Sphero SPRK+ Troubleshooting Guide

Install Sphero Edu app on Chromebook

(See Sphero Edu Student Login Process at pisd.edu/cs under Elementary Resources (Grades 3-5)

Connecting Robot

1. Launch Sphero Edu. Login to Sphero Edu using your Plano ISD login and password. Next click on Connect Robot.

2. Select SPRK+ from list of Sphero product. Next you will get a list of available SPRK+. Match the robot with the ID (ex. SK-39c1) labelled on the robot. Click on the matching selection.

3. You will next see the Connecting to SPRK+ screen.

    a. Option 1: The robot connected and you get the following screen.

b.   Option 2: You get the Unable to Connect SPRK+ error message.
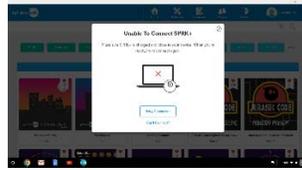
Possible Solutions When Unable to Connect

Tip #1: The SPRK+ will not connect if the battery is too low. Try charging it for a longer period, if it hasn't been charged in a while.

Tip #2: Plug the USB and charging cradle to Chromebook. This should wake the robot. Try reconnecting the robot.

Tip #3: Remove the SPRK+ from the charging cradle, hold the button for 3-5 seconds roughly 1.5 inches from where the USB cord plugs into the charging cradle. Put the SPRK+ back on the charging cradle and hold the button for 3-5 seconds. The should reset the robot. The SPRK+ should light up. Try reconnecting the robot.

Tip #4: Try turning the Bluetooth off and then on again. Try reconnecting the robot.

Tip #5 If the previous tips don't work, try uninstalling Sphero Edu app and reinstalling. Right click on the tile on the Chrome OS Shelf and select uninstall. This will uninstall Sphero Edu app from the Chromebook.

Next go to the Chrome Web Store and search for Sphero Edu in the search window.

Then click on Add to Chrome. (Where it says "Rate It", it will say "Add to Chrome" when the App has not been installed.) This will reinstall the Sphero Edu app to the Chromebook.

Now that the app has been reinstalled, go back to the beginning and follow each step again.

Updated 8/8/2019 by Dan Blier, Computer Science Curriculum Specialist