![audiocodes logo]

Locating the Serial Number and Product Key

This document describes how to locate the Serial Number and Product Key of AudioCodes Session Border Controllers (SBC) and Media Gateways.

Mediant Software and Mediant 9000 SBCs

On Mediant Software and Mediant 9000 SBCs:

■ The **Product Key** identifies your specific purchase for the purpose of subsequent communication with AudioCodes (for example, for support and software upgrades).

The Product Key is provided in the Order Confirmation email sent to you by AudioCodes upon your purchase, as shown in the example below:

■ The **Serial Number** (also named *fingerprint*) uniquely identifies the software installation.

The Serial Number (Fingerprint) is displayed in the product's Web interface on the Device Information page (Monitor menu > Summary folder > Device Information).

SBC and Media Gateway Appliances

On SBCs and Media Gateways Appliances (i.e., hardware devices):

- The **Product Key** is the <u>chassis'</u> unique identifier. It can be obtained from:
  - The Packing List
  - The device's Web Interface
  - The chassis and carton sticker labels (Product Label)
- The **Serial Number** is the identifier of the CPU module. It can be obtained from:
  - The device's Web Interface (Web Interface)
  - The product/carton labels (Product Label)

Packing List

The **Product Key** is available in the Packing List provided with the appliances, as shown in the example below:

Order Line #	Item	Description	UOM	Quantity Requested	Quantity Shipped	Customer Part #
2.1	CPN HW:	**M800B-V-1ET-4L** Mediant 800B with a single E1/T1 interface 15 Units				
2.1.9	RACR00002	POWER CORD AC 3 WIRE IEC-320 ISRAELI TYPE	EA	15	15	
2.1.7	LTRT17405	Mediant 800 MSBG Regulatory Information - HEBREW (2nd Ed.)	EA	15	15	
2.1.3	GGWM00153	M800B/4LAN/E1T1 Unit net weight is 1.85 KG	EA	15	15	
Country of Origin:		People's Republic of China				
Serials/Product Keys:	DT3425019	DT3425020	DT3425021	DT3425022		
	DT3425023	DT3425024	DT3425025	DT3425026		
	DT3425027	DT3425028	DT3425030	DT3425031		
	DT3425032	DT3425033	DT3425034			

Web Interface

The **Product Key** and **Serial Number** are displayed in the device's Web interface on the Device Information page (Monitor menu > Summary folder > Device Information).

Device Information

GENERAL SETTINGS	
MAC Address:	00908fb5a602
Serial Number:	11904514
Product Key:	DT3378819
Board Type:	72
Device Up Time:	83d:18h:17m:28.32s
Device Administrative State:	Unlocked
Device Operational State:	Enabled
Flash Size [Mbytes]:	128
RAM Size [Mbytes]:	1024
CPU Speed [MHz]:	700

Chassis and Carton Sticker Labels

The **Product Key** and **Serial Number** are also located on the sticker label on the rear side of the product's chassis and on the sticker label on the product's carton as shown in the examples below.

■ **Chassis Sticker Label:**

■ **Carton Sticker Label:**

The label reads:

audiocodes CE CB (CardBoard) MADE IN CHINA

REV: P01

M500L/ GE&SFP&Ann.A/ 4GE/ 4FXS

P/N: GGWL00052

Product Key: AC0170639

S/N: D10481513