

Disable Random MAC Address

Are you having trouble connecting to the internet? Are you getting an error saying you have too many devices connected? A number of vendors have begun utilizing **Private (Random) MAC Addresses** for connecting to each network. It may be desirable in some instances to disable the private (randomized) MAC addresses to avoid the need to re-register your device for use on the SRU Network.

Select your vendor from the following list:

- [Apple](#)
- [Android](#)
- [Windows](#)

Apple

Randomized MAC address is configured for each network:

Mac

Using Mac OS Sequoia or later

1. Choose **Apple Menu** > *System Settings*
2. Select **Wi-Fi** in the sidebar
3. Click the *Details* button or *More Info* button next to the network name.
4. From the menu next to **Private Wi-Fi Address**, choose *Off*

iPhone, iPad, or iPod touch

1. Open **Settings** app
2. Select **Wi-Fi**
3. Select the **information button** next to a network
4. Disable **Private Address**

Apple Watch

1. Open **Settings** app
2. Select **Wi-Fi**

3. Select the network name
4. Disable **Private Address**

Android

Randomized MAC address is configured for each network:

1. Open **Settings** app
2. Select **Network & Internet**
3. Select **Wi-Fi**
4. Select the network to configure
5. Select **Advanced**
6. Select **Privacy**
7. Disable **Randomized MAC**

Windows

Randomized MAC address is configured for each network:

1. Select the **Start** button
2. Select **Settings**
3. **Network & Internet**
4. **Wi-Fi**
5. **Manage known networks**
6. Select a network
7. Select **Properties**
8. Disable "**Use random hardware addresses for this network**"