

Downtime Announcement From Informatics

Sites Affected	<ul style="list-style-type: none"> • St. Joseph's Care Group (all sites using Cisco IP phones) • Thunder Bay Regional Health Sciences Centre (all sites using Cisco IP phones)
Services Impacted	<ul style="list-style-type: none"> • Cisco IP phones will be unavailable for up to three 5 minute periods during the maintenance window as they are rebooted. • Connexall and Draegar Telemetry notifications to Cisco IP phones will be disrupted during the downtime window as the phones are rebooted.
When	<p>Date: Wednesday, September 3 - Thursday, September 4, 2025</p> <p>Start Time: 23:30 hrs EST (PM) September 3, 2025</p> <p>End Time: 03:00 hrs EST (AM) September 4, 2025</p>
Action Required	<p>Prior to Downtime:</p> <ul style="list-style-type: none"> • Use manual backup procedures. • Ensure power/system fail phones are available and ready to use in emergency situations. <p>Following Downtime:</p> <ul style="list-style-type: none"> • None
Why	<ul style="list-style-type: none"> • Security certificate renewals.

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

Questions or comments? Contact TBRHSC IT Service Desk.
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