

Cleaning and Disinfecting Poly Collaboration Products

In this document, Poly provides guidance on how to effectively clean and disinfect your Poly collaboration hardware in high-use areas, such as conference rooms, lobbies and contact centers.

Important: Cleaning Methods and Solutions

The Centers for Disease Control and Prevention (CDC) recommends that you clean and disinfect high-use devices and surfaces with a solution of 70% medicinal isopropyl alcohol and 30% water (70:30). Poly's recommendations for the medicinal isopropyl alcohol and water solution varies by Poly product, depending on the materials that make up the product. Please take note of the solution measurements included throughout this document.

Read and understand the following guidelines before cleaning and disinfecting Poly collaboration products. Failure to follow these guidelines can result in damage of the equipment or harm to individuals.

- Always power off and disconnect cables from a product before cleaning.
- Always clean products wearing disposable latex or nitrile gloves and in a well-ventilated area.
- Do not use harsh chemicals—such as bleach, peroxide, ethanol, acetone, ethyl acid, methyl chloride, ammonia, or multi-purpose cleaners—to clean plastic, metal, rubber, or screen surfaces.
- When using isopropyl alcohol, make sure it is medicinal grade. Industrial-grade isopropyl alcohol can corrode some surfaces.
- Always use a clean, dry, microfiber cloth to wipe products.
- Always spray cleaning solutions on the cloth before cleaning the product but be careful not to oversaturate the cloth.
- Never apply or spray the solution directly on the product because the liquid could stain or seep inside and damage the hardware.
- Always let the device air-dry completely before reconnecting any cables.
- If you have an ultraviolet germicidal irradiation (UVGI) device that emits UV-C radiation, unplug the product and place it in the UVGI device for 1-2 minutes.
- After cleaning products, wash your hands based on CDC [guidelines](#).
- Keep a record of cleaning frequency near all high-use devices, such as a conference phone, and update it after each cleaning.



Caution: Be aware that if you use germicidal disinfectant wipes to clean products, the wipes will cause some level of visible or functional damage to the hardware over time.

Visit the CDC [website](#) for additional information on how to properly clean and disinfect to reduce the spread of viruses.

Before Using Poly Collaboration Products

To prevent the spread of viruses and bacteria, consider doing the following before interacting with Poly products:

- Wash your hands based on CDC [guidelines](#).
- If available, put on disposable latex or nitrile gloves.

Clean Touchscreens on Poly Devices

Poly recommends that you regularly clean the screen on all touch-enabled phones and devices located in high-use spaces, such as conference rooms and lobbies.

Procedure

- 1 Unplug all cables from the phone or device.
- 2 Spray a medicinal isopropyl alcohol and water solution of 70:30 onto a clean, dry, microfiber cloth, making sure to not oversaturate the cloth.

Should oversaturation occur, squeeze out any excess liquid before wiping the surface.
- 3 Quickly wipe the screen with the dampened microfiber cloth.

Always use the dampened cloth with the alcohol solution to clean screens, and don't let cleaning solution pool on the surface. Don't use chemicals to clean the screen.
- 4 Let the touchscreen and surrounding areas air-dry completely before reconnecting any cables.

Note: You can also use an alcohol cleaning solution of up to 99% to clean touchscreens to reduce the risk of seepage and quicken the drying time.

Clean Poly Phones and Phone Accessories

When cleaning conference phones, desk phones with keypads, or phone accessories—handsets, base stations, or expansion modules—be careful to not let any of the disinfecting solution seep into the phone or accessory.

To effectively clean your Poly phones and accessories, you need cotton balls and cotton swabs.

Procedure

- 1 Unplug all cables from the phone and accessories.
- 2 Dip a cotton ball into a medicinal isopropyl alcohol and water solution of 70:30, making sure to squeeze out any excess liquid.
- 3 Wipe all hardware surfaces and be careful not to wipe ports or cable connections.
- 4 Dip a cotton swab into the alcohol/water solution and clean around the buttons.
- 5 Let the phone and accessories air-dry completely before reconnecting any cables.

Clean Poly Headsets and Peripherals

Poly recommends one headset per person. Clean and disinfect headsets and peripherals, such as charge bases and audio processors, as needed.

Procedure

- 1 Unplug cables from headsets and peripherals; turn off Bluetooth and battery-powered devices.
- 2 Spray a medicinal isopropyl alcohol and water solution of 70:30 onto a clean, dry microfiber cloth, making sure to not oversaturate the cloth.
- 3 Wipe all surfaces; avoid ports and openings (including screens, mesh and charge contacts). Be careful to prevent the pooling of liquid.
- 4 Let the headset and peripherals air-dry completely before reconnecting cables and powering on devices.

Clean Products with Fabric Coverings

Some Poly products—for example, the Studio X50 and Studio X30 video-conferencing systems—include fabric coverings, such as polyester.

Poly recommends cleaning these fabric surfaces with medicinal isopropyl alcohol. Do not use other cleaning solutions, such as bleach, which would degrade or discolor the fabric.

Procedure

- 1 Unplug all cables from the device.
- 2 Spray a medicinal isopropyl alcohol and water solution of 70:30 onto a clean, dry, microfiber cloth, making sure to not oversaturate the cloth.
- 3 Gently wipe the fabric and surrounding areas.
- 4 Let the fabric and surrounding areas air-dry completely before reconnecting any cables.

Clean Monitor Displays

Poly recommends that you regularly clean displays located in high-use spaces, such as conference rooms and lobbies, especially if the displays have touch capabilities.

Procedure

- 1 Unplug all cables from the display.
- 2 Dampen a dry microfiber cloth with a medicinal isopropyl alcohol and water solution of 70:30. To avoid damage, do not apply the solution directly to the touch display.
- 3 Wipe the screen in a circular motion.
- 4 With a dry area of the cloth, dry off the screen and avoid getting moisture beneath the bezels.
- 5 Let the display air-dry completely before reconnecting any cables.

Cleaning Accessories and Cables

Make sure to disinfect highly-used Poly accessories—microphones, cameras, and remote controls—and cables.

Microphones

You can clean all types of Poly microphones—including expansion, Conference Link, and IP-based microphones—the same way. To avoid damage, do not douse microphones in cleaning liquids.

The 70:30 solution is recommended for disinfecting products; however, Poly recommends using an alcohol cleaning solution of up to 90:10 to reduce the risk of seepage and quicken the drying time.

Procedure

- 1 Unplug all cables from the microphone.
- 2 Dampen a dry microfiber cloth with a medicinal isopropyl alcohol and water solution of 90:10.
- 3 Wipe the entire surface of the microphone.
- 4 Let the microphone air-dry completely before reconnecting any cables.

Cameras

Cleaning your Poly camera housing and lens requires different cleaning products for the camera components.

Procedure

- 1 Unplug all cables from the camera.
- 2 Wipe the camera housing (not the lens) with a medicinal isopropyl alcohol and water solution of 70:30 on a clean microfiber cloth.
Avoid using excess liquid or allowing the camera housing to become too damp.
- 3 Wipe the lens with a clean, lint-free camera cleaning cloth (avoid abrasive cleaners and cloths).
- 4 Let the camera components air-dry completely before reconnecting any cables.

Remote Controls

To effectively clean and disinfect your Poly remote control, you need cotton balls, cotton swabs, and a toothpick.

Procedure

- 1 Remove the batteries.
- 2 Dip a cotton ball into a medicinal isopropyl alcohol and water solution of 70:30, making sure to squeeze out any excess liquid.
- 3 Wipe the entire surface of the remote control.

CLEANING AND DISINFECTING POLY COLLABORATION PRODUCTS

- 4 Dip a cotton swab into the alcohol/water solution and clean around the buttons, then use a clean toothpick to remove debris lodged between buttons.
- 5 Let the remote control air-dry completely.
- 6 Reinsert the batteries and store the controller in a box or storage container to minimize exposure to viruses.

Cables

You can clean cables with any hospital-grade cleaning solution except straight, undiluted liquid bleach.

Procedure

- 1 Unplug all cables.
- 2 Wipe the entire surface of each cable.
- 3 Let the cables air-dry completely before reconnecting them.

Cleaning ITP and Packaged Solutions Surfaces

Some Poly Immersive Telepresence (ITP) and Packaged Solutions products include tabletops and front panels. Poly recommends using an antibacterial disinfectant cleaner that is safe for painted, laminated, plastic, wood, and glass surfaces to disinfect the tabletops and front panels only.

Refer to other sections of this document for instructions on cleaning microphones, touch screens, or other ITP room accessories.

Should you need to clean and disinfect acoustic panels, contact your Poly reseller for guidance.

Frequently Asked Questions (FAQ)

What should I use to clean my Poly collaboration products?

The CDC recommends that you clean and disinfect high-use devices and surfaces with a solution of 70% medicinal isopropyl alcohol and 30% water (70:30).

Poly's recommendations for the medicinal isopropyl alcohol and water solution varies by product, depending on the materials used. Please take note of the mixture measurements included throughout this document.

Don't use harsh chemicals, such as bleach, peroxide, ethanol, acetone, ethyl acid, methyl chloride, ammonia, or multi-purpose cleaners, because they can damage the equipment.

How often should I clean my equipment?

Poly recommends cleaning your hardware no more than 3-5 times a day to avoid damage.

Is there anything about my product that isn't safe to clean?

No. After a Poly collaboration product is completely unplugged and powered off, it is safe to clean and disinfect all surfaces using the guidelines described in this document. Make sure you let the equipment air-dry completely before reconnecting any cables.

How do I clean my equipment in a medical environment?

When disinfecting Poly collaboration products in a medical environment, such as a hospital or clinic, refer to the institution's protocols. However, Poly recommends the following cleaning and disinfecting guidelines:

- Use a 70:30 mixture of medicinal isopropyl alcohol and water on a clean, dry, microfiber cloth.
- If you have a UVGI device that emits UV-C radiation, place the Poly product in the UVGI device for 1-2 minutes.



Caution:

Be aware that if you use germicidal disinfectant wipes to clean products, the wipes will cause some level of visible or functional damage to the hardware over time.

How do I limit possible exposure to viruses while using my equipment?

Try these alternatives while making calls, sharing content, etc.:

- If available, check the cleaning record sheet for the device to ensure it has been disinfected according to your company's policy.
- Wear disposable latex or nitrile gloves.
- Use a stylus or mouse and keyboard if your product allows such connections.
- Use the speakerphone or a personal headset instead of the handset on desk phones.

Additional Resources

For more related information, see the following resources:

- [CDC](#)
- [World Health Organization \(WHO\)](#)
- [Poly's guidance on how to effectively work from home](#)



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