setting will remain in effect until the next scheduled temperature point has been reached.
For this to happen, the schedule must be enabled.

Adjusting the Anna settings.

Anna has an infrared sensor making it possible for Anna to sense that you are standing in front of it. Anna can sense your presence up to 30 cm away: The screen then automatically lights up.

When you perceive that the infrared sensor no longer works properly you can readjust Anna.

You do this by touching Anna's left button for 5 seconds. When you release this button, Anna will glow orange and the screen will shut itself off: Anna now resets the infrared sensor.

You can also adjust the infrared sensor via the HTML-interface.

Anna glows.

Anna uses colours to show that she is doing what she was asked to do.

By touching the left side, you lower the temperature:
Anna turns blue.

The temperature can be increased by touching the right side:
Anna turns red.

When you activate or change the schedule,
Anna flashes twice using white light.

Are you adjusting the status? Then the white light on Anna will flash once.

When you adjust Anna's settings via the app or the HTML-interface, the white light confirms that Anna has received the message.

Malfunctions.

Anna's screen is red.

When Anna detects a boiler malfunction, the screen will turn red and a message icon will appear on the screen.

You can read this message in the app. You can open this message in the app by opening the Anna-screen. Tap on the message icon inside the red circle on your smartphone or tablet. Keep in mind that in the event of a boiler malfunction, Anna is unable to control the boiler, and a change in temperature therefore will not be effected.

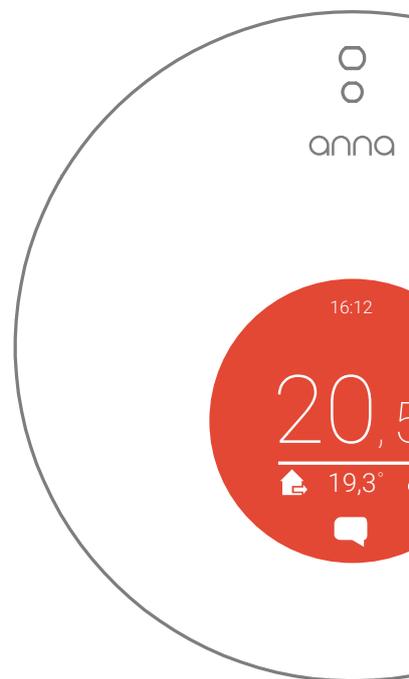
This message will only disappear after the boiler's malfunction has been resolved. The screen will then turn blue again.

"Smile not found".

When the Smile is no longer able to communicate with Anna, the screen will turn red and the text 'Smile not found' will be displayed.

You cannot reach Anna through the app or the HTML interface. You can only change Anna's settings through Anna herself.

This may occur because the cable between Anna and the Smile is loose or is faulty. Check the cable connection between Anna and the Smile and try to restart the Smile by switching it off and on again. If this does not solve the problem, please contact the helpdesk.



*Consult the boiler user manual to resolve the boiler fault.
If you cannot solve the problem, please call an installer.*

Maintenance and updates.

Updates

Updates contain solutions to problems and may include new functionalities. It is recommended that you always install updates as quickly as possible. If this is not done automatically, you can access and install updates via the HTML-interface of Anna.

Cleaning

You can clean Anna by wiping it with a dry soft cloth.

Power failure

Following a power failure, Anna should automatically reactivate itself; Anna's clock will be synchronised, provided internet access is available.

Ventilation

Keep the ventilation openings at the back of Anna open and free from dust.

Environment.



Old electrical and electronic appliances very often contain valuable materials. Therefore, never dispose discarded appliances with normal household waste. Hand your old appliances in at the municipal collection points for electrical and electronic equipment.

Contact.



Having trouble?

Please visit our website at www.plugwise.com/anna.
Here you will find handy tips and instructions.
You can also fill in the contact form:
www.plugwise.com/technical-contact

Still having difficulties?
You can always call us on workdays
between nine (09.00h) and five (17.00h)
+31(0) 88 24 33 033.

[How do I set up the help desk connection?](#)

To be of the best possible service to you, you can temporarily use the Smile to set up a help desk connection so that Plugwise help desk staff and developers can view your environment directly together with you to determine the problem. Press six times in quick succession the black button on the Smile. This establishes a 48-hour connection. Contact the help desk in advance, so we know that you are establishing the help desk connection.



EU Declaration of Conformity

Plugwise B.V. hereby declares that this Anna / Anna 230 is in compliance with the essential requirements and other relevant provisions of European Directives.

A copy of the EU declaration of Conformity is available at <https://www.plugwise.com/certification-security>.

