TiVo Service Number (TSN)- Article no. 1434

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

Find your **TiVo Service Number (TSN)** in your **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 your 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

Internal Information

Finding the TSN in BOLT:

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

Finding the TSN in ICOMS:

- On the **Customer Equipment [BX]** screen, highlight the TiVo and click **Equip Maint**
- Click **Equip Details** on the left
- The **TSN** is listed on the **Data Occurrence** (TIVOSV port type)

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=77