

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](#)



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=407>