

Solstice Conference Admin Guide

Updated May 24, 2022

Table of Contents

Solstice Conference Overview 2

Solstice Conference Pod Setup 6

Solstice Conference Physical Setup15

Solstice Conference Overview

Solstice Conference is the software-based capability to wirelessly connect the Solstice content sharing and collaboration space, as well as audio and video devices connected to the Solstice Pod, to a video conferencing service running on a meeting host's laptop. Adding rich, multi-participant Solstice content sharing to video conferencing delivers a better collaboration experience between onsite and remote users. Solstice Conference paired with room audio/video devices delivers the convenience of a traditional video room system with the flexibility to use the meeting host's preferred video conferencing service.

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 meeting hosts the flexibility to use their conferencing service of choice and provides wireless connectivity to room audio/video devices attached to the Solstice Pod via USB. Solstice Conference functionality is available on Gen3 Solstice Pods running Solstice version 5.0 and higher with a current Solstice Subscription.

Key Capabilities

- Leverages video 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, markup, and more.

System Requirements

- Gen3 Solstice Pod running Solstice version 5.0 or higher (latest Solstice version recommended)
- Current Solstice Subscription for the Solstice Pod
- Meeting host laptop (Windows or macOS, recommended specs below)
- Latest version of the Mersive Solstice app with the same version of the bundled Solstice Conference capability installed (required for meeting host)
- Third-party video conferencing application for meeting host and remote users (not required for other on-site meeting participants)
- [Solstice Discovery Service \(SDS\)](#) is strongly recommended and required for one-step start of scheduled video conferences
- USB room camera and/or audio devices (optional) - ([verified supported device list](#))

- Microsoft Exchange, Microsoft 365, or Google Workspace room calendars integrated with Solstice Pod (optional)

Host Laptop Minimum Specs

Solstice Conference capabilities are supported on laptop devices that meet or exceed the following requirements. Meeting hosts' laptops should meet the minimum specs listed below. Other on-site meeting participants can wirelessly share content to the Solstice display using the Mersive Solstice app installed on their laptops or mobile devices. The ability to connect Solstice to a video conference is not supported on mobile devices.



Using the Mersive Solstice app only for wireless content sharing, control, and markup does not require the device to meet the minimum specs listed below. See [Mersive Solstice App](#) for more information.

Minimum Hardware Recommendations for Meeting Host Laptops

Windows

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

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.

Supported Conferencing Services

The table below shows a list of supported video conferencing services on Windows and macOS laptops based on Mersive's latest testing. Services listed as "browser-based version only" support fully Solstice Conference functionality, including the ability to share the Solstice display to remote users in the video conference, only in the online version of that video conferencing service accessed via a supported web browser*.



For best compatibility, check that your video conferencing app is updated to the latest version.

	Windows	macOS	Notes
Zoom	Full	Full	
Teams	Full	Browser-based version only*	Microsoft will fix 3rd-party support.
Webex	Browser-based version only*	Browser-based version only*	Windows: To share display, select Pod name.
GoToMeeting/LogMeIn	Full	Full	
Blue Jeans	Full	Partial	Windows: To share display, use browser app.
Google Meet	Full	Full	

Chime	Full	Partial	Windows: To share display, use browser app.
RingCentral	Full	RingCentral Video online (browser-based) only*	RingCentral Meetings was retired by RingCentral. Mersive is working to add RingCentral app support on macOS.
Slack	Full	Browser-based version only*	

*Chrome, Firefox, Microsoft Edge, and Safari browsers supported

Solstice Conference Pod Setup

This setup topic will walk you through setting up Solstice Pods for Solstice video conferencing integration. This guide assumes that [Solstice Setup](#) has been completed for your Solstice Pods, you have connected your Pods to your enterprise network via Ethernet, and the [Baseline Deployment Steps](#) have been completed.

Pre-Deployment Considerations

- As a new category of room system, Solstice Conference is far more versatile and cost effective, but there are some prerequisites to ensure a high-quality conferencing experience. Our [Solstice Conference Checklist](#) outlines those specifications and the requirements of the various system components – meeting host laptop, local area network, and audio/video peripherals – most of which are consistent with best practice IT methodologies.
- Ensure your network has a minimum bandwidth of 50 Mbps per active Solstice Conference session/room, has an end-to-end latency of less than 50 ms, and allows peer-to-peer TCP connections. Note that bandwidth utilization is largely dictated by a combination of conferencing application and conference camera used.
- 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](#).
- Deploy and configure the [Solstice Discovery Service \(SDS\)](#) (strongly recommended; required for a one-step start for scheduled video conferences).
- Solstice Conference drivers are bundled in the Mersive Solstice app installer and require elevated permissions to install. If users do not have elevated permissions, you have the option to centrally deploy the app using [MSI or SCCM](#) installers.



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.

- If you utilize a tool that limits program access, such as an anti-virus program or device management service, you will need to whitelist the Mersive Solstice app.

Enabling Solstice Conference

In order to use Solstice Conference to share the Solstice content sharing space and room devices with a video conference, the Gen3 Solstice Pod must have current Solstice Subscription and the capability must be enabled by a Solstice admin. Before enabling Solstice Conference, it is strongly recommended to upgrade the Pod to the latest version of Solstice. For information on how to update a Solstice Pod, see [Updating Solstice](#).

The Solstice Conference functionality can be enabled in two ways: using Solstice Cloud, Mersive's cloud-based management portal, or using Solstice Dashboard, an on-premises management tool that runs on a Windows computer on the local network. Solstice Pods must have internet access for these settings to be applied.

How to Enable Solstice Conference Using Solstice Cloud

1. From the Solstice Cloud Home page, in the left sidebar navigation panel, click **Manage > Templates > Room Intelligence**.
2. Create a new template, or edit an existing template.
3. Select the **Enable Solstice Conference** checkbox.
4. Click **Save**.
5. In the left sidebar menu of the Solstice Cloud portal, click **Manage > Pods**. The Pod Template Assignments table displays.
6. Select the Gen3 Solstice Pods you want to enable Solstice Conference for. You can select the box for each Pod individually, or check the box in the header row to select all of the Pods in the table.
7. In the Room Intelligence column, click a drop-down in that column for one of the selected Pods, then select the name of the template you just created or edited.
8. In the pop-up confirming the changes, click **Confirm**. A green notification that the template was applied will display.



If a Pod is offline, any changes made will be applied when the Pod is back online.

How to Enable Solstice Conference Using Solstice Dashboard

1. Open your Solstice Dashboard.
2. From the list of Your Solstice Instances, select the Gen3 Solstice Pods you wish to enable Solstice Conference for.

3. Go to the **Appearance and Usage** tab > **Usage and Management** section.
4. Under Solstice Conference, select the **Enable** radio button.
5. Click **Apply**.

Integrating a Room Calendar

Integrating a room calendar with the Solstice Pod allows Solstice to detect the video conference link in the calendar event information when users book a video conference and invite the meeting space. This allows Solstice to start the scheduled video conference when the meeting host connects to the Solstice display. Solstice administrators can integrate Microsoft Exchange, Microsoft 365, and Google Workspace room calendars with Solstice displays. There are two ways to integrate a room calendar: using Solstice Cloud, or using the Solstice Dashboard. Note that Solstice Pods must have internet access for these settings to be applied.



Solstice users who host video conferences in a Solstice room can also integrate their personal Microsoft Exchange or Microsoft 365 calendars with their Mersive Solstice apps to auto-launch scheduled web conferences. Click for more information about the [Mersive Solstice app](#).

How to Integrate a Microsoft Exchange or 365 Calendar Using Solstice Cloud

1. From the Solstice Cloud Home page, in the left sidebar navigation panel, click **Manage** > **Templates** > **Calendar**.
2. Create a new template, or edit an existing template.
3. Select the **Enable Calendar Feature** checkbox.
4. From the **Calendar Type** drop-down, select the type of calendar you are integrating (for the room): **Microsoft Exchange** or **Office 365**.
5. If you are using Microsoft Exchange server, enter the Microsoft Exchange **Server URL**.
6. In the **Authentication type** drop-down, select the type of authentication your server is using: **Basic** or **NTLM**.
7. If you are using an **Impersonation Mailbox** or a **Delegation Mailbox**, select the corresponding radio button.
 - a. If you selected **No**, skip to step 7.
 - b. If you selected either **Impersonation** or **Delegation**, you will need to enter the user name and password for the impersonation or delegation account (required).



The login credentials for email accounts will need to be entered individually for each Pod on the **Manage > All Pods** page.

8. If you wish to hide meeting titles or meeting organizers from being visible on the room display, deselect **Show meeting titles** and/or **Show meeting organizers**.
9. From the **Update Interval** menu, select the frequency at which the Pod will update the calendar meeting information visible on the display.
10. Click **Save**.
11. In the left sidebar menu of the Solstice Cloud portal, click **Manage > Pods**. The Pod Template Assignments table will display.
12. Select the Pods you want to integrate a room calendar for. You can check each Pod's box individually, or check the box in the header row to select all Pods in the table.
13. Go to the Features column, click the value in that column for one of the selected Pods, then select the name of the template you just created or edited.
14. In the pop-up asking to confirm the changes. Click **Confirm**. A green notification that the template was applied will display.



For Solstice Conference to auto-launch a scheduled video conference from the link in the body of the meeting invitation, the Microsoft Exchange server setting `DeleteComments` must be changed to `$false` for the room's Exchange or 365 mailbox account. When set to `$true` (default), the body of incoming meeting requests is removed, and the video conference cannot be auto-launched. For details on this Microsoft server setting, see the [Microsoft documentation](#).

| How to Integrate a Google Workspace Calendar Using Solstice Cloud

For more information about the additional Google Workspace configurations needed to integrate with Solstice, as well as how to obtain the necessary information for the fields below, see [Google Workspace Settings for Integrating Resource Calendars with Solstice](#).

1. From the Solstice Cloud Home page, in the left sidebar navigation panel, click **Manage > Pods**.
2. Click the name of the Solstice Pod you want to integrate this room calendar for.
3. On the Pod's Configuration Settings page, expand the **Calendar** settings section.
4. Select the **Enable Calendar Feature** checkbox.

5. From the **Calendar Type** drop-down, select **Google Calendar**.
 6. Click **Upload service account credentials**.
 7. Navigate to the location of the service account file you created for the Pod and select it.
 8. In the **Room Email** field, enter the resource email address.
 9. By default, the meeting titles and meeting organizers will be visible on the display. If you wish to hide these for all meetings, disable **Show meeting titles** and **Show meeting organizers**.
 10. From the **Update Interval** drop-down, select the frequency at which the Pod will update the calendar meeting information visible on the display.
 11. Click either **Save as Unassigned** or **Save as New Template**. A green notification will display to show the template was successfully applied.
-

How to Integrate a Microsoft Exchange or 365 Calendar Using Solstice Dashboard

1. Open your Solstice Dashboard.
 2. From the list of Your Solstice Instances, select the Solstice Pods you wish to integrate a room calendar for.
 3. Go to the **Calendar** tab.
 4. Select the **Enabled** option.
 5. From the **Calendar Type** drop-down, select the type of calendar you are integrating: **Microsoft Exchange** or **Office 365**.
 6. In the **Server URL** field, enter the Microsoft Exchange server URL if that is the type of calendar you are integrating.
 7. In the **Authentication type** drop-down, select the type of authentication your server is using: **Basic** or **NTLM**.
 8. Enter in the **Username** and **Password** for the room calendar account.
 9. If you are using an **Impersonation** or **Delegation Mailbox**, enter them into the corresponding fields.
 10. By default, the meeting titles and meeting organizers will be visible on the display unless the meeting is marked in the organizer's calendar application as "private." If you wish to hide these for all meetings, disable the corresponding options under **Privacy Settings**.
 11. From the **Update Interval** drop-down, select the frequency at which the Pod will update the calendar meeting information visible on the display.
 12. Click **Apply**.
-

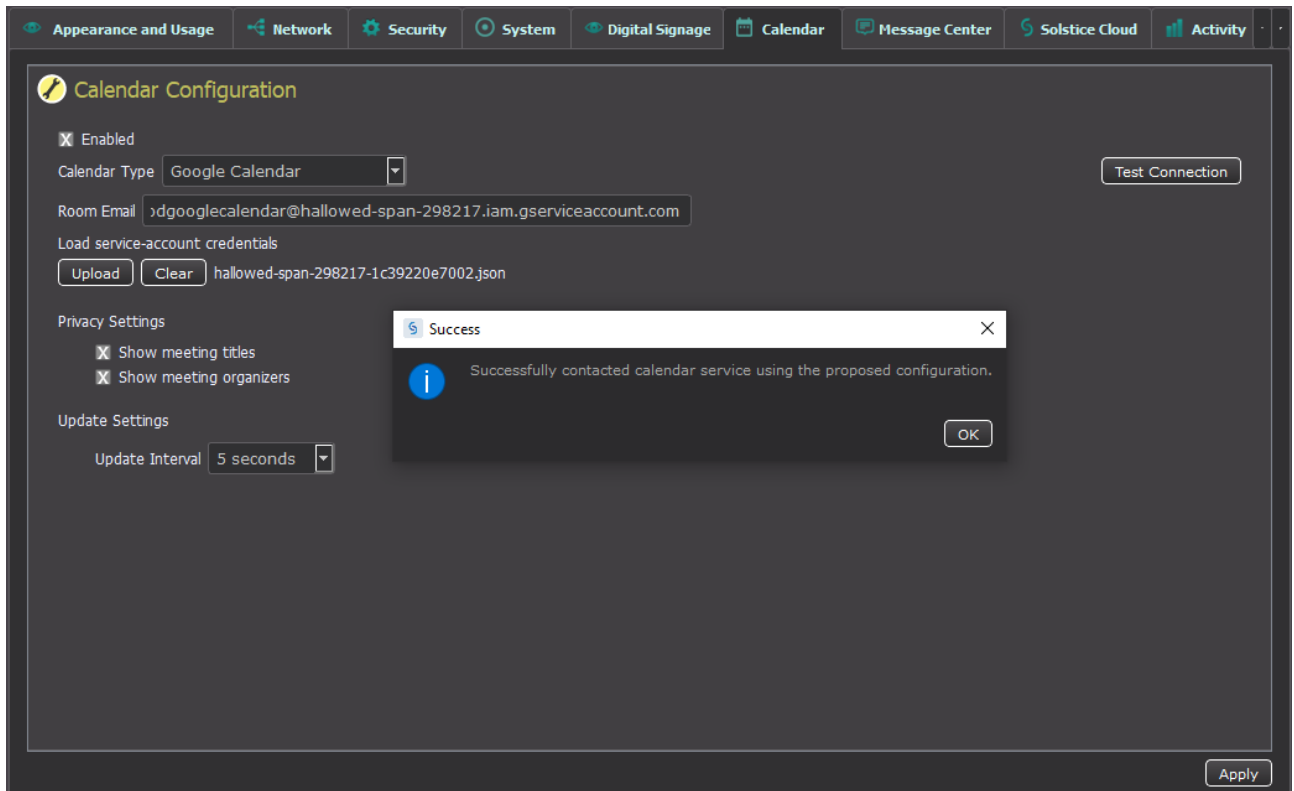


For Solstice Conference to auto-launch a scheduled video conference from the link in the body of the meeting invitation, the Microsoft Exchange server setting `DeleteComments` must be changed to `$false` for the room's Exchange or 365 mailbox account. When set to `$true` (default), the body of incoming meeting requests is removed, and the video conference cannot be auto-launched. For details on this Microsoft server setting, see the [Microsoft documentation](#).

How to Integrate a Google Workspace Calendar Using Solstice Dashboard

For more information about the additional Google Workspace configurations needed to integrate with Solstice, as well as how to obtain the necessary information for the fields below, see [Google Workspace Settings for Integrating Resource Calendars with Solstice](#).

1. Open your Solstice Dashboard.
2. From the list of Your Solstice Instances, select the Solstice Pods you wish to integrate a room calendar for.
3. Go to the **Calendar** tab.
4. Select the **Enabled** option.
5. From the Calendar Type drop-down, select **Google Calendar**.
6. In the **Room Email** field, enter the Calendar ID email address from the Google Calendar settings.
7. Under Load service-account credentials, click **Clear** and then **Yes** if necessary.
8. Click **Upload**.
9. Navigate to the location of the service account you created for the Pod and select it.
10. Click **Test Connection**. If the your configuration and credentials are correct a success screen will appear.



11. On the Success screen click **OK**.
12. By default, the meeting titles and meeting organizers will be visible on the display unless the meeting is marked in the organizer's calendar application as "private." If you wish to hide meeting titles or organizers for all meetings, disable the corresponding options under **Privacy Settings**.
13. If want the calender information to update at a slower interval, select the new interval from the **Update Interval** menu.
14. In the bottom corner of the Dashboard screen, click **Apply**. Calendar information will display on the Solstice Pod after the designed amount of time set for the Update Interval.



Enabling Screen Key (Optional)

Enabling the screen key verifies that users are in the meeting space and connecting to the correct Solstice display. It also allows quick connections to a Solstice display and Solstice-enabled video conferences by simply entering a display's 4-digit key in the Mersive Solstice app. Note that [SDS](#) is required for this quick connect functionality. When the screen key is not enabled, users can connect in one step by entering the Solstice display's IP address. The screen key can be enabled in Solstice Cloud and Solstice Dashboard.

How to Enable the Screen Key Using Solstice Cloud

1. In the Solstice Cloud left sidebar, navigate to **Manage > Templates > Features**.
 2. Create a new template, or edit an existing template.
 3. Under Solstice Feature Options, select the **Enable screen key** checkbox.
 4. Click **Save**.
 5. In the left sidebar menu of the Solstice Cloud portal, click **Manage > Pods**.
 6. In the Pod Template Assignments table, select the Pods you want to enable a screen key for. You can check each Pod's box individually, or check the box in the header row to select all of the Pods in the table.
 7. Go to the features column, click the value in that column for one of the selected Pods, then select the name of the template you just created or edited.
 8. In the pop-up asking to confirm the changes, click **Confirm**. A green notification will display to show the template was successfully applied.
-

How to Enable Screen Key Using Solstice Dashboard

1. Open your Solstice Dashboard.
 2. From the list of Your Solstice Instances, select the displays you wish to enable a screen key for.
 3. Go to the **Security** tab.
 4. Select **Screen key enabled**. A pop-up warning may appear.
 5. If you agree with the requirements of the warning, click **Yes, enable Screen Key**.
 6. Click **Apply**.
-

Centrally Deploy the Mersive Solstice App

In order to use the full functionality of Solstice Conference, users will first need to install the Solstice Conference drivers bundled in the Mersive Solstice app installer. These drivers are needed to provide the core benefits of Solstice Conference: wireless bridging of room audio and video to the host laptop, and the ability to share the Solstice display to remote participants through a video conferencing application.

Solstice Conference drivers can be installed when running the Mersive Solstice app installer, or installed at a later time from the app's Conference tab. As a note, the install requires a user to have user-level administrative privileges for their own account. Installing the additional component is optional, and users who don't need to share the Solstice display to or use the room peripherals for their video conference can use the Solstice wireless content sharing and collaboration without installing the additional drivers.

For most enterprise users of Solstice Conference, Mersive recommends pre-installing or centrally deploying the latest version of the Mersive Solstice app and bundled Solstice Conference drivers through the use of centralized management (MSI or SCCM). An installer flag will allow an administrator to pre-install everything that is needed for Solstice Conference onto the user device without needing to change a user's account-level privileges. See more about installing with [MSI or SCCM](#).

Solstice Conference Physical Setup

Now that you have configured your Solstice Pods for use with Solstice Conference, you can move on to the physical setup. Solstice Conference has been designed to be used in both small meeting spaces, such as huddle rooms, and larger more complex conference rooms. See below for physical setup tips, as well as how to set up a standard Solstice Conference room.

Physical Setup Tips

Because Solstice Pods do not store user credential information, unencrypted passwords, or users' data that has been shared to the display, the Pods devices do not need to be located in secure locations. However, other considerations related to theft and environmental conditions should be considered.

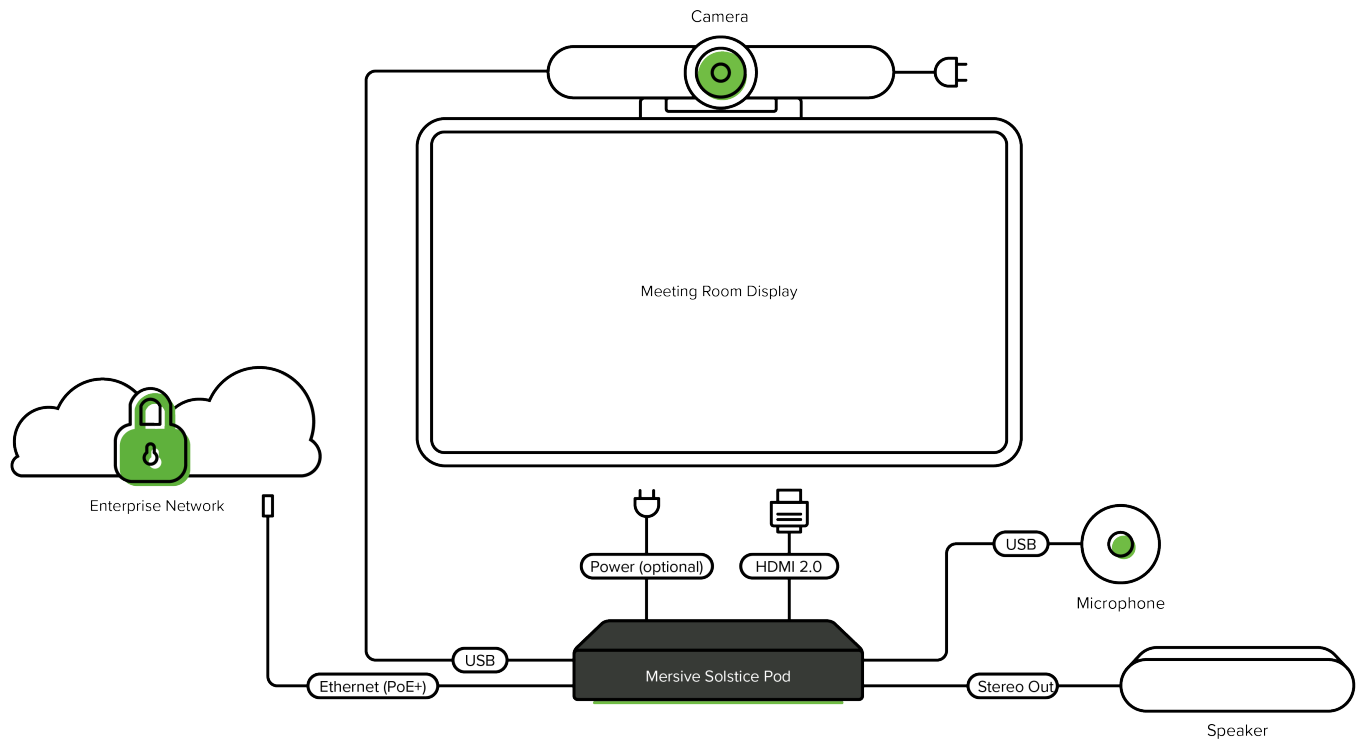
- Solstice Conference supports plug-and-play USB devices. Devices, such as room cameras, should be connected to the Pod via USB and must be in-room. [View list of supported devices](#). Note that DSPs and other processing hubs may not be compatible and should be avoided unless a part of a supported [room solution](#).
- Display monitors must be directly connected to the Solstice Pod via HDMI video cables to the HDMI ports on the back of the Pod.
- When connected to two display monitors, the Solstice Pod will send audio out over the inner HDMI port (HDMI 2). However, when a media file is shared, both ports will send audio.

Physical Setup Requirements

To view the full Gen3 Pod specs, [click here](#).

- Gen3 Solstice Pod on latest software version with current Solstice Subscription
- Ethernet cable (PoE+ supported)
- Mersive power supply (if no PoE+)
- 1 HDMI cable for each display monitor
- USB conference camera (recommended)
- USB microphone or speakerphone (recommended)
- Audio speakers (optional, 3.5 mm stereo plug supported)

Sample Setup Diagram



Physical Solstice Pod Setup for Solstice Conference

Follow the steps below for an example of how to physically set up a Solstice Pod for use with Solstice Conference in a standard room configuration. For assistance with more complex room setups, contact your AV/IT integrator or [Mersive Support](#).

1. Plug the Solstice Pod into your network via Ethernet (PoE+ supported).
2. If your Ethernet connection does not support PoE+, use the provided power supply.
3. Connect the display monitor to the one of the HDMI ports on the back of the Pod using an HDMI cable. Up to two display monitors can be connected to the Pod via HDMI.
4. Connect your USB conference camera to one of the USB ports on the back of the Pod.
5. Connect your USB microphone or speakerphone to another USB port on the back of the Pod.
6. Connect any audio speakers to the Pod via the stereo out port.