Where do I find the MAC address for my device?

Every eGauge meter has at least one MAC address. The MAC address can be used to identify the meter on a local network. It may also be requested by technical support staff to establish proof of ownership.

Broadly speaking, there are two ways to obtain the MAC address for a meter - either through the user interface (requires valid credentials) or by physically inspecting the meter.
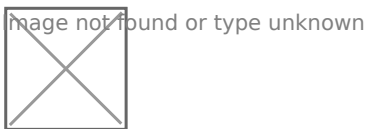
All eGauge Models (EG4xxx, EG30xx)

The MAC address can be obtained through the user interface with valid credentials. To view a MAC address:

1. From the main graph page, select **View** and then **Device Status**

Image not found or type unknown

2. On the Status page, locate "MAC Address" (near the bottom of the page).

Image not found or type unknown

3. Click the "Look Up" link on this page. If your browser already has valid credentials cached, the link will be replaced with the device MAC address. Otherwise, you will be prompted to enter a valid username and password.

For meters purchased on or after Jan 2021, the factory credentials are printed on the side of the meter.

For meters purchased prior to Jan 2021, the factory credentials are user: **owner** pass: **default**.

Note that these credentials may have been changed.

> eGauge support cannot provide the password currently set on a meter or the default password on meters shipped on or after Jan 2021.

4. If "Lookup failed (retry)" appears, it means the credentials used do not have the appropriate permission level to view the device MAC address. If this happens, click the **LAN Access** link in the top right corner of the page, then repeat steps 1-3. Note that the computer must be on the same network as the eGauge for this to work.

EG4xxx (eGauge Core, eGauge Pro)

The EG4xxx has multiple MAC addresses depending on which interface is used.

The MAC address listed on the device label is the MAC address for the HomePlug interface and will be seen in DHCP leases if using HomePlug communication. It can also be found in the LCD screen in Info -> MAC.

If using Ethernet-direct, the MAC address is 2 greater than the MAC on the label.

For example,

HomePlug: f8:2f:5b:01:26:e1

Ethernet: f8:2f:5b:01:26:e3

HomePlug: f8:2f:5b:00:2b:c8

Ethernet: f8:2f:5b:00:2b:d0

EG30xx (and older)

The eGauge has one or two MAC addresses, depending on model. The first address is for Ethernet network communication (through the router or local area network). The second MAC address is associated with HomePlug power-line communication, and is only present in the EG301x model line.

The Ethernet MAC address (for EG300x and EG301x) may be found:

- On the back of the eGauge main unit
- On the installation information sheet (if EG300x)
- Displayed on the "Status" page (http://**DEVNAME**.egaug.es/status.html - requires username and password, replace **DEVNAME** with the device name of your device)
- On the packaging sleeve included with the eGauge (if EG300x)

The HomePlug MAC address (for EG301x) may be found:

- On the installation information sheet
- On the packaging sleeve included with the eGauge

Either MAC address may be used for device registration or verification of ownership. The MAC address associated with a HomePlug adapter (not the eGauge unit) may **not** be used for this purpose.

Please visit kb.egauge.net for the most up-to-date documentation.