HiHi Connect 2

U S E R   G U I D E
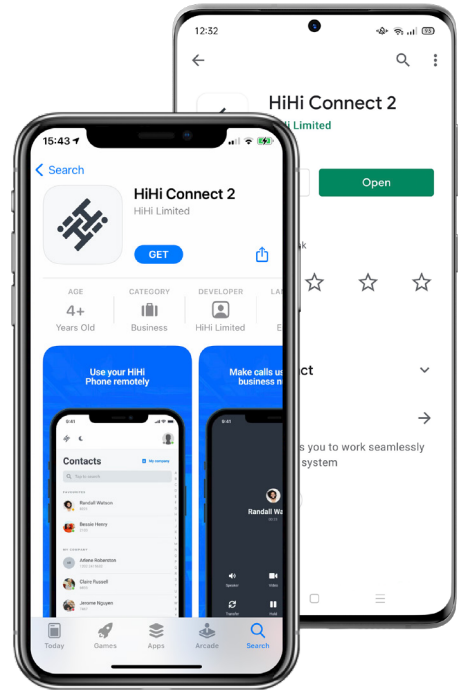
HiHi CONNECT 2

Contents

Getting started

This section contains the essential information for downloading and getting started with the HiHi Connect 2 app

Downloading the app

On Android devices, download the app from **Google Play Store.**

On iOS devices, download the app from the **App Store.**

Signing In

When you first launch the application, you will be prompted with a series of screens.

1   You will now be prompted to sign-in using your unique username and password.

NOTE: Your username and password are auto generated by your supplier. There is a link on the screen called "What are my credentials" which will guide you to locate your login details.

2   You can press the picture of the eye to show your password whilst you type this in.

3   Click the **'Sign In'** button.

4   Each of the following prompts will require you to select 'Yes' to enable HiHi Connect 2 to work on your mobile.

       These prompts are for:
   - Access to your microphone
       - Access to your camera
       - To send you notifications

5   Once you have confirmed each of the prompts, you will then be taken to the Contacts tab of the app.

HiHi Connect 2 supports Dark Mode themes. This is controlled by your own device's settings, so you will need to go into the Settings app on your device and turn it on or off from there.

Navigation menu

This section contains an overview about each option on the top Navigation Bar
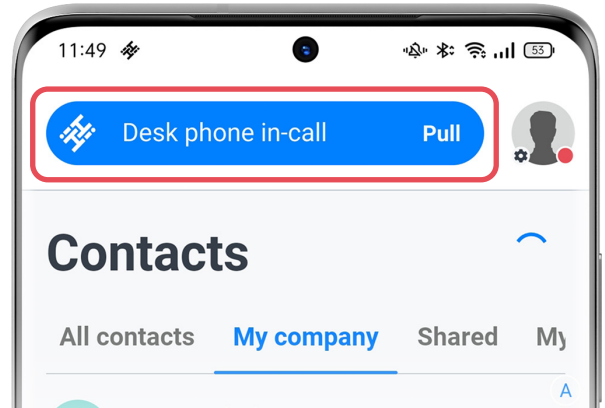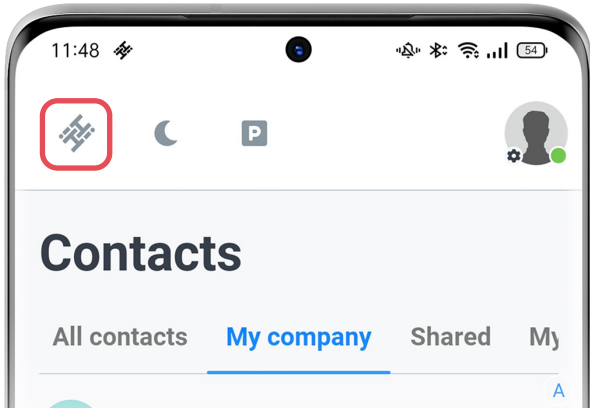
Pull a call

Pull an active call from your HiHi deskphone to your HiHi Connect mobile app by selecting the HiHi icon and selecting 'Pull'
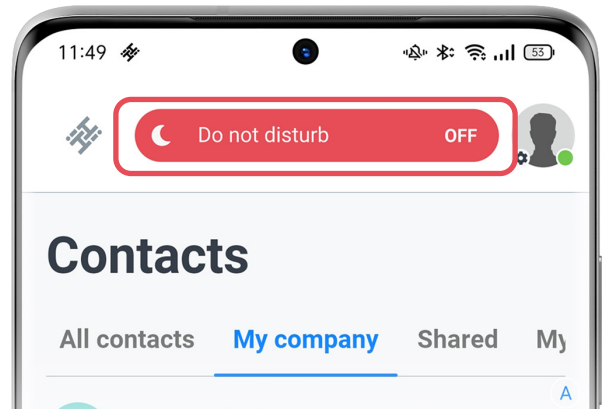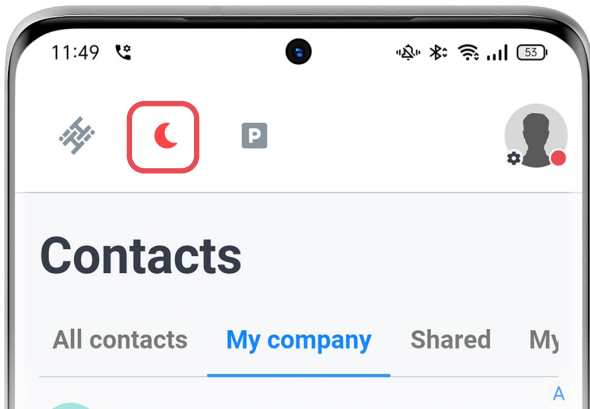
Do not disturb

Turn 'Do not disturb' on and off by selecting the moon icon. The moon icon will appear red when do not disturb is on, and grey when it is off
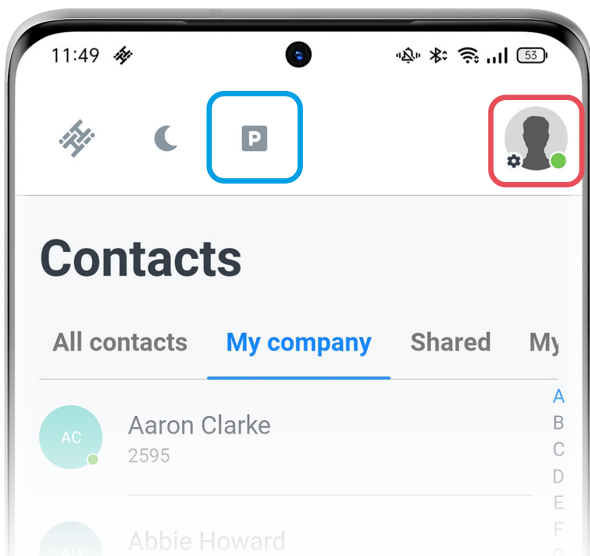
Settings

Select the avatar to the right to open your HiHi Connect settings

Parked Calls

To view a list of any parked calls, select the P icon.

This section contains an overview about each option on the bottom Navigation Bar
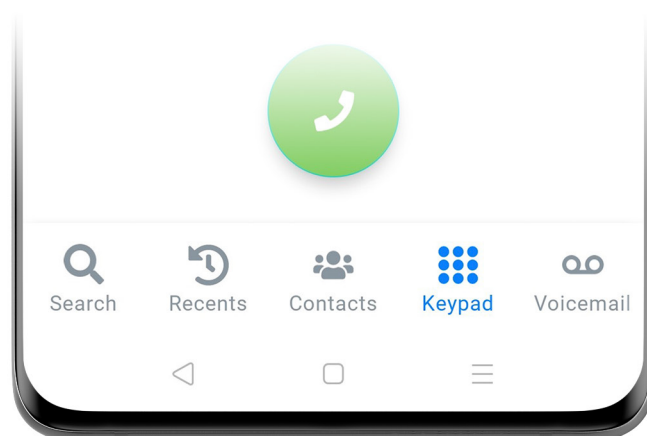
Search

Search for a specific contact from your phonebook.

Recents

View your recent and missed calls.

Contacts

View your company, shared or phone contacts.

Keypad

Make calls by entering in a phone number.
If you press and hold the '1' key, you can initiate a call to your voicemail inbox.

Voicemail

Access your voicemail inbox.

Settings

There are a range of settings available on your HiHi Connect 2, ensuring that you can manage some of your call options via the app. Some of these settings are listed below in more detail.

Connectivity

Pull Call from HiHi deskphone
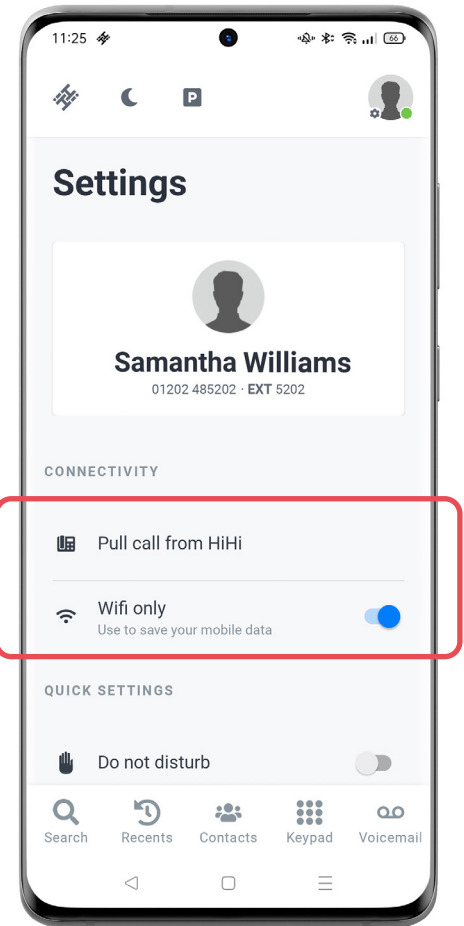Allows you to move an ongoing call from your HiHi deskphone to your mobile device, so you can continue the call in another location.

Wifi Only (Android Only)
Toggle this setting to prevent mobile data costs by only allowing HiHi Connect 2 to be used via a Wifi connection.

Quick Settings

Do Not Disturb
You can put your app into Do Not Disturb mode if your company policy allows. This can also be set from other screens in the app by selecting the moon icon at the top.

When placing your app into Do Not Disturb, your HiHi deskphone will also be set to this mode.

Always Use Video
Where a company policy allows, you can choose to always use a video call when the other party has video enabled.

Hide Caller ID
When calling externally you can withhold your number and depending on the phone system configuration, the number will either show as private or your default main company number.
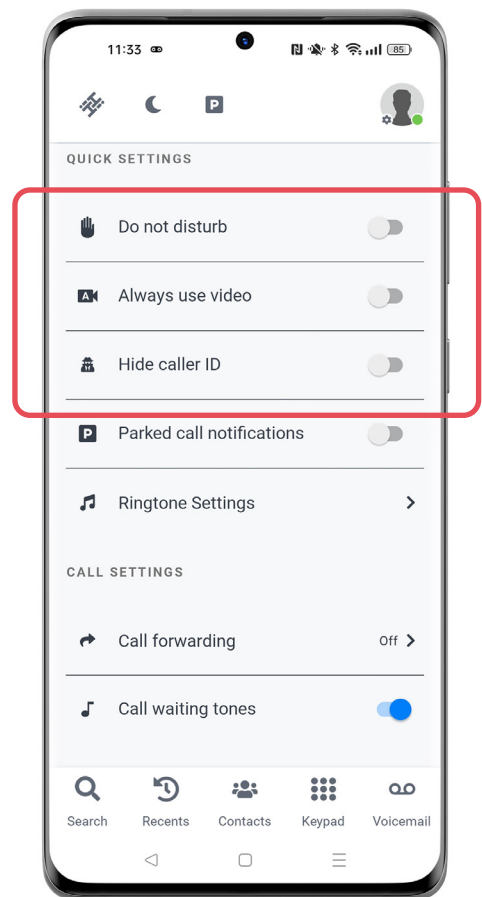
Parked Call Notifications

If you belong to a Call Park group, you can enable notifications so that you are easily notified when a call is parked.

When selecting this notification, you will easily be able to retrieve the call within the HiHi Connect 2 app.

Ringtone Settings

You can change the ringtone of your HiHi Connect 2 calls via the Ringtone Settings, enabling you to easily identify between a mobile network call and a HiHi Connect 2 call.

Internal and External Ringtones can be set differently. An Internal Ringtone refers to calls made between extensions internally (colleagues), while External Ringtone refers to calls received from external callers. If not set it will default to your native ringtone.

On Android smartphones, you will be able to choose from either your system ringtones or your music files saved onto your device.

iOS smartphones will have a limited choice of system ringtones to choose from.

You can also select to mute the ringing of HiHi Connect 2 calls by selecting the Mute Ringtones option. This will mute the audio ringing of a call on your HiHi Connect 2, but your HiHi deskphone will continue ringing as normal. If you have selected to mute your HiHi Connect 2 calls, you won't be able to set a ringtone until you unmute.

Enable Group Night Forwarding (Specific Users Only)

Enable Group Night Forwarding via this option on your HiHi Connect 2. When enabled, a notification is sent to confirm this.

This setting is only available for users who have the correct permissions set.
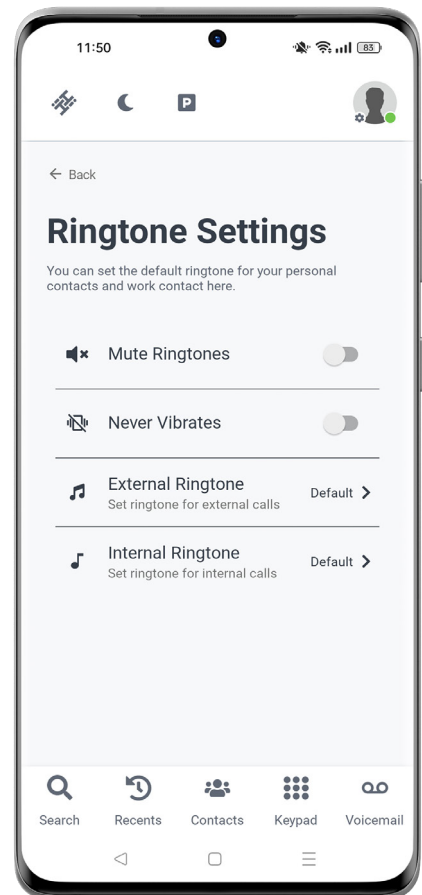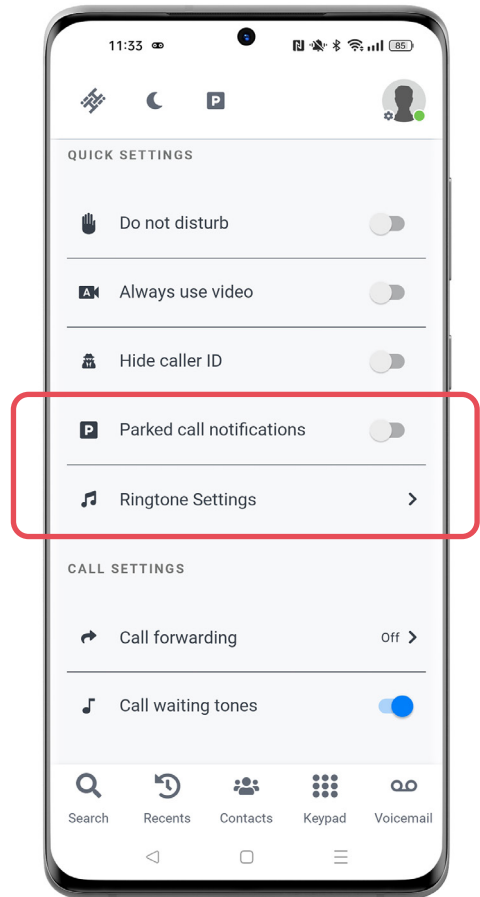
Call Settings

Call Forwarding
If you need to forward your calls to another number, you can activate this via HiHi Connect 2. Simply input the number you would like calls to be forwarded to and choose one of the below options to set the service up:

Busy   For when you are on a call
Away   No answer forward
Offline   When you can't be reached
Always

Call Waiting Tones
Turn call waiting tones on easily with the simple toggle setting. This will turn on an audible tone when a call is waiting.
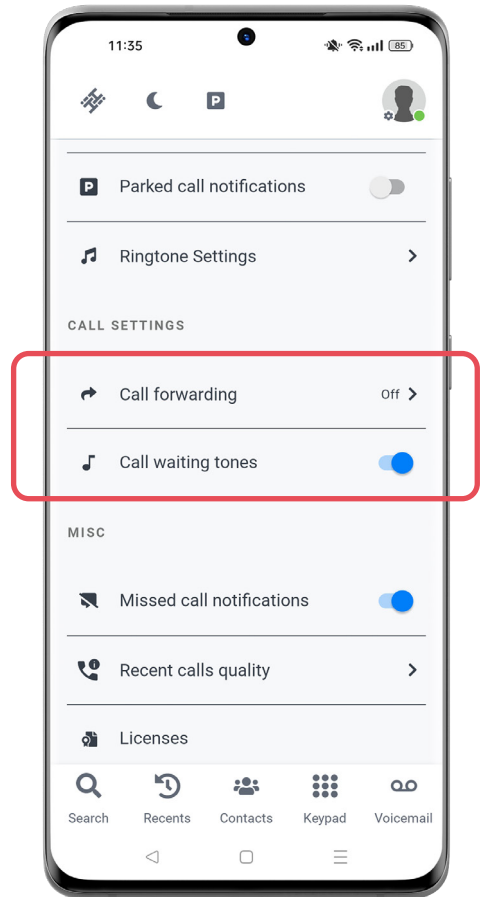
Misc

Missed call notifications
You can turn notifications for your missed calls off if you don't want to be informed of these.

Recent Calls Quality
View the recent quality for your previous ten calls.
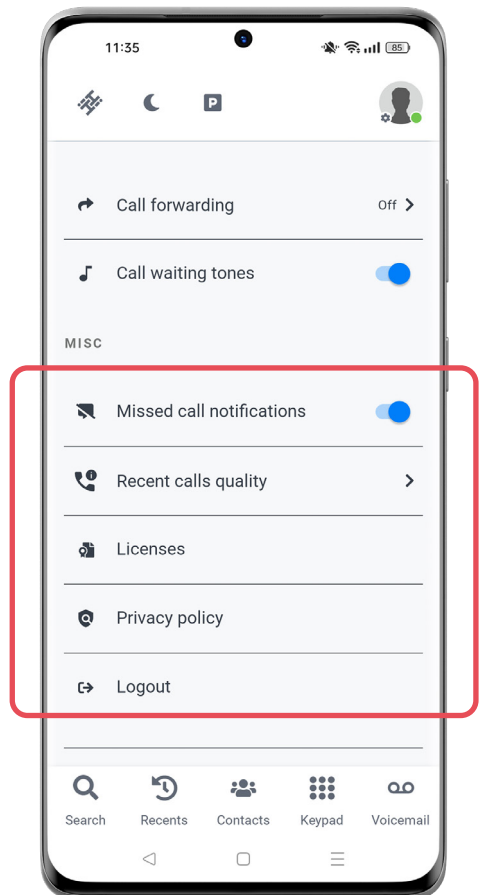For more information on Call Quality see Page 26.

Licenses
Shows the software licenses utilised by the application.

Logout
You can easily log out of the HiHi Connect 2 app within Settings.

Once logged out, your business calls will stop coming through to your mobile until you log back in.
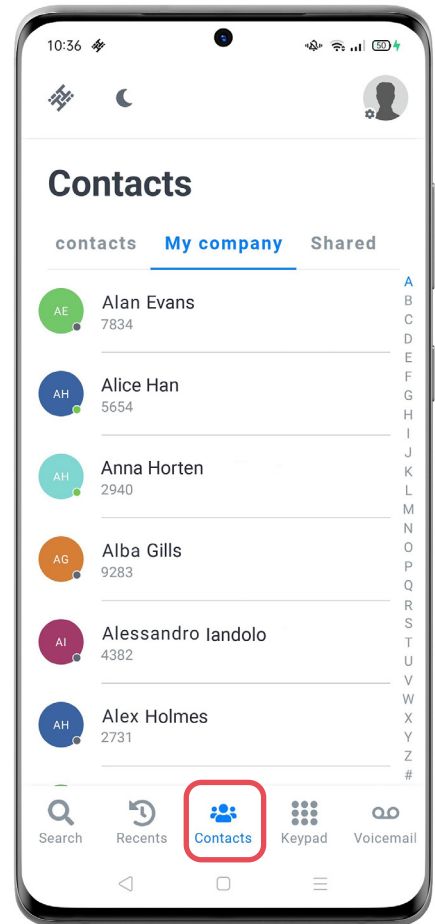
Contacts

This section contains information about the Contacts tab within HiHi Connect 2.

Contact List

You can view your favourite contacts, company contacts, shared or phone contacts from the tabs.

A handy scrolling a-z index is displayed on the right to allow you to quickly lookup your contact via their initials.

You can update your contact list by shaking your smartphone to the left and right. A blue circle icon will appear, showing that it is syncing to your 'Company', 'Shared' and 'Local' contacts, updating where necessary.

Contact Card

The contact card displays information about a contact such as mobile number, email address and direct number. You can click the email address which will launch the email client on your device.

The contact card also allows you to set the contact as a favourite and also view your call history with them.
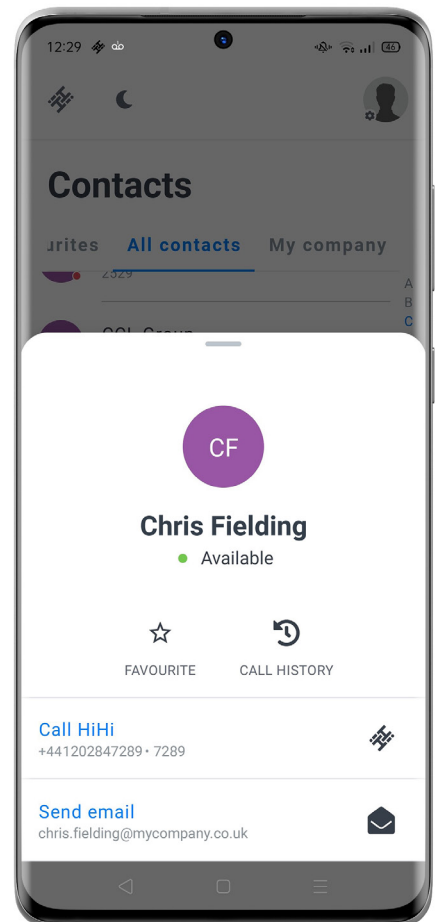
Using the native dialler

You can call contacts in your HiHi Connect 2 phonebook using your phone's native dialler.

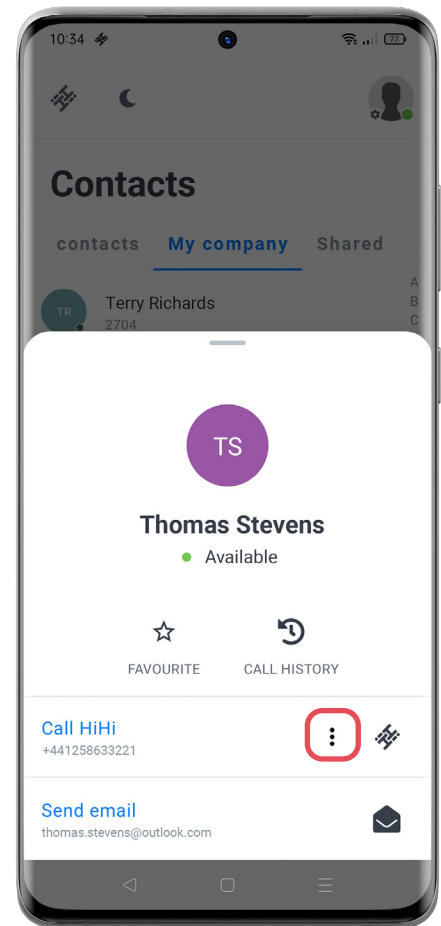When you have a contact card open, select the 3 dots to the right of their number.

A menu will appear, you can then select to 'Call using mobile network' which will use your mobile's number and not your HiHi number. Selecting this option will use your own Network's tariff for the call.

You can also choose to 'Send SMS' to a mobile number from an existing saved contact.

Once selected, it will open up your mobile's native SMS application, inserting the number automatically.

Please be aware this option will use your own Network's tariff and you may be charged by your network provider.
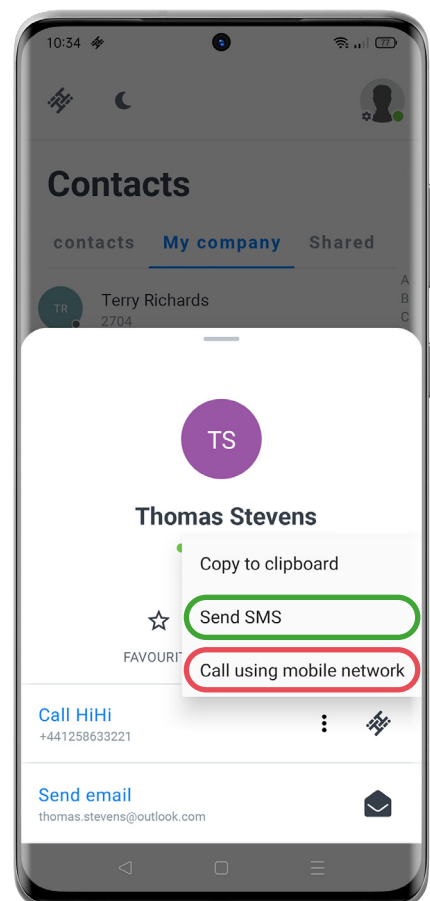
Adding a Contact

You can now add a contact easily to your phonebook via HiHi Connect 2. To do this, select the Recents tab, and select the number you would like to add.

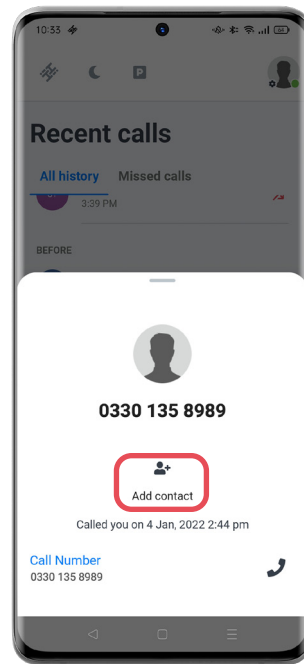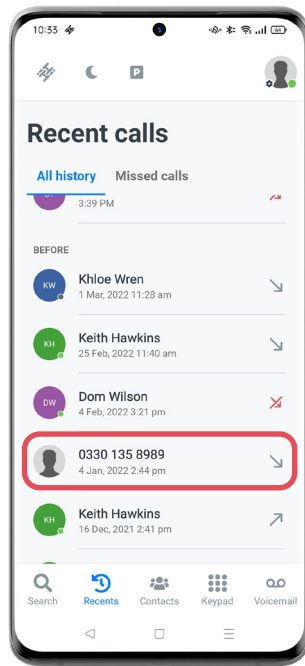This will open the contact card. To add the contact, select the 'Add contact' icon. Complete the personal details for the contact and select from the drop-down list where you would like to save it. These options do depend on your permissions. To save it as a Shared contact, you would need to select 'add both'.

To edit a contact, open their contact card and select 'edit'. Complete the information you wish to edit and save.
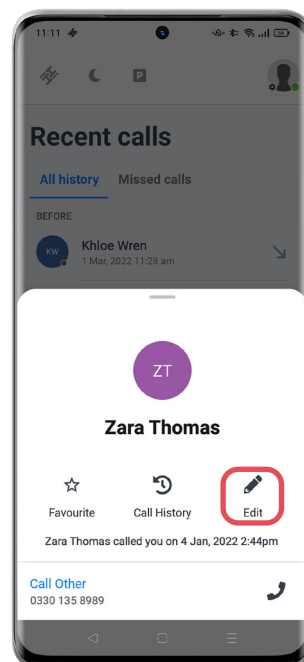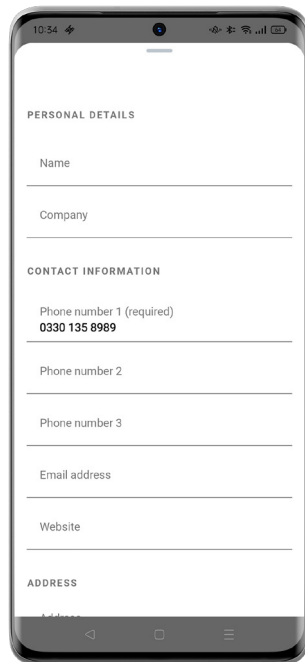
To delete a contact, open their contact card and again select 'edit'. Scroll down to the bottom and select 'delete contact'.

Configuring Phone Contacts

To configure the app to use phone contacts stored locally on your device, you will need to access the 'My contacts' screen on the contacts filter options. You will then be able to grant permission having had the opportunity to read and agree to the Privacy Policy statement.

Please note, the information on this page only applies to Android users.
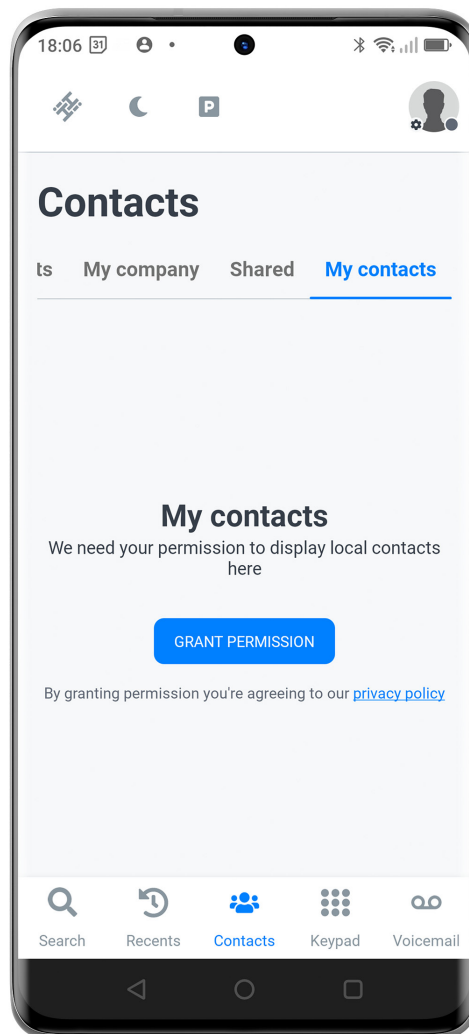
Availability

This section contains information about the presence status of contacts within HiHi Connect 2.

HiHi Connect 2 allows you to see the availability of your contacts who have set a status icon. As their availability changes, the colour of the status icon will change, letting you know if someone is able to take a call or not.

Icons   What it means

Icon	Meaning
● availability	The green availability icon indicates that a user is available to take a call.
○ offline	The grey availability icon indicates that the user is offline.
● away	The yellow availability icon indicates that the user is online, but has been idle for more than 10 minutes.
● busy	This red icon indicates that the user is busy on a call or has set their status to Do Not Disturb.

Audio and Video Calls

This section contains information about audio and video calls on HiHi Connect 2.

Keypad Tab

The Keypad tab is one of the options available to make audio and video calls. This tab displays both a dial pad and a text field. When you enter numbers they will appear in the field above. If you enter in the incorrect number, you can delete the number using the small icon to the right of the green phone icon.

You can use the text field to paste in a number that you may have copied from elsewhere on your mobile. Just hold down the flashing curser and you can paste the number in.
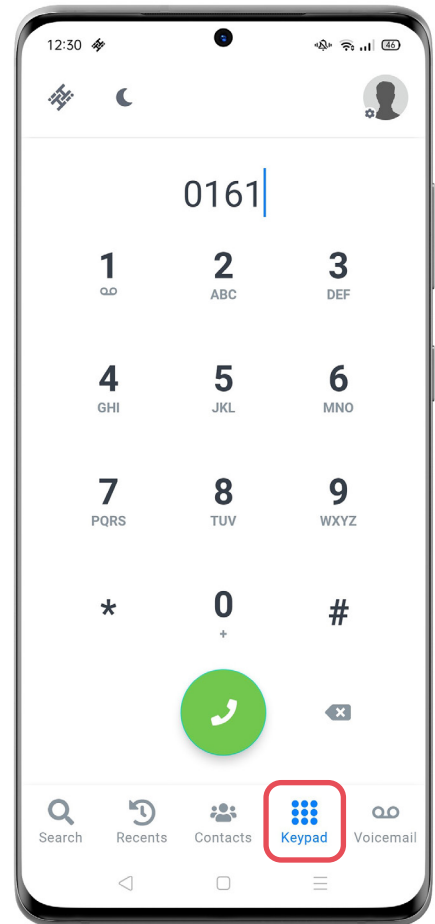
Via the Contact Card

Select a contact from the Contacts tab to open their contact card. From the contact card, choose the number you wish to select to make the call.

Via the Recents Tab

Open the Recents tab and you will see all your recent incoming, outgoing and missed calls. If you wish to call a contact shown in this list, select the name or number and their contact card will appear at the bottom. Then select the number you wish to call them on.

14
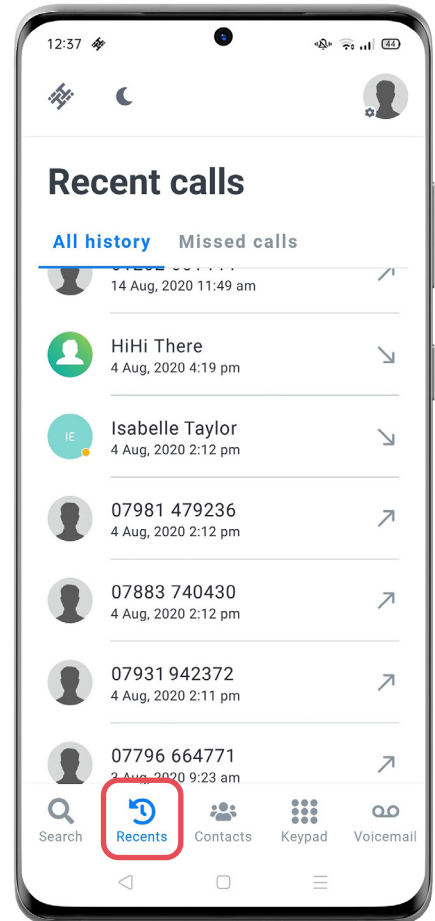
Via your Device's App Library

Called a 'Quick Action' on iOS and 'Shortcuts' on Android devices, this feature allows you to quickly view your three most recent calls and return their call without needing to open your HiHi Connect 2 app.

On both an iOS and Android device, if you select and hold the HiHi Connect 2 app icon while in your App Library/ Drawer, a list will appear, showing the last three most recent calls.

To call, select the name or number of the individual and it will prepopulate your device's dialler with their number so you can call them.
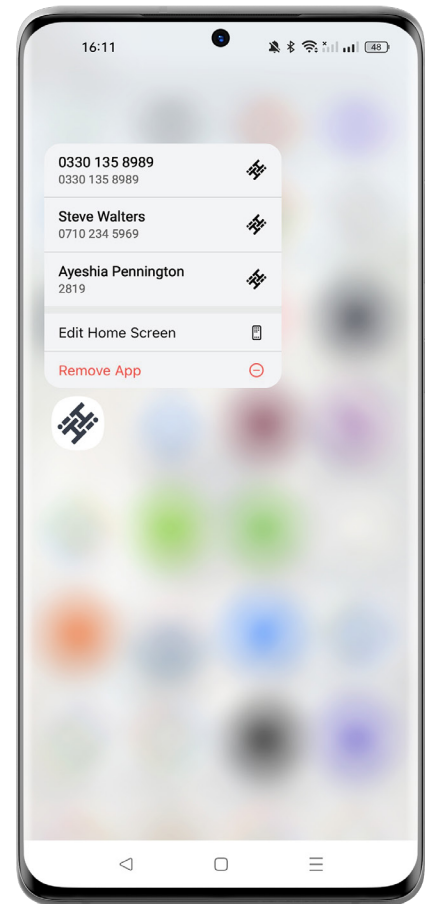
Answering Calls

This section contains information about answering calls on HiHi Connect 2.

You will be able to either accept or decline an incoming call when using your HiHi Connect 2 app.

In-Call Actions

When on a call, you can perform the following actions:

Pause/resume call recording

Call Quality Indicator message, this appears if the call drops below 3 out of 5.

Upgrade an audio call to a video call *(if recipient is able)*

Mute the microphone

Transfer a call

Place a call on hold

End a call

Open the dial pad

11:02

Tap to stop recording

HG

Oliver
00:14

Your connection quality is low

Phone   Video   Mute

Transfer   Hold   More
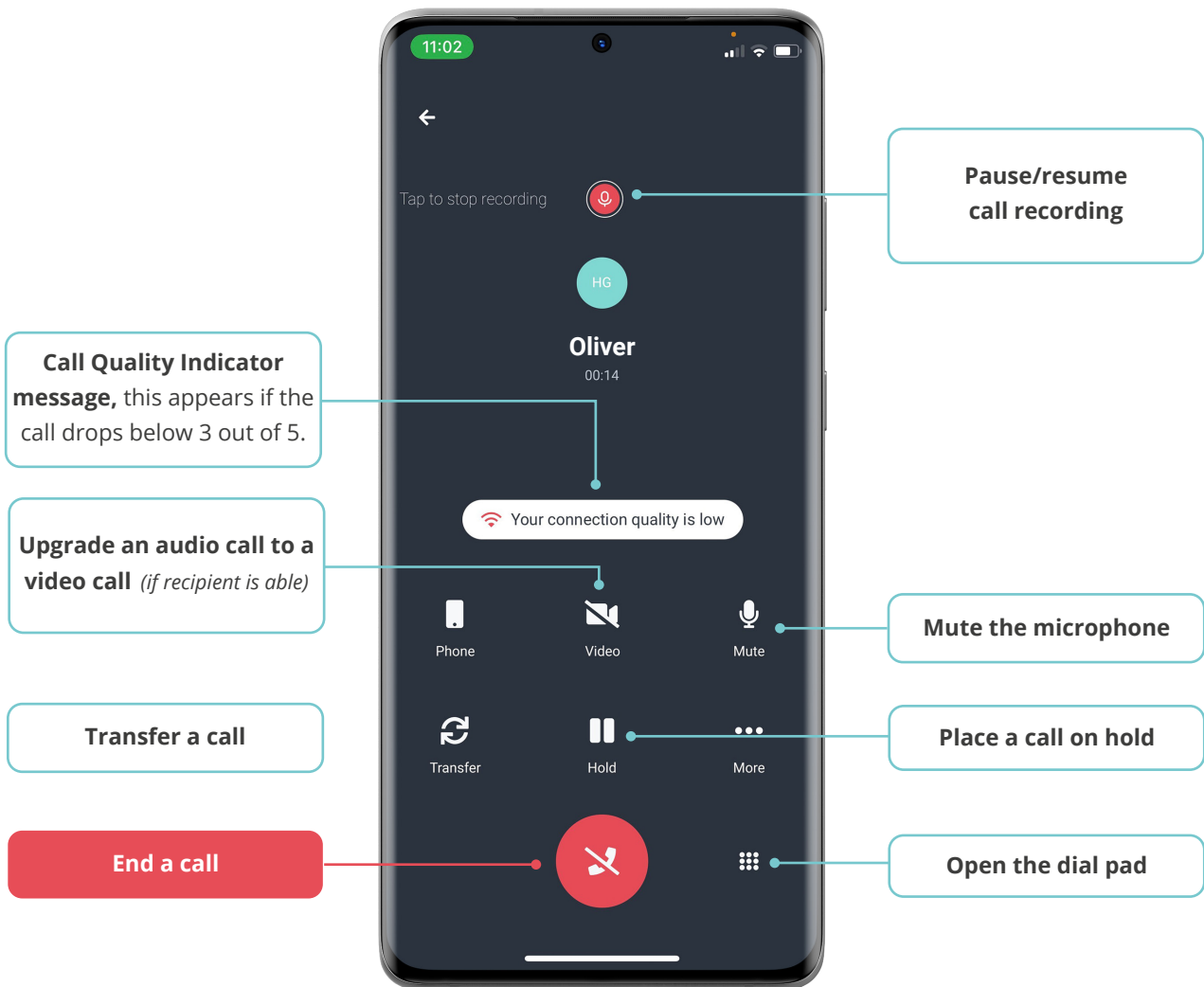
Missed Calls

If you miss a call, a push notification will be received on your device, unless turned off in your settings. When you click the notification, the Recents tab will open and you will be able to see the name or number of the missed caller.

Missed calls are shown by opening the Recent tab in the navigation menu.

Transferring a Call

When on a call, you can transfer the call to a contact within your phonebook or to a new number. To transfer a call, click the transfer icon.

You will then be shown two options; Consult First or Transfer Directly. If you choose Consult First, you will be able to talk to the recipient you are transferring the call to, before the call is transferred across.
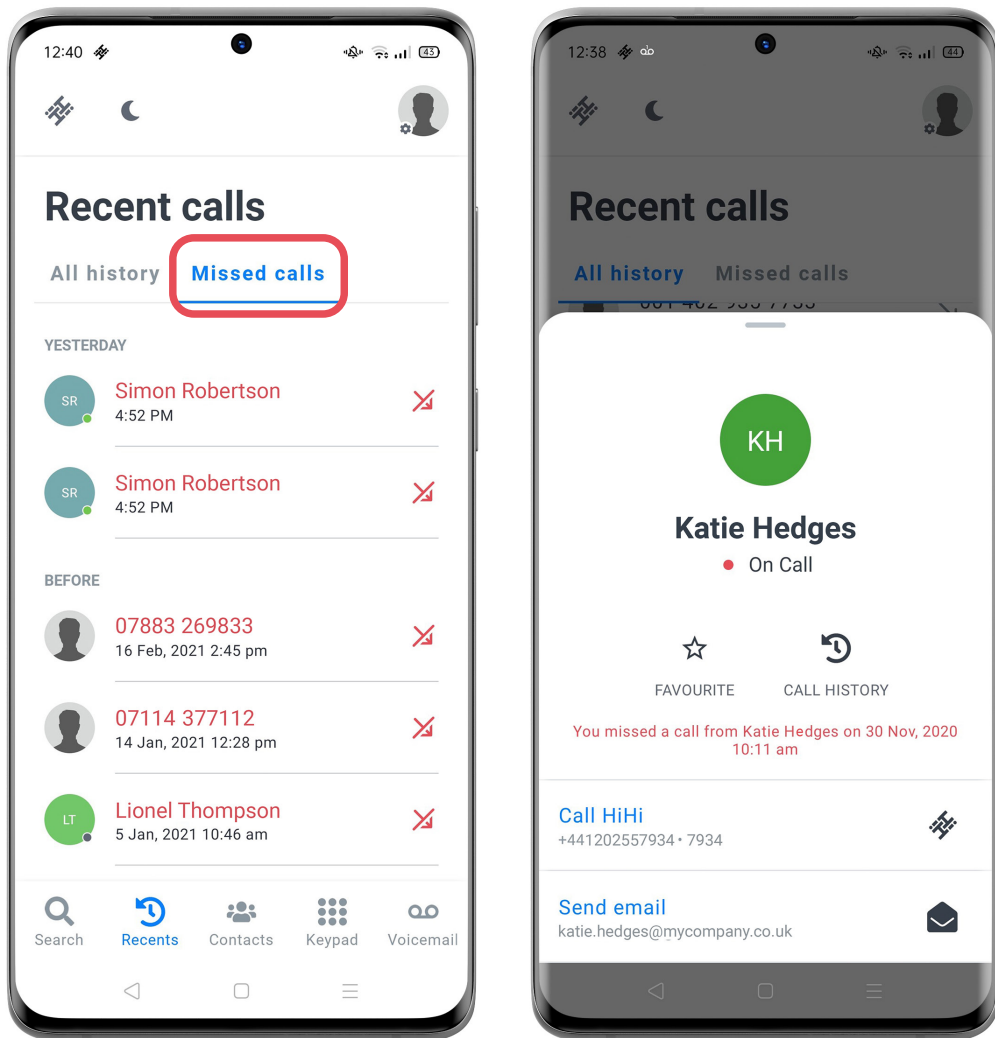
Once you have selected your option, you can search for the contact within your Contact list, or enter a new number via the Keypad (Other) tab. You can then transfer the call directly or consult with the recipient first before releasing the call, which will then disconnect you from the conversation.

Direct Transfer

1

Consult Transfer

Bessie
00:02

Speaker   Unavailable   Mute

Transfer   Hold

2

Bessie
00:02

Speaker   Mute

Transfer

Consult first
This option will allow you to call the transfer recipient first, so you can explain the incoming call.

Transfer directly
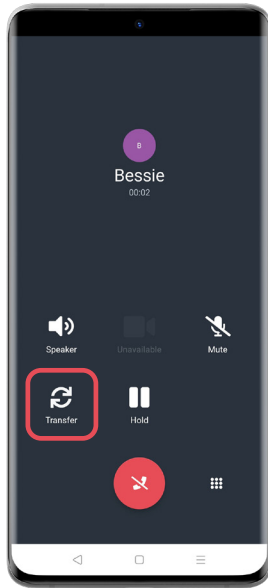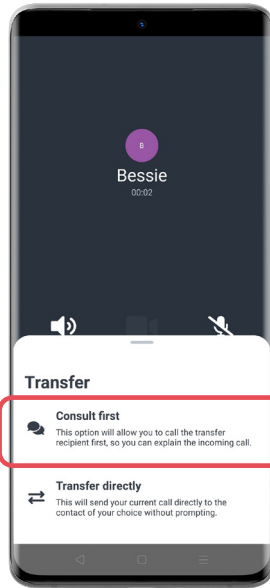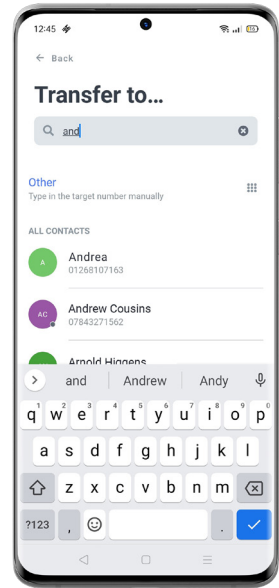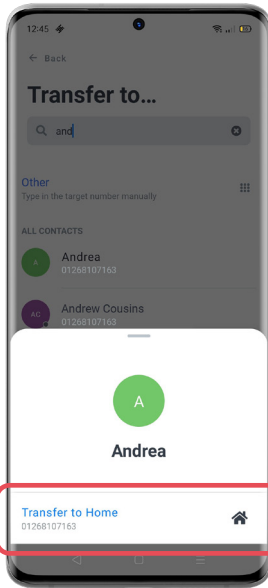This will send your current call directly to the contact of your choice without prompting.

3

12:45

← Back

Transfer to...

🔍 and   ⊗

Other
Type in the target number manually

ALL CONTACTS

A   Andrea
     01268107163

AC   Andrew Cousins
     07843271562

     Arnold Higgens

and   Andrew   Andy

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123   ☺   ✓

4

12:45

← Back

Transfer to...

🔍 and   ⊗

Other
Type in the target number manually

ALL CONTACTS

A   Andrea
     01268107163

AC   Andrew Cousins
     01268107163

A

Andrea

Transfer to Home   🏠
01268107163

5

Ringing
Andrea

Speaker   Unavailable   Mute

Transfer   Hold

All calls

6

Andrea
00:13

Transfer

TRANSFER TO EXISTING CALL

B   Bessie   00:38

Consult first
This option will allow you to call the transfer recipient first, so you can explain the incoming call.

Transfer directly
This will send your current call directly to the contact of your choice without prompting.

7

11:53

✓ Transfer complete!

Contacts

Favourites   All contacts   My compa

AW   Amee Waters
     07797773287

AE   Amy Edgar
     07243765451

AF   Amy Finley
     07804296452

AF   Andrew Fox
     07927451322

AN   Andy Newman
     07832461277

AO   Andy Office
     01202341567

AS   Ava Smith

🔍   🕐   👥   ⠿   📧
Search Recents Contacts Keypad Voicemail
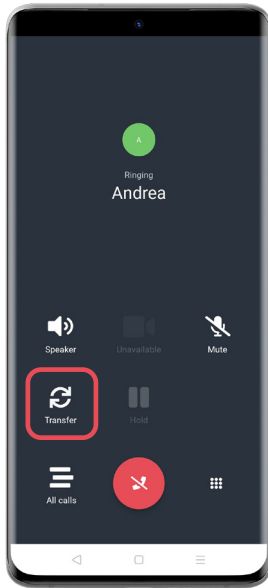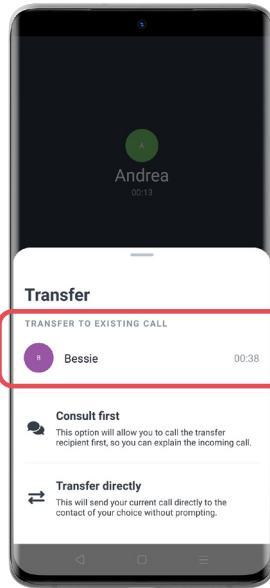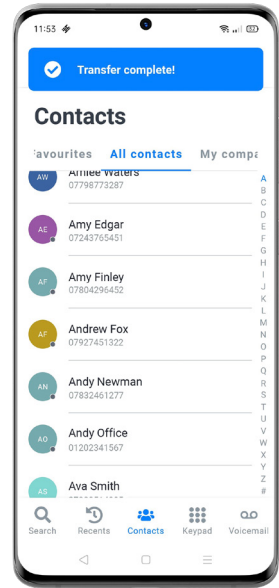
Multiple Active Call Handling

You will need to have the Call Waiting feature enabled on your account to use this.

If you have two or more active calls, you can easily switch between them by pressing the All Calls icon to the bottom-left of the screen.

When selected, all active calls will be shown. Your current active call is shown with a green dot icon against it, with all other active calls on hold, shown with a red dot icon.

When you select another call, the current active call will be placed on hold until it becomes active again.
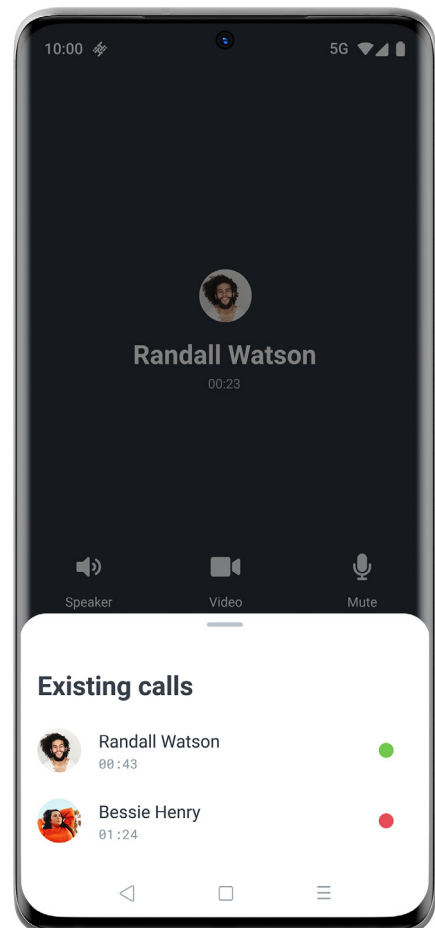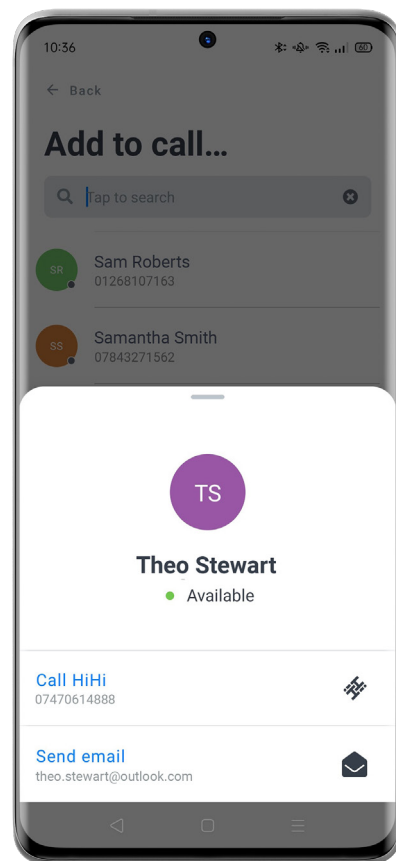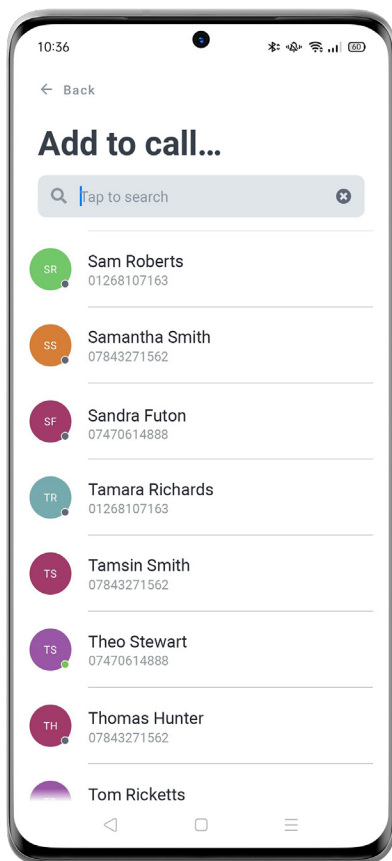
Add to Call (Conferencing)

The Add to Call feature allows you to add an additional contact from your phonebook to an existing call, to initiate a conference call.
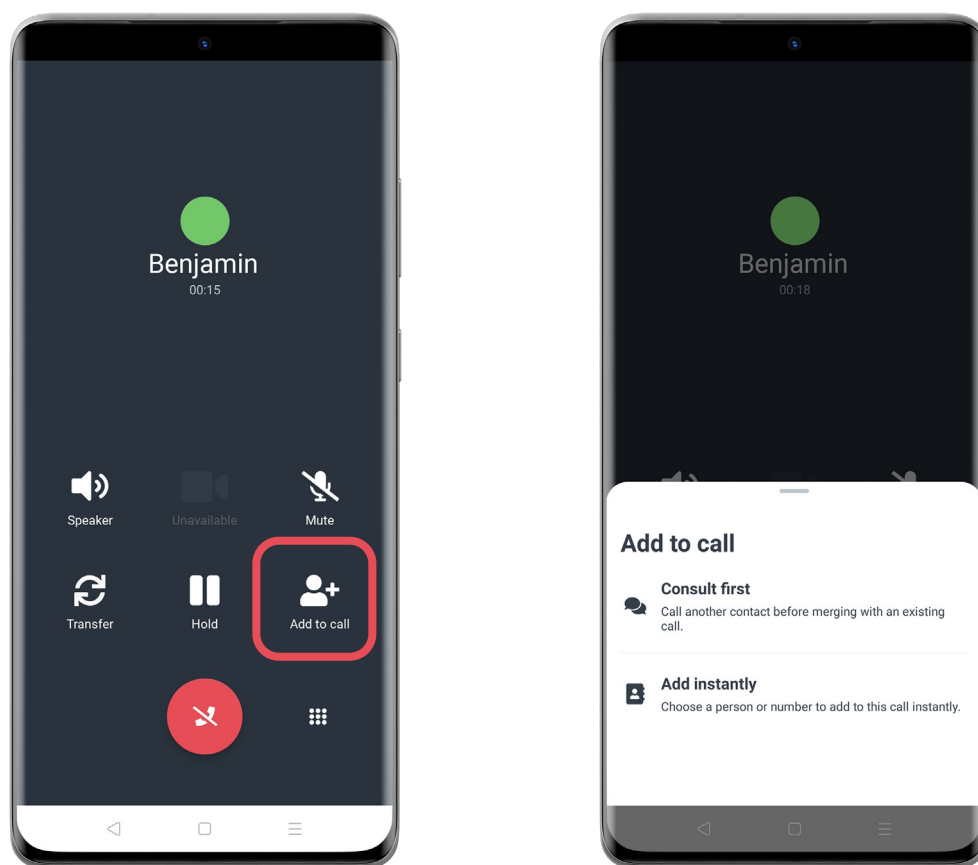
When on an active call, select the Add to Call icon within the Call Control menu. Next, select whether to consult with the contact first or instantly add them to the existing call.

Choose the contact from your phonebook to add to the call. If you have chosen 'Consult First' you will be able to talk with them first.

Select the Add to Call icon again. A warning will be displayed, informing you that the video calling will be disabled during the conference call. You can select to continue without video, or to cancel the conference.
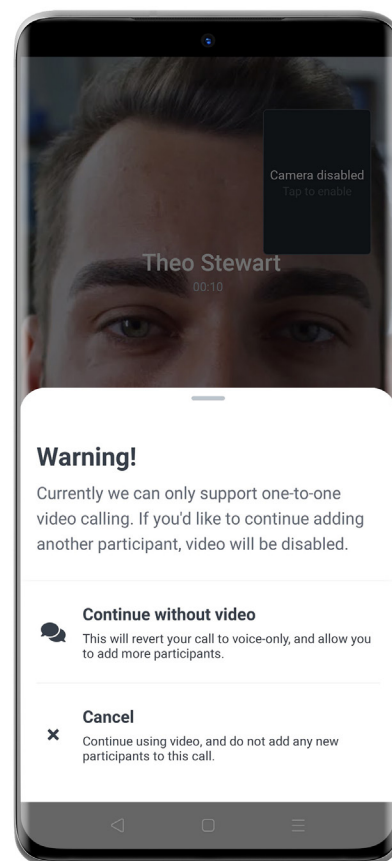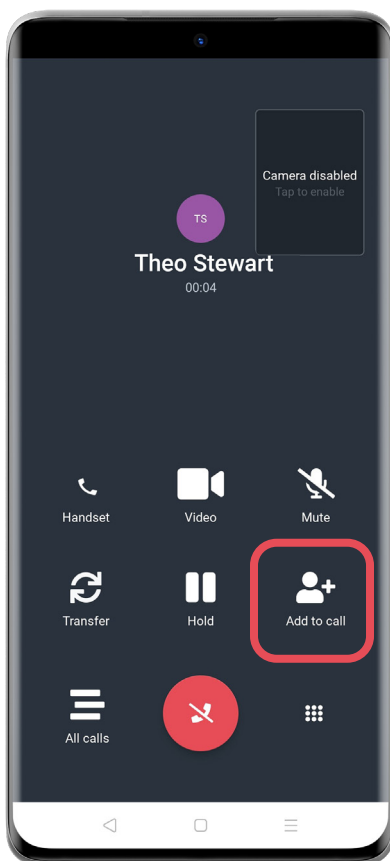
Your active calls will be shown, select the name to merge with the existing call. Your calls will now be merged as a conference call.
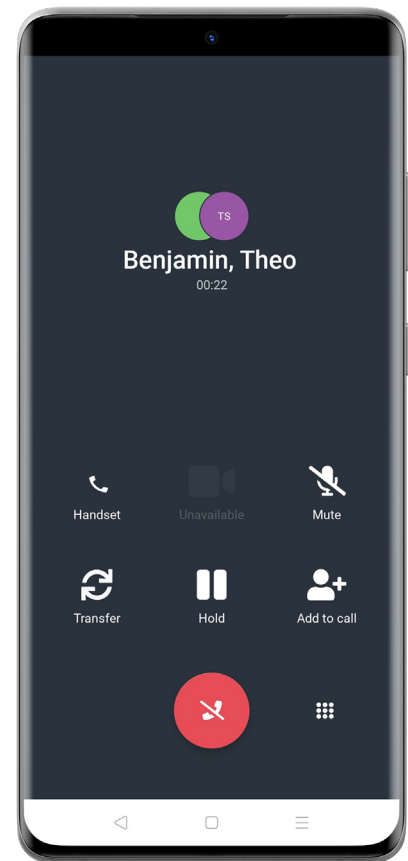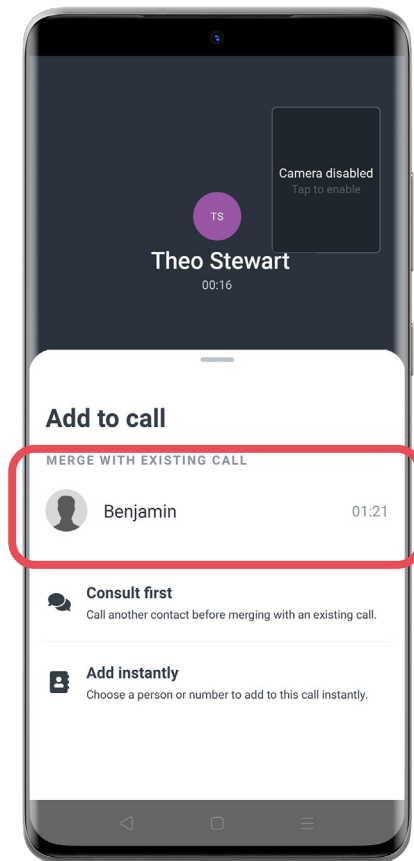
You can do this process multiple times to add multiple contacts to the call.

Please note: the ability to add a person from dialing their number in the keypad will be introduced soon.

Camera disabled
Tap to enable

TS

Theo Stewart
00:16

Add to call

MERGE WITH EXISTING CALL

Benjamin   01:21

Consult first
Call another contact before merging with an existing call.

Add instantly
Choose a person or number to add to this call instantly.

TS

Benjamin, Theo
00:22

Handset   Unavailable   Mute

Transfer   Hold   Add to call

Kick User From a Conference Call

A conference host may wish to kick a user from a conference call, if the user dialled is unavailable. This is especially useful if a user's call goes directly to their voicemail, as it allows the host to prevent the voicemail box from recording the call.

When a conference call is active, the host can see a full list of participants by selecting the icons towards the top of the screen.
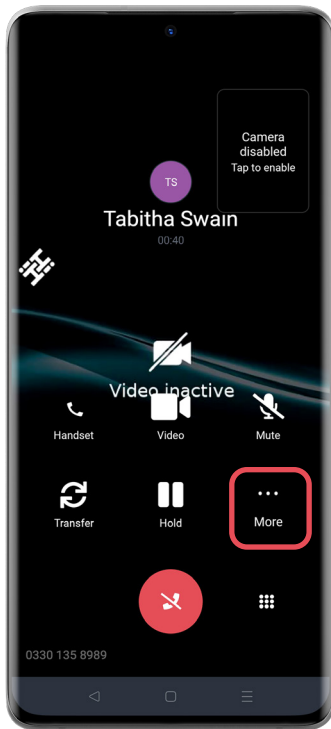
The full list of call participants is shown, click the waste bin icon to the right to 'kick out' a participant from the conference call.

The selected user has now been removed from the call, and the host can continue to remove more if necessary.
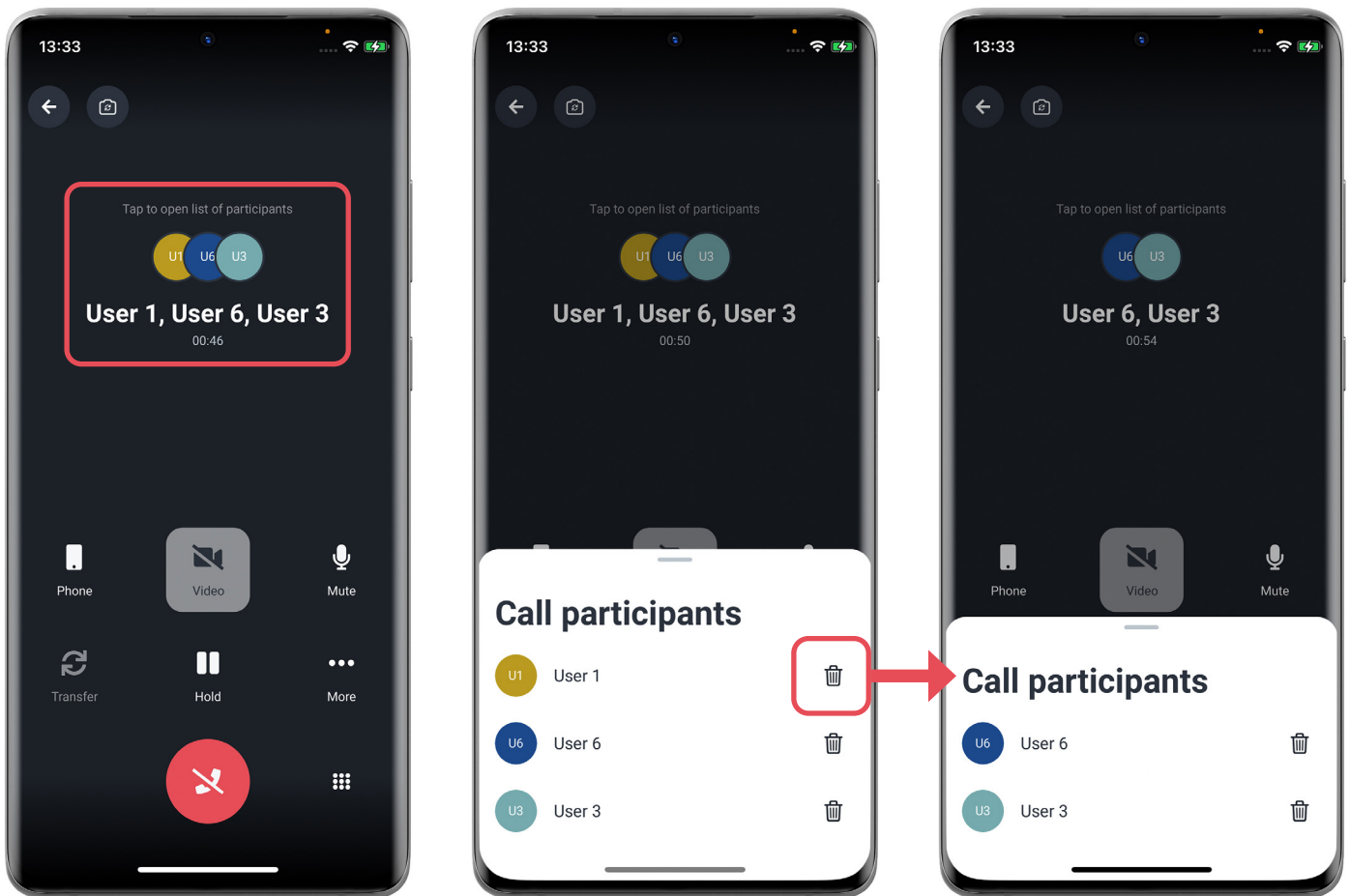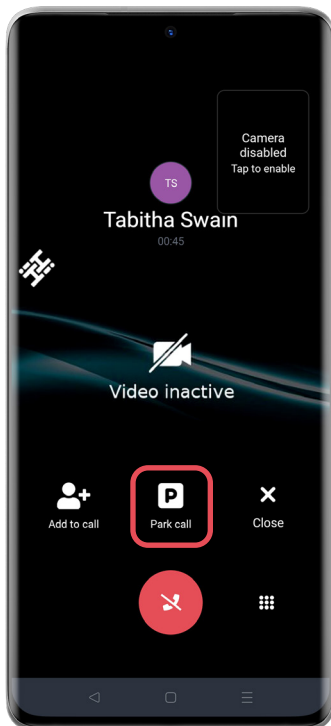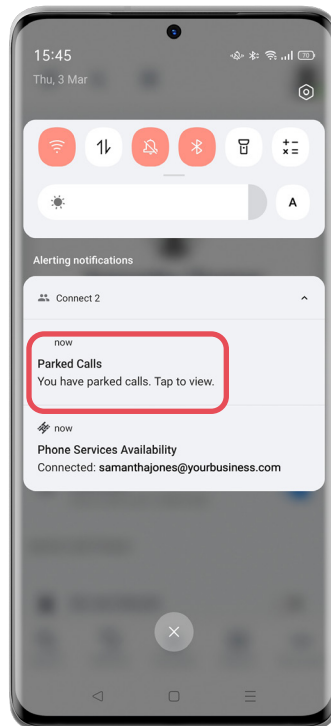
Viewing and Retrieving Parked Calls

You can easily park a call and retrieve it again using the HiHi Connect 2 app. To park a call, select the 'more' icon when on an active call. Select the 'Park call' option.

This should park the call and you should be able to see this in your notification tab

(if enabled - see page 7).

To view your parked calls, select the notification which will take you to a list of any parked calls. You can also view this list from within the app by selecting the Parked Calls icon at the top of the Navigation Bar.
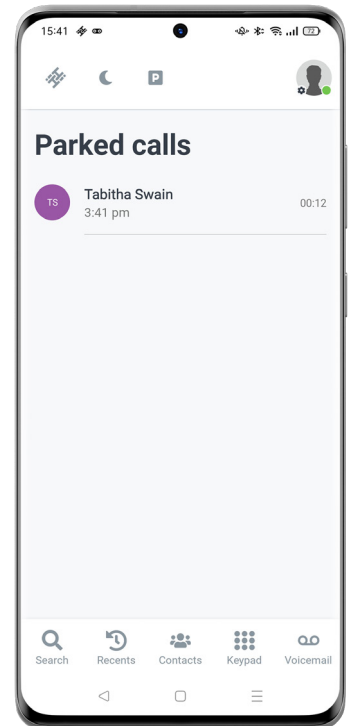
To retrieve the call, select it from the list.

Pause and Resume Call Recording

Please note: To pause and resume call recording, users must have their profile configured to be able to control this.
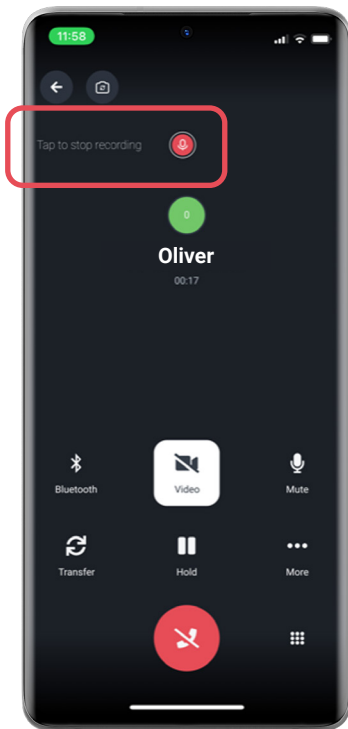
You can easily pause and resume call recording whilst on a call using the HiHi Connect 2 app. Simply select the **'Tap to stop recording'** option within the call control screen to pause recording.
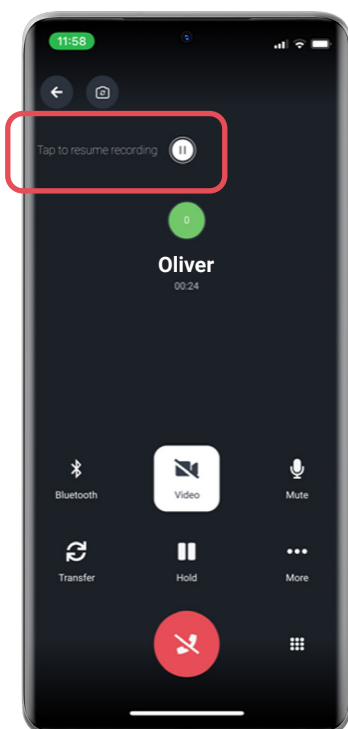
Select the '**Tap to resume recording**' option within the call control screen to resume call recording.

Call Quality Indicator

HiHi Connect 2 shows a Call Quality Indicator when the Mean Opinion Score (MOS) drops below 3 out of 5.

This message indicates that the app has detected a potential issue with the call connection, which could be due to poor network quality (either Wi-Fi or mobile data), problems with the other caller, or a configuration issue with the user account or their network.

To troubleshoot this problem, we suggest the following steps:
- Move to a different location to continue your call.
- Disable video during the call.
- Check if SIP-ALG is disabled on your router.

If you are in a car while on a handsfree HiHi Connect 2 call, find a stationary location with a good signal reception.

The call quality indicator checks the current call quality every 5 seconds.

If these steps do not resolve the issue, please contact our support team for further assistance.

Recent Call Quality

You are also able to see the rating quality for your previous ten calls. The list will indicate whether the call was an audio or video call and give it a rating out of 5.

Please be aware, as data is cleared when you log out of the app, the recent call quality list refreshes and starts again when you next log in.
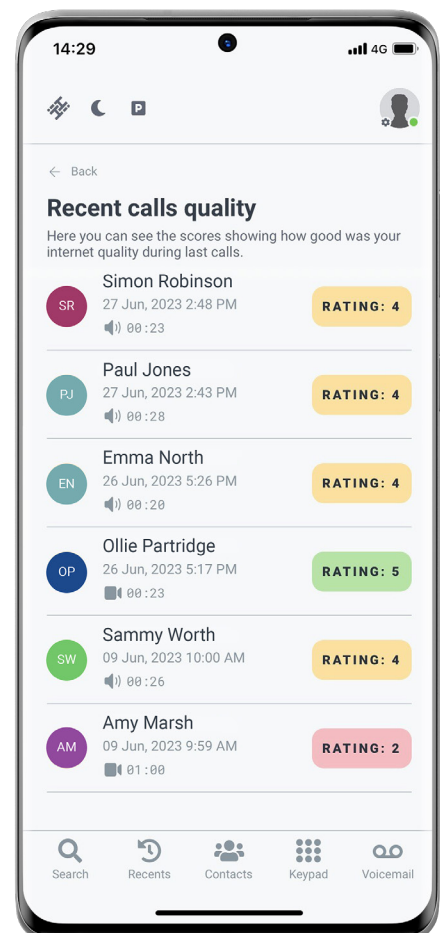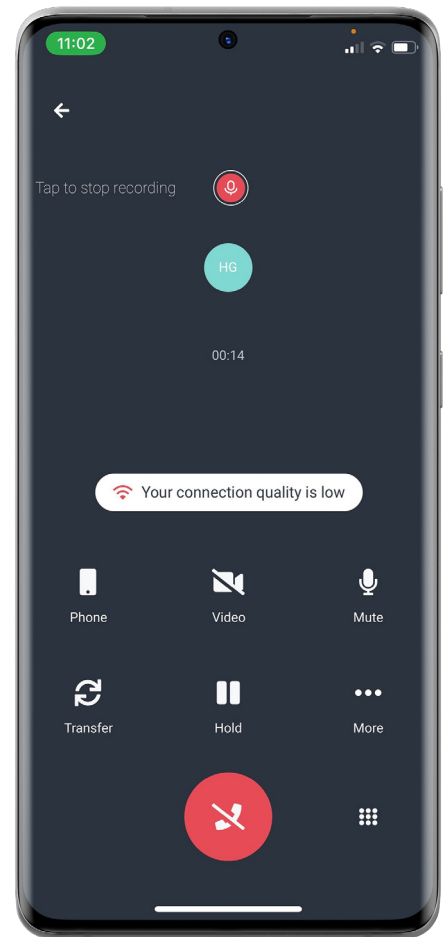
Voicemail

Visual Voicemail

Visual Voicemail is available on HiHi Connect 2. This feature allows you to play, pause, mark as unheard, and delete voicemails on your HiHi app.

Playback is through the speaker of the mobile device.
We will shortly be adding receiver and Bluetooth support.

Play
Play the recording from any point

Pause
Pause the playback at any point

Delete
Delete the playback

Mark as unheard
Puts a blue dot back next to the voicemail in the list
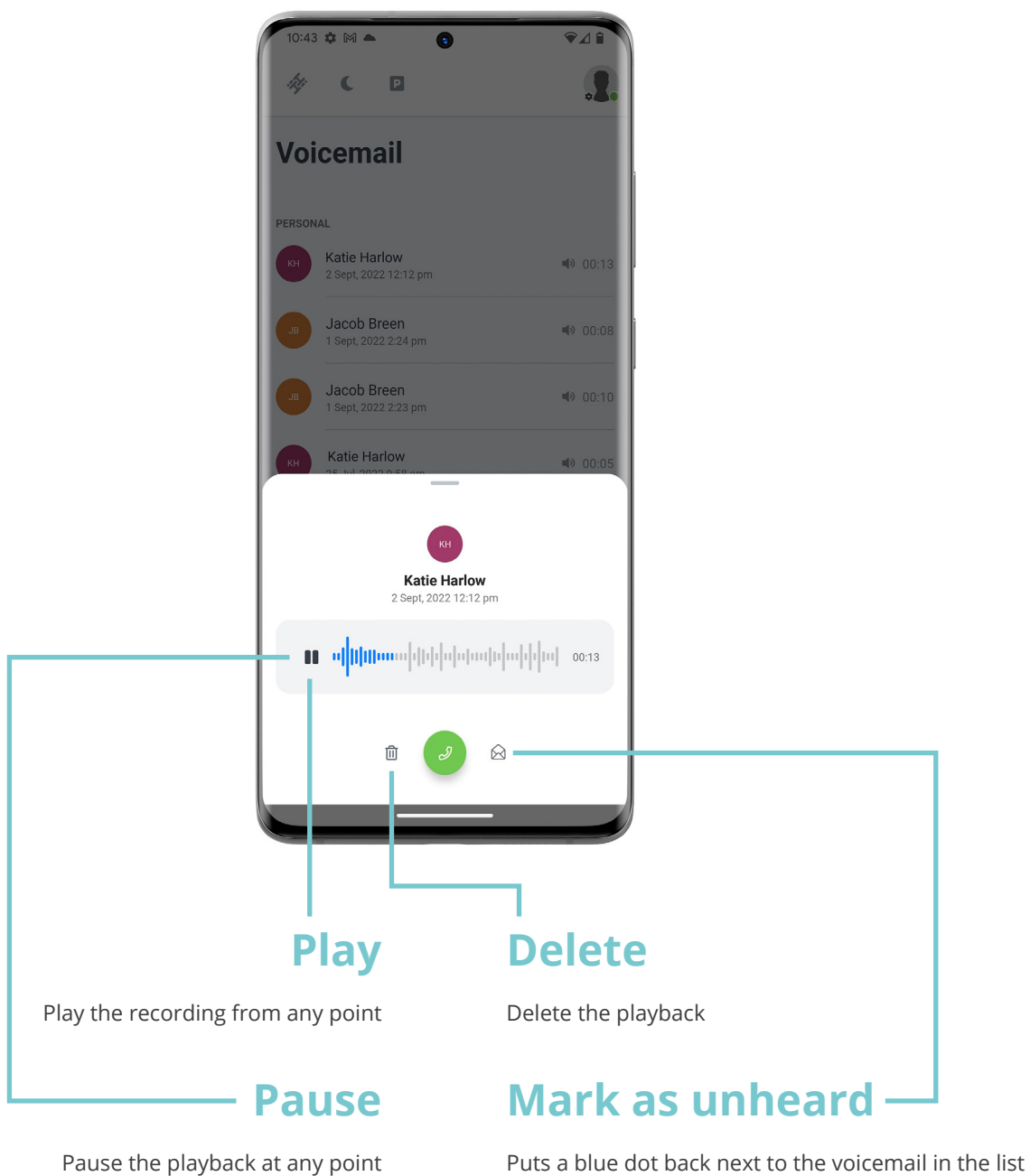
Retrieving a Voicemail

When a voicemail is left, a notification is sent to the device.
A red icon also appears on the voicemail menu option showing a count of unheard voicemail messages. Please click here to access your voicemails.
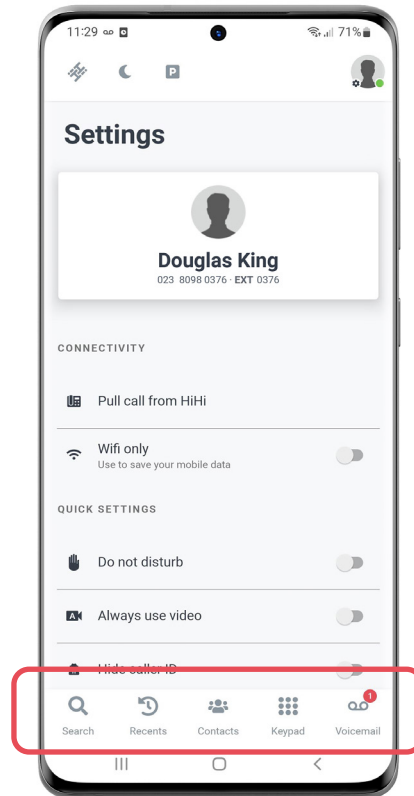
You will be able to view a list of voicemails showing the contact name and duration of the voicemails.

The blue dot next to the contact icon shows that there is an unheard voicemail waiting.

Group voicemail is also supported if it has been configured on the phone system. If it has been configured, you will be able to see a list of groups that contain voicemails.
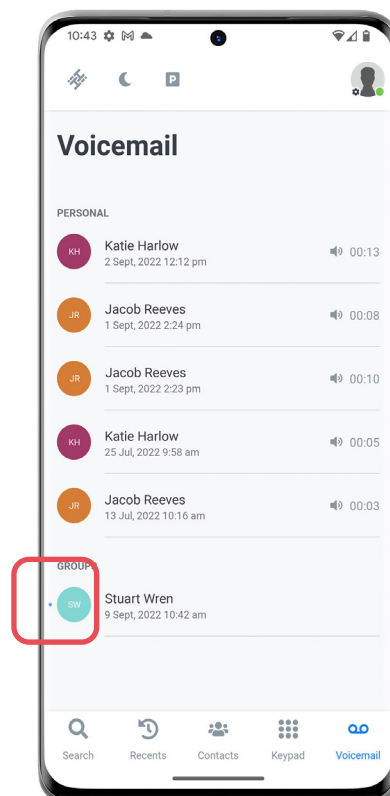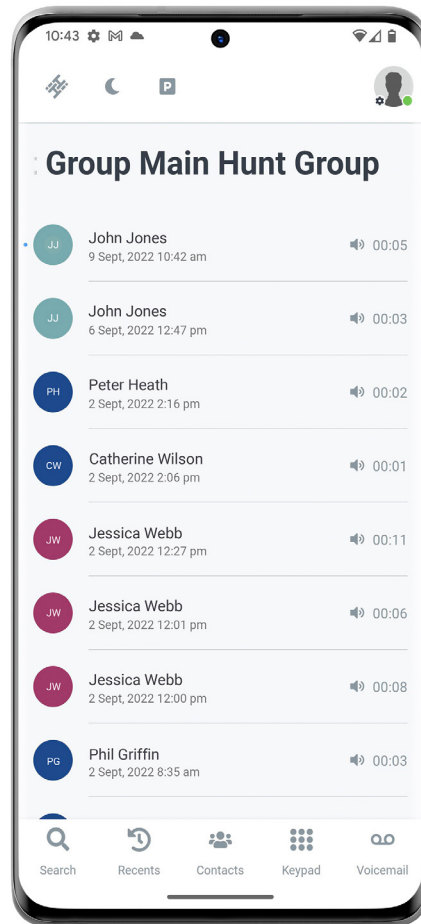

When you open the group, a list of voicemails is displayed. You can listen to each voicemail by clicking on it. Don't forgot, you can use the buttons to pause, play, delete or mark the message as unheard.

HiHi CONNECT 2
Compatibility

Car Kit Compatibility

HiHi Connect 2 can be used handsfree in your car to answer calls (if necessary). To ensure you have the best connection, we would recommend you connect your phone in the below ways:

> **iOS Smartphones**
> If your car supports CarPlay, we recommend connecting your smartphone via your car's USB port.

> **Android Smartphones**
> We recommend connecting your Android smartphone to your car via Bluetooth.

This functionality allows HiHi Connect 2 calls to be answered while driving, but we would always encourage users to find a safe place to stop before making and receiving calls. Please remember that your network reception may be intermittent while driving, which may affect call quality.

Operating System Support

HiHi Connect 2 works with the latest operating systems for iOS and Android smartphones, as well as a small number of prior versions. The below list includes the versions that we fully support, and those that we recommend updating from, to ensure you are getting the best experience from the app.

iOS

Version	Release Date	Support
iOS 17	**2023**	**Fully Supported**
iOS 16	**2022**	**Fully Supported**
iOS 15	**2021**	**Fully Supported**
iOS 14	2020	Supported (Update recommended)
iOS 13	2019	Available (Cannot guarantee all devices)
iOS 12	2018	Not Supported

Android

Version	Release Date	Support
Android 14	**2023**	**Fully Supported**
Android 13	**2022**	**Fully Supported**
Android 12	**2021**	**Fully Supported**
Android 11	2020	Supported (Update recommended)
Android 8, 9 and 10	2017, 2018, 2019	Available (Cannot guarantee all devices)
Android 7 or older	2016 or older	Not Supported

We focus our development and support efforts on the latest versions of iOS and Android operating systems to ensure peak performance and security. For optimal performance and to guarantee security, we recommend updating your smartphone to an operating system version that is fully supported. Additionally, we would also recommend ensuring that your smartphone's system is kept up-to-date when you receive any system updates.