

# 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 Dashboard to configure your Pods in order to streamline deployment and management.

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

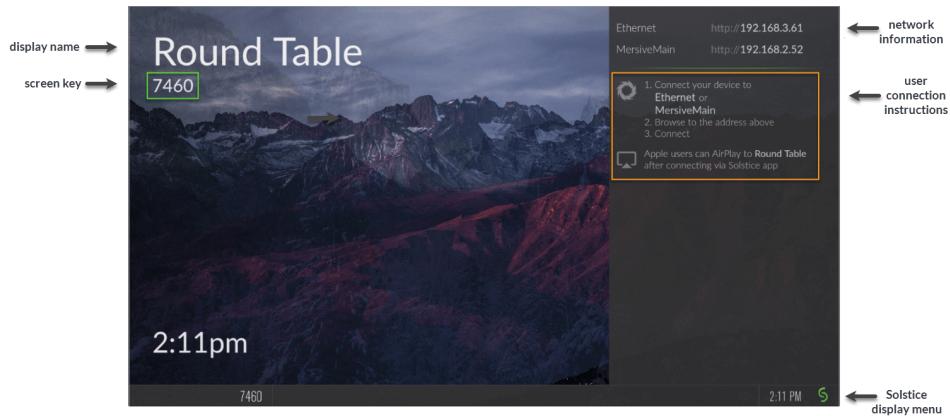
- **Individually configured:** Every Solstice Pod can be configured via the individual Pod's configuration panel. The Pod's configuration panel can be accessed by connecting a USB mouse and keyboard to the Pod, or by entering the Pod's IP address into a web browser, then clicking the Settings icon in 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 allows 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

The term Solstice display is used to refer to any flat panel or projector display connected to a Solstice Pod or Solstice Display Software host PC, allowing users to connect and share content wirelessly to the display.

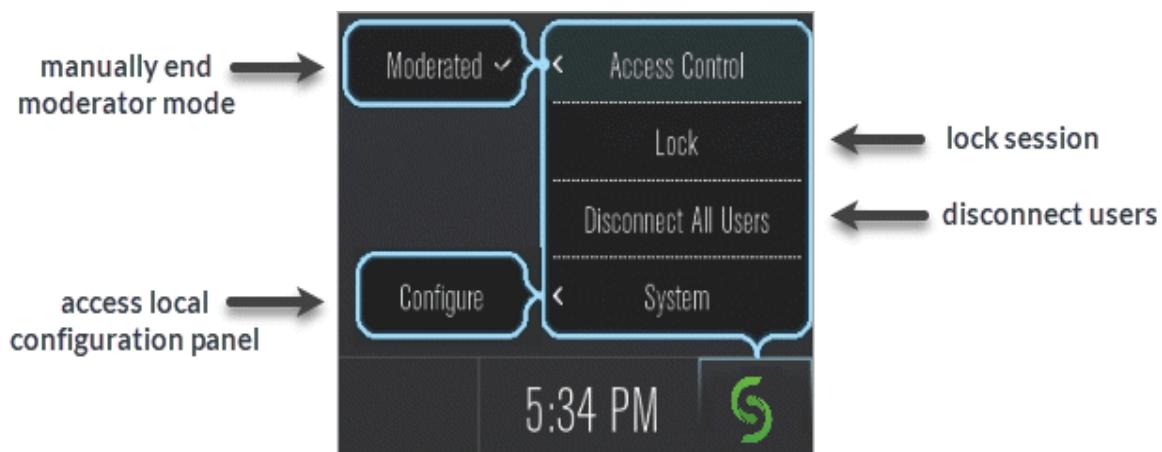
## Welcome Screen

When viewing a Solstice display that is not currently being used for a collaboration session, you will see the Welcome Screen containing the Solstice display name, a screen key (if applicable), network information, user connection instructions, and the Solstice display menu.



## Solstice Display Menu

The Solstice Display Menu lets 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

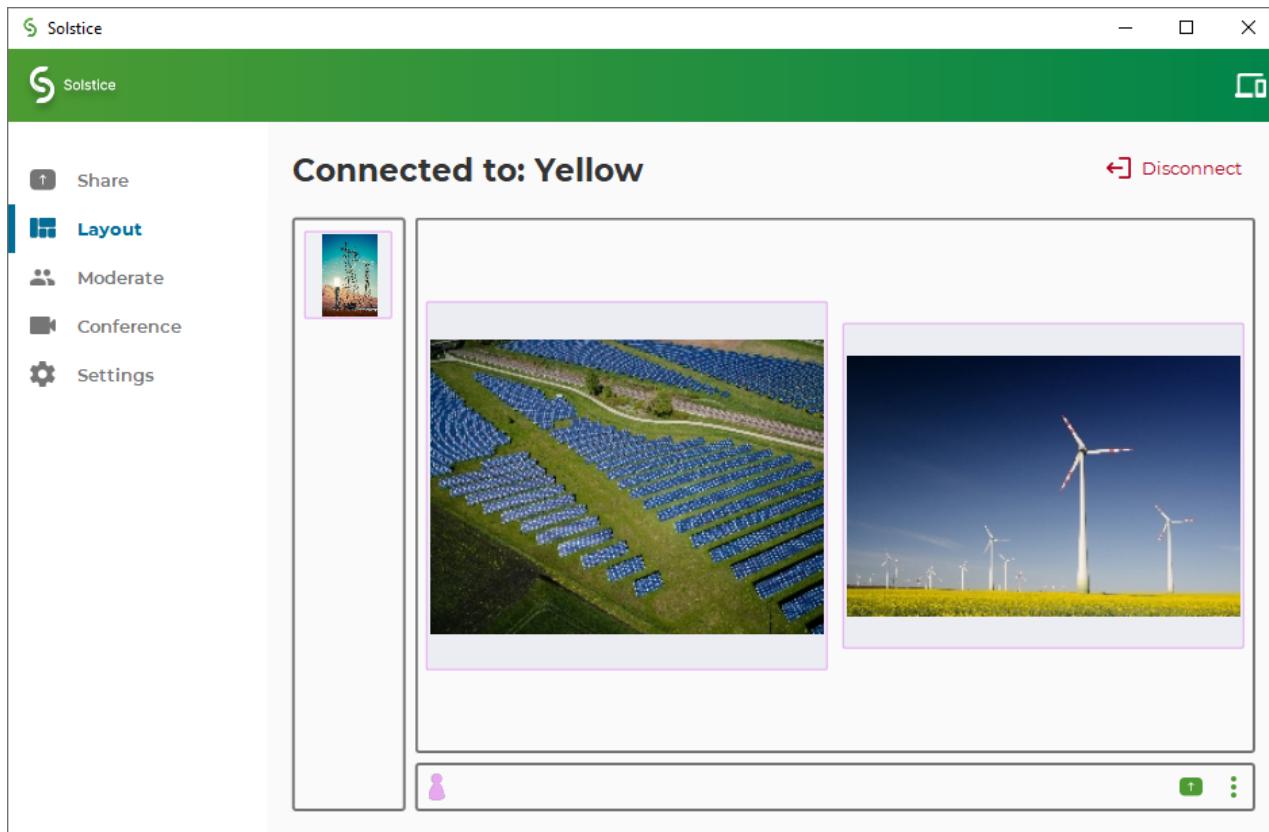
- **Access Control:** Allows a user to manually remove the display from moderator mode in the case that the user moderating the meeting left the room without disconnecting from the display.  
Note: The display is put into moderator mode through the Solstice user app's Meeting controls. If moderator mode 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.

# Mersive Solstice App

Meeting and collaboration session participants can connect to a Solstice display with the Solstice user app, which can be installed on Windows, macOS, Android, and iOS devices (such as laptops, tablets, and phones) to connect and share media to the Solstice display. Note that the user device and Solstice display must be connected to the same network to be able to connect to one another.

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

- Download the user app from [mersive.com/download](http://mersive.com/download).
- Download the app directly from the Solstice Pod by visiting the URL listed on the Solstice display.



Admin permissions are not required to install the Solstice app. However, elevated permissions are required to install the lightweight drivers needed to share the Solstice display's collaboration space with a web conference.

## Supported Operating Systems

The 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\*
- Windows Server 2016, 2019
- macOS Catalina\*, Big Sur\*
- iOS versions 13, 14
- Android versions 10, 11

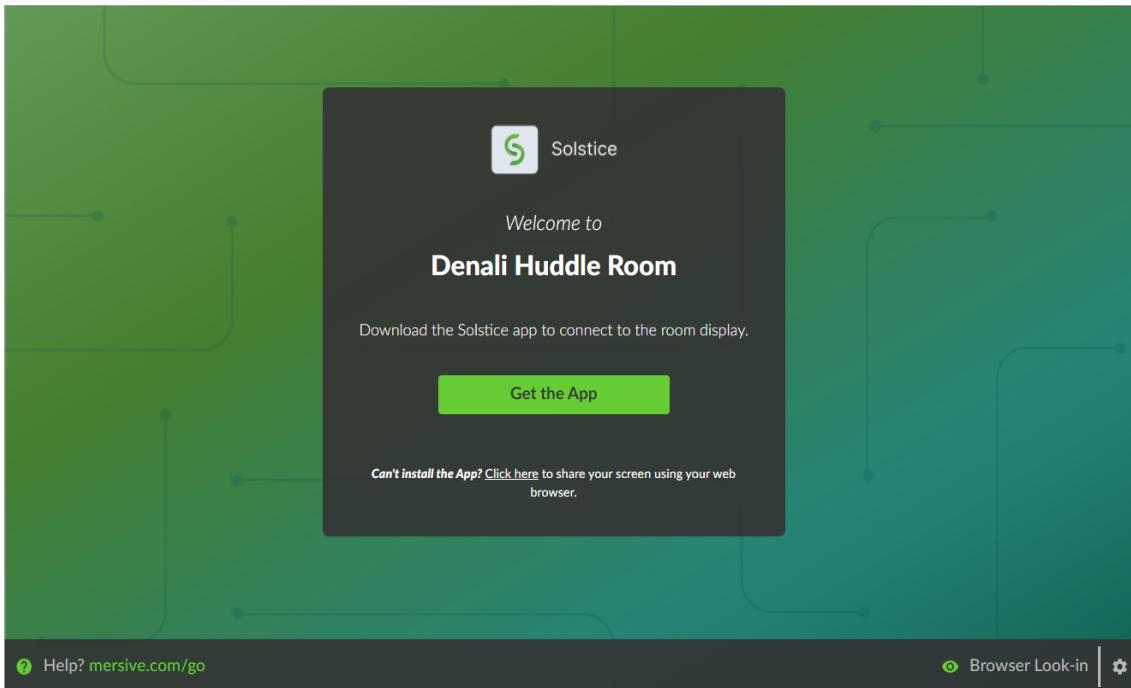
## Other Requirements

The version of your Solstice user 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 web conference, the Solstice user app must be on the same software version as the Solstice Pod it is connecting to. For example, if a user is connecting to a Solstice Pod running software version 5.4, users will need the 5.4 version of the Solstice app to use Solstice Conference functionality.

## Download the App Directly from Solstice

1. Open a browser on the user device and enter the IP address that appears on the Solstice display. The Solstice Quick Connect page opens.



2. Click the button that says **Get the App**.
3. If you are on a laptop:
  - 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.

4. If you are on an Android or iOS mobile device, the appropriate app marketplace will open and display the user app available for download. Once installed, the app will remain on the device for future use and will not need to be installed again. (Solstice Conference capabilities are not available on mobile versions of the Solstice app.)

## Change Your Solstice App Settings

You can update the Solstice settings on your device by opening your Solstice app and going to the **Settings** tab. Changes to your app settings are immediately saved. You can 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 also 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 with desktop:** If enabled, your desktop audio will automatically be streamed to the Solstice display when you share your desktop.
- **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.
- **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 O365 calendar with your 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 Solstice Conference pop-up 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 web 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 host devices.

## Integrate Your Personal Microsoft O365 Calendar

By integrating your O365 calendar with your Solstice app, Solstice can launch web conferences scheduled on your personal 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 Office 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 retrieve your calendar entries for upcoming meetings and enable a one-step start for scheduled video conferences.

1. In the Solstice desktop 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 O365 login credentials and sign in. If successful, the browser will display a "Success" message.
4. Close the browser and return to your Solstice app.



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.

5. If you wish to disconnect your O365 calendar at any time, go back to **Settings > Conference > Calendar integration** and click **Sign out**.



If your O365 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](#).

# Sharing Content Using the Solstice App

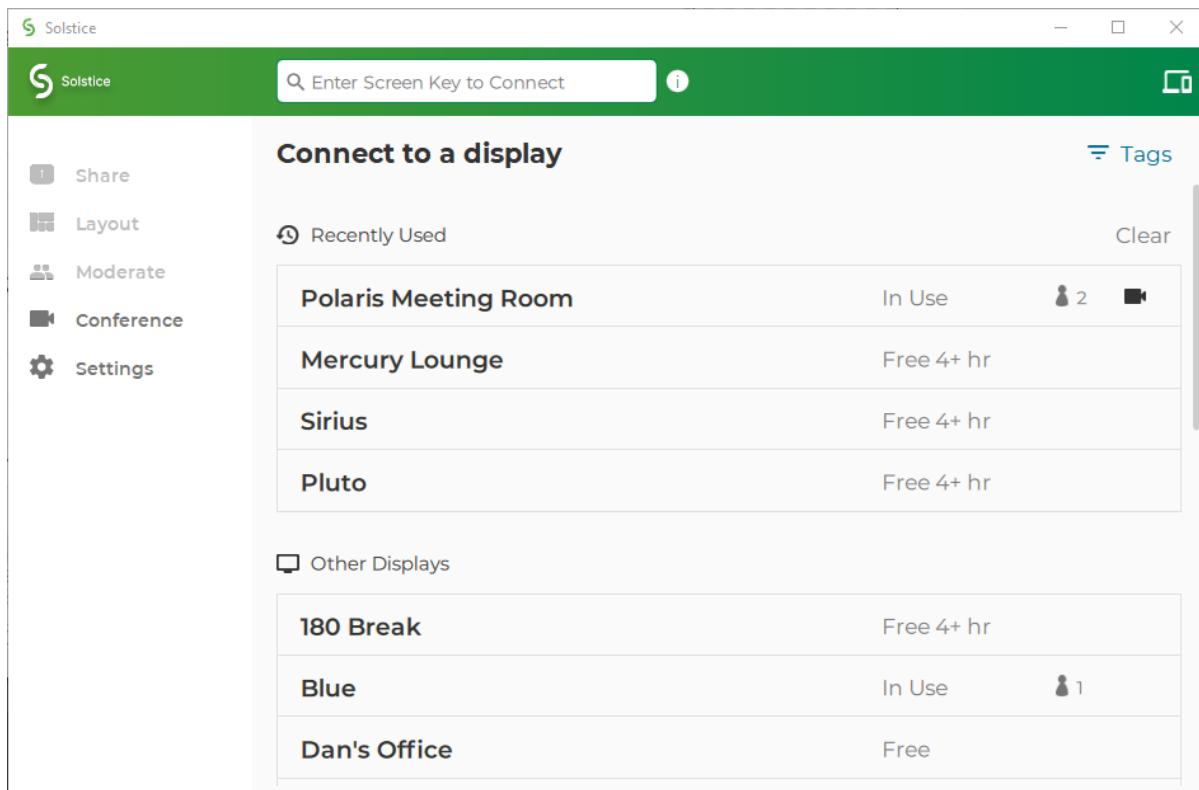
Solstice improves meeting productivity and engagement with multi-participant content sharing, control, and markup. With the Mersive Solstice app installed on a laptop, tablet, or mobile device, users can share and control content on the display connected to a Solstice Pod.

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 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 the screen key that appears on the display.
5. By default, the user app joins the collaboration session with full media posting and control rights.

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

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. 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 your desktop audio, 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 have additional setup 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 Solstice app window will be hidden by default. Click the **Sharing Desktop** bar that appears at the top of your screen to show it. You can also click **Stop Sharing** to quickly stop sharing your desktop.

## 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. 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. Other apps may block audio capture, preventing the Solstice app from streaming their audio.

- **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 you are ready to finish your collaboration session, disconnect from Solstice. There are a number 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.
- Starting in Solstice version 5.4, when Solstice Location Service is enabled (Settings > Control), you can also turn on auto-disconnect. After learning the location of a Solstice Pod, the Solstice app can detect you have left 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 the Solstice app 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.



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 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.

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 Solstice app can use an install-free sharing option to connect and share to Solstice using a web browser on a laptop device. 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	Firefox, Chrome, Microsoft Edge	<ul style="list-style-type: none"><li>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.</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 check "Share Audio" <u>before</u> sharing.</li><li>Browser-based sharing is only available for Safari users if the Solstice 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 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.

# Use Solstice with Your Web Conference

These instructions outline steps for **meeting hosts** to use Solstice Conference to bridge their web or video conference to the Solstice room. This capability is only available for Solstice displays 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 as seen on the app's Conference tab. As a note, installing Solstice Conference capabilities requires elevated permissions. If you do not have elevated permissions, please contact your IT administrator for assistance.

## Supported Operating Systems

Solstice Conference capabilities are supported on laptop devices that meet the following requirements. The meeting host capability for Solstice 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

<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>



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; however, some M1 devices may experience performance issues. Mersive is currently working to resolve this.</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>
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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.



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

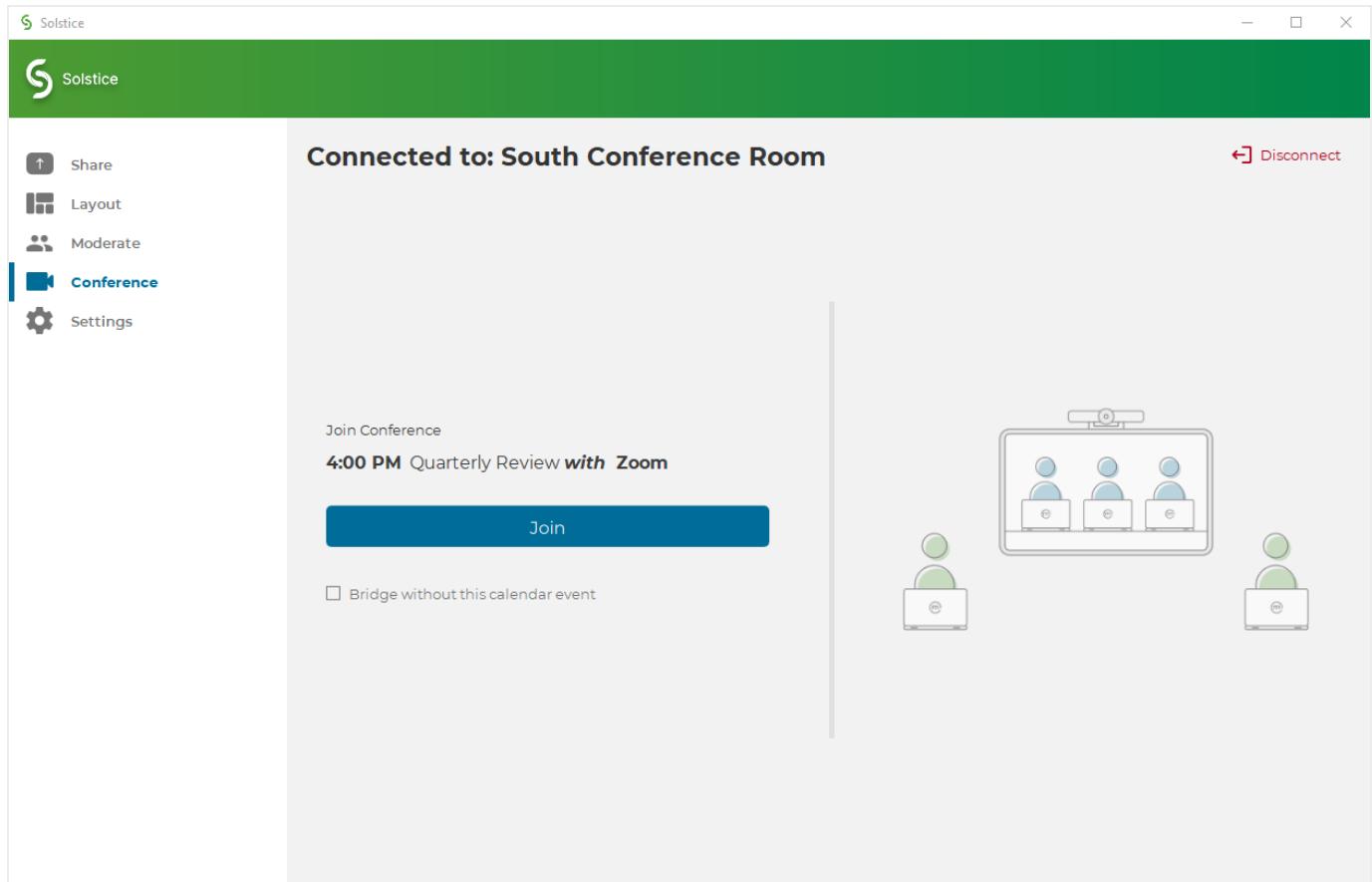
	<b>Windows</b>	<b>macOS</b>	<b>Notes</b>
<b>Zoom</b>	Full	Full	
<b>Teams</b>	Full	Browser-based version only*	Microsoft will fix 3rd-party support.
<b>Webex</b>	Browser-based version only*	Browser-based version only*	Windows: To share display, select Pod name.
<b>GoToMeeting/ LogMeIn</b>	Full	Full	
<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	RingCentral Video online (browser-based) only*	RingCentral Meetings was retired by RingCentral. Mersive is working to add RingCentral app support on macOS.
<b>Slack</b>	Full	Browser-based version only*	

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

## Launch a Scheduled Web Conference from the Solstice Room

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 **Join**. 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.
7. Once 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. The following directions explain how to connect a video conference that has already been started to the Solstice Conference content sharing functionality.

1. Once you have started your web conference, go to the Solstice app and connect to the Solstice display by clicking on the name of the desired display. If prompted, enter the 4-digit screen key listed on the display.
2. Once connected, go to the **Conference** tab in your Solstice app.
3. Click **Join**. Once the Conference service has been started, the Conference tab will show that you are in a meeting.



If a conflicting meeting is listed on the Solstice display, select the **Bridge without a calendar event** checkbox before clicking **Join**. If this option is not selected before joining, Solstice will automatically launch the scheduled web conference.

4. If there is a room camera and microphone connected to Solstice, you will now be able to select the room camera and microphone as the meeting's audio and video sources.
5. To share the Solstice display to remote attendees, select **Screen 2** from the sharing options within the video conferencing application.
6. When you are finished hosting the web conference, stop sharing the display, end the video call, and disconnect from the Solstice display.

## 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. You can disconnect from Solstice in a number of ways:

- 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.
- Starting in Solstice version 5.4, when Solstice Location Service is enabled (Settings > Control), you can also turn on auto-disconnect. After learning the location of a Solstice Pod, the Solstice app can detect you have left 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 the Solstice app 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.



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

## FAQ

### *Why can't I minimize or close 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 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 also 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.

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***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](#).

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

In the Solstice user 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 Solstice app from successfully sharing the user's Desktop and App Windows. In this case, a Sharing Error may appear in the 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.

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***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.

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# How to Control Content with the Solstice App

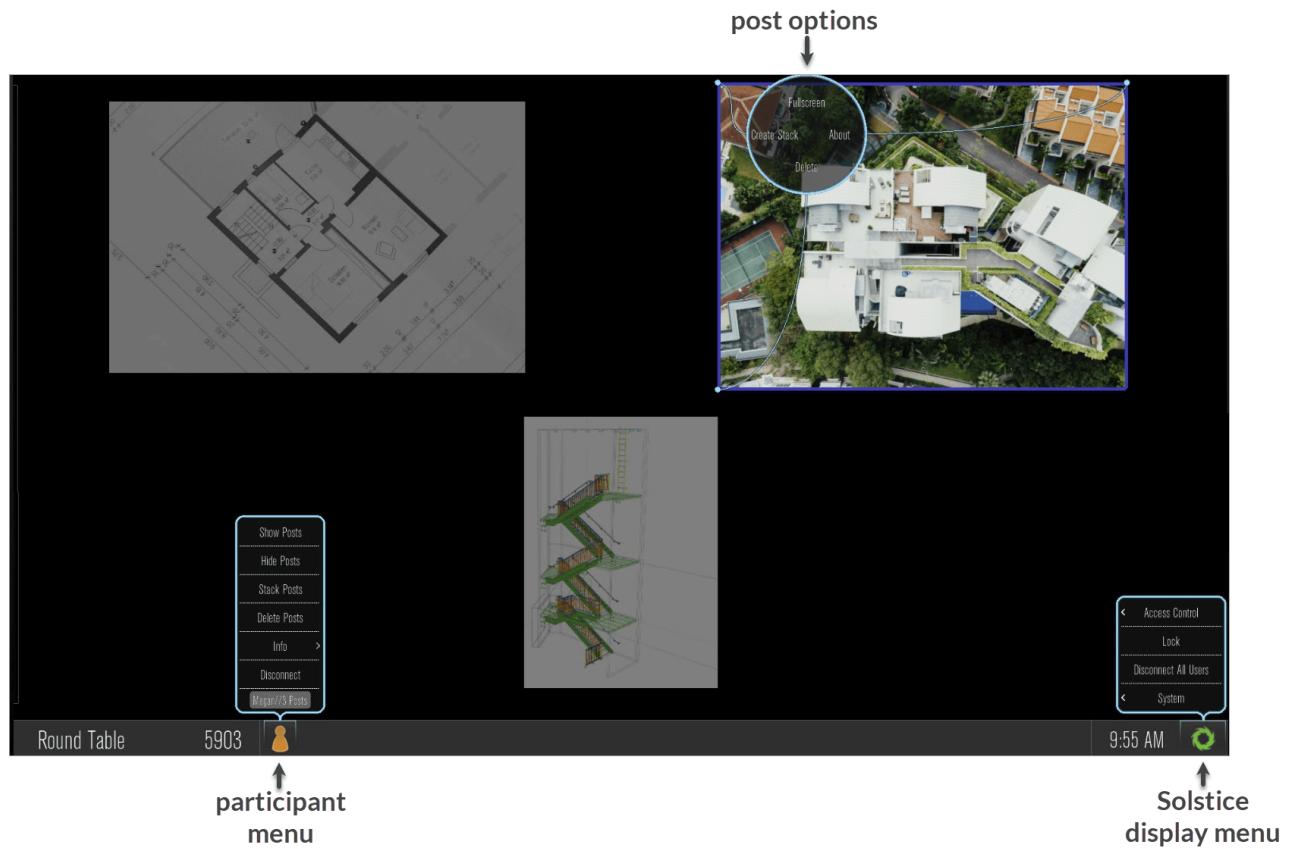
On the Layout tab, you have multiple ways that you can control the content and how it appears on the display. Any user connected to the session can control the content layout.



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.

# Moderate a Solstice Session

Moderator mode allows you to approve requests from collaborators to join the session or post content to the display. Once moderator mode is enabled, any future collaborators will request to join and wait for a session moderator to approve the request. Only a moderator has the ability to control what content is posted and the layout of the content.

## How to Moderate a Session in Solstice Desktop App

1. Open the Solstice user app and select the desired Solstice Pod display to start a collaboration session.
2. Select **Moderate** in the left sidebar of the app window.
3. Switch the **Moderate Meeting** toggle to on (blue).
4. When a new collaborator tries to connect to the display, an alert will appear in the sidebar. Click **Alerts** to view the request. Three options display for the connection request:
  - **Deny:** Connection is denied. The collaborator will be notified that their connection attempt was canceled by the moderator.
  - **Approve:** 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 media content.
5. When a collaborator tries to post media content to the display, an alert will again appear in the **Alerts** section of the sidebar. Two options display for the media 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 Solstice app and select the desired Solstice Pod display to start a collaboration session.
2. Select **Meeting** from the bottom navigation bar.
3. Switch the **Moderate Meeting** toggle to on (blue).
4. When a new collaborator tries to connect to the display, an alert will appear in the navigation bar. Tap **Meeting** to view the request. Three options display for the connection request:

- **Deny:** Connection is denied. The collaborator will be notified that their connection attempt was canceled by the moderator.
  - **Approve:** 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 media content.
5. When a collaborator tries to post media content to the display, an alert will again appear in the **Meeting** section of the navigation bar. Two options display for the media 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 navigation bar and switch the **Moderate Meeting** toggle to off (gray).

# Multi-Room Sessions



Solstice's Multi-Room feature is being discontinued and has been removed from the mobile version of the Solstice app in 5.3. This feature will be removed from the desktop version in an upcoming release.

Solstice Multi-Room allows up to four Pods to connect and share content collaboratively across multiple locations on the same enterprise network. Shared content will appear on all Solstice displays in the session regardless of which room or location shared the content. The Multi-Room feature also allows all participants to view information on how to connect to your existing voice and audio systems, such as a dial-in number for your audio conferencing.

## Start a Multi-Room Session

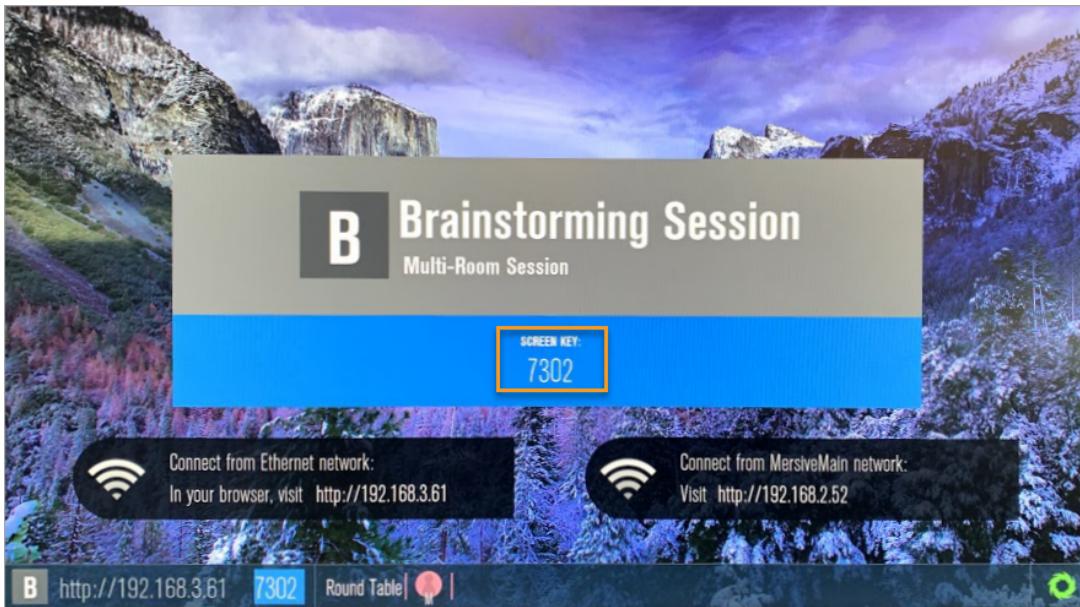
1. Open the Solstice app and connect to the Solstice display.
2. Click **Meeting**, then click **Start Multi-Room Session**.
3. In **Session Name**, enter in the name you would like to give the Multi-Room session. **Note:** Multi-room session names will be visible in the Solstice app's discovery list for all users connected to the network.
4. In the **Add an audio bridge** field, enter in the audio/video conferencing information you would like to relay to other meeting participants such as a direct phone line, a conference bridge and PIN, or a VTC link. This information will be visible in the Solstice app to meeting participants that have joined the multi-room session (Multi-Room tab/panel). For example, if you want other meeting participants to call in to the meeting, you can enter in the number of the direct phone line in your meeting room.
5. Click **Start Multi-Room Session**. The Multi-Room session is started, and the Multi-Room panel opens on your Solstice app.

## Connect Another Pod to a Multi-Room Session

1. Open the Solstice app. On the Discovered Displays tab, the available Multi-Room sessions will be listed.
2. Click the Multi-Room session you would like to join.
3. Enter the screen key visible on the display you wish to connect to the Multi-Room session. A prompt asking if you would like to join the multi-room session from your display will appear.
4. Click **Ok**. A request is sent to the meeting participants in the Multi-Room session for approval. Once approved, your display will be connected to the multi-room session.

## How to Join a Multi-Room Session as a Meeting Participant

1. Open the Solstice app. On the Discovered Displays tab, the available Multi-Room sessions will be listed.
2. Click the Multi-Room session you would like to join and enter the screen key visible on a display connected to the Multi-Room session.



3. Once connected, you will be able to share content to the session that is visible on all the connected displays.

## Disconnect a Pod from a Multi-Room Session

In the same way that individual users can be disconnected from a display by a user with appropriate rights to do so, a room can be ‘booted’ from the session by selecting the room name in the on-screen configuration panel and selecting ‘Disconnect’.

# View a Collaboration Session Remotely

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

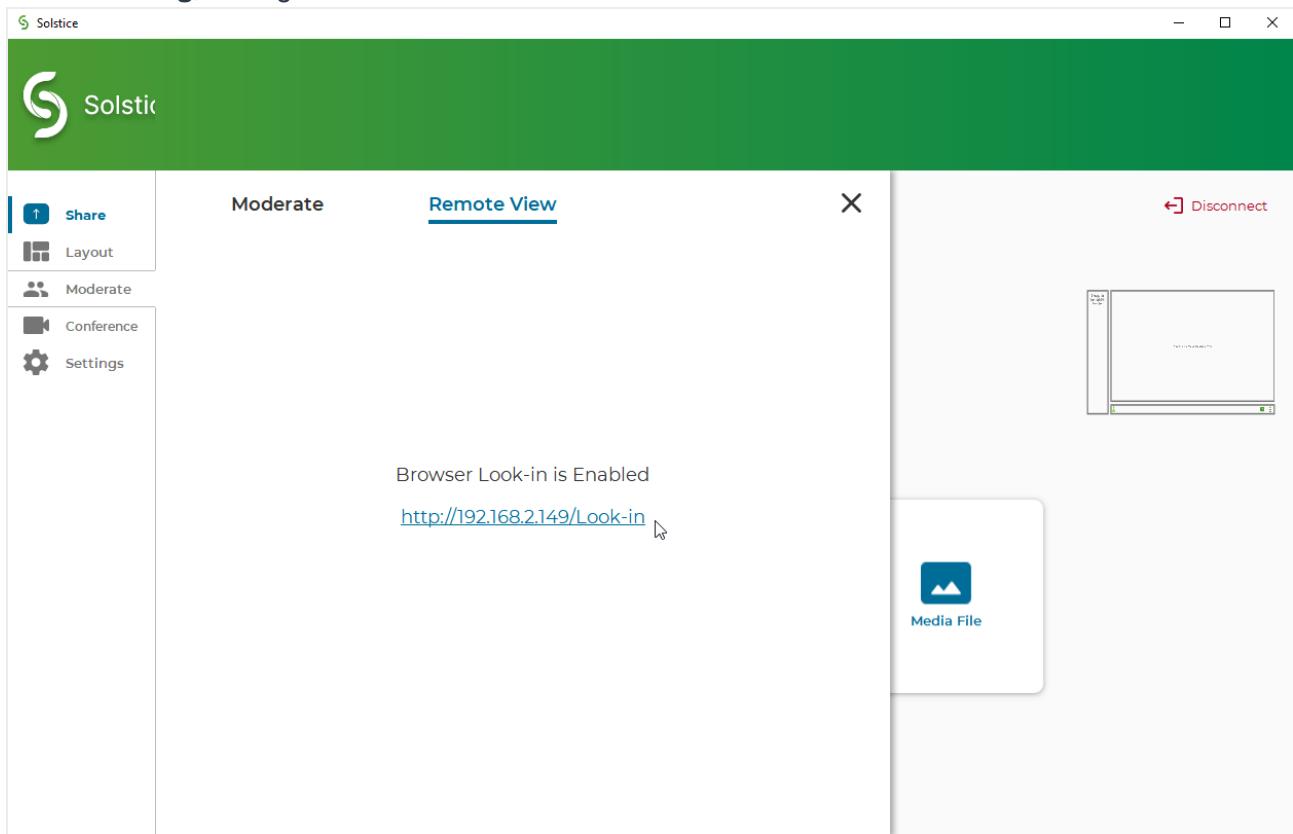


The Remote Look-In view is not instantaneous and updates every ~5 seconds. Depending on your organization's security policies, you may not have access to this feature.

## How to View a Collaboration Session Remotely

### With the Solstice App:

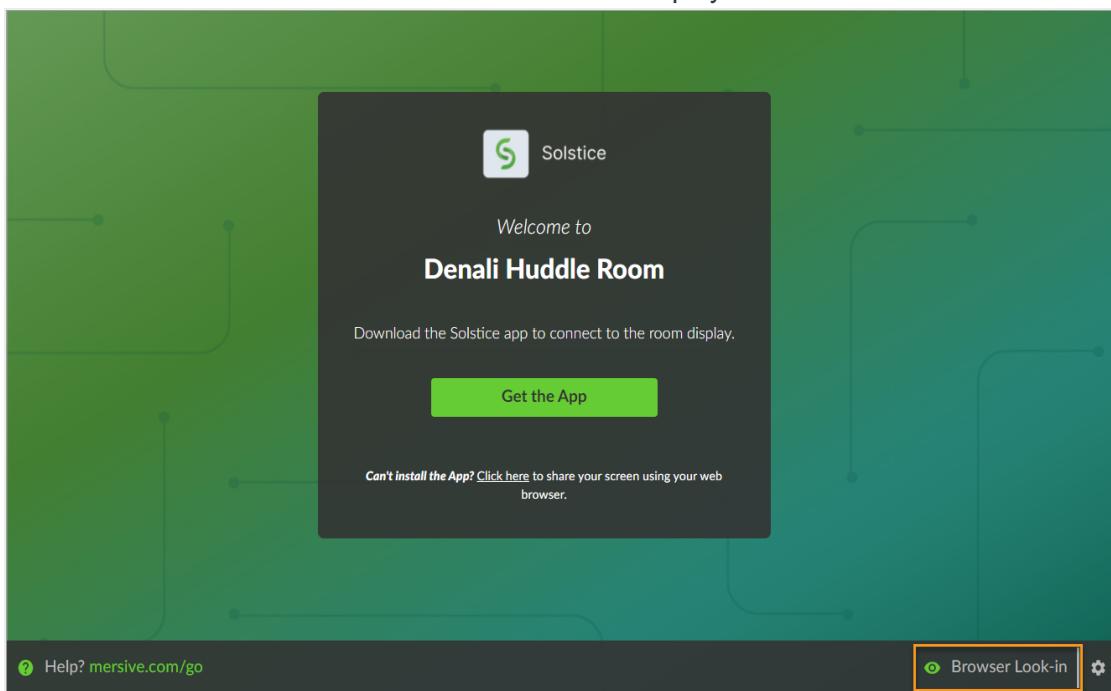
1. Open the Solstice App and connect to a Solstice display.
2. Click **Meeting**, then go to the **Remote View** tab.



3. Click the **Browser Look-in** link provided. A view of the Solstice display opens allowing you to look in to the meeting.

### Without the Solstice App:

1. Open a web browser.
2. Type in and go to the IP address of one of the display's network options listed in the top-right corner or the bottom-left corner of the Solstice display. The Solstice Quick Connect page opens.



3. In the bottom right-hand corner, click **Browser Look-in**. A view of the Solstice display opens allowing you to look in to the meeting.