



New Service Now Available

Effective from Wednesday March 27th, 2024 at 08:00 hrs

All Island Health

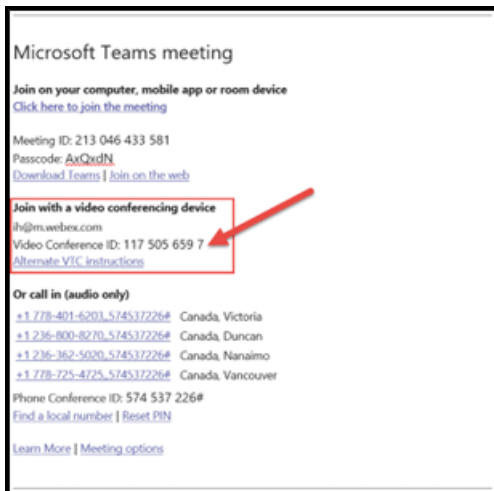
Microsoft Teams Cloud Video Interop (CVI) Integration
with Videoconferencing Rooms

What is the New Service?

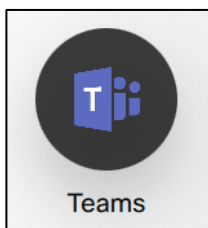
This new service is called **Teams Cloud Video Interop (CVI)** and it provides the integration necessary to enable Videoconferencing rooms to connect to Teams meetings

Effective from the timeframe specified above:

- Island Health users will be able to **host and join a Microsoft Teams meeting** using the Videoconferencing equipment within an [Island Health Videoconferencing](#) room.
- When a new Outlook Teams meeting is created, a unique **Videoconferencing ID** will be automatically generated and added to the *Microsoft Teams Meeting* section in the meeting invite:



- A user can host or join a meeting from any Cisco Videoconferencing equipment, by entering this unique Videoconferencing ID.
- A new icon will also be available on the Videoconferencing device touchpads. This icon is used to join or host a Teams meeting in the video conferencing device:



- For full instructions, see [Dialing into a MS Teams meeting from Island Health Videoconferencing Rooms](#).

Recommendation:

- We recommend that you recreate all reoccurring Microsoft Teams meetings on March 27. This will ensure that all meeting invitations include a unique **Videoconferencing ID**.
- **Note:** If you are not able to see the Videoconferencing ID please re-create the Teams meeting. If you had created a meeting invitation before your account was enabled to use CVI, a Videoconferencing ID will not have been created. Once you re-create the meeting, the Videoconferencing ID will be generated.

Notes and Reminders:

Please note that this service is not approved for direct patient consults or Virtual Care use.

For help with this service, please contact the [Videoconferencing Technical support](#) team:

Monday to Friday 07:00 - 16:00 Hrs
(Excluding Statutory Holidays)
Local 18223 | 250.370.8223
Email: Videoconferencing@islandhealth.ca

The [BC Health Service Desk and Clinical Service Desk](#) are attended **24 Hours X 7 Days**

On-site: **18777** | Local: **250.370.8777** | Toll-free: **1.877.563.3152**

For self-service options, please access the **Island Health IM/IT Self-Service Portal (SSP)**
at: https://healthbc.service-now.com/sp_viha

[Lookup Current IM/IT Service Impacts and Problems](#)

IM/IT Reference #: CHG0048050