Finding serial numbers on FTB-500

The FTB-500 consists of a mainframe unit that can house up to 8 modules and can be equipped with a Power Meter module on the lower right side; 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-500** platform 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 "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.

EXFO Corporate Headquarters | 400 Godin Avenue, Quebec City QC G1M 2K2 CANADA
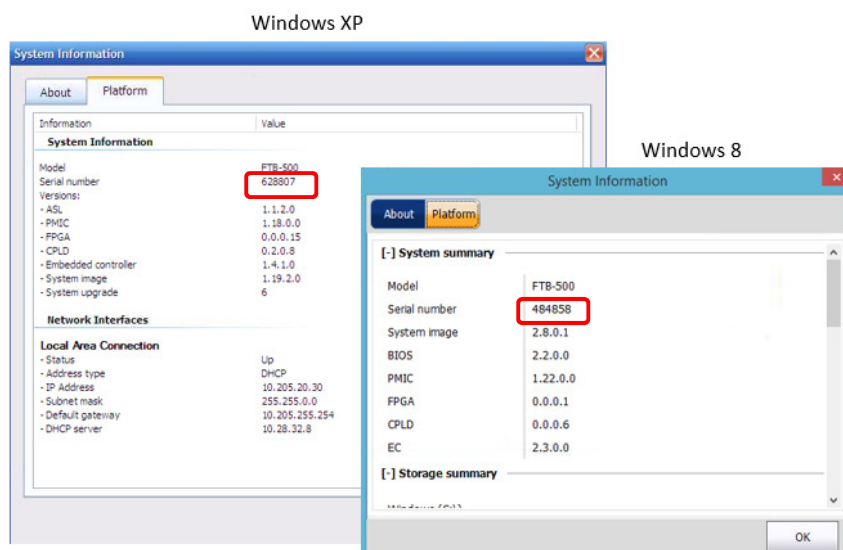T: 1 418 683-0211 | F: 1 418 683-2170 | **www.EXFO.com**

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Back of the platform

The serial number of the FTB-500 platform can be found:
- At the back of the unit:

- Or in:
  - "**ToolBox/System Info/Platform**" (Windows XP)
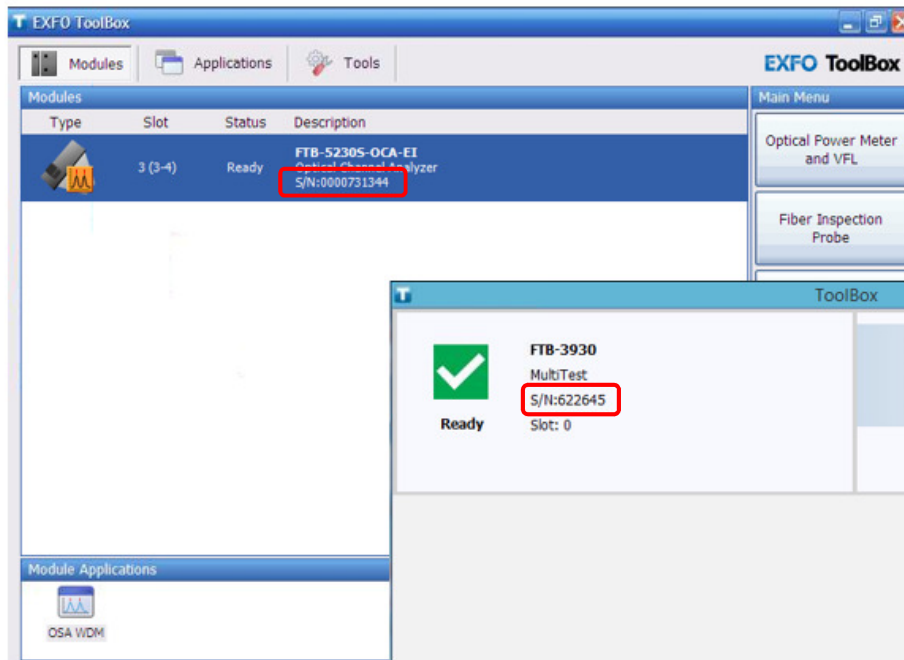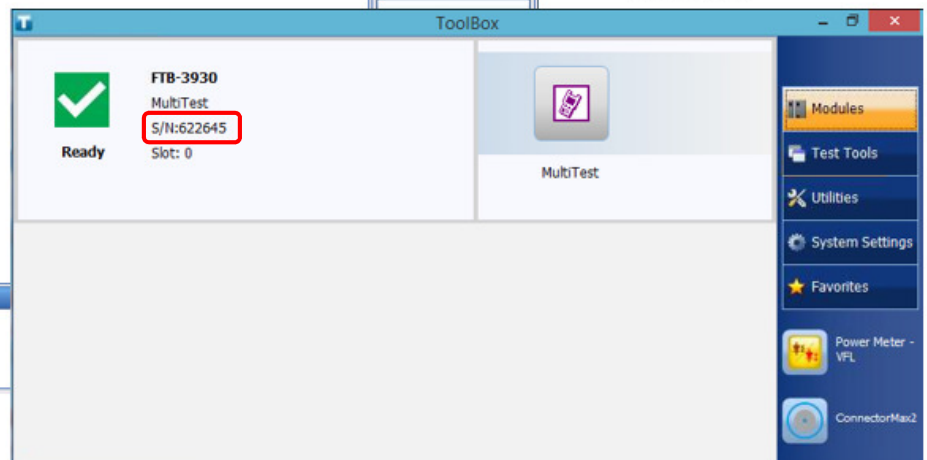 - "**ToolBox/Info/Platform**" (Windows 8)

Windows XP

Windows 8

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Modules serial numbers in "ToolBox"

The serial numbers of the modules can be found in "**ToolBox/Modules tab**":

Removing the modules

1. Shutdown the FTB-500 (no hibernate or sleep mode)
2. Turn the retaining screw counter clock wise
3. Hold the module by its sides or by the handle and pull it out
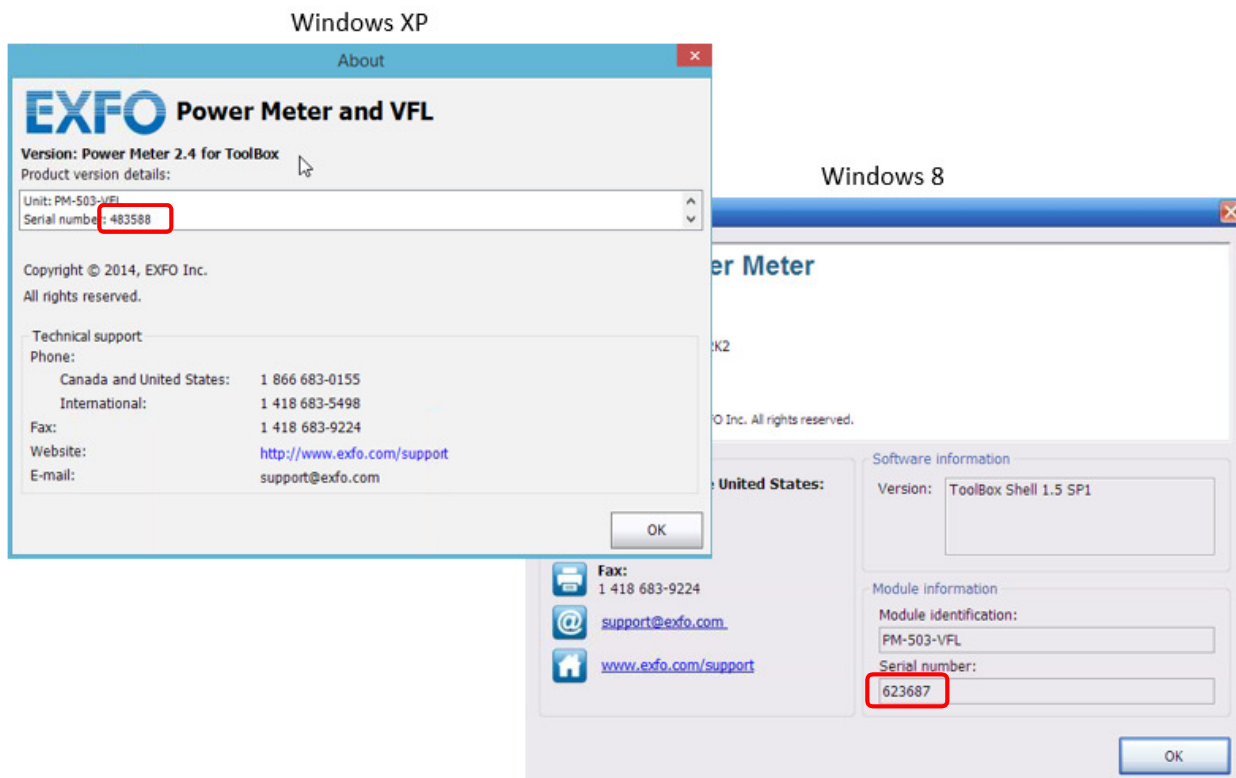4. The serial number is on the side of the modules

Retaining Screws

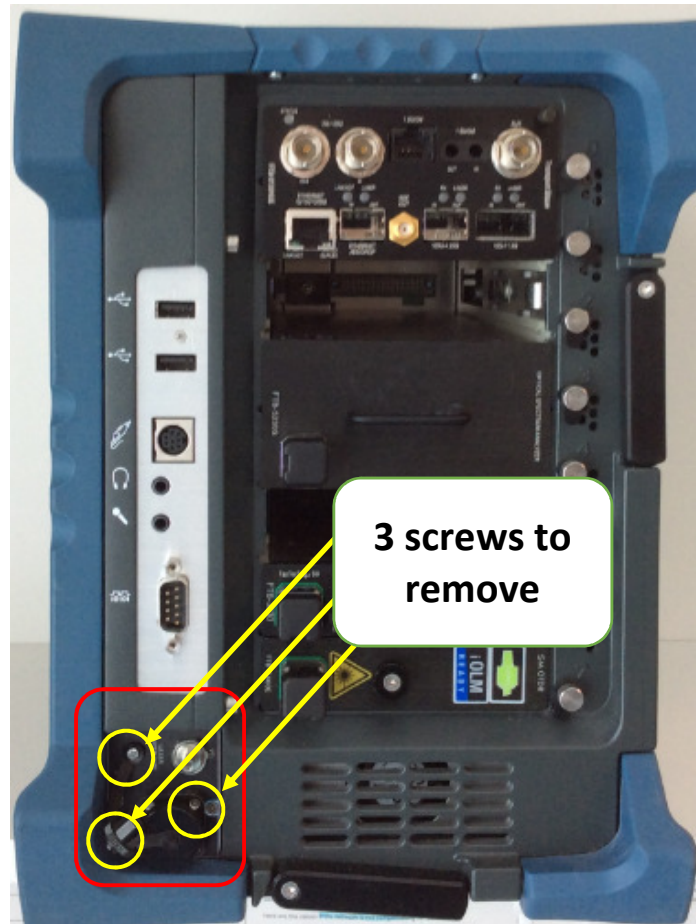Back to top

Power Meter serial number

The serial number of the Power Meter can be found in:
- "**ToolBox /Power Meter – VFL/About**" (Windows XP)
- "**ToolBox /Power Meter – VFL/Info**" (Windows 8)

Removing the Power Meter unit

3 screws to remove

1. The power meter module is located at the bottom right side of the FTB-500
2. Remove 3 screws
3. Remove the Power Meter module
4. The serial number is on the board

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