



Australian
National
University

Wamburun Hall room guide

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Wamburun Hall foyer

Room and building access

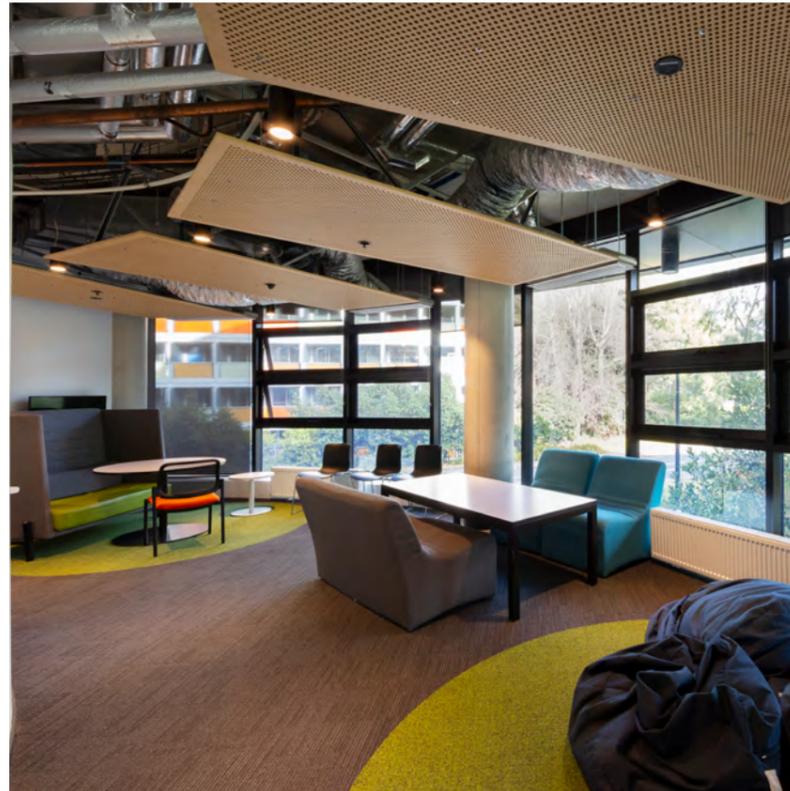
The rooms at Wamburun Hall are accessed using Onity key cards and card readers. You will need your key card to gain access to the building, use the lifts, access common spaces, and your own room. To access, simply swipe your card into the card reader with the arrow facing down. A green light will flash, indicating access has been granted.

You are the only resident who can access your room. However, there will be occasions when staff, cleaners, or other contractors may need to access your room. This will happen only when necessary, such as for scheduled room inspections, maintenance or fire evacuations, and you will be notified in advance. They will announce themselves by knocking three separate times before respectfully entering.

Troubleshooting

Solid red light after tapping your key card: A solid red light means your key card has been declined access to this door. This may be because the wrong key card has been used or your key access has expired. Reception staff can check and update your key access, or provide a replacement key if necessary.

Flashing red/green light after tapping your key card: A red/green flashing light means your door lock is running low on batteries. You will still be able to access your room. Listen for a click a second after you tap your key card, then push the handle down. Please notify reception at your earliest convenience, so the batteries can be replaced.



Room power

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

Each room is fitted with electrical power points for small appliances such as lamps, chargers and fans. Not all appliances can be used in the residence, however. For safety reasons, if you wish to use appliances in your room, you must only use:

- Australian-made appliances
- appliances that meet Australian standards for safety
- appliances that are in good working order.

You are responsible for any personal electrical items brought into your room. Your responsibilities are clearly outlined in section 2.7 of the [Residential Handbook](#).

Troubleshooting

The power in your room may switch off for one of two reasons: either too many appliances, or one or more faulty appliances, have been connected to the power points in your room, causing a circuit breaker in the electrical switchboard to trip. If this occurs, unplug all appliances.

The electrical switchboard is located in your floor's corridor and is only accessible by residential staff. If during office hours, call or go down to reception to inform them there is no power in your room. After hours, call the Community Support Officer on duty for assistance.

Room Wi-Fi

Students can connect to ANU-Secure or eduroam using their University ID (e.g. 'u1234567' for ANU-Secure and 'u1234567@anu.edu.au' for eduroam) and password.

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

Visitors to ANU

Guests who are not ANU students or staff can access eduroam using their own university's username (use 'u1234567@youruni.edu.au') and password.

For conference attendees/guests requiring temporary access to ANU-Secure, please submit an ANU [Service Desk ticket](#).

Troubleshooting

If you are experiencing network issues, try forgetting the network and then reconnecting. You can also see device-specific Connection guides at the bottom of the [Get Connected at ANU](#) website.

Other issues:

- You may have too many devices connected to Wi-Fi. Turn them off or disconnect them from the Wi-Fi.
- Bluetooth and Hotspot interference may cause issue with your connection. Make sure they are turned off.
- Gaming consoles such as PlayStation and Xbox cannot be connected to ANU Wi-Fi. They are not programmed to connect to Enterprise Wi-Fi, such as ANU-Secure. Instead, connect the console to the network using an Ethernet cable.

If the problem persists, please contact the ANU Service Desk at +61 2 612 54321 or log a [Service Desk ticket](#).



Wamburun Hall
standard room

Heater

To use the heater, turn the dial located on the side of the heater to the desired setting. Settings range from one (snowflake) to five, with five being the hottest.

Note: the windows must be closed to operate the heater.

Troubleshooting

Heater provides no heat: All heating across ANU campus is deactivated during summer and early autumn and is typically only turned on around 25 April – ANZAC Day. Outside of these times, if no (or low) heat is coming from the heater, please check the setting and adjust accordingly. If the problem persists, submit a maintenance request by calling or emailing reception.

Heater emits a rattling or suction noise: This may occur when air or pressure builds up in the system, or problems have arisen due to pressure. Please connect with reception to have this fixed.

Landline phone

To use the landline, first check 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).

To make a call, pick up the handset and dial the requested number. For internal calls, dial the five-digit extension number. For external calls, you will first need to dial 0 for an outside line, e.g. 0 6125 xxxx.

If you wish to talk on speaker phone, you can enter the number before 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

If the phone displays Discover 130.56.xxx.xx on the main screen it will need to be reset. To reset, click the left, grey button under the main screen. If problems persist, please submit a maintenance request by calling or emailing reception.



Sink, phone and TV monitor in standard room

TV monitor

To turn on the TV, press the power button on the monitor. Alternatively, turn the monitor on using the remote control.

Your monitor can have a mounted bracket arm or legs. Monitors with legs need to be placed on a flat surface. Monitors with mounted bracket arms can be connected to any flat surface by tightening the clamp.

Troubleshooting

Unable to connect to the TV: Although you are unable to wirelessly connect to the TV, you can connect to your laptop via an HDMI cable (not provided). Once you have done this, use the TV remote and change the 'source' to the appropriate channel.

Multi-coloured lines displayed on the screen: This is most likely caused by either impact damage to the screen, or loose wiring. Unfortunately, in both instances, a replacement monitor will be required. Please submit a maintenance request by calling or emailing reception.

Ceiling fan

The fan is controlled by a knob located on your light switch. The knob is labelled 1, 2, 3, and OFF. Simply turn the knob to your desired speed (with 1 being the slowest and 3 the fastest), or turn to OFF when not in use.

Remember to insert your room card into the power saving device to power the fan and any other electrical appliances in your room.

Troubleshooting

If the fan is wobbling or making a noise, it may not be spinning along its correct turn path. Depending on how severe the noise or wobbling, either the fan's screws will need to be tightened, or it may need to be re-installed/replaced. In either instance, you will need to submit a maintenance request by calling or emailing reception.

Room sink and tap

To use the tap, pull down on the handle to release water.

Troubleshooting

No hot water: Please note that room sinks only dispense room temperature water. If you want chilled or hot water, please use the Zip tap in the corridor.

A bad smell: When a sink has not been used for some time, the seal created by water in the plumbing begins to diminish, allowing odours to come up through the system. To fix, simply turn on your tap for a minute or two, being careful not to let it overflow. This will reset the seal.

Fridge and freezer

Before using your fridge, make sure it is plugged in at the power point (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 one to five, with one being the minimum and five the maximum coolness.

Troubleshooting

The freezer compartment may freeze over in either of the following instances: your freezer contains too many items and the air is unable to circulate; or your temperature settings are too high (4-5). Please correct as appropriate to make sure this doesn't occur.

To defrost the freezer, empty all items, open the fridge doors, turn off the fridge at the power point and place a towel underneath the fridge to absorb melting ice.

Blinds

To lift or lower the blinds, first pull the left-hand pair of strings towards you at a 45° angle to release the lock (you will hear a click). Then either pull the strings towards you to raise the blinds, or slowly release the strings 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.

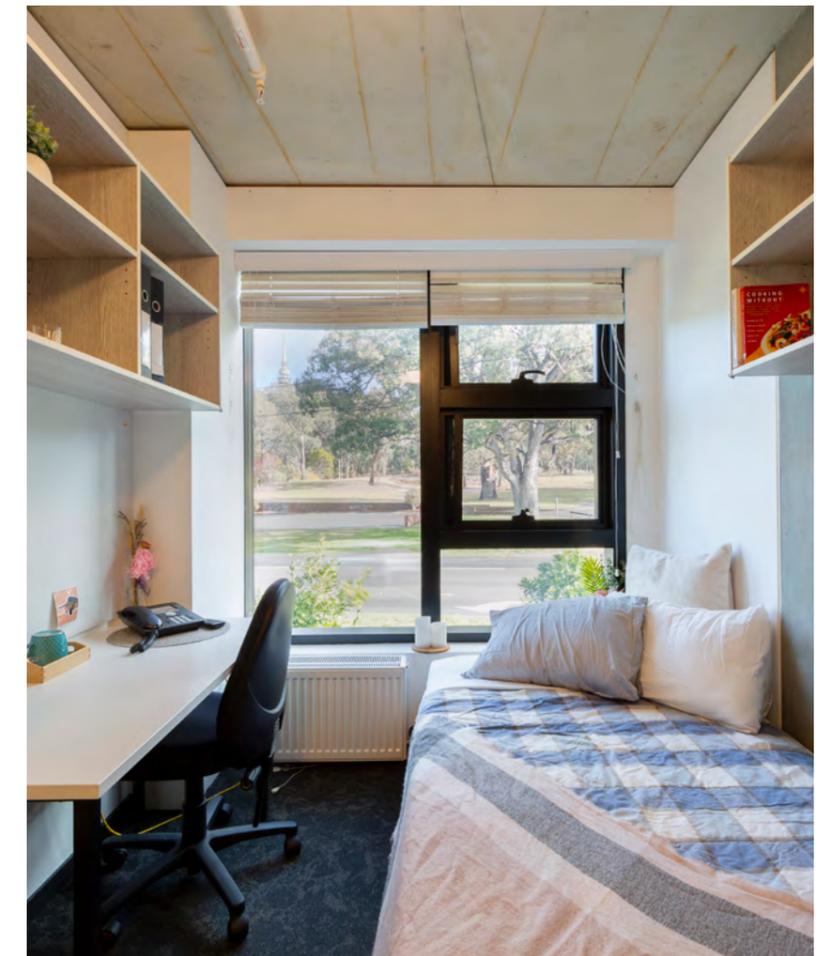
To close or open the shutters, pull on the right-hand pair of strings separately to adjust the angle of the slats.

Troubleshooting

If you are unable to open or close your blinds, it is possible you are not pulling on the correct pair of strings (e.g. pulling one of each pair), or you may be pulling in the wrong direction. First ensure all strings are untangled from the base to the top. Once each pair of strings is easily distinguishable, you will be able to follow the steps outlined above.

If you are still experiencing trouble, please submit a maintenance request by calling or emailing reception.

Wamburun Hall corner room



Pest control

Pest control occurs monthly in the common areas of the building. If you have issues with pests in your room, please notify the front desk staff. A maintenance request will be logged to inspect and rectify the issue.

While this is not common, it is possible for pest infestations to occur if general room hygiene is not maintained. To avoid pest infestation, you should follow the below general hygiene guidelines:

- Keep your room clean at all times, especially the bin and any food storage you may have, and make sure no food crumbs are left around the room overnight.
- Dispose of your garbage, specifically organic waste, promptly.
- Clear out the kitchen sink, bathroom sink, and shower drain regularly.
- Vacuum the room and deep clean the kitchen/bathroom at least once every fortnight.

In case you do notice any form of pests in your room, you may wish to invest in a bug spray, such as Mortein, Raid, First Force, etc. Such sprays are available at most supermarkets.

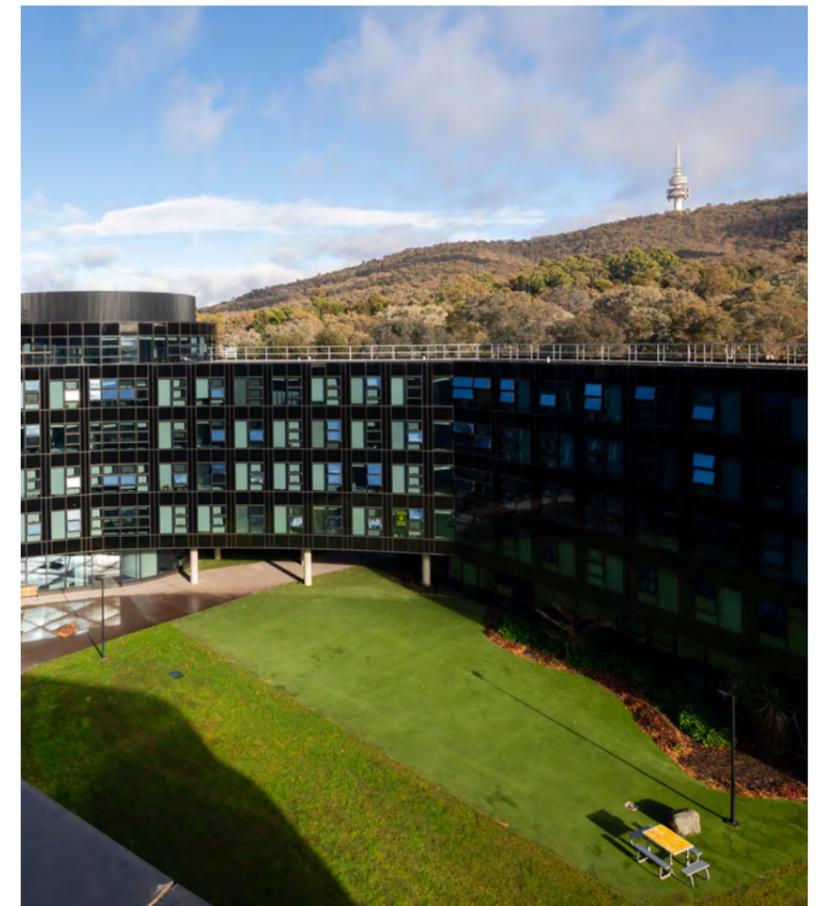
If you have followed all the steps and still have pests in your room, please connect with reception to submit a maintenance request.

Important: If you ever notice bedbugs, immediately notify reception to arrange pest control.



Wamburun Hall dining precinct

Welcome to
Wamburun Hall



Urgent maintenance issues

If you are experiencing an urgent maintenance issue, you should notify reception (in person or by phone) as soon as possible, so the matter can be investigated promptly. Any non-urgent maintenance issues can be logged with reception via email.

While this is not an exhaustive list, some examples of urgent issues include: flooding in the room; water seeping into carpets; broken/ damaged water pipes; power outages (that do not reset using the above instructions); bed bugs.

How do you tell if your maintenance issue is urgent? Ask yourself the following questions:

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

If the issue poses a safety or security risk, or if it is causing significant disruption and cannot wait until the next day, it is urgent: inform reception staff immediately.

If an urgent maintenance issue occurs after hours, contact the Community Support Officer on duty immediately.

Contact us

Wamburun Hall, ANU

150 Dickson Rd, Acton, ACT 2601

Still experiencing problems after consulting this guide?

Visit or call reception to submit a maintenance request
or ask for help.

T (02) 6125 5233

E reception.wamburunhall@anu.edu.au