IPTV / TiVo Stream 4K HSN Does Not Match ICOMS- Article no. 9004

Introduction

HSNs (Hardware Serial Numbers) are found on **TiVo Stream 4K** and **IPTV equipment**

- TiVo Stream 4K - **Found on Box** **or** **Back of unit**
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When entered incorrectly into accounts, it can cause a variety of issues

Resolution Steps

IPTV:

- IPTV - **Bottom of device**

Enter a **Trouble Call** in **BOLT**:

Trouble Call or Tech Case	Trouble Call
Service Category	Cable
Problem Description	SN - Serial Number Conflict - Cable
Enter	Contact Phone and Name
Destination Queue	Local Market Support (Support)
Comments	Explain issue; provide the correct HSN

TiVo Stream 4K:

Enter a **Trouble Call** in **BOLT**:

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	SN - Serial Number Conflict
Enter	Contact Phone and Name
Destination Queue	Local Market Support (Support)
Comments	Explain issue; provide the correct HSN

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=125