

# Screen Zoomed In on Passport Guide Article no. 5438



## Resolution Steps

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1. Verify the Serial Number / TSN Number
2. Power cycle the converter
3. Send a Balance hit
4. If the issue persists, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT
  - Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=415>