

# TiVo TSN Does Not Match ICOMS - Article no. 3659

Ask the customer to verify the TiVo TSN and CableCARD information

To find the TiVo TSN:

**4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3**

Go to TiVo Central | Settings & Messages | Account & System Information | System Information  
[\(see steps\)](#)

**4K 6 Tuners, 6 Tuners, 4K Minis, and Minis on TiVo Experience 4**

Go to TiVo Home | arrow left to Menu | Help | Account & System Information  
[\(see steps\)](#)

**CableCARD:** from TiVo Central

**4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3**

Go to TiVo Central | Settings & Messages | Account & System Information | Cable Card Decoder | Cable Card Options (for Installers) | Cable Card Menu | Cable Card Pairing  
[\(see steps\)](#)

**4K 6 Tuners, 6 Tuners, 4K Minis, and Minis on TiVo**

## Experience 4

Go to **TiVo Home** | arrow left to **Menu | Help | Account & System Info | CableCARD Decoder | CableCARD Installation | CableCARD Menu | CableCARD Pairing**

[\(see steps\)](#)

Ask for **CableCARD ID, Host ID, and Data**

Ask the customer to **wait an hour**, then Force Connect to the TiVo Service to resolve the issue

If the issue is still not resolved, click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

Fill out the information as described below and click **Submit**

<b>Trouble Call or Tech Case</b>	TiVo Issue
<b>Service Category</b>	TiVo ONLY
<b>Problem Description</b>	Incorrect TSN
<b>TiVo TSN</b>	15-digit TiVo TSN
<b>CableCARD ID</b>	13-digit CableCARD ID
<b>Host ID</b>	13-digit Host ID
<b>Data ID</b>	11-digit Data ID
<b>Select</b>	Affected TiVo Equipment

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=20>