Skype Enterprise Voice

Skype Enterprise voice enables healthcare employees to perform the following types of outbound calling from their computer/laptop:

- Local (to the greater Iowa City area)
- Long distance (with a valid long-distance access code)
- 5-digits to another UI extension
- Skype peer-to-peer call

The recipient of the call will see the generic hospital number of (319) 338-2111. This is the number many patients have come to recognize as an incoming call from UI Health Care.

Users will not be able to receive external inbound calls on the enterprise voice solution.

Making a phone call

1. Stay logged in as the auto-login Skype user, **do not try to log in as yourself**
2. Click on the Keypad icon in the Skype toolbar
3. Dial 9 + 1 + area code + telephone number and click “Call”
4. Listen for fast interrupted tone
   a. Dial your **confidential Long-Distance Authorization Code**

Disconnecting the phone call

5. When the call has completed, click the red phone icon to hang up

**Questions?** If you need assistance, please contact the Health Care Information Systems Help Desk at 6-0001.