

DCT700 Converter Won't Turn On for PA / DC Only- Article no. 5535

Resolution Steps

If you encounter a customer in the **PA** or **DC** markets with a **Motorola DCT700** converter that **will not power on**, follow these simple steps to take care of your customer:

1. Verify the Serial Number / TSN Number
2. Ask the customer to **unplug the power supply** from the wall. **Do not plug the power supply back in**
3. **Schedule a trouble call** for a time convenient for the customer
 - Include **‘BAD DCT700 PS’** in your Work Order comments

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=422>