How To Use & Maintain

YOUR NEW HiHi DESKPHONE

HiHi Assist
You can access HiHi Assist from your HiHi3 homescreen by selecting the icon as shown above.

HiHi Assist gives you additional support for your HiHi handset and apps.

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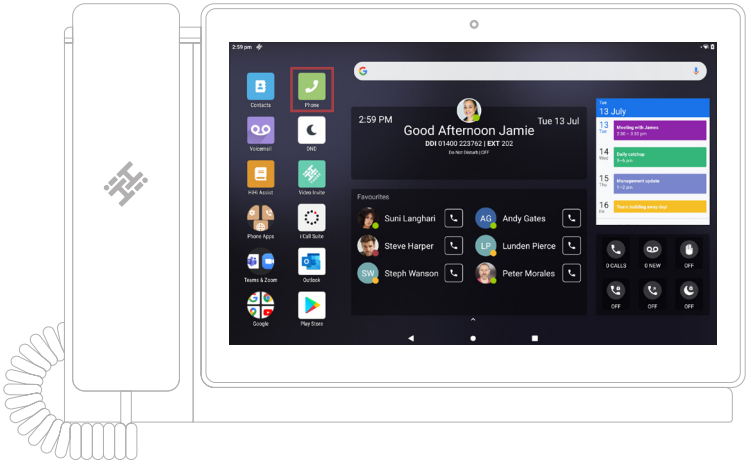
How to make, answer & put a call on hold

How to make a call

1) To make a call, press the **Phone** icon on your homescreen. Enter the numbers using the keypad and press the green phone icon to initiate the call.

2) If you are calling a saved contact, you can scroll through your **Contacts**, **Favourites** and **Recent Calls** lists to find the name. Select the name or number you wish to dial.



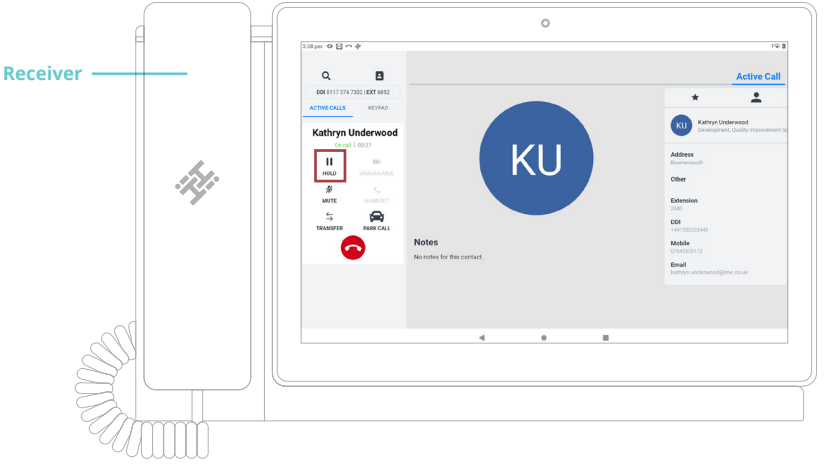
3) If they have multiple numbers saved, their Contact Card will appear. Select the number and it will initiate a call.

How to answer a call

1) When your HiHi3 rings, you can either lift the receiver to answer the call or press the green phone icon on the screen. If you press this, the call will be handsfree.

How to put a call on hold

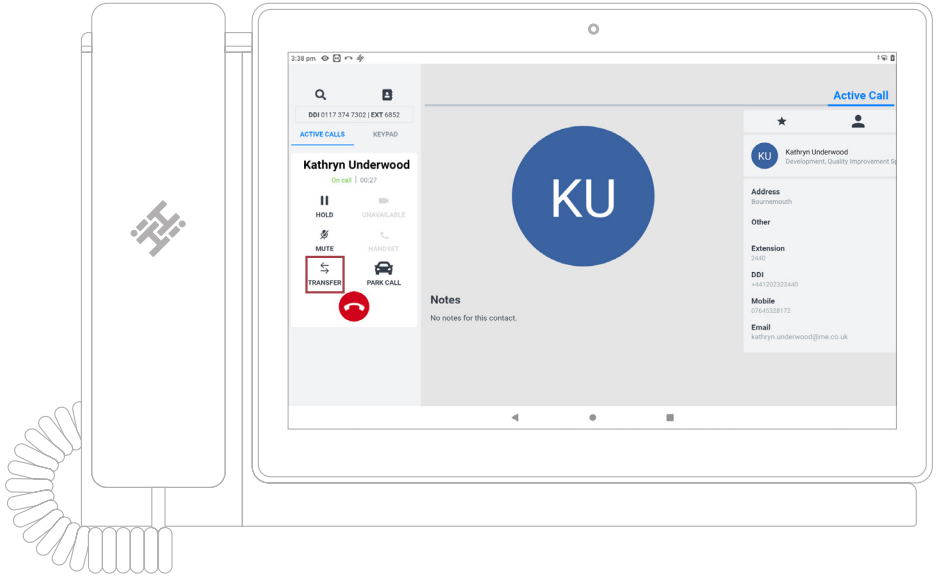
1) Whilst on a call, press the **Hold** icon in the Call Control Panel. Once you are ready to continue with the call, press **Resume**.



Transferring a call

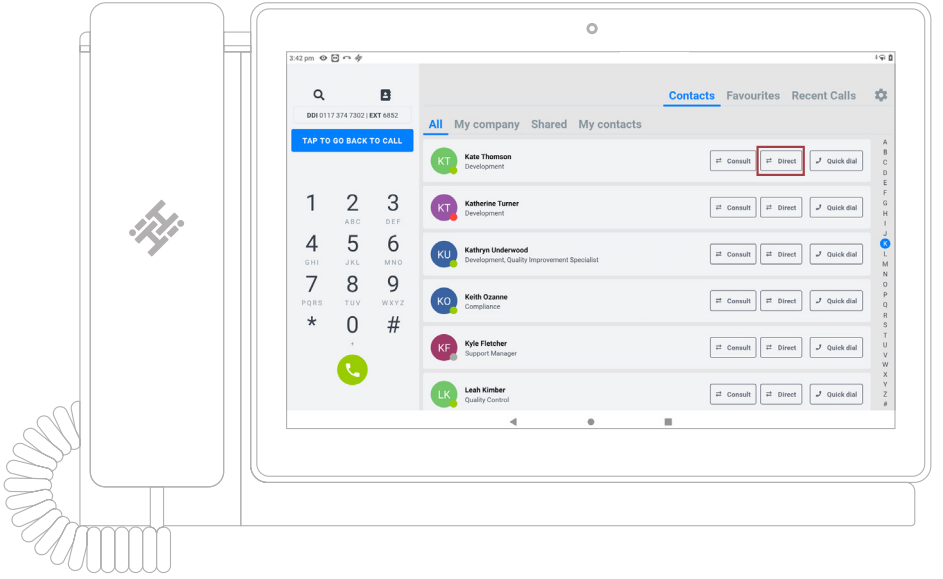
Direct Transfer

1) Whilst on a call, press the **Transfer** icon, in the Call Control Panel.



2) This will take you to the **Contacts** page. Against each contact, there are two or three options available. Press the **Direct** button on the desired contact you wish to transfer the call to.

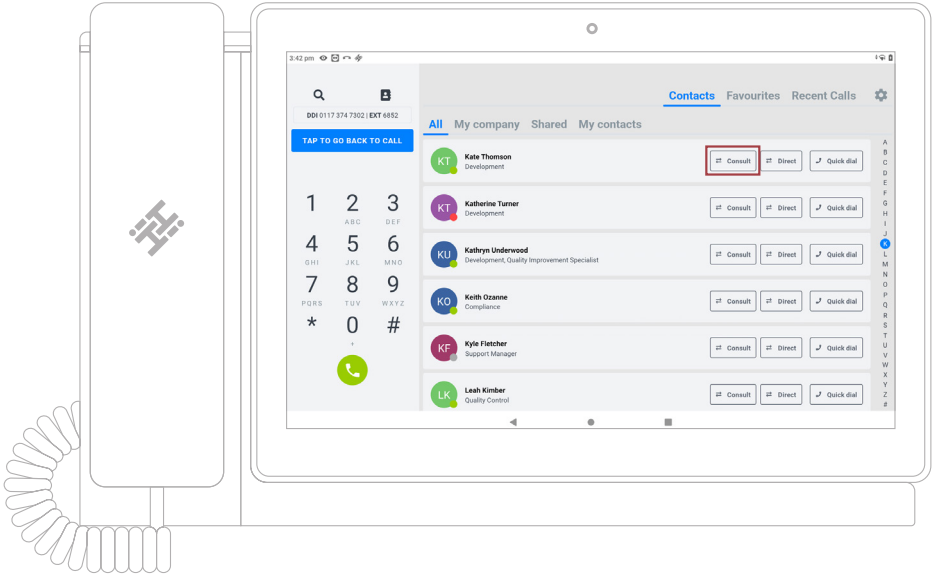
3) The call has now been transferred.



Consult Transfer

1) Whilst on a call, press the **Transfer** icon in the Call Control Panel.

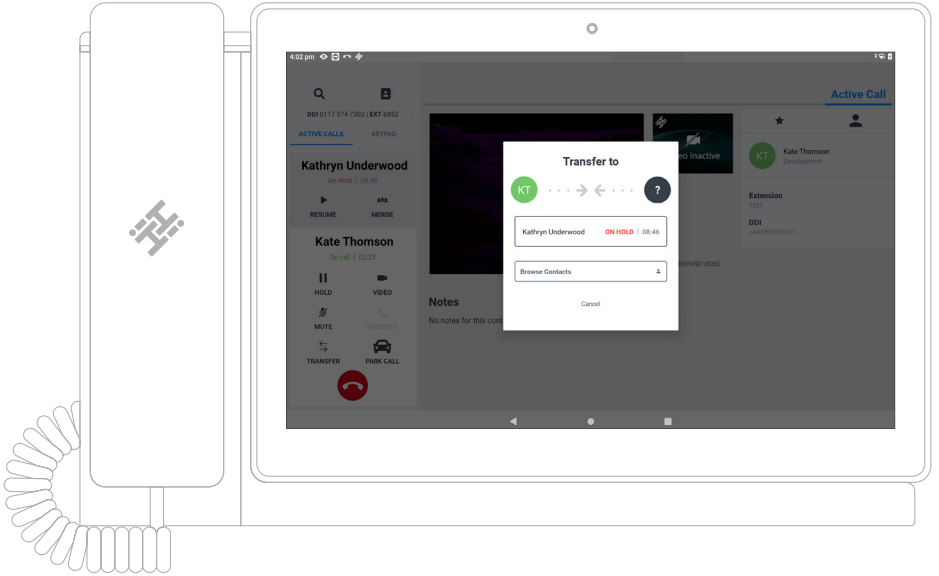
2) This will take you to the **Contacts** page. Press the **Consult** button next to the contact you wish to transfer the call to. If they have more than one number saved, their Contact Card will appear for you to select the chosen number.



3) Once you have begun dialling the recipient, the original call will be placed on hold. Once the new call has connected and you are ready, you can press **Transfer**.

4) A pop-up window showing **Transfer To** will appear, containing a list of all your active calls. Press on the Contact you wish to connect the caller to.

5) Selecting the **Contact** in this list will transfer the call and you will be taken back to the Contacts page.

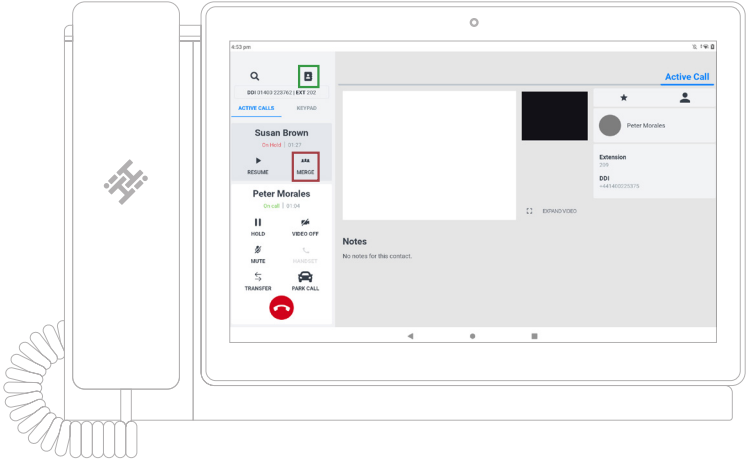


Adding a colleague to your call (Conferencing)

1) Whilst already on a call, press the **Contacts** icon. You can dial a number using the keypad, or locate a contact from the contacts list. When you press 'call', your first contact will be placed on hold.

2) When they answer, press the **Merge** icon.

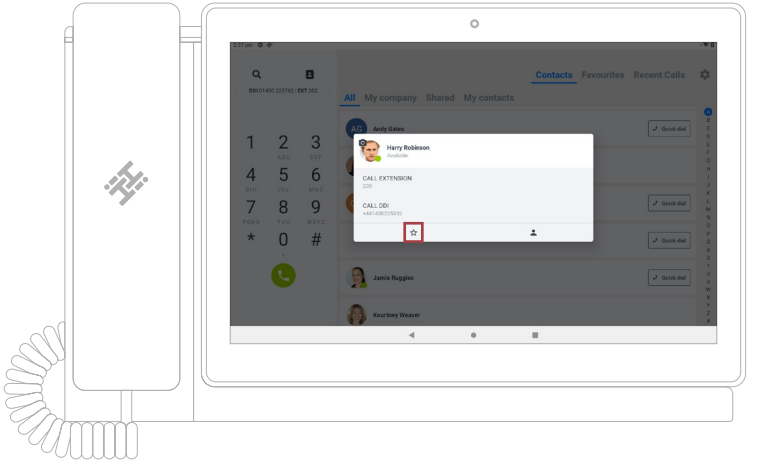
3) Your first call will be resumed and you will be on a conference call. This process can be repeated to add more participants.



How to add favourite contacts

1) Select the **Contacts** icon. Find the contact you wish to add as a Favourite by using the search bar. Select the contact and a pop-up will appear.

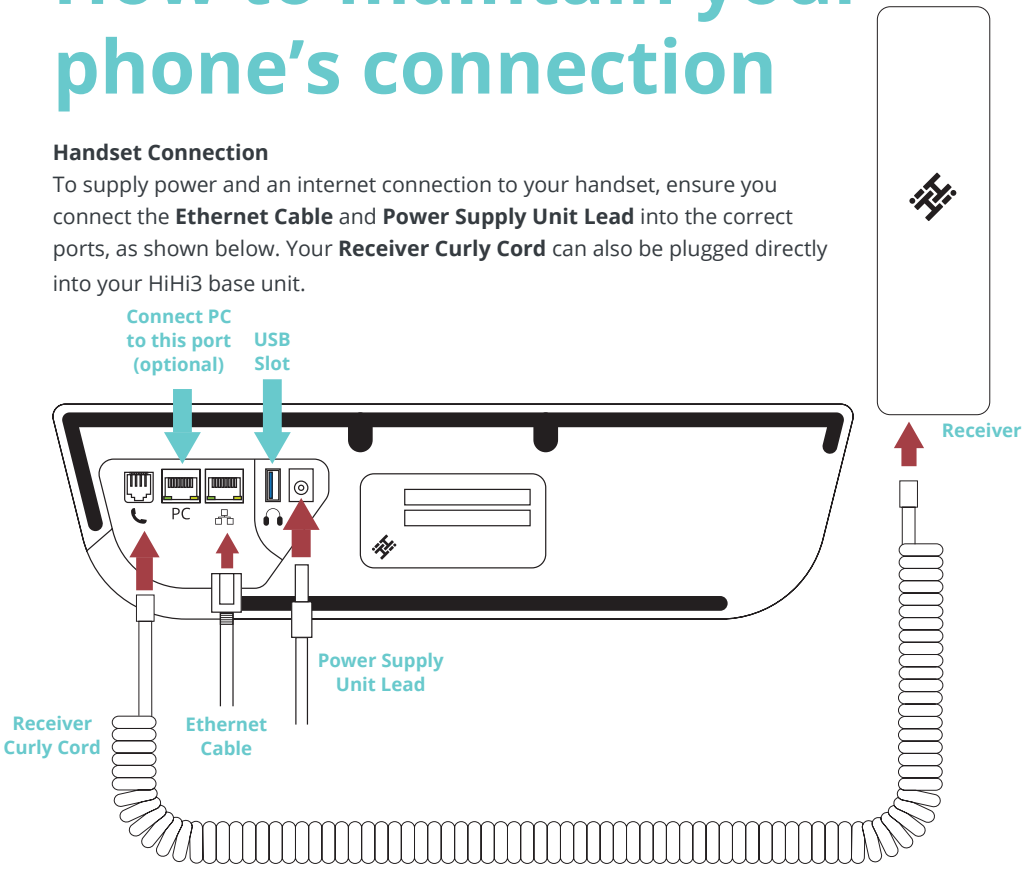
2) Press the **star** icon shown on the pop-up. The contact will be added to your **Favourites list**. Favourite contacts are shown within a separate list in your phonebook and also on the **Favourites widget** on your homescreen (if added).



How to maintain your phone's connection

Handset Connection

To supply power and an internet connection to your handset, ensure you connect the **Ethernet Cable** and **Power Supply Unit Lead** into the correct ports, as shown below. Your **Receiver Curly Cord** can also be plugged directly into your HiHi3 base unit.



Ethernet and WiFi Connection

You can confirm if your HiHi3 is connected via Ethernet or WiFi by checking if the symbols are visible in the top right-hand corner of the screen.

Next to the battery icon, you may see a variation of some of the below symbols, depending on the status of your connection.

Ethernet Cable Connected | WiFi Network Connected | No WiFi Network Connected

You can setup a WiFi Connection by following the below steps:

1) Swipe up from the bottom of the homescreen to display all the applications on your device. Select the **Settings** icon. Select the top option, **Network & Internet**.

2) Select **WiFi**. This will display a list of available WiFi networks that you can connect to.

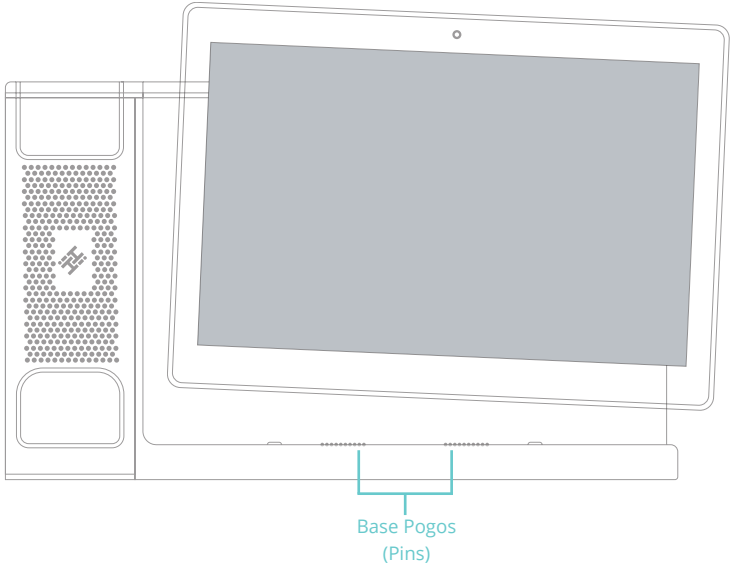
3) Select the WiFi network you would like to connect to. A pop-up will appear asking for the password. Enter the password and then press **Connect**.

4) If successful, it will display as Connected. Your HiHi3 is now connected to the internet.

Cleaning your device to gain optimum performance

1) Please remove the tablet from its docking station and with a dry lint-free cloth, wipe the pins on the underside of your tablet. Next, wipe the pogos (pins) on the plinth of the docking station.

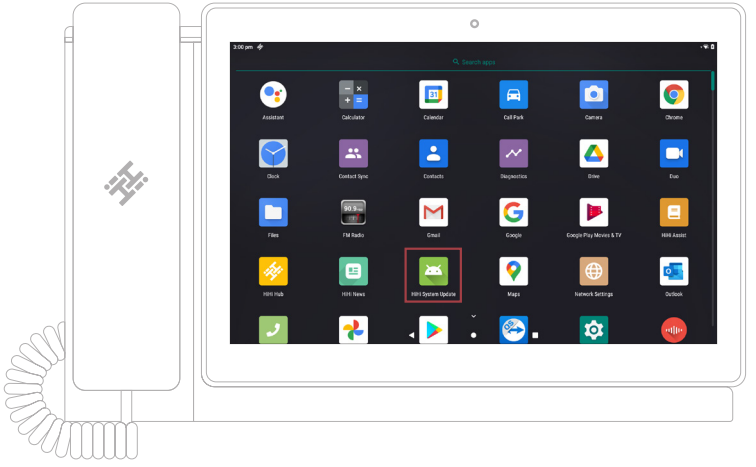
2) Clean the screen of your tablet, including the camera. You can now redock your tablet into the base unit.



Checking for updates on your device

1) Swipe up from the bottom of the homescreen to display all the applications on your tablet. Select the **HiHi System Update** icon.

2) A new screen will appear telling you if there is either an update or not. If there is an update readily available, please follow the prompts to install it. If there is no update available, great news, your HiHi3 is already up-to-date.



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