



Polycom Equipment on Mobile Cart: Cleaning Instructions

COVID-19: In response to cleaning requirements, all eCARE equipment should be cleaned with standard 70% Isopropyl Alcohol.

eCARE has deployed three models of Polycom equipment at partnering sites as shown below. These cleaning instructions are applicable for all models.

HDX Series



Group Series



RealPresence Debut



- **Cleaning the codec and camera outer shell**
 - a. Always disconnect the system from power before cleaning and servicing.
 - b. Do not spray liquids directly onto the system when cleaning. Always apply the liquid to a soft static free cloth.
 - c. Do not immerse the system in any liquid or place any liquid on the system.
 - d. Do not use any cleaner that can cause harm to copper or other items that could be part of the unit.
 - e. Use cleaning ingredients approved for use on medical equipment, applying to a lightly damp cloth. Allow the unit time to dry prior to powering up.
- **Cleaning the camera lens**
 - a. Securely hold the camera while cleaning the lens.
 - b. Remove dust and dirt from the lens using a dry soft micro fiber cloth.
 - c. Apply a few drops of lens cleaning solution to the soft micro fiber cloth.
 - d. Using a circular motion, gently remove oil, fingerprints, and grime from the lens surface working from the center outward.
- **Cleaning the TV monitor**
 - a. Always disconnect the TV monitor from power before cleaning and servicing.
 - b. Remove dust and dirt from the screen using a dry soft micro fiber cloth with light pressure.
 - c. Repeat step (b) above using a damp soft micro fiber cloth with light pressure.
 - d. For stubborn marks, use a mixture of 1 part dish soap to 100 parts water on a soft micro fiber cloth using light pressure. Do not spray liquid directly on the screen.
- **Cleaning the Cart**
 - a. It is recommended that the surface areas that are in contact with day to day use be cleaned regularly.
 - b. Always review the cleaning products that are being used and verify that it is safe to use on the powder coat finish.
 - a. In general, a solution or wipe that is no more than 10% bleach, such as most germicidal wipes used in hospitals, will be acceptable.