

# 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

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- 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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