

Tech Bulletin: MAC Address Reminder



MAC Address Reminder

Hello,

We would like to make all technicians aware that you may see some changes in the MAC address for Viasat modems.

Some recent modems have a MAC address that does not start with 00:A0:BC, but instead start with 58:68:61. Please pay close attention when entering the MAC address during any new activation or modem swap, as entering it incorrectly can cause an activation error.

You may come across either MAC address on any of your equipment, so it is important to double check what is on the device you are using.

