Wamburun Hall Room Guide

Australian National University

# Contents

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Card Reader

How to access your room:

The rooms at Wamburun operate using Onity key cards and card readers. You will need your key card to gain access to the building, to enter the lift foyer, common spaces, and your own room. To access, simply tap your card on the provided card reader. A green light will flash, indicating access has now been granted.

Troubleshooting:

1 **Red Light is present after swiping your key card:** A solid red light represents that your key card has been declined access to this door. Typically, this is the result of a wrong key card being used or that your key has expired. In these instances, please first update your card at the update point next to the front desk, or see the friendly reception staff who can check your key and update/provide a replacement key if necessary.

2 **Red light is flashing after swiping your key card:** A red flashing light occurs when your door lock is running low on batteries. Please notify reception of this at your earliest convenience so the batteries can be replaced as soon as possible.
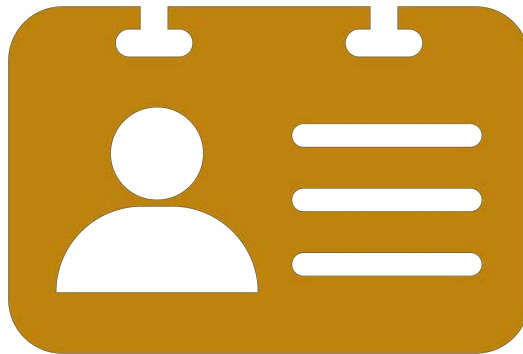
Room Power

How to turn on the power:

Insert your room key card into the power saving device located at the entrance to your room. It will have a blue light emanating from it. Once inserted, your lights and fan will be ready to use. Don't forget to take the card with you when you leave the room!

Troubleshooting:

Power in your room switches off:

This occurs when either a) A large volume of appliances or b) A faulty appliance has been connected to the power sources (powerpoints) in your room, causing the circuit breaker in an electrical switchboard to trip.

These electrical switchboards are located in the floor corridors and are only accessible by hall staff. If during office hours, call or make your way down to reception and inform them that there is no power in your room. After hours, call the reception number (6125 5233) and the on-duty SR will answer and assist you.
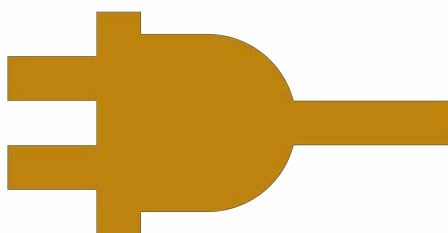
Heater

How to use:

Turn the dial located on the side of the heater to the desired setting. Settings range from a snowflake (indicates 1) to 5, with 5 being the maximum heat.

Troubleshooting:

1 **Heater not providing heat:** Please note that heaters will only function campus wide between late April (Anzac Day) to early October. If the desired heat is not being omitted, please check the temperature dial located at the bottom right of your unit and rotate to a higher setting. If problems still persist, log a maintenance job.

2 **Heater omitting a rattling or suction noise:** This will typically occur when there is a build-up of air in the system or there are problems present with pressure. Please log a maintenance job to have this fixed.
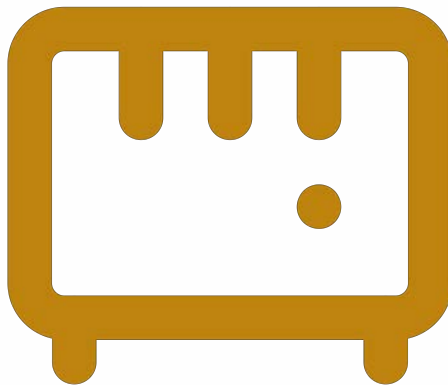
Room Wi-Fi

How to Use:

Select Resnet in your suggested WiFi options. To log in, you will need to use the same log-in details as your Wattle/ISIS page.

Troubleshooting:

1. **Connected to Resnet but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact ANU IT on: https://servicedesk.anu.edu.au/sp
2. **Can't connect a gaming console to Wi-Fi:** Unfortunately, gaming consoles such as Playstation's and Xbox aren't able to connect to ResNet or ANU-Secure using WiFi. This is because they are not programmed to be able to connect to Enterprise WiFi which is what ResNet is considered. To fix this, you will need to plug your console directly into the port via an ethernet cable.

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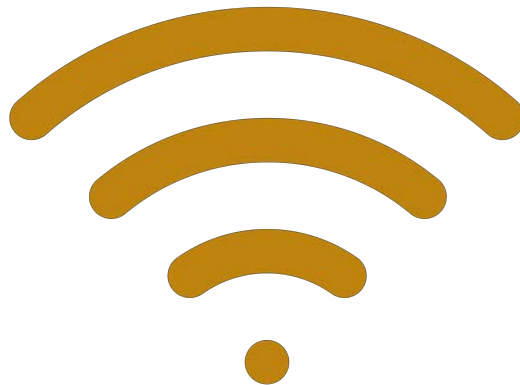
Landline Phone

How to use:

Please make sure that the yellow Ethernet cable is connected to the top port on the back of the phone, and to an Ethernet port in your room (most likely under your desk).

Pick up the handset and dial the requested number. For internal calls, dial the 5 digit extension number[1]. For external calls, a 0 is required prior to the number. Eg. 0 6125 xxxx. If you wish to talk on speaker phone, you can enter the number prior to picking up the phone. Picking the phone up anytime during the call will revert it to the private line. Please be advised that standard charges apply.

Troubleshooting:

The phone displays: Discover 130.56.xxx.xx on the main screen:

The phone is required to be reset. To do so, click the left, grey button under the main screen. If problems persist, please log a maintenance job.
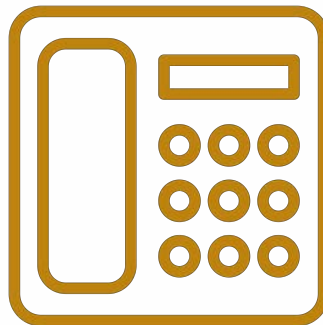
TV Monitor

How to use:

To operate, ensure the monitor is plugged into the power supply. To turn it on, press the power button on the monitor itself. Alternatively, you can use the remote to turn the monitor on.

Your monitor can have a mounted bracket arm or legs. Monitors with legs need to be placed on a flat surface to be used. Monitors with mounted bracket arms can be set up at any desired location via tightening the clamp on a flat surface.

Troubleshooting:

1 **Unable to connect to the TV:** Although you are unable to connect directly to the TV, you are able to connect to your laptop via an HDMI cord (not provided by Wamburun Hall). Once you have done this, use the TV remote and change the 'source' to the appropriate channel.

2 **Multi-coloured lines displayed on the screen:** This is typically caused by 2 reasons; there has been impacting damage to the screen or there is loose wiring. Unfortunately in both instances, a replacement monitor will be required. Please submit a maintenance request.
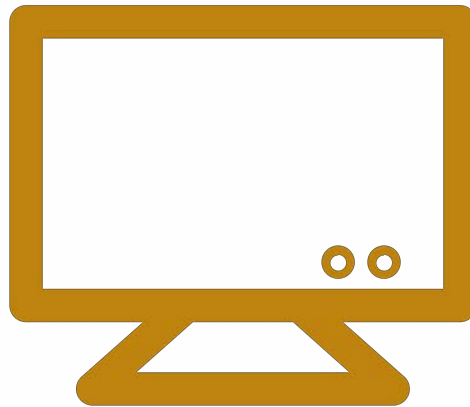
Ceiling Fan

How to Use:

The fan is controlled using a knob that is located on your light switch. The knob is labeled 1, 2, 3, and OFF. Simply turn the knob from the off setting to your desired speed (1, 2, or 3 from slowest to fastest). Remember that your room card will need to be inserted into the power saving device to provide the room with power.

Troubleshooting:

The fan is making a noise/wobbling:

This will commonly occur when the fan is not spinning along its correct turn path. At a minor severity, screws will need to be tightened. At a higher severity, your fan may need to be re-installed/replaced. Please submit a maintenance report.
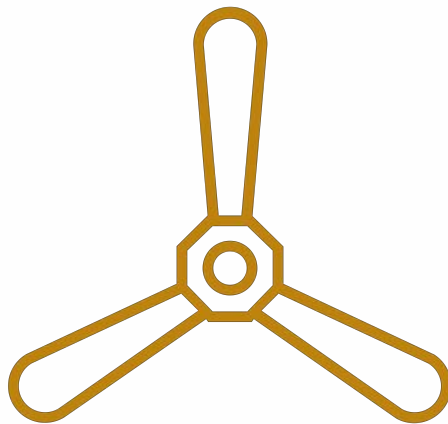
Mini-Fridge

How to use:

Ensure your fridge is plugged in at the PowerPoint (located at the back) and that the switch is on. At the back of the fridge, you will find a temperature dial that ranges from 1 -5. The lower the number, the weaker the cooling power.

Troubleshooting:

The freezer has frozen over:

This is typically caused by 2 reasons; your fridge contains too many items and the air is unable to circulate or your temperature settings are too high (4-5). Please correct where appropriate to reduce the recurrence of this problem. To defrost the freezer, empty all items and place a towel under the fridge to absorb melting ice.
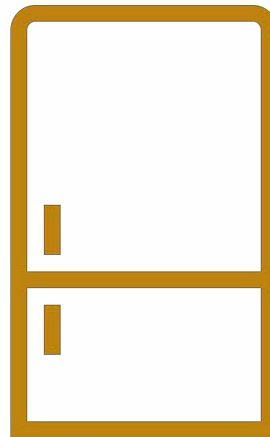
Sink Tap

How to use:

To activate, pull down on the handle to dispel water

Troubleshooting:

1 **No hot water:** Please note that room sinks only dispense room temperature water. If you want chilled or hot water, please use the provided zip tap located in the corridor.
2 **A bad smell:** When a sink has not been used for a period of time, the seal (created by water) in the plumbing begins to diminish, allowing odours to come up through the system. To fix it, simply turn on your tap for a small period of time. This will reset the seal.
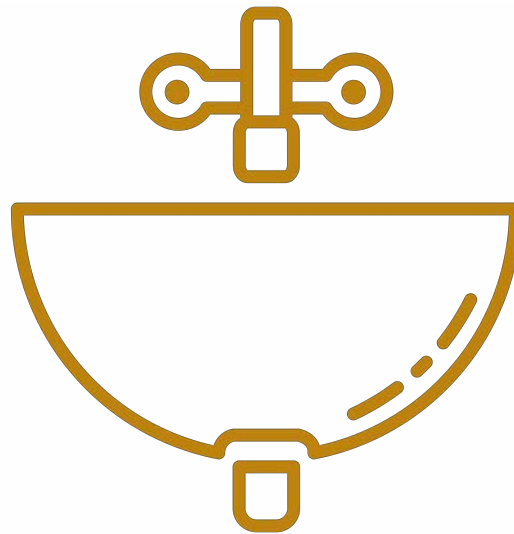
Blinds

How to use:

To lift or lower the blinds, pull the left pair of strings towards you at a 45^0 angle to release the lock (you will hear a click), and then either continue pulling them toward you to raise the blinds or slowly reduce tension to lower them. Once the blind is at your desired height, loop the ropes around the hook on the window frame to ensure the blind stays in place. To close or open the shutters, pull on the right pair of strings individually to adjust the angle of the slats.

Troubleshooting:

Blinds unable to be opened/closed:

This will occur when you are not pulling on the correct pair of strings (eg. pulling one of each pair) or pulling at an incorrect angle. To fix, ensure that all strings have been untangled all the way from the base to the top. Once complete, each pair of strings should now be easily distinguishable and you will be able to follow the steps as outlined above. Note that a fair degree of force is required (don't be afraid to pull a bit harder). If you are still experiencing troubles, please submit a maintenance request.
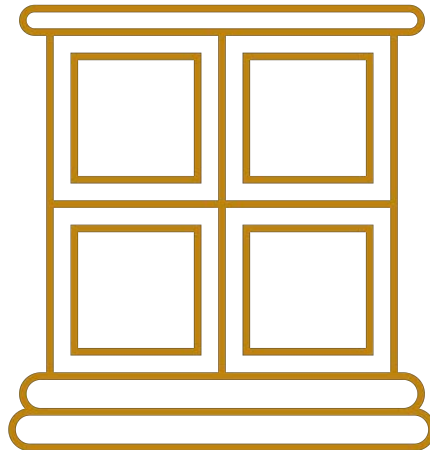
Pest Control

General:

Whilst this is not a common issue, it is possible for pest infestations to occur if general room hygiene is not maintained. Hence, to avoid pest infestation it is recommended to:

1 Keep your room always clean, especially the kitchen, and make sure no food crumbs are left around the room overnight.
2 Vacuum the room and deep clean the kitchen/bathroom at least once every fortnight and preferably do a surface clean daily.
3 Dispose of your garbage, specifically organic waste, promptly.
4 Clear out the kitchen sink, bathroom sink, and shower drain regularly.

Troubleshooting:

It is highly recommended to invest in a bug spray in case you do notice any form of pests in your room. The bug sprays such as Mortein, Raid, First Force, etc. are easily available at any of the superstores. If you have followed all the steps and are still unable to get rid of the pests in your room, please log a maintenance job. However, if you ever notice bedbugs, immediately escalate it to reception so that pest control can be arranged to come in and deal with the situation.

Urgent Maintenance Issues

When it comes to urgent maintenance issues, it is recommended that you escalate them to the reception as soon as possible so that the matter can be investigated promptly. Alternatively, non-urgent maintenance issues can be logged via the QR code provided.

Whilst this is not an exhaustive list, some examples of urgent issues include flooding in the room or water seeping into the carpets, broken/damaged water pipes, power outages, bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

1 Does this issue pose a safety or a security risk?
2 Is this issue causing significant disruption?
3 Can this issue wait until the next day?

If the issue does pose a safety or a security risk, is causing significant disruption, and cannot wait until the next day, you must inform the reception staff immediately.

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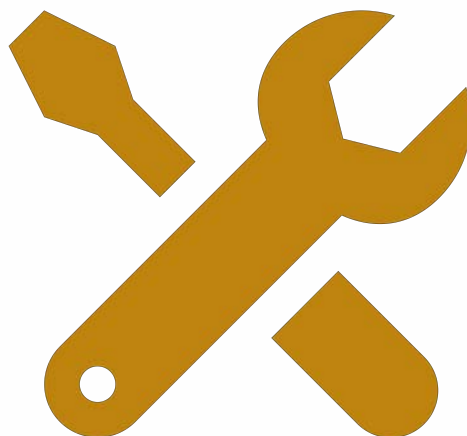
Still experiencing problems after consulting this guide?

Scan the QR code to submit a maintenance request or contact reception on 6125 5233.

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Contact us

Wamburun Hall

150 Dickson Rd, Acton, ACT 2601

T   (02) 6125 5233

E   reception.wamburunhall@anu.edu.au