Verify the Serial Number / TSN- 9238

Introduction

Customers can find their **TiVo Service Number (TSN)** in their **TiVo menus**, on the **4th line**:

- **4 Tuners, 2 Tuners, Single Tuners,** and **Minis** on **TiVo Experience 3**
  - Go to **TiVo Central | Settings & Messages | Account and System Information | System Information**

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

- Go to **TiVo Home |** left arrow to **Menu | Help | Account & System Info | System Information**

Identify the TSN by Equipment Type (First 3 Characters)

Single Tuner	A90

Dual Tuner	746
Four Tuner	750
Six Tuner	848
Six Tuner (Pace MG1)	D18
4K Six Tuner (Pace MG2)	D69
Mini	A92
Mini 2	A93
Mini (Pace Mi3)	D12
4K Mini	A95
eBox (Mini or Single Tuner)	D22
Stream	A94

Resolution Steps

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

    - On the **Equipment Tab,** in **BOLT**, look for the **column** labeled **TSN**

    - In **ICOMS** go to the **Equipment** [**BX**] screen, **highlight** the **TiVo** and click **Equip Maint**

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



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