

# Hero Applications

## Hero Softphone Applications

### Hero Free Apps for iPhone and Android

Hero's Mobiex phone apps for iPhone and Android are free to install. Whether you are working from home, or traveling overseas, the Hero mobiex smart phone family is an invaluable tool for mobile workers.

Configuring any new device can be a hassle, even if you know what you're doing. And while softphones like C-lite and Bria are great tools, they still need to be configured – the correct proxy, port numbers and codecs to use. Our Hero softphone family is free to use, and have been pre-configured with all the pieces needed to start making calls. All you do is add your number and password.

### Installing Hero softphone - iPhone

1. From iPhone go to iTunes App Store
2. Search for Mobiex and Download
3. Once installed enter your UserName and Password

### Installing Hero softphone - Android

1. From Android go to Google Play Store
2. Search for Mobiex and Download
3. Once installed enter your UserName and Password

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## Voice Quality

There are a couple of known caveats to replacing your deskphone with a softphone, regardless of whether you've chosen to use ours or a paid service such as the Bria.

1. All Softphone share resources with your computer, whereas a deskphone has been optimised just to make calls and therefore do not have to content with any tasks your PC or MAC maybe doing.
2. Bandwidth: As a rule, your office wireless connection will be more reliable than your phones 3G or 4G service. With 4G in particular, while it has the ability to handle high download speeds, those speeds are accompanied by very high latency often in excess of 200ms and can often have a lot of jitter (latency variation) resulting in poor voice quality.

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