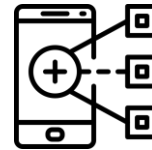**SPIDERGATE**

Bizphone Mobile App

User Guide

SPIDERGATE

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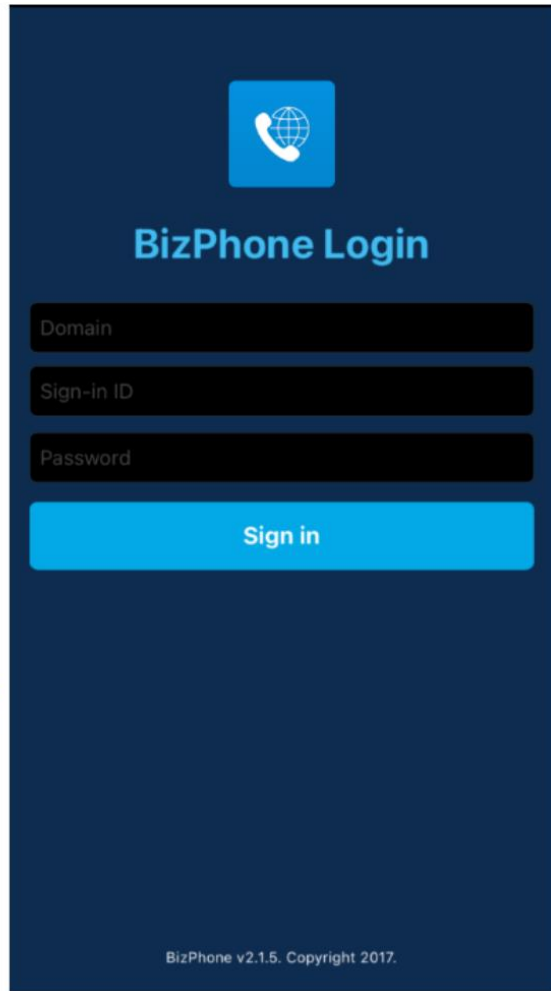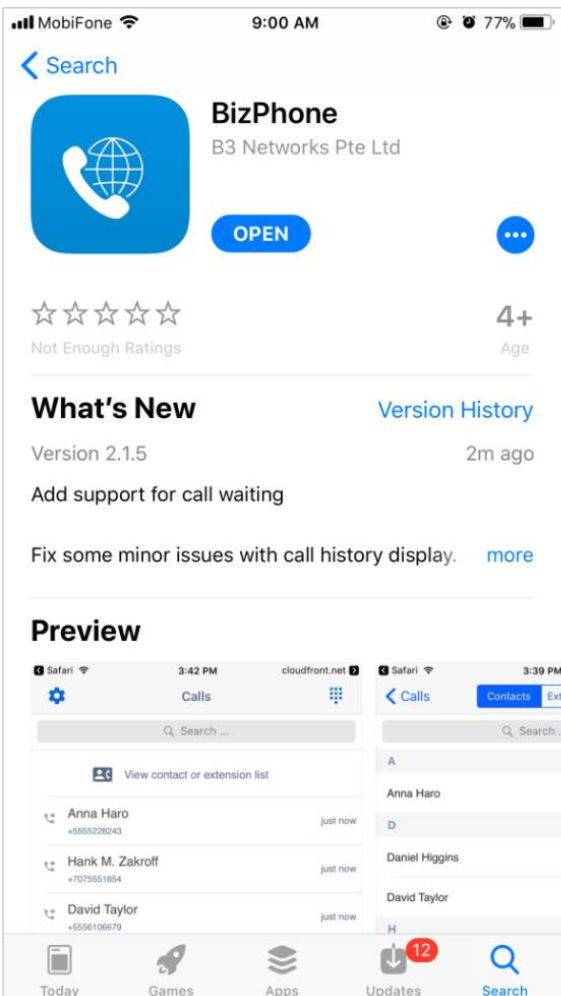
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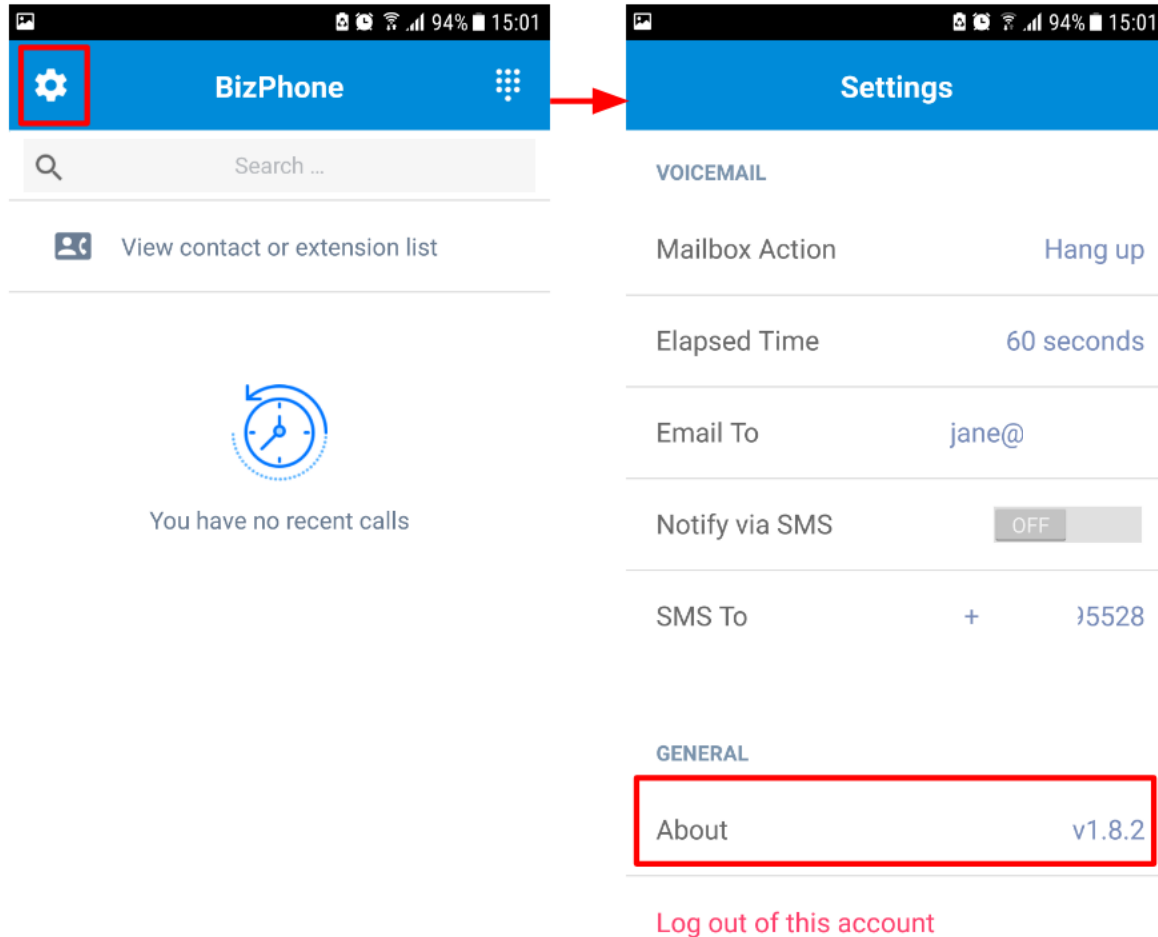
- Installation
- Updating the app
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- Password reset

SPIDERGATE

Installation

- Compatible with iOS 9 and above.

- Receiving incoming calls is only available on iOS 10 and above.

- Compatible with Android 9 and above.

- Search "Bizphone" on app store or google playstore. Click "Install".

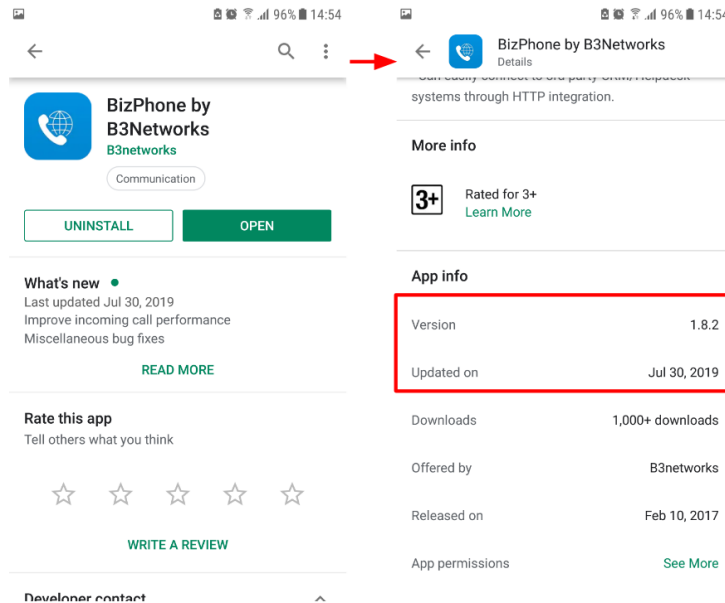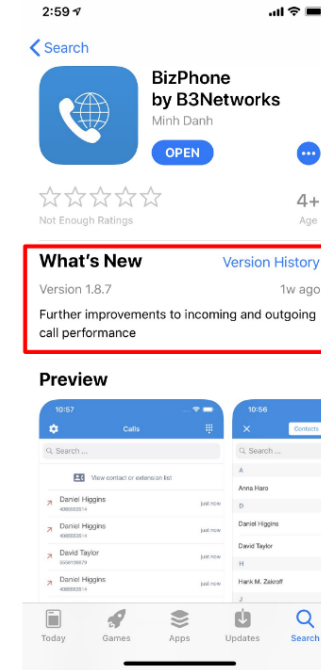# Updating the app to the latest version

Check current version

It is recommended for you to frequently update your app to enjoy all the features.

- Within the app, click the gear icon on the top left.

- Scroll down for General info, you will see the version of your app.

SPIDERGATE

Updating the app to the latest version


Android

iOS

1. Search Bizphone by B3networks on Appstore/Playstore
2. Android: Read more > Scroll down for the version.
3. iOS: Latest published version under "What's new"
4. When you see the button "update" instead of "open" on Appstore, click on it to update your app.

GATE
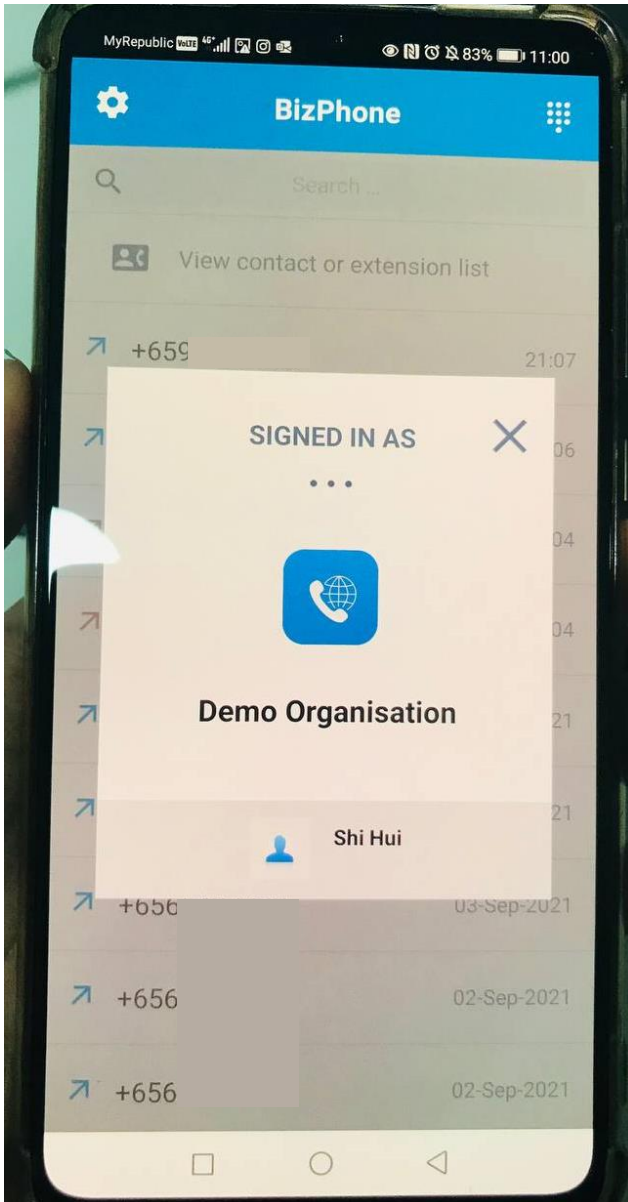
Logging in

1. Enter details

Launch the app & log in using your organization account credentials.

- Domain: portal.spidergate.com.sg

- Sign-in ID: < the email address that you registered with>

- Password: < the password you set during account activation>

SPIDERGATE
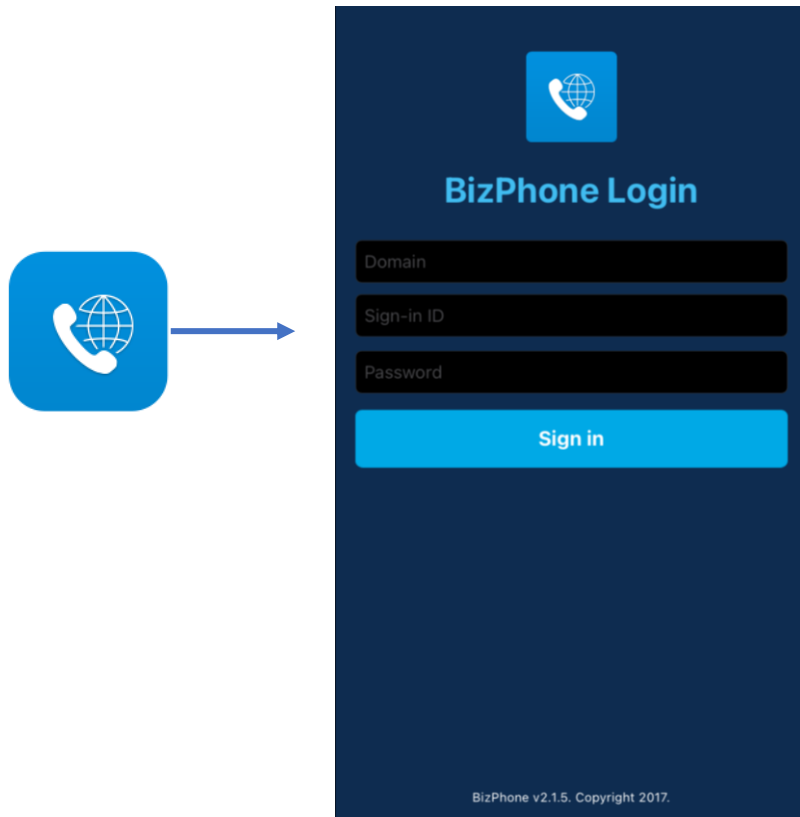
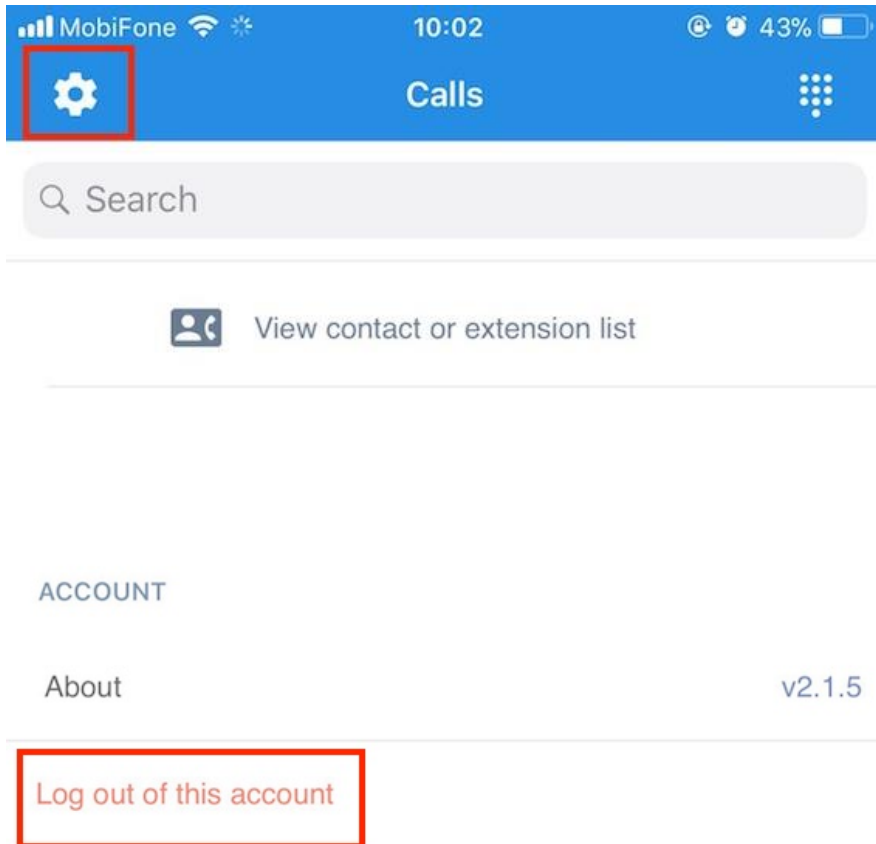# Logging in

4. Start using

- Once you have successfully logged in, you will see the below pop-up.

- You are now ready to receive and make calls.

SPIDERGATE

Logging Out

- Click the call settings icon on the top left corner

- Scroll down & select log out.

- In the event that you do not log out of the app but just exit it, your account will remain logged-in for your next use.

Password reset

- If you forgot your password or the password link has expired, kindly access our web portal via: http://portal.spidergate.com.sg

- Click on the "Forgot Password" link

- Once you reached the "Forgot Password" page, you can enter your email address and a password reset email will be sent to your email inbox.

SPIDERGATE

Call Functions

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

SPIDERGATE
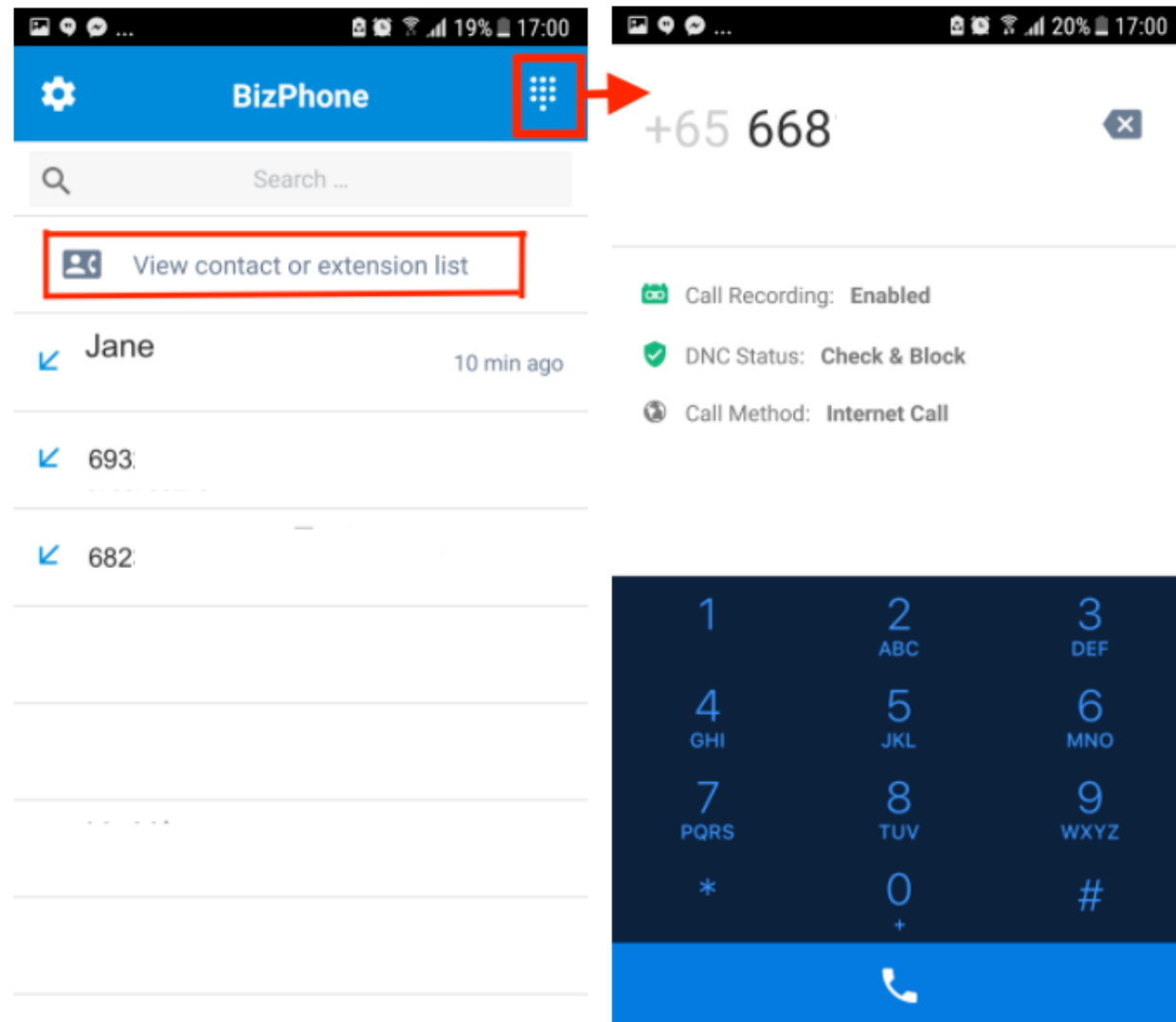
Ways to make calls

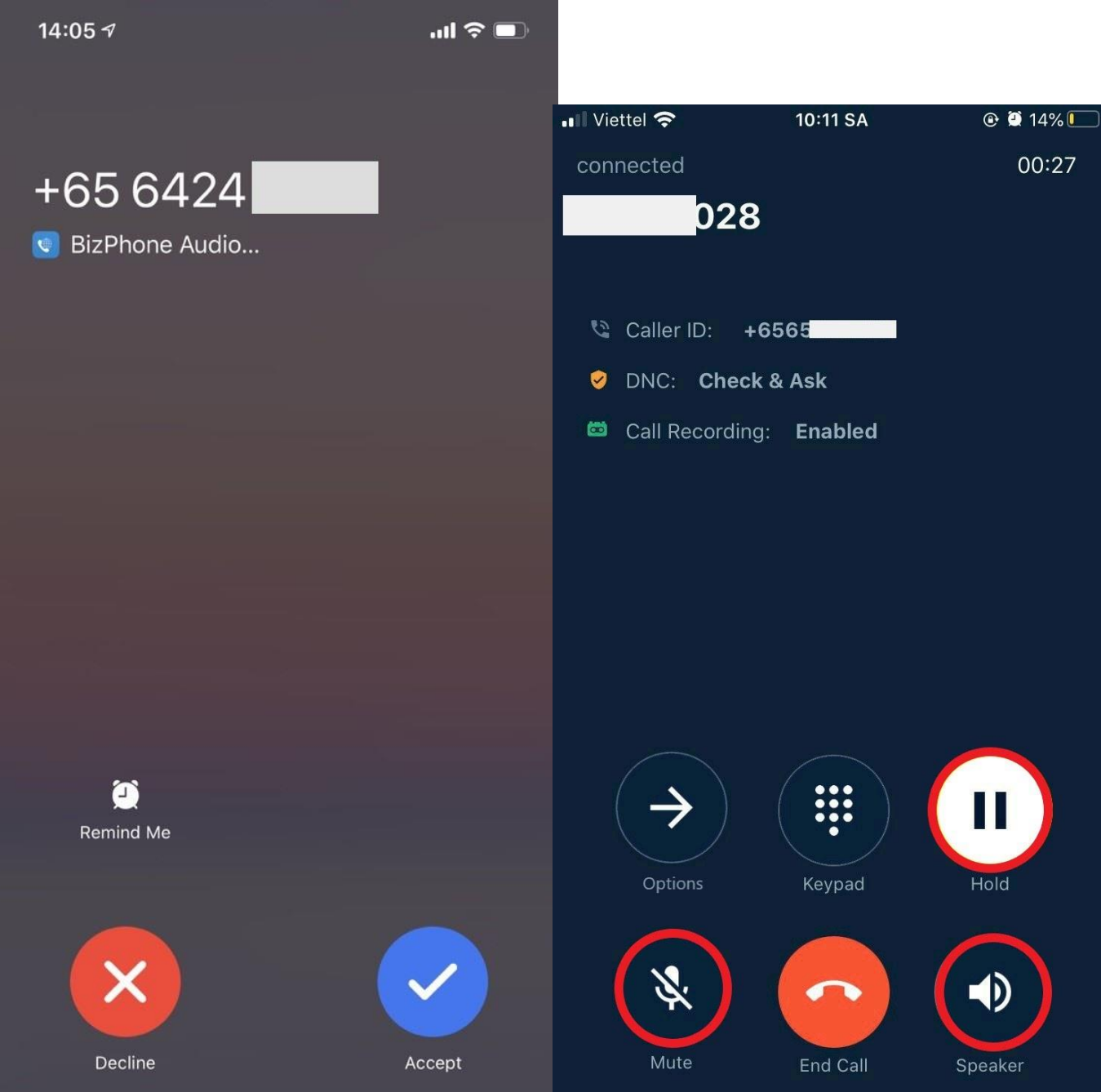- Click on "View contact or extension list" to call someone in your contact list or in your internal extensions list

- Click on the dialpad to enter the phone number you want to call

Receiving calls

Accept/ Reject

When there is an incoming call, User's phone will ring along with a pop-up notification.

- Blue button to accept the call.
- Red button to reject the call.

End call

Click end call when a call is over to hang up.

SPIDERGATE
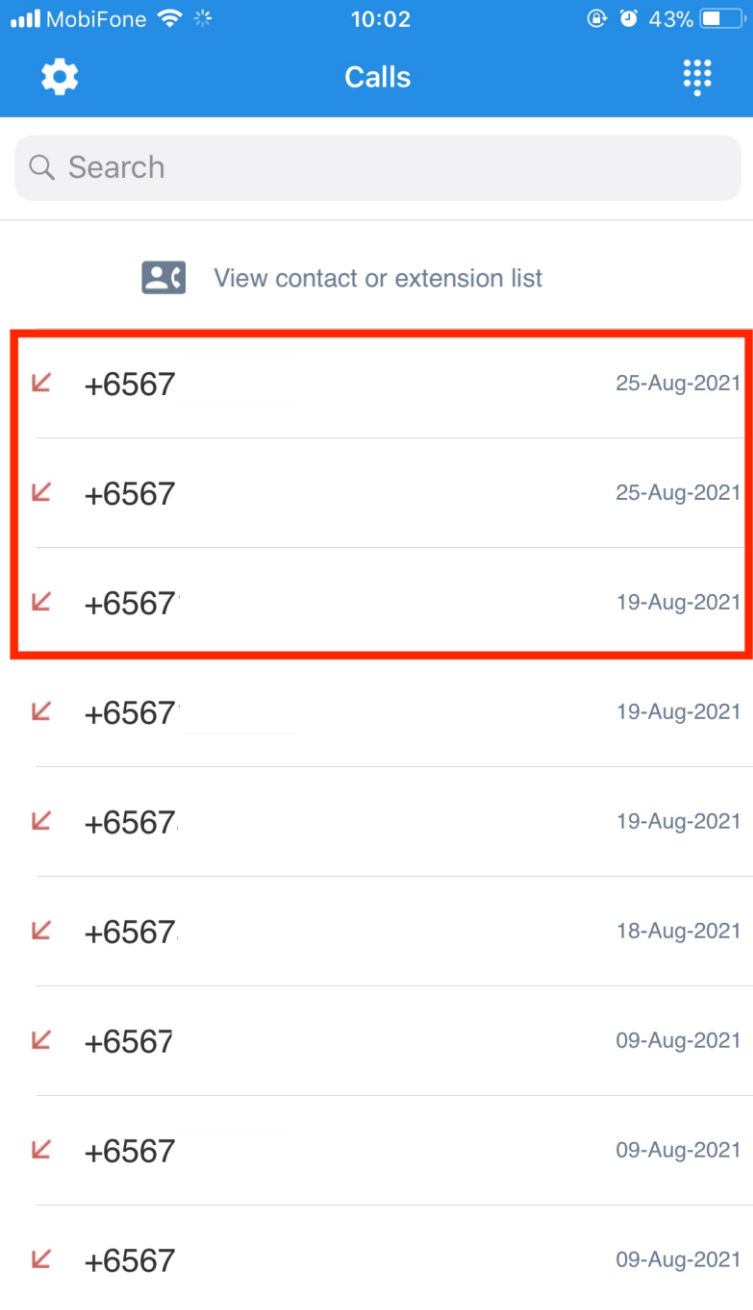
Viewing missed calls

If you have a missed call, the Bizphone App will display a notification on your phone.

When you log in to your App, you will see the missed call details on the main page (ie. 1st page after logging in).

- You can identify missed calls by the red arrows.

# Blind & attended call transfer

- **Blind Transfer**: transfer the caller to another agent or number without speaking to the agent first.

- **Attended Transfer**: you speak with your colleague before the call is transferred. Tell the colleague about the caller's issue & background information before transferring the call (without the caller's hearing). Once the destination picks up the call, the user can talk with the transferred destination first. Once done, press End Call. The caller and transferred destination will be connected afterward.

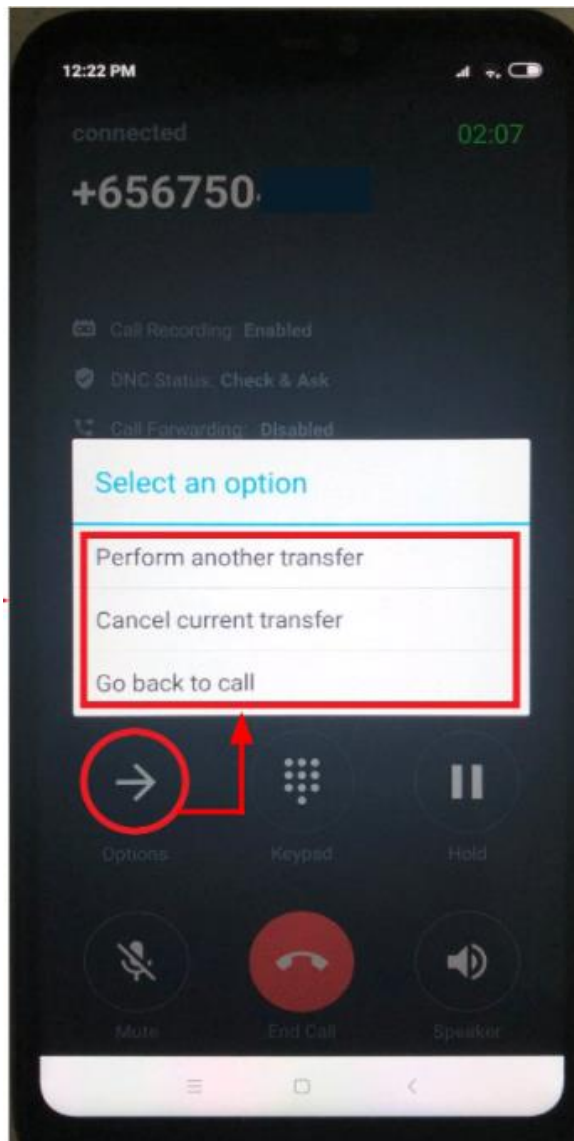You can do a call transfer while on a call with someone to either:
1. An internal extension
2. Someone from your contact list
3. External Phone Number

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

Call transfer
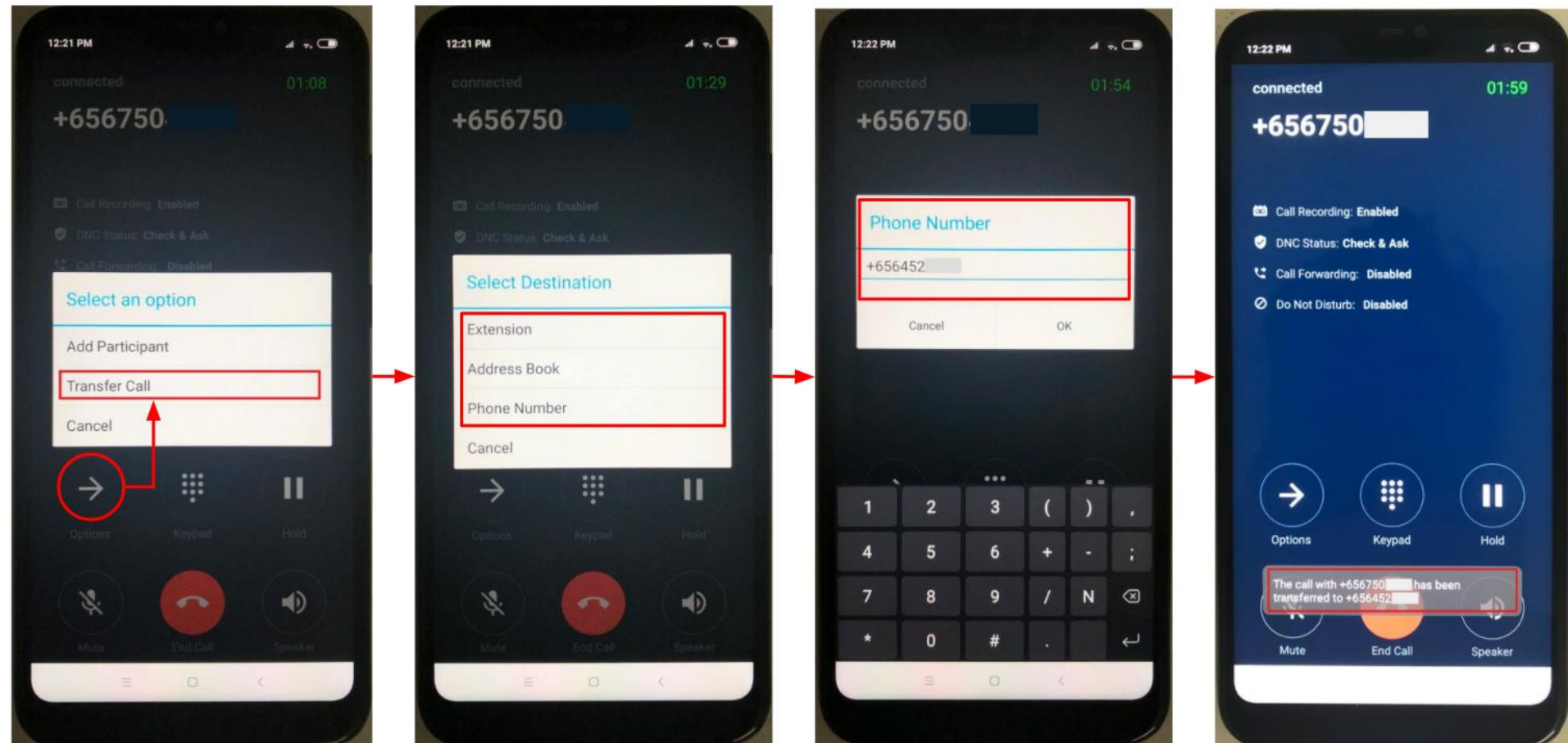
Click "Options" → "Transfer call" → Choose destination

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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"
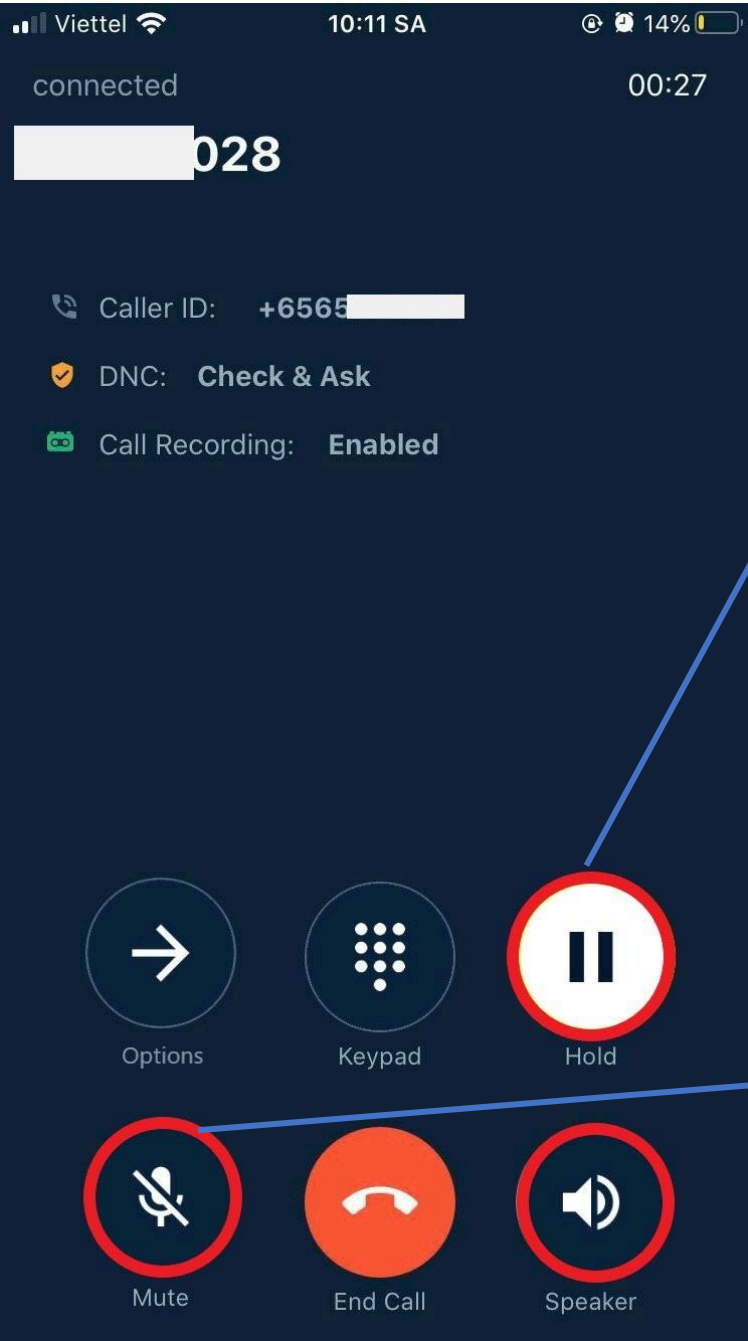
Call Hold

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.
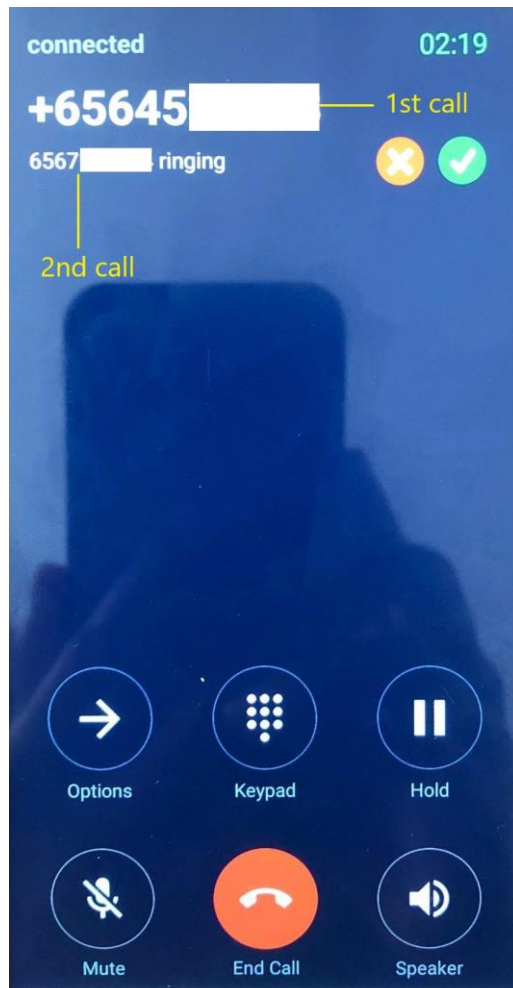
Call Mute

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.

iOS

Android

SPIDERGATE

3-way conference call
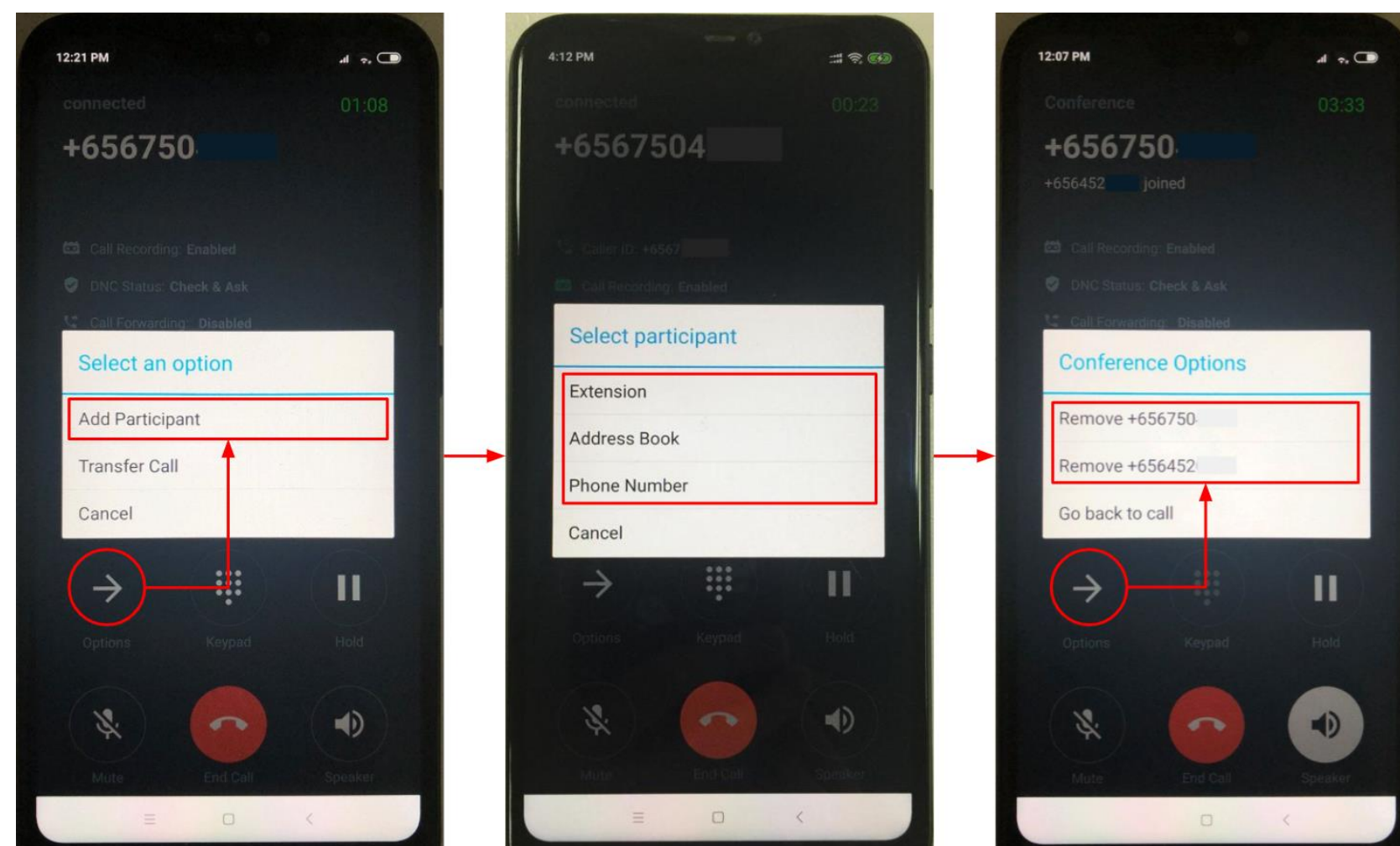
1. Call the first person. When connected, click "options" → "add participant"

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
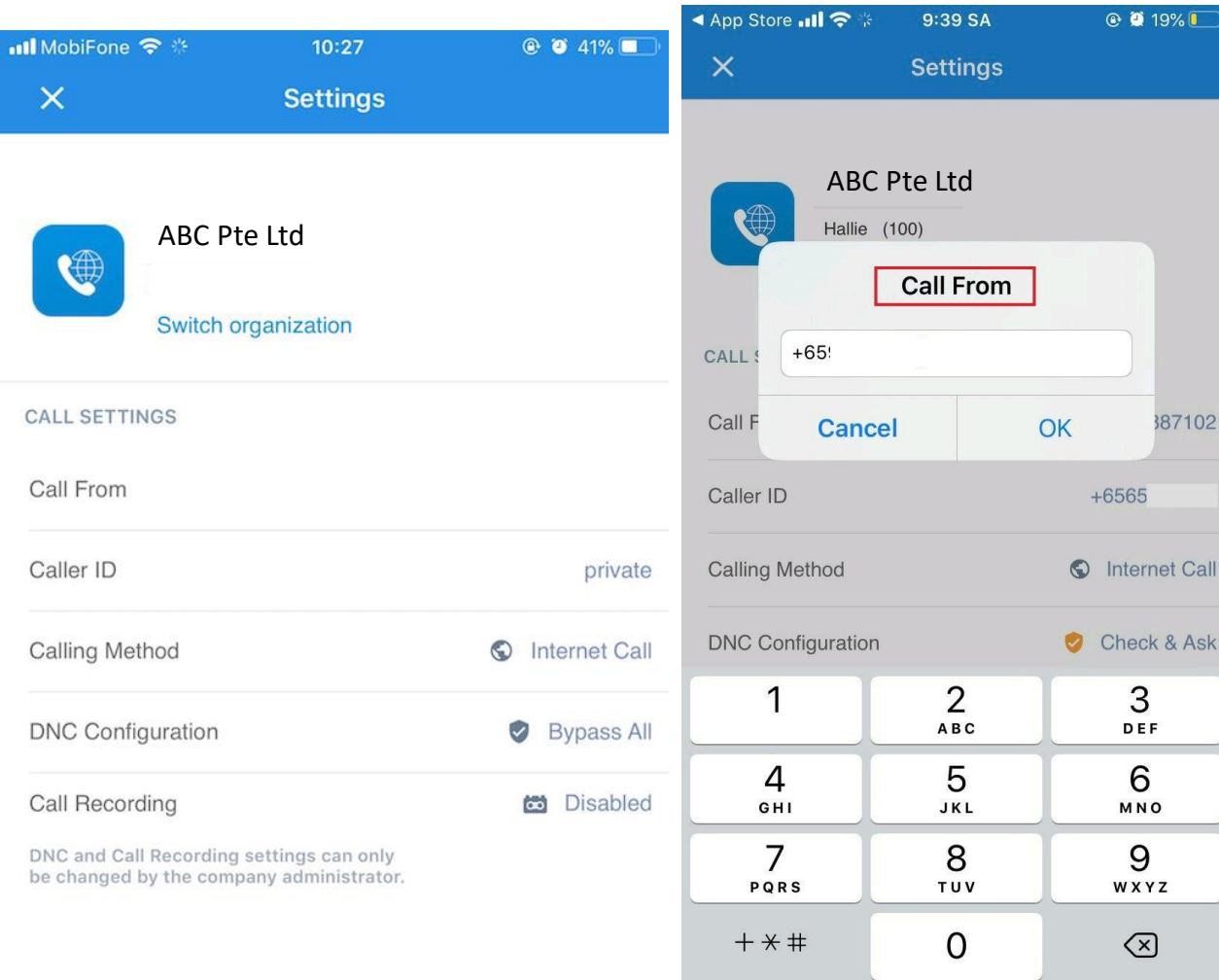
Settings configuration

- Call settings
- Ring mode
- Voicemail
- Submitting diagnostic reports

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Adjusting call settings

1. Call from

- Used when you are using "Call Back" method (Refer to calling methods slide for more details).

- You will receive a call on this number to protect customer data privacy.
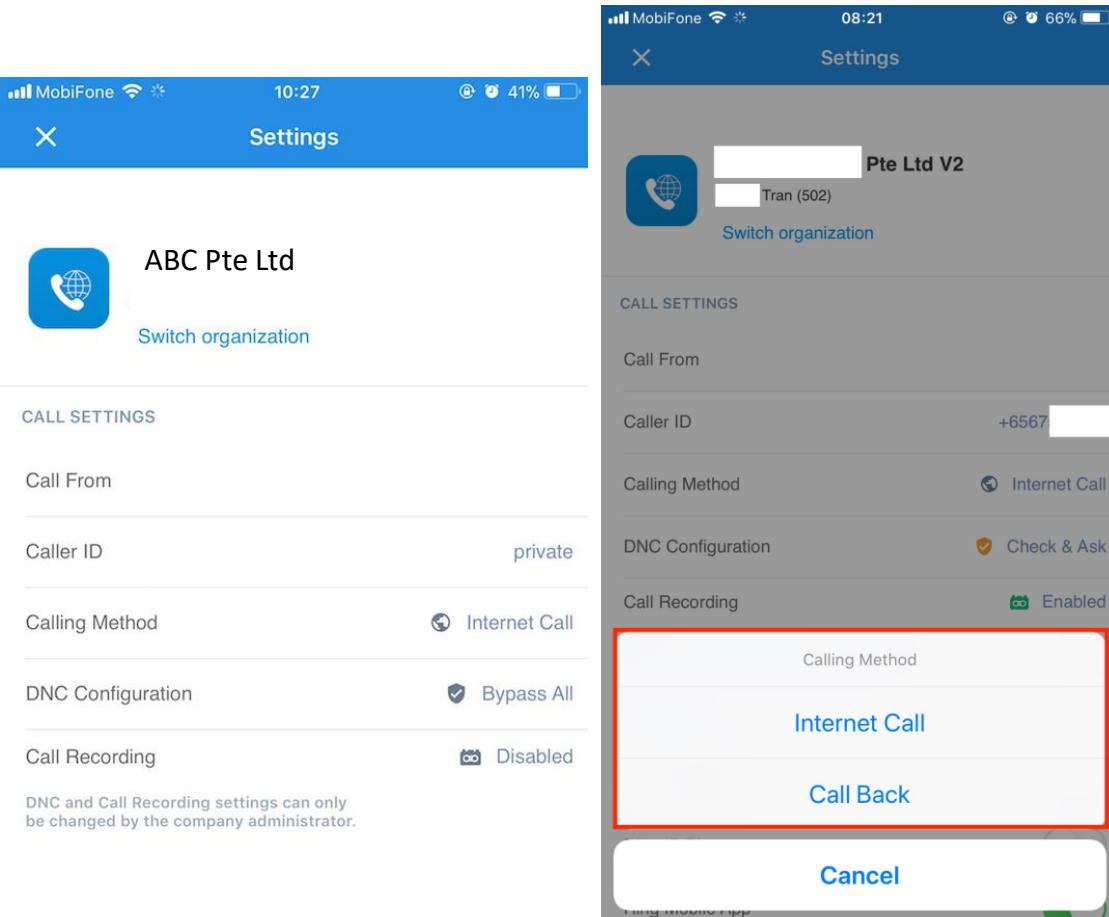
Adjusting call settings

2. Caller ID

- The number that has been assigned to you will be displayed on the recipient's phone as the outgoing caller ID.

SPIDERGATE
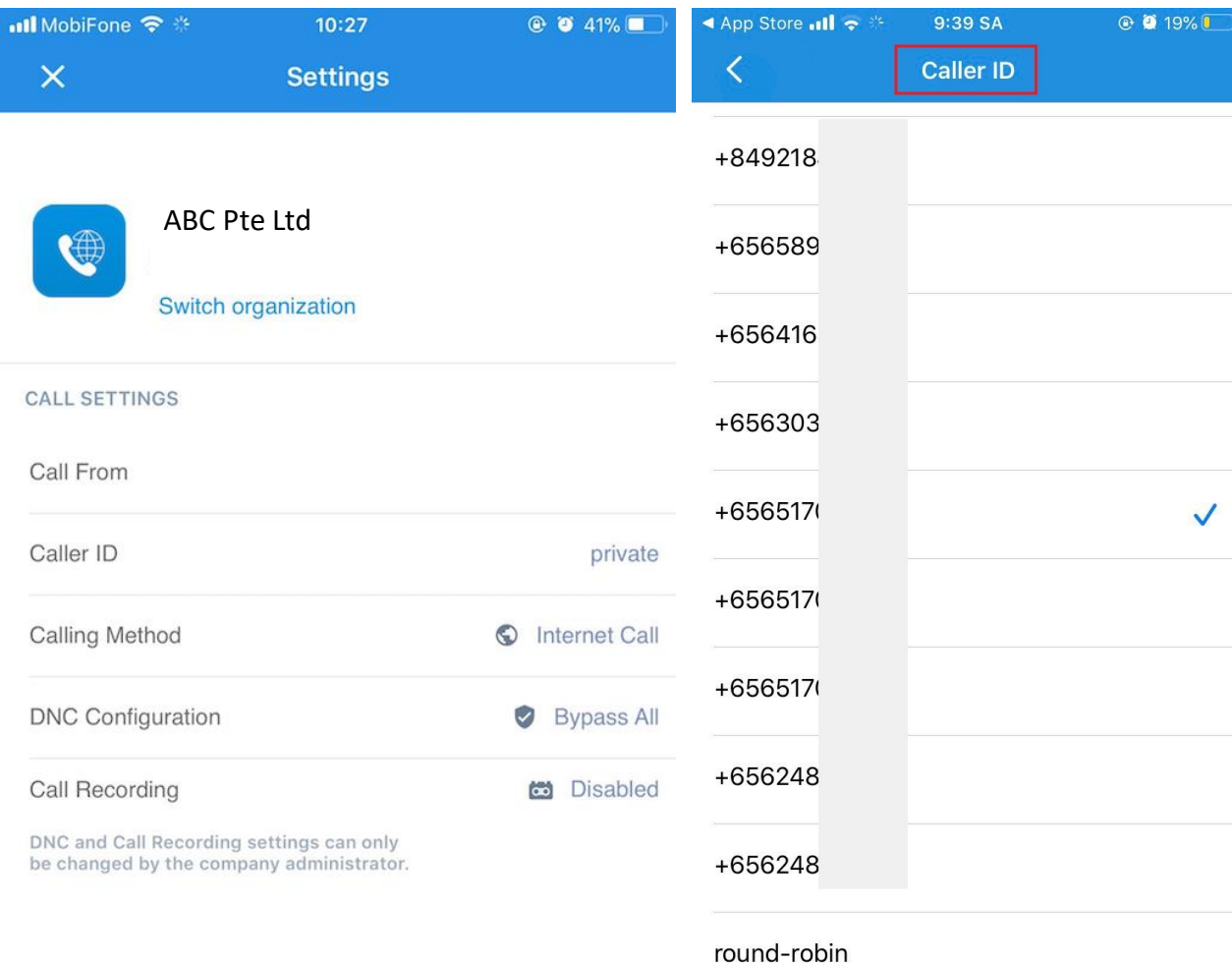
Adjusting call settings

3. Calling method types

- **Internet Call**: Use when your phone is connected to a strong and stable Internet connection (e.g. Wifi)

- **Call Back**: Use when your phone is not connected to a strong and stable Internet connection (e.g. 3G). Internet connection is only to send the initial signal to our system. The quality of the call back does not depend on the internet connection. When you dial a number, you will receive a call to your device (to the number keyed in at Call from) and connect to the recipient.
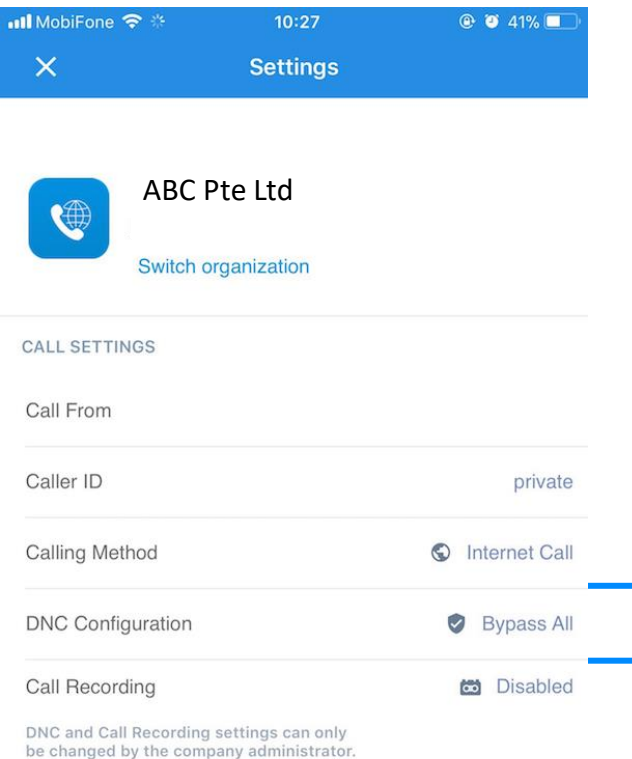
Avoid using Call Back when overseas. The call back to your overseas phone number will incur roaming charges by your Telco.
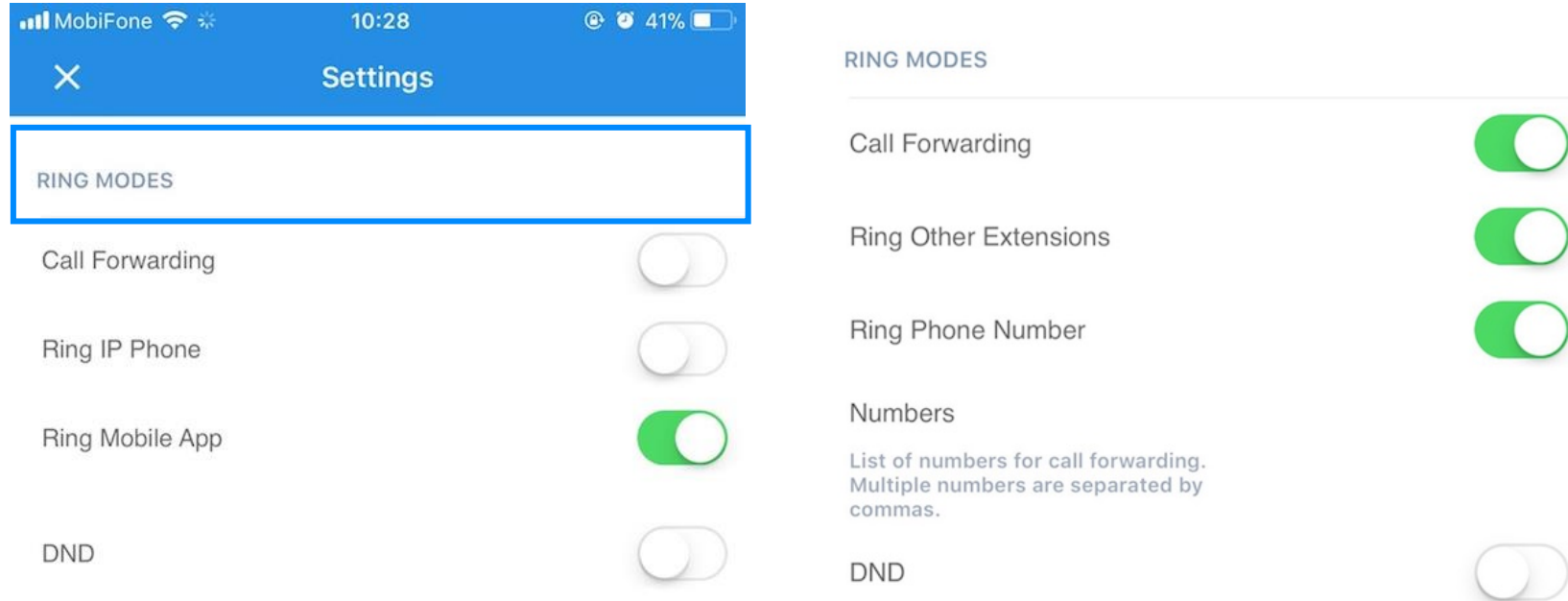
SPIDERGATE

Adjusting call settings

4. DNC configuration

If you're making outbound calls, your Bizphone can help check the DNC status of your outbound number automatically (if you have a DNC subscription)
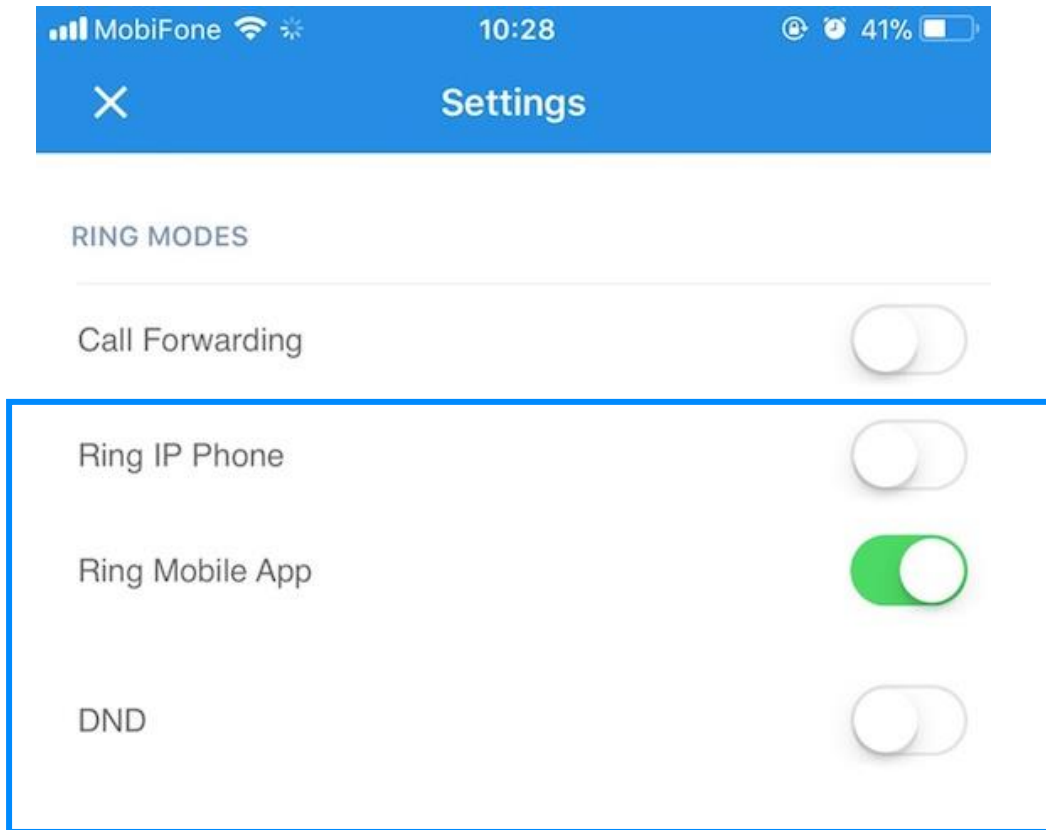

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Adjusting ring mode settings: Call forwarding

You can enable call forwarding if you're unable to pick up calls. When its enabled, incoming calls will be diverted to:
- **Other Extensions** (You have to configure this on the Portal)
- **Phone Numbers** (You can key in the Numbers directly on the App)

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Adjusting ring mode settings

Ring IP Phone (same for Desktop App)

When there are incoming calls, the IP Phone and/or Desktop App registered Bizphone account will ring.

Ring Mobile App

When there are incoming calls, the Mobile phone registered Bizphone account will ring.

DND (Do not disturb)

Turn on Do Not Disturb mode to silence calls, alerts, and notifications.

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Adjust Voicemail settings

Mailbox Action

If you're unavailable to answer calls, you can set up actions on how you want your incoming calls to be handled.

- Hangup: Simply hang up the incoming call
- Hangup and notify via email
- Record voice-mail and notify via email

Voicemail settings

VOICEMAIL

Mailbox Action	Hangup
Elapsed Time	15 seconds
Email To	.com

ACCOUNT

About	v2.1.5

Log out of this account

Elapsed Time

If Bizphone user does not pick after XX seconds, the system will start the Mailbox action.

- Choose from 5-60 seconds.

Notification

The missed call notification will be sent the email that you set here.

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Submit diagnostic report

If there are any bugs while using the app, you can submit a diagnostic report.

- Click on settings (gear icon on top left)
- Scroll down to "upload diagnostic report"
- Click "Yes" to submit
- Inform us via email, support@spidergate.com.sg with the following 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)

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