



## Merit LILIN Application Note

How to check product serial code by Mac address

**Document Number** : A00170

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**Dept**: Technical Support, Taipei

**Subject**: This document describes how to check product serial number against the device MAC address or vice versa. Only applies for Lilin brand product shipped out after **July 2015**

Product concerned: DVR, IPC, NVR but not NAV and analog camera.

Step #1: Please visit the LILIN Cloud [here](#) and create an account at this site.

Step #2: Or, visit [here](#) to create an account and activate the account via email.

Step #3: Log in to LILIN Cloud. Make sure that you set the 'Business' category to 'Installer' to enable the MAC to SN feature.

Account Detail

Company Name  
Merit LILIN

Name  
Steve Hu

Contact Mail  
stevehub@meritlin.com.tw

Phone  
(02)22988988

Address  
Fullerton, CA, USA

Business  
Installer

Time Zone  
(GMT+08:00) Beijing, Perth, Singapore, Taipei

Step #4: By entering a Mac address, you can see the device S/N number.

LILIN Device Cloud

User: stevehub@meritlin.com.tw

MAC to SN

MAC Address  
000c:11750a

Serial Number  
A1234567890

Search

Product Model  
NVR5832

Serial Number  
1708000941

Firmware Version of Shipping  
1.0.04

Contact

Contact [lilin.zendesk.com](https://lilin.zendesk.com) for technical support.