



daisy™



Daisy HiHi4

Get the most out of your phone system with Daisy

★ Trustpilot



RATED: EXCELLENT



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Who are Daisy?

Daisy is the largest independent specialist telecommunications business in the UK. We work with all of the major telecommunications networks, providers, and vendors. Our independence allows us to provide our customers with freedom of choice, impartiality, and the best deals on the market.

From the total comms package for SoHo customers to a complex call centre solution and everything in between, we've got everything your business needs. Everything we do is all supported by a team of individuals based in the UK who know the ins and outs of great customer service and the support needed to empower SME's to keep Britain working.

Our business was founded in 2000, and from small beginnings, we've now got 20 years' experience under our belts and are one of the UK's largest independent telecoms providers. We have grown and evolved through organic growth and acquisition, exposing us to the many different facets of the market and providing the experience with which we serve our customers today.

We look after c. 175,000 businesses across the UK. Within that, we manage more than 120,000 broadband tails, over 150,000 fixed lines, and over a quarter of a million mobile connections. Our customers range from the smallest sole trader businesses to large brand-name organisations. We're big enough to deliver, but small enough to care.

Our friendly UK-based customer service is something we pride ourselves on. Our Customer Satisfaction and Net Promoter scores are way above industry standard and, with more than 5,000 five-star reviews on TrustPilot, we care about our customers. Whether it's via Live Chat, email, over the phone or via our MyAccount customer portal, we strive to help our customers however we can.



The Daisy solution

We provide a complete telecoms package for your business so you only ever have one supplier and only one number to contact.

We fully understand every aspect of your needs and provide award winning service and support.

-  Premium business phone designed and developed in the UK
-  No upfront costs
-  Wholesale call rates and line rental, means great savings
-  Award winning UK service and support

INTRODUCING HIHI4

Helping to unify your communications

HiHi4 is a cloud-based deskphone that helps to future-proof your business for the world we live in today. Giving you a range of options to keep you connected wherever you and your colleagues are working, HiHi4 is the smarter business phone for your desk.

Designed, developed, and supported in the UK, a HiHi phone system allows you to seamlessly work from anywhere. Alongside our mobile business communication apps, HiHi4 provides you with a range of features and software solutions to ensure you stay connected, including integrations with popular collaboration apps. Built with an Android operating system, HiHi4 is easy to use and can be personalised to suit individual needs with additional apps from the Google Play Store.



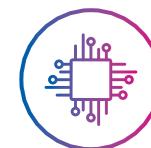
Powered by Android 12

Enjoy the features of an Android 12 operating system, with new and improved features and enhanced security.



A removable touchscreen display

HiHi4 has a removable tablet with a 10.1" display, perfect for your desk or when being used on the move.



A premium processor

With a Qualcomm® Snapdragon 680 4G processor, HiHi4 has been designed to deliver a powerful performance for seamless interactions.

PHONE FEATURES

An intuitive interface

HiHi4 is the business deskphone made to feel like your smartphone. With an upgraded Android operating system and a customisable homescreen, you can display the information that matters most to you, while having all the enhanced features at your fingertips.



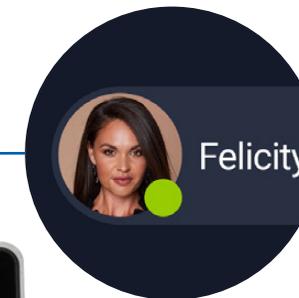
Visual Voicemail
Quickly see new voicemail notifications and easily access them with just one touch. Within the app, you can simply play, pause, and scroll through the voicemail message using your touchscreen display, which is especially helpful when you need to repeat certain sections.



Phone Console
Switch various Call Options on and off with this simple settings feature. Easily enable Do Not Disturb or Private Calling mode and quickly configure your Call Forwarding settings so you can divert your calls when required.



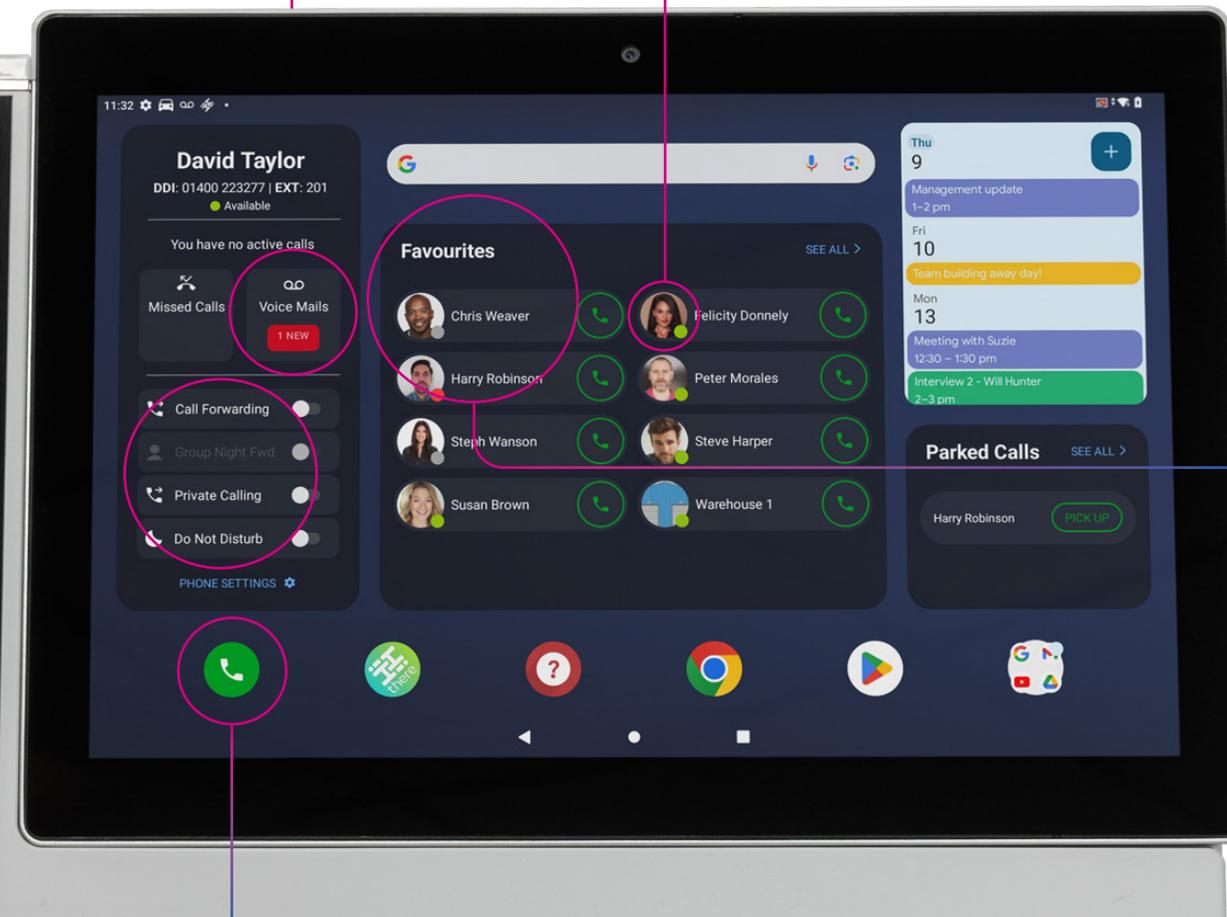
Presence
View your colleagues' availability with the coloured icon against their avatar, which changes depending on their status. This provides you with advanced visibility of who can take a call.



Favourites
Add the contacts you speak with often to your Favourites list, so you can quickly and easily call them. Contacts within this list can be shown on your homescreen by adding the specific widget.



Contacts
Save up to 500 contacts into your HiHi4 phonebook, with the ability to view separate lists for your company and shared contacts and those you have saved locally to your device.



PHONEBOOK

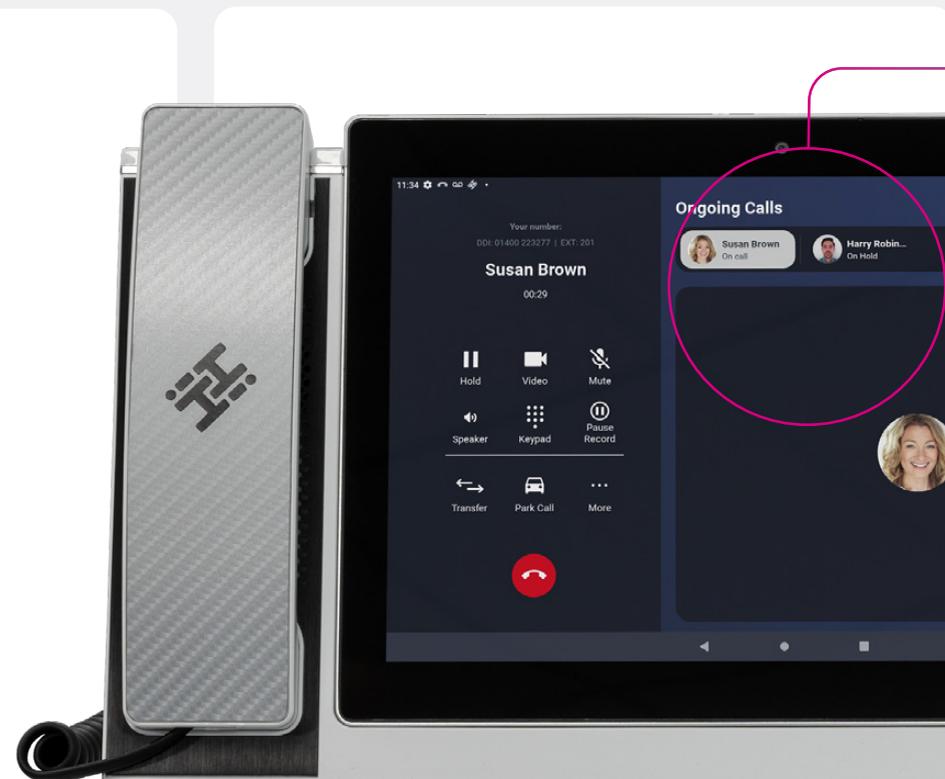
One device for all conversations

Easily make calls, view your recent history and access your saved contacts within the Phone app on your HiHi4. With improved search functionality, a new Call Recording* playback feature, and app integration, HiHi4 makes it easier to stay in contact with others.

HiHi4 allows you to seamlessly integrate with popular collaboration apps, enabling you to use your deskphone for calls via these apps, which helps you to stay connected with your colleagues and clients without needing to switch between devices.

As a Google certified deskphone, you can opt to sync your Google Contacts to your HiHi4, as well as from other accounts such as Office 365 or an existing business database. You can also create a global address book that can be shared across your company, so everyone has access to colleague details and business clients.

With improved search functionality and contacts shown across multiple lists, finding a saved contact has never been easier. HiHi4 also allows you to play recent call recordings directly from your Recent Calls list, making it even easier to go back and review a call from a few days ago.



Ongoing Calls

Susan Brown
On call

Harry Robin...
On Hold

Contacts

The search function dynamically filters your contact list as you type in the name, making it quicker to find someone. Your saved contacts are shown across multiple lists, including the 'My company' and 'My contacts' tabs.

Call Switching

HiHi4 makes managing multiple calls at once easier with its new in-call screen, allowing you to quickly switch between different active calls with just one touch.

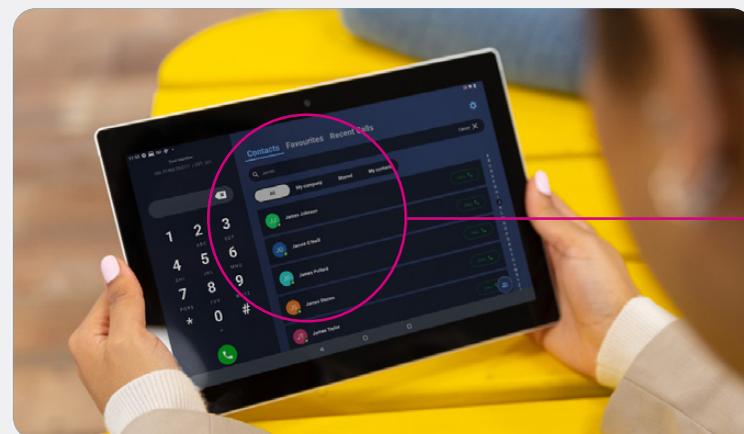
Contacts Favourites

James

All My company Share

JJ James Johnson

JO James O'Neill



*Find out more about HiHi Insights on page 22.



BUILT-IN VIDEO CALLING

Made for connecting

Over the last few years, video calling has become imperative to keep colleagues who are working remotely connected with their teams. Video calling technology has always been at the very centre of all HiHi products, and the HiHi4 deskphone is no different, with improved video calling quality enabled between HiHi users.

HiHi4's built-in video calling helps you to easily collaborate with your colleagues, with the additional benefit of being able to hold private video conversations from your desk without the need for added setups.

Partnered with our mobile business communication app, HiHi There*, you can also video call with any non-HiHi users, such as your customers and suppliers.

*Find out more about HiHi There on page 16.



From your office to your home

REMOTE / HYBRID WORKING

Your ideal remote working phone system

With more businesses implementing flexible working, you need to ensure your phone system can provide the functionality for your teams to easily work in a variety of locations.

HiHi4 has been designed with this in mind, with the deskphone giving you the ability to easily undock the tablet from one base and be placed in another, either at a different desk in the office or at your home. With the tablet as the main element of the deskphone, moving this with you to a different base guarantees you can continue to make and receive calls via your own unique business number.



A removable tablet to keep you connected

Bluetooth Headsets

With HiHi4's Bluetooth connectivity, you can connect a wireless headset to your deskphone so you can easily use your computer while on calls. If taking your HiHi4 tablet to meetings for taking notes, you can connect a keyboard folio to it, making it easier to type.

HiHi Mobile App

All HiHi4 users are provided with a licence to our mobile business communication app, HiHi Connect 2*, which allows you to use your deskphone features on your mobile phone. This gives you even greater freedom when working remotely.

*Find out more about HiHi Connect 2 on page 14.



HiHi MOBILE APPS

HiHi Connect 2

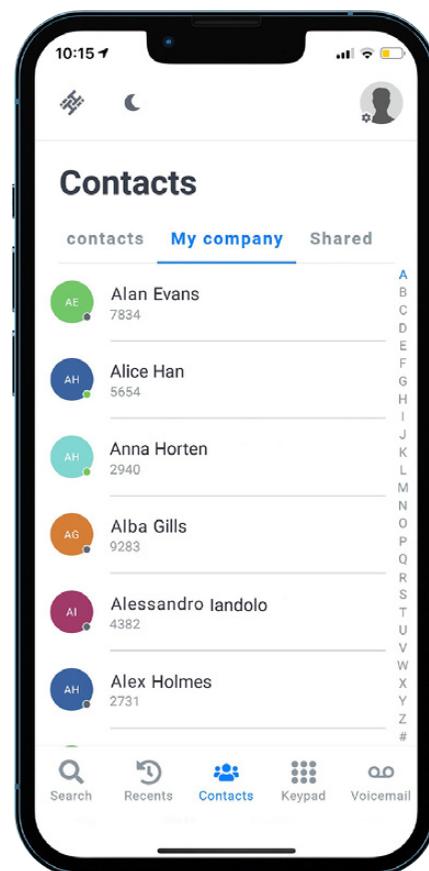
Business has never been more mobile than it is today, and with our business communication app, HiHi Connect 2, you can always stay connected. Available to download from the App Store and Google Play Store, all deskphone users are provided with a licence to use it.

HiHi Connect 2 gives you the ability to use the features of your deskphone on your mobile. Access your phonebook, and see which of your colleagues is available for a call thanks to the Presence checker. Easily transfer calls both internally and externally and 'pull' calls from your HiHi4 deskphone to the app if you are wanting to continue a conversation away from your desk.

You can make and receive both voice and high-quality video calls* as it replicates your company's phone system, so all hunt groups and call diverts continue to work exactly the same as your deskphone.

When making calls via HiHi Connect 2, only your business number will be displayed, giving you a more professional appearance and keeping your personal mobile number private. If specified within your Call Recording software, calls made using HiHi Connect 2 are recorded, so you have the peace of mind that calls to customers are stored, even if staff are working remotely.

Your HiHi deskphone
synced to your mobile



*HiHi There required for non-HiHi users.





HiHi MOBILE APPS

HiHi There

HiHi There is a mobile app which allows you to invite anyone to a video call, without the need for them to be a HiHi user.

As a HiHi4 user, you would send your contact an email or text invitation from your deskphone to download the HiHi There app. This invitation includes a unique link for the recipient, and once they've successfully downloaded the app, they can call you using the link and enjoy face-to-face communication from wherever they are.

Available on both iOS and Android smartphones, HiHi There can also be used on desktops and laptops with webcam functionality through the browser. Unlike many other video calling apps, HiHi There doesn't require a user to sign-up to an account upon downloading the app, and it doesn't use any login codes, as simply clicking the unique link in an invitation will ensure the call comes through correctly. HiHi There gives users unlimited call time and video calls can be started whenever an invitation has been received, so a meeting doesn't have to be scheduled.



GOOGLE CERTIFIED

Personalise your deskphone

HiHi4 is a Google certified device, which gives you access to the Google Play Store* and its suite of apps so you can personalise your deskphone to suit your needs.



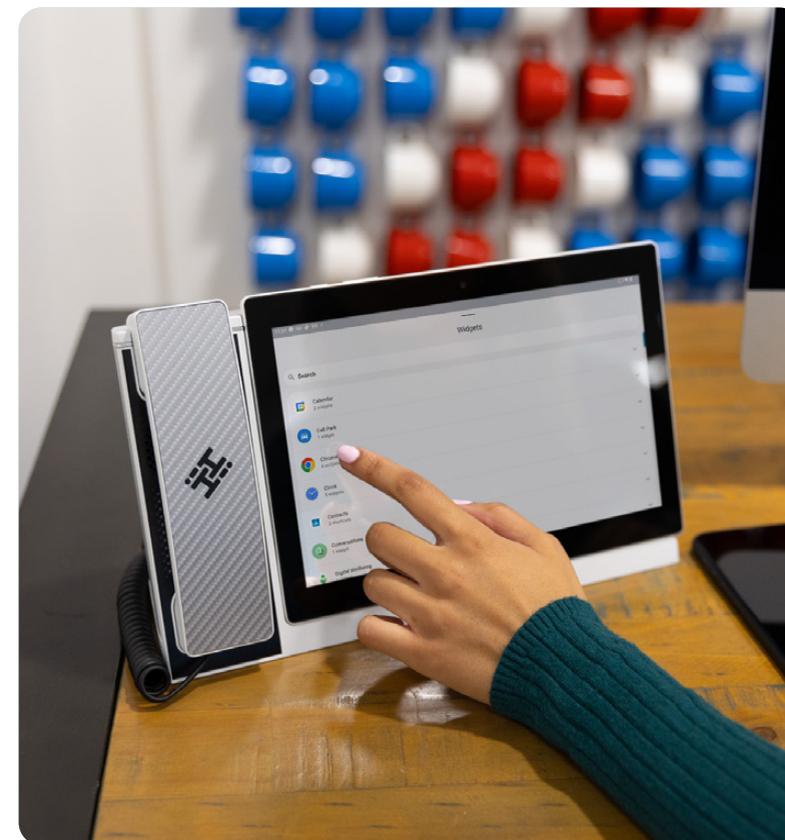
By logging into your Google account, you'll have access to your emails, calendar, photos, and files, which can all be synced between devices. Google Play Store allows you to download your favourite apps onto your HiHi4, including Microsoft Outlook and Teams†, giving you the additional tools to help improve the way you communicate.

*HiHi does not offer technical support for third-party applications or accounts.
†Outlook or Teams account required.

Your HiHi4 Homescreen

Individualise your HiHi4 by adding widgets to the homescreen. These are simple extensions of an app, and come in all shapes and sizes, with many of them customisable. You can add email previews, to-do lists, weather updates, your calendar, and many others!

To personalise your deskphone even further, you can change the wallpaper background to your own photo or a downloaded image.



Search

Calendar
1 widget

Call Park
1 widget

Clock
2 widgets

Contacts
3 shortcuts



BBC Weather widget



Google Calendar widget



HiHi INSIGHTS

Get clear insights on all your call activities

Enhance your business with real-time call statistics, coach your employees using their own conversations and make informed decisions from a range of business reports.

Call Reporting

With a wide range of reports available, you will be able to gain a better understanding of the call activities within your business and help make changes to improve your customer service. These reports will allow you to view the performance of individuals and departments, and help you know when your peak call times are so you can ensure you have the correct staffing levels.

HiHi Insights can be integrated with your CRM system (including Salesforce, Dynamics 365, Zendesk and Zoho) so you can view customers' contact information and filter reports to view their specific call activity. You can also map customer call journeys to help you analyse their call experiences. By customising the KPIs that you deem as either a 'good call' or 'bad call', you can measure the service levels given to customers by specific individuals or groups.



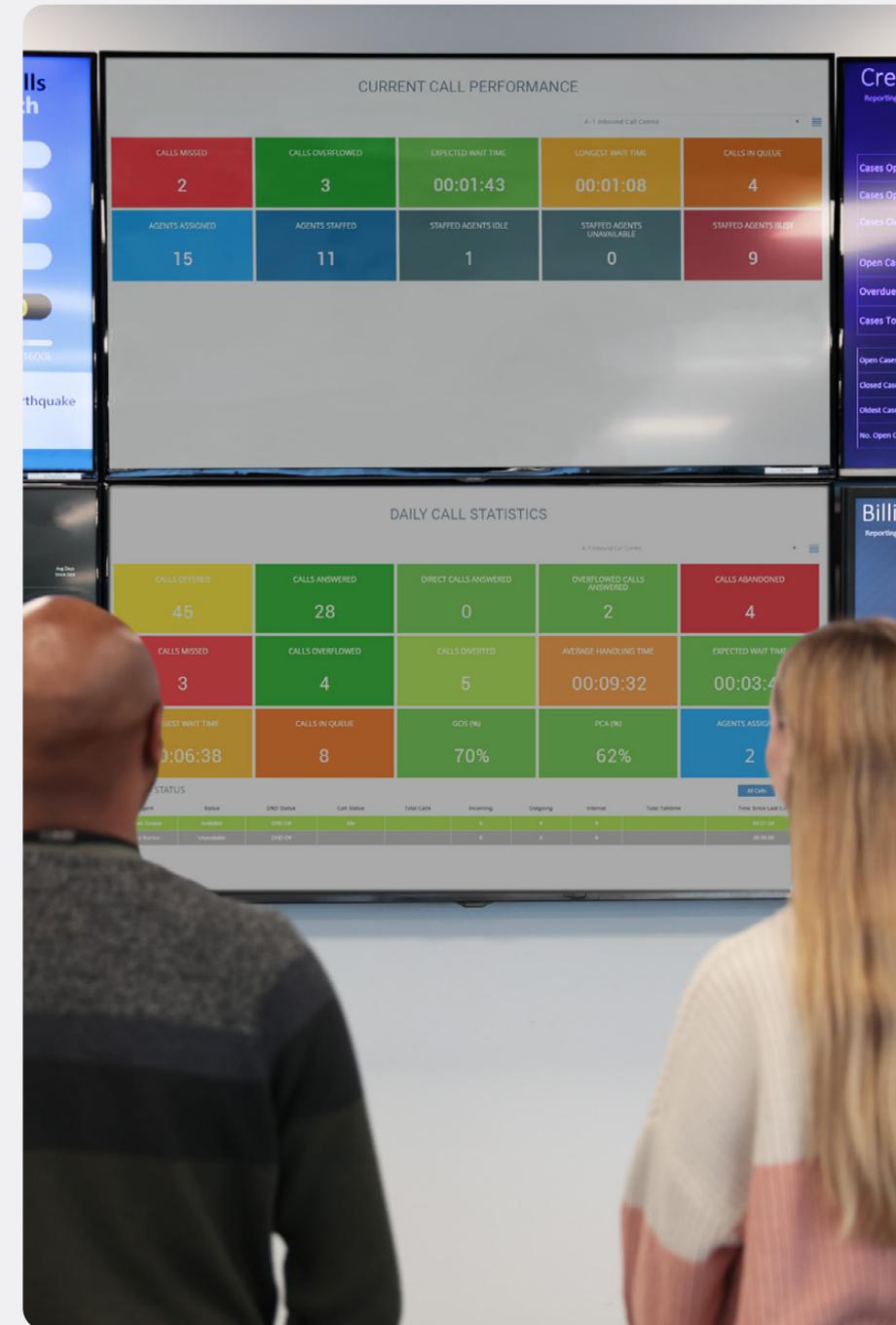
HiHi INSIGHTS

Call Recording

Recording all the inbound and outbound calls within your business can be very beneficial when needing to hear exactly what was said on a particular call. Via a secure online portal, HiHi Insights allows you to simply retrieve and play back calls to listen to the real-life conversations between customers and colleagues. With the option to add call notes to each recording, you can group calls by flagging them, so they show when filtering on reports.

Providing you with a cost-free training tool, call recordings can help you demonstrate within coaching sessions where great service has been provided. All your recordings can be stored indefinitely or amended to match the required regulations for your business.

You can also access the recordings of your recent calls via your HiHi4 deskphone, making it even easier to listen back to calls.



HiHi INSIGHTS

Call Management

Every business has different needs, and with HiHi Insights you can choose from a range of features that best suit you. For smaller offices we can provide a simple call distribution and queuing system with entrance and queuing messages, which helps to assist your customers when they call in.

For call centre environments, we can provide more flexible routing options, as well as customisable ACD wallboards, which can be tailored to show the KPIs suitable for your teams. These wallboards help to maximise performance as individuals can easily see the real-time statistics of calls within their department. With consoles for both agents and supervisors, call-backs can easily be assigned to the required individual and personal KPIs monitored. Supervisors can engage with customers via the console, assisting on live calls and performing actions on behalf of their agents.



ON-HOLD MARKETING

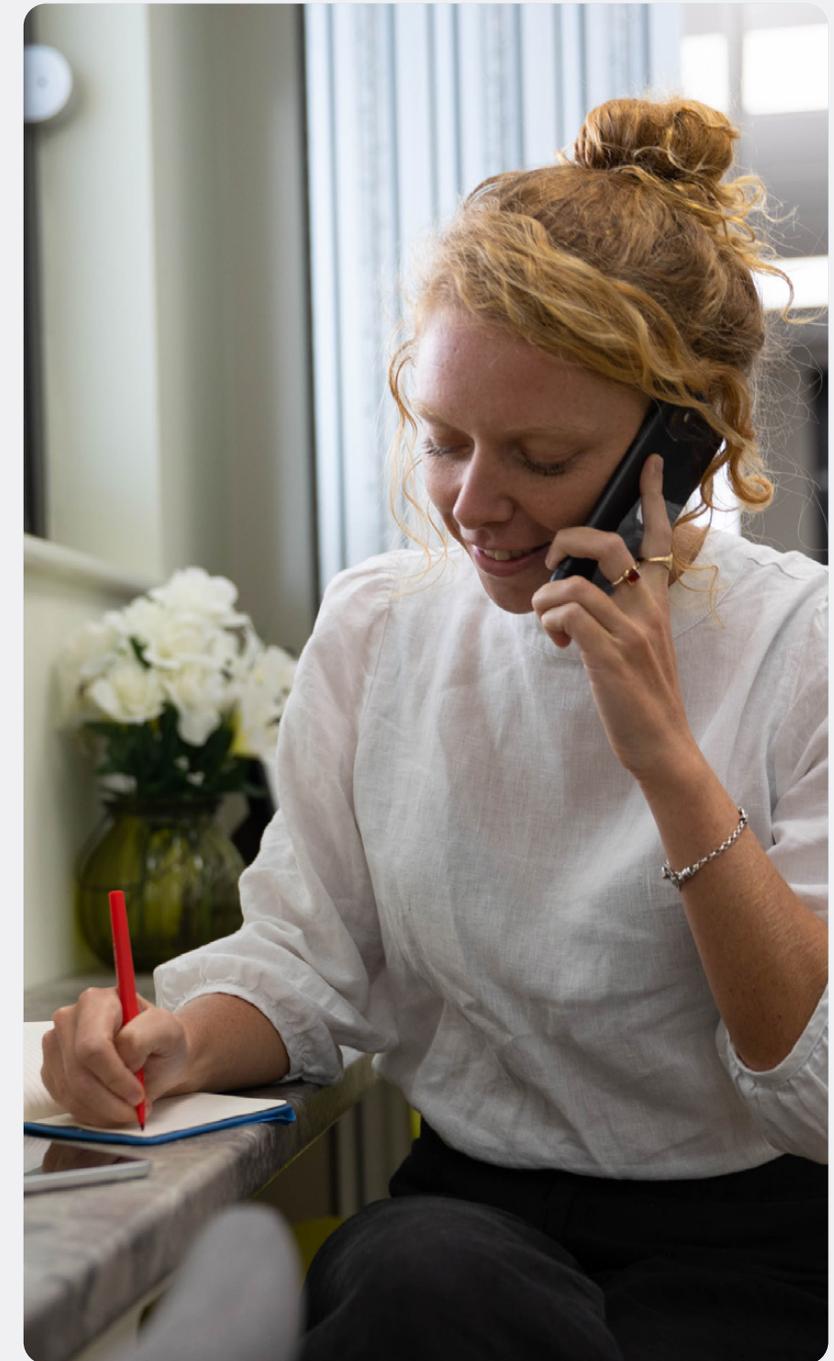
Engage with your customers

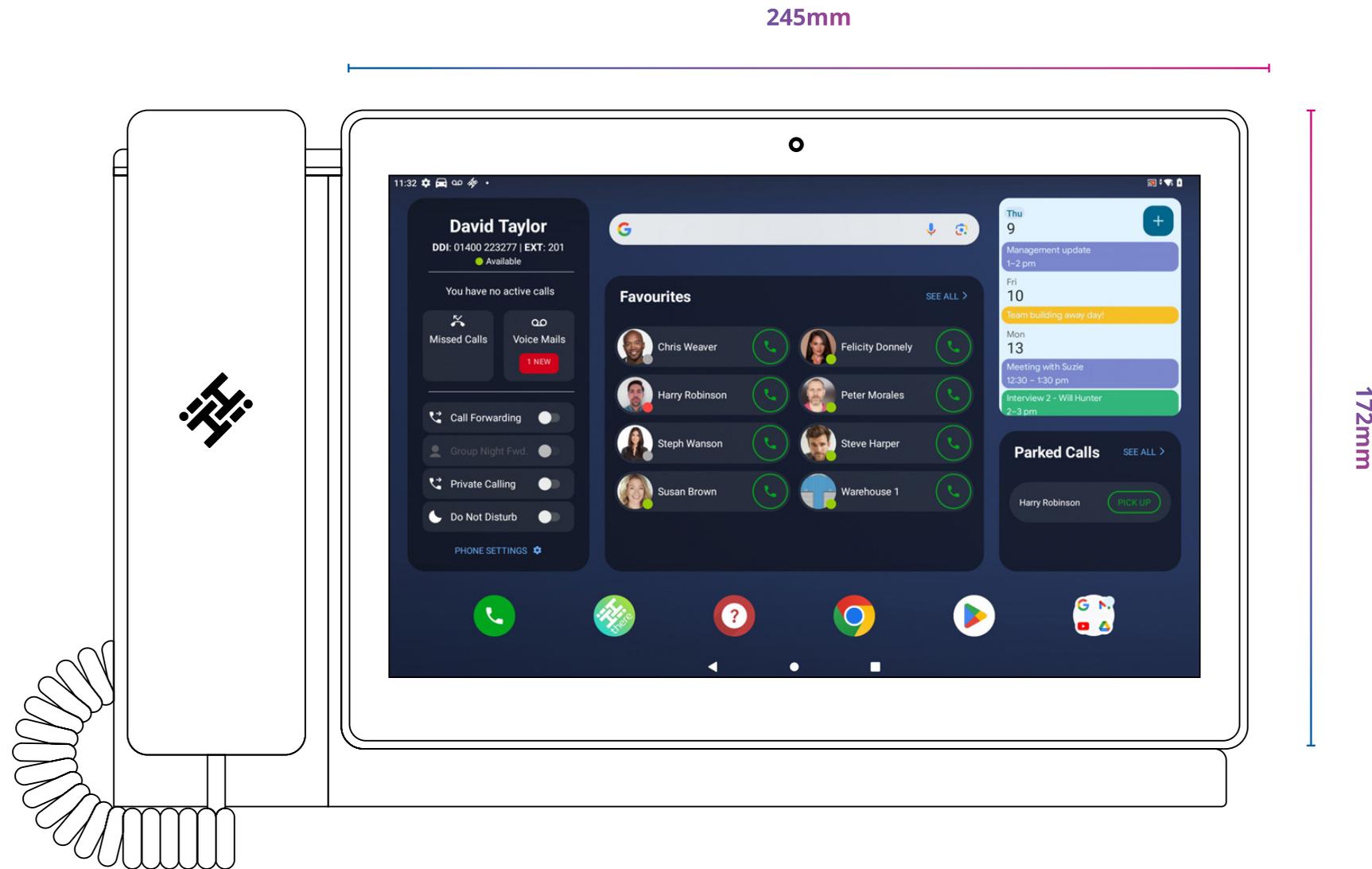
Customers being placed in a queue or on hold is an unavoidable part of business. Studies have shown that if a caller is confronted with silence, they are more likely to hang up. With On-Hold Marketing, you can keep callers engaged while they wait, plus also use your phone system as an advertising tool.

On-Hold Marketing can be used in a variety of ways, with the most common form allowing music to be played to a customer when they are on hold, keeping them entertained while confirming to them they are still connected.

Another variation is to use On-Hold Marketing to inform customers of general information, such as their position in the queue or expected wait times. You can also give more specific information such as department contact details or opening hours, which can be extremely useful if they change seasonally.

A telephone call might be one of the first experiences a potential customer has with your business, and On-Hold Marketing gives you the advantage of advertising your range of products and services to them while they are waiting, as well as any promotions or offers which can help to increase your sales.



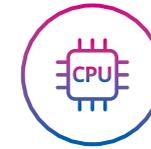


245mm

172mm

HiHi4

Technical Specifications



Processors & OS

- Qualcomm® Snapdragon 680 4G
- Qualcomm® Adreno™ 610 GPU
- Qualcomm® Kryo™ 265 CPU
- Android 12
- Google Assistant



Connectivity

- 1 x Micro USB connector
- Wi-Fi 4, Wi-Fi 5
- Bluetooth® 5.1
- Qualcomm® FastConnect™ 6100
- Google Cast



Memory & Storage

- eMMC Drive: 32GB
- TF Socket for Micro SD Card up to 256GB



Display

- Full-screen 10.1" display
- Capacitive multi-touch panel
- Anti-scratch coating
- 1200 x 1920 IPS
- H.265 Video Playback Quality



Camera

- | | |
|---------------------|--------------------|
| Front Camera | Rear Camera |
| • 13 MP | • 13MP |
| • Autofocus | • Autofocus |
| • HD Video | • H.265 Video |
| | • Flashlight |



Base Unit

- 1 x 8W Speaker
- 8W D Class Amplifier
- 1 x Ethernet
- 1 x USB 3.0 Type-A port



Battery

- Lithium-ion Polymer
- 10+ hours normal usage



Audio

- 1 x 0.7W Speaker
- Microphone Background Noise Removal
- Hardware Echo Canceller



Sensors

- Accelerometer (G Sensor)
- Light Sensor (L Sensor)

Customer Support, Onboarding & Installation

Award winning service from our UK team



Nationwide support from fully trained and accredited HiHi engineers



One point of contact and dedicated support from our UK based team



Faulty equipment replaced free of charge if it cannot be repaired



Most issues resolved remotely using video call support



Online support portal available 24 hours a day

Customer Support

Has a fault in your phone system let you down and lost your business revenue?

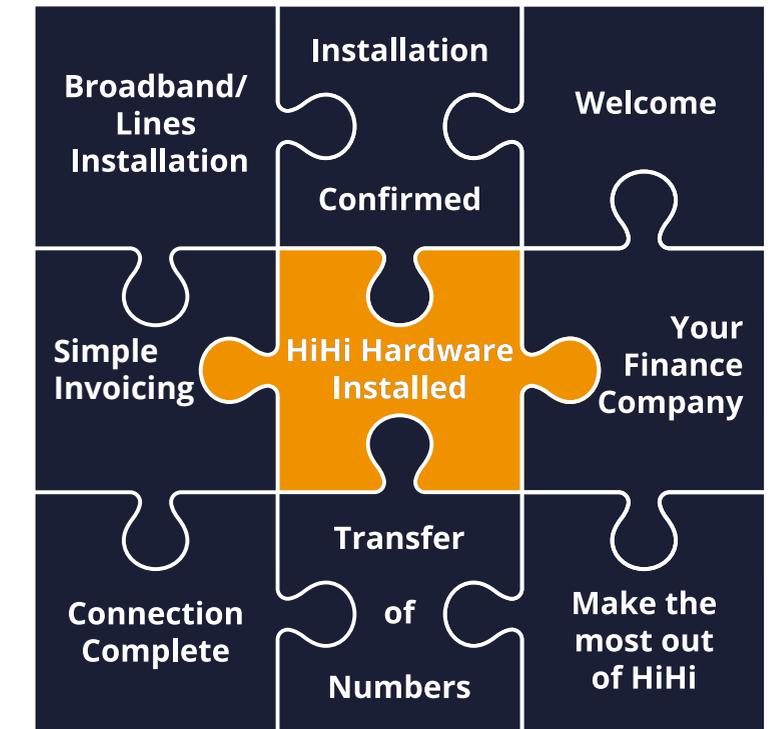
Our dedicated support team are quick to respond, which helps to ensure that you suffer as little downtime as possible if a fault occurs. In the rare event that you need an engineer, there is a team of HiHi field-based engineers all across the UK, meaning they can reach you faster, should you need help.

Your Onboarding Jigsaw

Our user-friendly installation involves collecting the pieces of your Onboarding Jigsaw. When it is complete, your phone system will be fully functional and your business can make use of HiHi's impressive features.

Upon receiving the golden jigsaw piece, you will be able to make outbound and internal calls on your HiHi handsets, which will now be connected to your network.

A HiHi engineer will also provide full user training for you and your colleagues as standard. In addition to this, you will have access to a dedicated Onboarding line should you need to get in touch.



Phone System Extras

Helping you get even more from your system

As well as great features that come as standard, we also have optional extras that can further enhance your phone system.

Business Mobiles

Do you have mobiles as a part of your business communications? If so, you might be interested to know that we save our customers 30% on average, versus their existing contracts. We have a large range of mobile brands to choose from including iPhones and Android devices. You can also benefit from one point of contact for all your business mobile queries, which are handled by our UK based, specialist mobile support team.

Non-Geographical Numbers

With non-geographic numbers you can base your business anywhere and trade as a national company. Enhance your brand with a distinctive and memorable number. Talk to us more about how non-geographical numbers can improve your business.

Wallboard Software

Our Wallboard software gives you real time call and sales information displayed either on digital screens or desktops, increasing performance and productivity. Wallboards have proven to be an effective motivational tool for sales and customer service teams.

Increase Sales

Create healthy competition in your sales team with the use of "live" targets which allow staff to understand how they are performing. Wallboards can display real time company information including sales statistics and call response rates.

Improve Support

Wallboard software also displays essential information about the latest or most urgent support tickets, including who is looking after them, which can significantly improve your customer support.



Our Solution

- ▶ Innovative business phone system with line rental and calls at very competitive rates
- ▶ Voicemail, Call Recording and Call Reporting software for management control
- ▶ Online billing facilities
- ▶ Highly qualified and experienced HiHi installation engineers
- ▶ Industry accredited Customer Support team
- ▶ UK customer service for all aspects of aftersales and onboarding
- ▶ Product training and support for all staff on how to use your new HiHi4



| Contact us

For an unbiased view of current and future technologies, talk to us. We are an independent provider and we deliver competitively priced, bespoke solutions to meet your requirements.



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