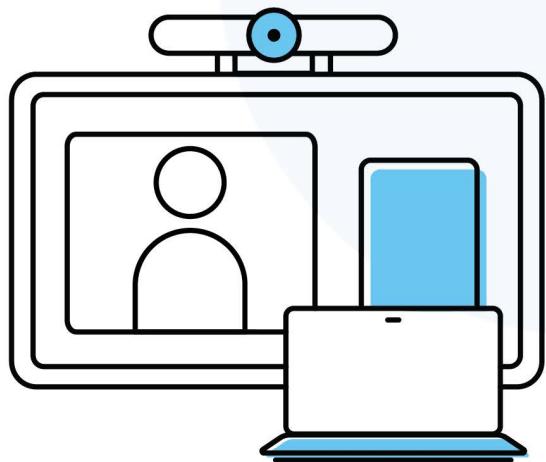
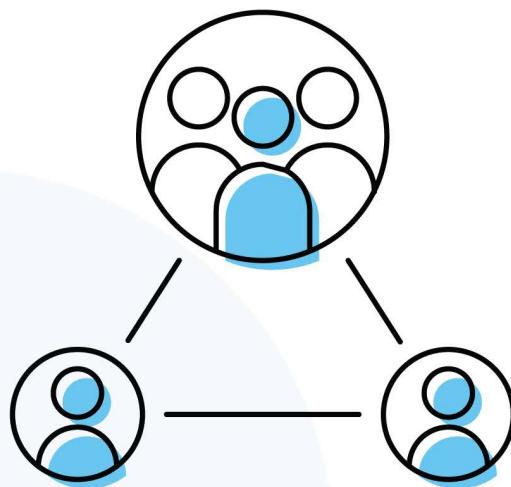




**mersive**  
technologies inc



# Solstice Conference Admin Guide

Updated April 15, 2022

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# Solstice Conference Overview

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

Solstice Conference allows you to use Solstice with most laptop-based conferencing apps to add meeting support for remote attendees in Solstice-enabled rooms. Solstice Conference offers meeting hosts the flexibility to use their conferencing service of choice and provides wireless connectivity to room audio/video devices attached to the Solstice Pod via USB. Solstice Conference functionality is available on Gen3 Solstice Pods running Solstice version 5.0 and higher with a current Solstice Subscription.

## Key Capabilities

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

## System Requirements

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

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

## Host Laptop Minimum Specs

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



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

### Minimum Hardware Recommendations for Meeting Host Laptops

#### Windows

<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 computers 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 Windows laptop specs, open Command Prompt and enter the `dxdiag` command.

#### 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 recommends upgrading M1 devices that often use Solstice Conference to macOS Monterey for best stability.</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

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 Solstice Conference's full 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
<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

# Solstice Conference Setup

The following setup guide assumes that [Solstice Setup](#) has been completed for your Solstice Pods to be set up for Solstice video conferencing, you have connected your Pods to your enterprise network via Ethernet, and have performed the [Baseline Deployment Steps](#).

## Pre-Deployment Considerations

- As a new category of room system, Solstice Conference is far more versatile and cost effective but does have some prerequisites to ensure a high-quality conferencing experience. Our [Solstice Conference Checklist](#) outlines those specifications and the requirements of the various system components – meeting host laptop, local area network, and audio/video peripherals – most of which are consistent with current best practice IT methodologies.
- Ensure your network has a minimum bandwidth of 50 Mbps per active Solstice Conference session/room, has an end-to-end latency of less than 50 ms, and allows peer-to-peer TCP connections. Note that bandwidth utilization is largely dictated by a combination of conferencing application and conference camera used.
- Ensure the required network ports are open. For Solstice Conference, you will need to open the default base ports +17 (e.g. If 53100–53102 are the configured base ports, open TCP/UDP ports 53100–53119). However, other network ports are required for other Solstice functionality. For more information on Solstice's network ports and open network port requirements, see [Network Requirements](#).
- Deploy and configure the [Solstice Discovery Service \(SDS\)](#) (strongly recommended; required for a one-step start for scheduled video conferences).
- Solstice Conference drivers are bundled in the Mersive Solstice app installer and require elevated permissions to install. If users do not have elevated permissions, you have the option to centrally deploy the app using [MSI or SCCM](#) installers.
- If you utilize a tool that limits program access, such as an anti-virus program or device management service, you will need to whitelist the Mersive Solstice app.

## Enabling Solstice Conference

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

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

## How to Enable Solstice Conference Using Solstice Cloud

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



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

## How to Enable Solstice Conference Using Solstice Dashboard

1. Open your Solstice Dashboard.
2. From the list of Your Solstice Instances, select the Gen3 Solstice Pods you wish to enable Solstice Conference for.
3. Go to the **Appearance and Usage** tab > **Usage and Management** section.
4. Under Solstice Conference, select the **Enable** radio button.
5. Click **Apply**.

## Integrating a Room Calendar

Integrating a room or personal calendar with Solstice lets Solstice detect the web conferencing information in the calendar invite when users book a web conference and invite the room. This allows Solstice to start the scheduled video conference when the meeting host connects to the Solstice display. Solstice administrators can integrate Microsoft Exchange, Microsoft 365, and Google

Workspace room calendars with Solstice displays. There are two ways to integrate a room calendar: using Solstice Cloud, or using the Solstice Dashboard. As a note, Solstice Pods must have internet access for these settings to be applied.



Note that users that host Solstice Conferences can also integrate their personal Microsoft Exchange or Microsoft 365 calendars with their Mersive Solstice apps to auto-launch scheduled web conferences. For more information, see [Solstice User App](#).

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

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



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

8. If you wish to hide meeting titles or meeting organizers from being visible on the room display, deselect **Show meeting titles** and/or **Show meeting organizers**.
9. From the **Update Interval** drop-down, select the frequency at which the Pod will update the calendar meeting information visible on the display.
10. Click **Save**.

11. In the left sidebar menu of the Solstice Cloud portal, click **Manage > Pods**. The Pod Template Assignments table displays.
12. Select the checkboxes of the Pods you want to integrate a room calendar for. You can select each Pod's checkbox individually, or select the checkbox in the header row of the table to select all of the Pods in the table.
13. Go to the Features column, click a drop-down in that column for one of the selected Pods, then select the name of the template you just created or edited.
14. A pop-up asks you to confirm the changes. Click **Confirm**. A green notification that the template was applied displays.



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

## How to Integrate a Google Workspace Calendar Using Solstice Cloud

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

1. From the Solstice Cloud Home page, in the left sidebar navigation panel, click **Manage > Pods**.
2. Click the name of the Pod you want to integrate this room calendar for.
3. On the Pod's Configuration Settings page, expand the **Calendar** settings section.
4. Select the **Enable Calendar Feature** checkbox.
5. From the **Calendar Type** drop-down, select **Google Calendar**.
6. Click **Upload service account credentials**.
7. Navigate to the location of the service account file you created for the Pod and select it.
8. In the **Room Email** field, enter the resource email address.
9. By default, the meeting titles and meeting organizers will be visible on the display. If you wish to hide these for all meetings, disable **Show meeting titles** and **Show meeting organizers**.
10. From the **Update Interval** drop-down, select the frequency at which the Pod will update the calendar meeting information visible on the display.

11. Click either **Save as Unassigned** or **Save as New Template**. A green notification will display if the template was successfully applied.

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

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



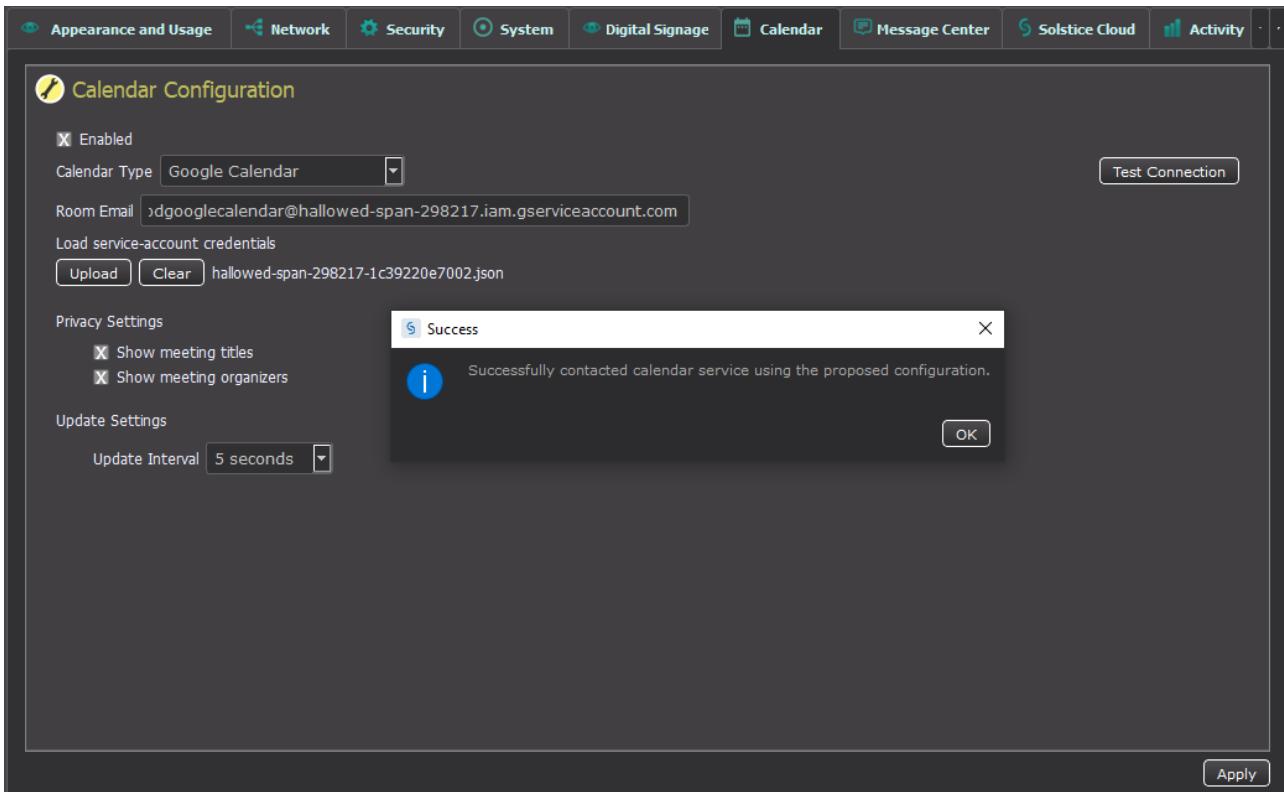
For Solstice Conference to auto-launch a scheduled web conference from the link in the body of the meeting invitation, the Microsoft Exchange server setting `DeleteComments` must be changed to `$false` for the room's Exchange or 365 mailbox account. When set to `$true` (default), the body of incoming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

## How to Integrate a Google Workspace Calendar Using Solstice Dashboard

For more information about the additional Google Workspace configurations needed to integrate with

Solstice, as well as how to obtain the necessary information for the fields below, see [Google Workspace Settings for Integrating Resource Calendars with Solstice](#).

1. In the Solstice Dashboard, click the **Calendar** tab.
2. If not already selected, select the **Enabled** check box.
3. From the Calendar Type drop-down, select **Google Calendar**.
4. In the **Room Email** field, enter the Calendar ID email address from the Google Calendar settings.
5. Under Load service-account credentials, click **Clear** and then **Yes** if necessary.
6. Click **Upload**.
7. Navigate to the location of the service account you created for the Pod and select it.
8. Click **Test Connection**. If the your configuration and credentials are correct a success screen appears.



9. On the Success screen click **OK**.
10. Under Privacy settings, select whether you want to show meeting titles and names of meeting organizers.
11. If want the calender information to update at a slower interval, select the new interval from the **Update Interval** drop-down.

12. In the bottom corner of the Dashboard screen, click **Apply**. The resource's calendar will display on the Pod after the designed amount of time set for the Update Interval.
- 

## Enabling Screen Key (Optional)

Enabling screen key allows users to quickly connect to a Solstice display by simply entering the display's 4-digit screen key into the Mersive Solstice app. As a note, [SDS](#) is required for this quick connect to work. Without screen key enabled, users need to enter the Solstice display's IP address in order to use the quick connect or one-step start functionality. There are two ways to enable Solstice Conference: using Solstice Cloud, or using the Solstice Dashboard.

### How to Enable Screen Key Using Solstice Cloud

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

### How to Enable Screen Key Using Solstice Dashboard

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

## Centrally Deploy the Mersive Solstice App

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

These drivers can be installed when running the Mersive Solstice app installer, or installed at a later time from the app's Conference tab. As a note, the install requires a user to have user-level administrative privileges for their own account. Installing the additional component is optional, and users that don't need to host a Solstice Conference session can use Solstice as before without needing the additional components.

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

# Solstice Conference Physical Setup

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

## Physical Setup Tips

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

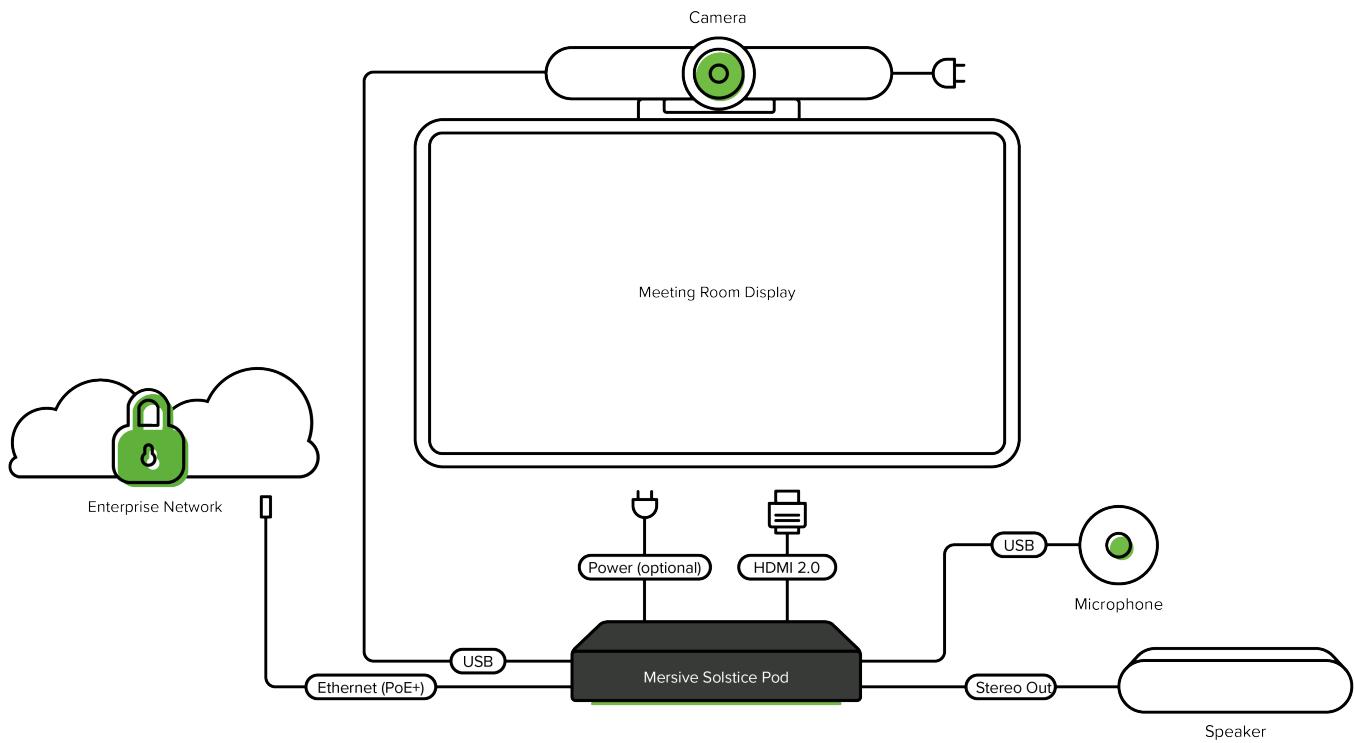
- Solstice Conference supports plug-and-plug USB devices. Devices, such as room cameras, should be connected to the Pod via USB and must be in-room. [View list of supported devices](#). Note: DSPs and other processing hubs may not be compatible and should be avoided.
- Display monitors must be directly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

## Physical Setup Requirements

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

- Gen3 Solstice Pod on latest software version with current Solstice Subscription
- Ethernet cable (PoE+ supported)
- Mersive power supply (if no PoE+)
- HDMI cable x1
- USB conference camera (recommended)
- USB mic (recommended)
- Audio speakers (optional, 3.5 mm stereo plug supported)

# Sample Setup Diagram



## How to Physically Install Solstice Conference

Follow the steps below for an example of how to physically install Solstice Conference in a standard room configuration. For assistance with more complex room setups, contact your AV/IT integrator or Mersive Support.

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