



Getting Started with HiHi2

# Say Hi to HiHi2

HiHi2 is a premium business phone which has been designed and developed in Great Britain. Incorporating essential phone features with an intuitive high-definition touchscreen display powered by Android, HiHi2 is an innovative device that gives you a sleek user experience in a modern and stylish product.

**This guide is designed as a quick reference for your new HiHi2 phone.**

For further guides visit our website at [hihi.co.uk/hihi2-support](http://hihi.co.uk/hihi2-support)

Once your new HiHi2 has been installed and you've unlocked the phone, the home screen will appear. Immerse yourself in your new HiHi2.

## *HiHi TIP:*

*Did you know you can add your Google account into HiHi2 to access over 2.6 million apps.*





## Making a call

1. Press either the Contacts icon or Phone icon in the top-left of the home screen. Alternatively, you can also lift the handset receiver which immediately opens the Phone app.
2. If you are in the Contacts app, use the keyboard to enter the name of the contact you are wanting to call. They will need to be a saved contact to enable them to be found.
3. Pressing the name of the contact will show a smaller pop-up of their contact details. Press on their number to call them. You can also quick call some contacts if they have their extension number and the phone icon to the right of their name when they first appear.
4. If you are in the Phone app, you have access to your full alphabetical contact list, which you can scroll through to find the name and choose the number you want to call the person on. You will also find all your recent calls in the Phone app, including your missed calls, so you can easily ring contacts back from this list.
5. If you are calling an unknown contact, use the keypad to the left to enter the number you wish to call. Pressing the green caller icon will begin your call.

### **HiHi TIP:**

*If you know the person you are calling is not a saved contact, press the green Phone icon from the home screen to get to the keypad screen quicker.*



## Adding a contact

1. To add a new contact press the green Phone icon on your home screen. Then use the keypad to enter the number and it will be displayed in the main part of the app.
2. It will give you the option to add this number as a contact. Press on this option.
3. A pop-up will appear, asking whether to add this number to an existing contact or to create a new contact. To add to an existing contact, press this option and another pop-up will appear, asking you to find the contact. Type in the name and select the contact that you wish to add the number to. If you are creating a new contact, press this option, enter their details and save.
4. If you are wanting to save a number from a recent or missed call, click on the relevant contact in the recent calls list. Press the number and a pop-up will appear, asking whether to add to an existing contact or to create a new contact. You can then follow the same process as before.

### HiHi TIP:

*When adding a contact you can assign an image to to that contact's profile, which will then be seen everytime you get a call.*



# Transferring and putting a call on hold

## Transferring a call

1. Whilst on a call, press the Phone or Contacts icon in the top-left of the screen to locate the contact you want to transfer to.
2. Select the number or extension you want to transfer the call to from their contact details. This will automatically put the caller you've been speaking to on hold. You can also use the keypad to type in a number if they are not a saved contact.
3. To transfer, call the contact you want to transfer the call to. Once you have connected to the contact, press the transfer button and the two calls will be connected. A message will appear to tell you the calls have been connected.

## Putting a call on hold

1. During a call, press the hold option to put a caller on hold.
2. Once the caller is on hold, you can resume the call by pressing the resume option to take you back to the caller.

### *HiHi TIP:*

*You can press the Direct Transfer button located on the Contacts screen to transfer a call without consulting with the recipient.*



## Setting favourite contacts

1. To add a contact to your Favourites list, go to the Phone app and find the contact you wish to favourite.
2. Press their name and a pop-up will appear. Click on the star icon at the bottom of the pop-up. This will then add the contact to your Favourites list which will appear on your home screen and your Favourites list within the Phone app.

### *HiHi TIP:*

*To view your Favourites on your home screen, you will need to add the Favourites widget.*



# Accessing your Voicemail

## Accessing your Voicemail

1. To access your messages, click on the Voicemail icon on the home screen.
2. This will take you to all your voicemails, where you can play them individually and easily scroll through the message to repeat certain sections.
3. To delete messages, just swipe left on the message bar which will remove it from your voicemail.

## Changing your Voicemail greeting

1. To change your voicemail greeting, pick up the handset receiver and dial 5555. You will be taken to your voicemail system, where you can amend your greeting.
2. You may be auto-dialled into the system or you may be prompted for a pin. If you are unsure of your pin, you will need to contact your provider's technical support team.
3. Alternatively, to reach your voicemail system you can dial your own number using the keypad or through the Phone app.

### **HiHi TIP:**

*You can leave both audio and video messages on someone's voicemail system.*





# Phone settings

## Setting a personalised ringtone

1. To access your Phone settings, open the App Drawer from your home screen and press the Settings app. Scroll down to the Sound option.
2. Select the phone ringtone option and a pop-up will appear. You can listen to all the pre-programmed ringtone options. To save your new choice, remember to press save at the bottom of the pop-up.

## Lock/Power Button

1. On the top of your tablet device, there is a button to the left, which is both your lock and power button. To lock your device, press the button once.
2. To unlock your device, press the button again. It will then show you a locked home screen. Swipe upwards to unlock. If you have a security pin, you will need to enter this.

3. To turn the power off or restart your device, long press the button and two options will appear to the right of your screen. If you choose to restart, your device will automatically restart itself. If you choose to power off, you will need to long press the power button to turn it back on.

## Setting the volume of HiHi2

1. To adjust the volume on your device, press the volume button on the top of your tablet. Pressing the right button lowers the volume and pressing the right button increases the volume. This will adjust the volume of your ring.
2. To adjust the volumes on other settings, press the volume button and press the downward arrow on the pop-up, where you can then adjust the volume of the media settings (ie. sound/video) and alarm. These settings can also be adjusted using the touchscreen when the pop-up shows.



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