

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**

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

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