

## Downtime Announcement From Informatics

<b>Sites Affected</b>	<ul style="list-style-type: none"><li>• Thunder Bay Regional Health Sciences Centre</li></ul>
<b>Services Impacted</b>	<ul style="list-style-type: none"><li>• A device within our phone system will be updated. This will cause an outage for about 15 minutes in the following areas:<ul style="list-style-type: none"><li>○ 19:30 hrs<ul style="list-style-type: none"><li>▪ Intercoms (1B, 1C, NICU, loading dock)</li></ul></li><li>○ 20:00 hrs<ul style="list-style-type: none"><li>▪ Red Phones (Renal, Switchboard, 1B, 1C, Labour &amp; Delivery, 3A, 3B, 3C, Neuro)</li><li>▪ Blue parking lot phones</li></ul></li></ul></li><li>• All patient phones and fax machines will also be affected during this outage.</li></ul>
<b>When</b>	Start Date: Wednesday, July 17, 2024 Start Time: 19:30 hrs EST End Time: 20:30 hrs EST
<b>Action Required</b>	<b>Prior to Downtime:</b> <ul style="list-style-type: none"><li>• None</li></ul> <b>Following Downtime:</b> <ul style="list-style-type: none"><li>• None</li></ul>
<b>Why</b>	<ul style="list-style-type: none"><li>• Update of device firmware to stay current at a level that is still supported</li></ul>

**Ensure this information is distributed / posted for all affected staff.**

**Questions or comments?** Contact TBRHSC IT Service Desk.  
(807) 684-6411 | 1-888-291-9636 | [help@tbh.net](mailto:help@tbh.net)