User Guide for Electronic Door Lock

The electronic lock device operates with a contactless reader, known as a key fob, or simply a fob.

**Lock and unlock your unit door from the outside by using your fob:**

*To unlock* the door, present the fob in front of the lock reader and you will see a green light indicating that the door is unlocked.

*To lock* your door, present the fob in front of the reader and you will see a red light indicating that the door is locked. Doors will NOT automatically lock without presenting the fob to the reader.

**Lock and unlock your unit door from the inside by the thumb-turn:**
Turn the thumb-turn to horizontal position to lock the door; turn the thumb-turn to the vertical position to unlock the door.

**Low battery:** If your lock is flashing green and red simultaneously six to eight times it indicates that the battery is low. Please contact the Property Management Office to have the battery replaced.

**Effective Dates:** Fobs will be programmed to be effective for the lease period and will be automatically ineffective after lease expiration. Fobs must be updated at the property management office upon lease renewal or extension. If you believe you have lost access due to an error, please visit the Mt. Auburn Property Management Office or call 617-495-8340.

**Emergencies:** The lock is battery operated and will not be affected by power outages. In the case of fire or emergency, the lock can always be opened from the inside (the lock mechanism will automatically release by turning the door handle from the inside).

**To avoid lockouts please take your Fob and Harvard ID with you when you leave your room.**

**Lockouts during regular office hours:** If you are locked out of your room during office hours, contact the Property Management Office. A member of the staff will let you back into your room provided that you can show a valid Harvard ID to establish proof of residency.

**Lockouts after office hours:** Call 617-495-8340. You will hear a message asking you to press “0” for emergency assistance, which will then connect you to the University’s Operations Center. Explain that you are locked out of your apartment and provide your telephone number, building, and apartment number. An arrangement will be made for you to meet our on-call personnel. Note that there is a $100 fee for after-hours lockouts.

**Replacement Fobs:** If you lose your key fob, you will be charged for $25.00 for a replacement fob, which can be obtained during office hours only. **NOTE:** One business day is required to program new fobs.

For your safety and security, do NOT write your building or apartment number on the key fob.