

# Masterpoint voice

## Masterpoint telephone service

### About the service

You will find a telephone handset in your room. On the handset or socket your will find a telephone number (0141 xxx xxxx). This is your number. If you can't locate this number, contact the on-site Residential Office who can advise you of it.

This number is for you to use whilst occupying your room, there are no charges to you when receiving calls or accessing the voicemail service to retrieve messages.

### External calls

External outgoing calls can be made at very competitive rates by either using a Masterpoint Phone Card (available from the on-site Residential Office) or by creating an on-line account by visiting [www.ringring.me.uk](http://www.ringring.me.uk).

### Local calls

If you are making a local call, you will need to prefix the number with the full area code (as if you were calling from a mobile).

### International Calls

To make an international call (to outside the UK) you will need to dial the International Access Code (00) followed by the country code for the country you are calling, the area code and then the phone number you want to call. In most cases, you will need to omit the leading 0 of an area code.

### Masterpoint Phone Card

These are available from the on-site Residential Office. Once you have purchased your Masterpoint Phone Card, follow these simple steps:

- Dial 123 from any residence telephone
- Enter the 10 digit PIN from the back of the card

You will be informed of the remaining balance on your card and you can then dial the required telephone number.

### Masterpoint on-line account

Once you have opened an on-line account at [www.ringring.me.uk](http://www.ringring.me.uk) and registered your credit or debit card, you will be given a PIN. To make a call using your account, follow these simple steps:

- Dial 121
- Enter your PIN
- Dial the required telephone number

For either of the methods, you will need to enter the PIN each time you make a call unless you initiate a follow on call by dialing ## (instead of replacing the telephone handset at the end of a completed outbound external call).

### Free on-site internal calls

To make a free on-site internal call:  
Dial the 4 digit extension number of the room you want to call (shown on the phone/socket).

### Free voicemail

Telephone calls that are not answered are forwarded to the voicemail system where a message is taken. The voicemail system will notify you that have a message in your mailbox by giving your extension a broken dial tone when you lift your handset. Dial 2580 to access your voicemail and follow the voice prompts. You may retrieve your messages as often as you please. This is at no cost to you. All messages are automatically erased after 7 days.



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### Free numbers

The following businesses can also be contacted free by dialling:

- \*6 Masterpoint Helpdesk
- \*7 Pizza Hut (Great Western Road)
- \*8 Glasgow Taxis

### Dialling from abroad

Callers from outside the UK will need to dial the International Access Code and then 44 141 xxx xxxx.

### Useful numbers

Murano Street Reception:	0141 582 6000
Cairncross Reception:	0141 534 7000
Kelvinhaugh Gate Reception:	0141 534 7001
Queen Margaret Reception:	0141 534 8000
Lister House Reception:	0141 534 8652
Wolfson Hall Reception:	0141 534 5800
Accommodation Office:	0141 330 4743
Masterpoint Support:	0141 895 0000

All calls are logged and any system abuse may result in disconnection and referral to the University.

### Premium telephone

A premium telephone account allows you to make calls to Freephone numbers without the 50p set up charge. You will first need to set up an account at [www.ringring.me.uk](http://www.ringring.me.uk).

Once this account is set up, you need to keep enough credit in the account to enable Masterpoint to debit your account with £5 each month, alternatively you can pay a one off payment of £40 for a year.

In the event that there is insufficient credit in your account, we will debit your registered credit card.

To register for your premium telephone account, you will need a registration form which you can obtain by sending an email to [support@masterpoint.co.uk](mailto:support@masterpoint.co.uk). Once your account has been activated, you will be sent confirmation via email.

To make outgoing calls, you need to dial 121 and enter the PIN given to you when you opened your ringring account.

To get more information about the service, visit: [www.uoghhelp.co.uk](http://www.uoghhelp.co.uk).

## Rates/call charges

UK Local and National ...3ppm (pence per minute) off peak
UK Mobiles.....20ppm
Ireland .....4ppm
Germany.....5ppm
America .....5ppm
China .....5ppm
Spain .....5ppm
India.....50ppm

- Minimum call charge 10p
- Freephone (e.g. 0800) calls are charged at 50p set up charge.
- International rates are to standard landlines. Calls to international mobiles and premium rate numbers will be more expensive.

### Need help?

Dial \*6 from your room phone

email: [support@masterpoint.co.uk](mailto: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)