

Liquid Instruments technical support

Distributor reference sheet

This document summarizes how to use the Liquid Instruments Forum and Knowledge Base, as well as how to engage Liquid Instruments staff for assistance with helping your customers solve technical issues they encounter when using the Moku products. Reference this document to learn how to troubleshoot common issues, help your customers with commonly asked questions, and facilitate Moku product returns in the event of a hardware fault.



Knowledge Base

You can use the Knowledge Base to find answers to many commonly asked questions about Moku products. The Knowledge Base contains a rich library of support articles on common topics. To access the Knowledge Base, first visit knowledge.liquidinstruments.com. From there, use the search bar to locate a support article related to your customer's question. If an article doesn't exist, you can request support by emailing us at support@liquidinstruments.com.

Below is a list of helpful Knowledge Base articles that will answer most frequently asked questions:

1. [Missing instruments or missing features](#)
2. [How to find the serial number](#)
3. [How to update the firmware](#)
4. [Moku LED status codes](#)
5. [How to connect Moku:Lab via USB](#)
6. [How to fix Moku showing as COM port in Device Manager](#)
7. [How to connect to Moku via Wi-Fi](#)
8. [How to connect to Moku using the integrated Wi-Fi hotspot](#)
9. [What is the hardware warranty for my Moku?](#)
10. [How do I export data from my Moku?](#)

A note about missing instruments or license issues:

If a customer refers to the "Missing instruments or missing features" article and still cannot access the instrument or features they need, contact us at support@liquidinstruments.com. In your message, be sure to provide the Moku product serial number, product type, and a copy of the customer's purchase order.

Liquid Instruments Forum

The Liquid Instruments Forum is free for anyone to use, whether they own a Moku product or not. Users don't need an account to access the forum. They can post to the forum to request support, suggest new features, or share their projects. If you receive feature requests from customers, please encourage them to post their request on the forum so our engineering team can consider their ideas.

The forum also provides information on how to fix common technical issues, sometimes with greater detail than the Knowledge Base. Like the Knowledge Base, the forum has a search bar to help you explore relevant topics.

Below are a few forum threads that provide helpful information for troubleshooting common technical issues:

1. [Moku:Go USB-C not showing up in the desktop application](#)
2. [How to find the Moku:Go Wi-Fi hotspot password](#)
3. [Python / MATLAB API issue – API connection already exists](#)
4. [Can I use the desktop application and an API at the same time?](#)
5. [How to stream data to my computer using Python API?](#)

API Documentation

Liquid Instruments has a dedicated site for documentation related to Python, MATLAB, and LabVIEW APIs. The site includes code examples for how to use each function along with complete written examples for each instrument. If you or your customers have questions about APIs, visit apis.liquidinstruments.com.

Please note that the API documentation site only contains code to help users get started with the API; it does not contain solutions to error codes. You can search the Liquid Instruments Forum for help with API errors by typing the error code or phrase into the search bar.

RMA Process and Repairs

If a customer requests support due to a suspected Moku product fault, refer to the checklist below for tips on troubleshooting common issues. If after moving through the checklist the customer is still experiencing difficulties, refer them to support@liquidinstruments.com so we can provide further support.

Software challenges:

1. Is the customer using the latest version of the software? Do they need a firmware update? You can verify the latest software version on the Liquid Instruments website under Products -> Desktop Apps.
2. Have they updated their local instrument license?
3. Power the device on and off to check if the issue persists.

Hardware challenges:

1. Does the customer have the magnetic power adapter plugged in?
 - a. Does the magnetic power adapter's LED show a solid green status color?
2. Does the Moku product fully boot, or does it fail to boot?
 - a. Factory reset the Moku device by pressing the button on the bottom of the device with the power on. Then power the device on and off to see if the issue persists.
3. If one or multiple Moku device inputs/outputs are not working, connect a BNC-to-BNC cable between the faulty I/O of the device and working I/O of the device and generate a signal in the Oscilloscope.
4. If calibration is being questioned, refer to our website for calibration procedures and pricing.

USB or Wi-Fi challenges:

1. If the customer cannot connect to a Wi-Fi hotspot, ensure that they are not in a protected environment that blocks Wi-Fi hotspots. Power cycle the device first. If Wi-Fi problems persist, perform a factory reset using the steps described above. Note that doing so will reset the Wi-Fi hotspot's password to its default.
2. If they cannot connect over USB for Moku:Lab, refer to [this article](#).
3. If they cannot connect over USB-C for Moku:Go or Moku:Pro, refer to [this forum post](#).
4. If they cannot connect their Moku device to their local Wi-Fi network, verify they have selected the appropriate network type in the device configuration. Direct the user to enter their Wi-Fi credentials again, wait a minute, and then power cycle the device.
5. If they cannot connect over Ethernet, verify that the user has enabled the Ethernet connection option in the Moku device configuration screen.

If your customer's hardware or software issue persists after moving through this checklist, refer them to support@liquidinstruments.com.