

Masterpoint wired

Masterpoint wired ethernet Internet service

Keep connected in privacy

Masterpoint wired is designed to allow you to register and connect from the privacy of your room whenever you wish: connect; switch on; and go!

To help keep you secure Masterpoint wired will disconnect you from the service after an extended period of inactivity from the computer: just login and go!



Account at a glance

- No fixed download cap¹
- Internet access included in room rent



Need help?

Cairncross House	01418950000
Kelvinhaugh Street	01418950001
Kelvinhaugh Gate	01418950002
Old House Hotel	01418950003
Margaret Macdonald House	01418950004
Murano Street	01418950005

Cricton	01418950006
Palmerston	01418950006
Queen Margaret Hall	01418950007
Student Apartments	01418950008
Winton Drive / Lister House	01418950009
Wolfson Hall	01418950010

email: support@masterpoint.co.uk

Customer support is open 10am to 8pm, Monday to Thursday, and 10am to 6pm, Friday to Sunday.
(During the start of the academic year, support times will be extended to meet demand)

¹ An acceptable use policy is used to help prevent abuse of the service and consequent negative impact on other users.

Ready to sign up?

Turn over to activate your **Masterpoint** service

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Your room will have

- An ethernet data socket
- A Masterpoint account number and PIN

You will need

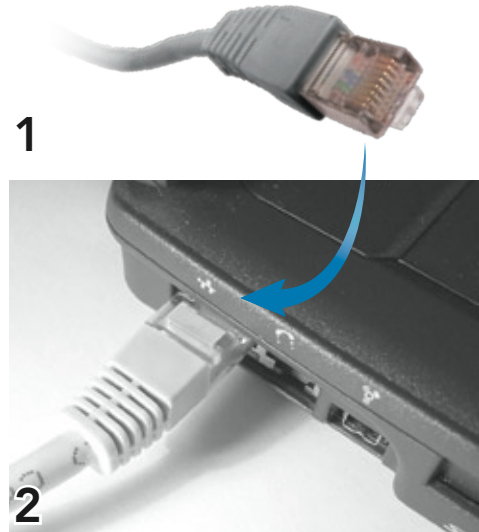
- A computer fitted with an ethernet port
- 1x RJ45 cable
- A recent operating system (Windows 2000 or newer, Mac OS X, or Linux 2.6 kernel or higher)

Do this

1. Locate your RJ45 cable
2. Make sure the cable is connected to the data socket in your room and then insert the opposite end of the cable in to your computer's ethernet port
3. Start your computer and the network should automatically detect the service
4. Open your web browser and follow the sign up instructions from the page displayed. You will need your Masterpoint account number and pin to sign up

Notes

- Masterpoint provide the Internet service to the room. Whilst we make every effort to ensure you can connect, we are not responsible for fixing computer problems
- You are required to install anti-virus software and keep it updated. We cannot support users without anti-virus software and they may be disconnected from our service



If you have problems

Our service should configure your network settings automatically; if you don't see the network sign up page when you turn on, read through your computer's help files for "configure TCP/IP for automatic addressing" or "getting IP address DHCP server"

Make sure your computer is set to get an IP address automatically

Want to know more?

Turn over to read about your **Masterpoint** service