Clean IP Phones Correctly

Contents

Introduction

This document describes how to properly clean Cisco IP Phones and provides guidance on the safest way to keep your device clean.

Background Information

Your safety is a top concern and Cisco understands that the COVID-19 pandemic has had a significant impact to certain industries such as healthcare. In order to address the needs of these markets and ensure that you and your colleagues stay safe, you must consider the guidelines in this document to clean and disinfect your desk phones.

General Information

The internal electronics on IP phones can be damaged when exposed to water, liquids, or powders. When you clean a Cisco phone, do not spray any liquid substance directly on the device. Instead, use a damp cloth or wipe to lightly scrub the touchpoints of the phone. If the cloth is wet, the gaps in the plastic on the device can allow liquid to reach the sensitive electronics of the phone. As with all non-weatherproof electronics, liquids and powders can damage the components and cause hardware failures.

In healthcare environments, it is highly recommended use Caviwipes and/or Saniwipes to thoroughly clean phones. Caviwipes and Saniwipes contain up to 17% isopropanol. There are a few important points to remember about cleaning IP phones:

- Any chemical solution that contains a higher amount of isopropanol, such as pure isopropanol or an alternative alcohol-based liquid can potentially damage phones.
- Do not use harsh chemical agents, such as bleach or other chemicals, to clean the exterior case on a phone.
- Clean your phone immediately if it comes in contact with anything that could cause stains, or other damage; for example, dirt or sand, ink, makeup, soap, detergent, acids, acidic foods, or lotions.

  Note: Use of Caviwipes or Saniwipes more than three times a day can damage the exterior surface of a phone and adversely affect the phone's appearance.

If you need to clean or disinfect a phone more than usual, consider the use of Cisco-approved silicone covers for desktop phones and handsets, which are made from medical grade silicone. These covers are designed to be cleaned numerous times a day with chemical solutions when

they are removed from a phone. Silicone covers help prevent issues such as hook switch or keypad failures caused by the introduction of liquid in the phone. Phone covers are now available for multiple phone models and more information can be found in [Cisco IP Phone 7800 and 8800 Series Accessories Guide for Cisco Unified Communications Manager - Silicone Covers](#).

Note: Do not clean a cover while installed on a device.