Cisco IP Phone Cleaning Guide

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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 Cisco desktop IP phone is not fully sealed, the internal electronics on IP phones can be damaged when exposed to water, liquids, or powders.

Please ensure the device is turned off and unplugged to avoid any short circuits or other risks before cleaning.

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.

To clean the phones, Caviwipes and Saniwipes containing less than 17% isopropanol or approximately 75% ethanol alcohol are recommended. And there are a few important points to remember about cleaning IP phones:

- Please ensure that no liquid seeps inside the phone, as this may damage the internal electronic components.
- 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.
