HiHi CONNECT
USER GUIDE

CONTENTS

GETTING STARTED

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

Downloading the app

On Android devices, download the app from **Google Play Store.**
On iOS devices, download the app from the **App Store.**
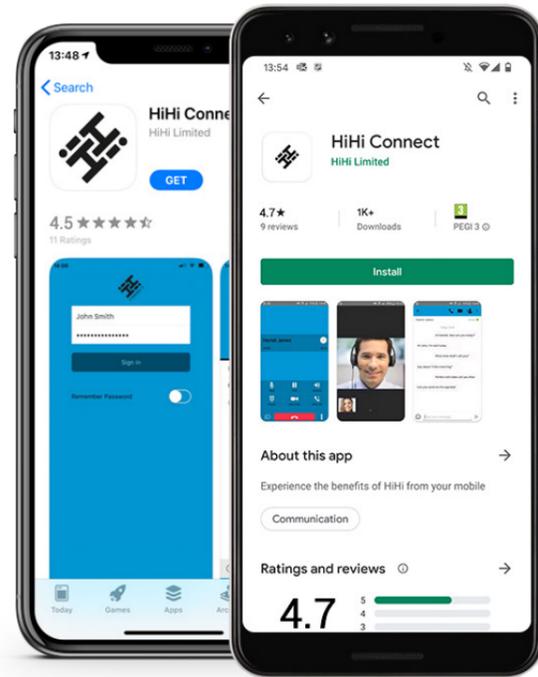
Signing In

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

1 Initially, the **End User License Agreement** will be displayed. Please ensure you read this and then press the 'Accept' button at the bottom of the screen.

2 A pop-up will appear, which requires you to again 'Accept' the Agreement.

3 If required, you can email the Agreement to yourself or another recipient by clicking the mailbox icon at the top-right of the screen.

4 The next screen will ask you to enter your mobile number. This must be the mobile number for the device you have installed the app onto. Once complete, click 'Continue'.

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

NOTE: Your username and password are auto generated by 4Com. Please contact the Technical Support department if you are unsure of your log-in details.

6 Select whether you wish for HiHi Connect to remember your password by clicking the toggle on or off.

7 Click the 'Sign In' button.

8 You will be informed of the **Permissions Required** by the app for it to function correctly. Press 'OK'.

9 Each of the following pop-ups will require you to select 'Allow' to enable HiHi Connect to work on your mobile. Once you have confirmed each of the four pop-ups, you will be taken to your Contacts screen.

MAIN TABS

This section contains an overview about each of the Main Tabs
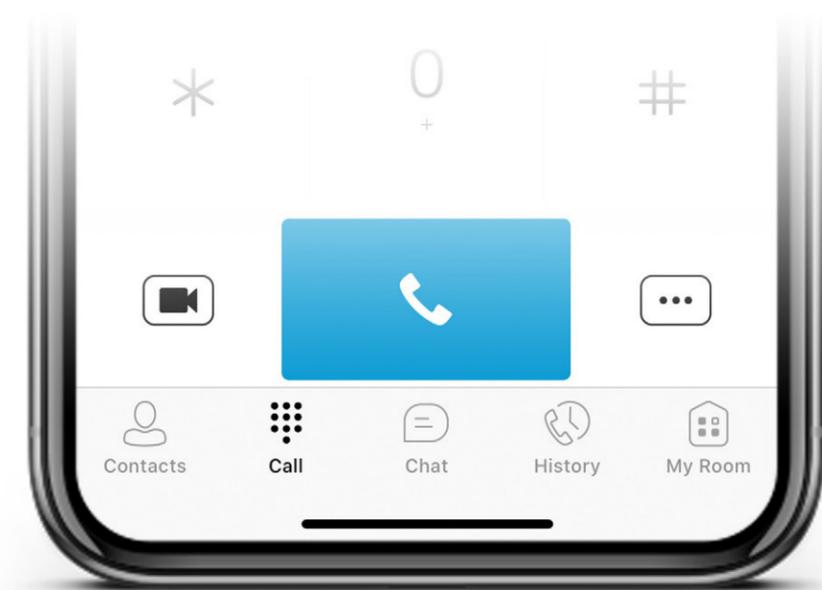
Contacts

View your contacts from a variety of lists, including your local or company directory.

Call

Make calls by entering in phone numbers.

Chat

View your recent instant messaging chat history.

History

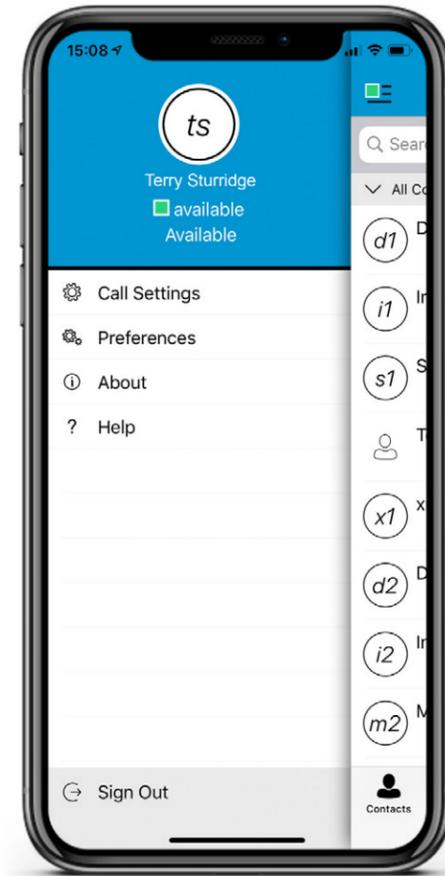View your recent incoming, outgoing and missed calls.

My Room

Join your personal room.

SIDE NAVIGATION

This section contains information about the Side Navigation on the HiHi Connect app

The Side Navigation menu on your HiHi Connect app contains:

My Status

Call Settings

Preferences

| About |
| --- |

Help

Sign Out

My Status

You can amend your avatar picture, presence status and personal message within the My Status section in the Side Navigation menu.

To change your avatar, tap on the avatar section, and a pop-up will appear. Select the option from 'Use Camera', 'Choose Existing Photo' or 'Clear Profile Picture'. Once chosen, your avatar will be shown against your name in the Contact list and in chat messages.

You can enter your own personal message too, which is shown under your name in the Contact list. Simply tap in the text field underneath your name and avatar to add, amend or remove your message.

To amend your availability, select between the 'available', 'away' or 'busy' option. This will then update your presence status in others' Contact lists.
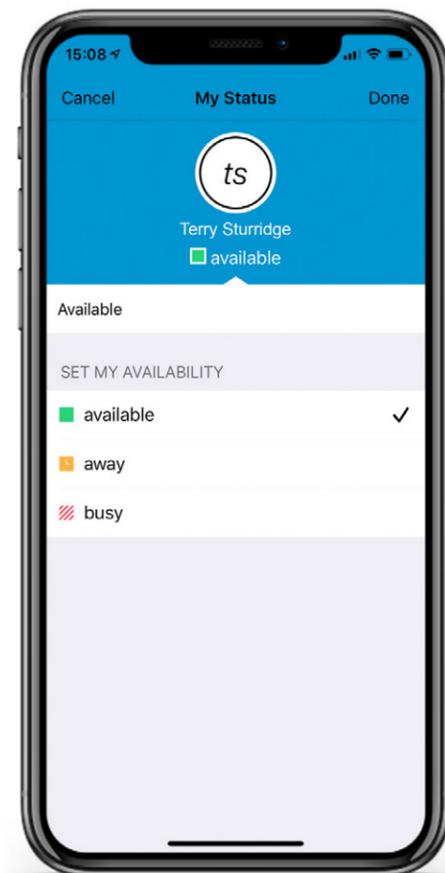
Call Settings

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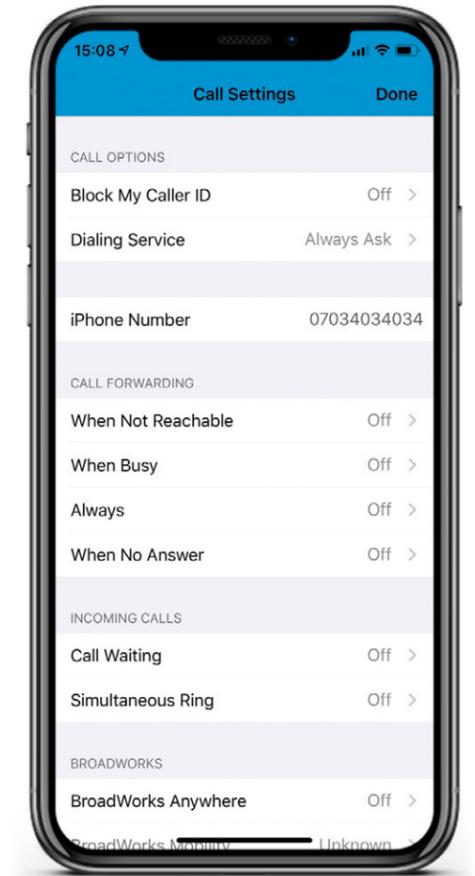
Call Forwarding

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

Forward When Not Reachable

Forward When Busy

Always Forward

Forward When No Answer

Remote Office

This Remote Office feature allows you to make a calls from a separate phone, but still appear as if you are calling from your business phone. For example, if you input the number of a hotel room phone, any outgoing calls from this phone would show your business number. Additionally, any incoming call to your business number would ring the remote phone number, i.e. your hotel room phone.

This feature gives you the ability to still make and receive calls via your business number, if for any reason you can't make them on your mobile via the app.

Simultaneous Ring

Enable ringing multiple devices at the same time for any incoming calls.

About

View app information for your HiHi Connect app, including Version Number, License Agreement and Legal Notices.
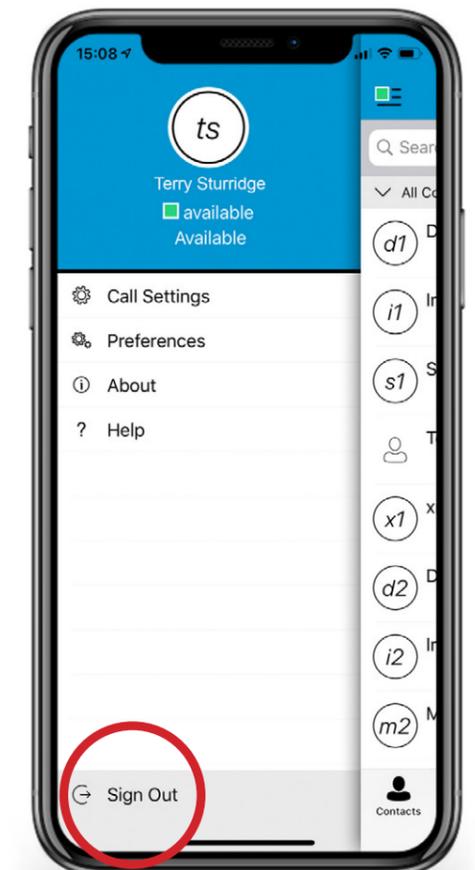
Preferences

Within Preferences you can find the Troubleshooting option. You can also find the Remember Password option, which can be enabled so you don't have to enter your password into the app every time you sign in.
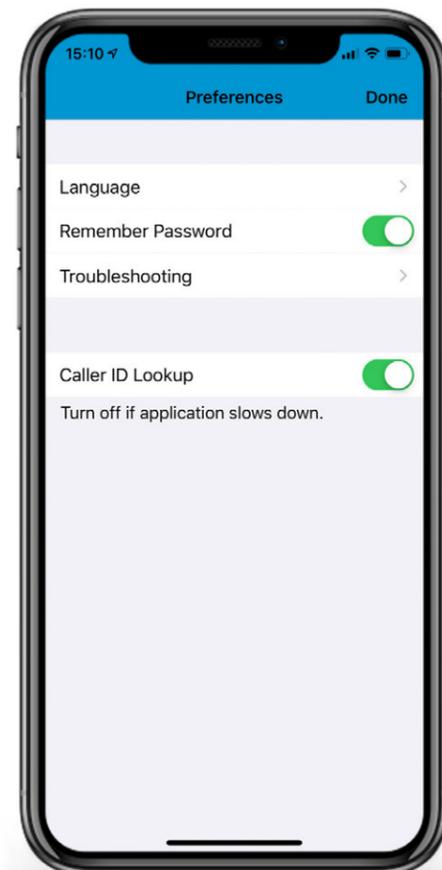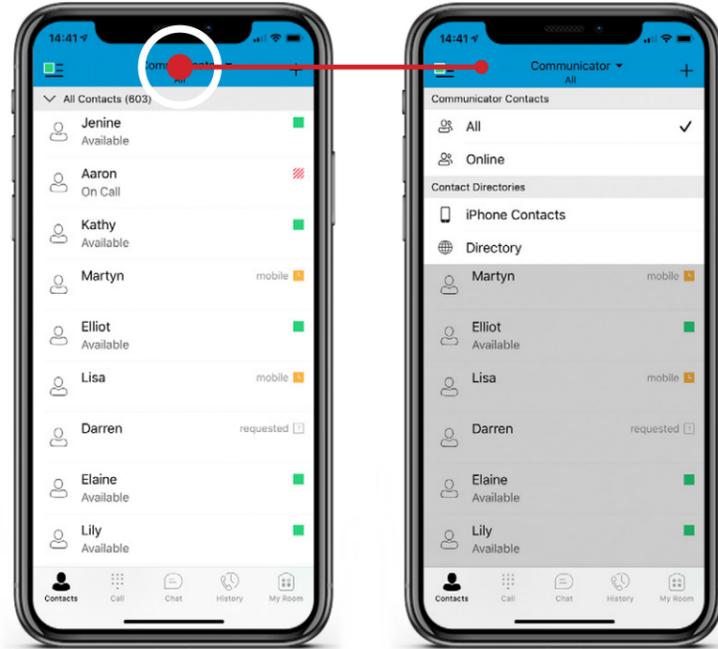
Sign Out

You can sign out from your HiHi Connect app at the bottom of the left-side of the Navigation menu.

CONTACTS

This section contains information about the Contacts tab within HiHi Connect

Contact List

HiHi Connect shows a few different lists of contacts. The Contacts tab contains the following:

Communicator Contacts
• **All**
• **Online**

Contact Directories
• **Phone Contacts/Local Address Book**
• **Directory**

Your 'Phone Contacts/Local Address Book' includes all the contacts you have saved to your own local device. The 'Directory' includes contacts from your company directory. You can filter your list to show 'All' contacts or define it by selecting another option.

Contact Card

The contact card displays information about a contact based on the contact type. This type includes Communicator contacts, Phone/Local Address Book contacts and contacts from the Directory.

Contact cards have a range of information on them, including contact names, direct line numbers, extension numbers and mobile phone numbers. They can also include an email address, company address and IM address.

From a contact card, a user can initiate a call or chat session. If the contact has an email address listed, you can also send an email to the contact by clicking on the mail icon, which will then launch the default email app on your device.
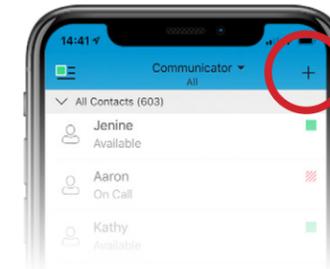
Add Contact

To add a contact to your phonebook, click the + icon at the top-right of the screen. Enter the details and click 'OK'.
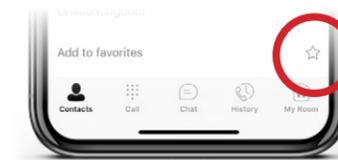
Favourites

You can add any contact as a 'Favourite', so that they show at the top of your Contacts list in the Favourites section.

To add a contact as a Favourite, select the contact to open their contact card. Scroll through their details to the bottom and select the star icon against 'Add to Favourites'. This contact will now appear at the top of your contacts list.

To remove a contact as a Favourite, open their contact card, scroll to the bottom and deselect the star icon.

Edit

To edit a contact, click on the contact in the Contacts list to open their contact card. Click the icon in the top-right corner and select the 'Edit' option. This gives you the ability to add and edit contact details.

AVAILABILITY

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

HiHi Connect 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

Icons	What it means
availability	The green availability icon indicates that a user is available to take a call.
mobile	The green availability icon accompanied by the text 'mobile' indicates that someone is available to take a call via their HiHi Connect app.
away	The yellow availability icon indicates that the user is online, but has been idle for more than 10 minutes.
mobile	The yellow availability icon accompanied by the text 'mobile' indicates that the user is online on their HiHi Connect app, but has been idle for more than 10 minutes.
offline	The grey availability icon indicates that the user is offline. You aren't able to call them, but you can leave them a chat message.
pending	The grey icon with a question mark indicates that the user has not yet approved to share their availability status with others.
busy	This red icon indicates that the user is busy. This will usually be accompanied with the text 'Do Not Disturb'.
call	This red icon indicates that the contact is busy on a call. To confirm this status, the icon will usually be accompanied by the text 'On Call'.

Changing your status

You can change the status of your availability by clicking on the side navigation menu in the top-left corner. You will see your name displayed, along with your avatar. Underneath this, your current status will be displayed. Click this and you can update your status between 'available', 'away' and 'busy'.

When changing your status, you also have the option to add a status message. This status message will show alongside your name in other people's Contact list.
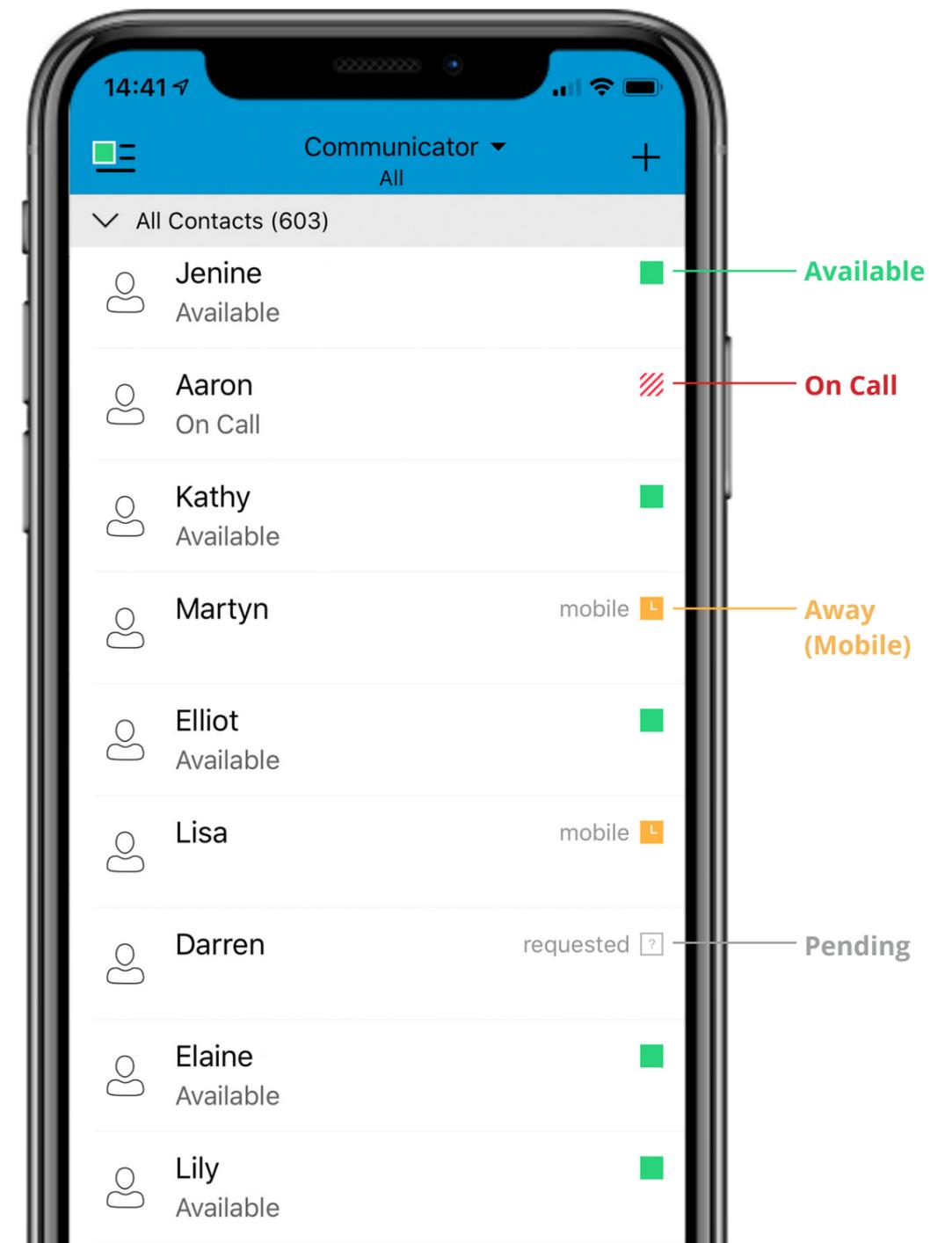
AUDIO AND VIDEO CALLS

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

Call Tab

The Call 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 using the dial pad, they will appear in the field above. If you enter the incorrect number, you can delete the number using the small icon to the right of the text field.

You can use the text field to paste in a number that you may have copied from elsewhere on your mobile phone.

Below the dial pad is the main Call button to initiate an audio call. The icon to the left is the Video Call button. Press either of these to make a call.
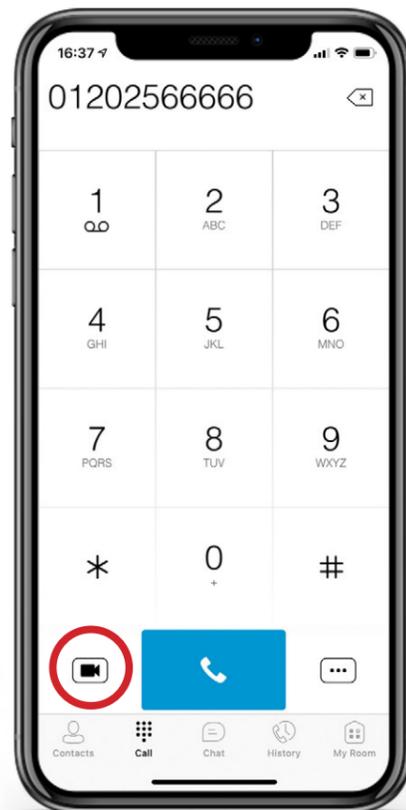
Via the **Contact Card**

Select a contact from the Contacts list to open their contact card. From the contact card, choose either the handset icon to make an audio call or the video icon to make a video call. These icons are all displayed to the right of the contact's numbers.
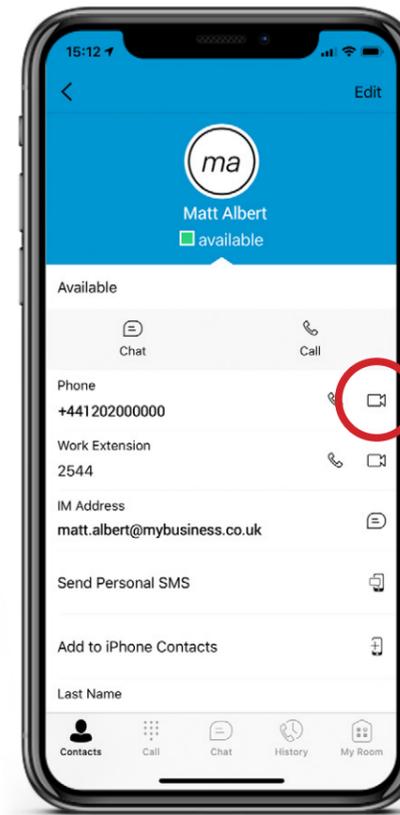
Via the **Contacts List**

You can call a contact from the Contacts list without needing to open their contact card. Find the contact within the list, and long press on their name. A pop-up will appear, with 'Voice Call' and 'Video Call' listed. Select the option you wish to call the contact by.

This option is only available on Android devices.
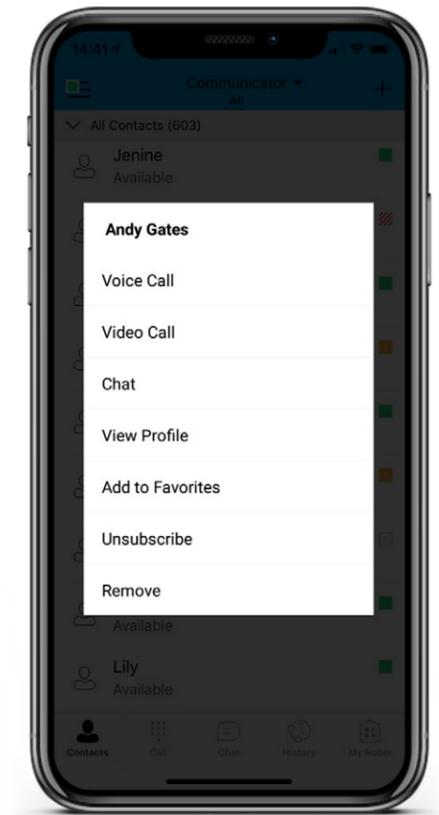
Via the **Call History Tab**

Open the Call History tab, and you will see all your incoming, outgoing and missed calls. If you wish to call a contact shown in this list, click the handset icon to the right of their name, or click on their name to open up their contact card, to call them from there.

Via the **Chat Tab**

Within the Chat Tab, tap the handset icon to make an audio call or the video icon to make a video call.

ANSWERING CALLS

This section contains information about answering calls on HiHi Connect

An incoming call is indicated with a ringtone. If available, it will give you two options to accept, 'Select Audio Call' or 'Accept Video Call'. If a video call is unavailable, it will just show a 'Accept Audio Call' option. It will also give you the option to 'Decline' the call.

In-Call Actions

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

End a call
Mute the microphone
Place a call on hold
Adjust the volume
Upgrade an audio call to a video call (if recipient is able)
Downgrade a video call to an audio call
Open the dial pad
Make a new call
Transfer a call
Make a conference call
Park a call
Initiate a chat
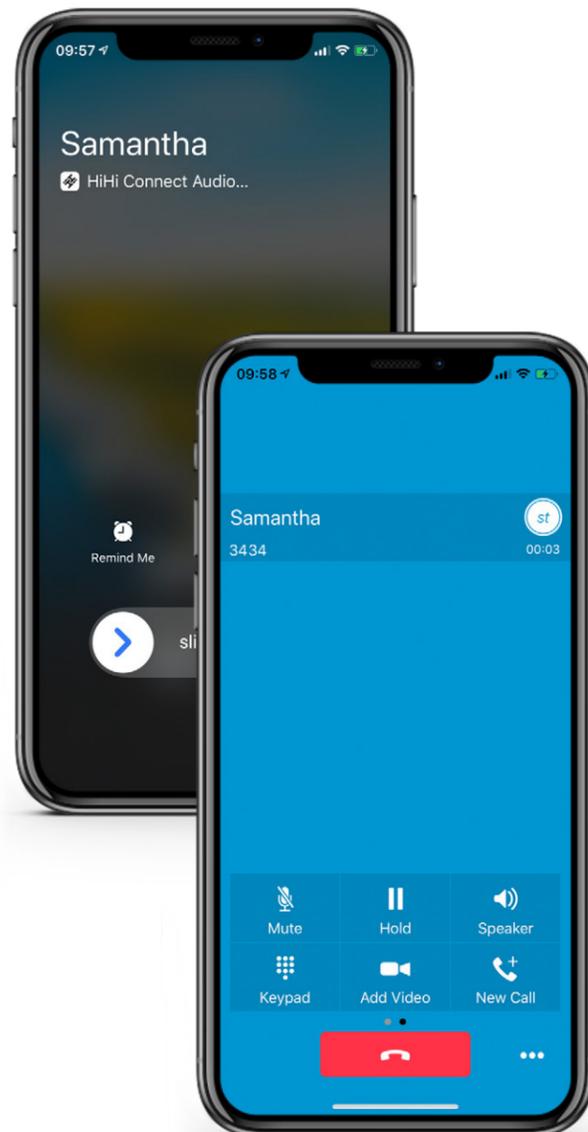
Missed Calls

If you miss a call, a notification will show on the Call History tab. Once you open the tab, the missed call will appear in the list in red. It will also appear in the specific Missed Calls list within your Call History.

You may also receive a push notification to your device if you have notifications set up.
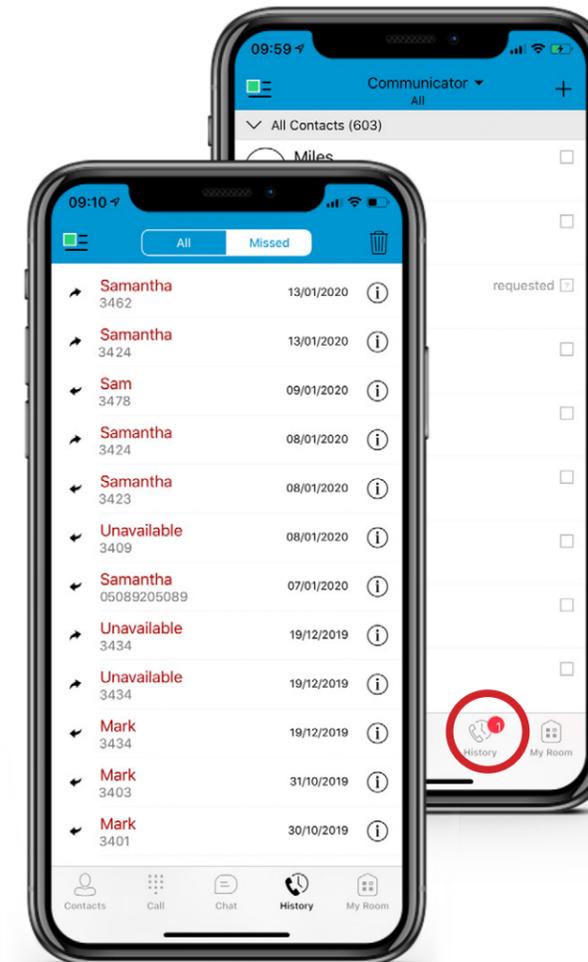
Call Transfer

When on a call, you can transfer the call to a contact within your phonebook or a new number. To transfer a call, click the icon to the right of the red end call icon and select the 'Transfer' option. You can then search for the contact within your Contact list, or enter the new number via the Call tab.

Before you transfer, you will be asked whether you want to speak to the new contact first, and then transfer, of if you wish to do a direct transfer. This will transfer your current contact to the new caller, without you speaking to them beforehand.
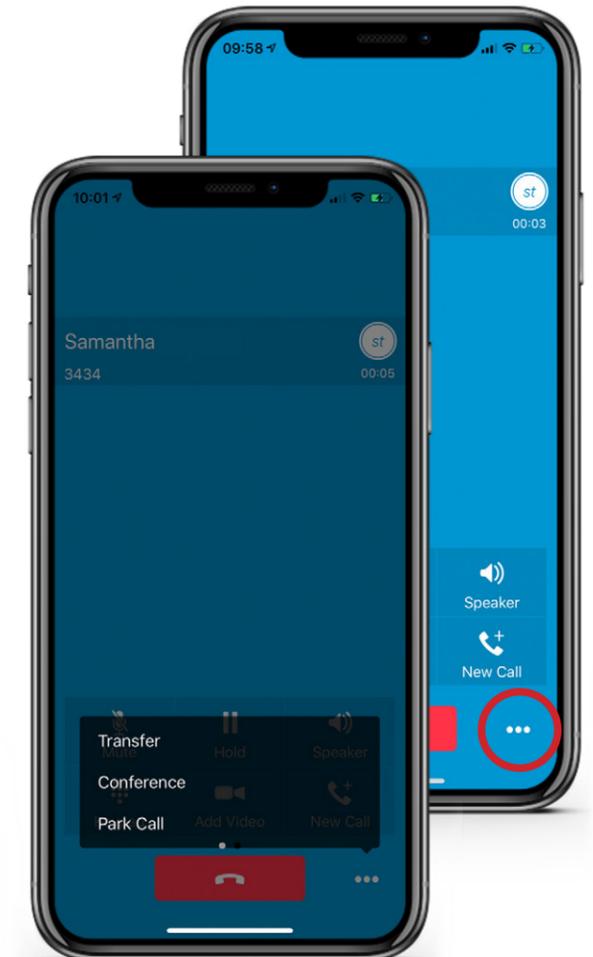
CALL HISTORY

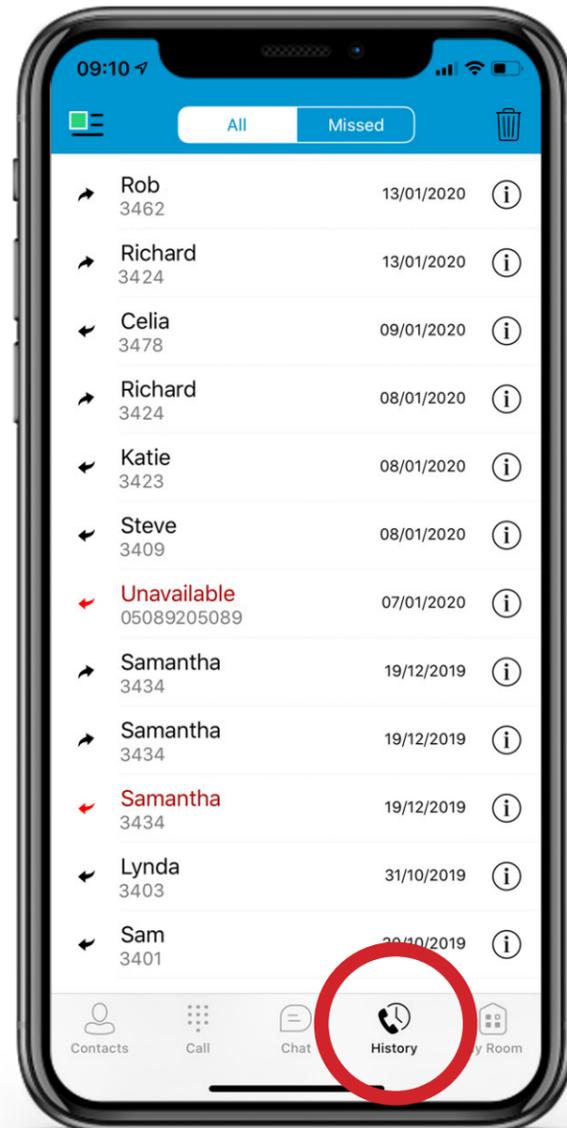**This section contains information about the Call History tab on HiHi Connect**

To view your Call History, select the tab, and you will see a list of your most recent incoming, outgoing and missed calls. There are two separate sections, 'All' and 'Missed', which you can switch between easily.

The 'All' list shows all your recent calls. The type of call can be identified by the arrow icon against each entry:

←   **Incoming call**

↗   **Outgoing call**

←   **Missed call**

Each entry will show you the name and number, as well as the date and time of the call activity. Names of missed calls are in red, so they are easily identifiable. To the right of each call activity, there is a handset icon so you can easily contact the caller again. If this doesn't show, click on the contact's name to call.

To only see your missed calls, select the 'Missed' calls option. As before, this list will show the name, number, date and time of each call activity. This list makes it easier to see which calls you may need to return.

INSTANT MESSAGING

This section contains information about Instant Messaging on HiHi Connect

Chat Tab

To view your recent chats, open the Chat tab within HiHi Connect.

Chats will always be displayed with the most recent one at the top. If you have unread chats, a notification will appear on the Chat tab until you have read the message.

Starting a new or existing chat

Within the Chat tab

You can start a new chat by selecting the '+' icon to the top-right of the Chat tab menu navigation. Search for the contact, select their name and you will be taken to a new chat display.

Via a Contact Card or within the Contact List

You can also initiate a chat by selecting a contact from your Contact list. Open their contact card and choose the chat icon to start a chat with them. Within your Contact list, you can also begin a chat by long-pressing on a contact's name and selecting the 'Chat' option when the pop-up appears.

Continue an existing chat

To continue or restart a chat, click on the contact's entry within the Chat tab.

When you initiate a chat, the Chat screen opens and from here you can type and submit your message. Chatting with a contact is only possible when both of you are online. A range of emojis are shown to the left of the text field, which can be added into messages.
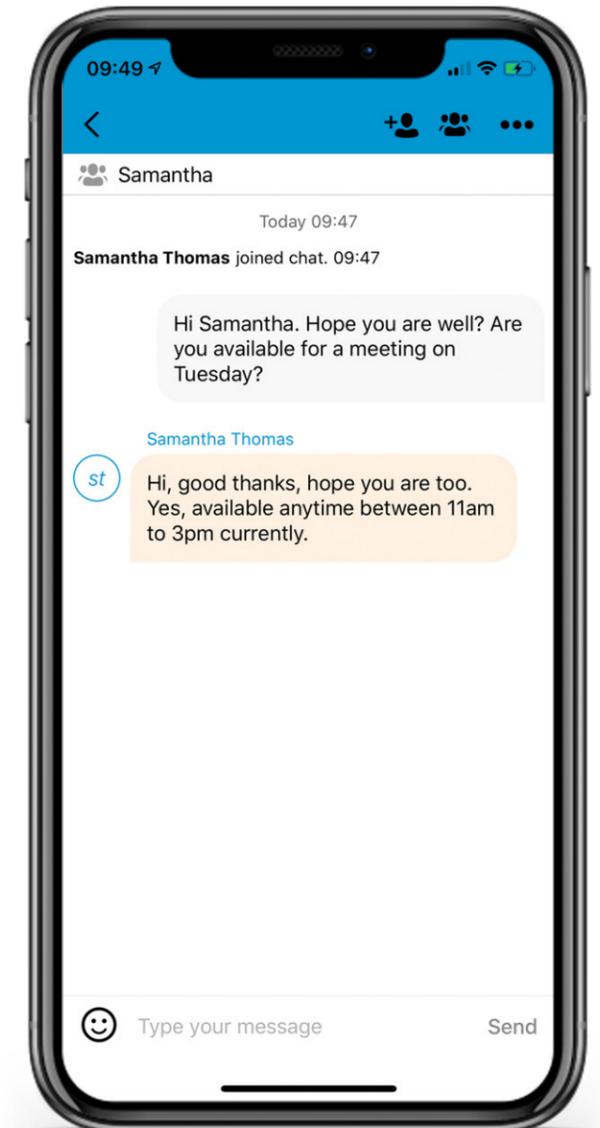
Group Chat

You can start a group chat by using one of the following actions:

In a single chat session, tap the 'Add Participants' icon to the top-right of the screen, to change the chat from a single to a group.
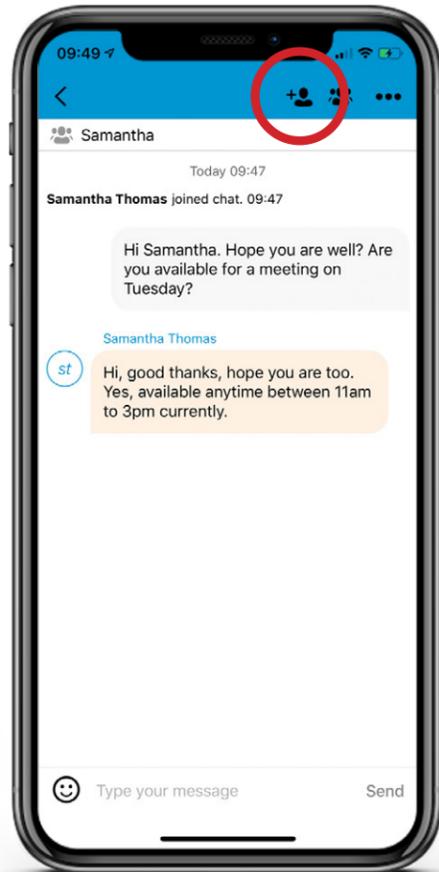
In the Chat Tab, click on the icon in the top-right and select the 'Start Group Chat', and add participants into the group.

Once you initiate a group chat, the chat screen will open and from here you can type and submit your messages. All messages can be seen by everyone in the group. Additional participants can be added later to the chat, and anyone in the group can add a participant. You can view the names of all participants by clicking the icon in the top-right corner.

Removing participants is currently not supported in HiHi Connect, but each user can remove themselves by selecting the 'Leave Conversation' option in the top-right menu. Once left, they will no longer receive messages from the chat. The user can be re-added to the group, but they will not receive the messages that were sent in the chat while they were outside of it.