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# Using the VoIP

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To make a phone call through a computer network, users need to dial a prefix. It is similar to calling outside the building, except that instead of a '0', users dial a different number. Unfortunately, this prefix is different for each locality (it depends on the local telephone exchange):

Before dialling the intended phone number, instead of '0' users wishing to call outside a building dial:

- 98 in the buildings of Carolinum and Celetná 13 in Prague (i.e., when calling from 224 491 xxx)
- 94 in the buildings of the Faculty of Education (i.e., calling from 221 900 xxx)
- 8 in the building of the Faculty of Philosophy – Nám. Jana Palacha Square 2, i.e., when calling from 221 619 xxx)
- 8 in the buildings of the Jinonice Campus (i.e., calling from 251 080 xxx)
- 87 in the building of Faculty of Physical Education and Sport (i.e., when calling from 220 17x xxx)
- 55 in the building of the Faculty of Pharmacy in Hradec Králové (i.e., when calling from 495 067 xxx)

Continue by dialling the regular nine-digit number.

At the **Hydrobiological Station Velký Pálenec**, there is no prefix. Users dial directly the regular nine-digit number.

**Rectorate and other parts of the Charles university residing in the Celetná - Ovocný trh compound** – phone calls to other institutions participating in this project are after dialling (through prefix '0') automatically redirected to the IP network (that is, **without phone fees to telephone operators**).

## Example:

If you wish to call from the **Rectorate of the Charles University to the Masaryk University** (to Botanická), dial the following sequence of numbers (in order to make the explanation clearer, we have divided it in several lines and attached comments):

<b>98</b>	<i>To enter the IP telephony network</i>
<b>541512</b>	<i>Masaryk University in Brno</i>
<b>xyz</b>	<i>Extension of the person you are calling</i>

Another example – **calling from the Faculty of Pharmacy in Hradec Králové to the Rectorate of the Charles University in Prague**: 55 224 491 xyz

## Contact and support

In case you are experiencing problems completing a phone call in the manner described above (and it can happen), use the standard connection of Czech Telecom (with the '0' prefix). If you then find the time, let us know and describe the failure (in your report, kindly include the time, your telephone number and the number of the person you were trying to call, eventually some further description of the problem) and send your report to [voipadmin@cuni.cz](mailto:voipadmin@cuni.cz)

**Email:** [voipadmin@cuni.cz](mailto:voipadmin@cuni.cz)