Verify the Serial Number / TSN- 9238

Introduction

Verify the **Serial Number / TSN** on the **back / bottom of the equipment** with the number on the account.

If the **TiVo TSN Does Not Match ICOMS/BOLT**, **click here**

See the steps below to find the numbers in the account.

Resolution Steps

In BOLT, click on the **Equipment** tab.

- The Serial number can be found in the **Hits & Detail** button on the equipment in question

- The TSN can be found in the **Diagnostics** button on the equipment in question

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