

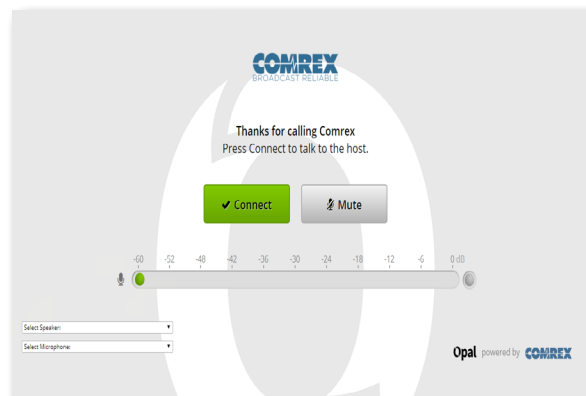
A Step-By-Step Guide for End-Users

Step 1: Set up your device to use Opal

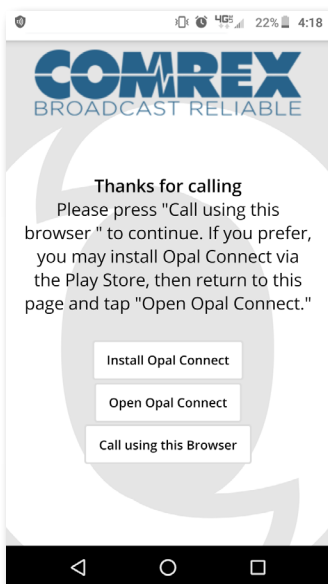
In order to use Opal, you will need a device that allows you to both access your email and conduct a voice-to-voice conversation: in other words, a smartphone or a computer with a headset/microphone device.

If you're using Opal on a computer

You will use Opal on an *internet browser*. Currently, Opal is compatible with the following browsers: Edge, Chrome, Firefox, Opera, and OS X Safari. **Make sure you have the latest version of at least one of these browsers installed on your computer before you use Opal.**



Internet browser on a computer



Android device

If you're using Opal on an Android device

Android users can operate Opal either on an internet browser or on the Opal Connect app. (The app is available for free on Google Play.)

Some mobile browsers are not fully compatible with Opal, however. If you start experiencing difficulties with Opal when using it in a browser, we recommend that you switch to the Opal Connect app.

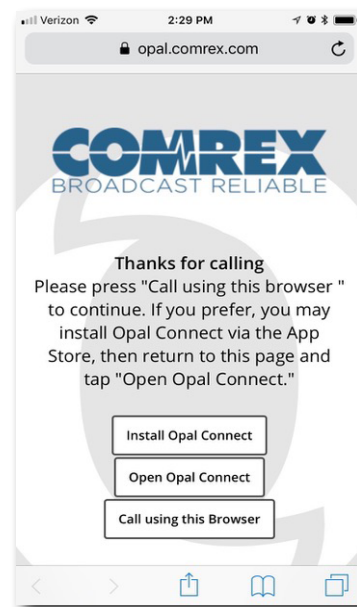
If you're using Opal on an iPhone

As with Android devices, you can use Opal on an internet browser (in this case, Safari) or the Opal Connect app.

One important difference between iPhone and Android, though, is that Safari doesn't support audio through the phone's handset speaker with Opal. This means that you must either use your speakerphone or a headset with a microphone. Comrex recommends that iPhone users choose the headset option.

Also, if you're using Opal through Safari, **make sure that your phone is running iOS 11 or higher**. Otherwise, Safari won't be able to support Opal and you'll have to use the Opal Connect app instead.

If you have no headset or earpods for your iPhone, your best option is to download and use the Opal Connect app, which you can do by pressing the "Install Opal Connect" button on the landing page. While it *is* possible to use Opal in Safari with the speakerphone option, your audio will be slightly distorted by the echo canceller that's engaged when this option is chosen.



iPhone

Step 2: Click on the link from the studio and connect to Opal

The studio will email you an invitation with a link in it. When you click on that link, you will be taken to a web page that will look a little different depending on whether you're using the Opal Connect app, an internet browser on an Android device or iPhone, or an internet browser on a computer. While the process for initiating an Opal will be similar across all platforms, there are some important differences to be aware of.

Using the Opal Connect App

After you click on the link you will see a page that looks like Figure 1, asking you whether you want to use the internet browser or Opal Connect.

If you've already installed the app, choose "Open Opal Connect". (If you haven't installed the app yet, download it from the App Store or Google Play first by searching for "Comrex Opal Connect".)

When Opal Connect opens, you will see a page that looks like Figure 2 with a request for Opal to record audio. This allows you to use your microphone during the conversation, so you want to click "Allow".

This will bring you to the connection page shown in Figure 3. Click the green "Connect" button. Once Opal establishes a connection between you and the studio, you will see a red "Disconnect" button appear as in Figure 4. This will confirm that you are connected to the studio and can begin your conversation.

Press "Mute" to mute your audio during the call, and "Disconnect" in order to end the call.

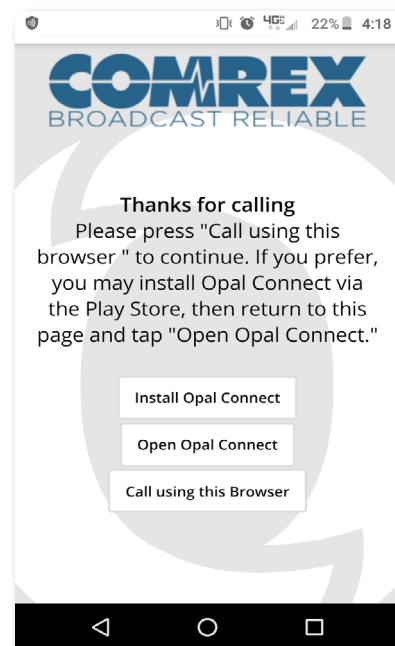


Figure 1

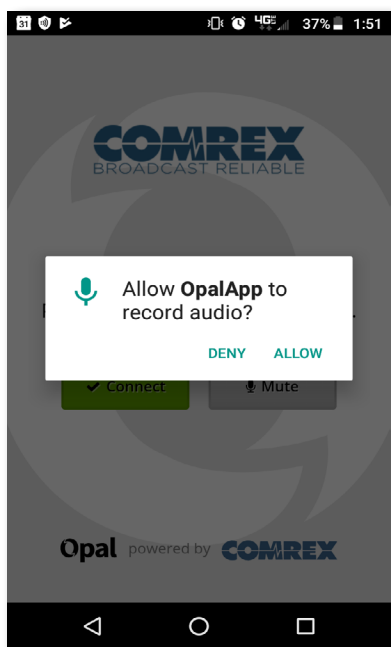


Figure 2

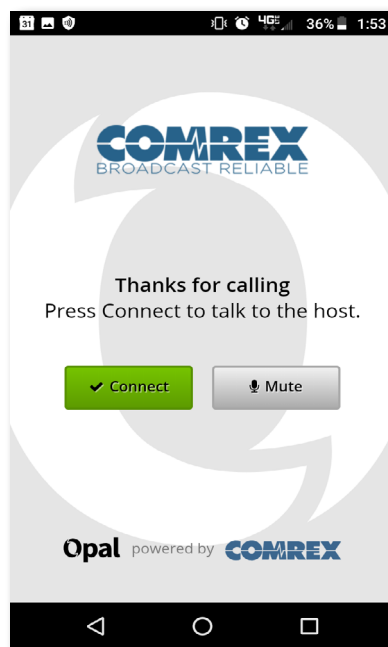


Figure 3

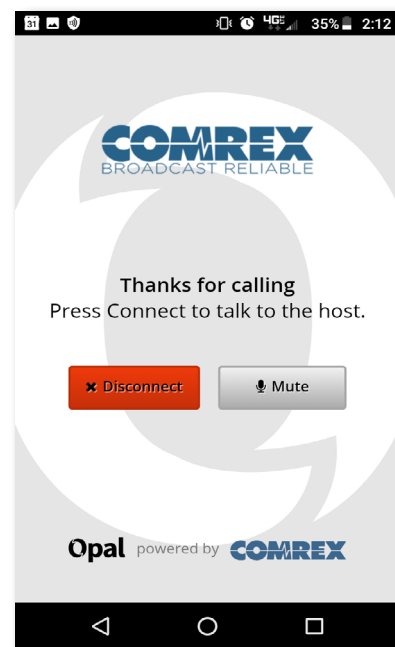


Figure 4

Using an internet browser on an Android device

After you click on the link you will see a page that looks like Figure 1 above, asking you whether you want to use the internet browser or Opal Connect. Choose "Call using this Browser".

You will then see two consecutive notification screens that will request permission for Opal to use your microphone (Figure 5) and for your internet browser to record audio (Figure 6). In both cases, you want to click "Allow".

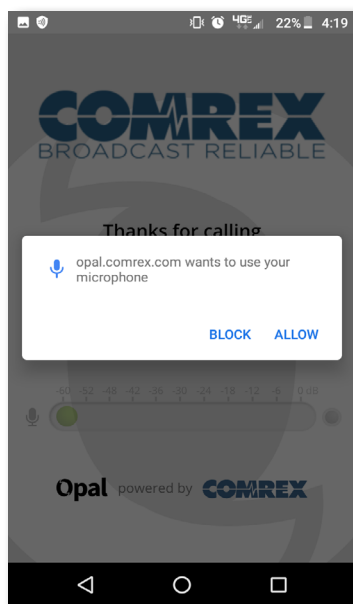


Figure 5

This will bring you to the connection page as shown in Figure 7. You will see a drop-down menu at the bottom of the screen. This is how you will select which microphone you will use.

Click on that menu, which will bring up a page that looks like Figure 8. Comrex strongly recommends that you choose the headset earpiece (i.e., the normal microphone you use during a phone call).

When you've selected your microphone, click the green "Connect" button.

Once Opal establishes a connection between you and the studio, you will see a red "Disconnect" button appear as in Figure 9. This will confirm that you are connected to the studio and can begin your conversation.

Press "Mute" to mute your audio during the call, and "Disconnect" in order to end the call.

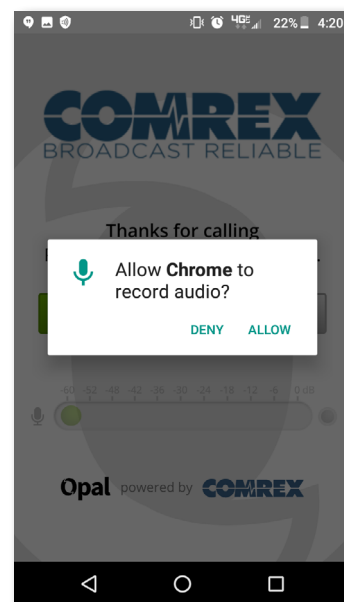


Figure 6

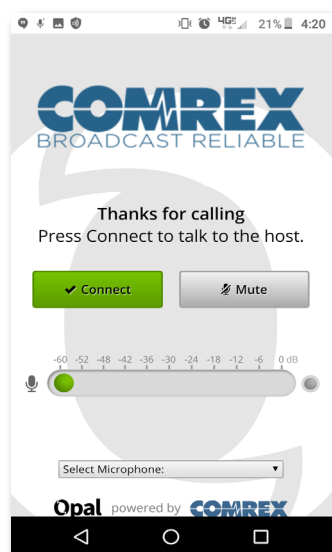


Figure 7

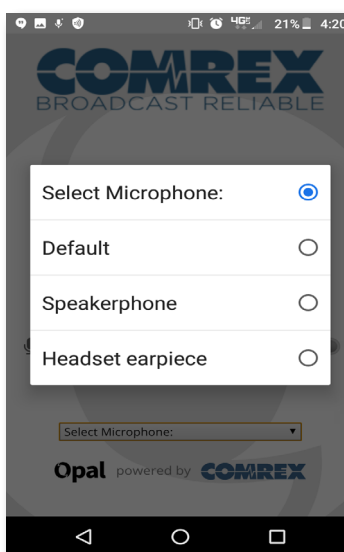


Figure 8

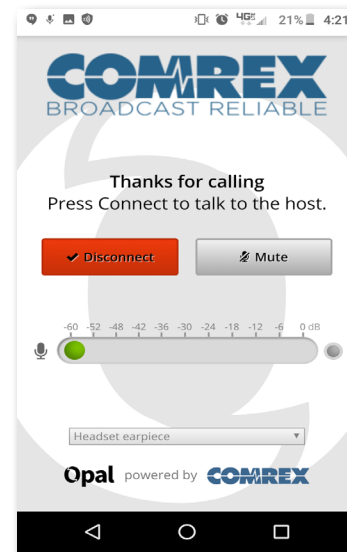


Figure 9

Using Safari on an iPhone

After you click on the link you will see a page that looks like Figure 10, asking you whether you want to use Safari or Opal Connect. Choose "Call using this Browser" to continue using Safari.

(If your phone *isn't* running iOS 11 or higher, however, you will see a screen that looks like Figure 11. In this case you will need to use the Opal Connect app because your version of Safari doesn't support Opal, so click "Open Opal Connect" and refer to the above instructions for how to use Opal Connect.)

You will then see a notification screen requesting permission for Opal to use your microphone (Figure 12). Click "Allow".

This will bring you to a page that looks like Figure 13, asking whether you want to use a headset with a microphone or the speakerphone. Because Safari doesn't support audio through your phone's handset microphone when it runs Opal (i.e., the normal microphone you use during a phone call), your choice is either a headset/microphone device or the speakerphone. Comrex *strongly* recommends that users choose the headset option.

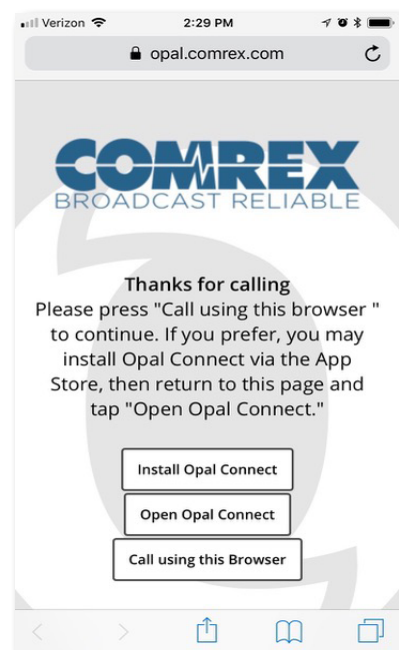


Figure 10

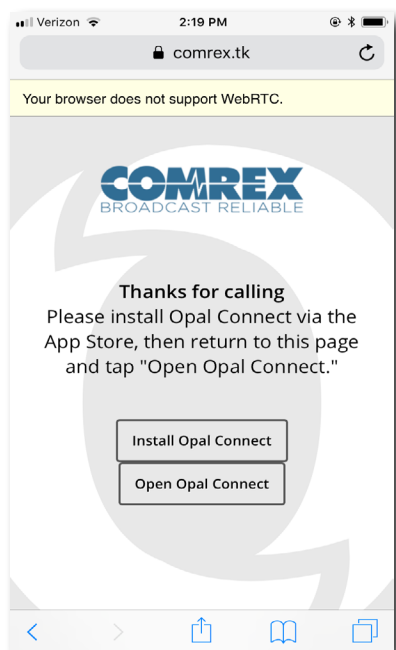


Figure 11

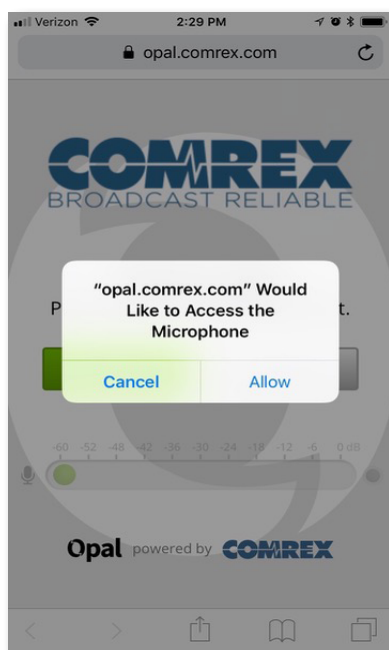


Figure 12

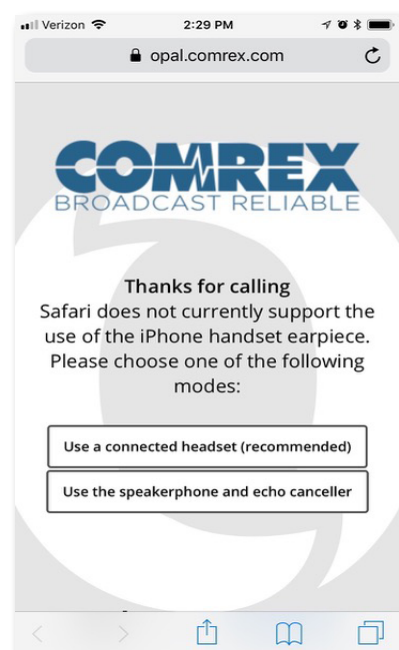


Figure 13

When you've selected your microphone option, you will see a page that looks like Figure 14. Click the green "Connect" button.

Once Opal establishes a connection between you and the studio, you will see a red "Disconnect" button appear as in Figure 15. This will confirm that you are connected to the studio and can begin your conversation.



Figure 14

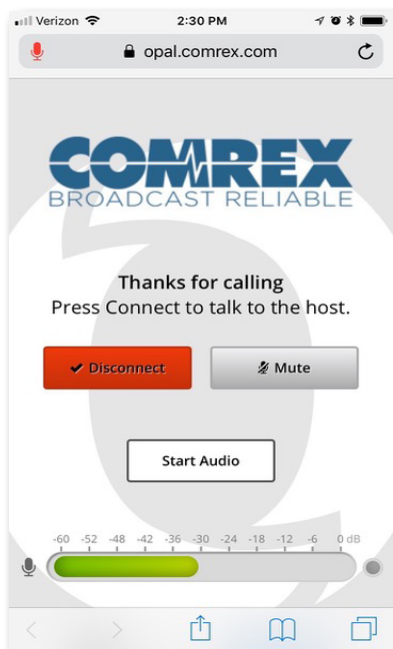


Figure 15

Press "Mute" to mute your audio during the call, and "Disconnect" in order to end the call.

Please note: Safari users must always end Opal calls by pressing "Disconnect". If you minimize Safari while running Opal, the call will not end unless you press "Disconnect" even if the studio ends the call.

The overall options for connecting to Opal using an iPhone are summarized in Figure 16.

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)

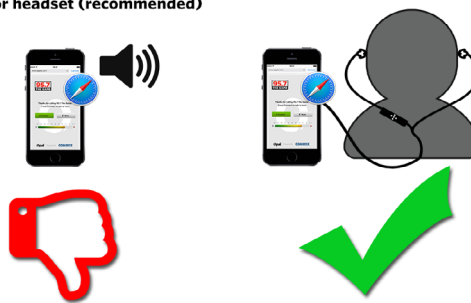


Figure 16

Using an internet browser on a computer

When you click on the link you will be brought to a page that looks like Figure 17, followed quickly by a notification (Figure 18) requesting permission for the studio's Opal page to use your computer's microphone. Click "Allow".

If your computer has multiple microphones and speaker arrangements, such as a laptop with a built-in mic/speaker *and* a headset input, you will then see a pull-down menu to choose which speaker and microphone to use. (Figure 19)

Once you've chosen your microphone/speaker options, you should see the microphone audio meter at the bottom of the page move when speech is detected. If this *doesn't* happen, your browser isn't compatible with Opal and you will need to either update to a newer version or use a different browser. (As mentioned above, Opal is compatible with the Edge, Chrome, Firefox, Opera, and OS X Safari browsers.)

Once Opal establishes a connection between you and the studio, you will see a red "Disconnect" button appear, which will confirm that you are connected to the studio and can begin your conversation.

Press "Mute" to mute your audio during the call, and "Disconnect" in order to end the call.

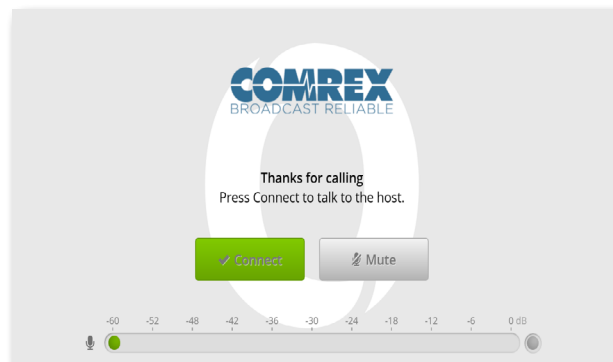


Figure 17

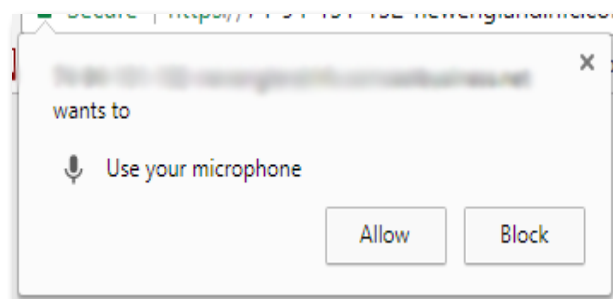


Figure 18

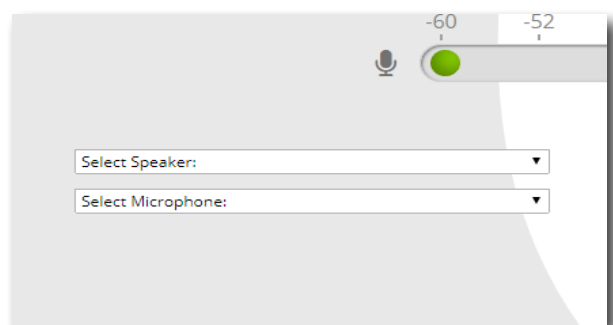


Figure 19