

Technical Bulletin CS-10-09

Cleaning SpectraLink 6020, 8020 and 8030 Handsets



System Affected

Polycom SpectraLink 6020/8020/8030 Wireless Telephones

Description

Wireless Telephones may occasionally need to be cleaned to disinfect them and to maintain their appearance. Generally, wiping the phone's surface with a water-dampened cloth and/or paper towel will remove most films or residues. If additional cleaning is necessary, Polycom recommends wiping the handset with mild detergent, Lysol®, isopropyl alcohol or a diluted bleach solution.

- Polycom recommends the use of a silicone cover to prolong the life of your handset, especially when it is cleaned frequently with the disinfectants prescribed above.
- Pre-treated cloths and towelettes, like those used for eyeglasses or cameras, may be used to clean the phone, however, avoid using those containing lanolin or aloe as it will leave a slippery residue.
- When cleaning with disinfectants, do not rub the keypad characters vigorously. Doing so will degrade legibility of the handset's keys.
- Do not directly spray with or immerse the phone in a disinfectant or cleaning agent. Spray the disinfectant on a soft cloth or paper towel, and then wipe the phone's surface to dry it.
- Polycom also recommends the purchase of maintenance contracts on all handsets. Polycom maintenance contracts reduce risk, increase care, and minimize downtime, so you can maximize the benefits of your wireless telephony solution. With multiple service levels available, the end result is enhanced system care and improved productivity.

The following products should not be used on the SpectraLink wireless telephones.

- Do not use cleaning products containing quaternary ammonium compounds,¹ 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 have been proven

¹ Quaternary ammonium compounds are also known as C12-18-alkyl [(ethylphenyl) methyl] dimethyl, chlorides and Benzyl-C12-18-alkyldimethyl ammonium chlorides. Review the Materials Safety Data Sheet for your specific product to verify the chemical composition.

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to damage the handset plastics. Using quaternary ammonium disinfectants will reduce the life of your handset.

- Do not use furniture polishes, waxes or plasticizer based cleaner (ArmorAll®, etc.)
- Do not use lanolin, aloe, glycerin or other skin care type products
- Do not apply any solvent such as acetone, mineral spirits etc.

Cleaning the headset jack:

Should the headset jack become dirty, a scratchy or intermittent signal may be experienced. To clean the connector, dip the non-padded end of either a wooden or paper handled cotton swab in isopropyl alcohol. *Gently* insert the swab into the jack and twist, repeating several times. If available, blow compressed air into the jack to clear debris.

Refer to CS-09-16 for information related to cleaning SpectraLink charger and handset contacts.