

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

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## Introduction

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**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

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### **IPTV:**

- IPTV - [Bottom of device](#)

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

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

**TiVo Stream 4K:**

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

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

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