# HSN App on TiVo / IPTV- Article no. 5994

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

## Introduction

**HSN Shop by Remote Application** allows users to use the TiVo remote control to purchase recently-aired products while streaming HSN Channel on TVs

- HSN Shop App available in **HDUI** menus only
- Browse HSN's catalog of more than 40,000 products, ranging from home décor to jewelry and electronics and more
- Separate free **subscription** is needed
- Subscription requires **credit card information** stored for purchases
- To access:
  - **4 Tuners, 2 Tuners, Single Tuners,** and **Minis** on **TiVo Experience 3**
    - Go to **TiVo Central | Apps & OnDemand | HSN Shop by Remote** to get started (see steps)

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

- Go to **TiVo Home | Apps | All | HSN Shop by Remote** to get started
  **(see steps)**

- **IPTV**
  - Go to **TiVo Home | Apps & Games | HSN Shop by Remote**
    - (you need to install this app from the **Google Play store** first)

## Resolution Steps

### HSN Shop App Categories:

- On Demand
- Recently aired
- Buy item on air
- Today's special
- All products
- Search
- Sale

- Free Shipping
- Clearance items
- Help

**HSN Shop App Navigation**

- From the main screen, scroll **left** or **right** for an item that is available; press **select** to start a purchase
- If you have an **existing** HSN account, enter your **phone number** and **Zip code**
- Otherwise, go to www.hsn.com/setup to create an account, or call HSN customer service

## Internal Information

**Troubleshooting for this App can be found here**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=93