



## Finding serial numbers on FTB-4 Pro

The FTB-4 Pro consists of a main frame unit that can accommodate up to 4 modules; this RMA request requires the serial numbers of all units that will be sent for service, even serial numbers of units that don't require service but will be returned within the RMA request. Click the links below to know how to retrieve those serial numbers:

- [FTB-4 Pro main frame serial number](#)
- **Modules** serial numbers: If you cannot retrieve the serial number from "ToolBox", please view "By removing the modules".
  - [In "ToolBox"](#)
  - [By removing the modules](#)
- **Power Meter** (if present); If you cannot retrieve the serial number from "Mini ToolBox", please view "By removing the Power Meter module"
  - [In "ToolBox"](#)
  - [By removing the Power Meter module](#)

Contact EXFO's [technical support](#) should you have any question.

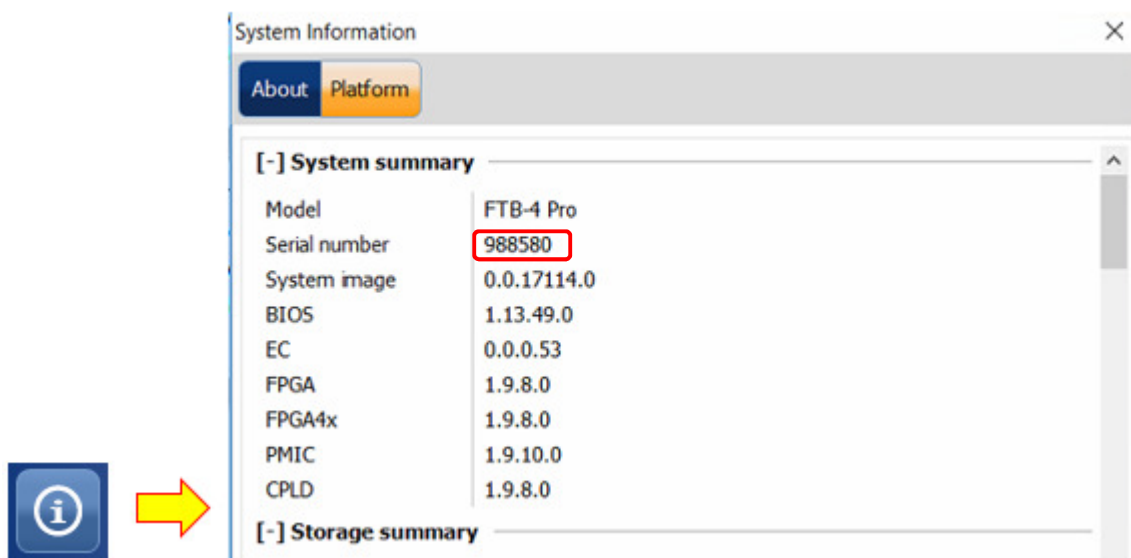
## FTB-4 Pro main frame serial number

The serial number of FTB-4 Pro can be found:

- At the back of the main chassis:



- Or in “ToolBox/System Info/Platform”

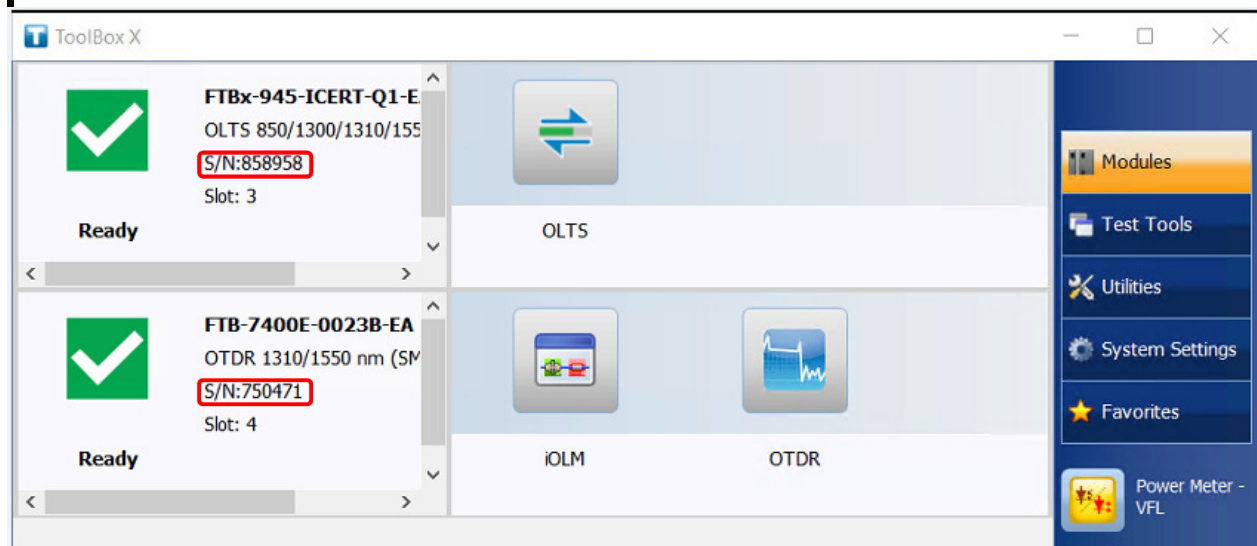


[Back to top](#)

## Modules serial numbers in “ToolBox”

The serial numbers of the modules can be found in “**ToolBox**” or by removing the modules:

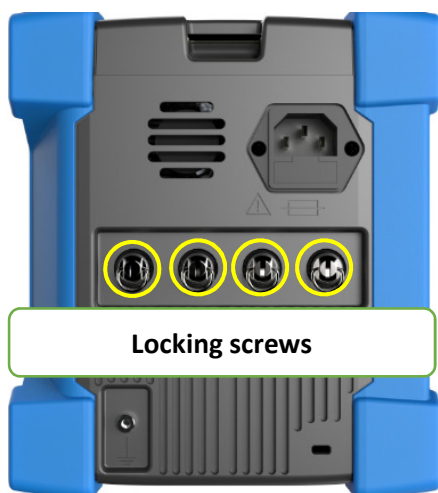
- ToolBox:
  - In the “**Modules**” tab



[Back to top](#)

## Removing the modules

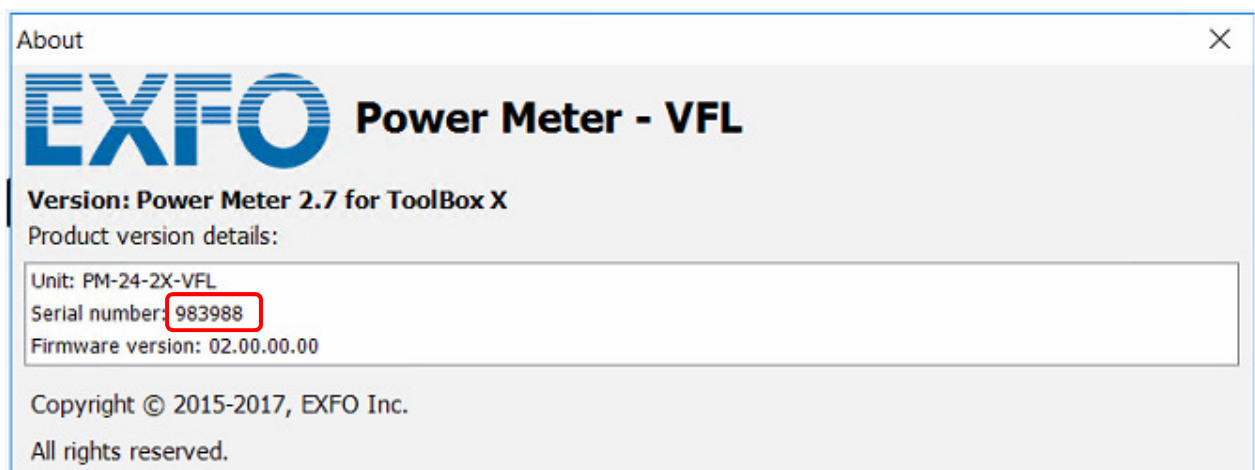
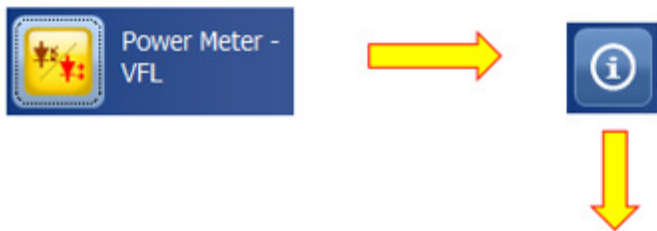
1. Shutdown the FTB-4 Pro
2. Turn the locking screw (left side of FTB-4 Pro) counter clock wise
3. Hold the module by its sides or by the handle and pull it out
4. The serial number is on the side of the modules
5. For FTBx modules, loosen the retaining screws
6. The retaining screws can be used as handles to pull out the FTBx module



[Back to top](#)

## Power Meter serial number in “ToolBox”

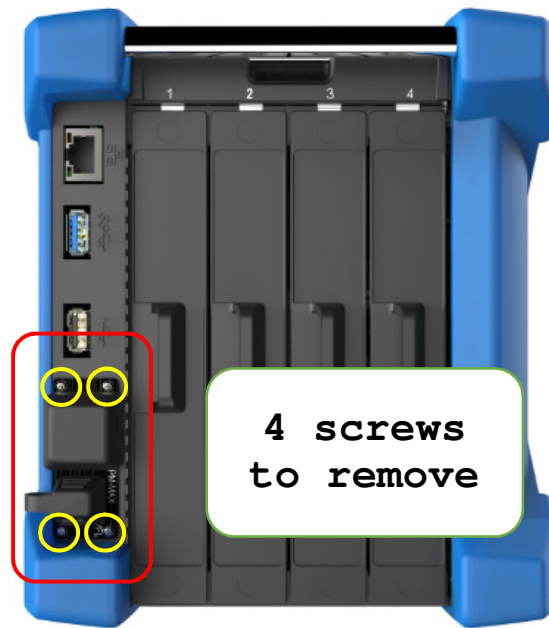
The serial number of the Power Meter can be found in “**ToolBox /Power Meter – VFL/Info**”:



[Back to top](#)



## Removing the Power Meter unit



1. Remove 4 screws
2. Remove the Power Meter module
3. The serial number is on the board



[Back to top](#)