

Using Opal on iPhones and iPads

As of Opal firmware **1.1**, full native support for the **Safari** browser in **iOS 11** and higher is available. This means you no longer need to install any app to use iPhones with Opal.

Because of the way Apple has implemented the WebRTC utility in **Safari**, there is one limitation in using iPhones. **Apple does not provide any way to route Opal audio to the handset speaker.**

This means you have three options for iPhones:

1) Use speakerphone mode - This is the default if no wired headset is used on the iPhone. The loudspeaker on the iPhone (located on the bottom) will become active along with the microphone. It will not be effective to hold the phone to your ear. Instead you must hold the phone in front of you and use it like the native speakerphone mode.

Use of speakerphone mode is not recommended.

This is because speakerphone mode requires the use of an echo canceller to prevent speaker audio from feeding into the microphone. By definition, all echo cancellers “color” the microphone audio and can produce artifacts, especially in the presence of “doubletalk” (both ends speaking at once).

2) Use a wired headset - This is the recommended mode and will produce the best sounding microphone audio. The echo canceller in the phone is disabled in this mode, so there is no microphone coloring. iPhone 7 or higher requires a lightning headset (like the earpods included with these phones) or adapter.

3) Use the Opal app - Download and install the Opal app from Apple iTunes and you can use your iPhone as a handset.

Options for Connecting to Opal with an iPhone

Below iOS 11 - Must use Opal App



iOS 11 or higher - Safari or Opal App
Option presented to user



With Safari (iOS 11 or higher) - Handset Earpiece cannot be used



With Safari (iOS 11 or higher) - Can only use speakerphone (not recommended) or headset (recommended)

