

# mamava® VaRoom Owner's Manual

[www.mamava.com](http://www.mamava.com)

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# hello

Mamava provides a scalable offering of lactation infrastructure and support. For over a decade, we've helped thousands of customers across industries deliver thoughtfully designed, compliant, and flexible lactation solutions.

Thank you for helping move our mission forward and making the world better for breastfeeding. **Welcome to the family.**

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Mamava's Smart Access technology enables room access via our app.

# Unlock Frictionless Lactation Room Management

 Streamline operations with autonomous lactation room access.

 Secure your space from unintended users.

 Tap into the benefits of Mamava's national breastfeeding network.

 Customize how your room is seen and discovered by Mamava app users.



## Connect with a platform trusted by moms

### Search + wayfinding

Find 10,000+ lactation spaces (spaces equipped with VaRoom, Mamava pods, and other vetted rooms).

### Autonomous access

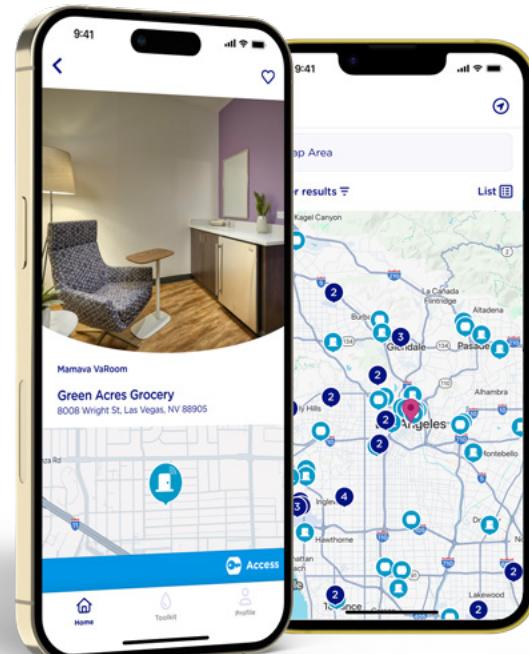
Unlock Mamava pods and spaces equipped with VaRoom with a phone.

### Digital community

Read encouraging notes from other parents and join the conversation.

### Resources

Access virtual lactation consulting and helpful breastfeeding info.



### Troubleshooting Room Access

Make sure that:

1. The room is within range of a **Wi-Fi** connection and/or data service is available.
2. The user's **Bluetooth** and **location services** are turned **on**.
3. Their **low power mode** is turned **off**.
4. The user is within **three feet** of the lactation room when trying to unlock.



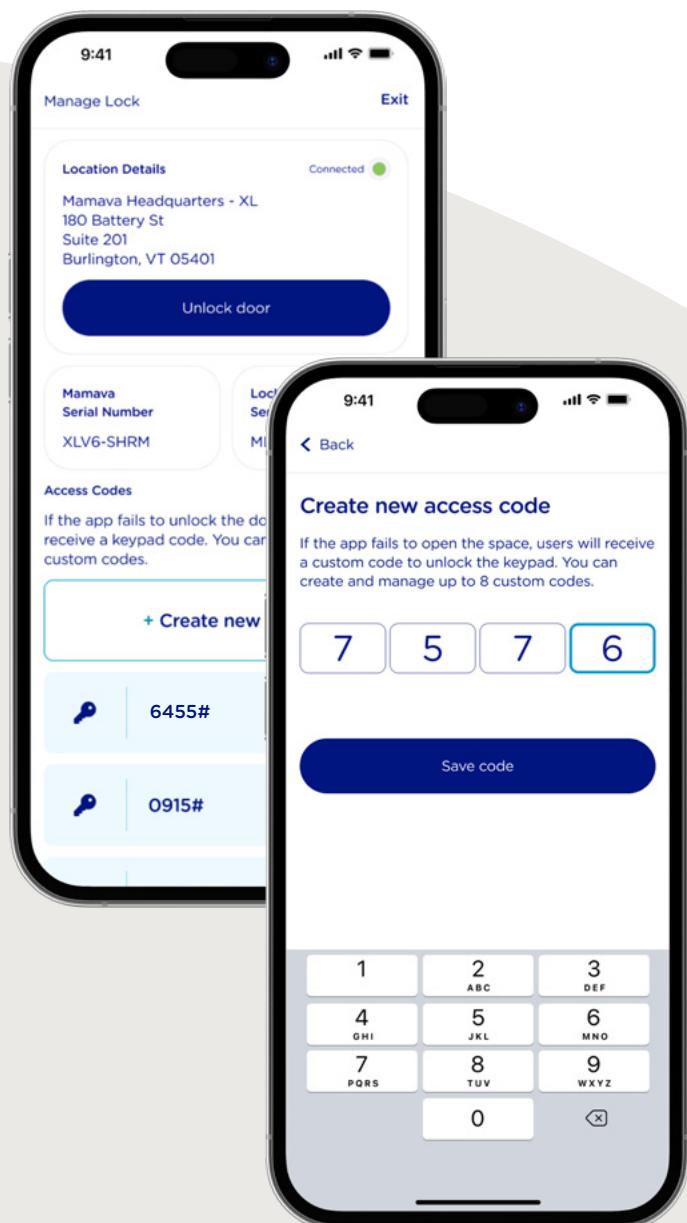
Mamava's app makes for easy access, but lactation rooms can also open with keypad codes and keys.

# Keypad

Lactation rooms can be unlocked with a four-digit keypad code. Locks come preprogrammed with one fixed access code (2014#) and one default maintenance code (1234#) which can be changed as needed. (The maintenance code is excluded from quarterly usage reports). Up to eight slots remain to add custom access codes.

## How to manage access codes

- 1 Download the Mamava for Business app in the App Store or Google Play, then create an account, or sign in.
- 2 Enable Bluetooth for the app and ensure you're within range when you're standing outside the Mamava VaRoom lactation room. A green circle at the top of your screen indicates you're in range. If it's red, move closer or try again.
- 3 Locate the lock serial number on the key tag provided by Mamava or inside the lock plate.
- 4 Input the serial number in the "Enter Serial Number" field, this will take you to the "Manage Lock" screen.
- 5 Once on the "Manage Lock" screen, you can change your maintenance code and add or delete access codes.
- 6 To add a new access code, select "Create new code," enter a new four-digit numerical code, and tap "Save."
- 7 To delete access codes, tap "Delete" and confirm.



# Keys

Mamava VaRoom kits come with keys for other access options or service visits. Store keys in a safe place.

## Lock keys (2)

To access the keyhole, press down on the right side of the oval cover plate with the word “Port” on the top of the lock and remove it.

## Emergency deadbolt keys (1)

Insert the emergency deadbolt key into the center hole of the occupancy indicator dial and turn to “VACANT. Enter your access code or 2014# to open the door.



## Lost keys?

If you lose both sets of keys and **need to change the lock battery:**

Use the micro USB cable (a generic cable included with VaRoom lockset or available in stores) to provide temporary power to open the lock.

Note: This won't charge the lock as the provided batteries are not rechargeable.

Cable (supplied by Mamava)

External battery (supplied by VaRoom owner)

Breastfeeding parents will appreciate this comfortable, private space for pumping and nursing. Especially if it's clean.

# Best Practices for Lactation Rooms

Providing a lactation room ensures that breastfeeding parents have a dedicated space to express milk. To create a functional, comfortable space that helps them feel supported, follow this checklist.

## Necessary

- Ensure cleaning staff has access to the room (1234#), and that it's cleaned on a regular basis (like bathrooms) so the space feels relaxing. Disinfect door handles, seating, and all surfaces.
- Consider the furnishings—provide a comfortable place to sit (that supports the forward position conducive to pumping) and a table or surface near an outlet for a breast pump. Avoid fabric and other hard-to-clean surfaces. If the room is not intended for multi-user pumping sessions, a single place to sit can help discourage other uses of the room.
- For multi-user rooms, make sure that each individual area has everything a parent needs (e.g. chair, outlet, etc.) and there's a privacy screen or curtain between each set-up.
- Provide a clock, waste basket, and adjustable lighting.
- Post clear signage in your facility so breastfeeding parents can easily find lactation rooms. Find templates in [Mamava's Help Center](#).
- Replace the VaRoom lockset batteries once a year. The lock will alert you once the battery is low. To quickly power the lock, use the micro USB cable.

## Nice to have

- Stock the room with helpful supplies like sanitizing wipes (for breast pump parts) and hand sanitizer.
- Hang a bulletin board or white board so parents can share encouraging notes or photos of their babies.
- Add a mirror so parents can check their clothes before they leave.



## Employers can also provide:

- A multi-use hospital-grade pump so employees only need to bring their personal pump parts.
- Access to a refrigerator nearby (for storing breast milk) and a microwave (for sterilizing pump parts).
- Lockers for storage of pump parts and personal belongings.

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