

HiHi Vision

Insightful Communication

HiHi.co.uk

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INTRODUCING HiHi VISION

Smarter, AI-powered communications

HiHi Vision makes your working days simpler and more insightful. It combines effortless usability with cutting-edge AI tools to provide helpful insights for your business' communication.

Designed, developed and supported in the UK, the HiHi Vision combines traditional features like calling and voicemail with modern features like interactive voice menus. Plus, new AI-powered tools like background noise removal and typed call notes are at your fingertips, for every call.

As a digital, cloud-based phone system, the HiHi Vision future-proofs your business against the upcoming switch-off of the UK's traditional landline network. Keeping your phone system easy to use, and your business competitive – so that you spend less time navigating your phone system, and more time communicating.



Powered by Android 15

Experience an Android platform with updated features, improved performance and enhanced security.

Cutting-edge voice AI

Enjoy built-in features like call sentiment and call notes, equipping you with better insights.

A premium processor

Powered by the MediaTek MT8781, HiHi Vision is designed to deliver reliable, responsive performance that keeps everyday interactions running smoothly.


DND
Group Fwd.
Today's Call Sentiment
Positive
50%
Neutral
35%
Negative
15%
Company Vision
30
Missed Calls Per Hour
30
Unreturned Calls
VIEW
20s
Average Answer Time
Last updated: 16 Jan 2026, 14:30
Automatically refreshes every 5 minutes

FEATURES

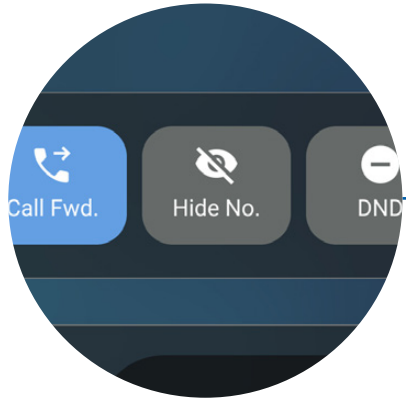
Home screen

The HiHi Vision interface combines ease-of-use and optimum functionality, to empower every employee with simplified working days.



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.

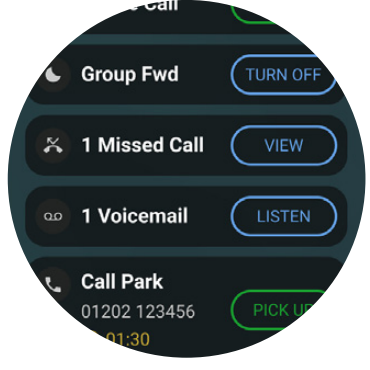




NEW

Notification widget

View and manage key notifications at a glance. Click the icons to view voicemails, missed calls, news alerts, and more.







Presence

View your colleagues' availability with the coloured icon at the bottom right of their phone icon, which changes depending on their status. This provides you with visibility of who can take a call.



NEW

Company stats

A summary of your company's call stats, giving every employee a glance at your company's call activities, in real time, at their fingertips.



Favourites

Quickly access the contacts you speak with regularly. You can pin frequent contacts, and even use this feature to answer colleagues' calls when they're away from their desks or transfer calls easily to key contacts in just one tap.



Contacts

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

Part phonebook, part personal assistant

HiHi Vision's phonebook comes with powerful, AI-driven call insights, helping your business build stronger relationships and a better reputation, with ease.

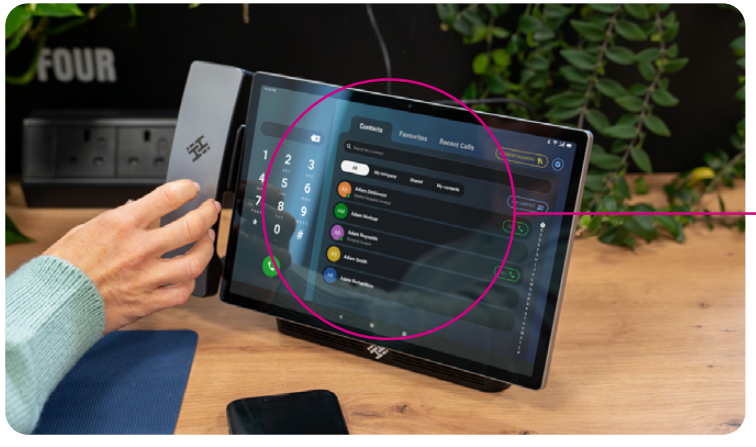
HiHi Vision's phonebook has been crafted to put even more information at your fingertips.

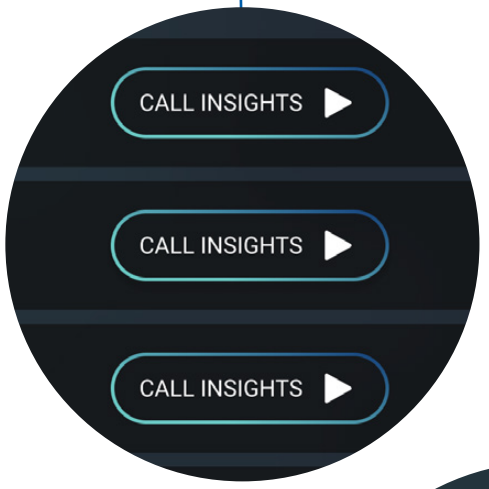
We've combined traditional phonebook features with a range of automated call documentation – like having a personal assistant on every call.

Search contact lists and call history, and make calls quickly by simply clicking the contact.

The best part? Now, before you jump on the phone, you can click on a recent call with that contact to view the call recording, call transcript, call summary, and sentiment analysis, so you never again have to struggle to remember what you spoke about with a partner or client.

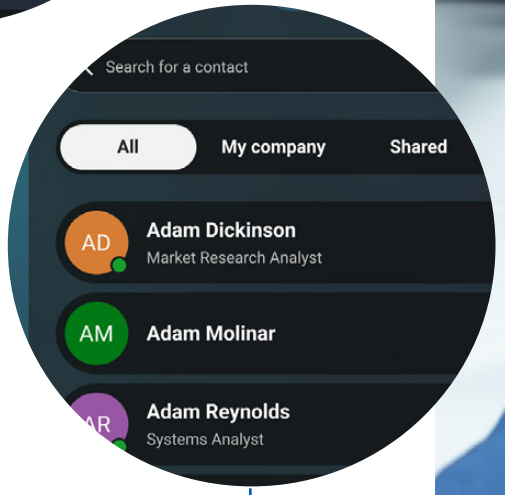






Call insights

Call recordings, call notes, sentiment analysis and meeting outcomes are all readily available for every call in your call history.



Contacts

Search across individual or multiple contact lists (eg business-wide). Click on a contact for instant access to call history including recordings, sentiment analysis, and notes for each individual call.



Brand-new AI capabilities

We know how many directions you're pulled in while running your business. That's why the HiHi Vision is built with AI-enabled productivity at its heart – enabling you to work faster, smarter, and simpler, whether you're at home or on the road.

Cutting-edge call insights

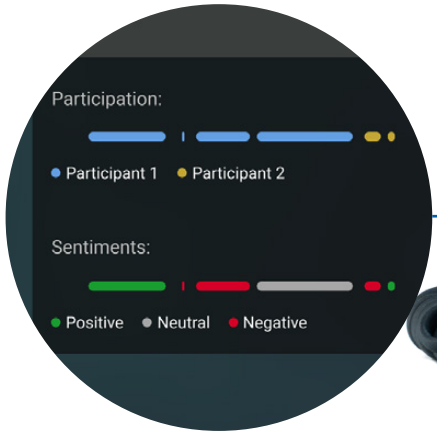
The new, built-in AI features of HiHi Vision include call recording, sentiment analysis, call transcripts, and call outcomes. They're accessible when you click on a contact in your contacts list, and when you click on a call in your call history.

Call recordings

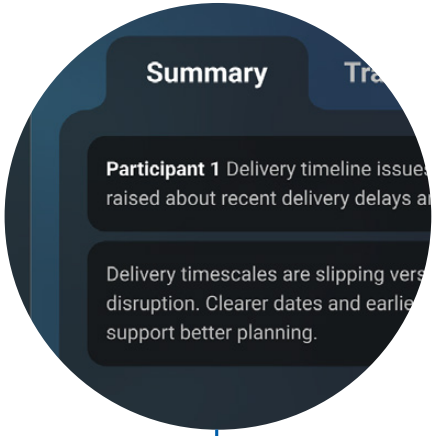
Relive your conversations through recordings, so you always know exactly what was discussed.

Sentiment analysis

Easily analyse the emotional tone of the participants in any conversation.



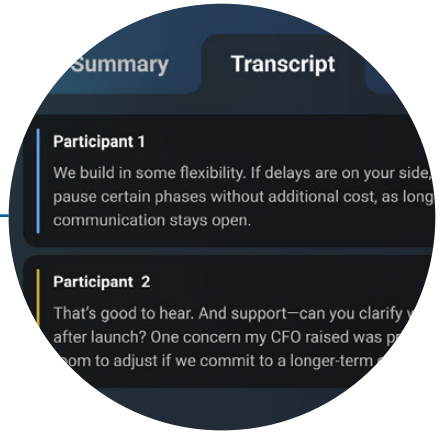




Call outcomes

Access the main outcomes (summary and actions) of any call, without worrying about constant note-taking.





Transcripts

Quickly recap conversations through transcripts, so you can easily pick up any conversation right where you left off.



Company-wide call insights

The sentiment analysis, missed calls, unreturned calls, and average answer time of all HiHis across your business is automatically combined for each 24-hour period, providing visualisation of each day's stats – giving every employee a better vision of the wider business.



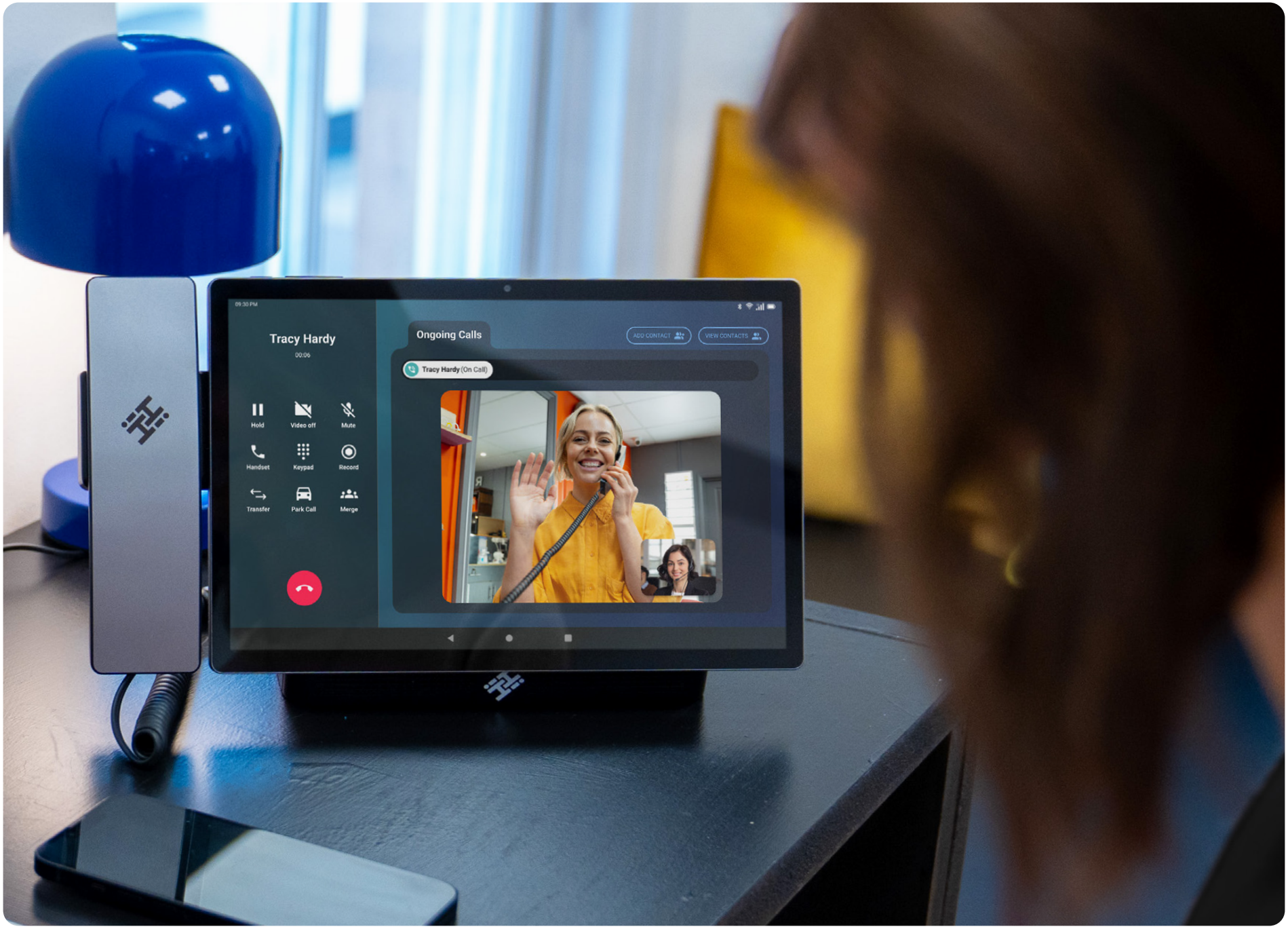
Noise suppression

Advanced, AI-enabled noise suppression creates a 'virtual bubble' around the speaker, blocking out the background noise in busy and loud work environments.

Great for when you're working at home and the kids are running around screaming. Perfect for bringing some calm into your working day, no matter how hectic your environment.




Robert William
+447311121710
Outbound
10/04/2024 11:32
Summary
Transcript
Actions
Share an updated delivery timeline once the latest status has been confirmed
Provide earlier proactive updates when delays are identified, including revised expected delivery dates
Participation:
Participant 1
Participant 2
Sentiments:
Positive
Neutral
Negative
00:00:00
00:20:00


09:30 PM
Tracy Hardy
00:06
Hold
Video off
Mute
Handset
Keypad
Record
Transfer
Park Call
Merge
Ongoing Calls
ADD CONTACT
VIEW CONTACTS
Tracy Hardy (On Call)

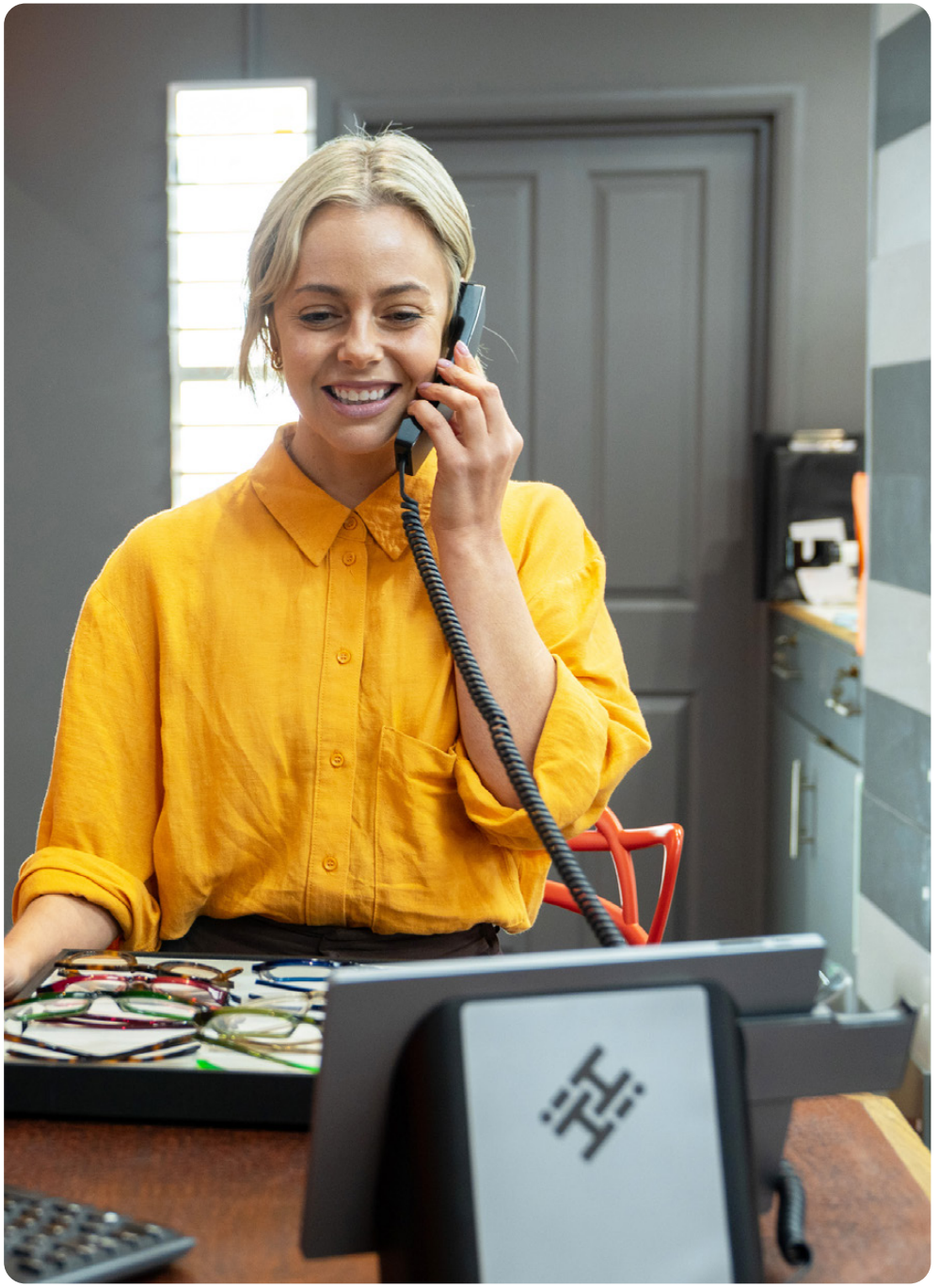
Built-in video calling

Video calling has always been central to HiHi, and the HiHi Vision continues our rich history of delivering crystal-clear, face-to-face communication.

Video call straight from your deskphone, or take advantage of HiHi with Webex (page 14) to mirror your HiHi Vision to your phone and / or computer, so you can video chat from anywhere, anytime. And no matter what device you're on, your phone number will always show up as your HiHi number – allowing you to keep your personal number(s) private.

Bluetooth connectivity

Easily connect a headset or earbuds to your HiHi Vision; or establish a bluetooth connection with your phone or computer when you're using Webex to mirror your HiHi to your device.



HiHi with Webex

Download the Webex app on your phone and computer to replicate your HiHi Vision on your devices. Duplicate features such as your phonebook, calling features, and colleague availability, so you can make and receive calls across your devices.

This enables you to stay seamlessly connected even when you're away from your desk. Webex uses the same phone number as your HiHi, meaning your work number is the same across devices and you can keep your mobile number private.

GET IT ON Google Play

Download on the App Store



Your HiHi deskphone synced to your mobile and your computer


Recent Calls
RETRIEVE PASSWORD
My contacts
ADD CONTACT
CALL
CALL
09:30 PM
INCOMING CALL...
PK
Paulina Kennedy
01632960123
IGNORE CALL
Paulina Kennedy


96.4
INCOMING CALL...
TR
Terry Ruggles
07700900123

CENTRALISED
MANAGEMENT PLATFORMS

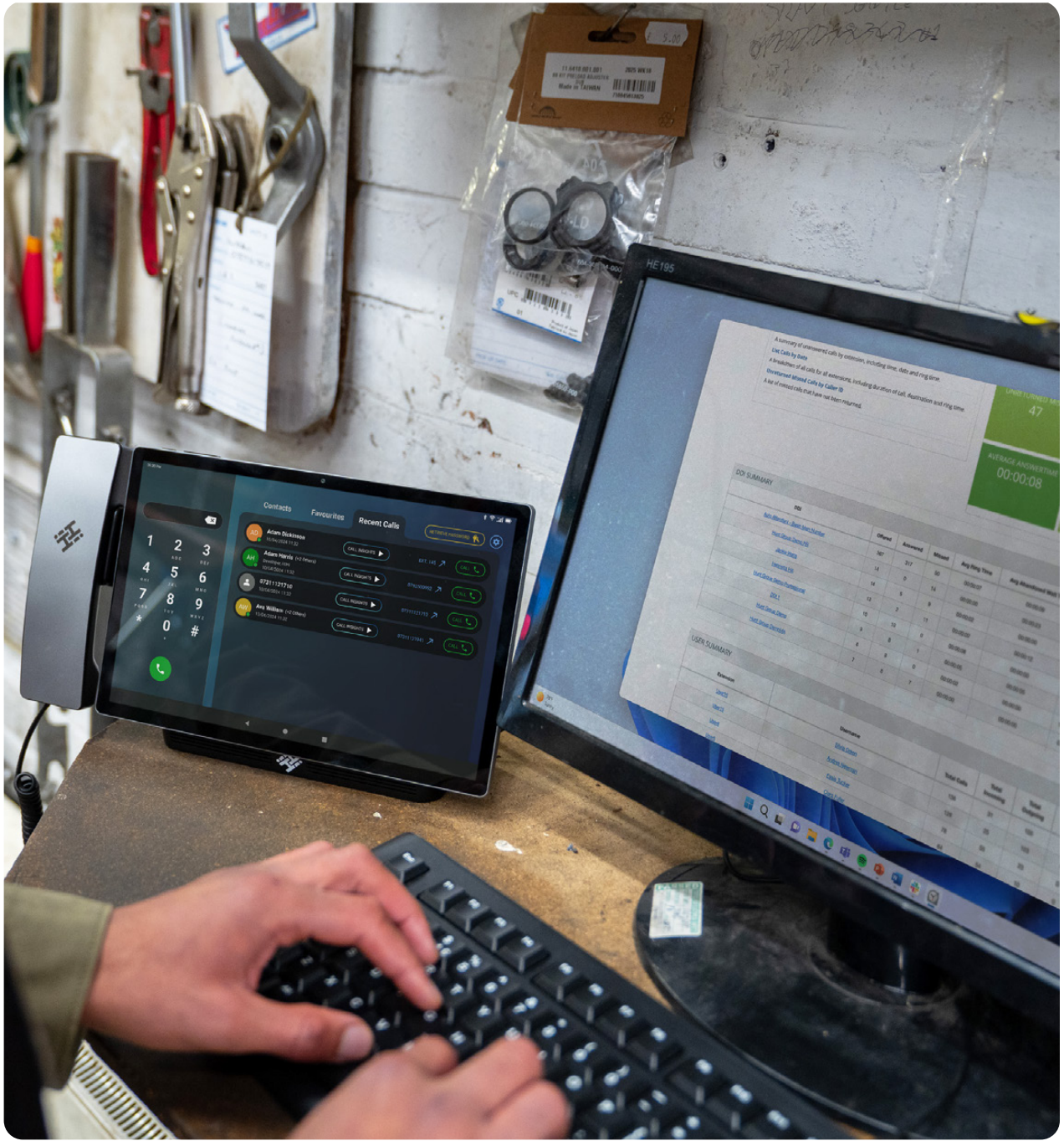
HiHi Insights

The HiHi Insights platform helps enhance your business, providing real-time statistics and reports, tailored training opportunities, and business-wide call management.

While the home screens of each HiHi Vision provide an overview of key company call stats, the HiHi Insights online platform provides even more robust information, ideal for managers.

HiHi Insights is easy to use, providing centralised access to business-wide call reporting from all your HiHi devices. Improve customer service by creating tailorable reports that help you make informed decisions. View individual or department call performance. Easily understand peak call times so you can ensure the best staffing levels.





AI call insights

The HiHi Insights platform gives managers centralised access to the AI-powered call insights from across each HiHi device within the organisation, including:

- **Call recordings**
- **Call transcripts**
- **Call insights**
- **Sentiment filtering**
- **Theme detection**
  (so you can search by topics discussed in calls)

This enables managers to provide tailored training, to recognise top performers, and to analyse specific parts of any call, internal or external.

The HiHi Insights platform also allows you to add notes to individual recordings, and to put calls into groups so that you can filter them as needed. All your recordings can be stored indefinitely, or for a time period of your choosing.

Call management

HiHi Insights allows simple, centralised management of company calling features such as distribution, entrance messages, and queuing messages. Here, you can access routing options and customise your Automatic Call Distribution (ACD) wallboards.

Tailorable to any size business, even small offices can benefit from entrance and queuing messages that enhance customer experience. Meanwhile, call centres can benefit from customisable ACD wallboards, tailoring them to display KPIs and real-time statistics that help maximise performance. Different wallboards can be displayed within different departments.

Both agents and supervisors can easily view and assign call-backs, and personal KPIs are always monitored. Supervisors can easily see when they need to assist on live calls or perform actions on behalf of their agents.



CRM integration

Integrate your existing database with your HiHi phone system, so you can quickly identify callers, view their records, and click-to-dial.

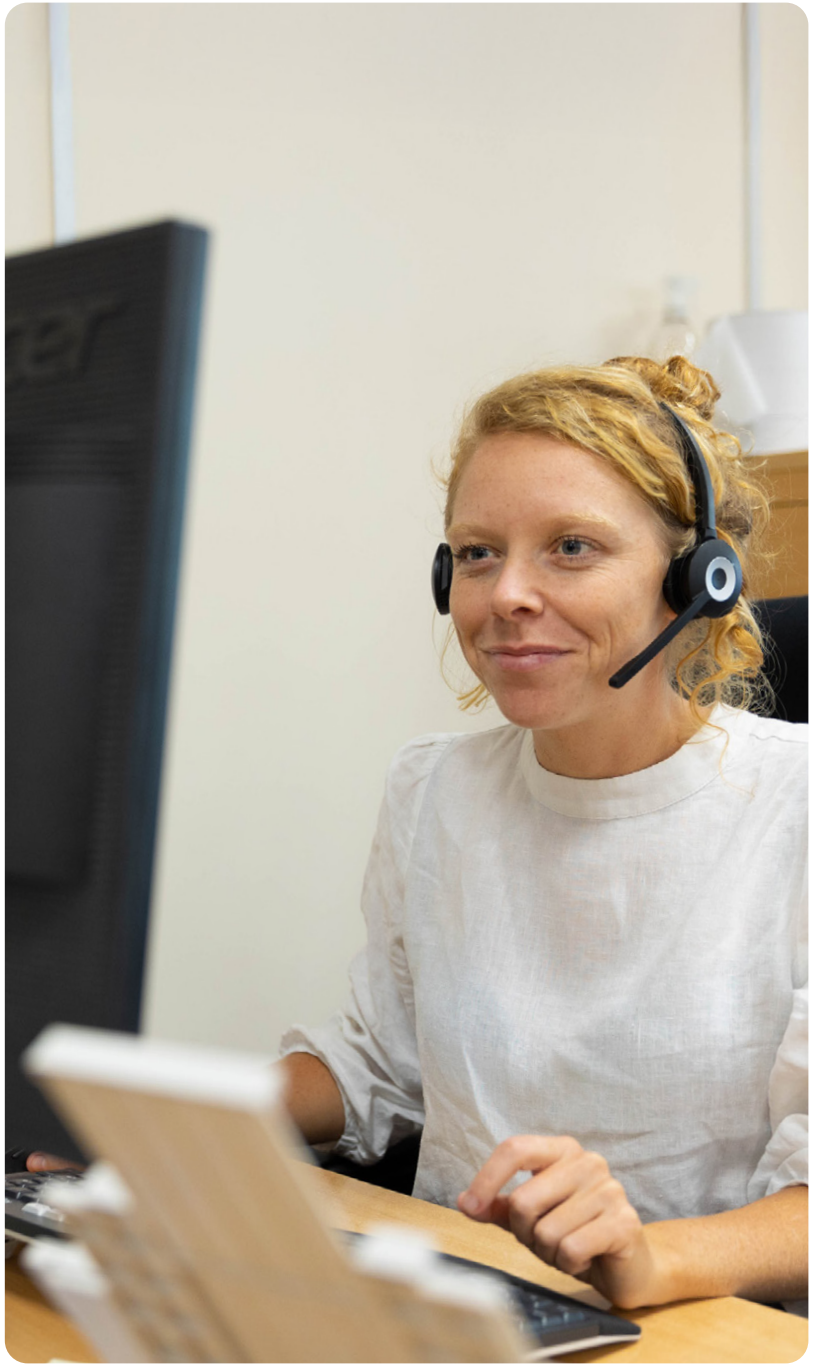
It's not only your staff statistics that can improve your operations, but also your customer activity. The HiHi Insights platform can be integrated with your CRM system (including Salesforce, Dynamics 365, Zendesk and Zoho) so you can view customer call activity and contact information. This enables you to map customer call journeys, analyse call experiences, and customise KPIs for categorising calls as 'good' or 'bad'.

salesforce

ZOHO

zendesk

Microsoft Dynamics 365





On-hold marketing

Keep callers engaged while they wait and use your phone as an advertising and added-value tool.

On-hold marketing can be used in a variety of ways. The most common is playing music while a customer is on hold, which ensures they know they're still in the queue.

Another option is to use on-hold marketing to inform customers about their queue position or expected wait times. You could also give information like opening hours or contact numbers for specific departments, which all show that you're doing your best to address their needs.

On-hold marketing gives you the advantage of promoting your products and services while customers wait. You can promote special offers to increase your sales, plus you'll be enhancing the experience for customers and partners.


278mm
172mm
09:30 PM
Active Call
RETURN
Group Fwd
TURN OFF
1 Missed Call
VIEW
1 Voicemail
LISTEN
Call Park
01202 123456
01:30
PICK UP
News
Paulina Milner
HiHi Vision lau...
READ
Benjamin Arnold
EXT.1234 | DDI: 01202 123456
Call Fwd.
Hide No.
DND
Group Fwd.
Paulina Milner
Tristan Wakeford
Megan Cook
Kirsty Macklin
Isachar Martinez
Benjamin Arnold
SEE ALL FAVOURITES
Today's Call Sentiment
Positive
50%
Neutral
35%
Negative
15%
Company Vision
Missed Calls Per Hour
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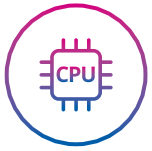
30
VIEW
Average Answer Time
20s
Last updated: 16 Jan 2026, 14:30
Automatically refreshes every 5 minutes

Technical specifications



Processors & OS

- MediaTek MT8781
- Android 15



Connectivity

- WiFi 5
- Bluetooth 5.2



Memory & Storage

- 64GB storage
- 4GB RAM



Display

- 0.95 inch panel
- 1200x1920 IPS
- 72% NTSC colour gamut
- 400 bits brightness and 1500:1 contrast ratio (suitable for all office environments)



Material

- Toughened cover glass (0.70mm Asahi cover lens)
- Hardness and durability tested



Base Unit

- 8W amplifier
- Ethernet
- USB-A
- Mains-powered (no battery)



Camera

- 8 MP front



Audio

- 0.7W speaker
- AI-driven background noise suppression
- Echo canceller



Sensors

- Light sensor



For a demonstration, contact HiHi:

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HiHi Limited, registered in England and Wales, Registration Number 07590894.
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