



Solstice Conference Checklist

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With Solstice Conference, the Solstice Pod is transformed into a video conferencing room system that delivers rich content sharing to remote participants and supports touchless, agnostic conferencing for any meeting or learning space by providing wireless connectivity between user laptops and room audio/video devices.

As a new category of room system that does not burden a room design with single-purpose dedicated hardware, video conferencing with Solstice is far more versatile and cost effective. However, it does have some specific prerequisites to ensure a high-quality conferencing experience. This document outlines those specifications and requirements of the various system components—host laptop, local area network, and audio/video peripherals—most of which are consistent with current best practice IT methodologies.

Host Laptop Requirements

- ☐ Windows laptop that meets the following requirements:

| | |
|-------------------------|---|
| Operating System | Windows 10 version 1903 or later |
| Minimum Specs | Intel i5 quad core processor(6th Gen or newer); 8GB memory; processor speed of 1.6 GHz/min or better |
| Important Notes | <ul style="list-style-type: none">• Laptop computers with dual-core processors not currently supported.• Microsoft Surface laptop devices and similar tablet-like devices are not currently supported, including (but not limited to) Microsoft Surface Laptop, Surface Book, and Surface Pro. |



To check your Windows laptop specs, open Command Prompt and enter the `dxdiag` command.

- ☐ macOS laptop that meets the following requirements:

| | |
|-------------------------|--|
| Operating System | Catalina 10.15 or later |
| Minimum Specs | Intel i5 quad core processor; 8GB memory; processor speed of 1.2 GHz or better |

Important Notes

- Apple M1 devices are supported; however, some M1 devices may experience performance issues. Mersive recommends upgrading M1 devices that often use Solstice Conference to macOS Monterey for best stability.
- Laptop machines with dual-core processors not currently supported.
- Macbook Air 2021 laptops can be used with Solstice Conference; however, older Macbook Air laptops are not currently supported.



If you are using a 4K laptop, Mersive recommends scaling your screen resolution down to 1080p when using Solstice Conference.

- ☐ The latest version of the Mersive Solstice app and Solstice Conference should be installed on the meeting host laptop. Elevated permissions are required to install Solstice Conference drivers. If users do not have elevated permissions, administrators have the option to centrally deploy the Mersive Solstice app using installing with [MSI or SCCM](#) versions.



In versions 5.5 and later, if the Solstice Conference version is not the same as the version of the Mersive Solstice app, an alert will appear when starting Solstice Conference, and the Solstice Conference connection will be denied. Mersive strongly recommends the Solstice Conference version always match the Mersive Solstice app version.

- ☐ Screen resolution of 4K laptops should be scaled down to 1080p for use with Solstice Conference.
- ☐ Additional monitors should not be attached to the host laptop while using Solstice Conference.
- ☐ Installed conferencing applications (Zoom, Teams, etc.) should be updated to the latest versions.
- ☐ If using a tool that limits program access, such as an anti-virus program, device management service, or a local firewall such as Windows Defender Firewall, you may need to whitelist or allow the following programs:
 - SolsticeClient.exe
 - SolsticeConference.exe
 - SolsticeVirtualDisplay.exe
 - rsusbipclient.exe

If the programs are not listed, you can add the programs manually using the installation path of the Mersive Solstice client. Example installation paths are as follows:

- QuickConnect Client (downloaded from the Pod):
C:\Users\%username%\AppData\Local\Mersive\SolsticeClient
- MSI & SCCM Installers: C:\Program Files\Mersive Technologies, Inc\Solstice\Client

Local Area Network Requirements

- ☐ Pod must be connected to the host network via Ethernet.
- ☐ Connections between host laptop and Pod should have end-to-end latency of 50 ms or less.
- ☐ Ensure your network has a minimum bandwidth of 50 Mbps per active Solstice Conference session/room.



Solstice Conference does not require any additional internet bandwidth beyond what is needed for your video conferencing services.

- ☐ Ensure the required network ports are open. For Solstice Conference, you will need to open the default base ports +17 (e.g. If 53100–53102 are the configured base ports, open TCP/UDP ports 53100–53119). However, other network ports are required for other Solstice functionality. For more information on Solstice's network ports and open network port requirements, see [Network Requirements](#).

Solstice System Requirements

- ☐ Gen3 Pod with current Solstice Subscription or Active Learning Subscription
- ☐ Solstice Conference enabled using Solstice Cloud (or Solstice Dashboard)
- ☐ The latest version of Solstice installed – see mersive.com/download for latest versions
- ☐ Solstice Discovery Service (SDS) enabled (required for one-step meeting start)
- ☐ Room calendar integrated with the Solstice Pod (strongly recommended for ideal user experience)

Audio/Video Peripheral Requirements

- ☐ Compatible peripherals from the [Supported Peripherals](#) list
- ☐ Audio and video devices must be connected to Pod via USB
- ☐ Peripheral power supplies should be used when available – Mersive does not recommend powering peripherals via the USB connection to the Pod

Limitations

- Level of local area network bandwidth required is largely dictated by a combination of conferencing application and video camera used.

Resolution: Use lower resolution cameras if local area network bandwidth is limited.

- Audio crackling, degradation of streaming quality, and other performance issues may occur when the Pod is under high resource utilization.

Resolution: Reduce number of shares, video content shared, and/or use lower resolution cameras if system performance issues occur.

- PowerPoint should be started prior to initiating a Solstice Conference session if users want to share using PowerPoint's presentation mode.

Resolution: If PowerPoint is started after the Solstice Conference session begins, use PowerPoint's option to "swap presenter view and slide show" under "display settings" when in presentation mode.

- 4K host laptops are generally limited to a single desktop share; anything further may strain the laptop's resources.

Resolution: This issue will be resolved in an upcoming software release.

- Meetings scheduled on a calendar integrated with the Mersive Solstice app do not appear in the Conference tab until 15 minutes prior to the meeting start time.

Resolution: This is by design; Mersive will optimize product usability over time based on feedback from customers and partners.

- The Mersive Solstice app supports integration with Microsoft 365 calendars only.

Resolution: Addition of Google calendar support is on the product roadmap for the upcoming year. Other calendars will be added in the future.