Welcome to Annie FAQs, your go-to resource for the most frequently asked questions. If you don't find the answer you're looking for, please contact your local HumanWare offices.

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# Basics

### What is Annie?

Annie is designed to give pre-school and primary school-aged children a head start in learning Braille, Annie is a self-learning electronic Braille device that teaches reading; typing; vocabulary and spelling in uncontracted and contracted Braille in a fun, game-like format.

Annie allows your students’ to learn braille in a fun and engaging way while also capturing analytics of their progress. With the use of Helios, teachers/parents can get data on the progression of their learners. For more information on Helios, refer to [What is Helios?](#_What_is_Helios?)

### Will Annie teach Math’s or Qwerty Input?

Currently, Annie will make learning uncontracted and contracted braille fun through gamification. Math’s and Qwerty skills are being thought out, but they are currently unavailable on Annie today.

### I have just received my Annie and it reports that I am in Demo mode, how do I access all of the curriculum?

Annie will first arrive in a Demo state giving you limited access to content. Once you have established an internet connection, the device will convert to standard mode, giving you access to many more exciting new items, including the Grade 1 curriculum. If you require grade 2/contracted curriculum then you must add a learner to the Helio account. Please note that your subscription will be active as soon as you add a learner.

### I have one(1) Annie and would like two of my students to share the device, is this possible?

For optimal benefits from Annie, it's strongly recommended that each student has their own dedicated Annie. Moreover, once a student gets accustomed to using Annie, it may be challenging to transition them away due to the enjoyment.

Upon purchasing an Annie, it will come bundled with either a 1-year or 2-year subscription, allowing you to add one learner for the specified duration. However, once you deem a student proficient in braille, you can replace that learner with a new one, continuing with what subscription you have remaining. Linking multiple learners to a single Annie will impact the accuracy of individual analytics and hinder tracking each student's progress effectively. This further emphasises our recommendation to obtain an Annie for each learner.

### Where is my Annie ID/Serial number?

Each Annie has a unique ID found underneath Annie and on the quick start guide that came with Annie. You can also see the Annie ID through your Helios account. There is also an option within the settings item with Annie.

### Do you always need to be connected to the Internet?

No, upon adding a learner and Annie through Helios, you will have access to all the lessons and games available for the duration of your subscription. Don’t worry about synchronizing the data as Annie will continue to store the data internally without an internet connection. The next time Annie is connected to the internet, data will then synchronize with Helios.

### When does my subscription start?

As soon as you add a learner in Helios your subscription will be activated.

### Is there a way a teacher can run through the lesson without data tracking?

Yes, within the setting on Annie, there is an option to select Teacher mode. This will allow you as the teacher to validate the workflow of the assigned lessons without Helios tracking any of your data. Once you have finished validating the lessons, restart Annie, and Teacher mode will then deactivate, and you’ll be ready to hand it over to your student.

### Can I lock the Setting options?

Locking the setting item can be enabled from your Helios account. Click on the Annie you wish to lock the settings item. Under the settings category, a checkbox to lock the setting is available. This will prevent anyone from entering the settings; however, they can be unlocked by a password that the teacher will set.

### How do I return to the main menu?

Pressing the **space bar, left and right** direction keys will return you to the main menu.

### Can I increase the speed of Annie?

At times, you might notice that Annie's response time is not as swift as you'd prefer. As you become more familiar with Annie, you'll likely become accustomed to certain repeated instructions. Regrettably, due to the human-like nature of the speech, increasing the voice speed is not feasible. Nevertheless, we value your feedback and will explore avenues to enhance the speed of certain fundamental functions.

### Is there a way to quickly skip the instructions and get straight to the task at hand?

Yes, as of version 1.1 Annie allows for skipping audio instructions. To skip, press the **Right arrow key and the enter key** together. Remember the enter key is the round button directly under the dot 6.

### Can I change the Voice of Annie?

Annie only includes one voice, however, this is something that we are keen on exploring, allowing additional voices.

### Does Annie include Helios?

Every Annie includes a minimum of 12 months of Subscription to Helios. Not only does the subscription allow you to collect data on your learner’s progress, it also includes various functional features. If you require a longer subscription, please contact a HumanWare representative.

### Why doesn’t Annie have a battery?

Although a battery would make using Annie more portable, it would have an impact on several aspects. By omitting a battery, it eliminates the need for its production, disposal, and potential environmental harm associated with its chemicals and materials. This aligns with a sustainable approach and has also made the product lighter and more cost-effective for the end user. Additionally, Annie was explicitly designed for continuous or stationary use, where a battery was deemed as unnecessary and would add unnecessary complexity.

### I am trying to connect Annie to our school WiFi, but it does not connect.

Annie is compliant with both 2.4GHz and 5Ghz wireless frequencies. In the event of trying to connect your Annie to the WiFi and failing it might well be due to the security measures put in place by your local network administrator. If you are required to enter a username and password in order to connect then this will likely be the issue. It is recommended that you ask permission to whitelist Annie. Please refer to [How do I whitelist my Annie?](#_How_do_I)

### How do I upgrade Annie?

There are multiple ways to update your Annie. If an update is available and you are connected to the Internet Annie will prompt you that an update is readily available. In the event you are unable to use the internet to upgrade you can also download the update file from HumanWare support page.

To start the update follow this procedure:

1. From the main menu, navigate to the settings item, then press space to select.
2. Using your arrow navigation keys, navigate to the Check for updates item, then press space to select.
3. You will now have two options available. These options are:
	1. Update using USB Drive
	2. Update over the Internet
4. Using your arrow navigation keys move to the desired option and press Space to select.

### What are the warranty terms?

Annie includes a 2-year warranty from purchase.

# Subscription

When purchasing an Annie, it comes with 1-year minimum subscription to Helios and gives you more access to content such as a contracted (Grade 2) learning curriculum.

### What is the variation of subscription offers?

There are several options when buying Annie. The two main packages are:

* Annie + 1 learner with 1 Year Subscription
* Annie +1 learner with 2 Year Subscription

If, later, you want to renew the subscription, this is also possible; however, it is not as cost-effective as ordering the 2-year subscription upfront.

### Can I Purchase more than 2-year subscription?

Yes, let us know how many years of subscription you require and will ensure you have the necessary voucher codes for the duration required. If you decide to purchase additional subscriptions for more than two years, these subscriptions can be banked until it is necessary to use them. This means that just because you have ordered 4-year subscription the clock is ticking down, this is not the case. The addition subscription can be used at a later date when you feel it’s necessary.

### My subscription has come to an end; how do I purchase/renew my subscription?

A subscription renewal can be purchased directly from Helios through a Credit Card or through the HumanWare with a Purchase Order.

### What happens to my Annie if I do not renew my subscription?

You can continue to use Annie if you have no subscription. However, certain lessons and access to Helios will be restricted. An Annie without a subscription will give you access to several games and all Uncontracted lessons. It will however remove all the contracted lessons, although an introduction to contracted braille will be available. In addition, Helios will no longer be able to track your learner, but any existing data can be viewed.

### I purchased a 2-year subscription and now my student no longer requires Annie, can I add a new learner under the same subscription, or do I need to buy a new subscription?

You can continue to use your existing remaining subscription. Please keep in mind that in order to this you will need to remove existing data collected from your previous learner. It is recommended to download any reports available from the previous learner in case you require these later.

It is recommended that you perform a factory reset on the device. To do this **press 4-5-6 and the directional left key for 10 seconds**.

Annie will then ask for confirmation by pressing the space bar. If confirmed, Annie will reset all configurations and remove any previous WiFi connections. Your Annie will roll back to how you first received it.

You can then continue to remove the previous learner through Helios, and then add a new learner.

# Setting up Annie

### How do I connect Annie to the Internet?

There are several methods of connecting to the Internet:

* Ethernet
* Wireless

If using Ethernet, it should be a matter of plug-and-play. The next steps will go through the wireless setup.

If the Wi-Fi network requires you to log in to validate your credentials, you will first need to use the whitelist instructions before connecting to the Wi-Fi network. In this case please refer to [How do I whitelist my Annie?](#_How_do_I)

1. Turn on Annie.
2. In the main menu use the directional keys to navigate to “settings”. Press the spacebar to select.
3. In this menu select “network settings”.
4. In this menu select “modify Wi-Fi settings using a web browser”.
5. Annie will then activate a local network called Annie\_HotSpot, followed by the ID number of the Annie unit.
6. Connect to the Annie\_HotSpot with a different device such as a smartphone or computer.
7. Once connected to the Annie\_HotSpot, open a web browser and in the URL bar, type in 10.0.0.2
8. This opens the Annie Wi-Fi Configuration Portal.
9. Select the button “add new”.
10. Available networks will now b White Listing Your Annie e displayed. Select the network you want to connect to.
11. If your desired network does not show up, select the option to enter the details manually.
12. Input the passphrase or password for the network.
13. If your Wi-Fi does not require a password, select open network.
14. Select the “save” button.
15. With the network saved, select restart Annie.
16. Annie will now automatically restart and be connected to your network. During the startup process, Annie will say, “Annie is connected to the internet.”

### How do I whitelist my Annie?

If the Wi-Fi network requires you to log in to validate your credentials, you will first need to use these whitelist instructions before connecting Annie to the Wi-Fi network. The administrator over the Wi-Fi network can whitelist your Annie, allowing it to connect to the Wi-Fi network without needing to validate credentials. Whitelist means that your Annie has been added to a list of approved devices on your network, and this must be done by the administrator of the network. The network will remember the Annie unit, and you will not need to go through this process every time you connect to the network with your Annie.

1. Get the MAC address of the Annie unit.
2. Navigate to “settings” in the Annie menu using the navigation keys.
3. Navigate to “run diagnostics to assist support team”.
4. Start diagnostics by pressing the spacebar key. Note that while in this mode the large braille cells will keep refreshing to let you know that you are still in this mode.
5. Prompt Annie to speak the MAC address by typing the letter m in braille (Keys 1, 3, and 4 simultaneously).
6. Whitelist the device with the Annie’s MAC address on your Network Management System to access the internet without requiring a portal login.
7. The following domains are accessed by Annie over HTTPS (port 443) and SSH (port 22). These also need to be added to have the full functionality of Annie.
8. www.Thinkerbelllabs.com (for braille learning analytics over the Helios web application)
9. us-east-1.amazonaws.com and all sub-domains (for over-the-air updates)
10. http://archive.raspbian.org/ (for over-the-air updates)
11. http://mirror.ox.ac.uk/sites/archive.raspbian.org/archive/raspbian (for over-the-air updates)
12. www.Dataplicity.com and all sub-domains(for remote diagnostics in case of support issue – this is disabled unless explicitly started by user)
13. Your Annie Is now whitelisted and ready to be connected to the internet.

# Helios

### What is Helios?

The Helios Suite is part of the Annie Ecosystem. As part of your purchase to Annie, it will include a minimum of 12 months subscription to Helios. In addition to other lessons through the subscription, Helios gives you access to:

* Track student progress and recommend lessons.
* Schedule tests, homework, and create custom content.
* Visualise usage and performance insights.
* Generate performance reports of entire classroom.
* Compare results and identify focus areas.

### As a TVI I would like to create some homework or a lesson plan for my student, is this possible?

Creating your own lesson plan or assigning homework to your learner is a few clicks away within Helios. This can be extremely useful if you really want to allow your learner to concentrate on something specific. To create Homework or a lesson plan:

1. click on the learner's name to access additional information about that learner.
2. Below the learner name will be several options which will include
3. Select the Homework item.
4. You will now be able to view all that is available on Annie through lessons and games. When clicking on a lesson you will also get a brief description of that specific lesson.
5. Check and uncheck the lessons that you want your learner to use. Once you turn off and Turn Annie back on, the only available lessons will be the ones you assigned.

### My student is using Annie, but it only has access to the introduction of Annie or 1 lesson.

There are two potential reasons why your student might only be able to view one lesson or not see other lessons at all.

1. Linear progressive workflow:

Suppose you initially chose the linear progressive workflow when adding a learner to your Helios account. In that case, it means that the current lesson must be completed before Annie can display the next one. You can review this setting by editing a Learner. For more information, refer to [How do I Add a Learner?](#_How_do_I_1)

1. Homework/ lesson selected through Helios:

Alternatively, the teacher may have specifically assigned a series of lessons or set homework for the learner. To access other lessons, these assigned lessons must either be completed or you will need to remove the current lessons from Helio. After doing so, you will need to restart Annie for the changes to take effect. Refer to [As a TVI I would like to create some homework or a lesson plan for my student, is this possible?](#_As_a_TVI) to review if any lessons have been set.

### What happens when my subscription expires?

Prior to your subscription, you will be given a prompt that your subscription is coming to an end, encouraging you to renew. If, however, the subscription has elapsed, you will still have access to Helios however, no data will synchronized. Your Annie will also revert to what is called Standard Mode, which will give you access to all uncontracted content and an introductory lesson to contracted braille.

### **How do I sign into Helios?**

You can sign-in to Helios with your email address at <https://helios.thinkerbelllabs.com>. If you are using an organisational email address and facing issues with a sign-in link, you can sign-in with an email OTP (one-time-password).

### **How do I access the online Quick Start Guide?**

The Quick Start Guide for Annie is available at <https://helios.thinkerbelllabs.com>. There is also a QR code located on the insert contained inside Annie’s box. Be sure to read the Quick Start Guide before you switch on the device and use your Annie for the first time.

### **How do I navigate within Helios?**

Once signed in, you will be able to see quick-access pages on the left sidebar. Select the desired topic to navigate to pages such as Learners (student accounts) or Annies (if you have multiple Annies under your supervision). To view your account permissions, select the Account link.

You can show or hide sidebar labels by selecting Toggle Mode from More in sidebar.

### **How do I sign out of Helios?**

You can sign out by clicking the sidebar or navigation bar’s More button and selecting Sign Out.

# **Learners**

### **What are learners?**

The Learners category lists the users (braille learners) you have registered to Helios. The Learners menu provides a brief overview of learners, their default Annies, and when they were last online. Please note unless you have more than 1 Annie with an active subscription, only one learner can be added.

The fields listed for a Learner are as follows:

* Nickname: Nickname given to the learner. The nickname is assumed to not be the same as the child’s real name, email address, screen or username that functions as online contact information or a persistent identifier that can be used to recognise a user over time and across different websites or online services.
* Progress: Percentage and count of lessons completed by the learner.
* Stars: Annie Stars earned by the learner. Awarded for excellence in Annie Performance.
* Annie: The Annie assigned to this learner.
* Active: When the Learner was last active.
* Edit: Select to edit the learner details, if applicable.

To edit details of any learner, select the edit button on in the table. To add a new learner, select the Add Learner at the top left of the screen.

To get expanded view for a learner, select the learners name.

### **How do I Add a Learner?**

A Learner (braille learner) account is recommended for usage tracking, analysis, and report generation. Once you have added a Annie and your account is activated, you will be able to add learner to your account.

To add a learner, select “Add Learner” from Dashboard, or by navigating to the Learners and selecting the Add Learners Page. Helios requests the following fields when you add a learner:

* Nickname: Required. Used to identify different learners. Please do not use a username, email address, or the real full name of the child, which could be used to identify the child across different online services. The nickname is assumed to not be the same as the child’s real full name, email address, screen or username that functions as online contact information, or a persistent identifier that can be used to recognise a user over time and across different websites or online services.
* Nickname Audio: Optional. This takes up an audio file containing the pronunciation of the user’s nickname. You can also use the browser to record the audio. Please do not use learner’s voice for this recording. The audio will be assumed to be of a non-minor person. Annie will speak out the learner’s nickname to welcome the learner on their assigned default Annie.
* Learner Progression Type: Required. Free flow users can access any lesson at any time on Annie. Linear learners follow the recommended learning path – More lessons unlock as the learner progresses through the course.
* Default Annie: Optional. Assigning a Annie to a learner automatically logs in the learner on Annie. This is the recommended way to use Annie. If unassigned, learners will be prompted to enter a user-key and pass key on Annie.
* Consent: Required. As per data privacy regulations, you must give explicit consent for a learner’s information. Please note that Helios does not collect any personally identifiable information about the Learner.

Click Save to confirm the information. You will receive the confirmation email shortly.  Once confirmation is received, the learner’s account will be activated.

To edit a student’s profile, select the edit button while on the learner's screen or while viewing the learner’s profile.

### **What is the difference between the types of learner accounts?**

When adding a learner an option for type of learner will be available. If you select Teacher account, this will give access to all content while continuing to save progress. Student accounts require an introduction to be completed first before continuing through lessons in natural progression.

### **How do I add an Annie to Helios?**

If you have purchased an Annie, look for the Activation Key by scanning the QR code at the bottom of your Annie device or by scanning the QR code on the welcome card in your Annie’s box. You will be taken to a web page where it will give you a unique activation key. You will need to copy this activation key before proceeding to the next step.

Visit the following page <https://Helios.thinkerbellslabs.com>

You can sign-in to Helios with your email address or Google Account. If you are using an organisational email address and facing issues with a sign-in link, you can sign-in with an email OTP (one-time-password).

Helios will prompt you to Add Annie if you have not done so already. You can add another Annie by navigating to the Add Annie Page from Annies (given that you’ve permissions to do so). Once on Add Annie Page, paste or enter the activation key in the box and click on Verify. Once the Annie is verified, you will see an image of your Annie in the prompt with the Annie ID (also located at the bottom of your Annie device or included in your purchase order), click Add to finish adding your Annie. You will then need to follow the steps to add a learner and assign the Annie to your learner.

### **If I have multiple Annie units, how can I differentiate between them?**

The Annie link will provide a list of the Annies purchased and added to your account.

The fields listed for an Annie are as follows:

* Annie Icon: Displays the Annie’s colour and appearance
* Annie ID: Unique identifier for Annie. Also printed on the sticker at the bottom or found in Annie’s settings.
* Nick Name: Nick name given to the Annie. You can edit your Annie’s name by clicking on the Annie ID.
* Learner: The Learner assigned whom this Annie is assigned to.
* Active: When the Annie was last active.
* Settings: Select to view and edit Annie settings, if applicable.

### **What if my email address changes, is there a way I can transfer all the data and learners across?**

In the event you need to Transfer data over from one account to another or in the event that the previous email address is not required or owned it maybe possible to transfer the subscription over to another account. Please contact a HumanWare representative with your Purchase order and Annie ID so this can be validated.

# **Account Features and Permissions**

### **How does the Account and Permissions page benefit me, as a teacher?**

The Account screen displays information about your Helios account. Helios works on levels of access. Once you register an Annie, you bought, you are given “ADMIN” access. This is identified by a badge next to your profile in the sidebar. If you are invited to Helios by someone else, you are granted access as given by the invitee. This may be commonly used to add additional teachers or parents that need to have access or maybe want to participate in the students learning.

All Admins can invite other users to Helios. These are displayed on the Linked Accounts. The various permissions you can give a user are as follows:

* Report: Get static non interactive reports of usage. Basic learner details only are shown as an overview.
* Analyse: Get detailed dynamic reports of usage. Detailed reports and full learner details are shown.
* Curate: Control content and settings. This control grants access to prioritising specific content for the user.
* Meta: Add or edit learners and settings.
* Restricted Mode: If you do not wish to grant access to full dashboard, you can alternatively grant access to select Learners and Annies with restricted mode.

If you are an admin, you can optionally invite other people to Helios, with various permissions.

### **Can I add parents to the Helios Dashboard?**

Yes you can. Follow the same steps as listed under the [How does the Account and Permissions page benefit me, as a teacher?](#_How_does_the)

### **Live Monitoring**

Currently, in beta, it is possible to live monitor a learner when at a distance. In the learner section, an option for a live session will be available if Annie is online. This will give you real time feedback on the learners’ journey. It is also possible to retrieve pre recorded session.

### **What are the benefits of the Report menu?**

A report displays overall usage statistics within a given range of all the learners registered under your account. There are two charts displaying active learners per given date, and total time spent per given date. Select a time range to display and a list of active learners will appear, showing the time spent on the device by each learner. Click on a learner to navigate to the learner’s detailed progress report. It is also possible to download a report and share with colleagues and parents as needed.

# Troubleshooting

## Is there a factory reset option available?

Yes, in the event your Annie is experiencing an issue, one of the suggestions would be to perform a factory reset. In performing this operation, please note it will remove all Wireless connections and will return your Annie to the default settings, along with possibly removing any updates of software that have passed.

Performing a factory reset will not remove your subscription, however you will need to follow the procedure on adding the Annie to Helios.

1. To perform factory reset **Press dots 4-5-6 and the left key for 10 seconds.**
2. You will be given a prompt. Press the Space to confirm or right key to cancel.