

AMU Call Features

It's Your Phone. Choose the Call Features you want that fit your budget.

To Sign Up For AMU Calling Features, Call 515-295-3584.

Caller ID

Allows you to know who is calling BEFORE answering the phone by displaying the name and phone number of the person who is calling. (Requires a caller ID-ready phone or box.)

Caller ID/Call Waiting Combo (*Residential Service Only*)

This combines two of the most popular features into one. Like regular Caller ID, it displays the name and number of the person who is calling. If you are already on the line and someone calls, it will beep to warn you of the incoming call, and it will show you the name and number of the person who is calling.

To Activate Call Waiting

1. When you are on the phone and another caller is trying to reach you, Call Waiting notifies you of the second call with a short beep.
2. To answer the second call and place the first call on hold, quickly tap and release the receiver button or hook. You are now connected to the second call.
3. You may switch back to the first call, or alternate between callers by tapping and releasing the receiver button.

* You may also answer the second call by hanging up and waiting for the phone to ring.

To Cancel Call Waiting (*During A Specific Call*)

1. Before placing your call, push *70. You will hear three short tones followed by a dial tone.
2. Place your call. When you hang up the phone, call waiting is automatically restored.

Call Waiting/Cancel Call Waiting

To Activate Call Waiting

1. When you are on the phone and another caller is trying to reach you, Call Waiting notifies you of the second call with a short beep.
2. To answer the second call and place the first call on hold, quickly tap and release the receiver button or hook. You are now connected to the second call.
3. You may switch back to the first call, or alternate between callers by tapping and releasing the receiver button.

* You may also answer the second call by hanging up and waiting for the phone to ring.

To Cancel Call Waiting

1. Before placing your call, push *70. You will hear three short tones followed by a dial tone.
2. Place your call. When you hang up the phone, call waiting is automatically restored.

Call Forwarding

This feature forwards calls when the caller gets a busy signal, or transfer calls when there is no answer. You can even transfer calls to another exchange. Call Forwarding may be turned on and off whenever you like. It's a great way to keep in touch. There are three different Call Forwarding features to choose from.

Call Forwarding-All Calls

Allows you to forward all incoming calls to another number of your choice. The feature can be turned on or off whenever you like.

To Activate Call Forwarding - All Calls

1. Dial *72 on your touch tone phone. On a rotary phone, dial 1172.
2. When you hear a second dial tone, dial the number you want the calls to be forwarded to.
3. Wait for the party to answer. After staying on the line for 5 seconds or more, Call Forwarding is now activated to that number.
4. If the line is busy or there is no answer, repeat steps one and two. Two quick tones means that Call Forwarding is working.
5. Dial *72 and a busy signal will inform you that your calls are being forwarded.

To Cancel Call Forwarding-All Calls

1. Dial *73. On a rotary phone, dial 1173.
2. Two quick tones followed by a dial tone indicates calls are no longer being forwarded.

Call Forwarding – Busy

Allows you to forward incoming calls to another phone number if the caller receives a busy signal.

To Activate Call Forwarding Busy:

1. Dial *90 to activate call forward on busy. On a rotary phone, dial 1190.
2. When activated, listen for the stutter dial tone, then enter the number you wish to forward calls to.

To Cancel Call Forwarding Busy:

1. Dial *91. On a rotary phone, dial 1191.

Call Forwarding - No Answer

Allows you to forward incoming calls to another phone number if the caller doesn't receive an answer after a predetermined number of rings.

To Activate Call Forward - No Answer

1. Dial *92 to activate call forward-no answer. On a rotary phone, dial 1192.
2. When activated, listen for the stutter dial tone. Enter the number of times you want the phone to ring before being forwarded, followed by the phone number you want to forward calls to.

To Cancel Call Forward – No Answer

1. Dial *93 to deactivate. On a rotary phone, dial *1193

Distinctive Ringing

It's like having two phone lines for the price of one! With this feature you receive two phone numbers. Calls to each phone number have a distinctive ring. This feature is often used as a "teen line" whereby children can have a separate number that rings to the same line using a distinctive ring. It can also be used for a fax machine, which can be programmed only to answer calls with the distinctive ring.

Voice Mail Prior To 2026

With AMU Voice Mail, callers can leave you a message in a mailbox that you can access from any telephone. You can set up multiple mailboxes for different members of the family, each protected by a password. Voice Mail will alert you that you have messages with a special "studder" dial tone when you pick up the receiver.

To Access Voice Mail

1. Dial 515-395-6245. The new message should play immediately. If not, Press 1 to play.
2. After/during each message that plays, you can replay, keep, delete, or save it as new.
 - To replay the message, press 1.
 - To keep the message, press 2.
 - To delete the message, press 3.
 - To save the message as new, press 4.

To Access Voice Mail From A Different Phone

1. Dial 515-395-6245.
2. Enter your 10-digit mailbox number (telephone number).
3. Enter your password followed by #.

Receiving Voice Mail Through Email

1. Check your Email.
2. If you have a voice mail message, you will receive an email from voicemail@smunet.net in your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.

*AMU Customers wanting to receive AMU Voice Mail via email must contact AMU to sign-up for the service.

Voice Mail Instructions, Beginning In 2026:

Voice Mail Set Up (first time use)

From your home phone

1. Dial *98
2. Enter your PIN (Default is 0000) (4 Zeros)
3. The system will immediately prompt you to record your name and greeting

Voice Mail Set Up (change existing greeting)

From your home phone

1. Dial *98
2. Enter your PIN (Default is 0000) (4 Zeros)
3. Press 6 to change greetings
4. Press 1 to record greeting
5. Press 1 at greeting selection
6. Record greeting and press # when finished

Voice Mail Quick Guide

To access voicemail from your own phone simply dial *98

You should be prompted for your PIN (Default is 0000) (4 Zeros)

From the Main Menu

Listen to new messages Save message

- Replay message
- Forward message to user
- Delete message
- Skip message
- n/a
- Rewind 15 seconds
- Pause / continue
- Fast forward 15 seconds

Listen to saved messages

- Send Message to another mailbox
- Set call forwarding
- Mailbox options Set PIN
- Record name

Greetings

- Record greeting
- Review greeting
- Review

Auto Callback/Last Call Return:

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free, and automatically connects you.

1. When you hear a busy signal, press and release the switch-hook. Listen for a special tone.
2. If you've already hung up, lift the handset and listen for normal dial tone.
3. Dial *66. On a rotary dial phone, dial 1166.
4. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
5. A special callback ring alerts you if the line becomes free. (Some phones ring normally).
6. Lift the handset to automatically place the call.

Auto Redial

Auto Redial will automatically redial the phone number of the last in-coming call that you missed.

1. Lift the handset and listen for normal dial tone.
2. If you were already on the phone and ignored a call waiting tone, press and quickly release the switch hook.
3. Dial *69. On a rotary dial phone, dial 1169.
4. The number of the last caller will be dialed, and your call will go through like a normal call.

Caller ID Blocking-All Calls

Allows you to restrict your name and phone number from being released to the person you are calling. Instead of getting your name and number, the person's Caller ID will display "Private".

Caller ID Blocking (Per Call):

Allows you to restrict your name and phone number from being released to the person you are calling on a per-call basis. Instead of getting your name and number, the person's Caller ID will display "Private". This feature must be activated for every call you want to block. To block your ID information per call, dial *67 before dialing the number.

1. To block your ID information per call, dial *67 before dialing the number. Contact AMU for information on how to permanently block your ID information for all calls.

*Contact AMU for information on how to permanently block your ID information for all calls.

Anonymous Call Rejection

Allows the customer to deny all incoming callers who have blocked their Caller ID information. Such calls will be routed to an announcement that tells the calling party that the called party denies calls with a "Private" indicator.

To Activate Anonymous Call Rejection:

1. Dial *77
2. Two tones will indicate service is active

To Cancel Anonymous Call Rejection:

1. Dial *87.
2. Two tones will indicate service is no longer active.

Call Block/Call Rejection

You can program your phone to reject calls from any number you place in the rejection list. When this service is turned on, any callers in the list will hear a message that you're not accepting calls at this time. All other calls will ring through as usual.

To Activate Call Block/Call Rejection:

1. Lift the handset and listen for dial tone.
2. Dial *60. On a rotary phone, dial 1160.
3. Listen for a message telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).

To Add The Last Caller To Your List:

1. Dial #01# . On a rotary phone, dial 1201.

To Hear The Numbers On Your List:

1. Dial 1.
2. After the list is read, voice instructions will follow.

To Add A Number To Your List:**(295/395 numbers only)**

1. Dial #. On a rotary phone, dial 12.
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers in your rejection list.

To Remove A Number From Your List:

1. Dial *. On a rotary phone, dial 11.
2. Follow voice instructions to remove any or all of those numbers from your rejection list.

Select Call Acceptance

Allows you to program your phone so that only calls from certain preselected phone numbers will ring through.

To Activate Select Call Acceptance:

1. Lift the handset and listen for the dial tone.
2. Dial *64. On a rotary phone, dial 1164.
3. Listen for an announcement telling you whether the feature is on or off and how many numbers are stored in your acceptance list.
4. Follow voice instructions and dial 3 to turn the feature on or off.

To Add A Caller To Your List (395 numbers only):

1. Dial #.
2. Follow the voice instructions to store up to 31 numbers.
3. To add the previous caller to your acceptance list, Dial #01#.

To Hear The Numbers on Your List:

1. Dial 1.
2. After the list is read, instructions will follow.

To Remove a Number From Your List:

1. Dial *.
2. Follow the voice instructions to remove numbers.

Speed Dial – 8 Numbers

Allows you to program your line to dial up to 8 phone numbers with simply a one-digit code rather than the entire phone number.

To Add Numbers To Your List:

1. Assign a one-digit code from 2 through 9 for each phone number you wish to have on speed dial.
2. Dial *74.
3. Dial your selected code, followed by the corresponding number. A tone indicates the number has been stored.

To Dial A Speed Dial Number:

1. Lift the handset and listen for dial tone.
2. Dial the one-digit code of the person you are calling, followed by the # sign.

Speed Dial- 30 Numbers

Program your line to dial up to 30 phone numbers with simply a two-digit code rather than the entire phone number.

To Add Numbers To Your List:

1. Assign a two-digit code from 20 through 49 for each phone number placed on speed dial.
2. Dial *75.
3. Dial your selected code, followed by the corresponding number. A tone indicates the number has been stored.

To Dial A Speed Dial Number:

1. Lift the handset and listen for dial tone.
2. Dial the one-digit code of the person you are calling, followed by the # sign.

Three-Way Calling

Allows you to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.

To Activate Three-Way Calling

1. Call one member of your calling party, then press and release the hook or talk button on your phone. This puts the first party on hold.
2. Wait for three tones and dial the number of the third party. You may carry on private conversation with the third party until you complete the three-way connection.
3. Depress the hook or push the talk button on your phone to connect all three lines.

To Disconnect Three-Way Calling

Push the hook or talk button on your phone to disconnect the third party from the call. All three connections are disconnected when the Three-Way Calling subscriber hangs up.

Simultaneous Ring

With Simultaneous Ring on the line, a customer can have up to five phone lines ring simultaneously when they receive an incoming call. The customer can control this feature from the phone that it is on by the following commands.

To Access The Menu From The Phone With Simultaneous Ring On It:

1. Dial *55 to enter the menu.
2. The message will tell you if the service is on or off.
3. The message will tell you how many numbers are on your list.

To Turn Simultaneous Ring Off Or On

1. Dial 3 to turn the feature on or off.

To Add A Number To Your Simultaneous Ring List

1. Press the # key, then enter the new number you want to simultaneously ring to.

To Remove A Number From Your Simultaneous Ring List:

- 1) Press * key.
- 2) To find out the numbers on your list, press 1. The numbers will be read to you.
- 3) As soon as you hear the number you want to remove, dial 07.
- 4) At the end of the list, you can dial 0 to hear the instructions repeated.

Telemarketing Screening

Allows you to block calls from telemarketers and other unwanted parties. SmartScreen keeps track of two types of callers in its database. A BLOCKED list is for numbers that you do not want to receive calls from, and the KNOWN list is numbers that you do want to receive calls from, such as family and friends. When SmartScreen is first activated on your line, new callers from outside of northwest Iowa will receive a message to hang up if they are a telemarketer and add you to their “Do Not Call” list, or to dial 1 to complete the call. If they dial 1, they are added to your KNOWN list and will not hear the message again.

To Use Telemarketing Screening

1. Dial *96 from your home phone.
2. Main Menu:
 - Press 1** To ADD a number to your BLOCKED list.
 - Press 2** To REMOVE a number from your BLOCKED list.
 - Press 3** To Remove ALL numbers from your BLOCKED list.
 - Press 4** To ADD a number to your KNOWN list.
 - Press 5** To change the LANGUAGE of your menu options.
 - Press 6** To turn the entire service OFF.
 - Press 7** To turn the entire service ON.
 - Press 8** To BLOCK calls from PRIVATE callers.
 - Press 9** To ALLOW calls from PRIVATE callers.
 - Press *** To REPEAT MENU options.
3. If you wish to add the last caller to your BLOCKED list, simply hang up and dial *97.

Hunting (Multi-line Businesses Only)

Designed for businesses with multiple phone lines, it allows for calls to the published phone number to roll-over to secondary lines when the main line is busy.

Warm Line

Allows for a pre-designated number to be automatically dialed thirty seconds after the phone goes off the hook.

Do Not Disturb

With Do Not Disturb, you can program your telephone not to ring during certain times of the day. You can also select an “override code” that a caller can dial to complete the call. Contact AMU at (515) 295-3584 for details.

Long Distance Alert (where available)

Long Distance Alert lets you identify incoming long-distance calls by distinctive ringing. Contact AMU at (515) 295-3584 for details.