

SPIDERGATE

Bizphone Desktop App

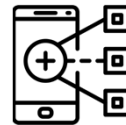
User Guide

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- Making calls
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- Call transfer
- Call hold & mute
- Call waiting
- Conference call



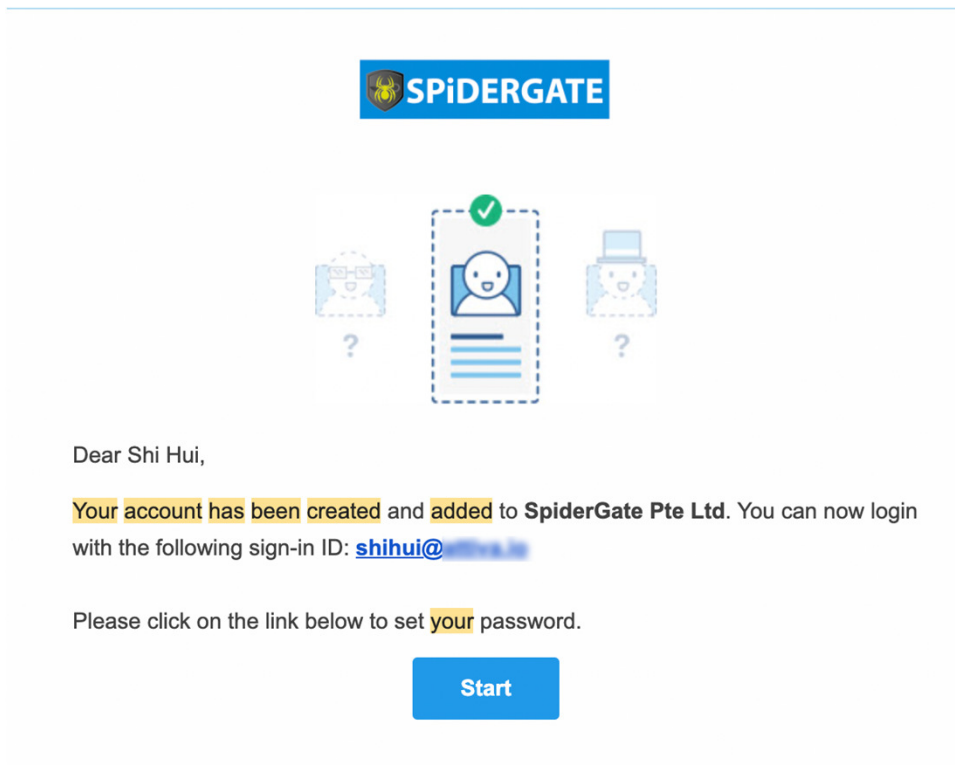
Settings

- Call settings
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Set Up

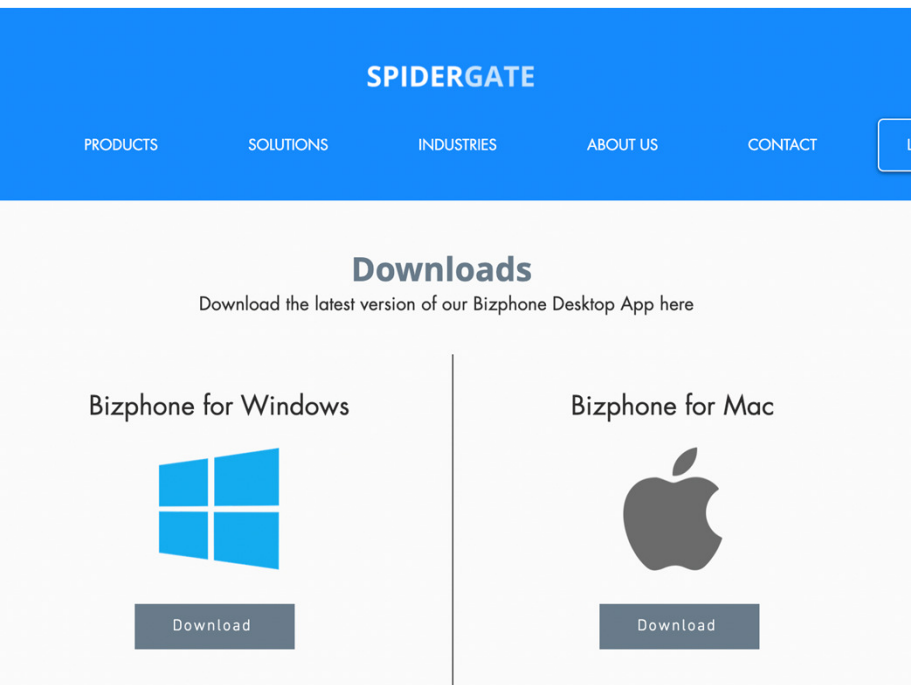
- Account Activation
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Account Activation



- You will receive a link via your email with the subject title “Your account has been created!” to create your password when your account has been created.
- If you’re unable to find it, do check your junk mail.
- Click “Start” & follow the instructions.

Installation

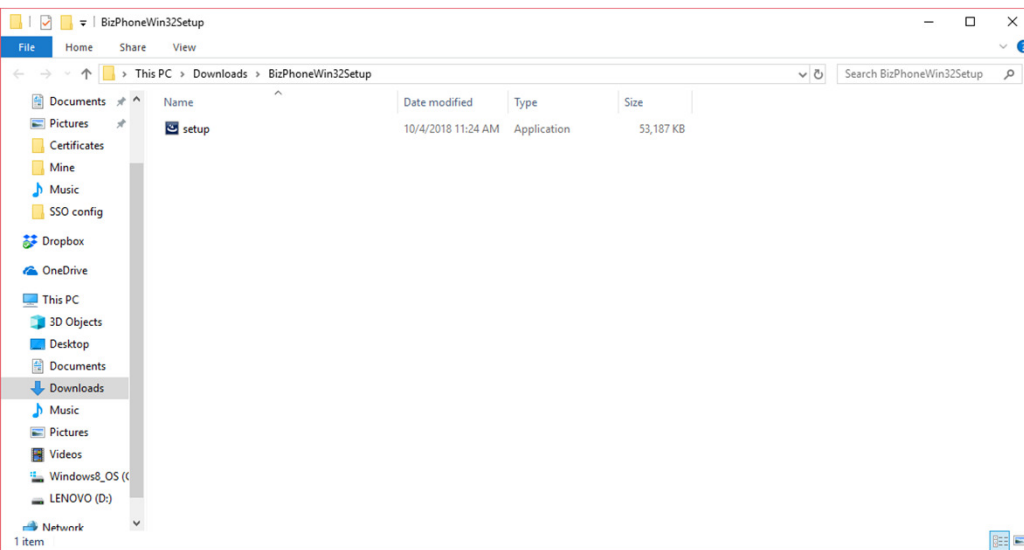


Online Method

Go to <https://www.spidergate.com.sg/downloads> and choose the installation file to download based on the operating system which you have.

Windows Installation

The installer will attempt to automatically download and install the required libraries if they have not already been installed. However, if there is no Internet access available, you need to download and install the prerequisites manually before installing BizPhone.



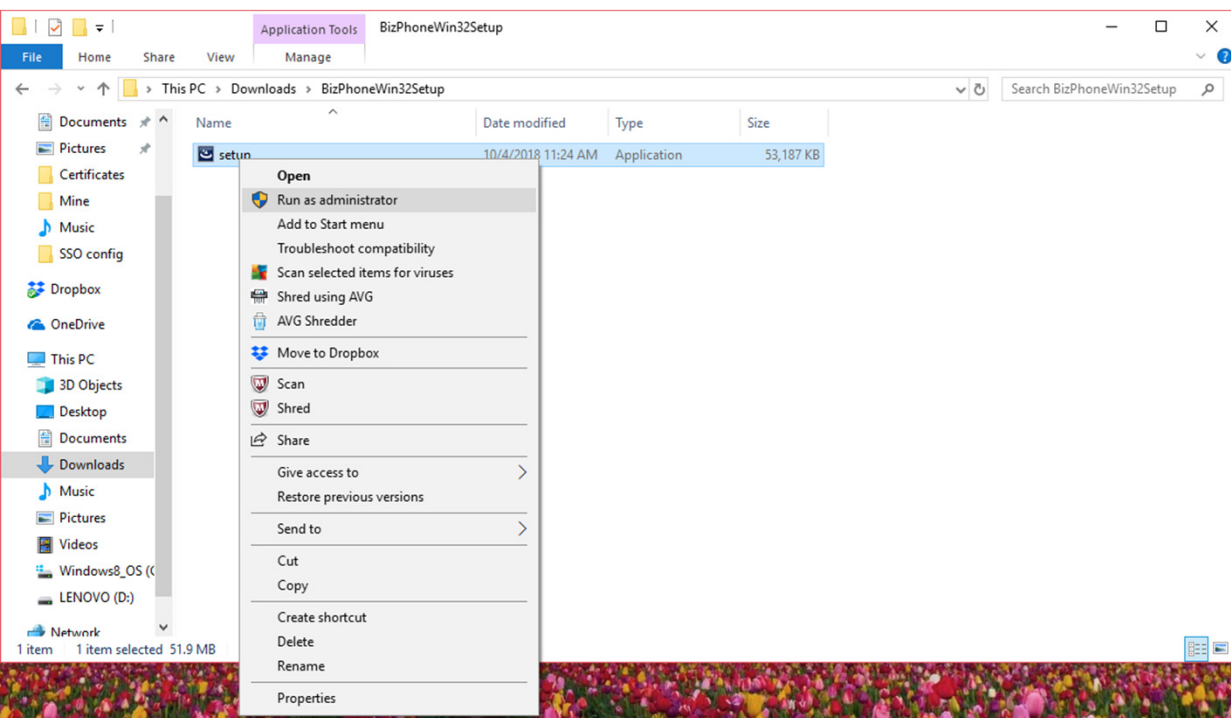
Step 1

Once the file has been downloaded, extract the .zip file to find the app installer.

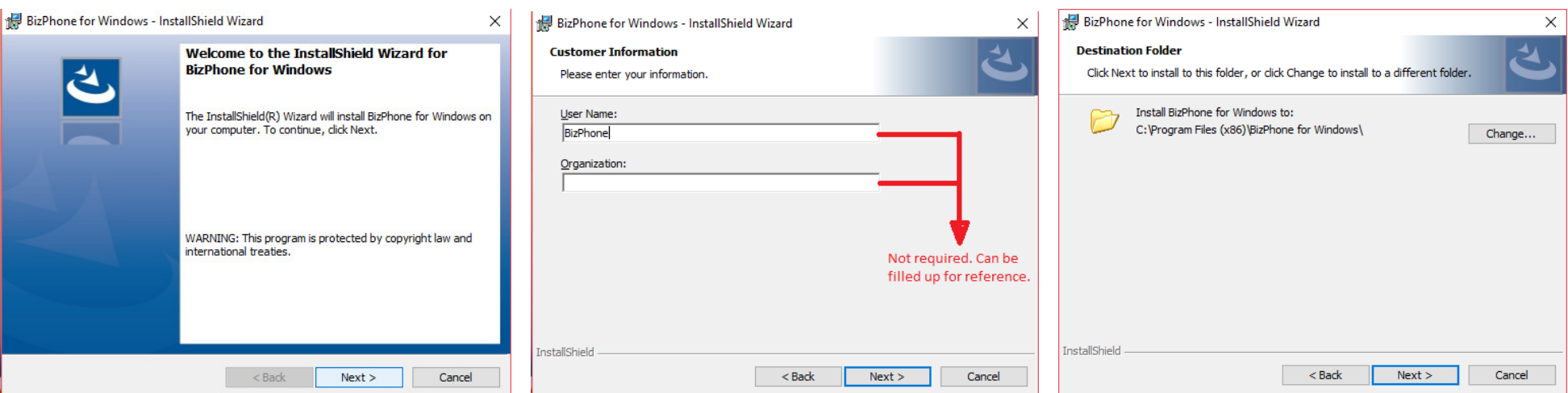
Windows Installation

Step 2

Right-click on the file and choose "Run as Administrator".



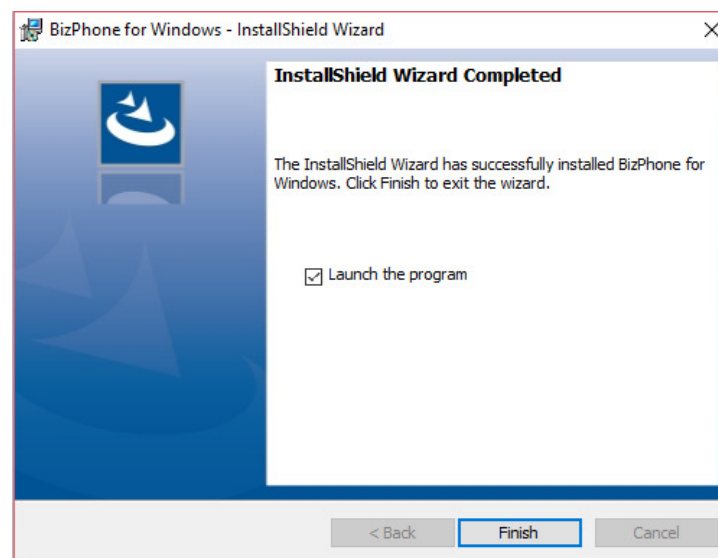
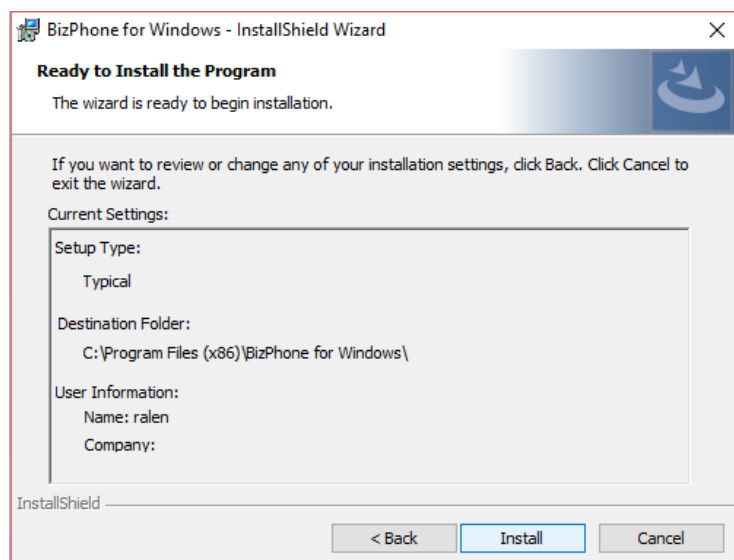
Windows Installation



Step 3

Keep clicking next in all these screens. User name & organization is not required.

Windows Installation

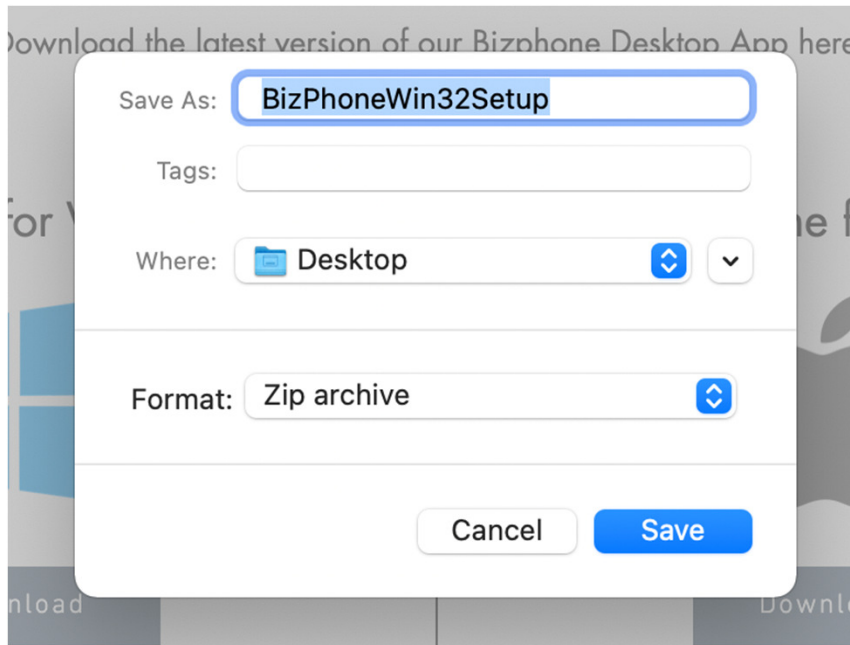


Step 3 (continued)

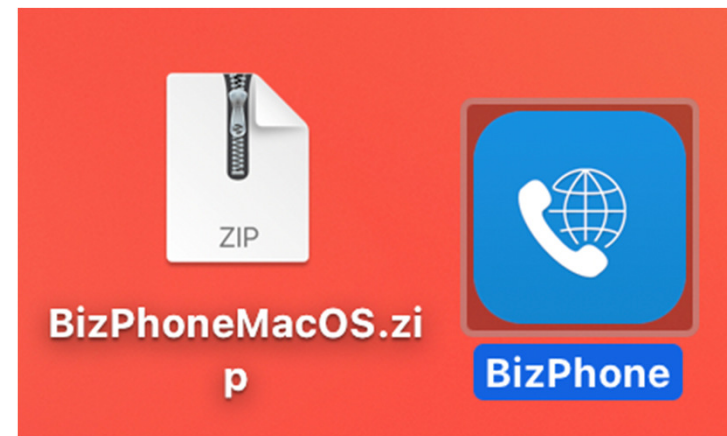
Click "Install" & then click "Finish".


Mac Online Installation


Click Save



Double click the zip file on your Bizphone & the app will appear. If it says it can't be opened because its from an unidentified developer (Mac), go to system preferences > security & privacy > "Open anyway"



 BizPhone Login ×

Settings

Domain:

Sign-in ID:

Password:

☒ Remember sign-in ID for next login

SIGN IN

BizPhone v1.3.5. Copyright 2018.

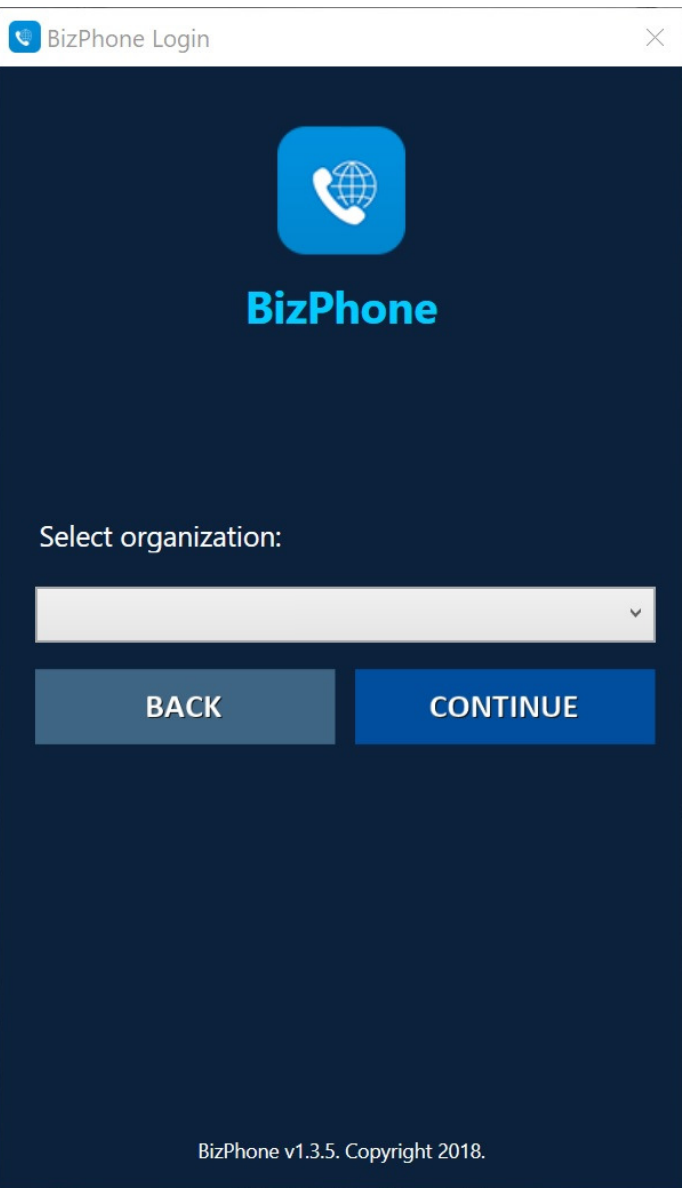
Logging in

1. Enter details

In order to start using the app, it must be installed. Users must log in using their organization account credentials.

- Domain: portal.spidergate.com.sg
- Sign-in ID: < the email address that you registered with>
- Password: < the password you set at the portal >

2. Click **SIGN IN**



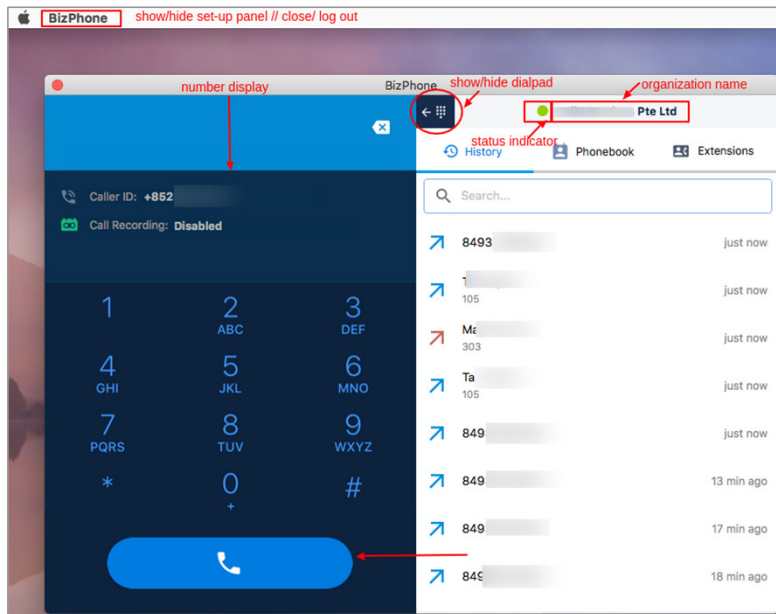
Logging in

3. Select your organization

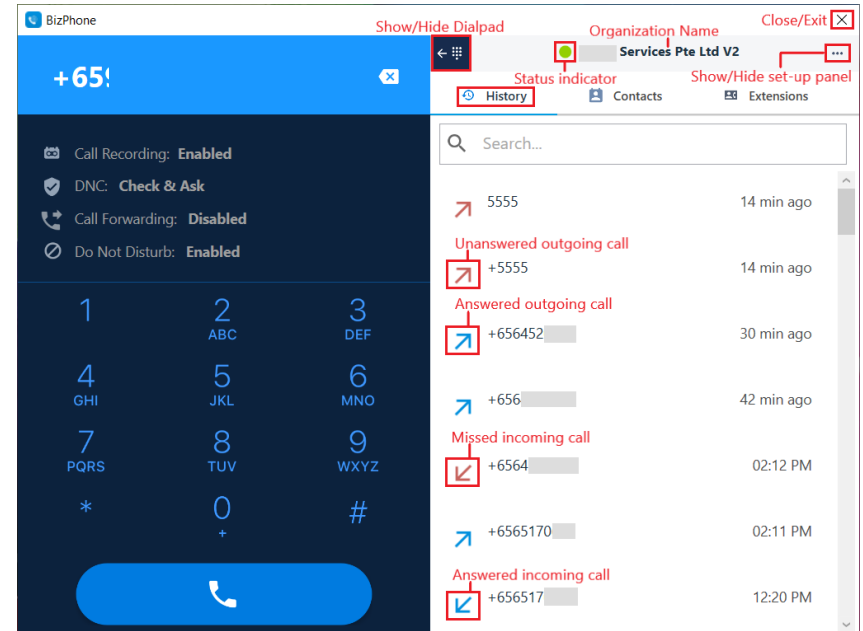
- You will see your default organization assigned.
 - For example, PIAS – Agency Directors

4. Click **CONTINUE**

Layout

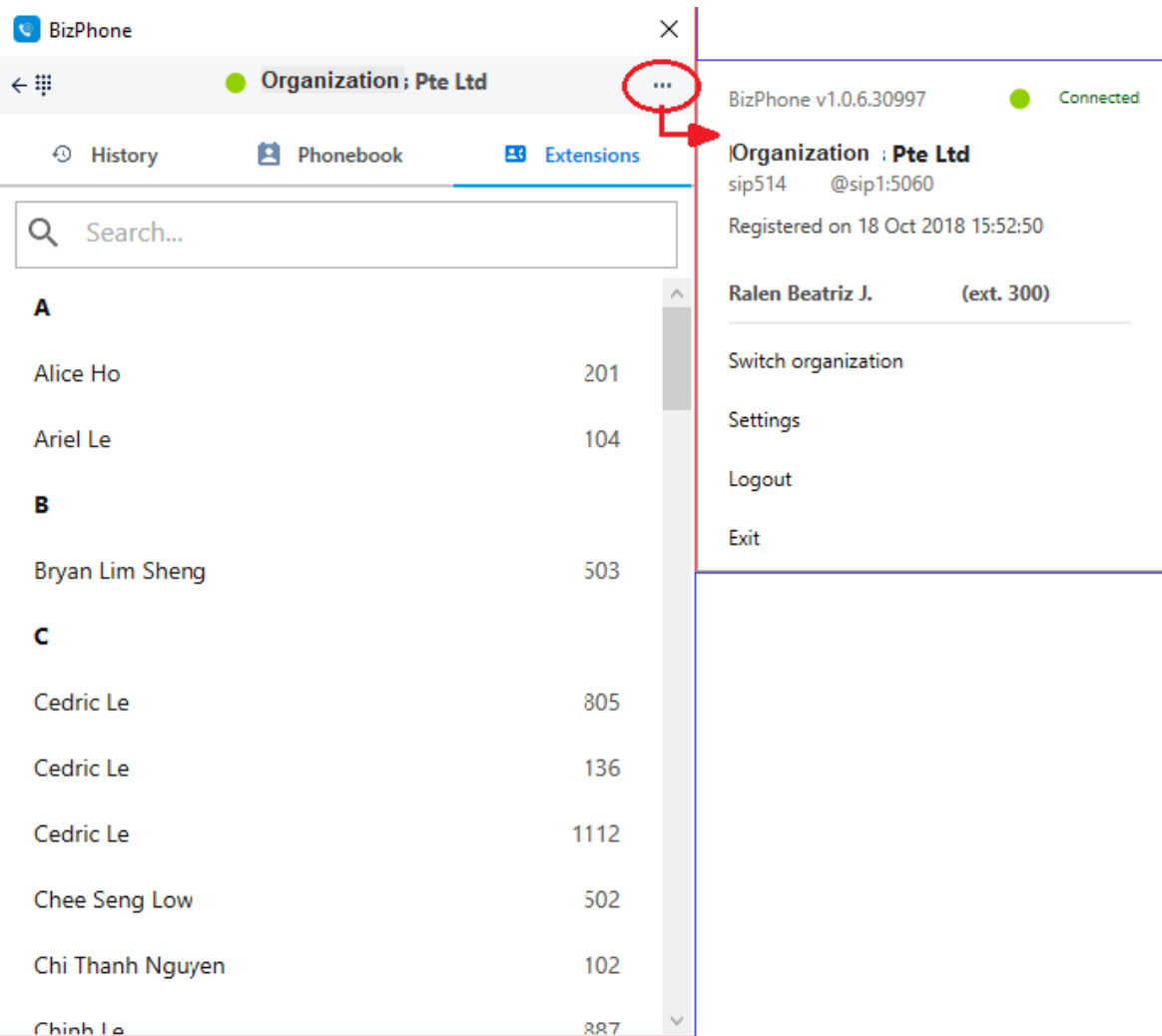


Mac



Windows

View other extensions in your Organization to make & receive calls to.

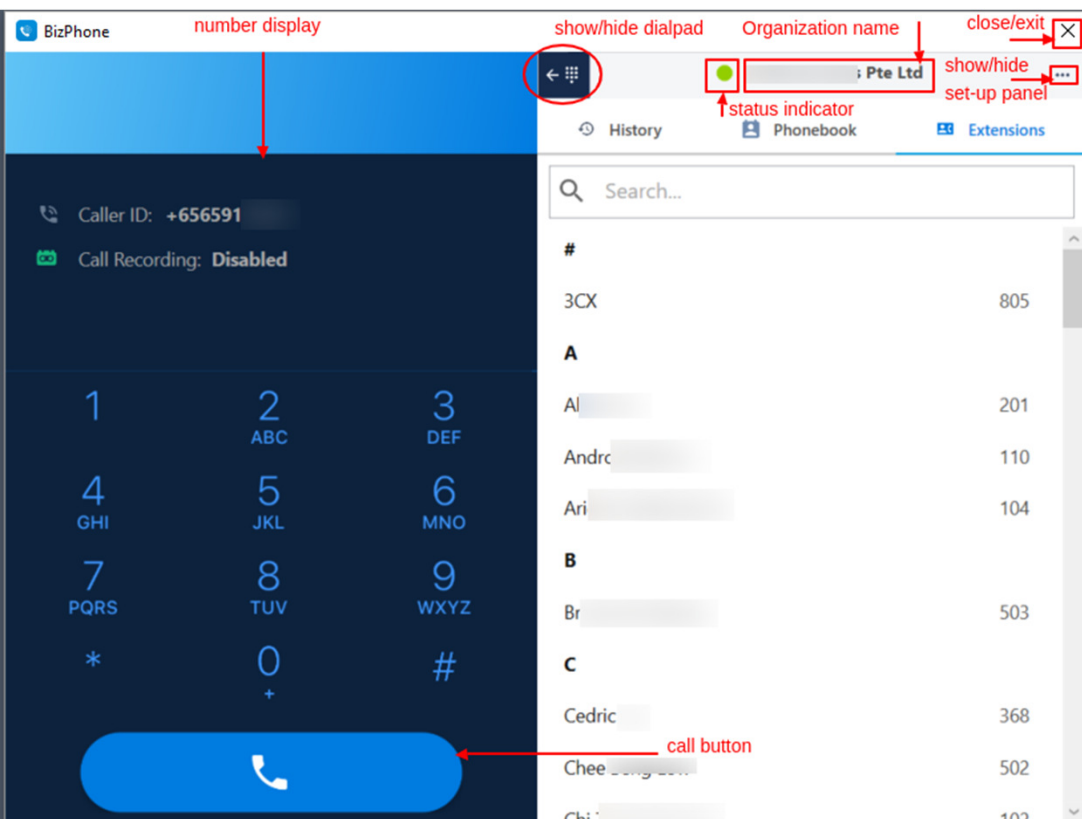


Logging Out

Click the “...” button on the top right corner and choose “Logout”. Please exit the desktop app after logout by clicking on the “X” button.

Call Functions

- Making calls
- Receiving calls
- Call transfer
- Call hold & mute
- Call waiting
- Conference call



Ways to make calls

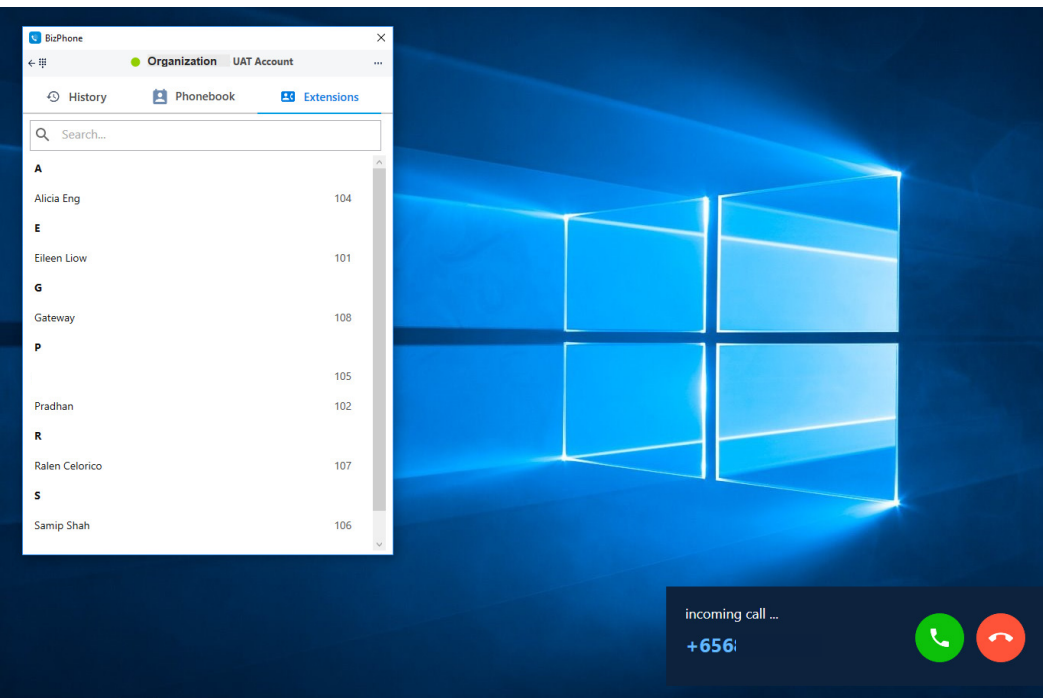
- Click on a contact that you added into the Phonebook
- Click on History to call recent contacts
- Click on an extension in the Extensions to make internal calls
- Click on the dialpad to enter the phone number you want to call

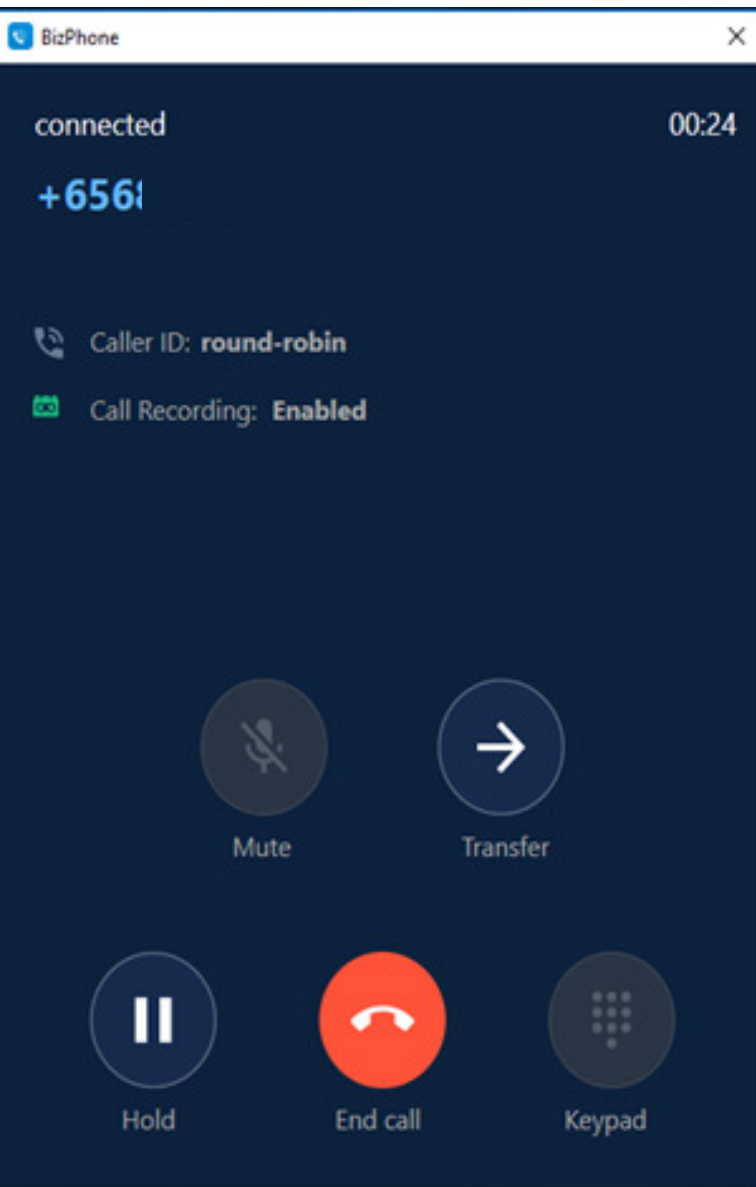
Receiving calls

1. Accept/ Reject

Once the BizPhone Desktop App is logged in, you will be able to start receiving calls:

- When there is an incoming call, a window will pop up at the bottom right corner of your screen showing the caller number (if applicable).
- Press the Green button to accept the call and the Red button to reject the call.



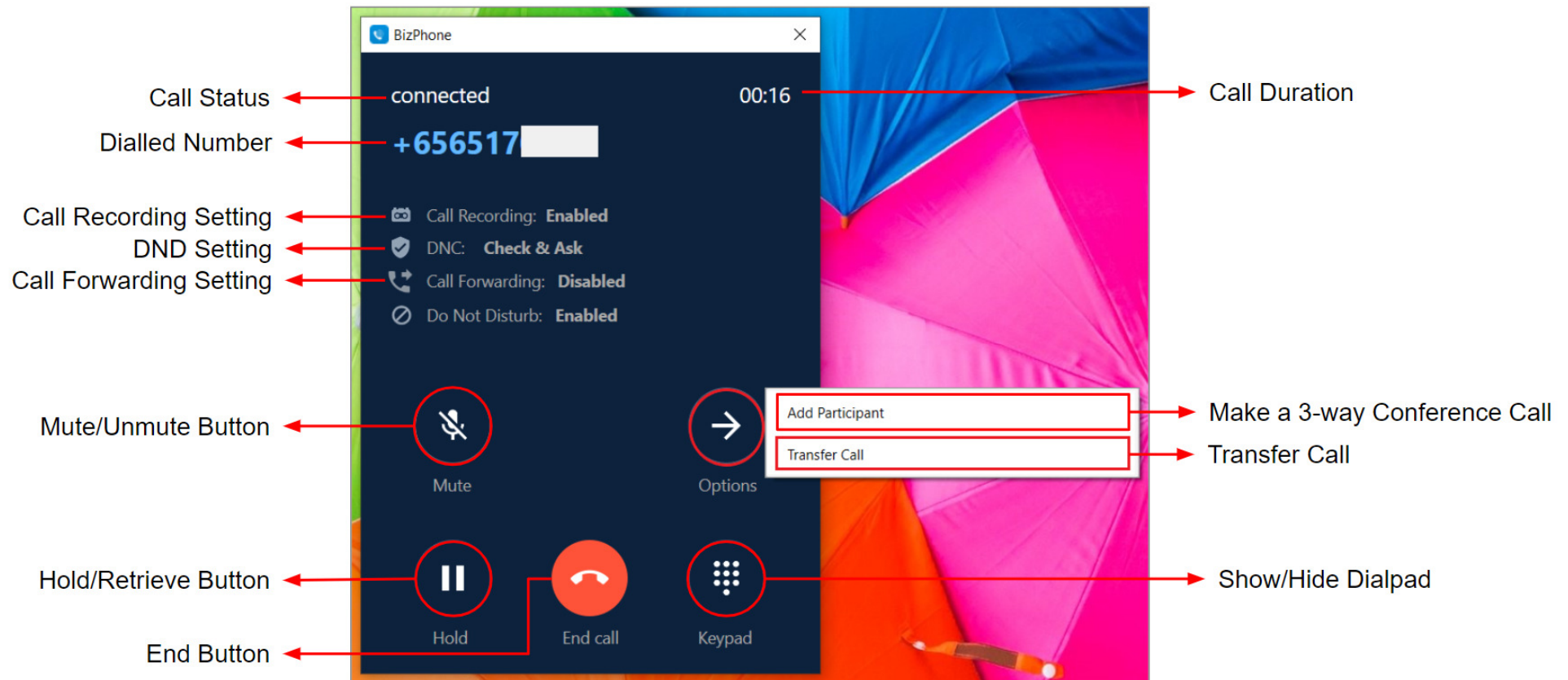


Receiving calls

2. End call

Once the conversation is over, you may simply click on the End Call button in order to hang up and receive a new call.

Command buttons



Call Transfer

Blind Transfer & Attended Transfer

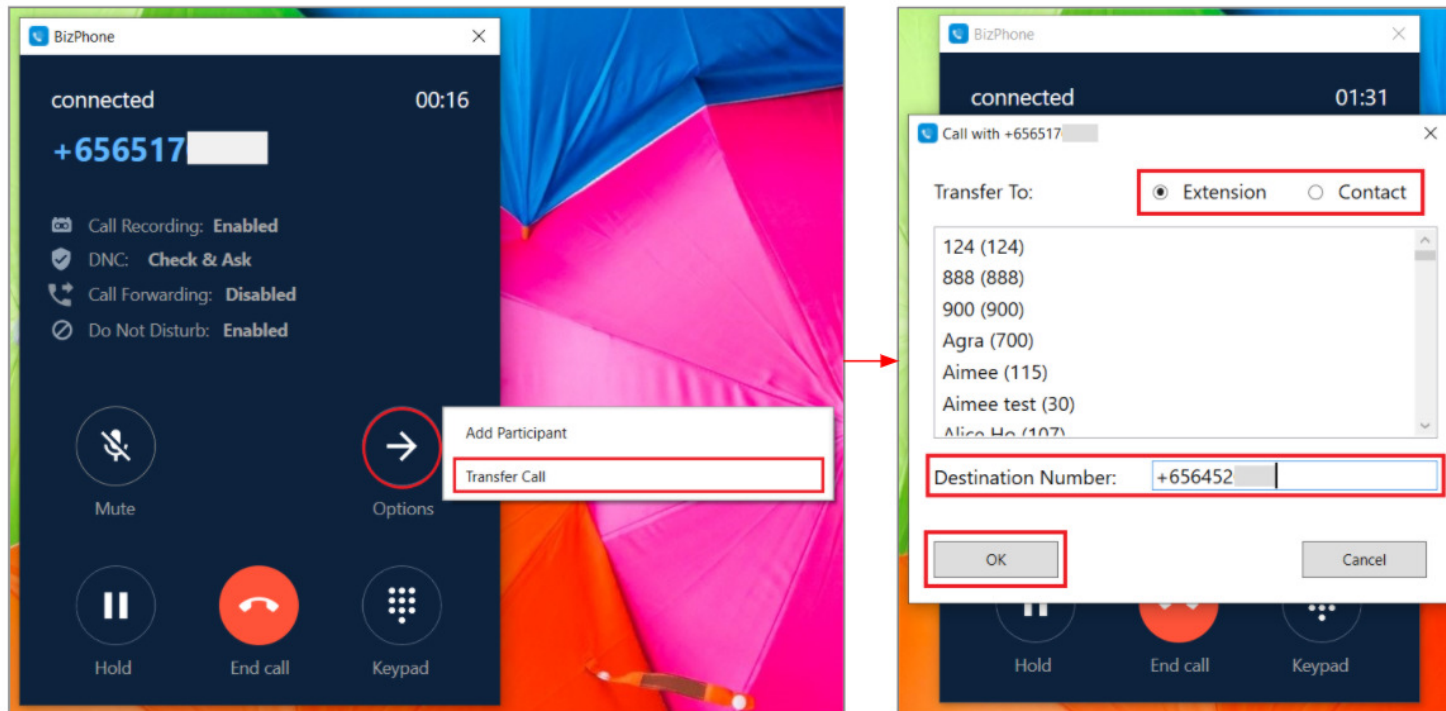
- Blind Transfer: transfer the caller to another agent or number without speaking to the new agent first.
- Attended Transfer: you speak with the new agent before the call is transferred. You can tell the destination agent about the caller's issue and give any background information before transferring the call (without the caller's hearing)

You can do a call transfer while on a call with someone to either:

1. An internal extension
2. Someone from your contact list
3. External Phone Number

Once you hang up the phone, the call will be connected to the transferred destination.

Call Transfer



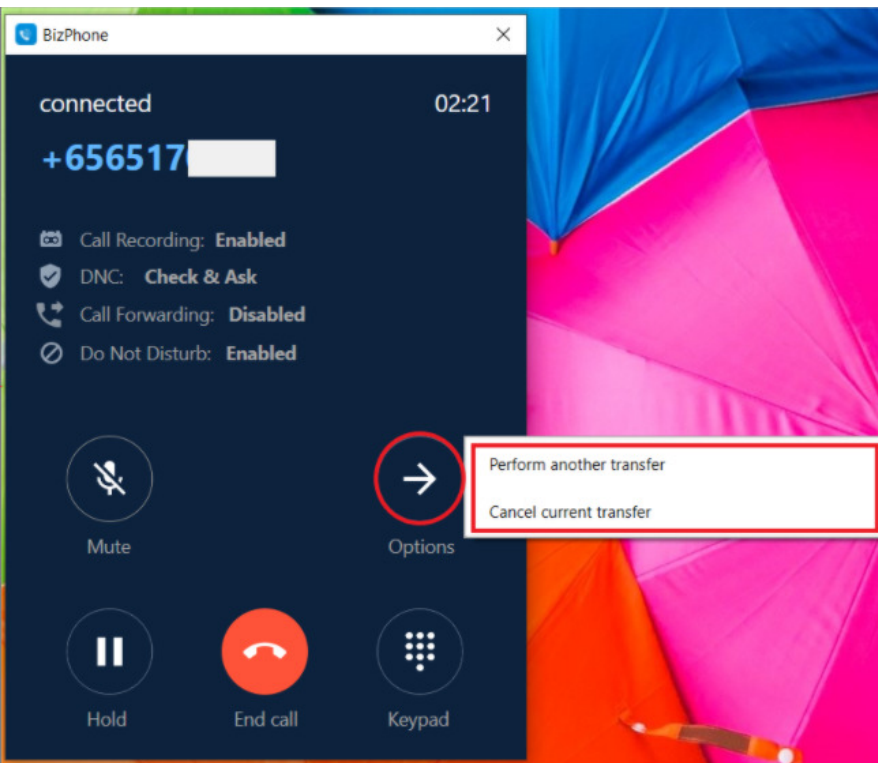
Click "Options" → "Transfer call" → Choose destination → Click "OK"

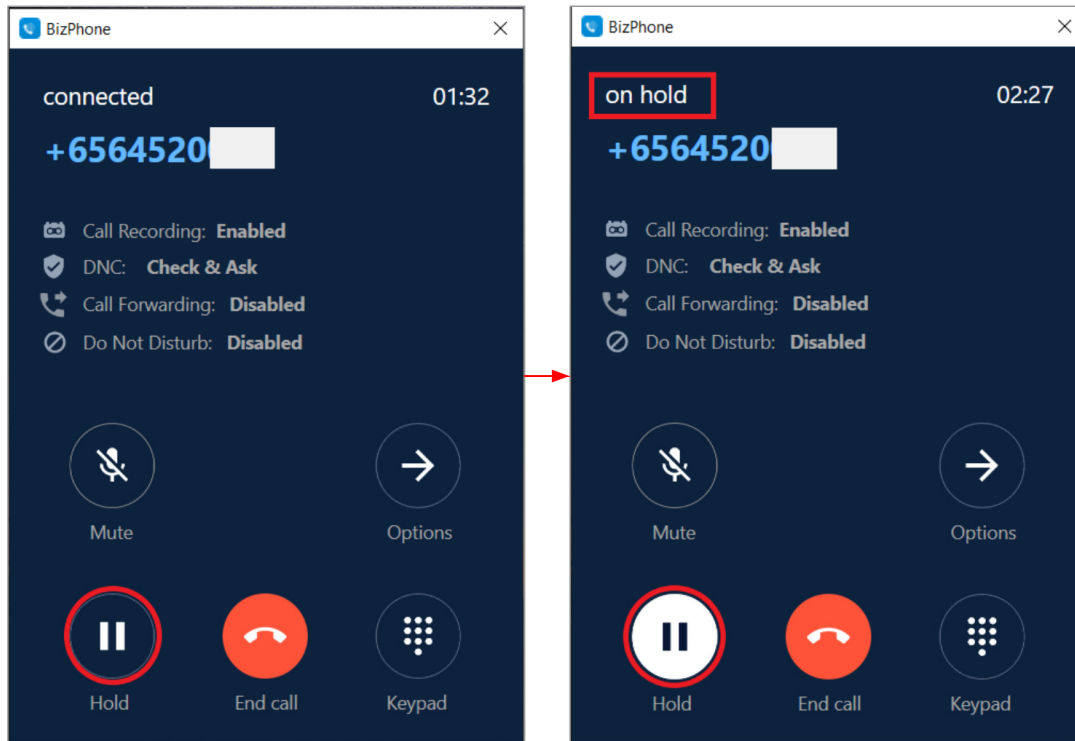
Perform another transfer/ Cancel transfer

You might want to terminate the transfer in the following scenarios:

- The other line is not picking up.
- The other line refuses the call after you have introduced the caller or provided the reason for the transfer.
- You change your mind and decide against passing the call.
- You want to perform another transfer.

Press "options" → "cancel current transfer" or "perform another transfer"

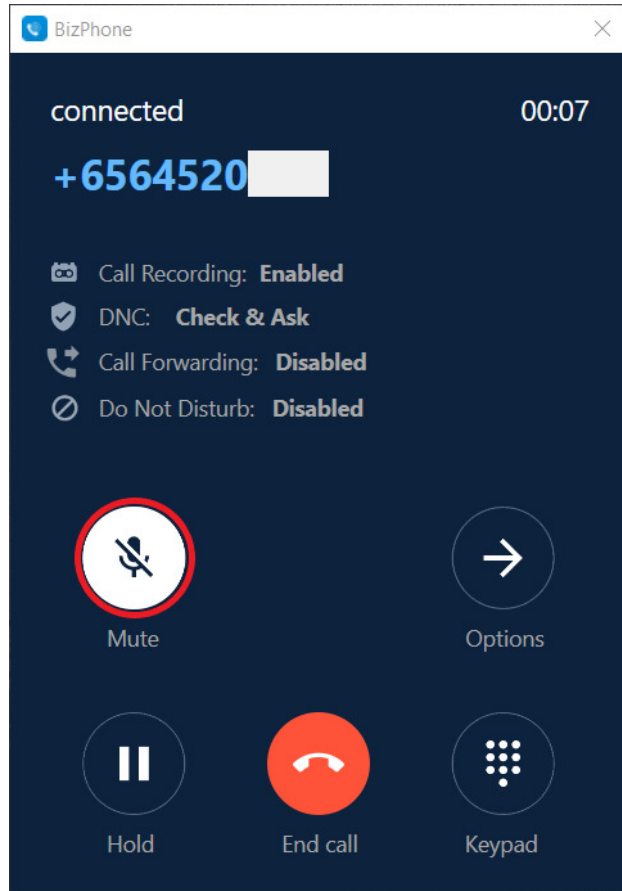




Call Hold

Calls can be put on hold and retrieved at any time. On-hold music will be played to the caller during this period.

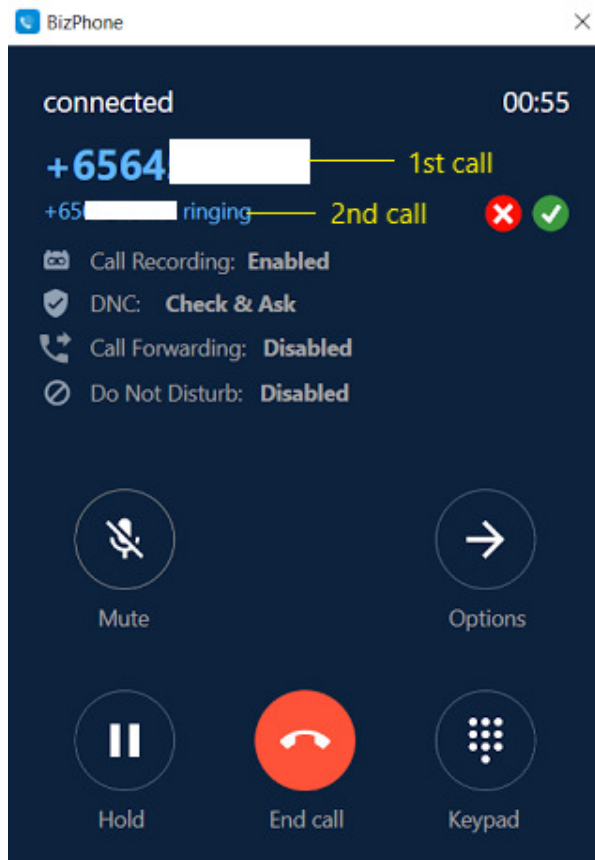
- Toggle the Hold icon to put a call on hold and press it again to retrieve the call.



Call Mute

When on a call with others, users can mute it temporarily so that the person on the other line cannot hear them.

- Toggle the Mute button to switch between mute and unmute.



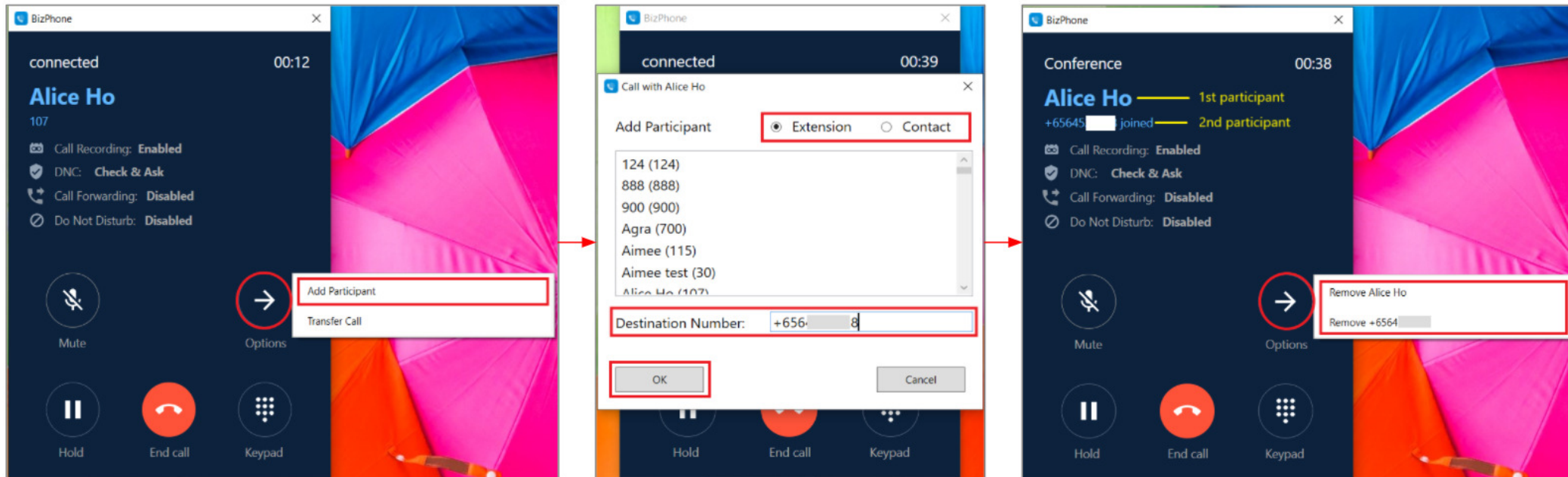
Call Waiting

Happens when another caller is trying to get through your line while you are currently engaged on a call.

These are the options you can take in such an event:

- Ignore the incoming call & continue conversing with your first caller
- Reject the 2nd call by clicking “X”
- Accept the 2nd call
 - Hold the 1st call & accept the 2nd call by clicking the tick icon. Go back to the 2nd call after that.

3-way conference call

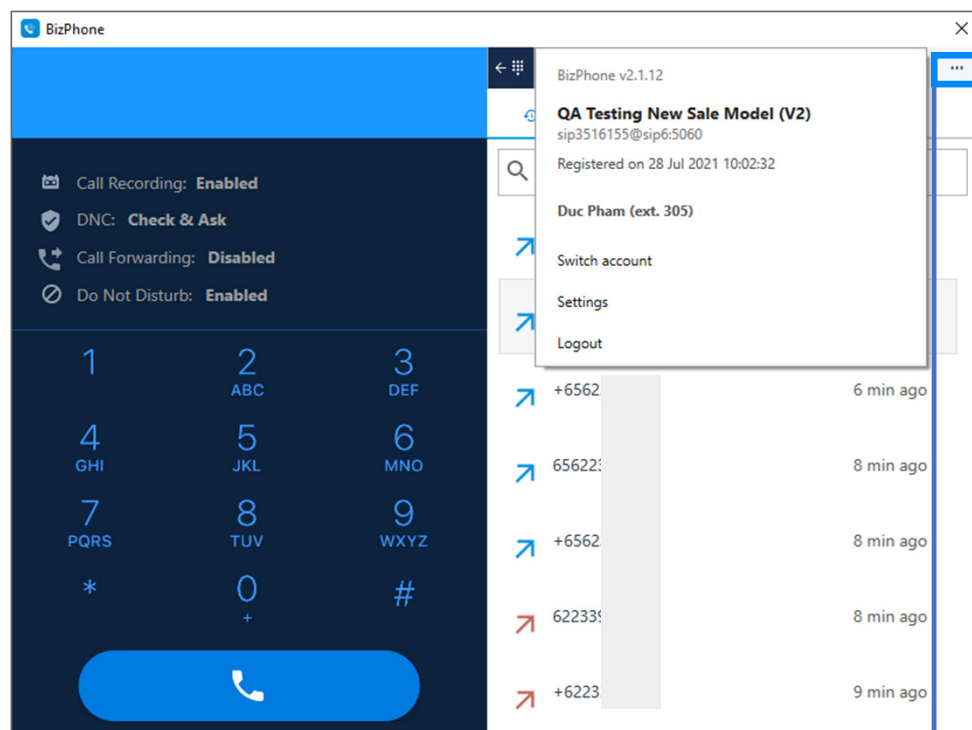


1. Call the first person. When connected, click "options" → "add participant"
2. Call another person from your extensions, contact list or enter in a new number under "destination number"
3. You can remove any attendee of the call at any time by clicking "options" → select person to remove

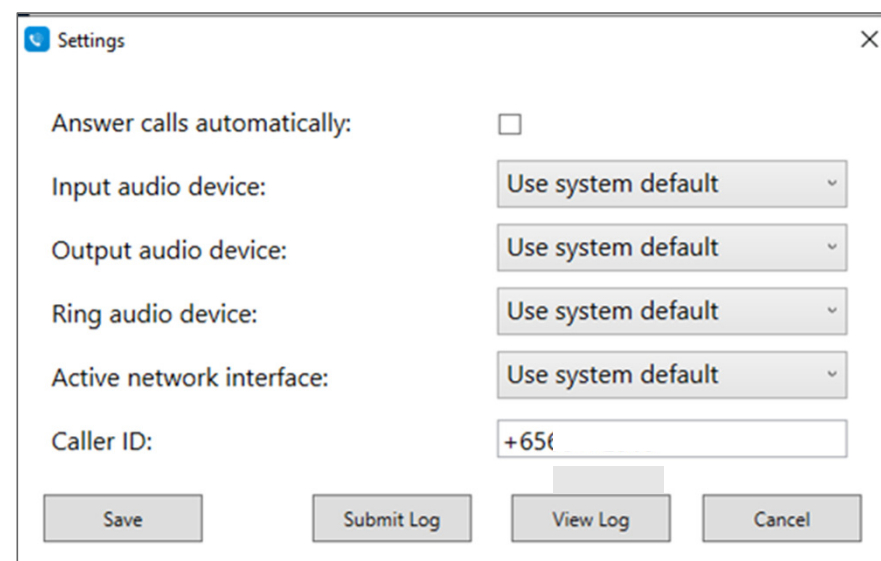
Settings configuration

- Call settings
- Submitting diagnostic reports
- Troubleshooting errors

Adjusting call settings (Windows)

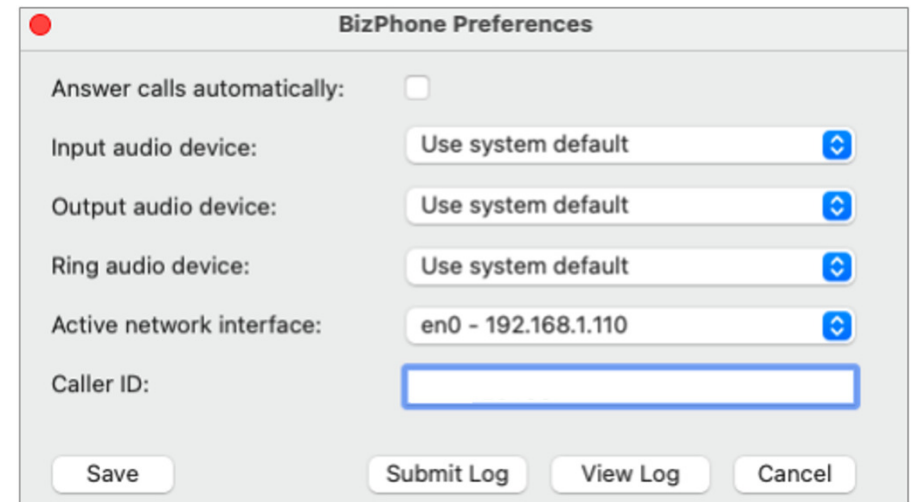
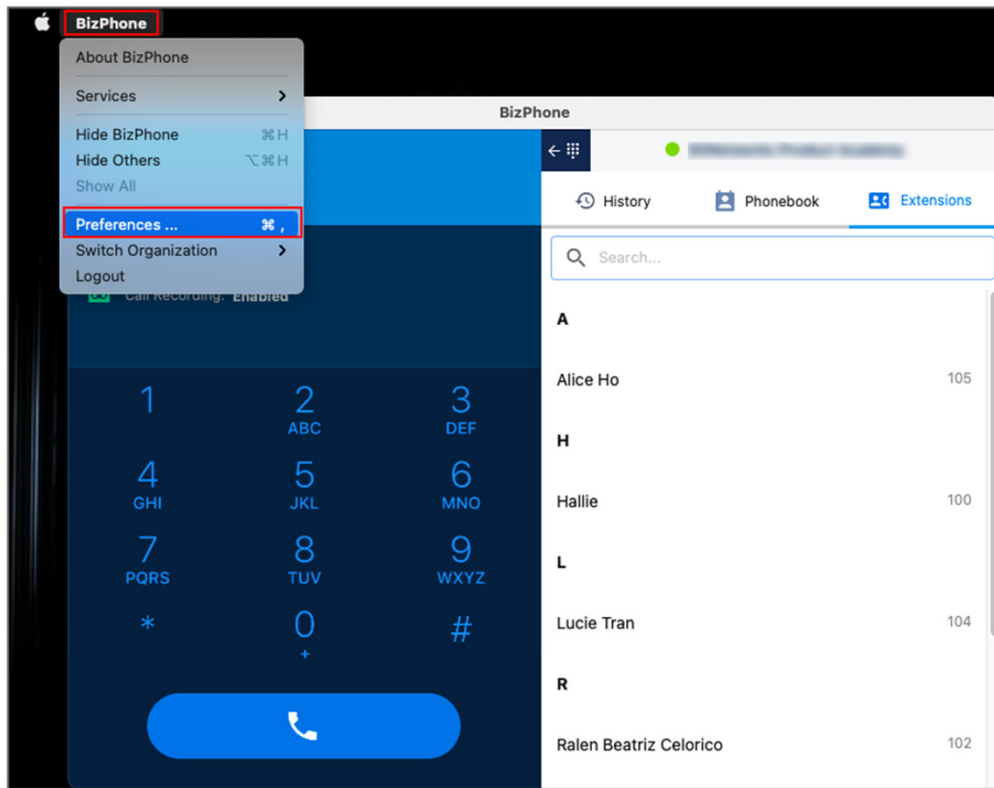


Click the 3 dots at the top right corner > Settings



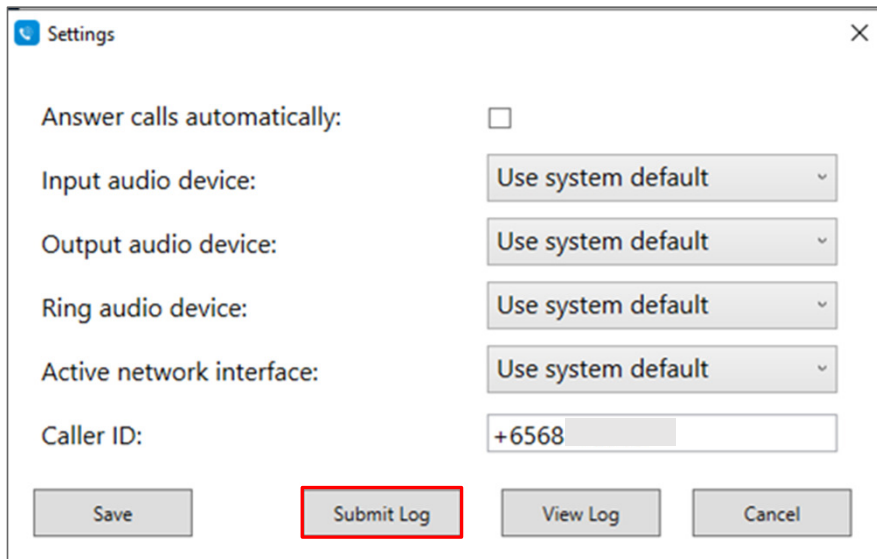
- Set calls to be answered automatically by ticking the checkbox and click "Save"
- Always set as Use system default for audio settings and active network interface.
- Caller ID: Your assigned telephone number

Adjusting call settings (Mac)



Click "Bizphone" at the top left hand corner of your computer & choose preferences. Configure settings in the same way as Windows O.S.

Submitting diagnostic reports

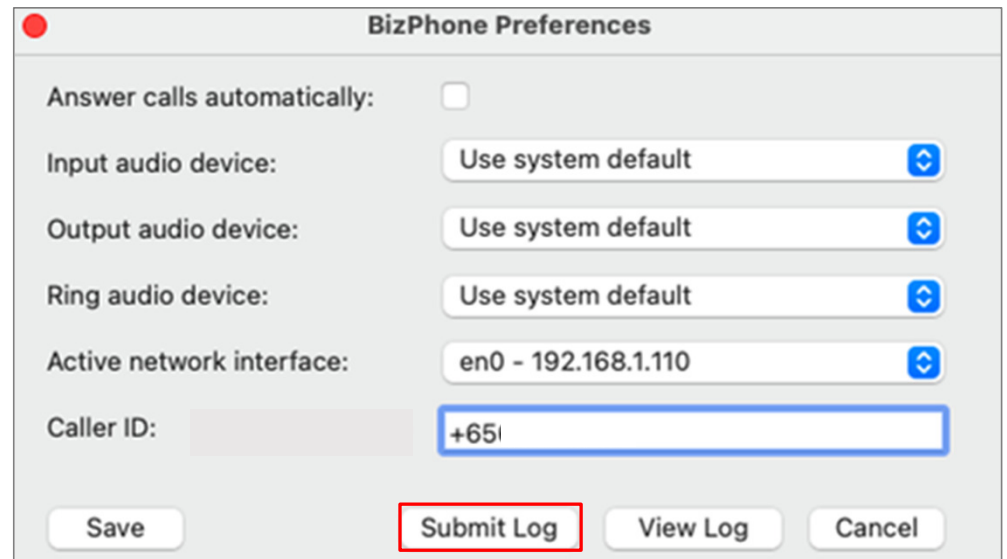


The Windows BizPhone Settings window is titled 'Settings' and contains the following fields and controls:

- Answer calls automatically: ☐
- Input audio device: Use system default (dropdown)
- Output audio device: Use system default (dropdown)
- Ring audio device: Use system default (dropdown)
- Active network interface: Use system default (dropdown)
- Caller ID: +6568 (text input)

At the bottom, there are four buttons: Save, Submit Log (highlighted with a red border), View Log, and Cancel.

Windows



The Mac BizPhone Preferences window is titled 'BizPhone Preferences' and contains the following fields and controls:

- Answer calls automatically: ☐
- Input audio device: Use system default (dropdown)
- Output audio device: Use system default (dropdown)
- Ring audio device: Use system default (dropdown)
- Active network interface: en0 - 192.168.1.110 (dropdown)
- Caller ID: +65 (text input)

At the bottom, there are four buttons: Save, Submit Log (highlighted with a red border), View Log, and Cancel.

Mac

In case that you encounter any problem when using the Bizphone App, you can go to Settings and press the “Submit log” button for troubleshooting and inform us via email, support@spidergate.com.sg with the following call transaction details:-

Your loginID (email address used to login the app)

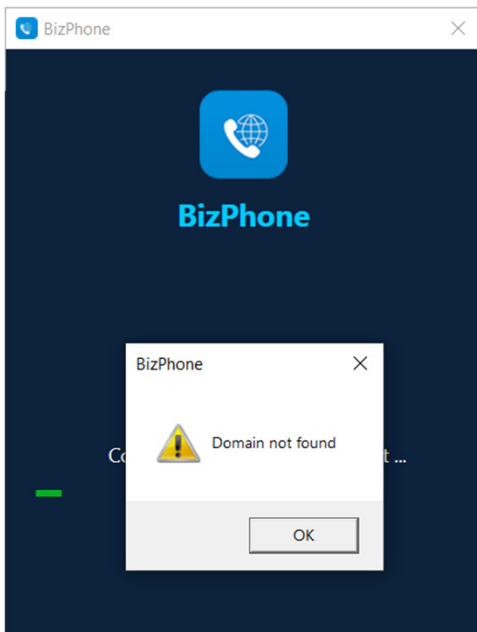
Device used when encounter the issue (Mobile App or Desktop App)

Date and Time of the call

Destination number (refers to the number you called or number you received)

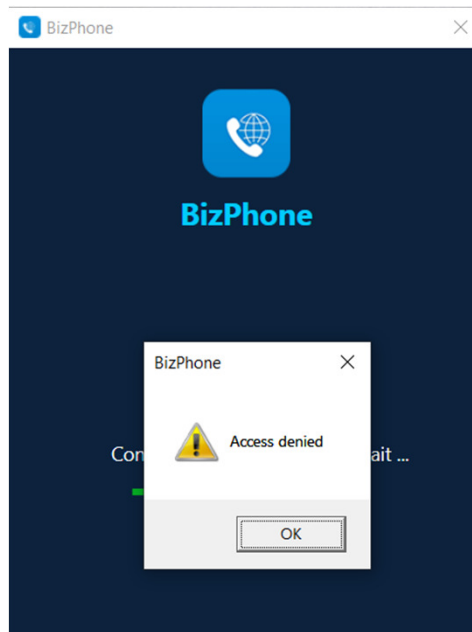
Brief description of the problem (for example, the error messages you see and/or the message you hear)

Troubleshooting errors



“Domain not found”

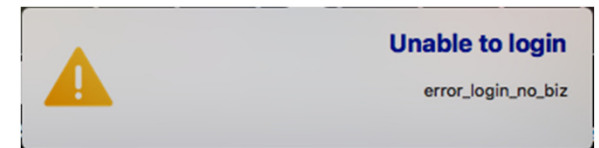
Cause: Invalid domain input
- Ensure that the domain input is `portal.spidergate.com.sg`



“Access denied”

Cause #1: Entered an invalid account credential (Sign-in ID / Password)

Cause #2: Do not have an existing account.



“Unable to login”

Cause: User does not have any active BizPhone subscription.