

Quail Digital Headset General Maintenance

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Once you invest in a quality headset system, you must maintain it to get the best performance. Below are effective techniques for extending the life of your headset equipment.

PROVIDE EQUIPMENT TRAINING

Make sure employees are well trained in using your headset equipment. One of the most frequent causes of headset breakdowns and repairs is improper use by employees.

REGULARLY CLEAN HEADSETS

Keep a regular schedule for cleaning your headsets. For safe, effective cleaning, spray a small amount of mild household cleanser onto a damp cloth and wipe gently. Never spray any type of cleanser directly onto the headset. Dried particles in the wrong place can also cause headsets to malfunction. Use a soft-bristle toothbrush to remove crumbs and food remnants from crevices and around buttons.

LOOK FOR VISIBLE FRACTURES

Small cracks in the headset casing can quickly turn into bigger problems by allowing liquids to get inside. Liquid can seriously damage the electronic components in the headset, often to the point where they can't be repaired. Since a repair costs much less than a replacement, send all headsets in for repair as soon as you notice a crack.

REPLACE DAMAGED / MISSING EAR CUSHIONS

These can make the headset uncomfortable to wear and can interfere with sound clarity for the user. To prevent these problems from occurring, plan on replacing ear foams every 60 to 90 days at minimum. This also helps promote good hygiene.

CLEANING STEPS

1. Do not detach battery.
2. Use alcohol or alcohol wipes and rub over headset.
3. Do not clean or contact the black foam ear cushion with wipes. Use disposable hygiene covers available for purchase.
4. Return to charging dock.

DO:

- ✓ Only use dampened cloths or rubbing rags/cotton balls, nothing wet.
- ✓ Use Isopropyl alcohol because it is a disinfectant (kills germs), dissolves oil/grime/stickiness, evaporates quickly without residue/odor, and is generally non-reactive with most types of plastic.
- ✓ A melamine foam eraser sponge can safely be used on your headset.
- ✓ Handle the system gently and carefully. Dropping it can cause serious damage to circuitry, or plastic case, which may result in the unit malfunctioning.

DON'T:

- Do not use disinfectant wipes containing bleach or disinfectant sprays, in general.
- The headset should not be exposed to dripping or splashing. Never place the headset into water or liquid of any sort.