

Care, Cleaning, and Disinfecting of the Avaya 364x/61xx IP Wireless Handset/Accessories

Revision History		
30 August 2010	1.0	This is the original publication
7 March 2011	1.1	Added cleaning details for handsets and charger/battery contacts. Included applicability to 6120/6140 model offering.
6 May 2014	1.2	Updated to current offerings.

Introduction

Avaya would like to emphasize the proper care for the 364x/61xx IP Wireless Handsets and related accessories (e.g. Chargers and Battery Packs) including periodic cleaning to maintain optimal performance/appearance and the disinfecting practices in certain environments.

Care of the 364x/61xx IP Wireless Handset and related accessories

The 364x/61xx IP Wireless Handset and related accessories (e.g. 364x/61xx Single-slot Desktop Charger, Dual-slot Desktop Charger, Quad-slot Battery Pack Charger, and Battery Packs) should be cared for as follows:

- Avoid dropping the Handset/Charger/Battery Pack or knocking them against hard surfaces.
- To help protect the Handset surfaces, it is recommended to place the device in a carry case or in a holster.
- Do not attempt to open, disassemble, service, or modify the Handset/Charger/Battery Pack as it may cause irreversible damage to the product and WILL void the product warranty.
 - WARNING: These Avaya products contain no user-serviceable parts inside.
- Improper handling of the Lithium-ion (Li-ion) Battery Pack can pose a risk of fire and burns.
 - Do NOT disassemble, crush, puncture, short external electrical contacts, dispose of in fire or water, or expose a Battery Pack to temperatures higher than 140°F (60°C).
- ALWAYS turn off the Handset and unplug the Charger before cleaning.
 - Do NOT exert undue pressure on the electrical contacts of the Handset, Charger, or Battery Pack while cleaning.
- Keep the Handset headset jack covered when not in use.
- If a Handset gets wet, follow the procedure below:
 1. Immediately power off the Handset.
 2. Remove the Battery Pack from the Handset.
 3. Shake excess liquid from the Handset and Battery Pack.
 4. Place the Handset and Battery Pack in an upright position in an area that is at room temperature and has good airflow.



5. Allow the Handset and Battery Pack to dry for 72 hours before you reconnect the Battery Pack and power on the Handset.

- Battery Pack Storage Recommendations - Rechargeable Lithium-ion (Li-ion) based products (such as the Avaya 364x/ 61xx IP Wireless Handset Battery Packs) should NOT be stored or kept idle for an extended period of time, rather they should be cycled at regular intervals to ensure they maintain the expected lifetime. The Avaya 364x/61xx IP Wireless Handset Battery Pack care and storage recommendations are as follows:
 - Battery packs should NOT be stored more than nine months at room temperature (20°C to 25°C / 68°F to 77°F) prior to use.
 - If a Battery Pack is stored for a longer time period, it must have a periodic maintenance charge to keep the cells from prematurely failing. The maintenance charge should bring the Battery Pack up to its normal capacity. (A complete charge cycle to the Battery Pack should be applied for a minimum of two-to-four hours depending on the Battery Pack capacity).
 - In cases where a Battery Pack is stored for an extended time (greater than nine months), the Battery Pack capacity may be able to return to a usable condition after two or three charge/discharge cycles.
 - The Battery Pack's first charge after prolonged storage will typically yield a lower capacity than normal
 - Battery Packs CANNOT be stored indefinitely - extended storage times will eventually cause the Battery Pack to fail and become unusable.
 - Temperature can play an important factor in the usage life of the Battery Pack. Battery Packs stored at levels lower than and especially greater than room temperature can significantly degrade battery performance and minimize the pack's usable lifespan.
 - All Battery Packs must be fully charged using the appropriate Avaya Charger before initial use. Full charge time is dependent upon the Battery Pack capacity and can take up to four hours.

Cleaning the 364x/61xx IP Wireless Handset and related accessories

The 364x/61xx IP Wireless Handset and related accessories (e.g. 364x/61xx Single-slot Desktop Charger, Dual-slot Desktop Charger, Quad-slot Battery Pack Charger, and Battery Packs) may require periodic cleaning to remove germs, dirt, and other impurities. Cleaning will also help maintain optimal performance/appearance. In general, wiping the Handset/Charger/Battery Pack surfaces (avoiding the charging pin/contact areas) with a clean water-dampened cloth or paper towel should remove most films or residues. The use of a Handset case or cover is recommended to help prolong the life of the Handset, especially when it is cleaned frequently. If more rigorous cleaning is required, you can occasionally use:

- A mild detergent solution or any general-purpose household glass/surface cleaner.
 - A spray cleaner may be used with care. Do NOT spray at an angle. Do NOT allow liquid cleaners to seep into the keypad. Be sure to wipe away any detergent residue with a clean water-dampened cloth. Do NOT immerse. Spray the cleaner on a soft cloth or paper towel and then wipe the Handset.
- Pre-treated cloths, like those used for eyeglasses or cameras.
- Pre-moistened towelettes, but AVOID those containing lanolin or aloe as it will leave a slippery residue.

WARNING:

Do NOT use furniture polishes, waxes or plasticizer based cleaner (ArmorAll®, etc.)
 Do NOT use lanolin, aloe, glycerin, or other skin care products.
 Do NOT apply any solvent such as acetone or mineral spirits.
 Do NOT directly spray or immerse the handset.

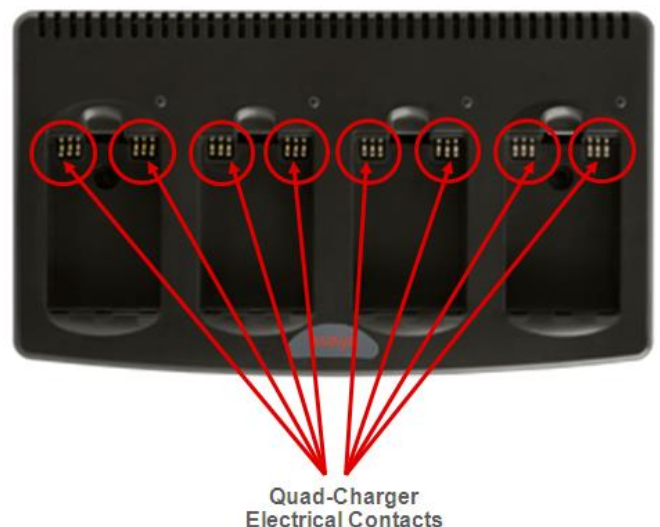
If the headset connector is dirty, the headset audio may experience a scratchy or intermittent signal. To clean the headset connector, dip the padded end of a cotton swab in isopropyl alcohol. Gently insert in the connector and twist, repeating several times. If needed, blow a small amount of compressed air into the connector to clear any remaining debris. It is important to keep the Handset, Charger, and Battery Pack electrical contacts clean from debris or residual contaminants to ensure optimum performance. To clean these electrical charging contacts, follow the procedure below:

1. Utilizing a cotton swab first soak the swab in 90% isopropyl alcohol.
2. GENTLY rub the cotton swab onto the electrical contacts being cleaned to remove the built-up debris.
 - It is often helpful to slowly rotate the cotton swab in your fingertips while cleaning the electrical contacts to help sweep away any contaminants.
 - Electrical contacts should be bright gold in color and free of any corrosion or other debris.
3. AVOID rubbing the swab (with isopropyl alcohol) onto non-electrical contact areas of the Handset/Charger/Battery Pack.

WARNING:

NEVER attempt to scrape any debris from the electrical contacts with a tool or metal object. Doing so WILL permanently damage the product and result in its premature failure.

Do NOT attempt to straighten or manually adjust any contact as it may cause permanent damage to the electrical contacts and WILL void your product warranty.



Disinfecting the 364x/61xx IP Wireless Handset and related accessories

The 364x/61xx IP Wireless Handset and related accessories (e.g. 364x/61xx Single-slot Desktop Charger, Dual-slot Desktop Charger, Quad-slot Battery Pack Charger, and Battery Packs) may require disinfecting when used in certain environments. If disinfecting is necessary (to kill germs), it is recommended to occasionally wipe the Handset/Charger/Battery Pack surfaces (avoiding the electrical charging pin/contact area) with:

- A mild detergent or diluted bleach solution (diluted to a 1:18 ratio)
- Isopropyl Alcohol
- Lysol®

NOTE: Pre-treated disinfectant cloths and towelettes may be used, however, avoid using those containing lanolin or aloe as it will leave a slippery residue. Be sure to wipe away any detergent residue with a clean water-dampened cloth.

Avaya recommends the use of a silicone cover to prolong the life of your handset, especially when it is dropped regularly or cleaned frequently with the disinfectants prescribed below. When applying disinfectants:

- Do **NOT** rub the Handset keypad characters vigorously. Doing so will degrade legibility of the Handset's keypad.
- Do **NOT** directly spray with or immerse the Handset/Charger/Battery Pack in a disinfectant or cleaning agent. Spray the disinfectant on a soft cloth or paper towel, and then wipe the surface to dry it.

The following disinfectant products should **NEVER** be used on the Avaya 364x/61xx IP Wireless Handset and related accessories.

- Do not use cleaning products containing quaternary ammonium compounds, such as CaviWipes™, CaviWipes™ XL, Cavicide® or Sani-Wipes®, Sani-Cloth, Super Sani-Cloth® and Sani-Cloth® Plus. Quaternary ammonium compounds have been laboratory tested and proven to damage the handset plastics. Using quaternary ammonium disinfectants/compounds WILL reduce the useful life of the 364x/61xx Handset/Charger/Battery Pack products.
- **ATTENTION:** Always review the Materials Safety Data Sheet (MSDS) for your specific disinfectant product to verify its chemical composition and any known/harmful interaction with plastics.

International Electrotechnical Commission Environmental Testing (IEC 60068-2-74)

The Avaya 364x/61xx IP Wireless Handset models have been tested at the Microbac Laboratories, Inc. for resistance to two cleaning chemicals using the guidelines in IEC 60068-2-74 (1999). These tests include spraying the Handsets with a Lysol® based disinfectant aerosol spray and a diluted bleach mixture (diluted to a 1:18 ratio). The Handsets were sprayed thoroughly with the chemicals at room temperature and allowed to dry. This was repeated for a total of three applications. Each part was then visually inspected for any change or damage in addition to being tested to the MIL Standard 810F, Method 516.5, Procedure IV. Based on the test results, it appears that typical cleaning type exposure to the Handsets poses little risk of functional or cosmetic damage to the product surfaces.

364x/61xx IP Wireless Handset and related accessories part numbers

The Avaya 364x/61xx IP Wireless Handset and related accessory offerings referenced in this bulletin are inclusive of, but not limited to, the following Avaya part numbers:

Avaya 364x IP Wireless Handset/Charger/Battery Pack Part Numbers	
Commercial Code (Comcode)	Description
700430408	AWTS Handset - 3641 IP Wireless Handset
700430416	AWTS Handset - 3645 IP Wireless Handset
700430424	AWTS Handset - 3641/3645 Single-Slot Desktop Charger
700430432	AWTS Handset - 3641/3645 Dual-Slot Desktop Charger
700430440	AWTS Handset - 3641/3645 Quad Battery Charger
700430457	AWTS Handset - 3641/3645 Standard Battery Pack
700430465	AWTS Handset - 3641/3645 Extended Battery Pack
700430473	AWTS Handset - 3641/3645 Ultra Extended Battery Pack
700508059	AWTS Swivel Silicone Case 3641/6120
700508060	AWTS Swivel Silicone Case 3645/6140

Avaya 61xx IP Wireless Handset/Charger/Battery Pack Part Numbers	
PEC	Description
NTTQ4020E6	6120 IP Wireless Handset
NTTQ4021E6	6140 IP Wireless Handset
NTTQ4022E6	6120/6140 Single-Slot Desktop Charger
NTTQ4023E6	6120/6140 Dual-Slot Desktop Charger
NTTQ4024E6	6120/6140 Quad Battery Charger
NTTQ4025	6120/6140 Standard Battery Pack
NTTQ4026	6120/6140 Extended Battery Pack
NTTQ4027	6120/6140 Ultra-Extended Battery Pack
NTL700508059	AWTS Swivel Silicone Case 3641/6120
NTL700508060	AWTS Swivel Silicone Case 3645/6140

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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