



Recommendation for Cleaning of Avaya Deskphones/Conference Phones

Considering the current situation and with increased awareness of maintaining a safe and healthy environment for users of our products, Avaya recommends the following guidelines for cleaning your Avaya Deskphones and Avaya Conference Phones.

Caution:

Electronic devices are sensitive to moisture, and prone to defects arising out of liquid entering the units. Before cleaning, power down the device or take necessary precautions to avoid liquids from entering the device.

Cleaning guidelines

Use the following guidelines to safely clean all human interface surfaces, such as handsets, glass touch screens, and keypads.

- Do not directly spray any cleaner on the device.
- Dampen (not wet) a non-abrasive cloth with the cleaning solution and then use it to clean the unit.
- Use antimicrobial cleaners with Hydrogen Peroxide (0.5% or greater H₂O₂) for a safe and effective cleaning. You can also use plain water or a cleaner specifically designed for LCD, computer, or touch screens.
- Do not use harsh chemicals, window cleaner, abrasives, aerosol sprays, ammonia, or solvents to clean the touchscreen.
- Apply gentle pressure when cleaning LCD screens.
- Disable touch inputs for a short period using an app or setting, if available on your device, to prevent inadvertent inputs when cleaning.
- Do not let the cleaning liquid enter the phone through the openings.

The World Health Organization and other organizations indicate that high percentage (60% or greater) alcohol solutions are effective cleaning agents. The higher the percentage of alcohol the lower is the water content, which therefore lowers the risk to the electronic devices and improves the efficacy against biological contamination.

Note!

While alcohol solutions do not harm the units from a functional perspective, prolonged and repeated use can cause discoloration or damage to cosmetics, such as surface printing, particularly on keys and plastics. Avoid using gel cleaners due to the risk of product degradation from gel residue.

Following these guidelines ensures that you continue to benefit from safe and healthy use of Avaya products.

For more information about anti-microbial cleaners and COVID-19, refer to the EPA website at:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sarscov-2>