<u>**UPDATED WeDo 2.0 SOFTWARE FAQ:**</u>

**We have updated the WeDo 2.0 software FAQs to reflect the upcoming special promotion on the curriculum pack as well as an update on some of the known challenges with loading the software. The document is in three parts: First section is the overall software FAQ; second section is the FAQ about the curriculum pack FAQ and the third are the more common challenges customers are facing with our software.

Q: What is the WeDo 2.0 software?
A: The software is an essential and easy-to-use component of all the WeDo 2.0 projects. It has a colorful, drag-and-drop interface that is graphical in nature. It is from the software that teachers and students will:

- Access all the projects.
- Program their models.
- Access the digital building instructions and receive programming guidance.
- Use the integrated Documentation tool.

Teachers also have access to the teacher's guide that can be read using a PDF reader.

Q: What are the new software updates?
A: There are several new features including restyling to match the new hardware and touch functionalities available with tablet use, integrating a student documentation editor and capture tool to facilitate progress tracking and report creation by students..

Q: What platform does LEGO Education WeDo 2.0 software work on? Does it include laptops, desktops and tablets?
A: The minimum requirement for both operating system and device specifications:
Operating system

- IOS (from 8.1) for tablet
- Android (from 4.4.4) for tablet
- Windows 7 for desktop - External Bluetooth dongle required BLED112 *Bluetooth* Smart Dongle
- Windows 8 for tablet, laptops and desktop
- Mac OS (from 10.10) for laptops and desktop

Device minimum requirement
- Bluetooth Low Energy / Bluetooth 4 for all devices (not including Windows 7 desktops)

Q: How do I connect my LEGO Education WeDo 2.0 software to the Smart hub?
A: On IOS, Android, Windows 7 and Mac OS the connection takes place directly from inside the app from the connection center. For Windows 8 the pairing takes place in Windows settings. See help function in software for more details.

Q: I was connected to my Smarthub but after reconnecting, I cannot connect again. What should I do?
A: Please restart the software and follow the connection procedure.

Q: Why can I not connect to the Smart hub?
A: If you have tried all of the step-by-step instructions to connect and are still unsuccessful, please refer to the "Help Panel" in the software or please contact the customer support team.

Q: When opening the teacher's guide and exporting from the documentation tool, it opens in a weird format. What should I do?

A: To open and export the teacher's guide you must have a PDF reader to view the documents. If you don't have a PDF reader, you will have to install one. If you have a PDF reader installed, you have to open the teacher's guide with that program.

Q: Why does my LEGO Education WeDo 2.0 software freeze?
A: Using a touch screen and mouse simultaneously can cause the software to freeze. To solve this problem restart the software and use only touch or mouse.

Q: Can teachers and students name their project(s)?
A: Projects are saved automatically by name under the project icon in the lobby and can be renamed by the students and teachers.

Q: Is there a help function built into the LEGO Education WeDo 2.0 software?
A: Yes, inside the Help panel you will find guidance on the following software elements:
- The names of each programming block
- Steps for connecting your Smart hub to your programming device

Q: Is it easier to find everything in the software with this new version?
A: Projects made by students are accessible in the software lobby. Educators and students can select the tutorials they require to start and work at their own pace from the project library.

Q: Can the software be purchased separately and can I download it online and where?
A: LEGO Education offers a light version of the WeDo 2.0 software for free for iOS, Android, and desktop platforms, but customers must buy into the full software and curriculum pack to comply with our end-user license agreements. When a purchase is made for the full software and curriculum pack, you will receive an email directing you to LEGO Resources Online (LERO), where you will register to receive updates.

Q: Is WeDo 2.0 open source?
A: WeDo 2.0 will provide an open source SDK, enabling programmers to communicate with the Smart hub via Bluetooth 4.0. SDK will be available within first half of 2016.

Q: Are there any mobile applications available?
A: WeDo 2.0 is available for iPad, Android tablets, and Windows tablets above 8"inches - according to the listed operative systems.

Q: Where do I download my software?
A: The software is downloadable via LEGO Education Resource Online (LERO) and in the app stores of the respective platforms (App Store for iOS, Google Play store for Android and Microsoft store for Windows).

Q: How will I receive updates to my software?
A: The WeDo 2.0 software, both app and desktop software, will notify you of available upgrades.

Q: Is it Scratch compatible?
A: Yes, WeDo 2.0 is Scratch compatible. It will be available from the end of January/early February 2016 for Mac platform. Available for Windows in June.

Q: Is there on-brick programming?
A: No, there is not.

Q: In what languages is the LEGO Education WeDo 2.0 software available?
A: Languages available include English (UK), English (US), Spanish, German, French, Danish, Swedish, Norwegian, Japanese, Chinese, Russian, Arabic, Brazilian Portuguese, Australian, and Korean.

Q: Can I record my own sound?
A: Yes, the microphone enables users to record custom sounds to play in their programs. The Sound Recording tool is accessible inside a project at all times. Teachers can also program their model to react when a loud sound is made; for instance, counting every time you clap your hands. There are also 20 preloaded sounds in the software. The sounds include:

Special Promotion FAQ around Curriculum Pack

Q: What is the special promotion?
A: Starting Thursday, February 11, 2016, when you purchase the full app with curriculum pack (SKU 2045300) either on its own or as part of a full solution, you will receive it for free. If you purchased the curriculum prior to Thursday, February 11, 2016, you will be reimbursed for your purchase.

Q: Why are we running this promotion?
A: LEGO Education has identified a technical issue related to the accessibility of the LEGO Education WeDo 2.0 full app with curriculum pack (SKU 2045300). The result is the app and curriculum pack are free for download in app stores.

Q: Will you be changing the process of charging for curriculum packs permanently?
A: Our plan is to run this promotion until we resolve the issue and we are currently project to have this resolved by June 30, 2016. We will keep you apprised of updates as available.

Q: How long will the promotion run?
A: The promotion will run from Thursday, February 11, 2016 through Thursday, June 30, 2016.

Q: Why did LEGO Education not test the app/software before releasing the new WeDo 2.0?
A: We carry out extensive testing during and after production, but predicting technical glitches such as this can be very complex.

Q: How can I be sure to keep up to date on software/app updates?
A: Please remember, if you have not already, it is important that you register with the license key you received upon purchase within the LEGO Resources Online (LERO) to ensure you have access to support, receive updates and the latest versions of the software and curriculum.

Q: Can the software be purchased separately and can I download it online and where?
A: When you purchase the WeDo 2.0 core set, it comes with a lite version of the software with one activity. The curriculum pack has all of the lessons and builds. When you buy the curriculum pack, you will receive the curriculum pack for free with this promotion through Thursday, June 30, 2016.

Q: How does this affect my license agreement?
A: It will not affect your license agreement. Customers, who obtain the full app including curriculum pack through the promotion, will continue to have full access going forward, even after the promotion ends.

Q: Will FLL Jr. teams be eligible for this promotion?
A: This promotion applies to every customer so yes FLL Jr. teams are eligible.

Script for known issues with loading the software

Please know we are fully aware of the issues you are experiencing with the WeDo 2.0 software. Working in partnership with our customer service and technical support teams, we have identified the following software performance issues, as well as corrective actions:

Issue: Windows 7 software not working properly on 32-bit devices.
- **Action:** This issue is now fixed. A new software version will be available on LERO in our next update of the software.
- ***Please Note:*** Windows 7 devices do not support Bluetooth low-energy, which is the minimum requirement for the use of WeDo 2.0. Therefore, a Bluetooth low-energy dongle is <u>always</u> needed when using Windows 7. The supported BTLE dongle is "BLED112 Bluetooth Smart Dongle." We do not sell the dongle. You can find the dongle here. https://www.bluegiga.com/en-US/products/bled112-bluetooth-smart-dongle/#buynow

Issue: The Windows 7 dongle setup is not enabling communication between the WeDo 2.0 software and SmartHub. Customers need to install separately a special driver for the dongle from the dongle vendor, to make the dongle work.
- **Action:** The dongle driver setup needed is included in the next software update available on LERO within the next couple of weeks for you to download.

Issue: When the Windows software installs from LERO on Windows 8 based devices, the hub and the software cannot connect.
- **Action:** Windows 8 users have to install the software from the Windows store.
- ***Please Note:*** Windows 8 does not support the hub connection and the device from inside the app. It has to be paired from within the settings on the device. Information on how to do this is available in the help function within the WeDo 2.0 software.

Issue: Windows 10 is not officially supported.
- **Action:** This problem is due to the fact that Windows 10 does not support the Bluetooth low-energy connection, this is applicable for any BTLE device not just LEGO Education. Our development team is working directly with Microsoft to correct the issue, however a fix date for this is not yet known at this time.

Issue: Windows software installed on a laptop or PC does not have a "close button" to shut down the software window.
- **Action:** This will be fixed in our next update of the software that will be available on LERO for you to download. Until then, please use the "ALT + F4" to close the software.

We want to ensure our customers that we are doing our best to correct these issues within a short time period. We understand the inconvenience this has caused and we are in the process of correcting the situation. If you have any questions or concerns, please reach out to our customer support team