

Technical Questions

Can I use my existing phone with Hero?

As a SIP or VoIP service provider you will require an IP telephone handset to make calls on the Hero network or you can use our Mobiex Apps on your Smartphone. Commonly used SIP handsets are those by Yealink, Polycom and Cisco/Linksys.

You can connect a traditional analogue handset to our service but you will need something called an Analogue Telephone Adapter (ATA) first to convert the voice traffic to digital and the SIP protocol. There are various options for ATA's too such as Cisco SPA112 and SPA122 and many others. Contact support@herotel.uk if you need more assistance in choosing a handset or gateway device.

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