

# Mpower's Call Forward Remote Access Calling Feature User Instructions

A supplement to the Mpower Business Telephone and Features user guide.

The Call Forward Remote Access (CFRA) calling feature is an absolutely necessary "follow-me" service for travelers and telecommuters. With CFRA, you can conveniently update the number to which all your calls are forwarded in real-time. CFRA is available to Mpower customers at an additional monthly charge. (Not available on a single use basis.) CFRA works in conjunction with Call Forwarding, so you must order both features on the same line. To order CFRA, contact Mpower Customer Care at 1-888-777-5802.

## Using Call Forward Remote Access Your PIN Number

You'll need to change your 4-digit PIN prior to using CFRA, and you can only do so from your own phone line. See the instructions below. If you forget your PIN, please call Mpower Customer Care at 1-888-777-5802.

## Allowable Numbers

With CFRA, you can forward your calls to any valid 10-digit number. Customers are responsible for any applicable long distance charges. Any specific call blocking features that are applied to the line will be applicable to the forwarded number. (For example, if you have blocked long distance calls from that line, CFRA will not allow you to enter a long distance number.)

## Changing the Default PIN to Your Own Unique PIN

- ➔ ① Dial the Subscriber Programmable PIN (SPP) feature access code \*81.
- ➔ ② Enter the CFRA feature access code, \*54.
- ➔ ③ Enter your PIN.
- ➔ ④ You'll then hear, "Please enter your new PIN."
- ➔ ⑤ Enter and re-enter your new PIN, i.e. 1234.
- ➔ ⑥ Upon completion, you'll hear, "The new PIN number has been updated. Thank you"

Las Vegas, NV	702-314-9998
LaMesa, CA	619-433-9998
Emeryville, CA	510-940-9998
Bellflower, CA	562-263-9998
Pasadena, CA	626-653-9998
Ontario, CA	760-422-9998
Pomona, CA	909-455-9998
Sacramento, CA	916-438-9998
Los Angeles, CA	818-285-9998
Chicago, IL	847-243-9998

## Activation and Deactivation of CFRA

- ➔ ① Dial your remote activation (DISA) number per the adjacent matrix.
- ➔ ② Enter the 10-digit telephone number of the phone from which you want calls forwarded, followed by your PIN number.
- ➔ ③ Enter \*72 to activate or \*73 to deactivate call forwarding.
- ➔ ④ Entering \*72, you'll hear the following prompt, "Calls to your telephone will be forwarded to another number, please enter this number now."
- ➔ ⑤ Enter the 10-digit number to which you want to forward your calls. For Centrex lines, enter [9] plus the 10-digit number (i.e. 9+888+777+5802).
- ➔ ⑥ You'll then hear the following prompt: "Calls to your telephone number will be forwarded to XXX-XXX-XXXX. To confirm this press 1; to forward to a different number press 2; to cancel, please hang up now."

If you have further questions, or wish to order additional Mpower custom calling features,  
➔ give us a call at 1-888-777-5802,  
or visit our Web site at [www.mpowercom.com](http://www.mpowercom.com).