Fenner Hall Room Guide

Australian National University

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Card Reader

Building and Room Access:

You will need to use your student ID card to enter the building through either the Front or Warren entrances. You use your student ID a second time to access the rest of the building either at the top of the stairs to the second floor, or at the entrance to the North Tower lifts. Only current Fenner residents and approved staff have building access. Those with a registered bike will also use their student ID to access our Bike Shed. You may borrow a temporary access key from reception if you do not have your student ID, but try to pick it up from Student Central as soon as you can.

When you check in, you will receive your room access key. You will need to use this card each time you enter your room. It is important that you carry both your student ID card and your room key at all times. You are the only resident who can access your room. However, there will be occasions when staff, contractors, or cleaners will need to access your room. This will only happen when necessary (eg scheduled room inspections or maintenance, fire evacuations) and they will knock three separate times before respectfully entering.

Troubleshooting:

1 **Red Light is present after tapping your key card:** A solid red light tapping 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 come and see the friendly team at reception who can check your key and update/provide a replacement key if necessary.

2 **Red/Green light is flashing after tapping your key card:** A red/green flashing light occurs when your door lock is running low on batteries. You will still be able to access your room. Please come and notify reception of this at your earliest convenience so the batteries can be replaced.

For after hours assistance, please ring the Community Support Officer on duty on 61844000.

Room Power

Use the switch next to your basin to turn on your lights and ceiling fan.

Troubleshooting:

Power in your room switches off:

This occurs when either

1 A large volume of appliances or
2 A faulty appliance has been connected to the power sources (power points) 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 Community Support Officer on duty for assistance.

Heater

How to use:

Turn the heater switch on. It's on the wall next to the light/fan switch.

Make sure the wall mounted heater is plugged in & set the desired temperature.

Troubleshooting:

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 ANU-Secure or ANU-Secure2 in your suggested Wi-Fi options. To log in, you will need to use the same log-in details as your Wattle/ISIS page.

You also have an Ethernet port in your room to connect your devices to.

Troubleshooting:

Connected to ANU-Secure or ANU-Secure2 but pages not loading: Try forgetting the network then reconnecting. If the problem persists, please contact ANU IT.

Ceiling Fan

How to Use:

The fan is controlled using a knob that is located on your light switch next to your door. The knob is labeled for easy use!

The summer/winter switch will change the direction of the fan depending on if you want the room warmer/cooler.

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.

Windows

How to use :

Refer to the instructions label on your window to operate.

Troubleshooting:

Log a job with reception if your winder breaks and you can no longer open or close your window.

Blinds

How to use:

Use the pair of strings to pull the fabric either up or down to regulate the light in your room.

Troubleshooting:

If your blinds are stuck in the down position, please log a job with the reception to get the issue fixed.

Sink Tap

How to use:
To activate, pull the handle up to dispel water.

Troubleshooting:
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.
If the problem persists, log a job with reception.

Still experiencing problems after consulting this guide?

Scan the QR code to submit a maintenance request or contact reception on 6125 9000.

Contact us

Fenner Hall

152 University Ave, Acton ACT 2601

T   (02) 6125 9000

E   reception.fennerhall@anu.edu.au