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

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