

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 to Skype call

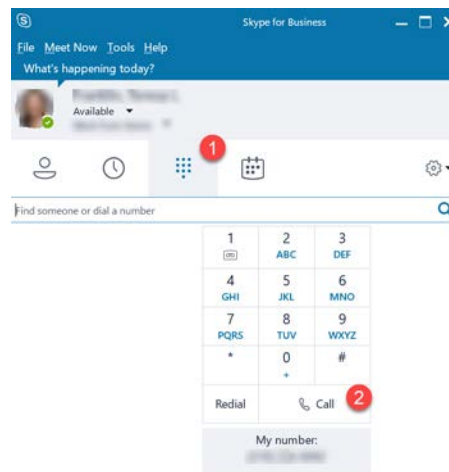
The recipient of the call will see the generic hospital number of (319) 338-2111. This is the number many patients have come to recognize as an incoming call from UI Health Care.

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

Making a phone call

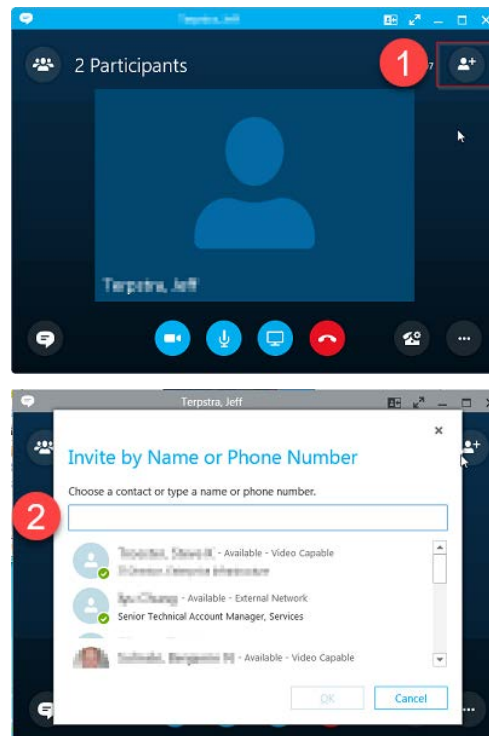
1. Click on the **Keypad icon** in the Skype toolbar
2. Dial **9 + 1 + area code + telephone number** and click **“Call”**
3. Listen for fast interrupted tone
 - a. Dial your **confidential Long-Distance Authorization Code**

If you do not have a long distance code, submit an ESC Web Request (<https://service.healthcare.uiowa.edu/>) to obtain one.



Adding another internal (University of Iowa) contact to a call

1. In the active call window, click on the invite more people icon in the upper right corner.
2. A new window will appear. Search for the person you wish to add to your call.
3. Highlight the person you wish to add to the call and click OK.

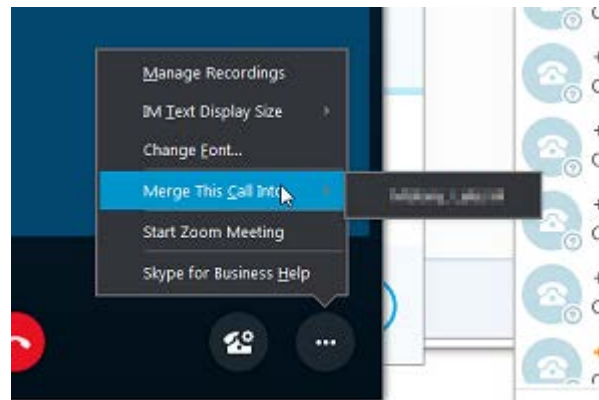




Adding an external contact to a call (Merge two calls together)

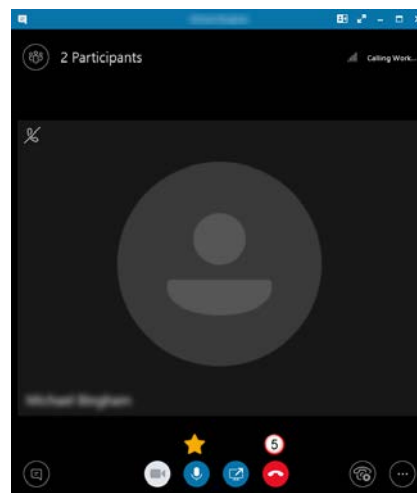
This method will work for merging internal, local, and long-distance calls together.

1. Call one of the parties using the Skype for Business client.
2. After you have successfully connected that call, in your Skype for Business client call the other party. This will place the first call on hold automatically.
3. After the phone starts ringing, you can merge both calls together. Click on the "... " icon in the lower right corner of the active call windows in Skype and **Merge This Call Into**. Select the other call that is on hold.



Disconnecting the phone call

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



For more information on how to install Skype Enterprise Voice on a personal machine please reference:
<https://medcom.uiowa.edu/theloop/wp-content/uploads/2020/03/Install-Skype-for-Business-for-Home.pdf>

Questions? If you need assistance, please contact the Health Care Information Systems Help Desk at 319-356-0001.

Skype Enterprise Voice Mobile

Skype Enterprise Voice mobile enables healthcare employees to perform the following types of outbound calling from their personal cell phones:

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

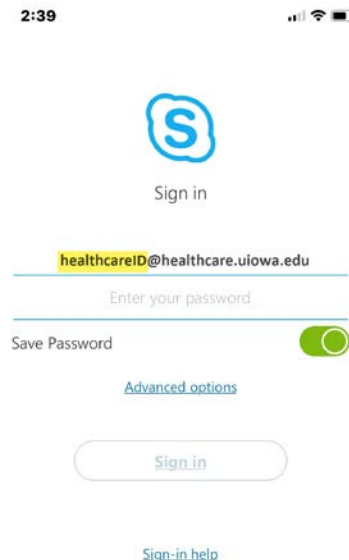
Download Skype for your phone

1. Skype mobile is also available for Android, iPhone and Window 10 Mobile.
2. Go to app store on your device to download the latest version of **Skype for Business**.
3. You can launch Skype after it is installed.




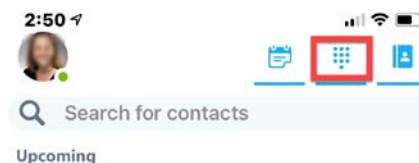
Log into Skype mobile

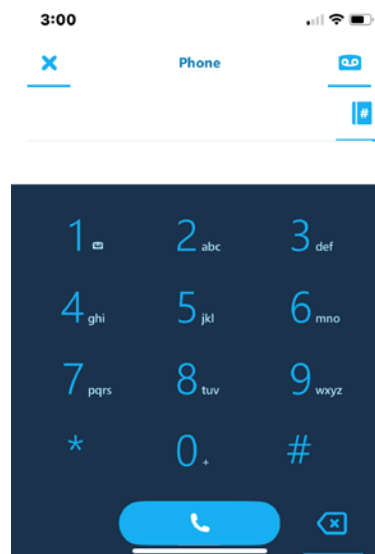
4. Tap the **Skype for Business** icon to open the app
5. Enter your organizational sign in address
The sign in address is
"healthcareID"@healthcare.uiowa.edu
6. Enter your healthcare ID password
7. Click Sign in
You're now signed in to Skype.



Making a phone call

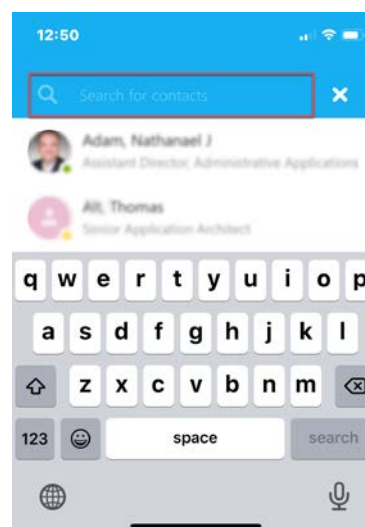
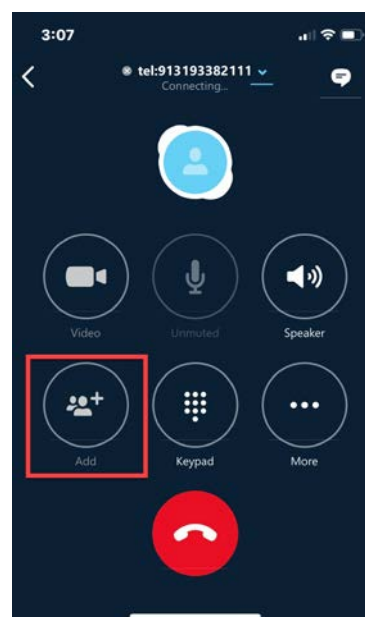
8. Click on the **Keypad icon** in the Skype toolbar
9. Dial **9 + 1 + area code + telephone number** and **click the phone icon** 
10. Listen for fast interrupted tone
 - a. Dial your **confidential Long-Distance Authorization Code**

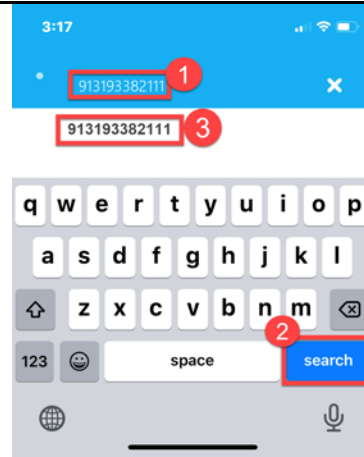




Adding another internal (University of Iowa) contact to a call

11. In the event, you would like to add additional participants to the phone call (example: interpreter/RN or MA), click on the invite more people icon in the lower left corner.
12. A new window will appear. Search for the person you wish to add to your call.
13. Highlight the person you wish to add to the call.
14. The participant should be added to the call.





Adding an external contact (non-university of Iowa) contact to a call

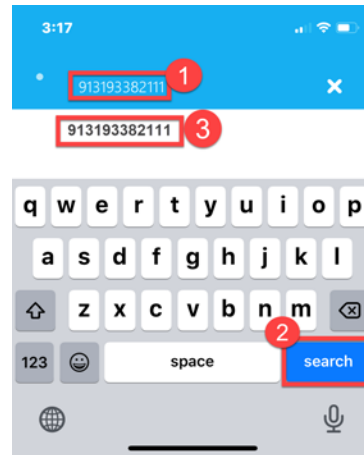
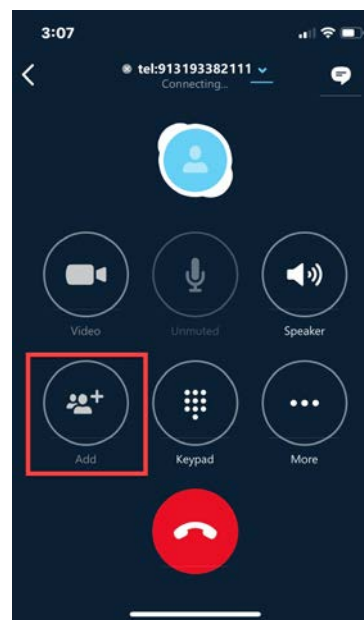
- 15. If the number being called is a **local phone number** to the greater Iowa City area, in the active call window click on the invite more people icon in the lower left corner.
- 16. In the pop-up window, type in the digits you wish to dial and click the OK button.

Long Distance Call:

The previous process does not work well if a long distance access code is required. The client will play the normal tones indicating that the system is waiting for the long distance access code to be entered. The system will not recognize any attempts to enter the long distance access code and hang up the call.

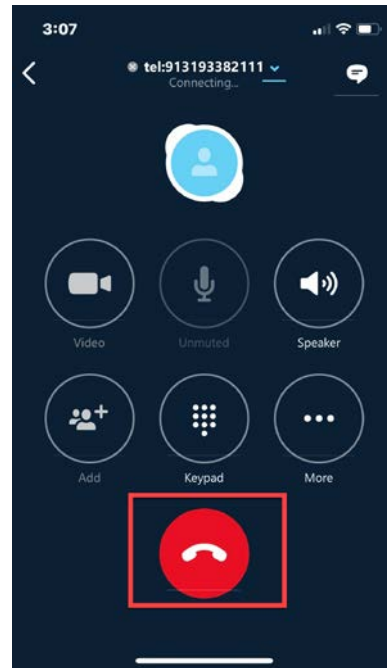
It is recommended that you call the long distance number first so the long distance access code can be entered successfully and then drag the local contact in to the call.

If you do not have a long distance code, submit an ESC Web Request (<https://service.healthcare.uiowa.edu/>) to obtain one.



Disconnecting the phone call

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



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