

## HiHi Connect 2 App For Android User Guide

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### HiHi Connect 2 User Guide

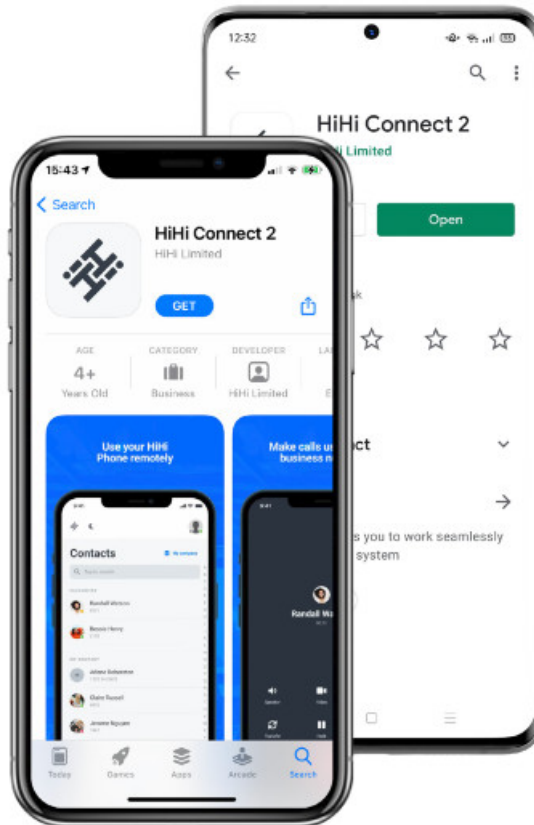


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## **Getting started**

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.



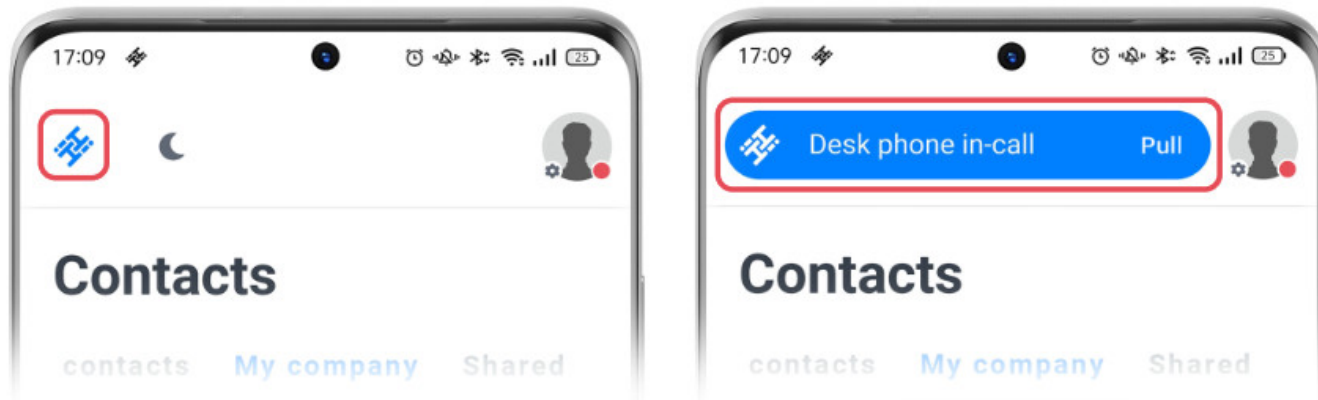
## Signing In

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.

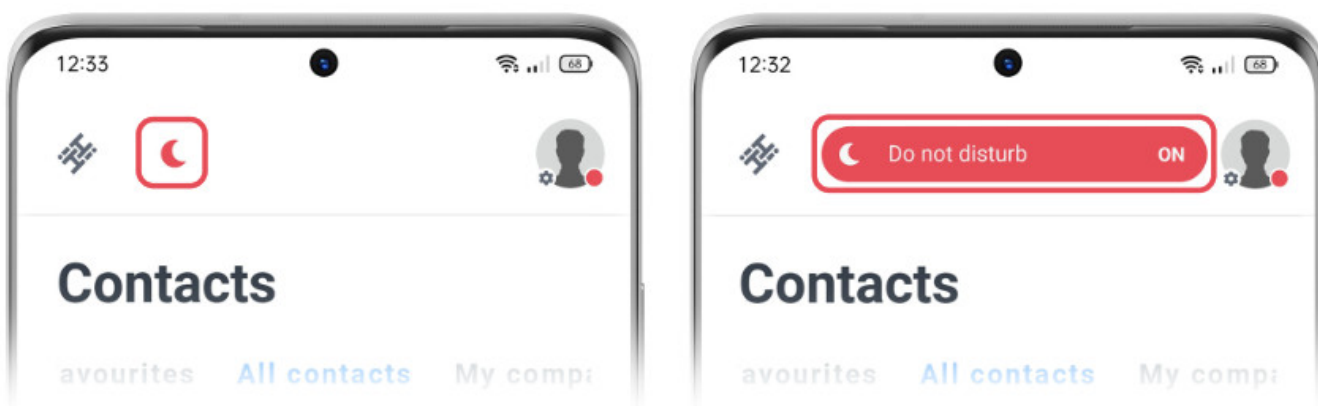
## Navigation menu

This section contains an overview of each option on the top Navigation Bar



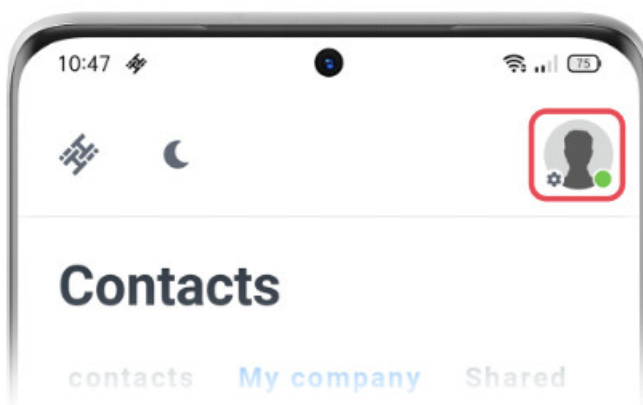
### **Pull a call**

Pull an active call from your HiHi desk phone to your HiHi Connect mobile app by selecting the HiHi icon and selecting 'Pull'



### **Do not disturb**

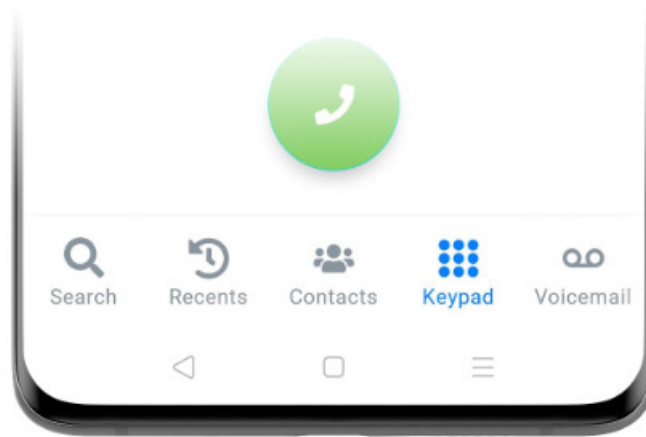
Turn 'Do not disturb' on and off by selecting the moon icon. The moon icon will appear red when do not disturb is on, and grey when it is off



### **Settings**

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

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



#### Search

Search for a specific contact from your phonebook

#### **Recent**

View your recent and missed calls

#### **Contacts**

View your company, shared or phone contacts

#### **Keypad**

Make calls by entering in a phone number.

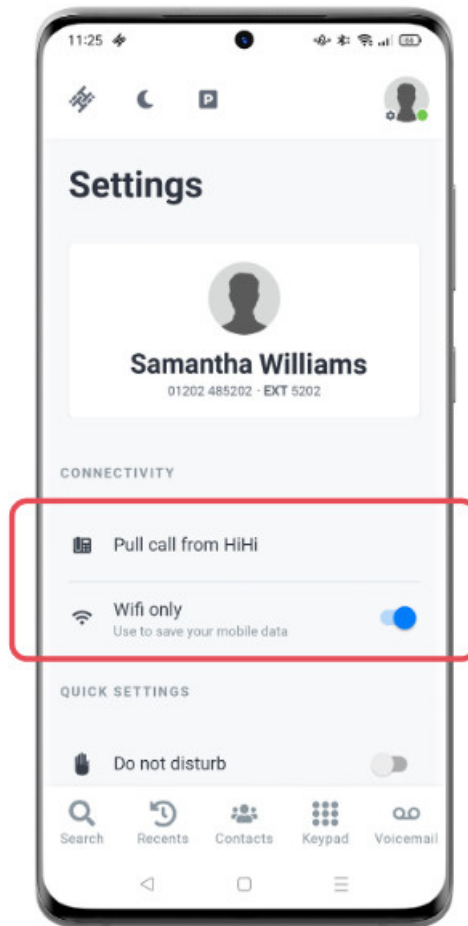
If you press and hold the '1' key, you can initiate a call to your voicemail inbox.

#### **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 desk phone 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 it. This can also be set from other screens in the app by selecting the moon icon at the top.

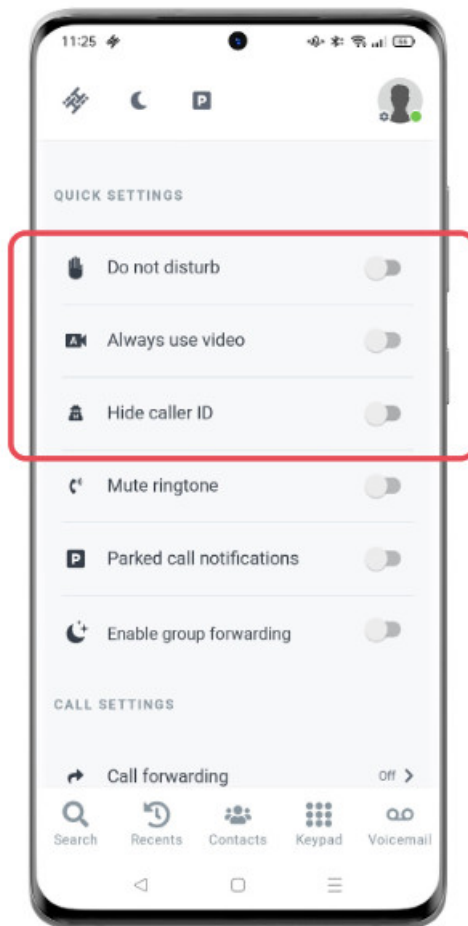
When placing your app into Do Not Disturb, your HiHi desk phone will also be set to this mode.

### 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 depend on the phone system configuration, the number will either show as private or your default main company number.

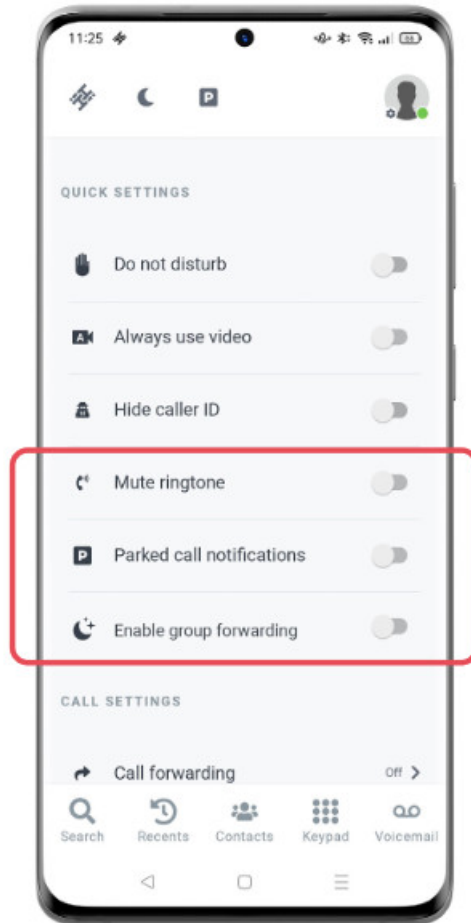


### **Mute Ringtone**

You can select to mute the ringing of HiHi Connect 2 calls by selecting this option. This will mute the audio ringing of a call on your HiHi Connect 2, but your HiHi desk phone will continue ringing as normal.

This is an alternative to Call Forwarding or setting your device to Do Not Disturb, which both affect your desk phone.

A daily notification will remind you that you've selected to mute your ringtone.



### 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.

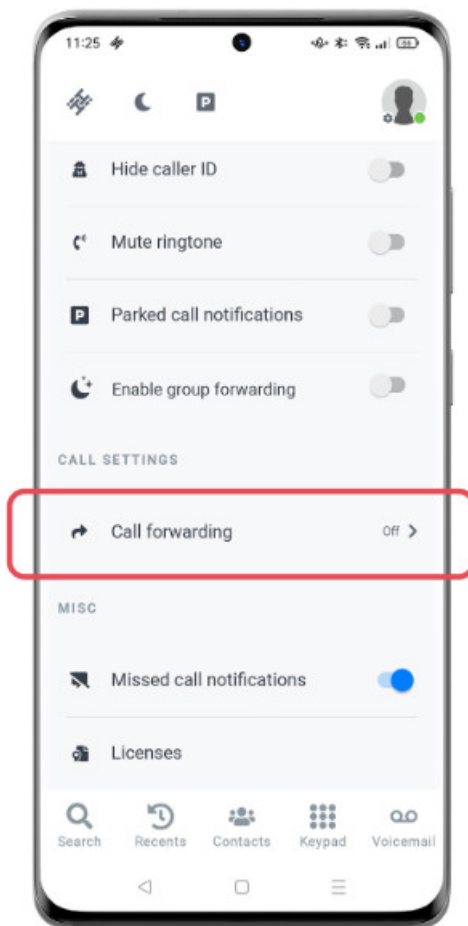
## Call Settings

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

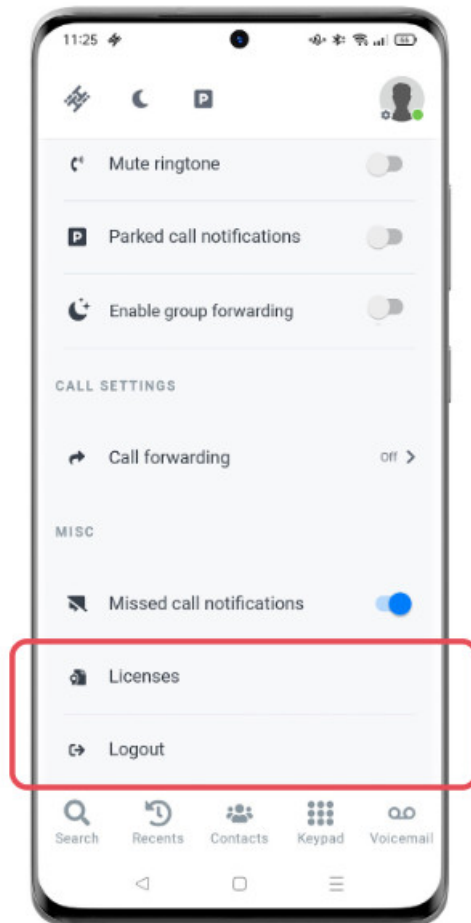
#### **Licenses**

Shows the software licenses utilized 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.

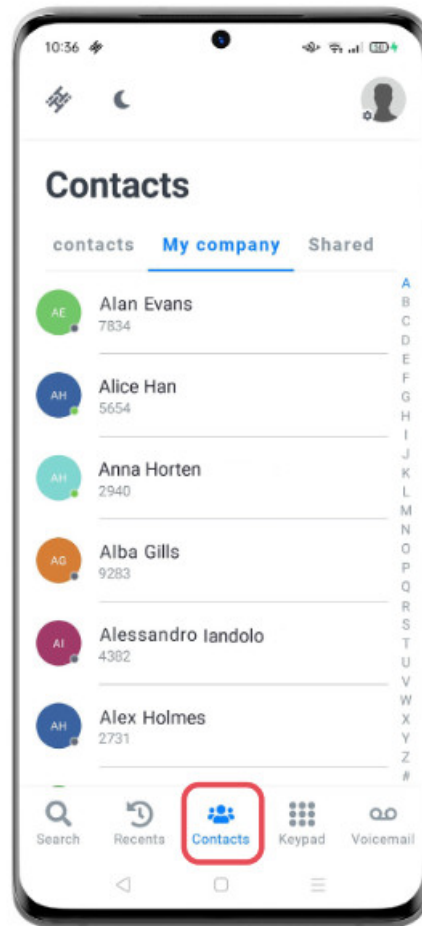


## Contacts

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

### Contact List

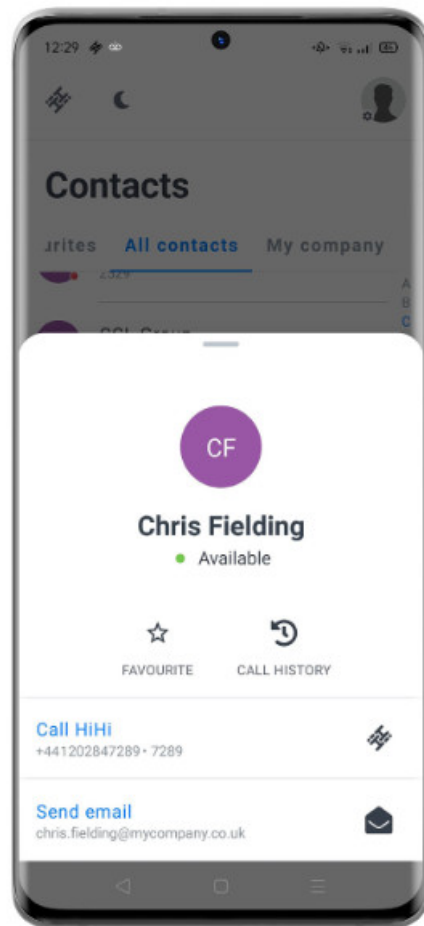
You can view your favorite contacts, company contacts, shared or phone contacts from the tabs. A handy scrolling a-z index is displayed on the right to allow you to quickly look up your contact via their initials.



### Contact Card

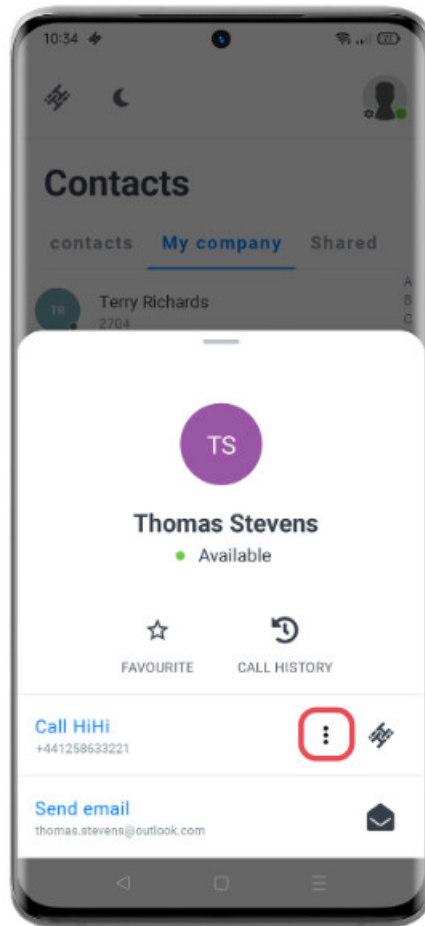
The contact card displays information about contacts such as mobile number, email address, and direct number. You can click the email address which will launch the email client on your device.

The contact card also allows you to set the contact as a favorite and also view your call history with them.

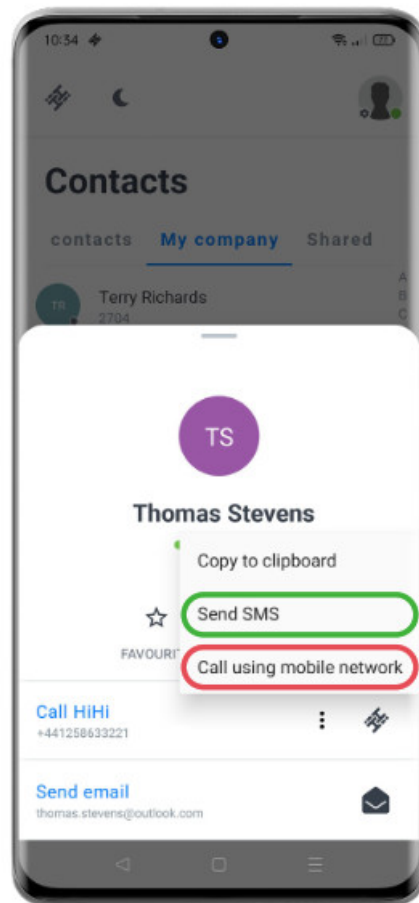


### Using the native dialler

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.



## Availability

This section contains information about the present 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 color 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.

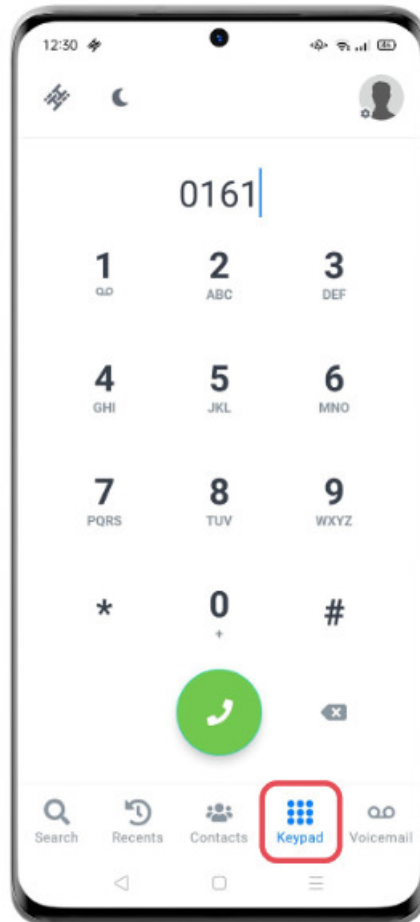
## Audio and Video Calls

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 curser and you can paste the number in.

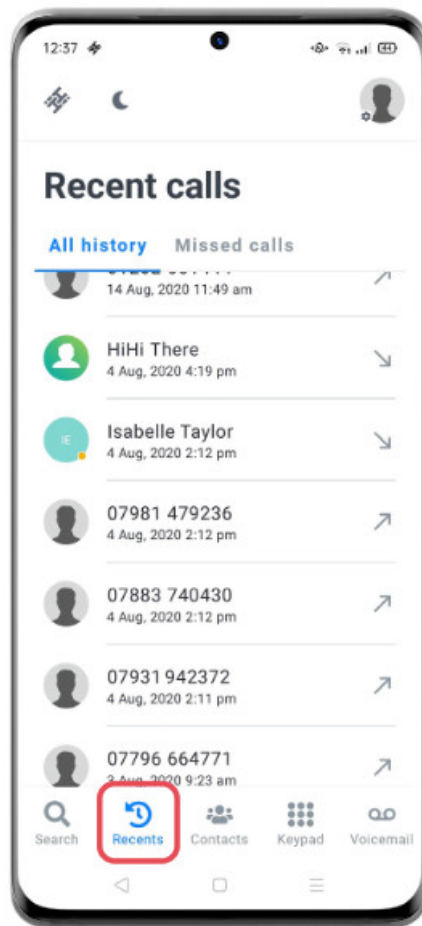


### Via the Contact Card

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.



## Answering Calls

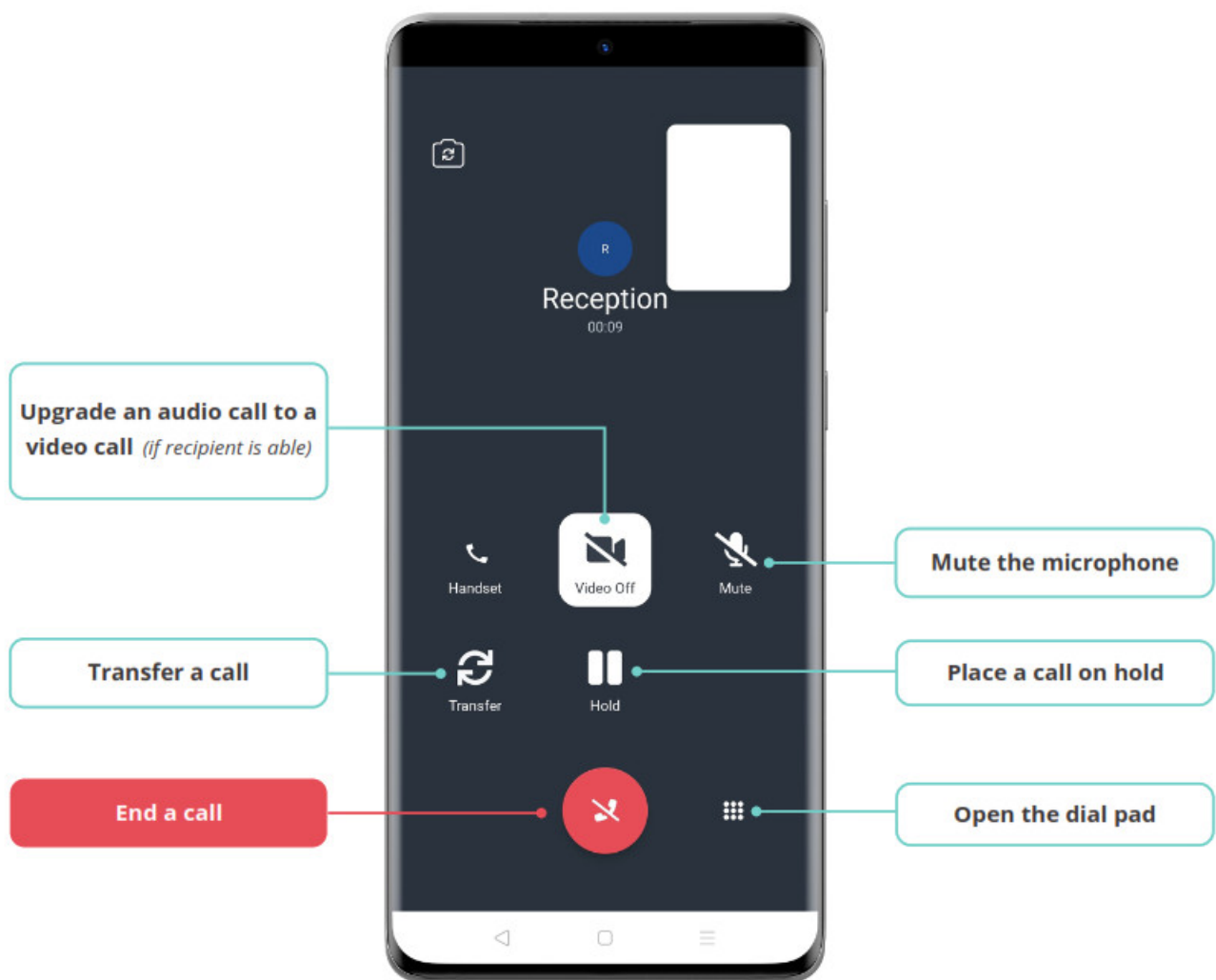
This section contains information about answering calls on HiHi Connect 2.

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:

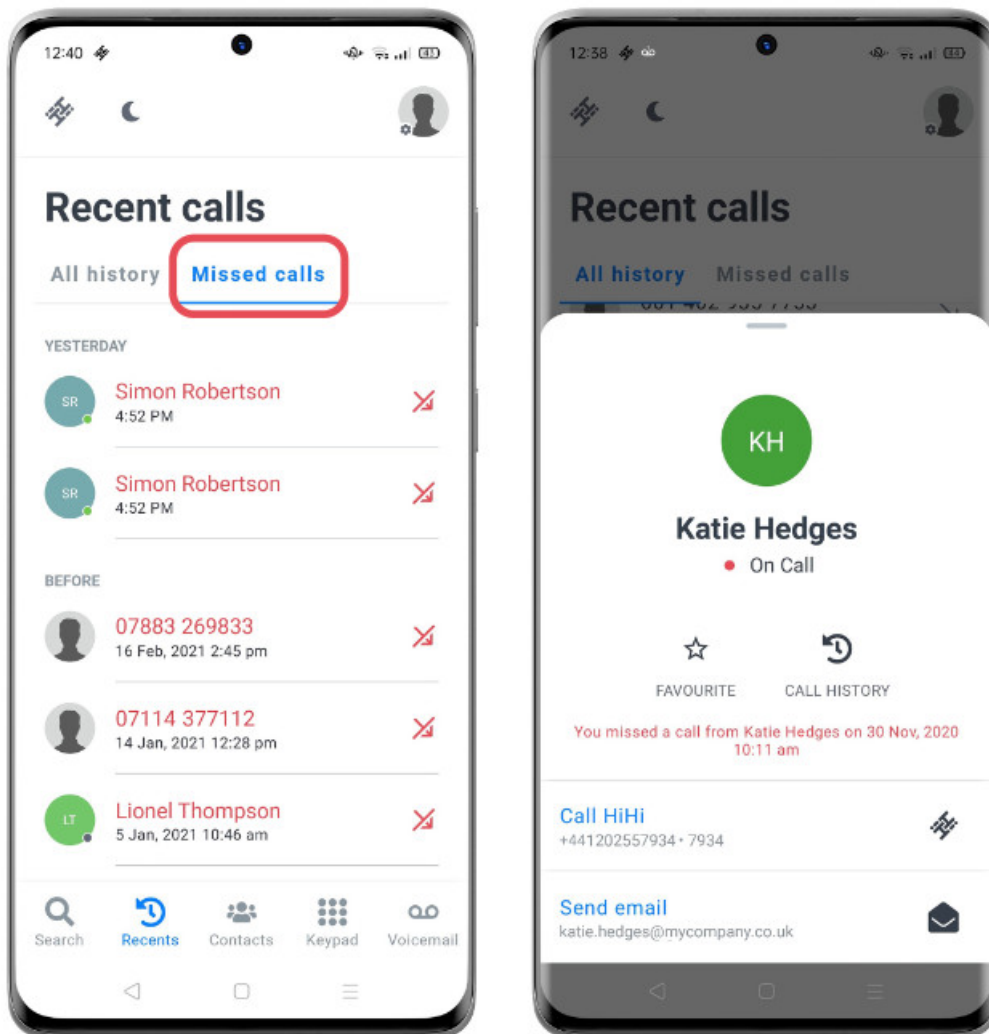




## Missed Calls

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.



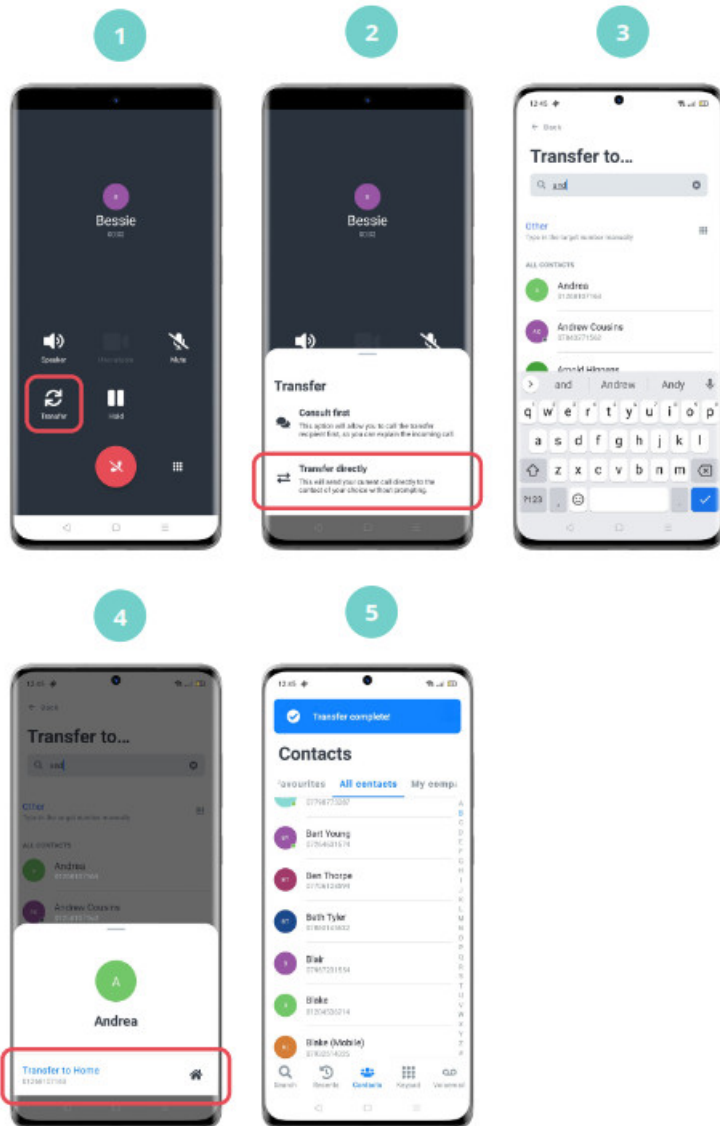
## Transferring a Call

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.

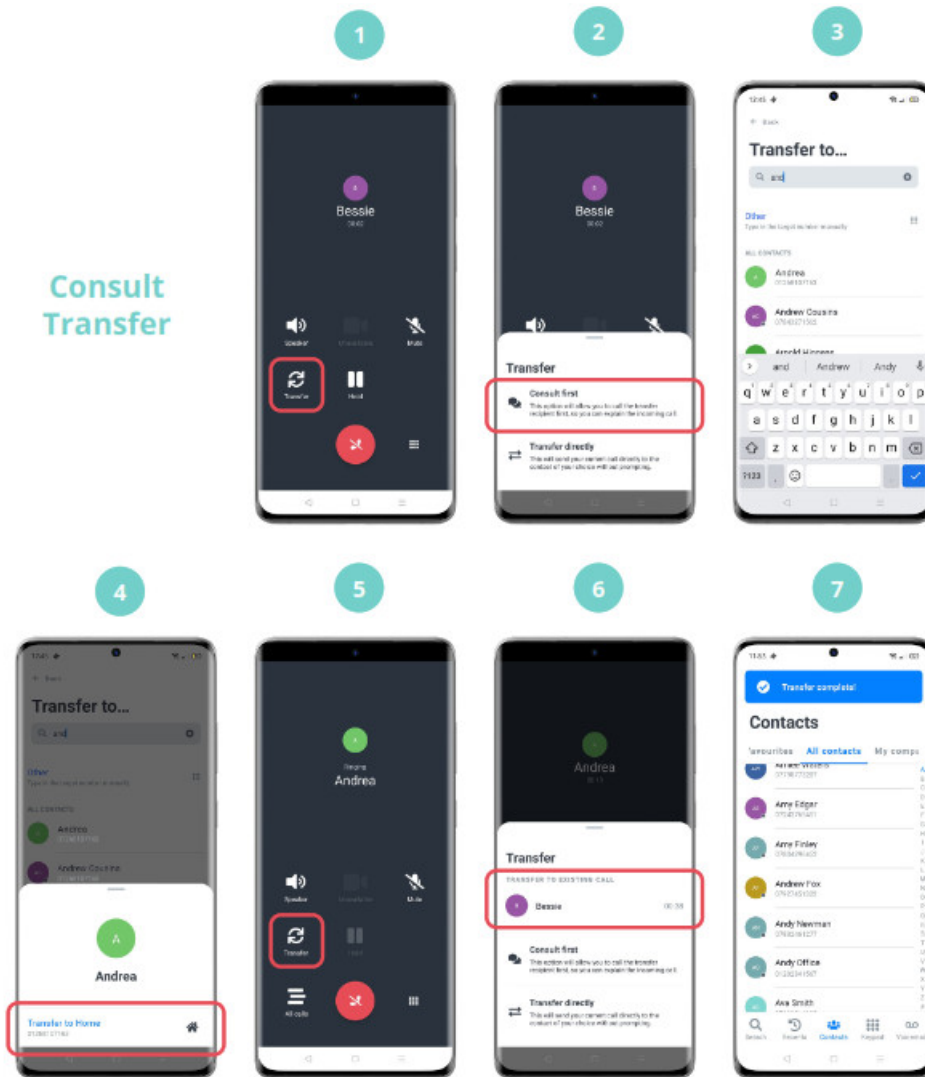
You will then be shown two options; Consult First or Transfer Directly. If you choose Consult First, you will be able to talk to the recipient you are transferring the call to, before the call is transferred across.

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.

## Direct Transfer



## Consult Transfer



## Multiple Active Call Handling

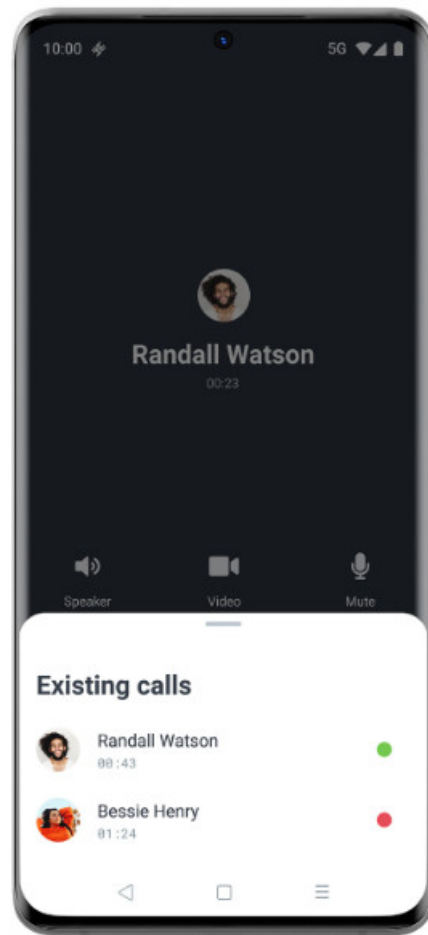
You will need to have the Call Waiting feature enabled on your account to use this.

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.



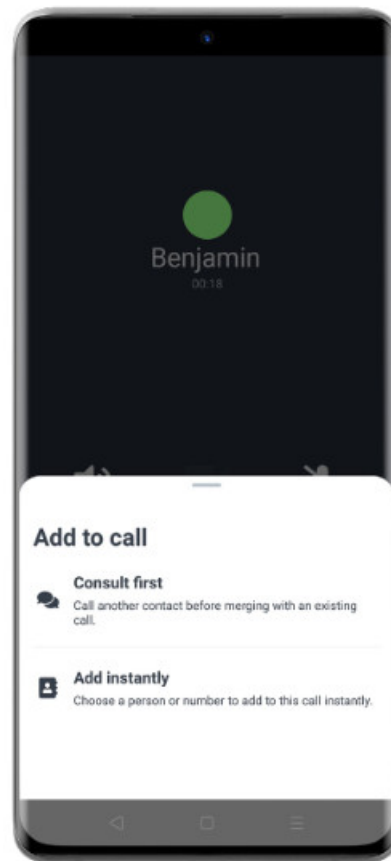
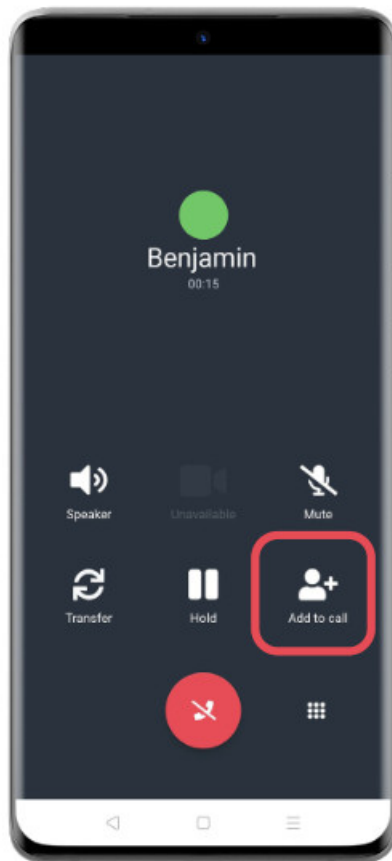
When selected, all active calls will be shown. Your current active call is shown with a green dot icon against it, with all other active calls on hold, shown with a red dot icon.

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



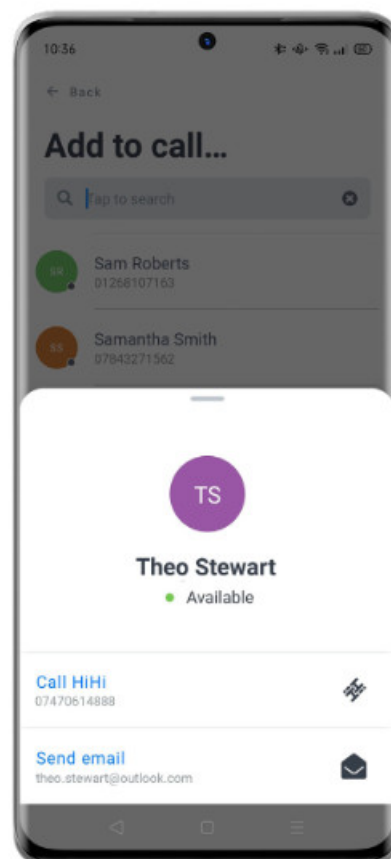
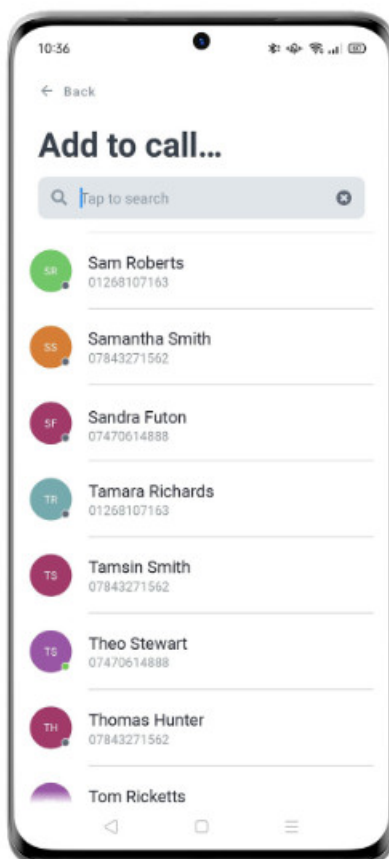
### **Add to Call (Conferencing)**

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

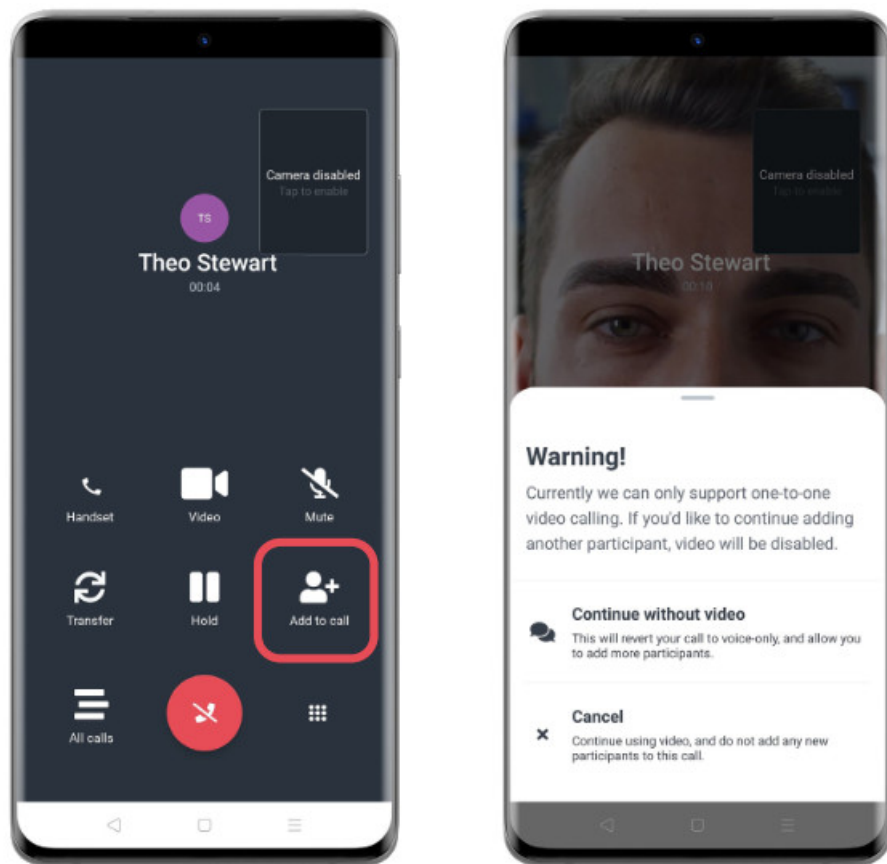


When on an active call, select the Add to Call icon within the Call Control menu.  
Next, select whether to consult with the contact first or instantly add them to the existing call.

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.

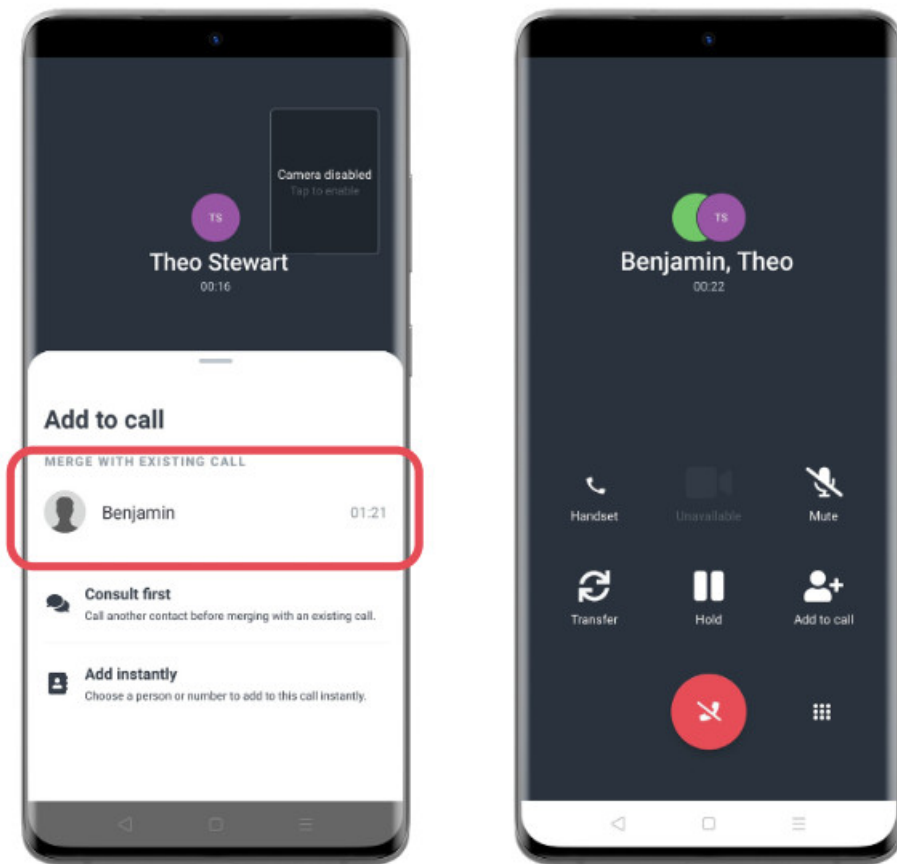


Your active calls will be shown, select the name to merge with the existing call.

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.





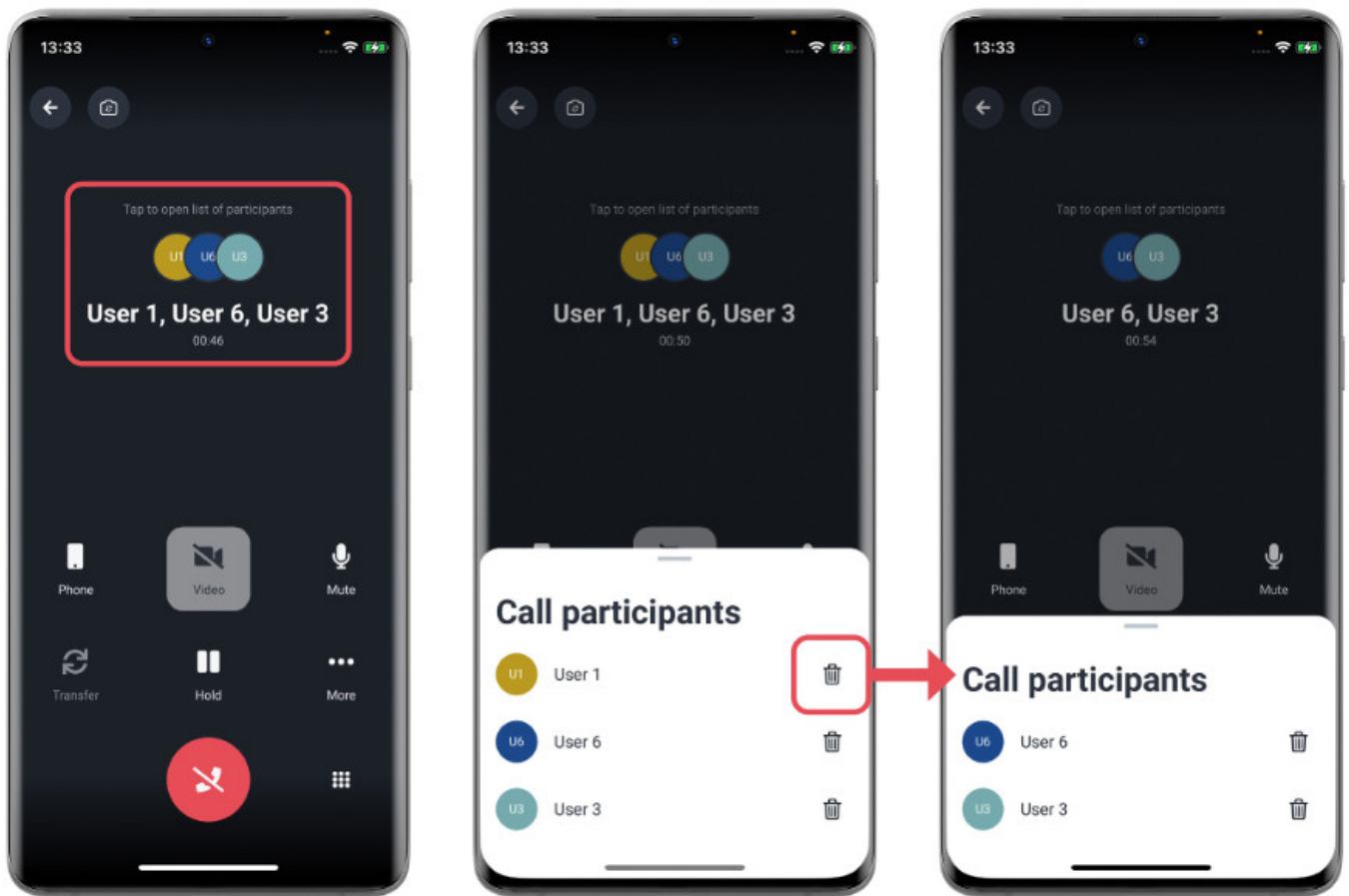
### Kick User From a Conference Call

A conference host may wish to kick a user from a conference call if the user dialed 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.



## Documents / Resources

	<p><a href="#">HiHi Connect 2 App For Android</a> [pdf] User Guide Connect 2 App For Android</p>
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Manuals+.