

# HiHi Connect 2

## USER GUIDE



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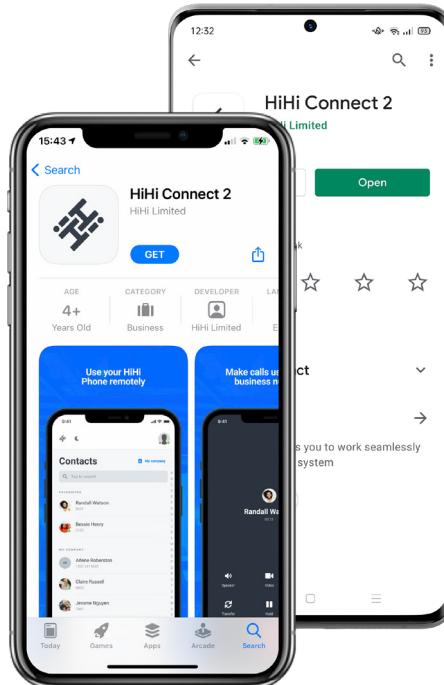
# Getting started

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.

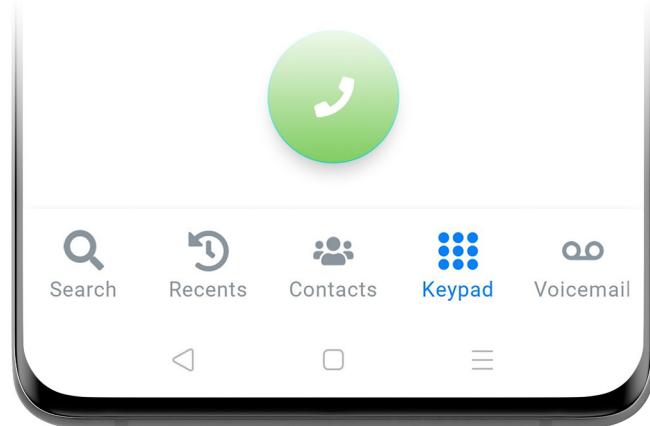
**These prompts are for:**

- 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.

# Navigation menu bar

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



## Search

Search for a specific user

## Recents

View recent and missed calls

## Contacts

View your company, shared or phone contacts

## Keypad

Make calls by entering in a phone number

## 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.

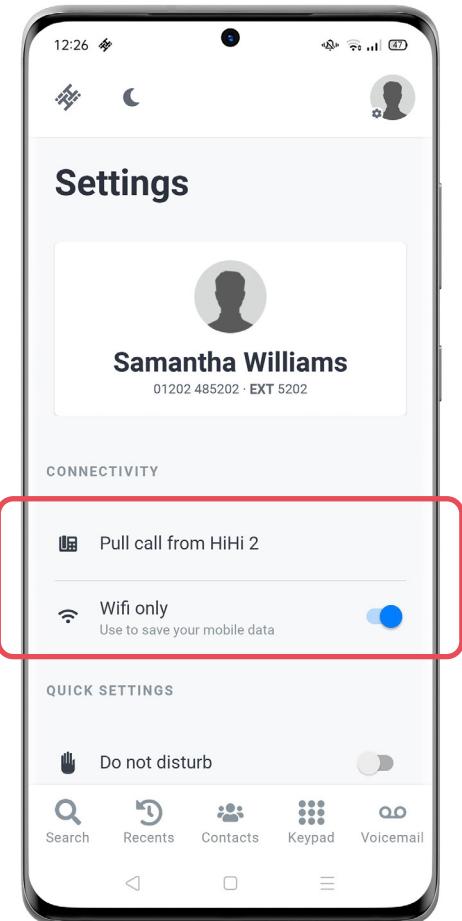
## Connectivity

### 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.

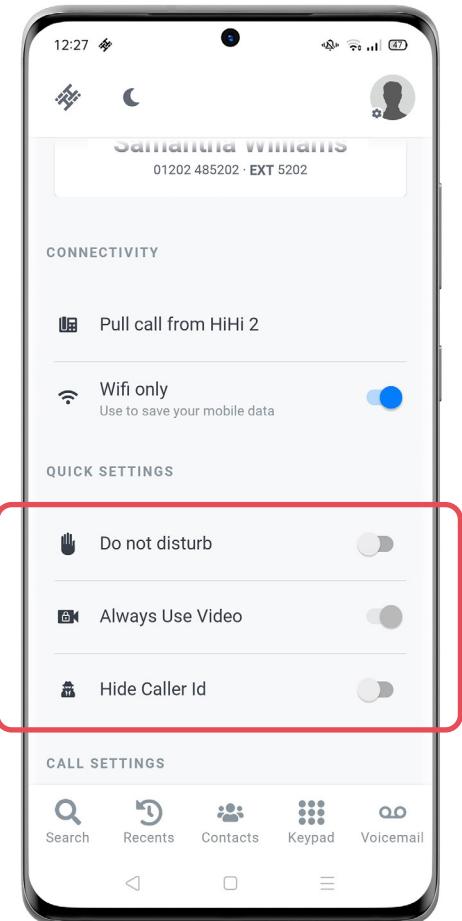
When placing your app into Do Not Disturb, your HiHi deskphone will also be set to this mode.

### 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.

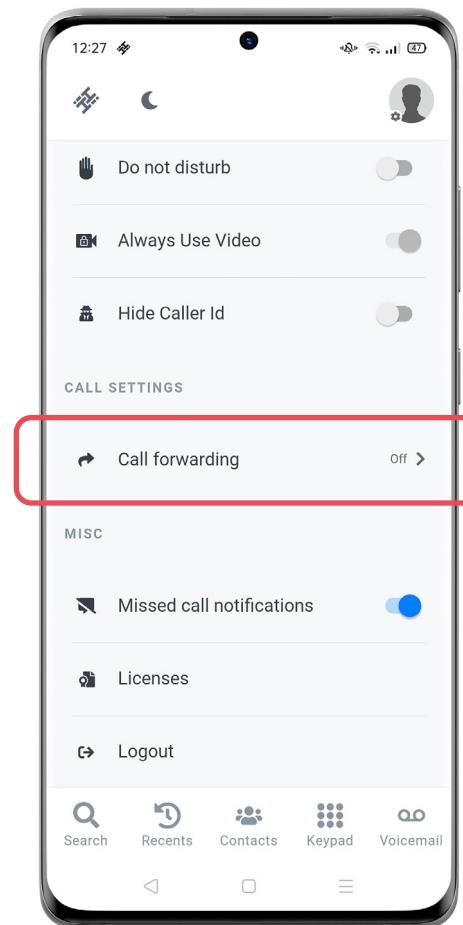


# Call Settings

## 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:

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



# Misc

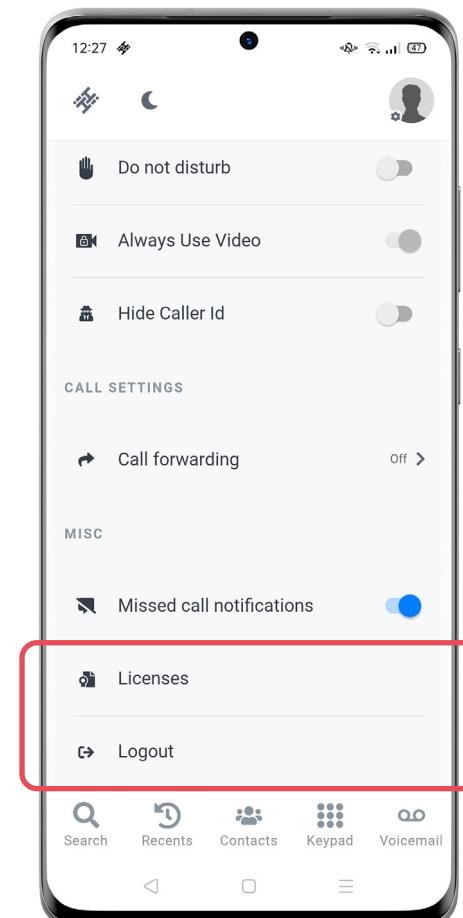
## Licenses

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.



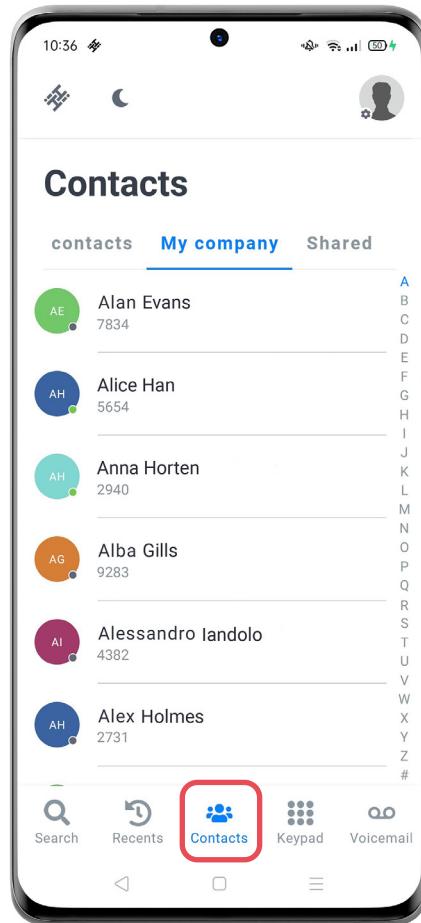
# Contacts

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.

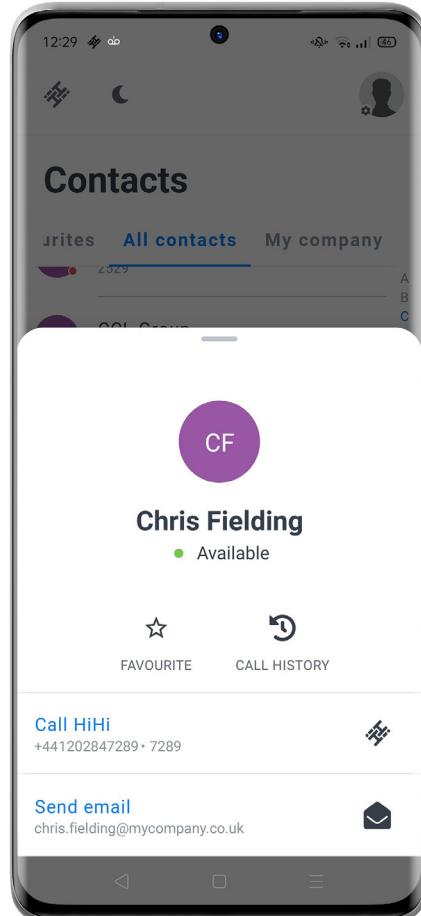
A handy scrolling a-z index is displayed on the right to allow you to quickly lookup your contact via their initials.



## 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.



# 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

 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.

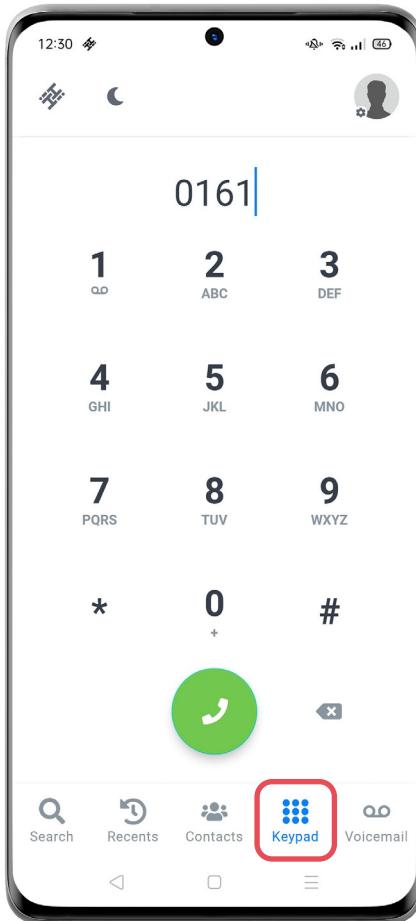
# Audio and Video Calls

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 cursor and you can paste the number in.

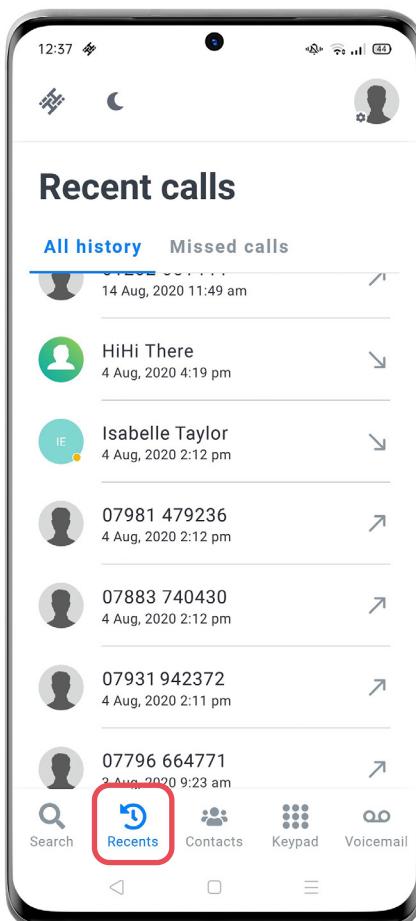


## Via the Contact Card

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.



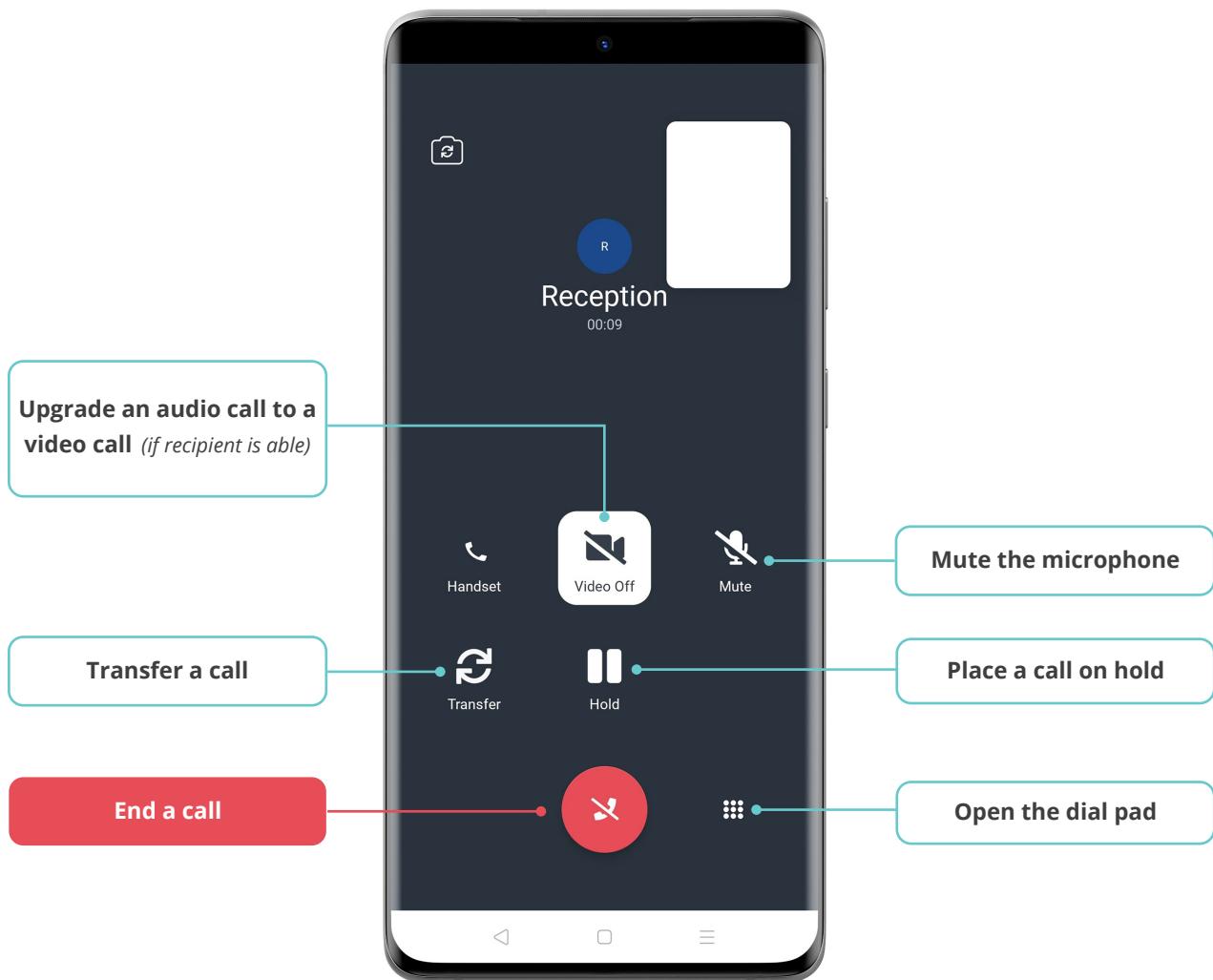
# Answering Calls

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

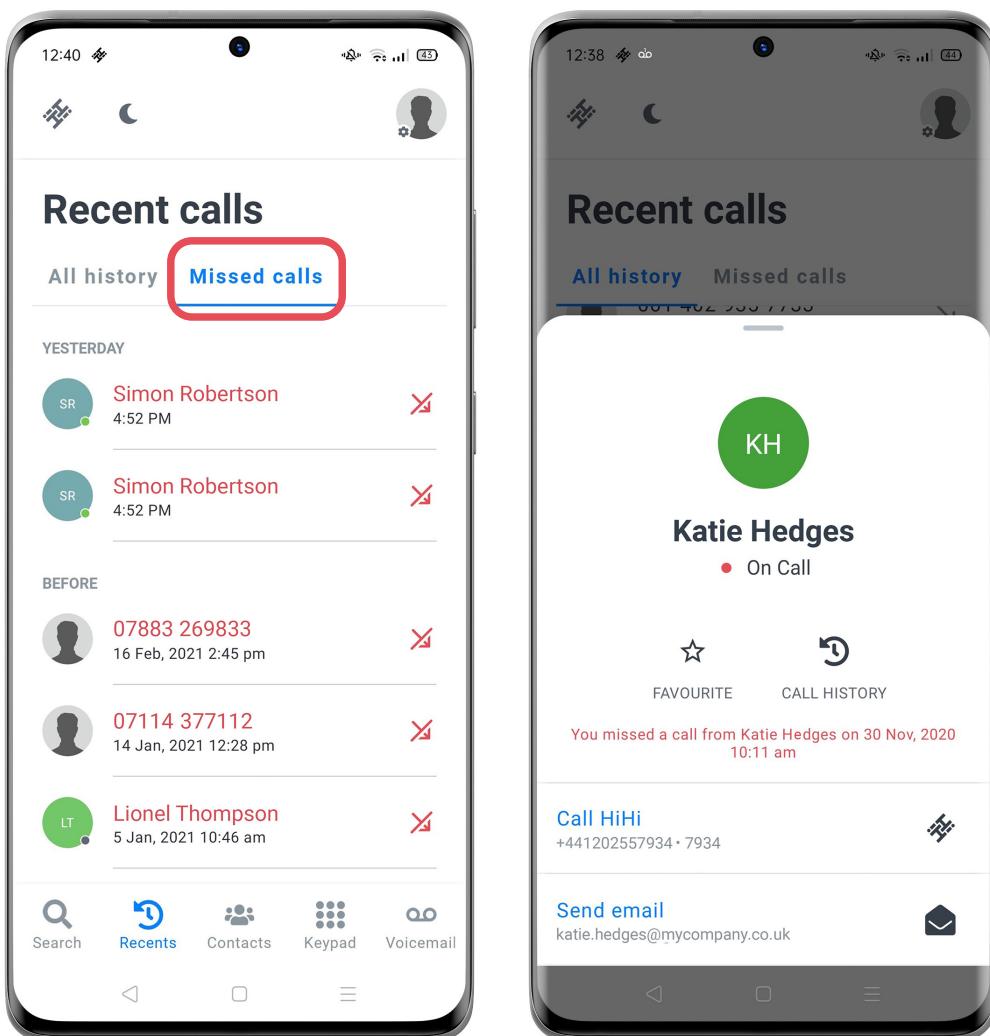
When on a call, you can perform the following actions:



# 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.

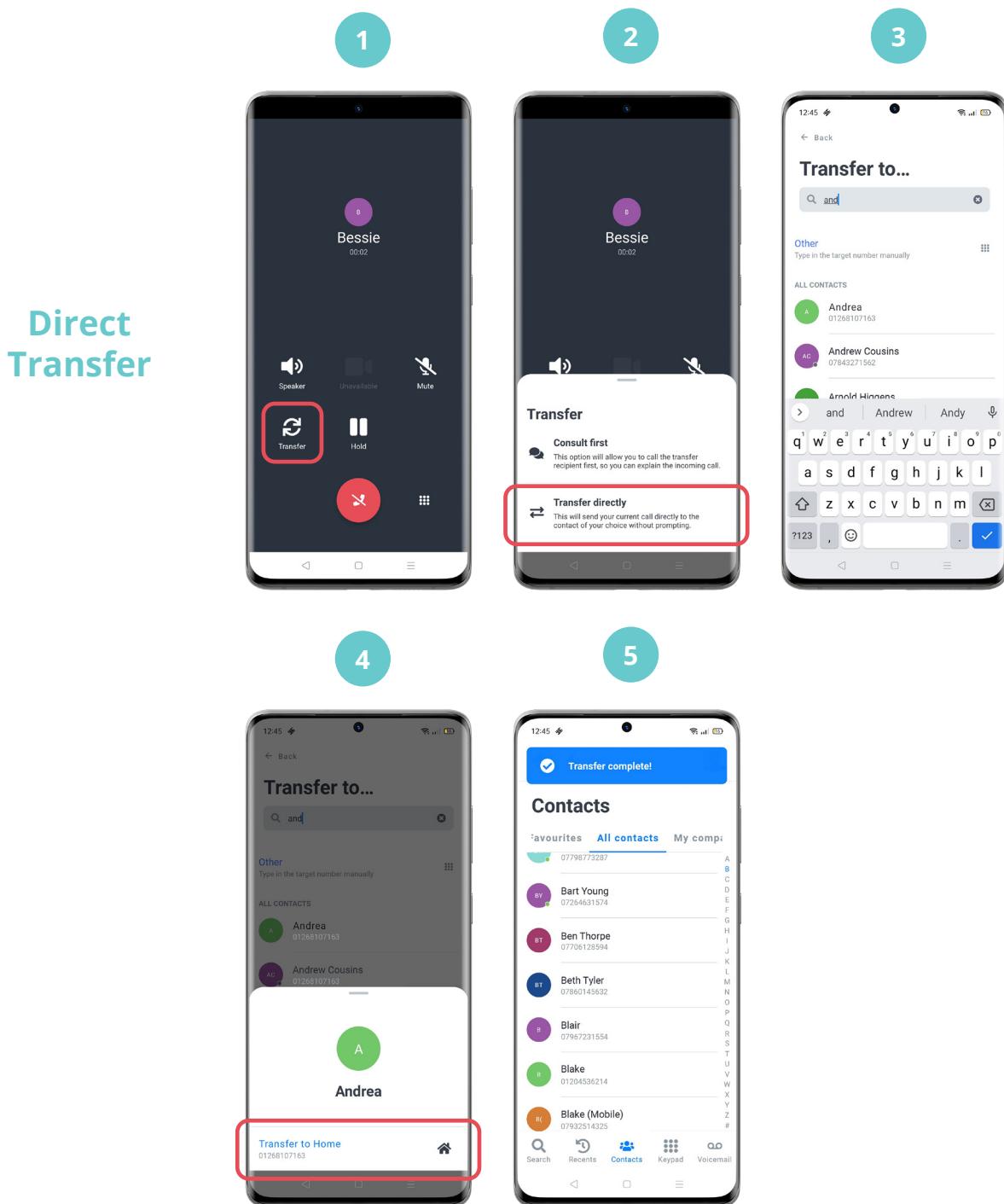


# Transferring a Call

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.

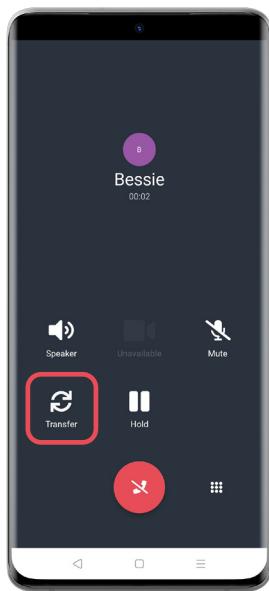
You will then be shown two options; Consult First or Transfer Directly. If you choose Consult First, you will be able to talk to the recipient you are transferring the call to, before the call is transferred across.

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.

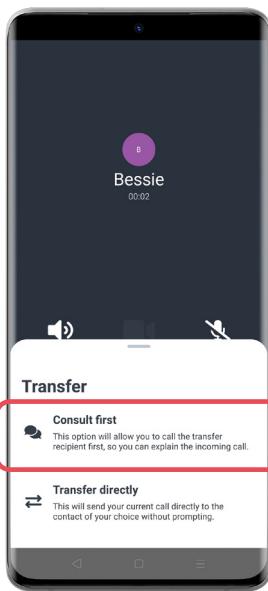


## Consult Transfer

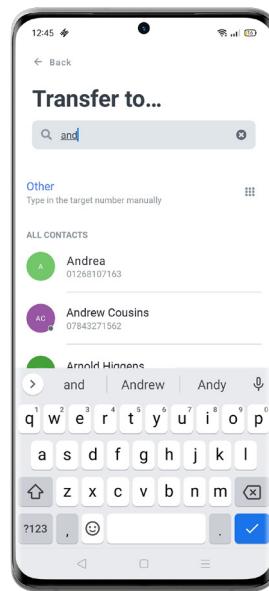
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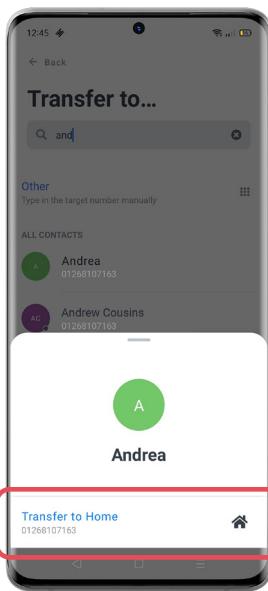
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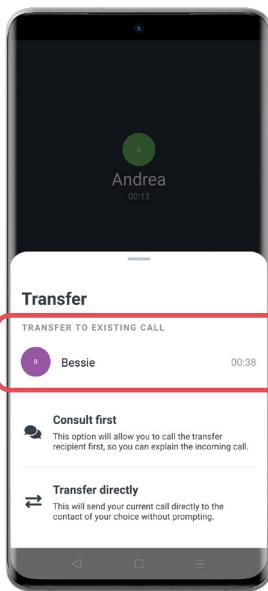
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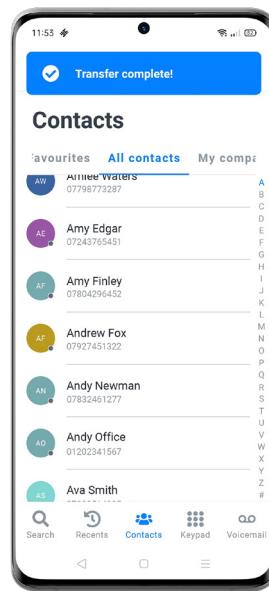
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6



7



## Multiple Active Call Handling

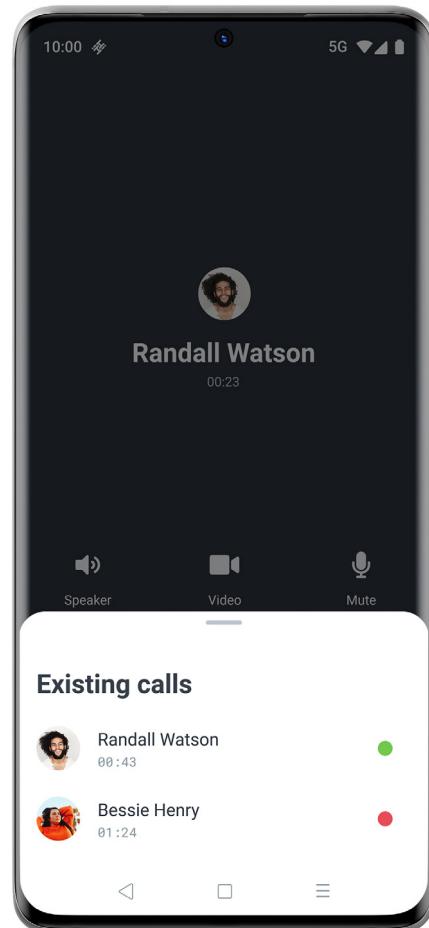
You will need to have the Call Waiting feature enabled on your account to use this.

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.



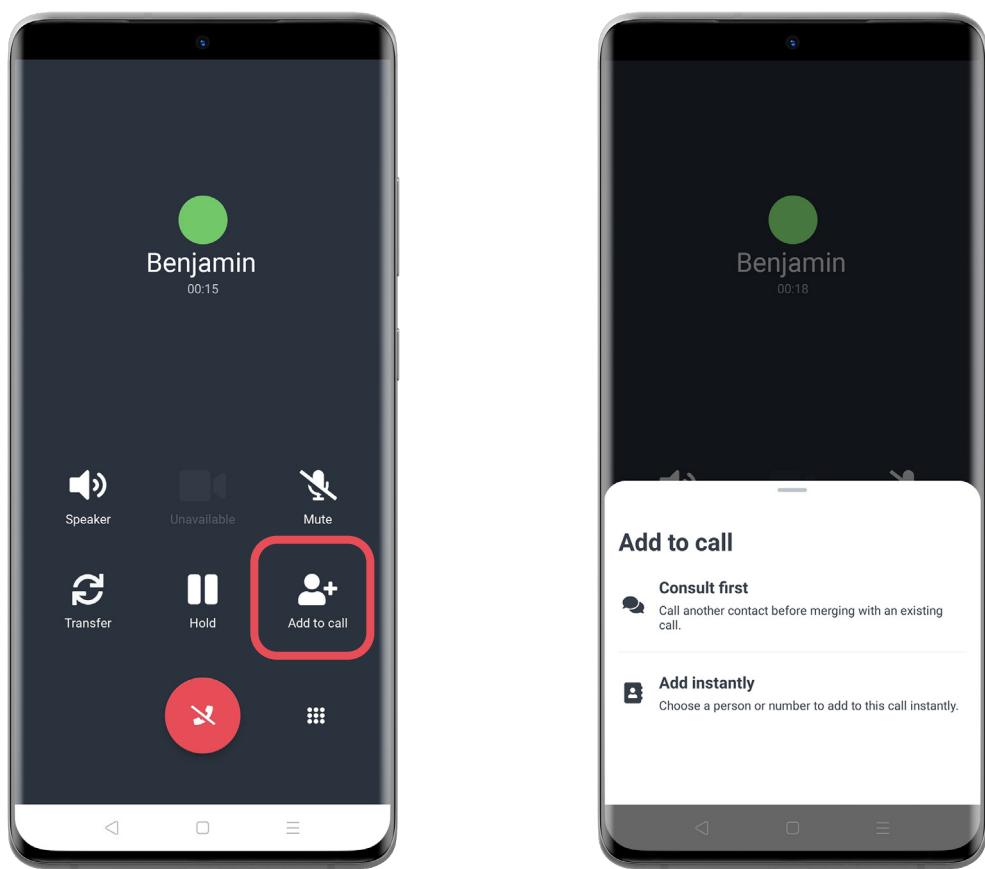
When selected, all active calls will be shown. Your current active call is shown with a green dot icon against it, with all other active calls on hold, shown with a red dot icon.

When you select another call, the current active call will be placed on hold until it becomes active again.



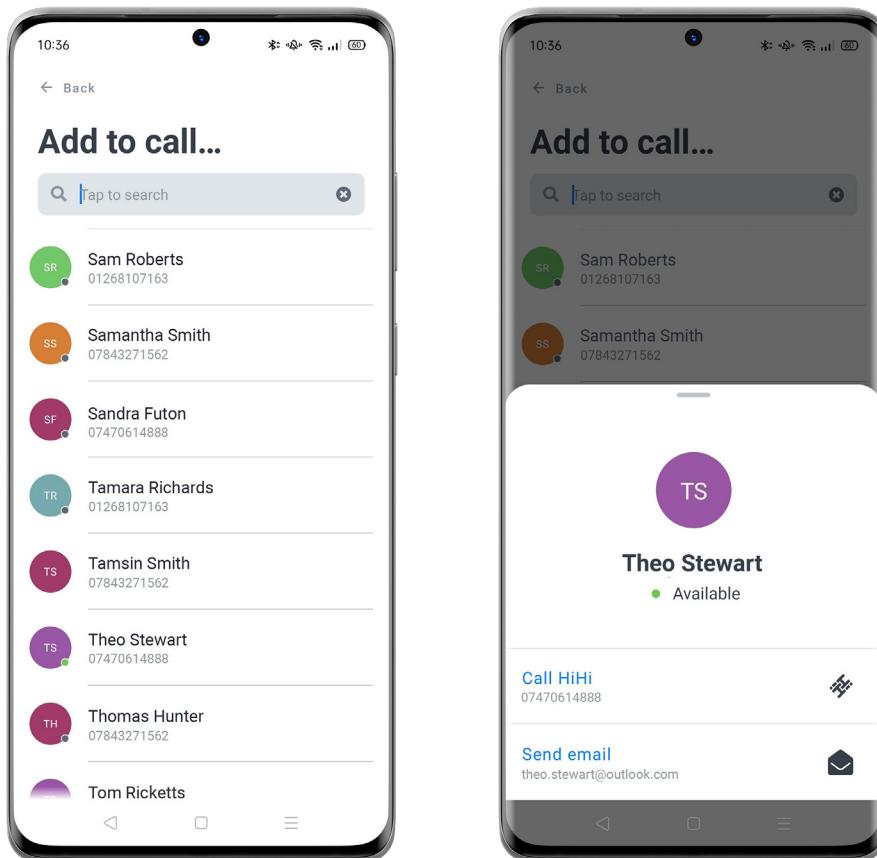
# Add to Call (Conferencing)

The Add to Call feature allows you to add an additional contact from your phonebook to an existing call, to initiate a conference call.

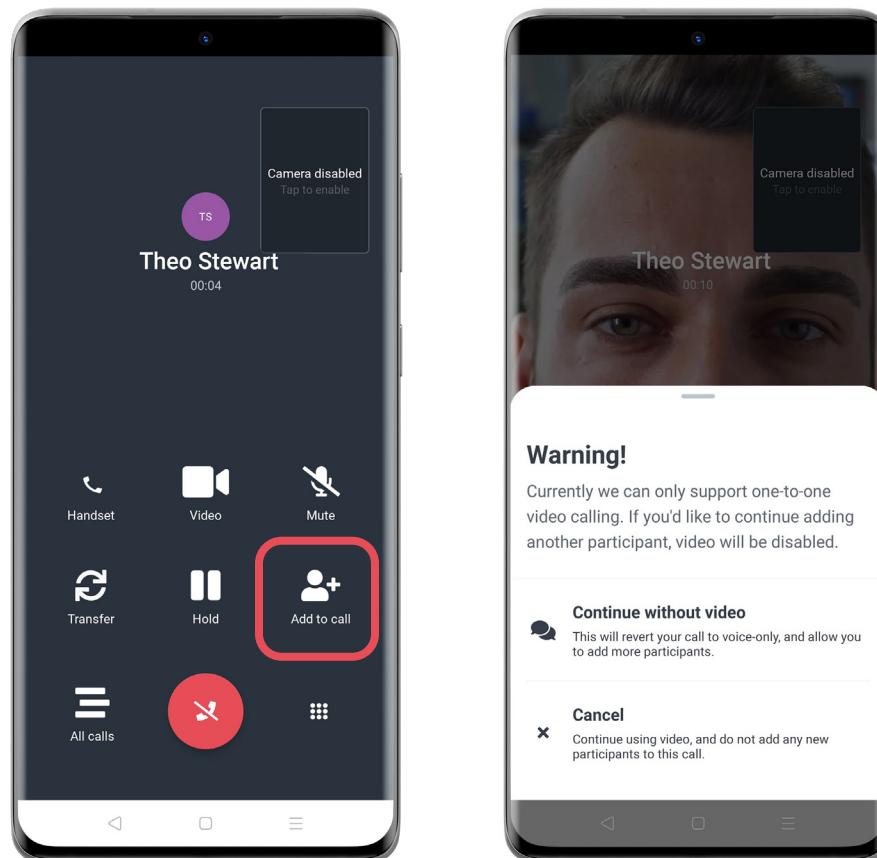


When on an active call, select the Add to Call icon within the Call Control menu. Next, select whether to consult with the contact first or instantly add them to the existing call.

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.*

