TiVo TSN Does Not Match ICOMS - Article no. 3659

1. 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

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

   (see steps)

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

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

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

5. 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