ANAFI series troubleshooting guide
(ANAFI, ANAFI Extended, ANAFI Work, ANAFI Thermal, ANAFI FPV)

This guide addresses all issues ANAFI users may have encountered while discovering and using a drone from the ANAFI series.

DO NOT CONTACT PARROT SUPPORT before you have applied the procedures and tips relevant to your issue.

Troubleshooting procedures

ANAFI drone hard reset

Hard resetting **ANAFI** reverts **ANAFI**'s most recent firmware to its original state. Parrot recommends the drone hard reset as a first intent procedure for several issues, notably gimbal calibration troubles.

1. Check a compatible microSD card is inserted into **ANAFI**.
2. Power **ANAFI** on (short press on the battery's power button).
3. Wait for the gimbal to calibrate (or for the gimbal calibration to fail).
4. Press and hold the battery's power button: after 8 seconds the battery's LED light up in red, one after the other.
5. When the 4 LED are red, release the battery's power button: **ANAFI** powers off briefly then reboots.
6. Check the contents of **ANAFI**'s microSD card: the hard reset procedure has generated a .TXT document named "wifi_security_key" at the root of the microSD card. This document confirms the hard reset procedure is complete and successful.

ANAFI's smart battery hard reset

Hard resetting **ANAFI**'s battery is useful to correct any battery issue. Parrot recommends a battery hard reset whenever the battery's behavior strays from its expected behavior.

1. Plug your smart battery to a power source.
2. Regardless of the battery's behavior, press and hold its power button for 15 seconds.
3. Release the power button: the battery's LED run successively in green and red, then flash alternatively in green.
4. The battery's hard reset is complete.

Reboot all systems

Rebooting all systems is useful to solve connectivity issues (black screen, white noise, thermography camera activation failure [**ANAFI Thermal**]).

1. Power **ANAFI** off.
2. Close the **Parrot Skycontroller 3**.
3. Kill **FreeFlight 6** on your device.
4. Reboot your device.
5. Open the **Parrot Skycontroller 3**.
6. Power **ANAFI** on.
7. Wait for synchronization between **Parrot Skycontroller 3** and **ANAFI** (steady dark blue LED on the controller); check that the left trigger of the **Parrot Skycontroller 3** activates the drone's gimbal to ensure the synch is complete.
8. Plug your device to the **Parrot Skycontroller 3**.

Pairing ANAFI to a Parrot Skycontroller 3

This procedure is useful to pair a drone and a controller which have never been paired, and to restore the lost pairing between a drone and a controller.

1. Check a compatible microSD card is inserted into **ANAFI**.
2. Power **ANAFI** on.
3. Open the **Parrot Skycontroller 3** to power it on.
4. Plug the drone and the controller together with an USB-A (controller) to USB-C (drone) cable.
5. The LED of the **Parrot Skycontroller 3** flashes briefly in green: it is acknowledging **ANAFI**.
6. Wait for synchronization between **Parrot Skycontroller 3** and **ANAFI** (steady dark blue LED on the controller): check that the left trigger of the **Parrot Skycontroller 3** activates the drone's gimbal to ensure the synch is complete.
7. Unplug the controller from the drone.

Issues

What do I do if I experience a connectivity issue (black screen, white noise, thermography camera activation failure, frozen or lagging stream)?

1. Check that your device's wi-fi is disabled: Parrot even recommends you set your device in Airplane mode when you fly **ANAFI**, to minimize the risks of communication disturbance.
2. **Reboot all systems** (refer to the relevant procedure in the earlier section of this document).

What do I do if my ANAFI's gimbal does not calibrate?

1. **Hard reset ANAFI** (refer to the relevant procedure in the earlier section of this document).

What do I do if my ANAFI does not power on?

1. Make sure your smart battery is "awake": plug it to a power source to take it out of wintering mode, and its LED should start flashing to acknowledge the fact it is charging – Parrot recommends you always fully charge your smart battery before you fly **ANAFI**.

What do I do if my battery shows a strange behavior (flashing LED, red LED, etc.)?

1. **Reset the smart battery** (refer to the relevant procedure in the earlier section of this document).

What do I do if I cannot read properly the information displayed by FreeFlight 6?

1. Access the settings of your device.
2. Find the "Display / Text and display size" (or equivalent) options.
3. Turn down the "text size" of your device, its "display size", or both to let **FreeFlight 6** accommodate all its information on your screen.

What do I do if my ANAFI is connected to the Parrot Skycontroller 3, but won't take off when I hit the take-off button?

1. If you had not done it, plug your device (in airplane mode, or at least wi-fi turned off) to your **Parrot Skycontroller 3**.
2. The drone or controller boxes of the homepage of **FreeFlight 6** either signal you that:
    -   you must update your **Parrot Skycontroller 3**, your **ANAFI**, or both;
    -   or you must calibrate your **ANAFI**'s gimbal;
    -   or you must carry out a magnetometer (drone) calibration;
    -   or you must calibrate your **Parrot Skycontroller 3**.

What do I do if my ANAFI flips over at take-off?

1. The propeller blades have been improperly installed. Remove all propeller blades and reinstall them properly and carefully, following the instructions enclosed in all **ANAFI** propeller blades packs.

What do I do if my Parrot Skycontroller 3 does not synch with my ANAFI?

1. Check no device is connected on **ANAFI**'s wi-fi network, with **FreeFlight 6** running.
2. Pair your **ANAFI** to your **Parrot Skycontroller 3** (refer to the relevant procedure in the earlier section of this document).

What do I do if my Parrot Skycontroller 3 does not synch with my device?

1. Try connecting your **Parrot Skycontroller 3** and your device with a different cable, to eliminate the potential faulty cable issue.
2. When you have eliminated the faulty cable issue, and if you still cannot get the controller and device to synch, close your **Parrot Skycontroller 3** to turn it off.
3. Try connecting your device to your **ANAFI**'s wi-fi network and open **FreeFlight 6**.
4. If your device does not connect to **ANAFI**, try uninstalling **FreeFlight 6** and reinstalling it (**WARNING**: if you use an **iOS terminal**, remember to **save your FreeFlight 6 media** on your device or on a computer, as **uninstalling FreeFlight 6 will delete all your media**).
5. When your device and **ANAFI** are connected, plug your device to your **Parrot Skycontroller 3**.
6. After less than a minute, the full ecosystem connection (**FreeFlight 6** on the device, **Parrot Skycontroller 3**, **ANAFI**) should be restored.

    If the full connection is not restored, contact Parrot Support as your Parrot Skycontroller 3's USB-A connector is probably damaged.

What do I do if my ANAFI has sustained a crash and it is visibly damaged?

⚠ NEVER TRY TO REPAIR YOUR ANAFI YOURSELF, AS ANY ATTEMPT AT A REPAIR WILL VOID YOUR WARRANTY!

1. Save the full contents of your **ANAFI**'s microSD card "FDR" folder and be ready to send it to Parrot Support.
2. Be ready to provide Parrot Support with:
   i. the serial number of your **ANAFI**;
   ii. a proof of the purchase (invoice) of your **ANAFI**.
3. Contact Parrot Support: after a destructive crash, Parrot Support will need to analyze your flight data to determine if the crash was caused by a product defect, or by a pilot error.
4. Parrot stands by its warranty conditions.
   a. If you are not able to provide the contents of the "FDR" folder, if the analysis of this data shows that the pilot is responsible for the crash, or if your drone is not under warranty anymore, you will receive a repair quote – if the damage is repairable.
   b. If the analysis of the FDR data shows that a product defect caused the crash, your drone will be repatriated to Parrot for repair, or a new drone will be sent to you (the precise procedure depends on the channel where you purchased **ANAFI**).

What do I do if my ANAFI has sustained a crash, but it is apparently fine?

⚠ CHANGE ALL YOUR PROPELLER BLADES BEFORE ATTEMPTING ANOTHER FLIGHT: PROPELLER BLADES ARE TECHNICAL AND DELICATE PIECES OF EQUIPMENT, AND EVEN "SMALL" CRASHES CAN INVISIBLY DAMAGE THEIR STRUCTURE.

⚠ Note that if the crash has damaged an internal component of **ANAFI** which is essential to a safe flight (such as its vertical camera or its ultra-sonar), your drone will not be able take off and a **FreeFlight 6** alert will tell you to contact Parrot Support – refer to the earlier paragraph: "*What do I do if my ANAFI has sustained a crash and it is visibly damaged?*"

1. Save the full contents of your **ANAFI**'s microSD card "FDR" folder and be ready to send it to Parrot Support (in case your **ANAFI** has sustained internal or hardly visible damage).
2. Set up **ANAFI** for a flight.
3. Check the **ANAFI** page of **FreeFlight 6**: any permanently damaged element (gimbal or motor) will appear in red – if an element is damaged, refer to the earlier paragraph: "*What do I do if my ANAFI has sustained a crash and it is visibly damaged?*"
4. If no element is damaged, carry out the calibration(s) requested by **FreeFlight 6** (gimbal, magnetometer, or both).
5. Fly **ANAFI**, take pictures and videos.
6. Check your **ANAFI** pictures and videos to see if your drone's horizon is offset.
7. If your horizon is offset, carry out the "Correct horizon" procedure (refer to **ANAFI**'s User Guide for details) of **FreeFlight 6**'s "Camera" Preferences – for **ANAFI Thermal**, you also need to check the **alignment of the cameras**.
8. If the "Correct horizon" function cannot make your horizon straight again, or if you cannot restore the alignment of the cameras of your **ANAFI Thermal**, it means a part of your gimbal has been deformed and your drone needs repair and a new calibration – refer to the earlier paragraph: "*What do I do if my ANAFI has sustained a crash and it is visibly damaged?*"