



Remote Call Forward Instructions for Toll Free Numbers

Remote Call Forward with Courtesy Call

Your Toll Free Number is automatically forwarded to the predetermined telephone number of your choice. If you decide to forward your calls elsewhere, you must first deactivate the forwarded telephone number. Follow the steps below to remotely forward your Toll Free Number.

First, deactivate Call Forwarding to the original telephone number.

1. Dial 651-789-0185.
2. Enter the 10-digit telephone number you want forwarding removed.
3. When prompted, enter your PIN (default PIN is 1234) and press [#].
Your PIN can only be changed by a POPP representative; call 763-797-7900 if you want to change your PIN.
4. Dial [*][7][3]. Once confirmation tone is heard, forwarding has been deactivated.

Next, activate Call Forwarding to the new telephone number.

1. Dial 651-789-0185.
2. Enter the 10-digit telephone number you are forwarding and press [#].
3. When prompted, enter your PIN (default PIN is 1234) and press [#].
4. Dial [*][7][2].
5. Wait for confirmation tone, then dial the number you want calls forwarded to.
6. A courtesy call will be made to the forwarding number. Wait for the courtesy call to be answered; once the courtesy call is answered by a person or automated system, hang up.
If the courtesy call is not answered, hang up and immediately repeat steps 1-5. Your second attempt does not require a courtesy call; once confirmation tone is heard, hang up.

Note: If you have Custom Ringing on the telephone number you are forwarding, the custom ring numbers will not follow the Remote Call Forward Activation forwarding. Forwarding of each custom ring number must be individually activated and deactivated using Remote Call Forward Activation.

To restore Remote Call Forwarding of your Toll Free Number to the original telephone number, simply deactivate the current forwarding and reactivate to original telephone number.