

Find Your MAC Address

From time to time, especially when trying to attach a network device to the network, you may be asked to provide a MAC Address (also known as Media Access Control Address). A MAC Address is a static, or non-changing, code that is used to identify your device on the network. The format is six groups of two digits each, usually separated by hyphens or colons, such as 01-23-45-67-89-ab or 01:23:45:67:89:ab. Note that MAC Addresses only use the characters A-F and the numbers 0-9.



Instructions here are provided to the best of our knowledge; because software and hardware instructions change without notice, when in doubt check your user manual or manufacturer's website for support and instructions. You may also wish to use a Google search. Try searching for the make and model of your device and the phrase "mac address".

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Media Players and Digital Video Recorders (DVRs)

Apple TV

1. Select **Settings**.

2. Select **General**, and then select **About**.
3. The MAC Address will be listed as either **Wireless ID** or **Ethernet ID**.
 - a. You can also find both the Wireless ID and Ethernet ID on the UPC label on the bottom or back of the Apple TV box, next to the serial number.

ROKU Player

1. Select **Settings**.
2. Select **System**
3. Select **About**.
4. The Mac Address will be listed on-screen.
 - a. You can also find the MAC addresses on the bottom or back of your Roku player.

ROKU SMART TV

1. Try to connect to the SU-Connect or SU-Secure wireless network.
2. A message will pop up saying that you cannot connect and giving you troubleshooting options. One of the options will be "Is the router blocking unknown MAC address?" The MAC address listed is the wireless MAC address.

* If you are unable to locate the Mac address possibly due to activation restrictions, do the following: Press the Home button 5 times, then the FF(Fast Forward) button 3 times, and the Rewind button 2 times. This should get you to the network screen without completing activation and will list the MAC address.

TIVO

1. Press the **TiVo button** to go to **TiVo Central**.
2. Select **Messages and Settings**.
3. Select **Phone and Network Setup**.
4. The MAC address will be displayed at the top right-hand side of the screen.

Google TV

1. Select **Settings**.
2. Select **Network**.
3. Select **Status**.
4. The MAC Address will be displayed on screen.

AMAZON FIRE TV (FIRE TV, FIRE TV STICK, FIRE TV CUBE)

1. From the Home screen, press **Menu**.
2. Select **Settings**.
3. The **Wi-Fi MAC Address** is located toward the bottom of the screen in the **Device Info** section.

The MAC address is also on the **Connect to your network** page during setup by scrolling to the right.

If the above is not available, they will need to go **Settings> MyFireTV > About** to locate their Mac address.

Portable Game Consoles

Nintendo 3DS/2ds

1. Tap the wrench icon to access **System Settings**.
2. Tap **Internet Settings**.
3. Tap **Other Information**.
4. Tap **Confirm Mac Address**.
5. Your MAC address will be displayed on screen.

Sony PSP

1. Turn on the PSP without a game in the system.
2. Press the **Home** button.
3. Press **Settings**.
4. Press **System Settings**.
5. Press **System Information**.
6. Your MAC address will be displayed.

Sony PS Vita

1. From the home screen, tap **Settings**.
2. Tap **Start**.
3. Scroll up and tap the **System** option.

4. Tap **System Information**.
5. Your MAC address will be displayed on screen.

Nintendo Wii U

1. From the Wii U menu, select **System Settings**.
2. Use the left stick to select **Internet** and press the A button.
3. Select **View Mac Address** and wait for it to display.

Nintendo Switch

1. From the Switch Home Screen, double tap on System Settings.
2. Select Internet.
3. Your MAC address will be displayed under the Internet Settings.

Video Game Consoles

Microsoft Xbox one/Xbox One S

The first time turning on an Xbox One system requires an internet connection to reach the settings menu which is where you will find the wired MAC address you need to register your device. The work around for this is to allow the Xbox to run through the system setup, let it fail, select "Fix It" and then it will attempt to diagnose the issue. When that fails, it will bring you to a screen prompting you to manually set up the connection, listing both the wireless and wired MAC address.

If you are able to reach the main menu on your Xbox, try the following to find the MAC Address.

1. Navigate to **My Games and Apps**.
2. Select **Settings**.
3. Select **Network**.
4. Select **Advanced Settings**.
5. The Wired and Wireless MAC address will be displayed to the right of your screen.

Microsoft Xbox Series X

The first time turning on an Xbox One system requires an internet connection to reach the settings menu which is where you will find the wired MAC address you need to register your device. The work around for this is to allow the Xbox to run through the system setup, let it fail, select "Fix It" and then it will attempt to diagnose the issue. When that fails, it will bring you to a screen prompting you to manually set up the connection, listing both the wireless and wired MAC address.

1. On the Xbox controller, press the Xbox button.
2. From the Profile & System menu, select Settings.
3. From the General section, select Network Settings.
4. Select Advanced Settings.
5. On the IP Settings menu, the wired and wireless MAC address will be listed.

Microsoft Xbox 360

1. Select **System** from the Xbox Dashboard.
2. Select **Network Settings**.
3. Select **Edit Settings**.
4. Select **Additional Settings**.
5. Select **Advanced Settings**.
6. For Wired connections, your MAC address will be displayed under the heading Wired MAC Address.
 - a. For Wireless connections, select **Wireless Information**. Your MAC address will be displayed on this screen.

For the new NXE display

1. Go to **My Xbox** on the Xbox Dashboard.
2. Select **System Settings**, all the way to the right.
3. Select **Network Settings**.
4. Select **Configure Network**.
5. Under the **Basic Settings** tab, make sure **IP Settings** is on **Automatic**.
6. Go to the **Additional Settings** tab.
7. Select **Advanced Settings**.
8. The MAC address is displayed on screen as **Wired MAC Address**.

Nintendo Wii

1. From the Wii menu, choose **Wii Options**.
2. Select **Wii Settings**.
3. Click right to **Wii System Settings 2**.
4. Select **Internet**.

5. Select **Console Information**.
6. You will find your MAC address on this screen.

Nintendo Wii U

1. Go to **System Settings**.
2. Tap the **Internet** settings button.
3. Select **View MAC Address**.
4. Your MAC address will be displayed.

Nintendo Switch

1. From the Switch Home Screen, double tap on System Settings.
2. Select Internet.
3. Your MAC address will be displayed under the Internet Settings.

Sony Playstation 2 (slimline)

1. Turn on your PS2 with no game disc in the tray.
2. From the main screen, press the triangle button.
3. The MAC address will be listed on the System Information screen.

Sony Playstation 3

1. From the PS3 main menu, select **Settings**.
2. Select **System Settings**.
3. Select **System Information**.
4. Your MAC address will be displayed on screen.

Sony PlayStation 4/Playstation 4 pro

1. Select **System**.
2. Select **System Information**.
3. Your MAC address will be displayed on screen.

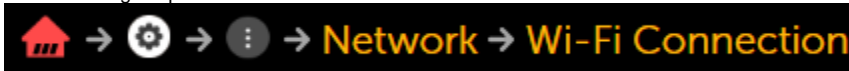
Sony PlayStation 5

1. Select the Gear icon in the upper right corner.
2. Select System then Console Information.
3. Your wired and wireless MAC address are listed at the bottom.

Smart Televisions

LG Smart TVs

- Support: <https://www.lg.com/us/support>
- Home>Settings>Options>Network>Wi-Fi Connection or Internet Connection



- Advanced Wi-Fi Settings
- Your MAC address will be located here.

Insignia Smart TVs

1. Press ENTER. The settings menu opens. (or press Menu)
2. Press or to highlight Network, Then press ENTER.
3. Press or to highlight WIRED, then press ENTER. (Note that the wired MAC address and the wireless MAC address are different)
4. The MAC address needed to register your Insignia Smart TV will be listed as either Ethernet Address or Wired MAC Address.

Samsung Smart TVs

1. Press Menu.
2. Press or to highlight Network, Then press ENTER.
3. Press or to highlight Network Settings, Then press ENTER.
4. Press or to highlight WIRED, then press ENTER. (Note that the wired MAC address and the wireless MAC address are different)
5. Press or to highlight Network Test, then press ENTER.
6. The MAC address needed to register your Samsung Smart TV will be listed as either Ethernet Address or Wired MAC Address at the top of the screen.

Sharp Smart TVs

1. Press the **Menu** on the remote.
2. Press **or** to highlight **Initial Setup**, then press **Enter**.
3. Press **or** to select **Internet Setup**, then press **Enter**.
4. Press **or** to select **Network Setup**, then press **Enter**.
5. Press **or** to select **Connection Type**, then press **Enter**.
6. Press **or** to highlight **Wired** or **Wireless**, then press **Enter**.
7. Press **or** to select **IP Setup**, then press
8. The **MAC Address** should be on the bottom of the page.

Sony Smart TVs

Older TVs

1. Press the Home button.
2. Use the arrow keys to scroll to Settings, then press Enter.
3. Use the arrow keys to scroll to Network Setup, then press Enter.
4. From the menu, select Wired Setup, then press Enter.
5. Click on Network Setup – Status and the MAC Address should be on the screen.

Newer TVs

1. Press the Home button.
2. Use the arrow keys to scroll to Settings, then press Enter.
3. Use the arrow keys to scroll to Preferences, then press Enter.
4. Use the arrow keys to scroll to Setup, then press Enter.
5. Use the arrow keys to scroll to Network Setup, then press Enter.
6. Click on Network Setup – Status and the MAC Address should be on the screen. Please ensure it says Wired and not Wireless.

Vizio Smart TVs

1. Press Menu on the remote.
2. Press **or** to highlight the Network, then press OK.
3. The Network Connection menu displays.
4. Press **or** to highlight Manual Setup, Then press OK. The IP Settings menu is displayed.
5. At the bottom of the menu the MAC addresses are displayed.

Smart Assistant Devices

Google Home



8/24/2020: Due to an update with Google Home devices, SU IT is not able to connect these devices to our SU wifi network.

Amazon Echo

- Download the Amazon Alexa app to your phone and computer and sign in with your Amazon account.
- Connect to the wireless network transmitted by your Echo device
- The wireless MAC address for your Echo can be found at the bottom of the Echo Setup screen in the Alexa app.

Before you begin

- Plug your Echo into a power outlet.
- Open the Alexa app.

Echo connects to dual-band Wi-Fi (2.4 GHz / 5 GHz) networks that use the 802.11a / b / g / n standard. Echo does not connect to ad-hoc (or peer-to-peer) networks.

1. In the Alexa app, open the left navigation panel and then select Settings.
2. Select your device and then select Update Wi-Fi. If you're adding a new device to your account, select Set up a new device instead.
3. On your Echo device, press and hold the Action button until the light ring changes to orange. Your mobile device will then connect to your Echo device. A list of available Wi-Fi networks appear in the app.

Note: The Alexa app may ask you to manually connect your device to your Echo device through your Wi-Fi settings.

4. Select your Wi-Fi network and enter the network password (if required). If you don't see your Wi-Fi network, scroll down and select Add a Network (for hidden networks) or Rescan.
 - MAC address: If you need to add your Alexa device to your router's list of approved devices, scroll down on this screen until you see the MAC address.

Apple Home Pod

1. Open the Home app on your iPhone or iPad
2. Press and hold the HomePod on the app
3. Tap Settings in the pop-up card
4. Scroll down to find your WiFi MAC address listed at the bottom

Standard Operating Systems

It's rare that you would need a MAC Address to connect a laptop or PC to a network, but instructions are provided here just in case.

Windows 10

1. Click the **Network or Wifi icon** in the system tray in the lower right hand corner, then click the **Network settings** link.
2. Click **Ethernet** or **WiFi**
3. In the Properties section you will find an entry for **Physical Address**.

Windows 7, 8, 10

1. Open a **Command Prompt**:
 - a. In Windows 7 or 8, click the start menu, then search for cmd and click Command Prompt
 - b. In Windows 10, right-click the start menu and choose Command Prompt.
2. Type **getmac /v** at the command prompt. This will show your MAC address for your network adapter(s).
3. Type **exit** to close.

Mac OS X

1. Launch **System Preferences** from the **Dock**.
2. Choose **Network** from the **Internet and Wireless** section.
3. Select your Network adapter (**Ethernet** or **Wi-Fi**) and click **Advanced**.
4. Click the **Hardware** tab.
5. Your Mac Address will be listed at the top of this page.

Linux

1. Open a **terminal** or **console window**.
2. Type **ifconfig**.
3. The MAC address will be listed as **HWaddr** in the format of 12:34:56:78:AB.

Chromebook

1. Click the **Menu** button in Chrome.
2. Select **Settings**.
3. Click the name of your wi-fi network. Click it again.
4. The Mac address is under the **Connection** tab as the **Hardware address**.

Mobile Devices

Android Devices

1. From the Home screen, press **Menu**, pull down from the top of the screen, or open your app drawer.
2. Select **Settings**.
3. Select **About Phone** or **About Tablet**.
 - a. In some cases, you may have to select **Wireless & Networks** first, and check the box marked **Wi-Fi** to turn the wireless on.
4. Select **Status**. (For some versions, you may need to select **Hardware Information** instead).
5. Scroll down to the **Wi-Fi MAC Address** field.

Apple iOS devices (iPhone, iPad, iPod Touch)

1. Tap **Settings** from the Home screen.
2. Tap **General** and then tap **About**.
3. Your MAC Address will be listed as **Wi-Fi Address**.

BlackBerry Devices

1. Select **Options** from the home screen, and then select **Status**.
2. Your MAC address will be listed in the **WLAN MAC** field.
 - a. Not all BlackBerry devices have Wi-Fi.

webOS Devices (Palm)

1. In the **Launcher**, scroll to the screen with the **Device Info** app and launch it.
2. Select **More Info**. (In some versions you will also need to select the **Hardware** tab.)
3. Your MAC address will be listed in the **Wi-Fi** section.

Windows Mobile Device

1. Make sure your Wi-Fi is enabled.
2. Select **Start**.
3. Select **Settings**, and then select **Connections**.
4. Select **Wireless LAN** and then select the **Advanced Tab**.
5. Your MAC address will be listed in the **MAC** field.
 - a. Alternatively, your device may have the MAC address listed under **Start>Settings>Wi-Fi Manager>Advanced**.

Windows Nokia Lumia 900

1. Select **Settings**. Then, tap **About** and then tap **More Info**.
2. In the third tab, there will be a box for MAC address.

Windows Phone

1. In the **App List**, tap **Settings**.
2. Tap **About** and then tap **More Info**.
3. The Mac Address will be listed on this screen.

Related articles

Content by label

There is no content with the specified labels