Locate MAC Address- Article no. 1562

Resolution Steps

BOLT

1. Go to the **Equipment Tab**
2. Select **Addl Hits and Details**
3. Locate the **MAC / Address** on the **Equipment Details screen**

ICOMS

1. Go to the **Customer Equipment Maintenance** screen [**BX**]
2. Highlight equipment and click **Port Occ Asgn**
3. The MAC Address is listed in **Equip Addr** field
    - **Note**: EMTAs have 2 MAC addresses; use the **Data** MAC for troubleshooting

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=448