Finding the MAC address / Serial number of your phone

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It is important that you provide our support team with the relevant MAC address of the phone so that we can be sure we are looking at the correct device when providing support.

Each phone has a unique 12-character serial number or MAC address consisting of numbers and letters A-F.

Polycom phones:

You can find the serial on a sticker on the back of the phone or on the side of the box that the phone came in.

On the handset itself you can also go to settings > status > platform > phone and locate the serial within the “S/N” field.

Yealink phones:

For Yealink dect phones, the serial will be on a sticker on the base station that the handsets pair to.

On the Yealink handset itself, if you go into menu > status the serial will appear as “MAC”.

Posted by: Keira Tait - Mon, May 8, 2023 at 12:54 PM. This article has been viewed 12785 times.

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