

## Setting up Devices

Taking time to ensure devices are set-up prior to starting with LEGO® Education can allow for more creative time later!

- Alert your IT Department about the need to install a new app.
- Ensure the devices will support our apps by checking the systems download requirements.
  - Coding Express App [Early Learning | Software Download | LEGO® Education](#)
  - SPIKETM App for SPIKETM Essential and SPIKETM Prime [Get the LEGO® Education SPIKETM App](#)
- The SPIKETM App is one app experience for the system, which includes the content for SPIKETM Essential and SPIKETM Prime.
  - At least one laptop/desktop device will need to have the SPIKETM App installed.
- Download all in-app content after the app is installed on the device. All lessons need to be downloaded after the app is installed.

## Launching SPIKETM App

- The Hub from each set will need to be updated, named, and charged prior to first use.
  - Launch the software
  - Connect your Hub with the USB cord
  - Update your Hub following the prompts on-screen
  - Rename the Hub to match the way the set is labeled
- SPIKETM Essential and SPIKETM Prime content in-app, including Unit and Lesson Plans, will also need downloaded after installing the app.
  - Pro-Tip: Lessons accessed via the app can be saved within the app
- For software installation problems or questions, contact LEGO Education Technical Service:
  - Telephone: 1-866-349-5346, Monday – Friday, 8:00 am – 10:00 pm EST
  - Web: <https://legoeducation.atlassian.net/servicedesk/customer/portals>

## Device Compatibility

Review the system requirements for any solution you plan to implement to make sure you have devices and infrastructure to support software installation, management and use. For additional information, including operating systems and needed memory, see our [product resource](#) page and select the product you intend to purchase.

| LE Solution        | Windows | Mac | iPad | Tablet | Chromebook |
|--------------------|---------|-----|------|--------|------------|
| Coding Express     |         |     | ✓    | ✓      |            |
| SPIKE Essential    | ✓       | ✓   | ✓    | ✓      | ✓          |
| Spike Prime        | ✓       | ✓   | ✓    | ✓      | ✓          |
| SPIKE Prime Python | ✓       | ✓   | ✓    | ✓      | ✓          |

## Looking for Additional Support?

For additional hardware or software support,

- Reference our online FAQ resources that can answer your basic questions.
  - SPIKE™ Essential [Tech FAQs](#)
  - SPIKE™ Prime [Tech FAQs](#)
- Contact our technical customer service team
  - Monday – Friday, 8:00 am – 10:00 pm EST
  - Telephone: 1-866-349-5346
  - Email: [LEGO.com/service](mailto:LEGO.com/service)
- Find ideas or to share what's worked for you and your students, visit our online community: <https://community.legoeducation.com/home>