

## HOW TO – FIND DEVICE MAC ADDRESS & SERIAL NUMBER

### RMS OMEGA HELP DESK SUPPORT

When submitting a Help Desk Support Ticket, please provide the MAC Address or Serial # of the device you are having trouble with, the description of the issue, and when it started.

### HOW TO LOCATE YOUR DEVICE MAC ADDRESS & SERIAL NUMBER

**Option 1** - Open the battery on the back of your device. The Serial Number (S/N) is found under the device battery pack. On some devices, you can locate the WIFI MAC address here as well.



Example: Honeywell CK65 Handheld



Example: Honeywell EDA Handheld



**Option 2 - Turn on your device.**

The MAC Address & Serial # are located at the bottom of your screen.

If the device is already on, tap the Home button, until you get to this screen.

For assistance, please call 888-857-8402, then press 3 for services and support, or email [helpdesk@rmsomega.com](mailto:helpdesk@rmsomega.com).

