



Australian
National
University

Wright Hall room guide

Contents

Room and building access	1
Room Wi-Fi	2
Heater	2
Wall fan	2
Glass and mesh sliding doors	3
Rolling blinds	4
Room sink and tap	4
Urgent maintenance issues	5

Room and building access

The rooms at Wright Hall are accessed 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 card reader. 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.



Wright Hall dining hall

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 must not use personal routers, switches, or any devices that extend the network within your room. These devices can cause 'network loops' which disrupt Wi-Fi connectivity for other residents.

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.

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

Heater

Turn the dial located on the top of the heater to the desired setting – it will pop up. Settings range from one (snowflake) to five, with five being the hottest.

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, connect with reception to submit a maintenance request.

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 submit a maintenance request with reception to have this fixed.

Wall fan

You can control your wall fan with pull cords:

- Pull the right-hand cord to switch the fan on. When it first starts up, the fan will rotate at a low speed.
- Pull on the right-hand cord again to change the fan speed. Choose between Low (1), Medium (2), and High (3) fan speed settings.
- Pull on the left cord to activate oscillation mode, which moves the fan direction from left to right.

For remote control:

- Press the SPEED/ON button to switch the fan on. When it first starts up, the fan will rotate at a low speed. Press the same button to change the fan speed from Low, Medium, to High.
- Press the SWING button to activate oscillation mode, which moves the fan direction from left to right, to stop pressing the button again. There are three oscillation modes: Normal, Natural and Sleep.
- Press the TIMER button to change the timer setting. When you press the TIMER button the function is activated, allowing you to set the timer from 0.5 – 7.5 hours. Each time you press the button it will increase by 0.5 hours.
- The sensor of the remote control must be pointed at the fan receiver to operate properly, with no obstacles in between. The distance between the remote and receiver should be no more than 6 metres and 30 degrees radius, left to right of the fan.

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 connect with reception to submit a maintenance request.

Glass and mesh sliding doors



Wright Hall standard room

Unlock the glass sliding door by pulling the lock down, then slide to open. To lock, shut the door then pull the lock up.

Unlock the mesh sliding door by pulling the lock up, then slide to open. To lock, shut the door then pull the lock down.

Troubleshooting

If you are unable to lock either the glass or mesh sliding doors, first check there is no debris in the tracks. Push the door all the way shut to ensure the locking mechanism has engaged. If you are still having issues with either door, please connect with reception to submit a maintenance request.

Rolling blinds

Pull the front string down to lower the blind, pull the back string up to raise the blind.

Troubleshooting

If you are unable to open or close your blinds, first ensure all strings are untangled from the base to the top. Once each pair of strings is easily distinguishable, you should be able to follow the steps outlined above to open and close the blind. If you are still experiencing trouble, please connect with reception to submit a maintenance request.

Room sink and tap

Lift the tap handle to release water. Turn the handle to the left for hot water and to the right for cold water.

Troubleshooting

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. This will reset the seal.

Minerals or debris: Similarly, if water has not run for some time, it may gather in the pipes, collecting minerals or debris. If these are present in your water, simply turn on your tap for a minute or two, until the water runs clear.



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

Wright Hall

163 Daley Road, 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 6888

E reception.wrighthall@anu.edu.au



[instagram.com/wrighthall_anu/](https://www.instagram.com/wrighthall_anu/)