

Solstice User Guide

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Solstice Overview

Solstice is Mersive's award-winning collaboration software, installed on a dedicated hardware platform to deliver a turnkey wireless content sharing solution. The Solstice Pod is directly connected to any room display via HDMI, then attached to the networks that participants will use to connect and share to the display. Then, users on the network can follow the on-screen instructions to get the Solstice app and connect to the display to begin collaborating.



Key Terms

- **Solstice display:** Any flat panel or projector display connected via an HDMI video cable to a Solstice Pod or Solstice Display Software host PC.
- **Solstice host:** Used to reference a Solstice Pod or Solstice Display Software for Windows.
- **User device:** Any type of user device that is supported by the Solstice App that users can use to share and control content on the Solstice display. Supported user devices include Windows, macOS, Android, and iOS devices.
- **Posts:** The individual pieces of multimedia, application windows, or desktop shares published to the Solstice display.

Configuring Solstice Displays

There are multiple ways that you can configure a Solstice Pod. You can configure the Pod without a network by plugging a USB mouse and keyboard directly into the Pod. However, Mersive recommends using the Solstice Cloud management portal to centrally manage your Solstice Pods from any location.

There are a few methods to access your Pod's configuration settings.

- **Individually configured:** Every Solstice Pod can be configured via the individual Pod's configuration panel. The Pod's configuration panel can be accessed by connecting a USB mouse

and keyboard to the Pod, or by entering the Pod's IP address into a web browser, then clicking the Settings icon in the lower right-hand corner of the screen. If the presence bar at the bottom of the Solstice screen is hidden, you can use the mouse to long click or hit the Esc button on your keyboard to show the presence bar and access the Pod's local settings.

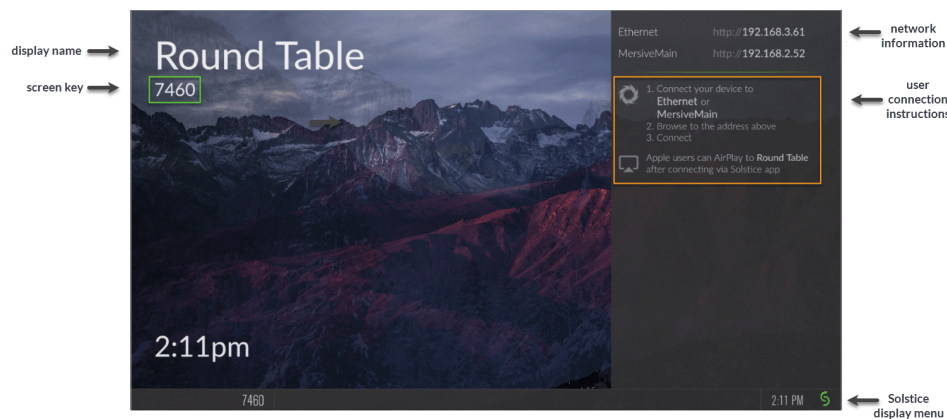
- **Centrally configured via the Solstice Cloud portal:** Solstice Cloud is a secure cloud-based portal that allows you to centrally manage your deployment from any location. Solstice Cloud allow administrators to easily deploy, manage, monitor, and update Solstice Pods, and also provides intuitive analytics on your Solstice meetings.
- **Centrally configured via the Solstice Dashboard:** For admins who need an on-premises solution, or who are unable to utilize cloud-based management, Solstice Dashboard is a centralized management tool installed on a local machine or server that can be used to monitor, configure, and update Solstice Enterprise Edition Pods and Windows Software instances over the local network. Instead of individually configuring each Solstice display via its local configuration panel, the Solstice Dashboard streamlines the deployment process and allows IT administrators to manage their deployment from an on-premises, central location.

Solstice Display Overview

A Solstice display is the content sharing space created by the Solstice Pod or Solstice Windows Display Software that shows on the flat panel monitor or projector display. Users can connect and share content wirelessly to the Solstice display with laptop and mobile devices in a number of ways. The welcome screen provides information about the Solstice Pod or Windows Display when not in use for a Solstice-enabled content sharing session or video conference or configured to display digital signage.

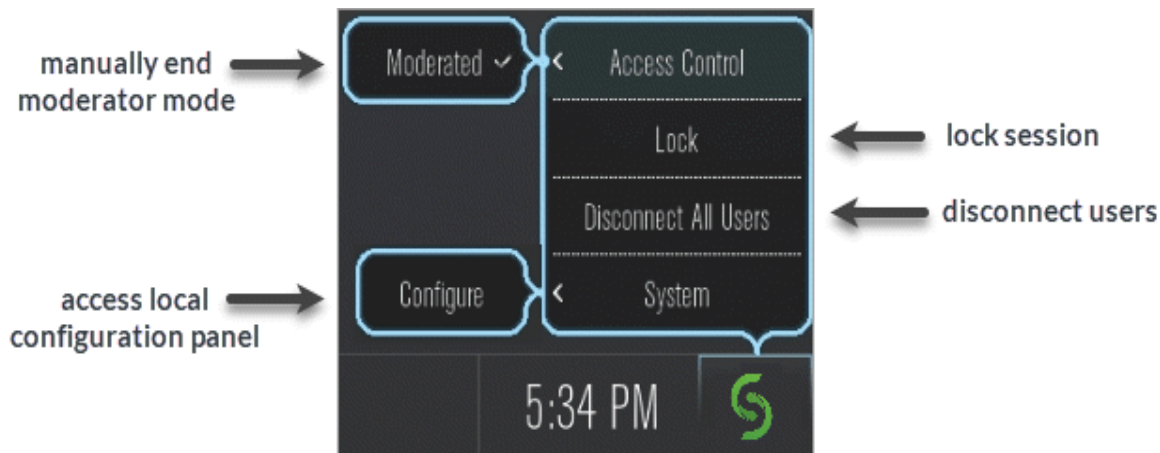
Welcome Screen

The welcome screen appears when Solstice display is not currently being used for a collaboration session or digital signage display. It shows the Solstice display name, a screen key (if enabled), network information, user connection instructions, upcoming meetings on the integrated room calendar, and the Solstice display menu.



Solstice Display Menu

The Solstice display menu enables in-room users manually change various Solstice display settings, such as bringing the display out of moderated mode, locking the display, or disconnecting all users. To access the Solstice display menu when Solstice is running, click the Solstice icon in the bottom right corner of the display (using a USB mouse or via a supported touch screen).



Display Menu Options

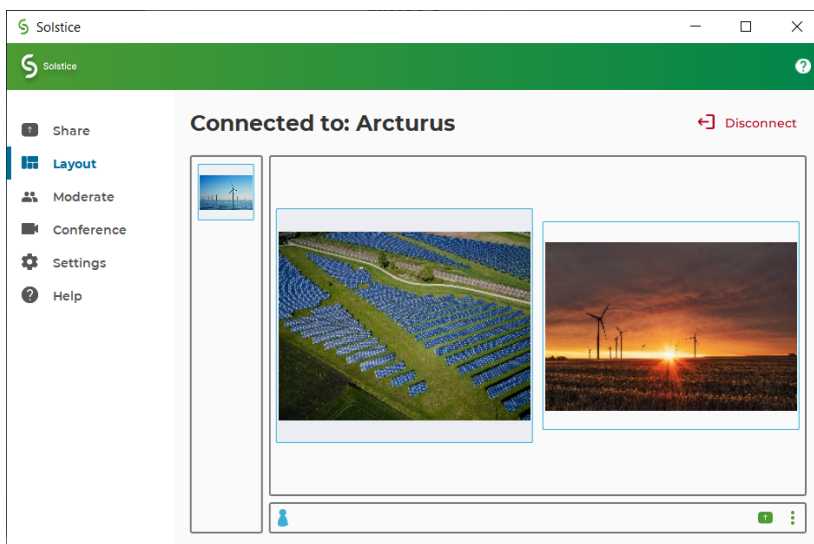
- **Access Control**: Allows a user to manually remove the display from moderator mode in the case that the user moderating the meeting left the room without disconnecting from the display. Note that the display is put into moderator mode in the Mersive Solstice app's Moderate tab. If moderator mode is disabled for the display, the Moderate tab and option to moderate the meeting will not appear.
- **Lock**: Disables access to the display by any new users for the remainder of the session. Only users already connected to the display can share media.
- **Disconnect All Users**: Disconnects all users from the session and removes all shared content.
- **System > Configure**: Provides access to the local configuration panel. This is used by admins to configure settings such as the display's appearance and network settings.

The Mersive Solstice App

Meeting and collaboration session participants can connect to a Solstice display with the Mersive Solstice app, which can be installed on Windows and macOS laptops, as well as Android and iOS tablets and phones, to wirelessly share content to the Solstice display and share the Solstice display to remote video conference participants. The user device and Solstice display must be connected to the same network.

The Mersive Solstice app may be installed in one of two ways:

- Download the app from mersive.com/download.
- Download the app directly from the Solstice Pod by visiting the URL shown on the Solstice display.



Admin permissions are not required to install the Mersive Solstice app. However, elevated permissions are required to install the Solstice Conference drivers needed to share the Solstice display with a video conference.

Supported Operating Systems

The Mersive Solstice app is supported on laptops, tablets, and mobile devices running the following operating systems. Operating systems marked with an asterisk (*) support Solstice Conference capabilities.

- Windows 8, 10*, 11*
- Windows Server 2016, 2019, 2022
- macOS Catalina*, Big Sur*, Monterey*

- iOS versions 14, 15
- Android versions 11, 12

Other Requirements

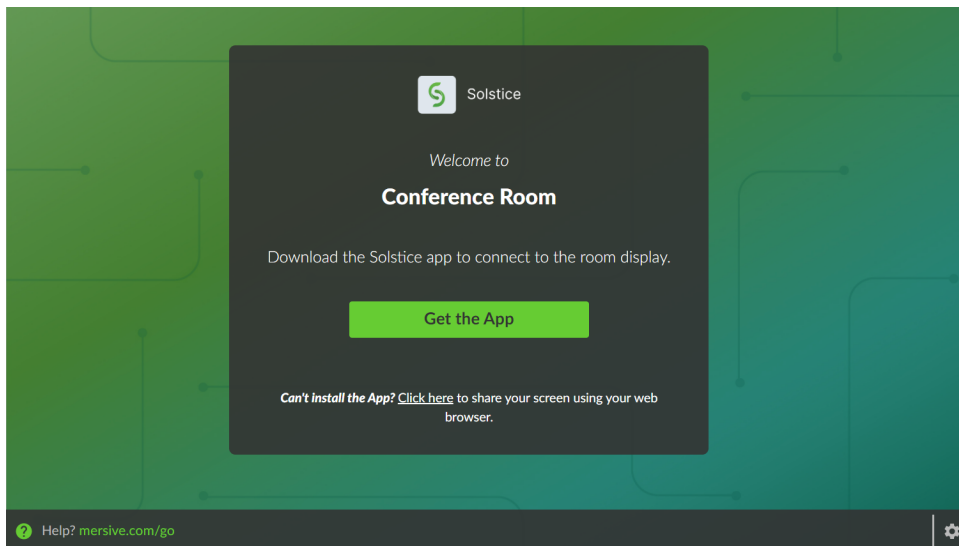
The version of your Mersive Solstice app in relation to the version of Solstice running on the Solstice display you are connecting to can affect your experience. There are two different compatibility requirements, depending on how you intend to use Solstice:

- For content sharing, control, and markup capabilities, newer versions of the Solstice app are supported when used with a Solstice Pod within three (3) minor software versions of the app. For example, a user with the 5.4 Solstice app will be able to share content to Solstice Pods running software versions 5.4, 5.3, or 5.2, as well as use markup tools and control sharing options.
- However, to use Solstice Conference to make content shared to the Solstice display available to a video conference, the Mersive Solstice app must be on the same software version as the Solstice display it is connecting to. For example, if a user is connecting to a Solstice Pod running software version 5.5, users will need the 5.5 version of the Solstice app to use Solstice Conference functionality.

Download the App Directly from Solstice

Follow the steps below to download and install the Mersive Solstice app with Solstice Conference directly from a Solstice Pod.

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



2. Click **Get the App**.



Admin permissions are not required to install the Mersive Solstice app. However, elevated permissions are required to install the Solstice Conference drivers needed to share the Solstice display with a video conference.

3. On a Windows laptop:

- a. The Solstice app installer (SolsticeClientWin.exe) will download.
- b. When the download is complete, open the file to install the Mersive Solstice app. Once installed, the Mersive Solstice app will open automatically.
- c. To install Solstice Conference capabilities, go to Conference tab and click **Install**.
- d. Walk through the InstallShield wizard to install Solstice Conference.

4. On a Mac laptop:

- a. The Solstice app installer (SolsticeClient-5.5.dmg) will download.
- b. When the download is complete, open the file to install the Mersive Solstice app. Once installed, the Mersive Solstice app will open automatically.
- c. To install Solstice Conference capabilities, go to Conference tab and click **Install**.
- d. Walk through the steps to install Solstice Conference.

5. If you are on an Android or iOS mobile device, the appropriate app marketplace will open and display the Mersive Solstice app available for download.



Mobile devices are not Solstice Conference capable. Solstice wireless content sharing and [Solstice Ink annotation](#) are available on Android and iOS versions of the Mersive Solstice app.

Change Your Mersive Solstice App Settings

Change how your device interacts with Solstice by opening the Mersive Solstice app and going to **Settings** in the left navbar. Changes to app settings are immediately saved. Find more information about each setting option below:

General

- **Your Display Name:** How your name will appear in the collaboration session.
- **Notifications:** Set which notifications you would like to receive: **None**, **Critical**, or **All** notifications.



Notification settings also control notifications for Solstice Conference. Selecting **None** will turn off performance and compatibility notifications for Solstice Conference.

- **Solstice Discovery Service Address:** If your organization has implemented Solstice Discovery Service (SDS), the SDS IP address should be entered here. This is one of the ways that Solstice displays on your organization's network appear in your list of available displays. For more information on the SDS address for your organization, contact your IT administrator.

Control

- **Quick Share Desktop:** If enabled, Solstice will automatically share your desktop to the Solstice display after connecting.
- **Auto share audio:** If enabled, audio will automatically be streamed to the Solstice display with Desktop and App Window shares.
- **Hide on desktop share:** If enabled, the Solstice app window will be automatically hidden when you share your desktop.
- **Solstice Location Service:** If enabled and location services are turned on for the Solstice display, the Solstice app will reorder the list of discovered Pods to show displays that are closest to you first, streamlining the connection process by allowing you to quickly connect to displays you are physically near.
 - **Auto-disconnect sensitivity menu:** Enabling the Solstice Location Service also allows Solstice to learn over time the location of meeting spaces. This allows the app to automatically prompt you to disconnect after leaving a meeting while still connected and sharing to a Pod. Use this menu to turn on auto-disconnect functionality and set the sensitivity that location services will use to automatically disconnect the device.



Auto-disconnect sensitivity is dependent on the WiFi signal strength in the meeting space. Mersive recommends starting with a value of **Low** or **Normal**. If needed, ask your IT department for more information about WiFi strength in your Solstice-enabled meeting space and how it might affect auto-disconnect functionality.

- **Extended Presentation Mode:** If enabled, PowerPoint slide shows shared in the Solstice app will show only the slides on the Solstice display. Presenters should enable Presenter View in PowerPoint to view their speaker notes and access other presenter tools on their laptop. This feature is currently available on Windows.

Conference

- **Calendar integration:** You can integrate your personal Microsoft 365 calendar with your Mersive Solstice app, allowing Solstice to detect and auto-launch any scheduled web conferences on your calendar when you connect to a Solstice display. This is supported for Windows or macOS laptops only. See below for details and directions.
- **Conference HotKey:** This setting allows you to configure the shortcut command to quickly open the Conference tab of the Mersive Solstice app without having to click the icon in your system tray. By default, the hotkey setting is Ctrl+Alt+C on Windows and Cmd+Opt+C on macOS.
- **Share Pod Display:** When enabled, this setting allows you to share the Solstice display's collaboration space to your video conference. In your conferencing software, the Solstice display will appear as a virtual display (usually Screen 2) that can be shared with the meeting. Disabling this feature can improve performance on some devices.



If text options, such as **Settings** or **Share**, do not appear in the left navbar of the Mersive Solstice app on a laptop, icon-only navigation may be enabled. Click the Solstice logo in the upper left of the app window to turn text navigation options back on.

Integrate Your Personal Microsoft 365 Calendar

When you integrate your Microsoft 365 calendar with your Mersive Solstice app, Solstice can automatically launch video conferences scheduled on your personal calendar when you connect to a Solstice display. Calendar integration and Solstice Conference capabilities are supported on Windows and macOS only. Solstice Conference drivers (available on Windows and macOS only) must be installed with the Mersive Solstice app to this capability.

When integrating your calendar, you will be prompted to sign into your Microsoft 365 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 read video conference information (URL, meeting ID, passcode, etc.) in the body of upcoming meetings to enable a one-step start for scheduled video conferences.

1. In the Mersive Solstice app, click **Settings** > **Conference**.
2. In the **Calendar integration** section, click **Sign in with Microsoft**. The Microsoft Online login page will open in a web browser.
3. Enter your Microsoft 365 login credentials and sign in. If successful, the browser will display a "Success" message.

4. Close the browser and return to your Mersive Solstice app.



If you are unable to save your Microsoft 365 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.

5. If you wish to disconnect your Microsoft 365 calendar at any time, go back to **Settings** > **Conference** > **Calendar integration** and click **Sign out**.



If your Microsoft 365 calendar is authenticated with Azure AD, your IT administrator may need to grant admin consent for the Solstice user app in the [Azure Active Directory app registrations](#).



For more information on how to set up an integrated room calendar for a Solstice-enabled workspace, which enables the Solstice display to show and interact with meetings scheduled for the space, see [Solstice Cloud: Calendar Template](#).

Share Content Using the Mersive Solstice App

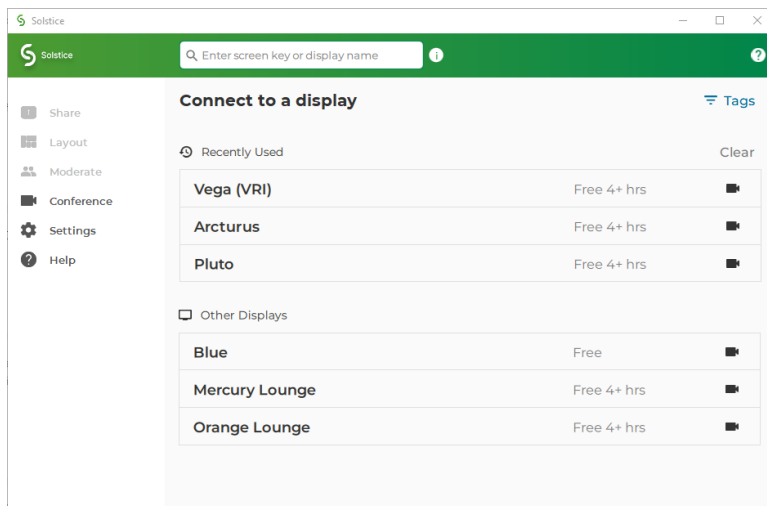
Solstice improves meeting productivity and engagement with multi-participant content sharing, control, and markup. With the Mersive Solstice app installed on a laptop, tablet, or mobile device, users can share and control content on the display connected to a Solstice Pod.

Users can also choose to use one of many [app-free sharing options](#) supported by Solstice to share to the Solstice display.

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 Mersive Solstice app. A list of Solstice 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 a Solstice display to connect.
3. To find a specific display in the list:
 - Search by name in the search bar.
 - Click **Tags** to filter the list of displays by assigned tags (Enterprise Edition only).
4. If prompted, enter the screen key that appears on the display.
5. For deployments that use Solstice Discovery Service (SDS), you may enter the 4-digit screen key on the Solstice display in the search bar at the top of the app window to connect in one step. The URL that appears on the Solstice display can always be entered in the search bar to start a connection.
6. By default, the you will join the collaboration session with full media posting and control rights.

How to Share Content Using the Solstice App on a Laptop

In the **Share** tab of the Mersive Solstice desktop app, you can wirelessly share an unlimited amount of content to the Solstice display using any of the following options. Note that 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.



To stop sharing audio with a Desktop or App Window share, click the speaker icon after the connected display name to appear with a red slash (off). If you are sharing desktop audio on a Mac, you may need to take additional setup steps to enable it. See [Enable Audio for Desktop Sharing on macOS](#) for more information.

- **App Window:** Share a real-time view of only the selected application window to the display. This sharing option allows you to maintain privacy by only sharing a single application instead of everything on your 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.

When sharing your desktop, the Mersive Solstice app window will be hidden by default. Click **Sharing Desktop** at the top of your screen to show it again. You can also click **Stop Sharing** to quickly stop sharing your desktop.



If text options, such as **Settings** or **Share**, do not appear in the left navbar of the Mersive Solstice app on a laptop, icon-only navigation may be enabled. Click the Solstice logo in the upper left of the app window to turn text navigation options back on.

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

On the Share tab of the Mersive Solstice mobile app, you can wirelessly share an unlimited amount of content to the Solstice display using the following options. Note that 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. Tap the speaker icon after the connected Solstice display name to capture audio along with screen mirroring.



The Solstice app for Android versions 5.4 and higher support audio capture with screen mirroring on Android devices running Android 10 and up. Some apps may block audio capture, preventing the Solstice app from streaming their audio.

- **Media File:** Share media files such as images and videos from your mobile 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.

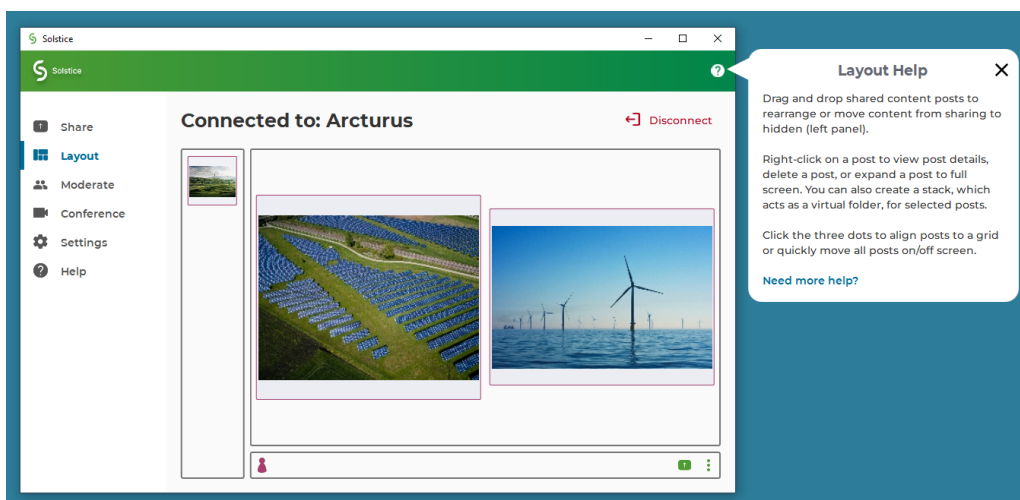


To share media files, pictures, and videos, be sure to grant permissions for the Mersive Solstice app to access your mobile device's media files, camera, and microphone.

How to Find Help in the Mersive Solstice App

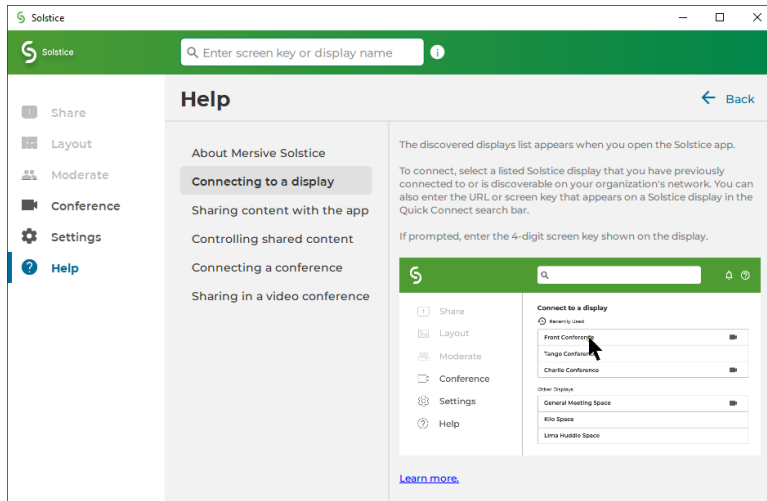
New in-app resources to help users get the most out of their Solstice experience have been added in version 5.5 of the Mersive Solstice app on Windows and macOS:

- **Contextual help** can be opened by clicking the help (question mark) icon in the upper right of the app window. A pop-out window appears with hints about what can be done from that area of the app. This information changes to match your location as you move to different sections in the navbar.



Click the **X** to close the window, or follow the **Need more help?** link for more information about the topic.

- **Help articles** about the most common tasks in the Mersive Solstice app can be found by going to **Help** (question mark) in the left navbar, or following a link from the contextual help window. Most articles contain animated examples that show simple demonstrations of the tasks being described. Animations can be paused and resumed as needed.



Click **Learn more** at the end an article to find more in-depth documentation on the topic.

How to End Your Meeting and Disconnect from Solstice

When you are ready to finish your collaboration session, disconnect from Solstice. There are a number of ways to disconnect from a Solstice display:

- Click **Disconnect** in the top right of the Mersive Solstice app window. You will be prompted to confirm that you want to disconnect from the display.
- Close the Mersive Solstice app window:
 - On a laptop, click the Close 'X' icon. You will be asked if you wish to disconnect from the display and stop sharing all content. If so, click **Disconnect**.
 - On a mobile device, close the app window and Solstice will automatically disconnect the device from the display.
- Starting in Solstice version 5.4, when Solstice Location Service is enabled (Settings > Control), an auto-disconnect is also available. After learning the location of a Solstice Pod, the Mersive Solstice app can detect your device leaving the meeting area while still connected to the Pod and may prompt you to disconnect (currently supported on Windows, macOS, and Android). When the auto-disconnect prompt appears, you may do one of the following:
 - Click **Disconnect** to immediately disconnect from the Solstice Pod.
 - Click **Cancel** to dismiss the auto-disconnect prompt. You will not be prompted to

disconnect again for that connection.

- Allow the 10-second countdown to complete to let Solstice automatically disconnect you.



Use the menu under the Solstice Location Service setting to turn on auto-disconnect and adjust the sensitivity that location services will use to automatically disconnect the device from the Solstice Pod. Location Services must also be enabled on the Pod to use this functionality.



Auto-disconnect sensitivity is dependent on the WiFi signal strength in the meeting space. Mersive recommends starting with a value of **Low** or **Normal**. If needed, ask your IT department for more information about WiFi strength in your Solstice-enabled meeting space and how it might affect auto-disconnect functionality.



When using Solstice Conference, remember to also end your video conference in your conferencing app.

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 to install the Mersive Solstice app. This enables 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 see if 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 Solstice display from the list that appears. If the desired Solstice display does not appear in the AirPlay menu of your device, open the Mersive Solstice app and connect to the desired display, then repeat steps 2 and 3.
4. 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.
5. To stop mirroring your screen to the display:
 - a. Open the iOS Control Center again.
 - b. Tap the Screen Mirroring icon for the connected Pod.
 - c. 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 Mersive Solstice 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

Users without the Mersive Solstice 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.

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 wireless displays available, 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.



Turning Miracast WiFi Direct off and back on in quick succession for a Solstice Pod may result in it temporarily appearing multiple times in the Windows Connect and Wi-Fi connection panels. To resolve this issue, refresh the list of available Miracast WFD devices by turning Wi-Fi off on and back on for affected Windows devices.

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

Guest users or users who aren't able to download the Mersive Solstice app may also connect and share to Solstice using a web browser on a laptop computer. This functionality is supported on Windows, macOS, Chromebook, and Linux laptops.

See the compatibility chart below for more details on which web browsers are supported for browser-based sharing on your laptop. Note that available sharing options (e.g. desktop sharing, application window sharing) vary by browser.

Find Browser Support by Operating System

Operating System	Web Browsers Supported for Browser-based Sharing	Notes
Windows 8/10/11	Firefox, Chrome, Microsoft Edge	<ul style="list-style-type: none">• On Google Chrome and Microsoft Edge browsers, audio streaming is supported for the desktop and browser tab sharing options only. You must check "Share Audio" <u>before</u> sharing.
macOS Catalina, Big Sur, Monterey	Firefox, Chrome, Safari 14 or 15	<ul style="list-style-type: none">• Audio streaming is supported for the browser tab sharing options on Google Chrome browsers only. You must check "Share Audio" <u>before</u> sharing.• Browser-based sharing is only available for Safari users if the Solstice Pod has a DNS hostname configured.
ChromeOS	Firefox, Chrome	
Linux	Firefox, Chrome	

1. Connect your laptop 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 ULRs 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, follow the option to proceed to the URL. This may appear under **Advanced** in some browsers.
5. Enter 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

Gen3 Solstice Pods offer the option for users to use an HDMI cable to connect a laptop directly 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 share will appear in the collaboration session like any other post, and can be controlled by users in the session with the Mersive Solstice app.

Use Solstice with Your Video Conference

These instructions outline steps for users hosting a video conference to use Solstice Conference to connect their video conference to the Solstice sharing space and room peripherals connected to the Solstice Pod. This capability is only available for Solstice Pods that have Solstice Conference enabled.

You will need to ensure that you have the latest version of the Mersive Solstice app and have installed Solstice Conference capabilities (click the Conference tab in the Windows or macOS app to check).

Note that installing Solstice Conference capabilities requires elevated permissions. If you do not have elevated permissions, contact your IT administrator for assistance

Supported Operating Systems for Meeting Host Laptops

Solstice Conference capabilities are supported on laptop devices that meet the following requirements.



The ability to connect Solstice capabilities to a video conference is not supported on mobile devices. However, in-room users can share content to the Solstice display using either laptops or mobile devices.

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.

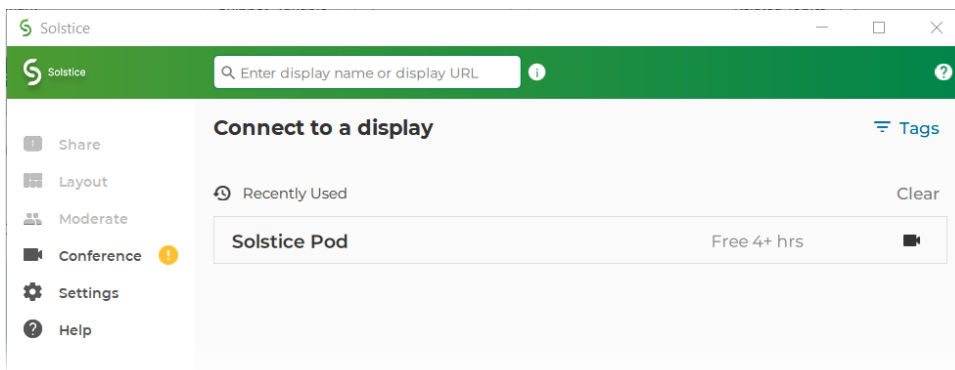
Google Meet	Full	Full	
Chime	Full	Partial	Windows: To share display, use browser app.
RingCentral	Full	RingCentral Video online (browser-based) only*	RingCentral Meetings was retired by RingCentral. Mersive is working to add RingCentral app support on macOS.
Slack	Full	Browser-based version only*	

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

Launch a Scheduled Video Conference on Your Personal Calendar

These directions reflect the updated Conference tab launched in version 5.5 of the Mersive Solstice app. The underlying Solstice Conference functionality has not changed from earlier versions, but user interface options have been expanded.

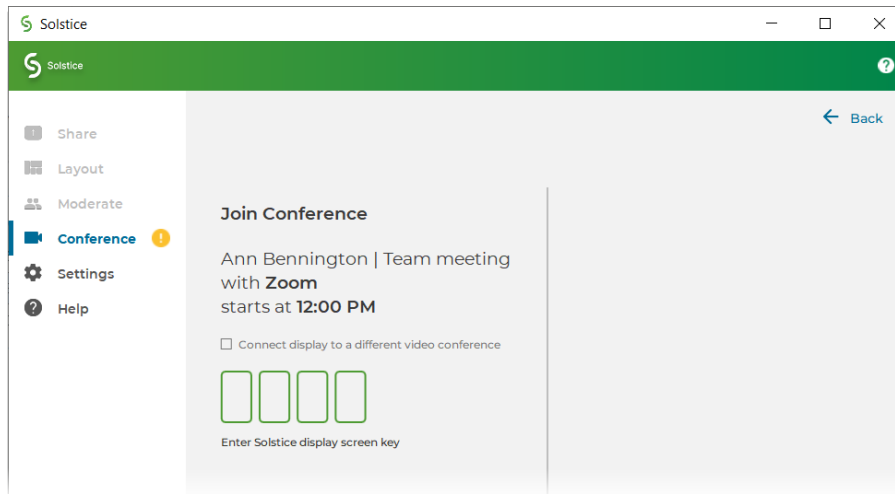
1. Launch the Mersive Solstice app on your laptop.
2. Starting in version 5.5 of the Mersive Solstice app, if the app detects an upcoming video conference in your integrated personal calendar a yellow icon will appear next to Conference in the left navbar.



Meetings starting within 15 minutes appear in the Conference tab when video conference details (URL, meeting ID, passcode, etc.) show in the body of the calendar event. See directions above for integrating your personal calendar with the Mersive Solstice app.

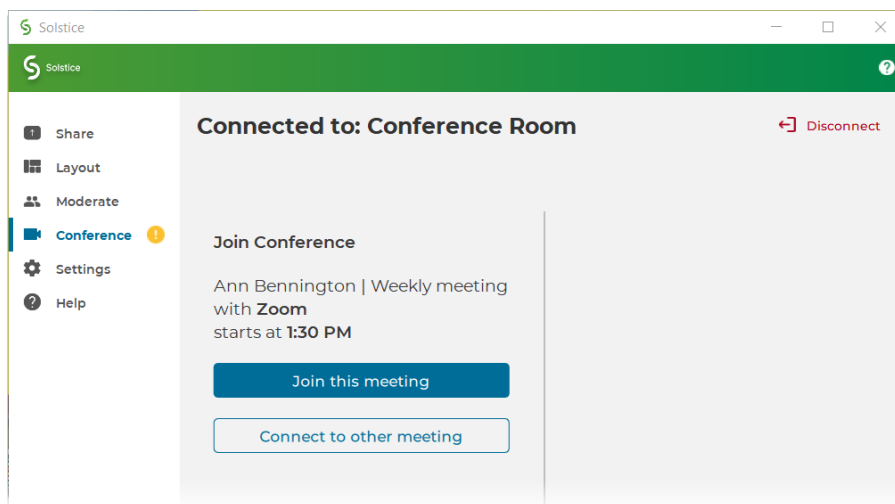
3. To start the scheduled video conference in one step:
 - a. Click **Conference** (camera icon) in the left navbar. Information about your upcoming meeting will show on the left.

- b. For Solstice deployments using the Solstice Discovery Service (SDS), type in the screen key that appears on the Solstice display and hit the **Enter** key.



If SDS has not been enabled, instead enter the URL that appears on the Solstice display (usually a numeric IP address), then enter the screen key if prompted. Contact your IT administrator about enabling SDS for your organization.

4. Options are also available to connect to the Solstice display first and start the video conference later:
 - a. Start the video conference by clicking the display name in list. Or enter the URL and/or 4-digit screen key shown on the Solstice display in the Quick Connect bar at the top.
 - b. Once connected to the Solstice display, click **Conference** (camera icon) in the left navbar.



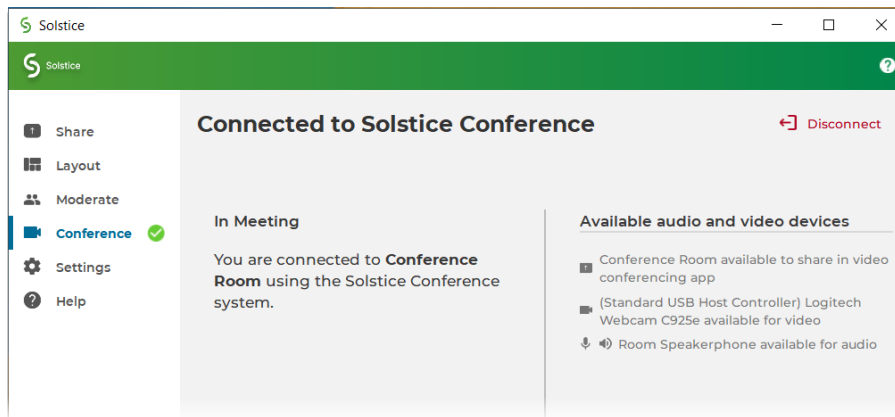
- c. Click **Join this meeting** to start the scheduled video conference and connect it to the Solstice content-sharing space and room peripherals.
5. Once the video conference connection (Solstice Conference) has been started:

- Any USB audio and video peripherals plugged into the Solstice Pod will be made wirelessly available to the video conferencing app. A list of available audio and video resources appears on the right side of the app window.
- Your scheduled video conference will be launched from details in the body of the calendar event. Some video conferencing applications may require an additional step to launch the meeting.



If conflicting video conferences are scheduled simultaneously in the meeting host's personal calendar integrated with the Mersive Solstice app, the app will display and start the conference hosted by the calendar owner, or the event that was scheduled first.

- Your desktop will be shared to the connected Solstice display.
- A green check icon shows in the navbar while Solstice Conference is active.



6. Once you have joined your video conference, you can select the available camera, microphone, and speaker devices as audio and video resources in the video conferencing app.
7. To share the Solstice display to remote attendees, select the Solstice Conference virtual monitor from the sharing options within the video conferencing application. The Solstice display usually appears as **Screen 2**. The connected Solstice display is also listed under **Available audio and video devices**.



If the Pod is configured with dual display monitors, see [Using Solstice Conference with Dual Displays](#) for information about which display screen will be shared with the video conference.

8. After you have ended the video conference and exited the video conferencing app, click **Disconnect** in the upper right of the app window to stop sharing the Solstice display and disconnect from the Solstice Pod.

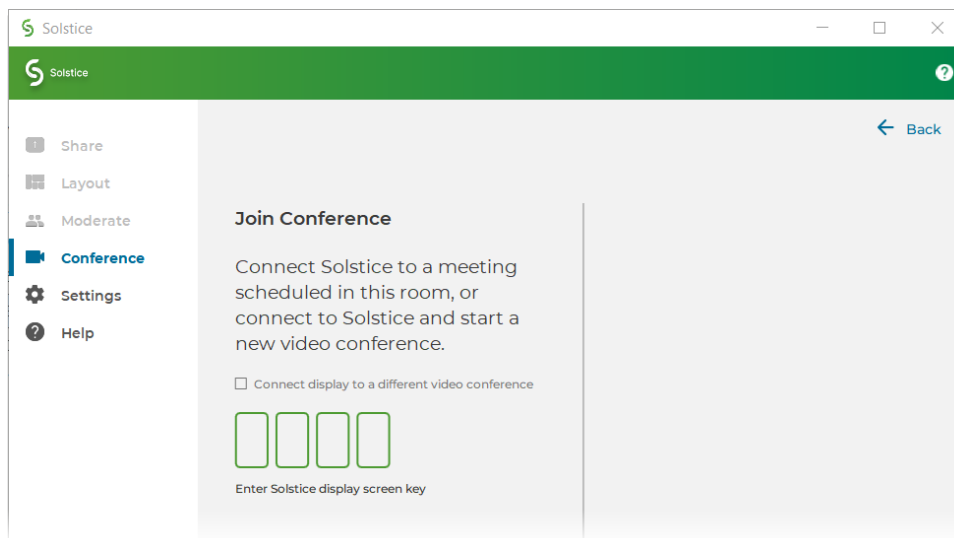


In versions 5.5 and later, if the Solstice Conference version is not the same as the version of the Mersive Solstice app, an alert will appear when starting Solstice Conference, and the Solstice Conference connection will be denied. Mersive strongly recommends the Solstice Conference version always match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

Launch a Video Conference Scheduled on the Room Calendar

These directions reflect the updated Conference tab launched in version 5.5 of the Mersive Solstice app. The underlying Solstice Conference functionality has not changed from earlier versions, but user interface options have been expanded.

1. Launch the Mersive Solstice app on your laptop.
2. Click **Conference** (camera icon) in the left navbar.
3. For Solstice deployments using the Solstice Discovery Service (SDS), type in the screen key that appears on the Solstice display and hit the **Enter** key.



If SDS has not been enabled, instead enter the URL that appears on the Solstice display (usually a numeric IP address) and then the screen key (if enabled). Contact your IT administrator about enabling SDS for your organization.

4. If a room calendar event with video conferencing details (URL, meeting ID, passcode, etc.) in the body starts within 15 minutes, the conference will be auto-launched upon connection to the Pod. A green check icon appears next to Conference in the left navbar when Solstice Conference is active.



Upcoming meetings on the room calendar integrated with the Solstice Pod do not currently display in the Mersive Solstice app.

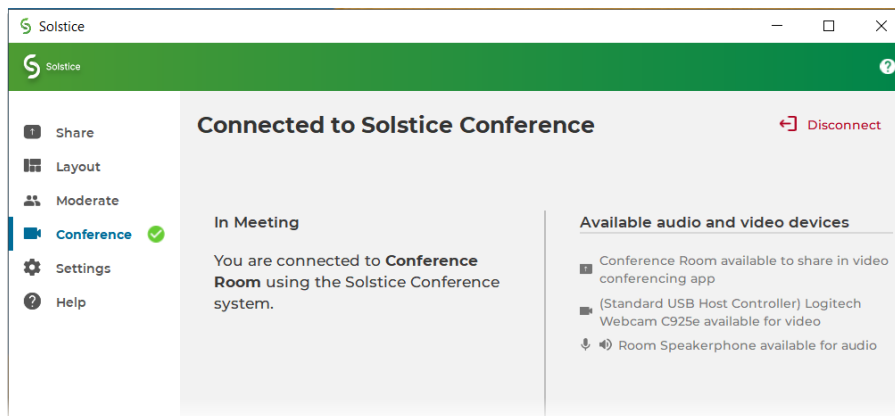
5. Once Solstice Conference has been started to connect with a video conference:

- Any USB audio and video peripherals plugged into the Solstice Pod will be made wirelessly available to the video conferencing app. A list of available audio and video resources appears on the right side of the app window.
- Your scheduled video conference will be launched from the details in the body of the calendar event. Some video conferencing applications may require an additional step to launch the meeting.



If conflicting video conferences are scheduled simultaneously on the room calendar shown on the Solstice display, Solstice will start the conference event that was scheduled first.

- Your desktop will be shared to the connected Solstice display.
- A green check icon shows in the navbar while Solstice Conference is active.



6. Once you have joined your video conference, you can select the available camera, microphone, and speaker devices as audio and video resources in the video conferencing app.
7. To share the Solstice display to remote attendees, select the Solstice Conference virtual monitor from the sharing options within the video conferencing application. The Solstice display usually appears as **Screen 2**. The connected Solstice display is also listed under **Available audio and video devices**.



If the Pod is configured with dual display monitors, see [Using Solstice Conference with Dual Displays](#) for information about which display screen will be shared with the video conference.

8. After you have ended the video conference and exited the video conferencing app, click **Disconnect** in the upper right of the app window to stop sharing the Solstice display and disconnect from the Solstice Pod.



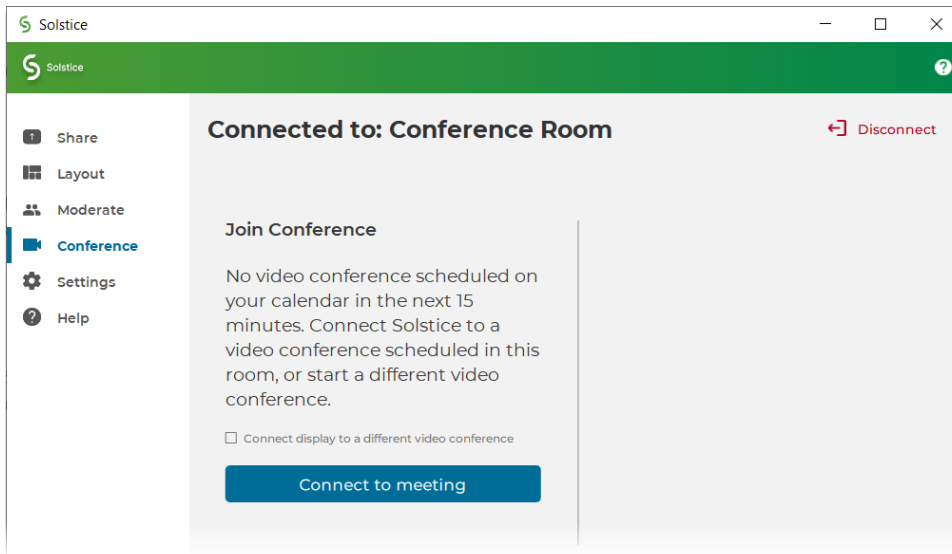
In versions 5.5 and later, if the Solstice Conference version is not the same as the version of the Mersive Solstice app, an alert will appear when starting Solstice Conference, and the Solstice Conference connection will be denied. Mersive strongly recommends the Solstice Conference version always match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

Connect to an Unscheduled Meeting in Solstice Conference

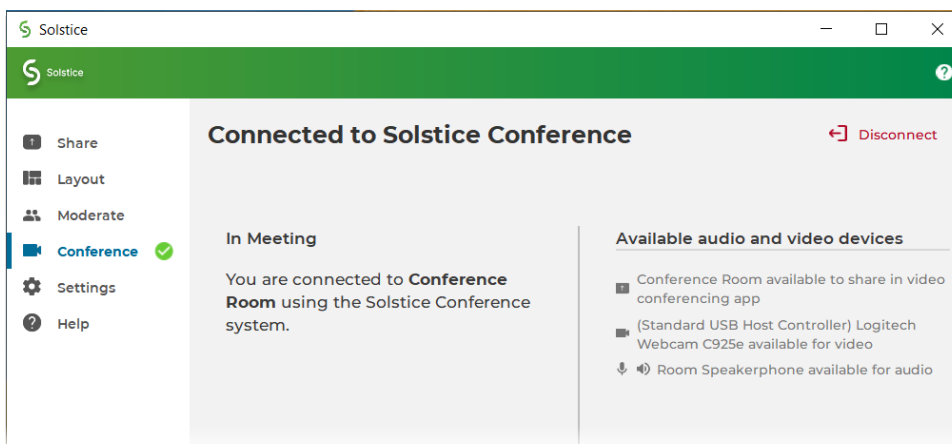
Solstice Conference can also support video conferences that have not been previously scheduled on a personal calendar integrated into the Mersive Solstice app or on a room calendar integrated with the Solstice Pod. The directions below explain how to connect Solstice content sharing and room devices connected to the Solstice Pod with unscheduled and in-progress video conferences.

These directions reflect the updated Conference tab launched in version 5.5 of the Mersive Solstice app. The underlying Solstice Conference functionality has not changed from earlier versions, but user interface options have been expanded.

1. Either before or after starting the video conference in the conferencing app, launch the Mersive Solstice app on your laptop.
2. Connect to a Solstice display by clicking on the display name. Enter the 4-digit screen key listed on the display if prompted to do so.
3. Once connected, click **Conference** (camera icon) in the left navbar.



4. If a conflicting meeting appears on the room calendar integrated with the Solstice Pod, check the **Connect display to a different video conference** box. If this option is not selected, Solstice will auto-launch a video conference on the room calendar starting within 15 minutes.
5. Click **Connect to meeting**.
6. Once the video conference connection (Solstice Conference) has been started, any USB audio and video peripherals plugged into the Solstice Pod will be made wirelessly available to the video conferencing app. Available audio and video resources are listed on the right side of the app window. A green check icon also appears in the left navbar when Solstice Conference is active.



7. If you have not already done so, start your video conference and select the room audio and video sources in the video conferencing application.
8. To share the Solstice display to remote attendees, select the Solstice Conference virtual monitor from the sharing options within the video conferencing application. The Solstice display usually appears as **Screen 2**. The connected Solstice display is also listed under **Available audio and**

video devices.



If the Pod is configured with dual display monitors, see [Using Solstice Conference with Dual Displays](#) for information about which display screen will be shared with the video conference.

9. After you have ended the video conference and exited the video conferencing app, click **Disconnect** in the upper right of the app window to stop sharing the Solstice display and disconnect from the Solstice Pod.



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.

End Your Conference 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 **Disconnect** in the top right of the Mersive Solstice app window. You will be prompted to confirm that you want to disconnect from the display.
- Close the Mersive Solstice app window:
 - On a laptop, click the Close 'X' icon. You will be asked if you wish to disconnect from the display and stop sharing all content. If so, click **Disconnect**.
 - On a mobile device, close the app window and Solstice will automatically disconnect the device from the display.
- Starting in Solstice version 5.4, when Solstice Location Service is enabled (Settings > Control), an auto-disconnect is also available. After learning the location of a Solstice Pod, the Mersive Solstice app can detect your device leaving the meeting area while still connected to the Pod and may prompt you to disconnect (currently supported on Windows, macOS, and Android). When the auto-disconnect prompt appears, you may do one of the following:
 - Click **Disconnect** to immediately disconnect from the Solstice Pod.
 - Click **Cancel** to dismiss the auto-disconnect prompt. You will not be prompted to disconnect again for that connection.
 - Allow the 10-second countdown to complete to let Solstice automatically disconnect you.



Use the menu under the Solstice Location Service setting to turn on auto-disconnect and adjust the sensitivity that location services will use to automatically disconnect the device from the Solstice Pod. Location Services must also be enabled on the Pod to use this functionality.



Auto-disconnect sensitivity is dependent on the WiFi signal strength in the meeting space. Mersive recommends starting with a value of **Low** or **Normal**. If needed, ask your IT department for more information about WiFi strength in your Solstice-enabled meeting space and how it might affect auto-disconnect functionality.



When using Solstice Conference, remember to also end your video conference in your conferencing app.

FAQ

Why can't I minimize or close my Mersive Solstice app window?

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

I'm hosting a meeting, and 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 desktop app, then go to **Settings**. Under **General > Notifications**, select either **None** or **Critical**, depending on your notification preferences.



Notification settings also control notifications for Solstice Conference. Selecting **None** will turn off performance and compatibility notifications for Solstice Conference.

Why does the Solstice display show as Screen 3 in my video conferencing application?

This may be the case if your laptop is configured to have additional virtual desktops. Mersive strongly advises against using additional virtual desktops alongside Solstice Conference.

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

On macOS, a "hall of mirrors" visual effect may appear when using Solstice Conference if the Conference drivers are not loading correctly. Open **Security & Privacy** settings and check the make sure you have allowed drivers from Mersive.

Why does changing virtual display settings with Solstice Conference create a "hall of mirrors" on my Mac?

On macOS, when the Solstice Conference virtual monitor is set as the primary display, a known issue exists in Solstice 5.4 that causes a video effect that resembles a hall of mirrors. Once the issue has been triggered, the Solstice Conference drivers often must be uninstalled and reinstalled to resolve it. Mersive strongly recommends not accessing the display settings while using Solstice Conference to avoid this issue. For help uninstalling and reinstalling Conference drivers, contact [Mersive Support](#).

Why is the Solstice user app failing to share my desktop and app windows on my Windows laptop with dual graphics cards?

In the Mersive Solstice app version 5.4 on Windows laptops with dual graphics cards, an issue has been reported that manually setting the dedicated graphics card as primary can prevent the app from successfully sharing the user's Desktop and App Windows. In this case, a sharing error may appear in the Mersive Solstice app; Media File sharing is usually successful. This issue can usually be resolved by changing the Windows and/or graphics card settings to allow the graphics processor to be automatically selected.

Why does my Pod with digital signage enabled spontaneously reboot after being used for Solstice Conference?

For Solstice Pods running digital signage feeds that are also used regularly for Solstice Conference, a known issue exists in Solstice 5.4 that occasionally causes Solstice to become unstable and the Pod to spontaneously reboot. Mersive recommends that Pods experiencing this issue be configured to perform a daily reboot, which should avoid spontaneous restarts. A Solstice admin can enable Daily Reboots in the [Solstice Cloud > Advanced](#) settings.

Control Shared Content on the Solstice Display

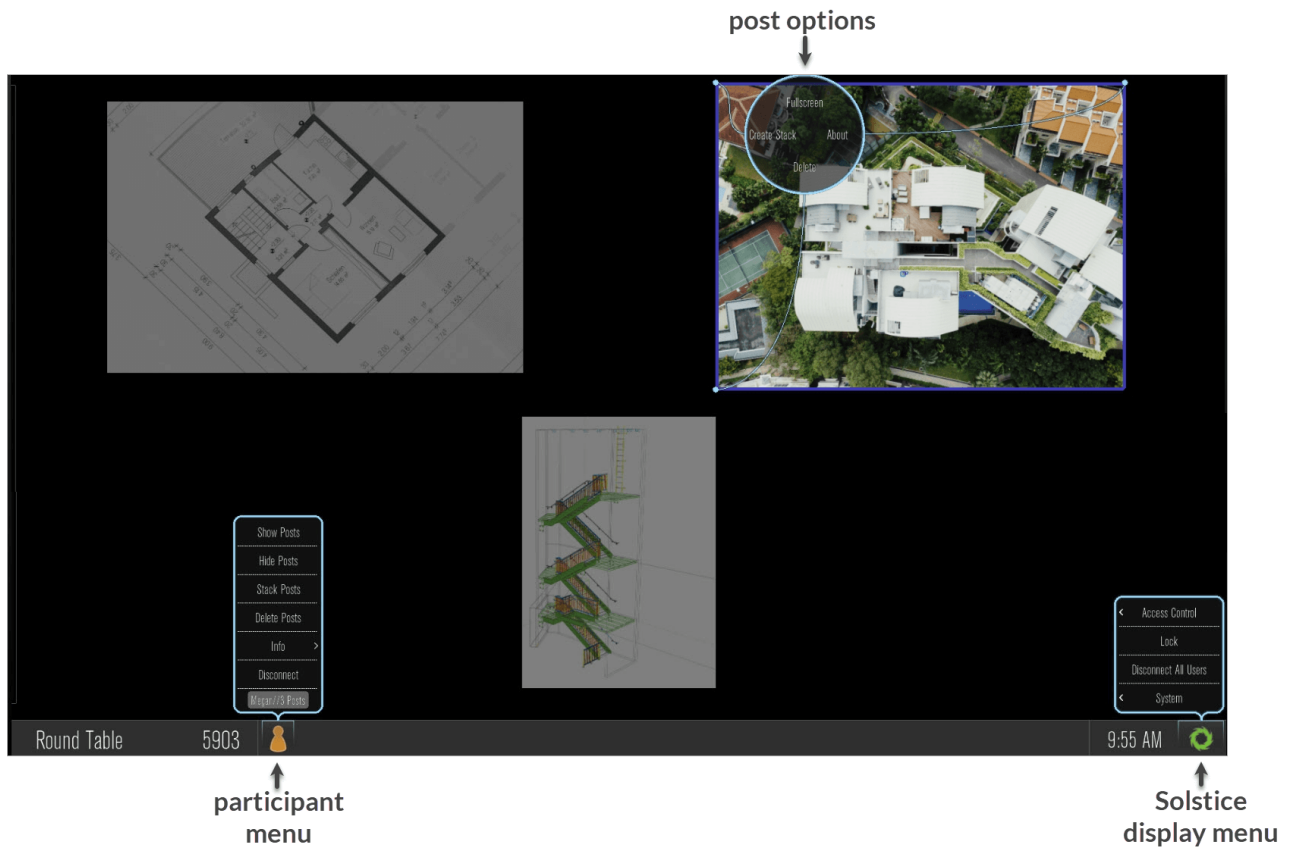
There are multiple ways to control content shared to a Solstice display and how it appears on the display in the Layout tab of the Mersive Solstice app. Any user connected to the session can control the content layout.



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

- Drag and drop posts to change the order of the content, or to hide/display content by moving it into and out of the dock 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, or delete the post.
- You can also click-and-hold or right-click on a post to create a stack, which acts as a virtual folder. Right-click or click-and-hold a stack for options to unstack the posts or edit which posts are in the stack.
- 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 Mersive Solstice app (iOS and Android), 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, but it is not supported on tablets.



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:** Tap the **Ping** button to pulse the pointer. Slide your finger from the button toward the center red dot for a continuous pulse. Tap **Ping** again to stop continuous pulse.
- **Temporary mark-up:** Press and hold the **Draw** button to draw a mark, such as a circle, on the Solstice display. Release the Draw button once you are done. Solstice will smooth out your mark after you have finishing drawing it, and the mark will fade away after a short amount of time.

In Ink, swipe left and right to move between Draw and Ping mode. To exit Ink, simply tap another option in the bottom menu bar of the app.

Moderate a Solstice Session

Moderator mode allows a meeting host to approve requests from collaborators to join the session or post content to the display. Once moderator mode is enabled, a session moderator must approve future requests for users to join the meeting or for new content to be posted, and only a moderator can control content layout.

How to Moderate a Session in Solstice Desktop App

1. Open the Mersive Solstice app and connect to a Solstice display to start a collaboration session.
2. Select **Moderate** in the left navbar of the app.
3. Switch the **Moderate Meeting** toggle to on (blue).
4. When a new collaborator attempts to connect to the display, an alert will appear in the sidebar. Click **Alerts** to view the request. The moderator may choose one of three options:
 - **Deny** the connection: The collaborator will be notified that their connection attempt was canceled by the moderator.
 - **Approve** the connection: The collaborator will be connected to the display.
 - **Approve as Moderator**: The collaborator will join with full moderator rights to approve and reject requests to join and post content.
5. When a collaborator posts content to the display, an alert will again appear in the **Alerts** section of the sidebar. Two options display for a post request:
 - **Reject**: The post will not appear on the display. Rejecting the request will not alert the user that their post has been rejected.
 - **Approve**: The post will appear on the display.
6. To manage participants' posts, select **Layout** from the sidebar. Right-click a participant's icon at the bottom of the layout window for options including showing all posts, hiding all posts, stacking posts, and deleting all posts for the selected participant.
7. To exit moderator mode, go to **Moderate** in the sidebar and switch the **Moderate Meeting** toggle to off (gray).

How to Moderate a Session in Solstice Mobile App

1. Open the Mersive Solstice mobile app and connect to a Solstice display to start a collaboration session.
2. Select **Meeting** from the bottom navbar.
3. Switch the **Moderate Meeting** toggle to on (blue).
4. When a new collaborator attempts to connect to the display, an alert will appear in the navbar. Tap **Meeting** to view the request. The moderator may choose one of three options:

- **Deny** the connection: The collaborator will be notified that their connection attempt was canceled by the moderator.
 - **Approve** the connection: The collaborator will be connected to the display.
 - **Approve as Moderator**: The collaborator will join with full moderator rights to approve and reject requests to join and post content.
5. When a collaborator posts media content to the display, an alert will again appear in the **Meeting** section of the navigation bar. Two options display for a post request:
 - **Reject**: The post will not appear on the display. Rejecting the request will not alert the user that their post has been rejected.
 - **Approve**: The post will appear on the display.
 6. To manage participants' posts, select **Layout** from the navigation bar. An icon appears for each participant at the bottom of the layout window. Tap a participant's icon for options including showing all posts, hiding all posts, stacking posts, and deleting all posts for the selected participant.
 7. To exit moderator mode, go to **Meeting** in the bottom navbar and switch the **Moderate Meeting** toggle to off (gray).

View a Collaboration Session Remotely

For participants who are not in the same room as the Solstice display, Solstice currently provides an option to “look in” to the meeting via a web browser. When Browser Look-In functionality has been enabled for a Solstice display, there are two ways to access it: in the Mersive Solstice app or via a web browser.

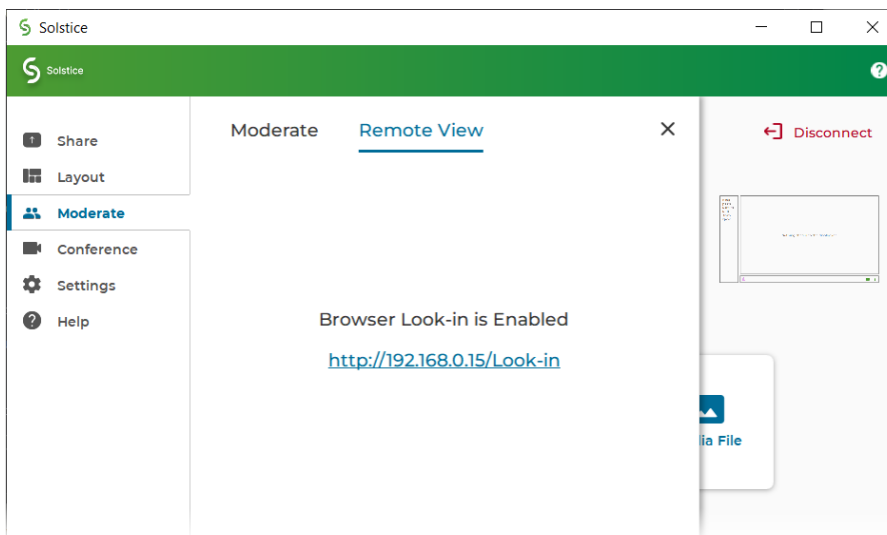


The Remote Look-In view is not instantaneous –it updates about every 5 seconds. Depending on your organization's security policies, you may not have access to this feature.

How to View a Collaboration Session Remotely

With the Mersive Solstice App:

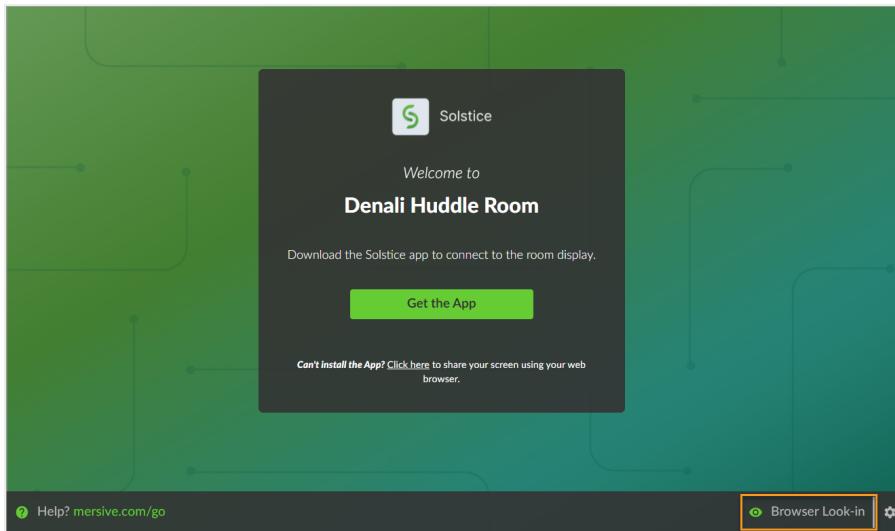
1. Open the Mersive Solstice app and connect to a Solstice display.
2. Click **Moderate**, then select the **Remote View** tab.



3. Click the **Browser Look-in** link provided and enter the screen key shown on the Solstice display if prompted. A view of the Solstice display will open in your default web browser, allowing you to view content shared to the display in a Solstice-enabled meeting.

Without the Solstice App:

1. Or open your web browser directly.
2. Enter the IP address shown in the top-right corner or the bottom-left corner of the Solstice display. The Solstice Quick Connect page will open.



3. In the bottom-right corner, click **Browser Look-in** and enter the screen key shown on the Solstice display if prompted. A view of the Solstice display will open in your browser, allowing you to view content shared to the display in a Solstice-enabled meeting.