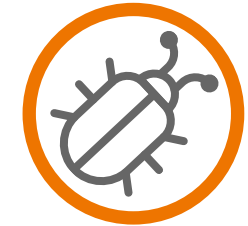
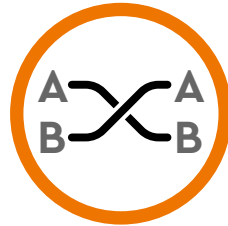


Steps for Troubleshooting with LEGO® Education SPIKE™ Essential

Use these steps to troubleshoot why your LEGO Education SPIKE Essential program isn't running.



1	2	3	4	5	6	7
<p>Make sure that your Hub is connected to your device. Check the Hub connection status in the top left corner of the programming screen. Click the Hub Connection Icon, turn on the Hub, and select it when it appears on the right-hand side of the app screen.</p>	<p>Check the wires. Are they fully plugged into the Hub?</p>	<p>Check the Port selection (Only for Word blocks). Do the Ports you've selected for the motors and sensors in your program match the Ports you're actually using? For example, if you've selected Port A for a motor connection, a motor connected to Port B won't run.</p>	<p>Check the building instructions. Did you use the right building elements? Are they connected as shown in the instructions?</p>	<p>Did you use the right coding blocks? Remember, there are different categories of blocks (e.g., Motor Blocks, Movement Blocks, Loop Blocks).</p>	<p>Read the sequence aloud, block by block. Does it match what you want the program to do? Remember, each block needs to complete its action before the program moves to the next block.</p>	<p>Insert Wait Blocks to help you check your program for bugs, or break the program into smaller parts and test it one section at a time.</p>

Further Support and Help

1. Go to <https://education.lego.com/start> for help renaming your Hub and to learn how to keep your materials up to date.
2. Look in the LEGO® Education SPIKE™ Essential FAQ document for more troubleshooting tips, and help with error messages.
3. Look in the Help section in the LEGO® Education SPIKE™ App for more information about the individual blocks and block types.
4. For further help, contact LEGO Education Consumer Service at <https://education.lego.com/support>.