

# User Guide for Electronic Door Lock

## Locking and Unlocking Your Door

The electronic lock operates with a contactless reader (fob).

### From outside your unit:

- To unlock the door, hold the fob in front of the lock reader for 1-2 seconds. You will see a green light, indicating that the door is unlocked.
- To lock your door, hold the fob in front of the lock reader until you see a red light, indicating that the door is locked.

**Doors will NOT automatically lock – you must use the fob to do so.**

**From inside your unit:** Turn the thumb-turn to the horizontal position to lock the door; turn the thumb-turn to the vertical position to unlock the door.

## Security Warning

For your safety and security, **DO NOT** write your building or unit on the fob.

## Low Battery

A Harvard maintenance staff member will enter your unit to replace battery if we receive a low battery alert from the system. A maintenance tag will be left inside your unit if you are not home during the work. Your lock will **flash red nine times** when battery is low; please contact the Property Management Office immediately for battery replacement.

## Effective Dates

Your fob will be programmed to be effective for the lease period and will be automatically ineffective after lease expiration. If you believe you have lost access due to an error, please call your Property Management Office.

## 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).

## Lockouts and Replacement Fobs

- To avoid lockouts, take your fob and Harvard ID with you when you leave your apartment.
- If locked out, please call your Property Management Office. You will need to show a valid Harvard ID as proof of residency to be let back in.
  - During office hours a member of the operations staff will let you back into your apartment.
  - After office hours your call will be redirected to the Operations Center. They will arrange for you to meet our on-call personnel. A lockout fee may apply.
- If you lose your key fob, you will be charged for a replacement fob, which can be obtained during office hours only. NOTE: One business day is required to program new fobs.

