

# Swap EMTA for Standard Modem Article no. 1422

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## Resolution Steps

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1. Create an **ICOMS Service Change [UD]** with work order type **Schdl TechVisit**
2. On the **One Time Charge Screen [OT]** screen, add **RDSWPMD**
3. On the **Work Order Scheduling [SW]** screen, schedule in the first available quota after today's date
4. Enter through the **Order Summary [OS]** screen to confirm the work order

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=364>