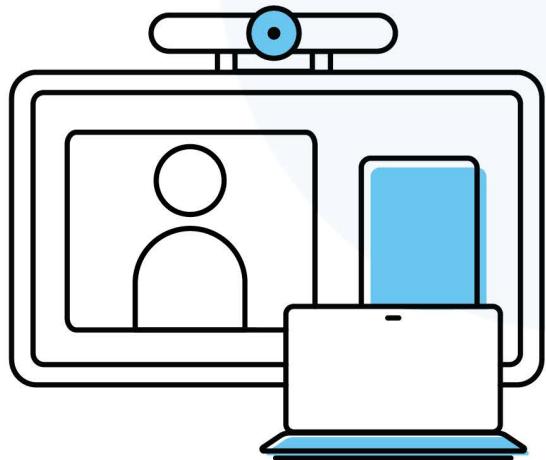
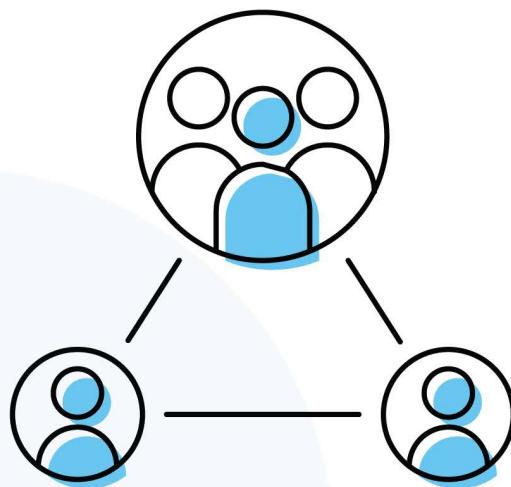




**mersonic**  
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# Solstice Conference User Guide

Updated August 2, 2021

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# Solstice Conference Overview

Solstice Conference is a software-enabled capability that enhances video conferencing with rich, multi-participant content sharing to deliver a better collaboration experience between onsite and remote users. Solstice Conference paired with room audio/video devices delivers the convenience of a traditional room system with the flexibility to use any conferencing service installed on the meeting host's laptop.

Solstice Conference allows you to use Solstice with most laptop-based conferencing apps to add meeting support for remote attendees in Solstice-enabled rooms. Solstice Conference offers the flexibility to use the conferencing service of choice and provides wireless connectivity to room audio/video devices attached to the Solstice Pod via USB. Solstice Conference can be enabled for all Gen3 Pods on the latest version of Solstice. A current Solstice Subscription is needed to utilize the Solstice Conference capabilities.

## Key Capabilities

- Leverages web conferencing applications running on local users' laptops.
- Enables meeting hosts to wirelessly connect to plug-and-play USB devices attached to the Pod to share room audio/video in the web conference.
- Uses integrated room and personal calendars to support a one-step start for scheduled web conferences.
- Allows the meeting host to share the full in-room display to the web conference so remote users can see everything happening on the display, including multi-source content sharing, mark up, and more.

## Host Laptop Minimum Specs

Solstice Conference capabilities are supported on laptop devices that meet or exceed the following requirements. Meeting host laptops should meet the minimum specs listed below. Other on-site meeting participants can wirelessly share content to the Solstice display using the Solstice app installed on their laptops or mobile devices. As a note, the meeting host capability for Solstice Conference is not supported on mobile devices.



Using the Solstice app only for wireless content sharing, control, and markup does not require the device to meet the minimum specs listed below. For more information, see Solstice User App.

## Minimum Hardware Recommendations for Meeting Host Laptops

### Windows

<b>Operating System</b>	Windows 10 version 1903 or later
<b>Minimum Specs</b>	Intel i5 quad core processor(6th Gen or newer); 8GB memory; processor speed of 1.6 GHz/min or better.
<b>Important Notes</b>	<ul style="list-style-type: none"> <li>Laptop machines with dual-core processors not currently supported.</li> <li>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.</li> </ul>



**Tip:** To check your laptop specs, open Command Prompt, enter "dxdiag", then run.

## MacOS

<b>Operating System</b>	Catalina 10.15 or later
<b>Minimum Specs</b>	Intel i5 quad core processor; 8GB memory; processor speed of 1.2 GHz or better
<b>Important Notes</b>	<ul style="list-style-type: none"> <li>Apple M1 devices are supported.</li> <li>Laptop machines with dual-core processors not currently supported.</li> <li>Macbook Air 2021 laptops can be used with Solstice Conference; however, older Macbook Air laptops are not currently supported.</li> </ul>



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

## Supported Conferencing Services

Below are the supported conferencing services depending on the operating system of the meeting host laptop. For support listed as "browser-based version only", Solstice Conference's full functionality (i.e. the ability to share the Solstice display to remote users via the conferencing application) is only supported in the browser-based version of that conferencing application. As a note, please ensure your video conferencing software is updated to the latest version.

	Windows	macOS	Notes
<b>Zoom</b>	Full	Full	
<b>Teams</b>	Full	Browser-based version only*	Microsoft will fix 3rd-party support

<b>Webex</b>	Full	Browser-based version only*	Windows: To share display, select Pod name
<b>GoToMeeting/LogMeIn</b>	Full	Full	
<b>Blue Jeans</b>	Full	Partial	Windows: To share display, use browser app
<b>Google Meet</b>	Full	Full	
<b>Chime</b>	Full	Partial	Windows: To share display, use browser app
<b>RingCentral</b>	Full	Full	
<b>Slack</b>	Full	Browser-based version only*	

\*Chrome, Edge, Opera, and Internet Explorer browsers supported

# How to Use Solstice Conference

These instructions outline steps for meeting hosts to use Solstice Conference to bridge their web or video conference to Solstice.

## Scheduled Conferences vs. Non-Scheduled Conferences

Scheduled conferences are those which are scheduled on a room calendar integrated with a Solstice Pod, or those which are scheduled on a personal calendar integrated in the Solstice app. The details for the conference - e.g. Meeting ID, Passcode, etc. - need to be included in the body of the scheduled event. Clicking **Start** will connect the Pod to the scheduled conference (see [Launch a Scheduled Web Conference](#)). If conflicting conferences are scheduled simultaneously in the Pod's calendar and in the meeting host computer calendar, the Solstice app will start the conference specified for the meeting host computer.

Mersive recommends that you start Solstice Conferences using scheduled conferences.

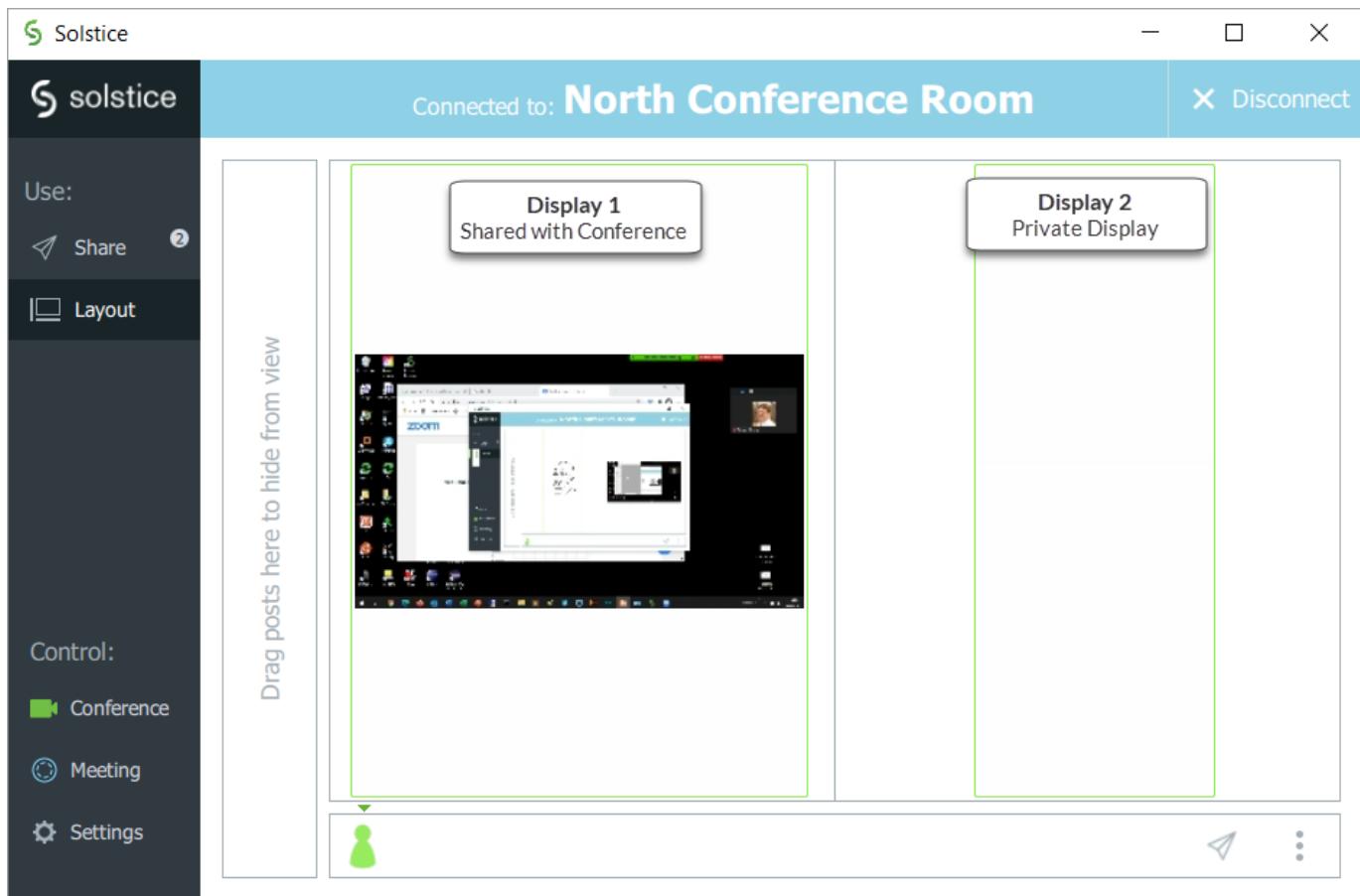
However, Solstice can also "bridge" into a non-scheduled conference. If a remote conference is currently in progress, you can connect to the Pod and then click **Bridge without a calendar event**, and then click **Start**. After you are connected to Solstice you can then connect to the remote conference using your conferencing application and share the Solstice screen with the conference. (See [Bridge an In-progress Meeting to Solstice Conference](#).)

## Using Solstice Conference with Dual Displays

If the Pod is using dual displays, the display shared to the conference will be the display connected to HDMI 1 of the Pod. The screen connected to HDMI 2 will be labeled as a Private Display and will be visible to participants in the room but will not be shared as part of the conference. In the Solstice app layout screen, the display shared with the conference is the screen on the left.

| Example Dual Screen Layout in Solstice App

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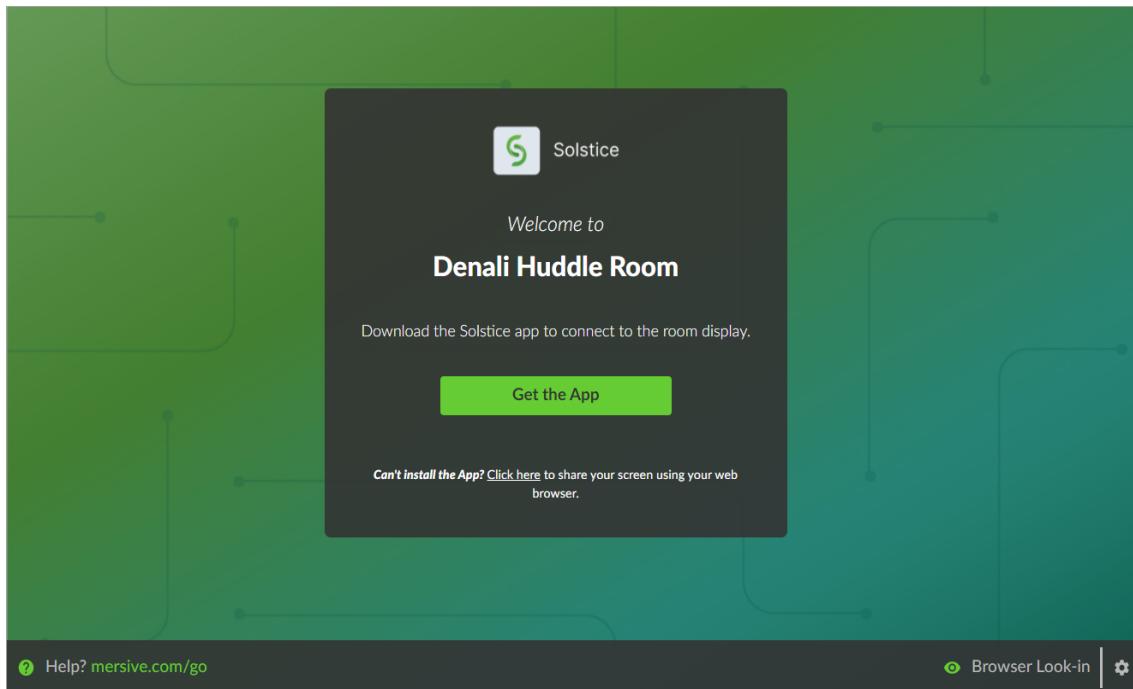


## How To

### Install the Solstice App and Solstice Conference

Below are the steps you can take to download and install the Solstice app and additional Solstice Conference capabilities.

1. Open a browser on your laptop device and enter the IP address visible on the Solstice display.  
The Solstice Quick Connect page opens.



2. Click the **Get the App & Join** button.
3. If you are on a laptop PC:
  - a. The Solstice app installer (SolsticeClientWin.exe) will download. Click the downloaded file to install the Solstice app.
  - b. Once installed, the app will open automatically.
  - c. To install Solstice Conference, go to Conference tab and click **Install**.
  - d. Walk through the InstallShield wizard to install Solstice Conference.

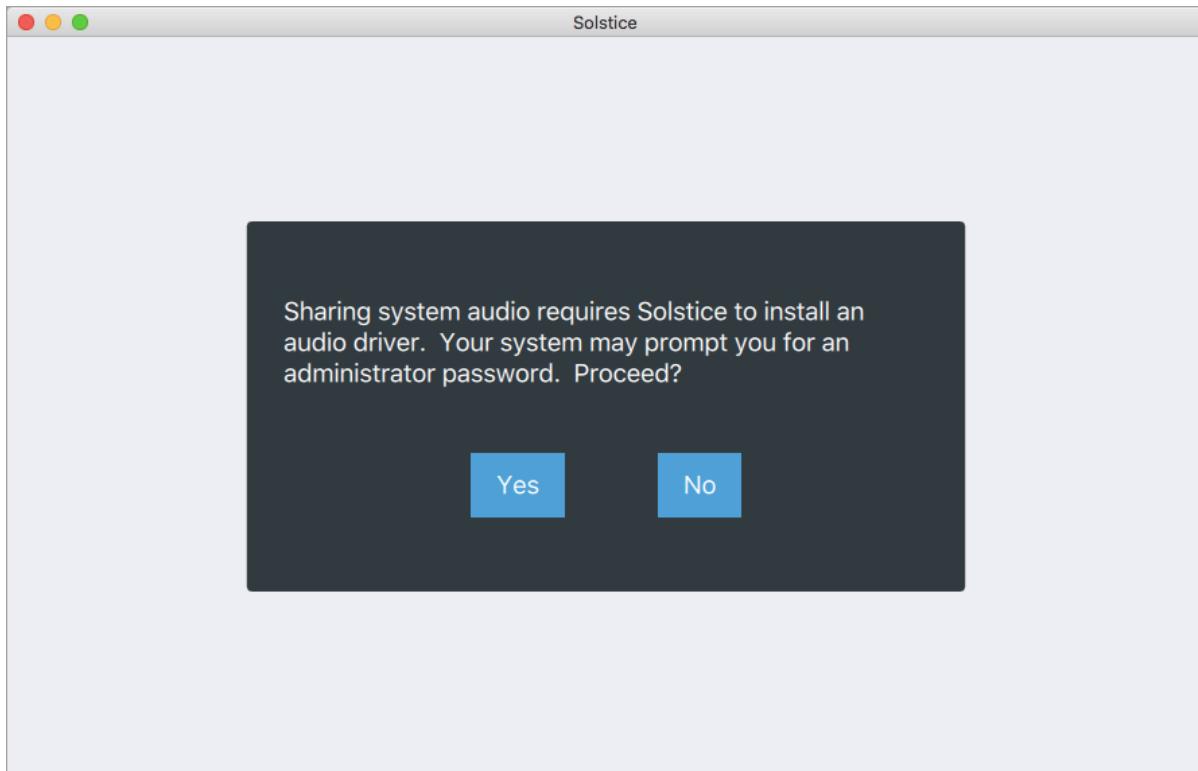


Installing Solstice Conference requires elevated permissions. If you do not have elevated permissions, contact your IT administrator.

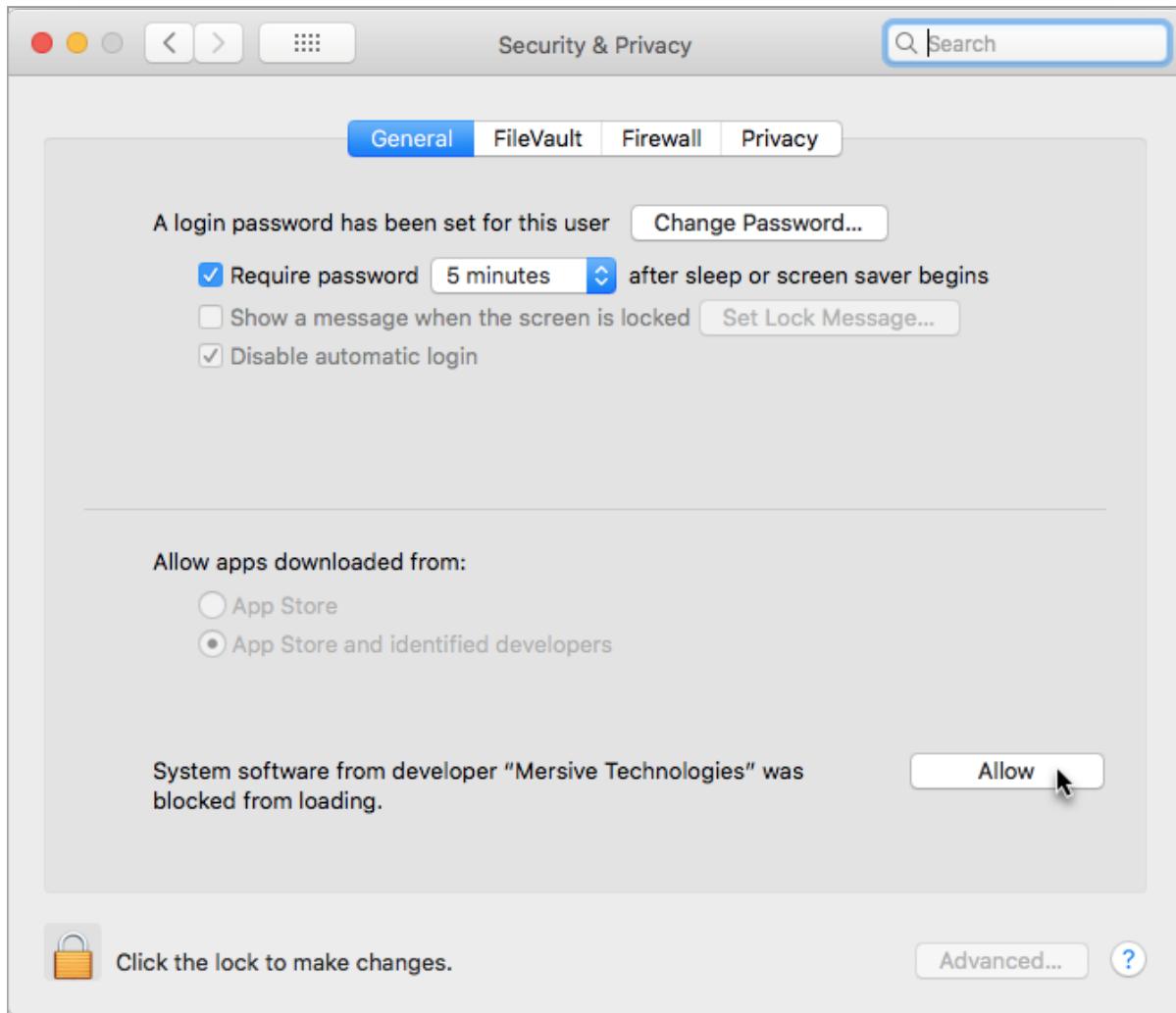
## Enable Solstice Conference on MacOS

Depending on your macOS security settings, you may need to give the Solstice app permissions along with enabling desktop audio in order to use the app's full functionality.

1. Open your Solstice app and connect to a display.
2. On the **Share** panel, click **Desktop**. The Solstice app minimizes. Click **Sharing Desktop** at the top of your screen to un-minimize the app.
3. Toggle **Desktop Audio** to **Yes**.
4. In the prompt that appears, click **Yes**.

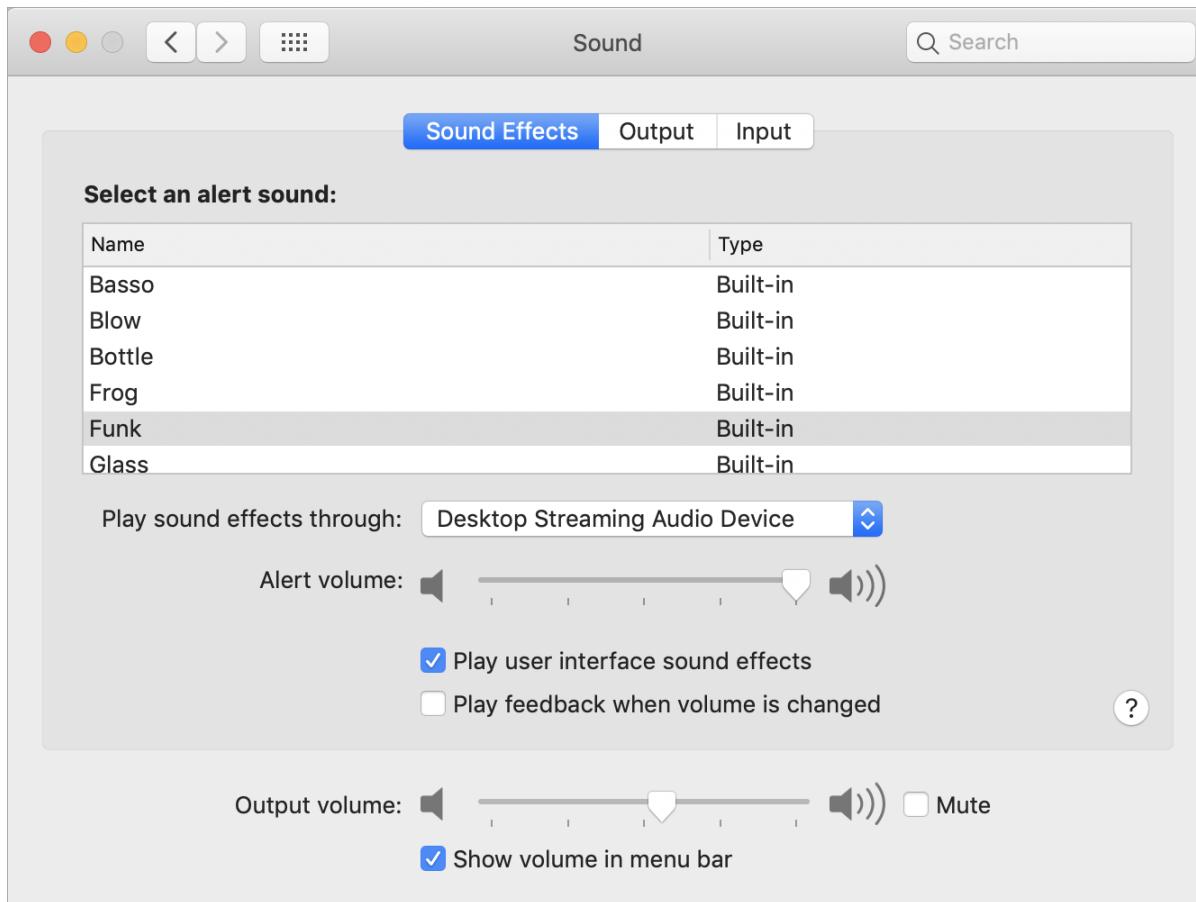


5. If prompted, enter in your admin password, then click **OK**. A System Extension Blocked pop-up appears.
6. Click **Open Security Preferences**. The Security & Privacy settings appear.
7. Next to 'System software from developer "Mersive Technologies" was blocked from loading', click **Allow**.



8. Open **System Preferences** > **Sound**.
9. From the **Play sound effects through** drop-down, select **Desktop Streaming Audio Device**.

10. Select the **Show volume in menu bar** option.



11. Go back to the Solstice app, stop sharing, and click **Disconnect**.
12. Reconnect to the Solstice display, then share your desktop. Your desktop audio is automatically streamed to the in-room display.



If your desktop audio isn't streaming to the display, make sure the Desktop Audio option in your Solstice app is toggled to ON, and that Desktop Streaming Audio Device is selected from your Mac's Volume control.

## Integrate Your O365 Calendar

By integrating your O365 calendar with your Solstice app, Solstice can launch web conferences scheduled on your calendar when you connect to a Solstice display, making it easier to meet with remote participants. This capability is supported for Windows or macOS laptops only.

When integrating your calendar, you will be prompted to sign into your Office365 account using the secure Microsoft Graph API OAuth2 authorization flow. Microsoft will present you with the option to grant Solstice read-only access to your calendar. This allows the Solstice App to retrieve your calendar entries for upcoming meetings and enable a one-step start for scheduled video conferences.

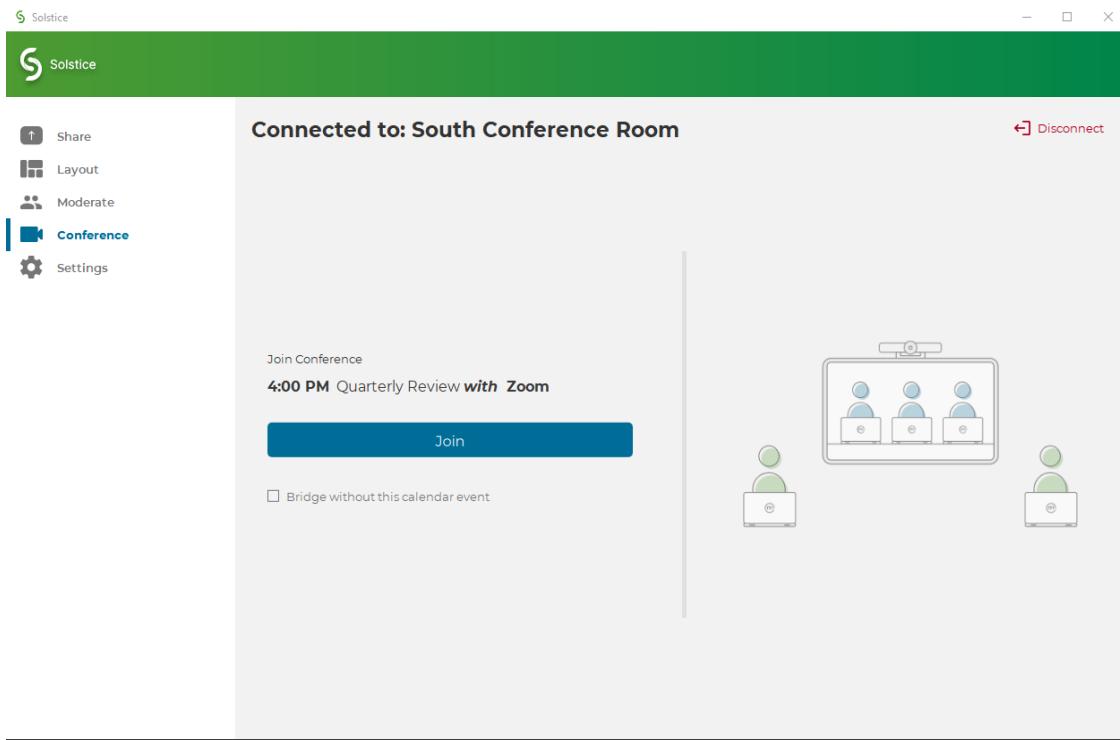


If you are unable to save your O365 credentials and are prompted to re-enter them each time you launch the Solstice app, the Credential Manager service in Windows may have been disabled by your IT team.

1. In the Solstice app, click **Settings**.
2. Under Calendar Integration, click **Sign in with Microsoft**. The Microsoft Online login page opens in a web browser.
3. Enter your login credentials and sign in. If successful, the browser will display a "Success" message.
4. Close the browser and return to your Solstice app.
5. If you wish to disconnect your O365 calendar at any time, go to the Solstice app > Settings > Calendar Integration, then click **Sign out**.

#### Launch a Scheduled Web Conference

1. Launch the Solstice app on your laptop.
2. Connect to the Solstice display by clicking on the display name. If prompted, enter in the 4-digit screen key listed on the display.
3. Once connected, go to the **Conference** tab in your Solstice app.



4. Click **Start**. Once the process begins:

- Your desktop will be shared to the in-room display.
- Any available USB room camera or mic will be wirelessly connected to your laptop.
- If a calendar entry was recognized as a video conference, the conferencing application will launch and start the appropriate meeting. Some conferencing applications may require an additional step to launch the meeting.

5. Once you have joined your video conference meeting, if there is a room camera and microphone connected to Solstice, you will be able to select the room camera and microphone as the meeting's audio and video sources.
6. To share the Solstice display to remote attendees, select **Screen 2** from the sharing options within the video conferencing application. (If the Pod is configured with dual displays see [Using Solstice Conference with Dual Displays](#) to determine which display will be shared with the conference.)
7. After you are done hosting the conference, stop sharing the display, end the video call, and disconnect from the Solstice display.

After you are done hosting the conference, stop sharing the display, end the video call, and disconnect from the Solstice display.

#### Bridge an In-progress Meeting to Solstice Conference

There are multiple ways that Solstice Conference can support your web conference. This how-to will explain how to use bridge a video conference that has already been started to Solstice Conference.

1. Once you have started your web conference, open your Solstice app.
2. Connect to the Solstice display by clicking on the display name. If prompted, enter in the 4-digit screen key listed on the display.
3. Once connected, go to the **Conference** tab in your Solstice app and click the **Bridge without a calendar event** checkbox.
4. Click **Start**. After the conference has been bridged, the Conference tab will say that you're currently the host of a bridged web conference.



If there is a conflicting meeting listed on the Pod calendar, you should select the **Bridge without this calendar event** checkbox, then click **Start**. If you do not select this option before starting, Solstice will automatically connect to the scheduled web conference.

5. After you have joined your video conference meeting, connect to the conference in progress using your conferencing application.
6. if there is a room camera and microphone connected to Solstice, the room camera and microphone will be used as the meeting's audio and video sources.
7. To share the Solstice display to remote attendees, select **Screen 2** from the sharing options within the video conferencing application. (If the Pod is configured with dual displays see [Using Solstice Conference with Dual Displays](#) to determine which display will be shared with the conference.)
8. After you are done hosting the conference, stop sharing the display, end the video call, and disconnect from the Solstice display.

## End Your Meeting and Disconnect from Solstice

As the host, when your meeting is finished you will need to end your video conference and disconnect from Solstice. Here are some ways you can disconnect from Solstice:

- Click the **Disconnect** button at the top of the app window. You will be prompted to confirm that you want to disconnect from the display.
- Close the Solstice App window:
  - On a laptop, click the Close 'X' icon. Solstice will ask if you wish to disconnect from the display and stop sharing all content. If yes, click **Disconnect**.

- On a mobile device, close the app window and Solstice will automatically disconnect the device from the display.

## FAQ

### **Why I'm seeing a mirroring effect when I use Solstice Conference on a Mac laptop?**

If you are experiencing issues where the drivers do not seem to load and a mirror effect, the drivers used for Solstice Conference capabilities may not be loading correctly. To resolve this, you may need to open **Security & Privacy** settings and check the make sure you have allowed drivers from Mersive.

### **Why am I not seeing controls for minimizing or closing my Solstice app window?**

Your Solstice app might be docked to your system tray. To remove this setting and regain controls for the Solstice app window, right-click the Solstice icon in your system tray, then deselect the **Dock to system tray option**.

### **I'm hosting a meeting, but Solstice keeps reminding me that I'm sharing a post to a display. How can I turn this off?**

To limit Solstice notifications, open your Solstice app, then go to **Settings**. Under **General > Notifications**, select either **None** or **Critical**, depending on your notification preferences.



**Note:** Notification settings also control notifications for Solstice Conference.

Selecting **None** will also turn off any performance or compatibility notifications for Solstice Conference.

### **Why is the Solstice display showing up as Screen 3 in my video conferencing application?**

This could be due to your laptop having additional virtual desktops. As a note, Mersive strongly advises against using additional virtual desktops or docking stations alongside Solstice Conference.

# Sharing Content Using the Solstice App

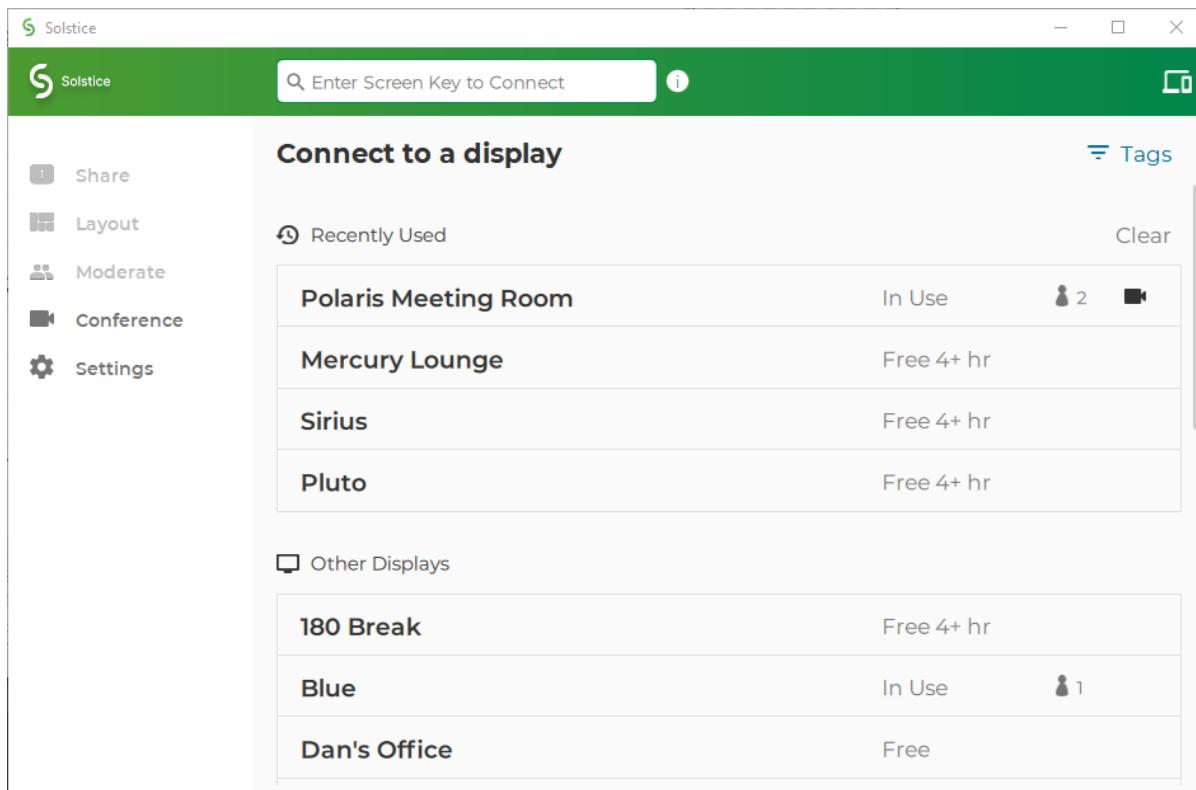
Solstice improves meeting productivity and engagement with multi-participant content sharing, control, and markup. With the Mersive Solstice app installed on a laptop, tablet, or mobile device, users can share and control content on the display connected to a Solstice Pod.

Users can also use one of the supported app-free sharing options to share to the Solstice display if they don't have the Solstice app. See [App-free Sharing to a Solstice Display](#) to learn more about Solstice's app-free sharing options.

## How to Connect to a Solstice Display

Ensure you are connected to a network listed on the display's Welcome Screen, then connect to the Solstice display to share content:

1. Open the Solstice app. A list of Solstice Pod displays you have previously connected to or that are available via display discovery (if enabled for your Solstice deployment) will appear.



2. Click the name of the desired Solstice display to connect.
3. To find a specific display in the discovered list, you can:
  - Search for a specific display by name in the search bar.
  - Click **Tags** to filter the list of displays by assigned tags (Enterprise Edition only).

4. If prompted, enter in the screen key listed on the display.
5. The user app will join the collaboration session with full media posting and control rights.

## How to Share Content Using the Solstice App on a Laptop Device

On the Share tab of the Solstice desktop app, you can wirelessly share an unlimited amount of content to the Solstice display using any of the following options. As a note, the content shared to Solstice will never leave your device, only pixels will be streamed to the display.

- **Desktop:** Share a real-time view of your desktop mirrored to the display. The entire desktop, including any open application windows, will be shared in real-time.
- **App Window:** Share a real-time view of only a single application window to the display. This sharing option allows you to maintain privacy by only sharing the single application window instead of your entire desktop.
- **Media File:** Share media files such as images and videos saved locally on your laptop device to the display. Solstice supports image and video files up to 4K resolution.



Solstice supports sharing a broad range of video types, but not all video files are supported. If a video file is not supported, you can use the Desktop sharing option to stream the video to the display.

## How to Share Content Using the Solstice App on a Mobile Device

On the Share tab of the Solstice mobile app, you can wirelessly share an unlimited amount of content to the Solstice display using any of the following options. As a note, the content shared to Solstice will never leave your device, only pixels will be streamed to the display.

- **Mirror Screen:** Share a real-time view of your mobile device screen.
- **Media File:** Share media files such as images and videos from the device's media library.
- **Camera:** Take a picture with your mobile device and share it to the display.
- **Take Video:** Take a video with your mobile device and share it to the display.



To share media files, pictures, and videos be sure to grant permission for the Solstice mobile app to access your mobile device's media files, camera, and microphone.

## How to End Your Meeting and Disconnect from Solstice

When your meeting is finished, you will need to disconnect from Solstice. There are a couple of ways to disconnect from a Solstice display:

- Click the **Disconnect** button at the top of the app window. You will be prompted to confirm that you want to disconnect from the display.
- Close the Solstice App window:
  - On a laptop, click the Close 'X' icon. Solstice will ask if you wish to disconnect from the display and stop sharing all content. If yes, click **Disconnect**.
  - On a mobile device, close the app window and Solstice will automatically disconnect the device from the display.

# App-free Sharing to a Solstice Display

Solstice supports multiple app-free sharing options so that users can share their device screen to the Solstice display without needing the Solstice App. This allows for guest and occasional users to quickly share content in a Solstice room. Solstice supports app-free sharing using AirPlay, Miracast, browser-based sharing, or a standard HDMI connection.

## How to Mirror Your iOS Device Screen Using AirPlay

Solstice supports full mirroring of iOS 7+ devices (Apple iPhones and iPads) that feature Apple's AirPlay functionality. AirPlay mirroring is accomplished through the device's native AirPlay feature, using a similar process as connecting to an Apple TV.



If you are unable to mirror your iOS device using AirPlay, contact your IT administrator to make sure that AirPlay mirroring is enabled for the Solstice display.

1. Ensure the iOS device is connected to the WiFi network used to connect to the Solstice display.
2. Open the iOS Control Center:
  - On an iPhone X or later, or an iPad with iPadOS 13 or later, swipe down from the upper-right corner of the screen.
  - On an iPhone 8 or earlier or iOS 11 or earlier, swipe up from the bottom of the screen.
3. Tap the **Screen Mirroring** icon and select the desired Solstice display from the list that appears.
4. If the desired Solstice display does not appear in the AirPlay menu of your device, open the Solstice App and connect to the desired display, then repeat steps 2 and 3.
5. If prompted for an AirPlay code, enter the screen key visible on the Solstice display. Your device will connect wirelessly to the display and your screen will be streamed in real-time.
6. To stop mirroring your screen to the display, open the iOS Control Center again, tap the Screen Mirroring icon for the connected Pod, then tap **Stop Mirroring**.



An AirPlay option may also appear when viewing photos or videos in iOS. Photos and videos shared via AirPlay generally appear full screen on the Solstice display.

## How to Mirror Your macOS Device Screen Using AirPlay

If your organization has enabled streaming with AirPlay, users without the Solstice user app can connect and share their screen to the display using AirPlay capabilities on macOS devices (High Sierra and later). AirPlay mirroring is accomplished through a device's native AirPlay feature, using a process similar to connecting to an Apple TV.



If you are unable to mirror your macOS device using AirPlay, contact your IT administrator to make sure that AirPlay mirroring is enabled for the Solstice display.

1. Ensure the macOS device is connected to the WiFi network used to connect to the Solstice display.
2. From the top menu bar, either select the **AirPlay** icon or open the Control Panel from the top bar and select **Screen Mirroring**. Then select the desired Solstice display.
3. If prompted for an AirPlay code, enter the 4-digit screen key visible on the Solstice display. Your device will connect wirelessly to the display and your screen will be streamed in real-time.
4. To stop mirroring your screen to the display, select either the **AirPlay** icon or **Control Panel > Screen Mirroring** from the menu bar. This will show the active AirPlay connection. Select the name of the Solstice display to disconnect.

## How to Mirror Your Windows Device Screen Using Miracast

If your organization has enabled streaming with Miracast, users without the Solstice user app can connect and share their screen to the display using Miracast capabilities on their Windows device. If you are unable to Miracast to the display, contact your IT administrator to make sure that Miracast is enabled for the Solstice display.



Screen mirroring on an Android device may not support audio streaming.

1. On a Windows 10 laptop, use **Windows key + K** or click the **Connect** button in the Windows notification center (found on the far right end of taskbar) to open the Connect pane.
2. From the list of displays available wireless displays, select the Solstice display. If the display is enabled for Miracast but you do not see it in the list of available displays, try scrolling down to ensure it is not hidden.
3. If prompted for a PIN, enter the screen key from the display. Your device will connect wirelessly to the display and your screen will be streamed in real-time.
4. To stop Miracast streaming to the display, open the Connect pane and click **Disconnect**.

## How to Share Your Desktop Using a Web Browser

If you are unable to download the Solstice app, there is an install-free sharing option that allows you to connect and share to Solstice using a web browser on your laptop device. This functionality is supported on Windows, macOS, Chromebook, and Linux laptops. See the compatibility chart listed

below for more details on which web browsers are supported for browser-based sharing on your laptop. As a note, available sharing options (e.g. desktop sharing, application window sharing) vary by browser.

## Browser Support by Operating System

Operating System	Web Browsers Supported for Browser-based Sharing	Notes
Windows 8/10	Firefox, Chrome, Microsoft Edge	<ul style="list-style-type: none"><li>Audio streaming is supported for the desktop and browser tab sharing options on Google Chrome and Microsoft Edge browsers only. You must ensure "Share Audio" option is checked <u>before</u> sharing.</li></ul>
macOS Catalina, Big Sur	Firefox, Chrome, Safari 13 or 14	<ul style="list-style-type: none"><li>Audio streaming is supported for the browser tab sharing options on Google Chrome browsers only. You must ensure "Share Audio" option is checked <u>before</u> sharing.</li><li>Browser-based sharing is only available for Safari users if the Pod has a DNS hostname configured.</li></ul>
ChromeOS	Firefox, Chrome	
Linux	Firefox, Chrome	

1. Connect your laptop device to a network listed on the Solstice display.
2. Open a Chrome or Firefox web browser and go to the URL on the display. If multiple URLs are listed, choose the one that corresponds to the same network you're connected to.
3. Click the link to share using your web browser.



Don't see a link on your browser for sharing your screen? Your IT administrator may need to enable this feature for the Solstice Pod display.

4. If you see a security warning in your browser, click **Advanced**, and then the option to proceed to the URL.

5. Enter in the screen key shown on the room display (if prompted) and your name, then click **Launch**.
6. Select the sharing option you wish to use. For example, you may be presented with options to share your entire screen, an application window, or a browser tab, as well as whether to share audio.
7. Click to **Share** or **Allow** to share the selected content to the Solstice display.



If you are on the Catalina version of macOS and are having trouble using browser-based sharing, you may need to enable permissions within your system's privacy settings for the browser to utilize screen recording.

## How to Share Your Desktop via HDMI

The Solstice Gen3 Pod allows users to connect a laptop computer directly into the Pod using an HDMI cable connected from their laptop to the HDMI-in port on the front of the Pod. This allows users to share a wired content source to the display. The wired desktop sharing will appear in the collaboration session like any other post, and will be able to be controlled by any user in the session that has the Solstice app.

# How to Control Content with the Solstice App

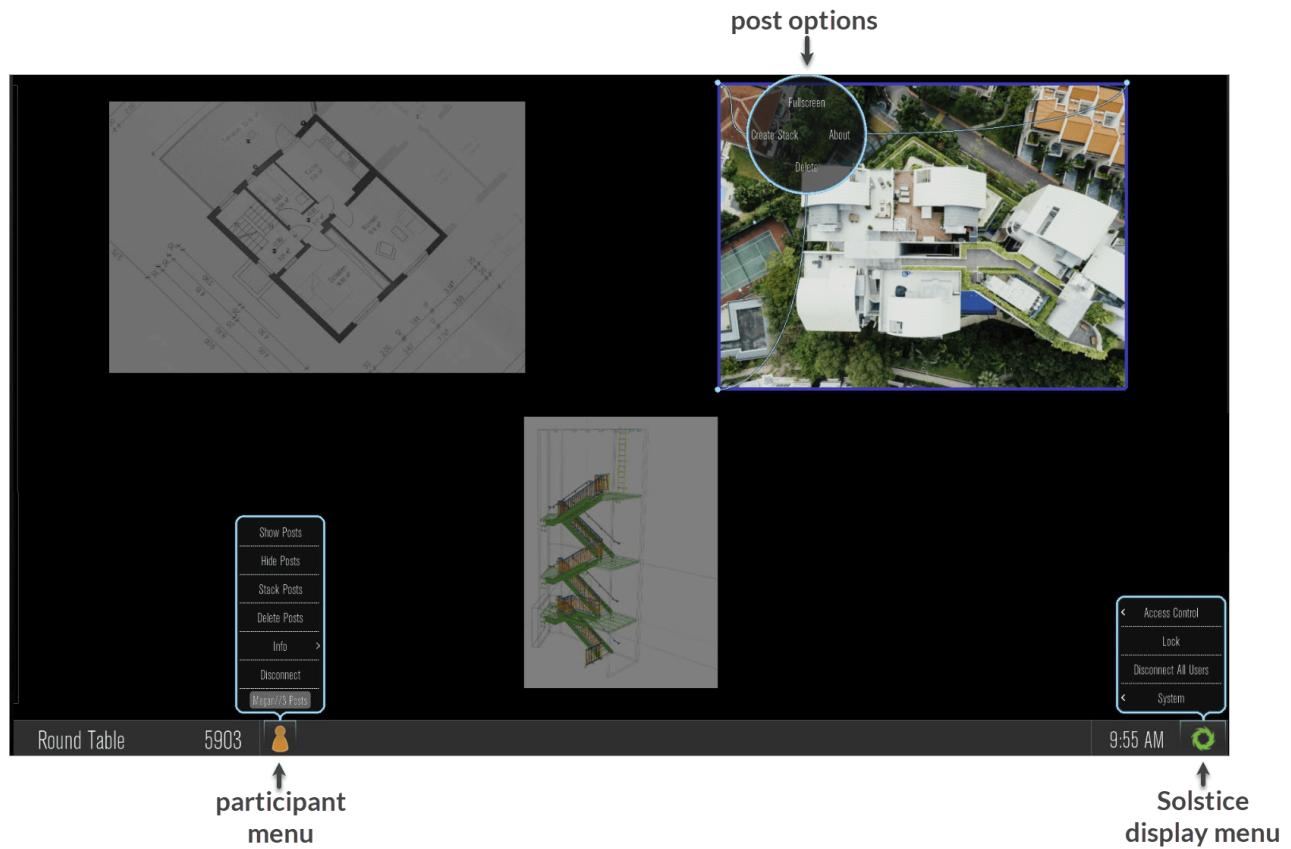
On the Layout tab, you have multiple ways that you can control the content and how it appears on the display. Any user connected to the session can control the content layout.



All the controls described below can also be performed on HID-compliant touch displays using equivalent touch gestures.

- Drag and drop posts around to change the order of the content, or to move content on and off the on-deck panel on the left side of the display.
- Click and hold or right-click on a post to view options to make the post full screen, view post details, create a stack, or delete the post. Stacks can be made for a single user's posts.
- Click and hold or right-click on a post, then select to create a stack which acts as a virtual folder.
- Pinch to zoom posts on touch-enabled devices.
- Control videos posted to the display with the Solstice video player. The Solstice video player functions similarly to other video players, with play/pause buttons, volume control, and loop options. To view the video player controls, click the camera icon in the lower right corner of the video post.
- Click a participant icon to access the participant menu. This menu gives you options to show, hide, stack, or delete the participant's posts, as well as disconnect the participant from the collaboration session.
- Click the vertical ellipsis icon to view the media placement menu. This menu allows you to align posts to a grid and quickly move all posts on or off the screen.

- If you have a USB mouse connected to the Solstice Pod or host laptop, or if you have a touch-screen display, you can interact with the display interface directly to control content.



## Solstice Ink

Available in the mobile version of the Solstice App (for iOS and Android devices), Solstice Ink allows users to highlight and temporarily mark up content on the Solstice display from anywhere in the room by simply pointing and drawing with their smartphones. This feature is also supported in moderator mode. As a note, this feature not supported on tablets.



Solstice Ink has three modes of use:

- **Pointer:** By default when you select **Ink** from the mobile app's menu bar, your mobile device will be in pointer mode. Simply move your device to move the pointer on the Solstice display.
- **Ping:** Press the **Ping** button to pulse the pointer. Slide your finger from the button toward the center red dot for a continuous pulse, and then press the **Ping** button again to stop continuous pulse.
- **Temporary markup:** Press and hold the **Draw** button to draw a temporary markup on the Solstice display, then release the draw button once you are done. Solstice will smooth out your markup after you have finishing drawing it, and the markup will fade away after a short amount of time.

While in Ink mode, you can swipe left and right to toggle between Draw and Ping mode. To exit Ink mode, simply click on another option in the Solstice app menu bar.