

# **Solstice Conference User Guide**

Updated April 7, 2021

# Solstice Conference Overview

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

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

## Key Capabilities

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

## System Requirements

- Gen3 Solstice Pod with current Solstice Subscription and updated to the latest Solstice software version
- Meeting host laptop (Windows or macOS, recommended specs below)
- Latest version of the Solstice app (required for meeting host)
- 3rd-party conferencing app for host and remote users
- Solstice Discovery Service (SDS) strongly recommended
- USB room camera and/or audio devices (optional) - ([verified supported device list](#))
- Microsoft Exchange or Office 365 calendar integrations (optional)

## Host Laptop Recommended Specs

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.

### Hardware Recommendations for Laptops Running Solstice Conference

#### Windows

Operating System	Windows 10 version 1903 or later
Recommended Specs	Intel i7 processor; 16GB memory; processor speed of 1.8 GHz/min or better.
Minimum Specs	Intel i5 processor(6th Gen or newer); 8GB memory; processor speed of 1.6 GHz/min or better.
Important Notes	<ul style="list-style-type: none"><li>Laptop machines with dual-core processors not currently supported.</li><li>Microsoft Surface devices and similar tablet-like devices are not currently supported.</li></ul>



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

#### MacOS

Operating System	Catalina 10.15 or later
Recommended Specs	MacBook Pro 2019 or newer
Minimum Specs	MacBook 2018 or newer
Important Notes	<ul style="list-style-type: none"><li>Laptop machines with dual-core processors not currently supported.</li><li>Macbook Air 2021 laptops can be used with Solstice Conference; however, older Macbook Air laptops are not currently supported.</li></ul>



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

## Supported Conferencing Services

Below are the supported conferencing services by host laptop operating system. For support that lists "browser-based version only", Solstice Conference's full functionality (e.g. the ability to share the Solstice display to remote users via the conferencing application) is only supported in the browser-

based version of that conferencing application. As a note, please ensure your video conferencing software is up to date.

	Windows	MacOS	Notes
<b>Zoom</b>	Full	Full	
<b>Teams</b>	Full	Browser-based version only*	Microsoft will fix 3rd-party support
<b>Webex</b>	Full	Browser-based version only*	Windows: To share display, select Pod name
<b>GoToMeeting/LogMeIn</b>	Full	Full	
<b>Blue Jeans</b>	Full	Partial	Windows: To share display, use browser app
<b>Google Meets</b>	Full	Full	
<b>Chime</b>	Full	Partial	Windows: To share display, use browser app
<b>RingCentral</b>	Full	Browser-based version only*	
<b>Slack</b>	Full	Browser-based version only*	

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

# How to Use Solstice Conference

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

## Scheduled Conferences vs. Non-Scheduled Conferences

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

Mersive recommends that you start Solstice Conferences using scheduled conferences.

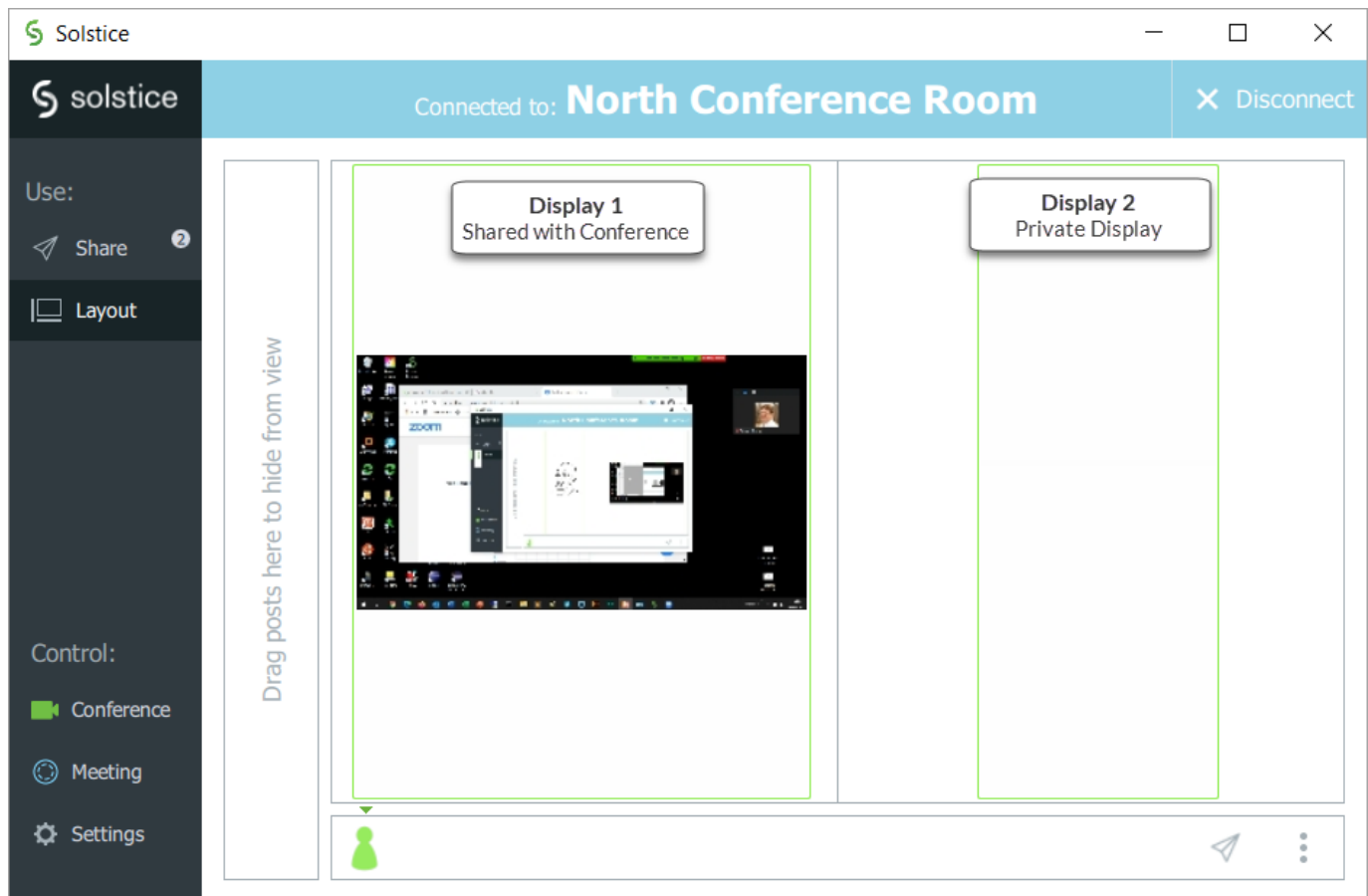
However, Solstice can also "bridge" into a non-scheduled conference. If a remote conference is currently in progress, you can connect to the Pod and then click **Bridge without a calendar event**, and then click **Start**. After you are connected to Solstice you can then connect to the remote conference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

## Using Solstice Conference with Dual Displays

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

### Example Dual Screen Layout in Solstice App

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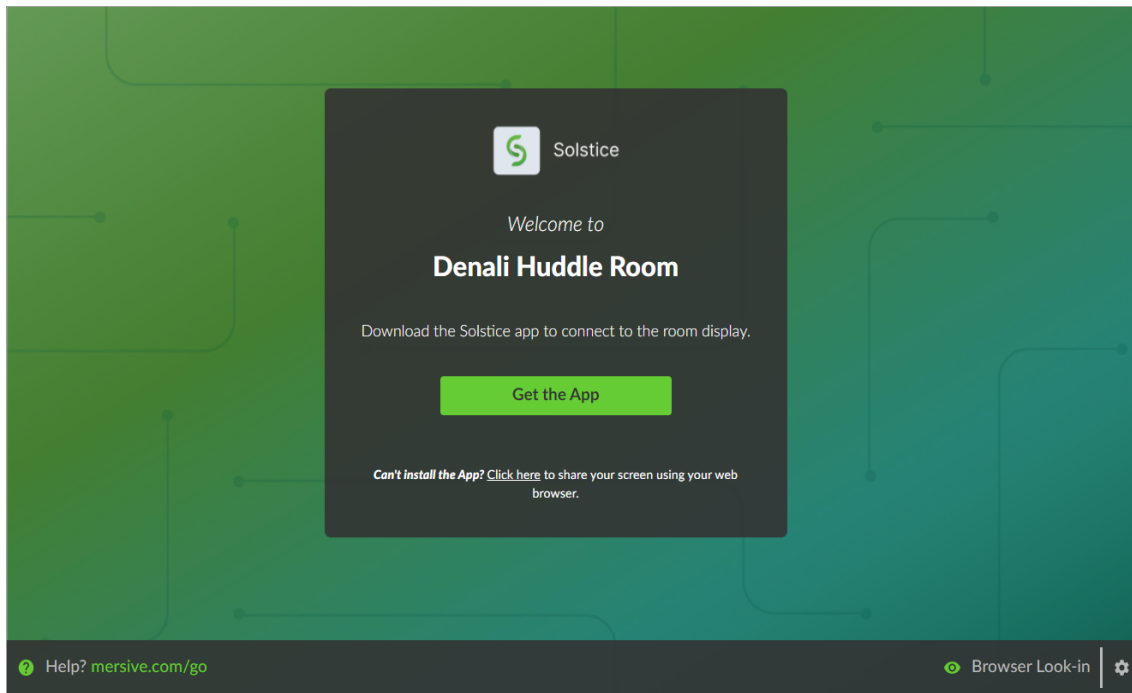


## How To

### | Install the Solstice App and Solstice Conference

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

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



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

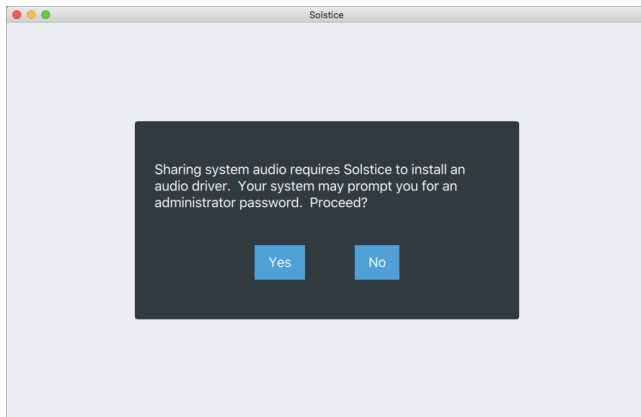


Installing Solstice Conference requires elevated permissions. If you do not have elevated permissions, contact your IT administrator.

## Enable Solstice Conference on MacOS

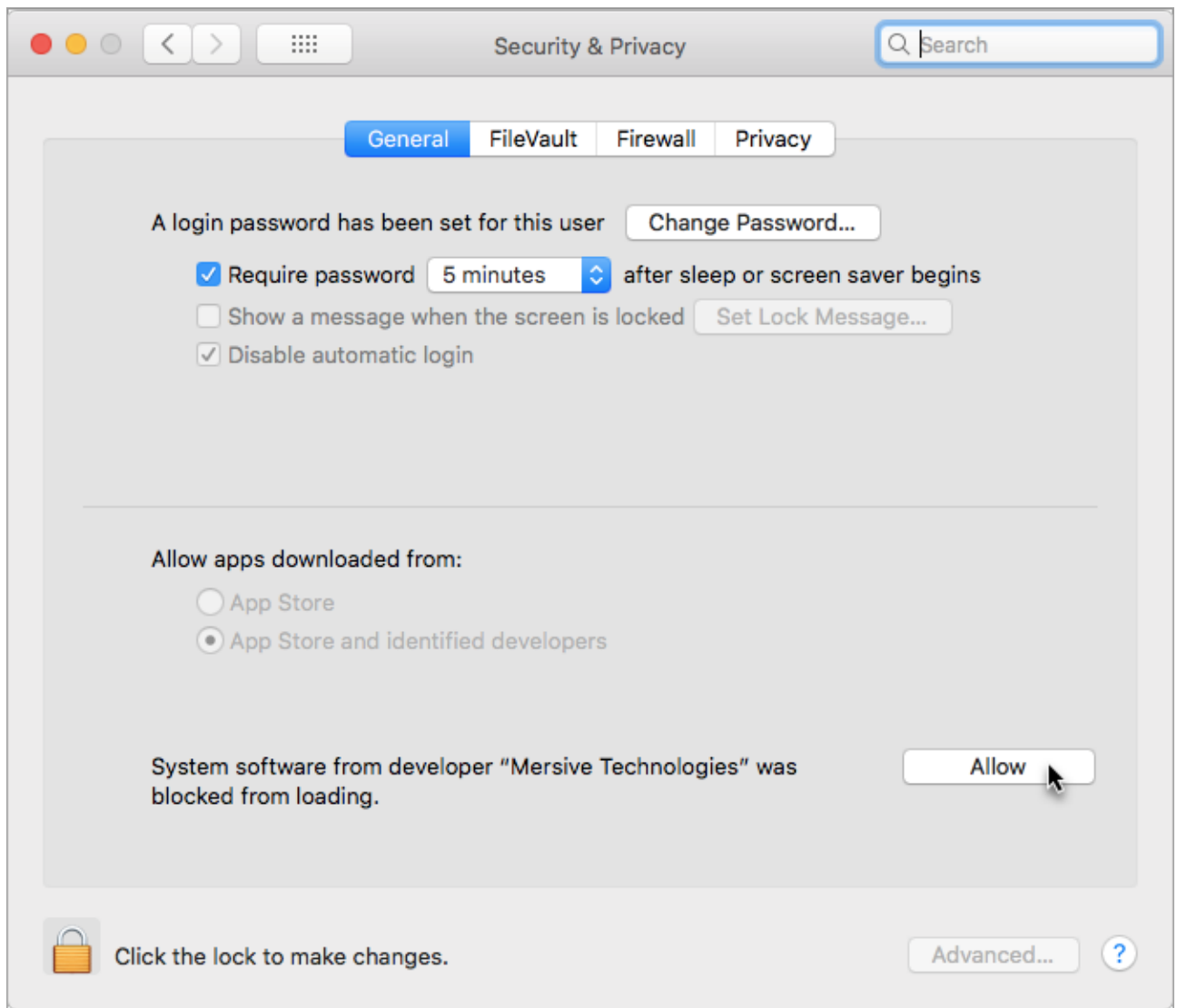
Depending on your macOS security settings, you may need to give the Solstice app permissions along with enabling desktop audio in order to use the app's full functionality.

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



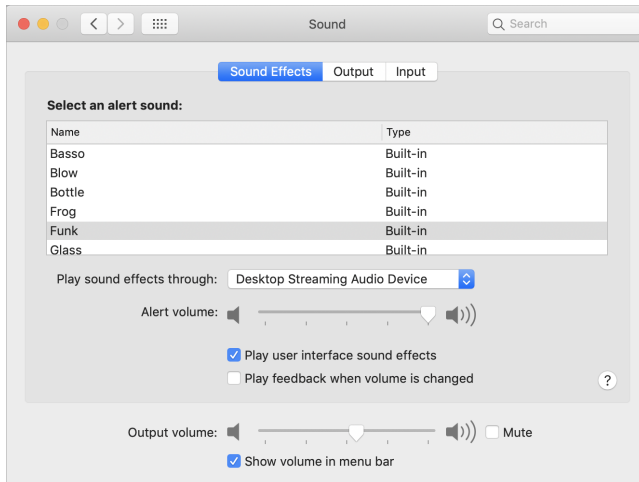
5. If prompted, enter in your admin password, then click **OK**. A System Extension Blocked pop-up appears.
  6. Click **Open Security Preferences**. The Security & Privacy settings appear.
  7. Next to 'System software from developer "Mersive Technologies" was blocked from loading', click **Allow**.
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8. Open **System Preferences > Sound**.
9. From the **Play sound effects through** drop-down, select **Desktop Streaming Audio Device**.

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



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



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

## Integrate Your O365 Calendar

By integrating your O365 calendar with your Solstice app, Solstice can start any scheduled web conferences on your calendar when you connect to a Solstice display. This capability requires Solstice app version 5.0 or later, and is supported for Windows or MacOS laptops only.

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



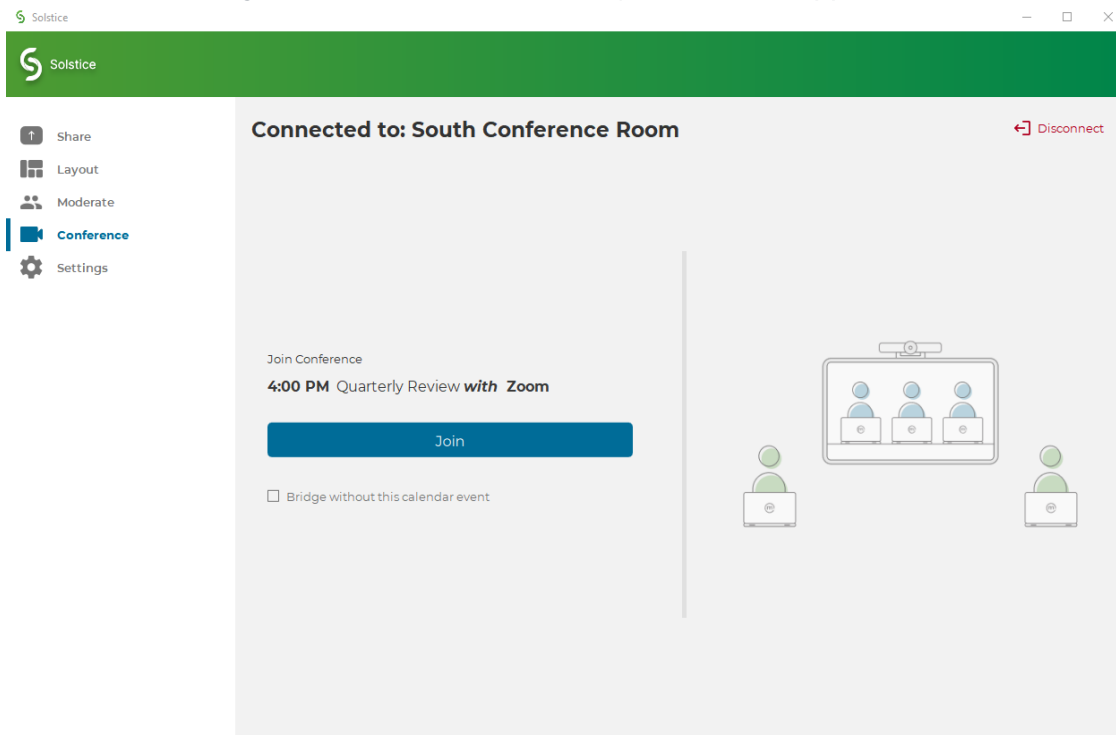
If you are unable to save your O365 credentials and are prompted to re-enter them each time you launch the Solstice app, the Credential Manager service in Windows may have been disabled by your IT team.

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

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## Launch a Scheduled Web Conference

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



4. Click **Start**. Once the process begins:
  - Your desktop will be shared to the in-room display.
  - Any available USB room camera or mic will be wirelessly connected to your laptop.

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

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## Bridge an In-progress Meeting to Solstice Conference

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

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



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

5. After you have joined your video conference meeting, connect to the conference in progress using your conferencing application.

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

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

- Close the Solstice app window by clicking the Close 'X' icon. Solstice will ask if you wish to disconnect from the display and stop sharing all content. If yes, click **Disconnect**.
  - With the app open and connected, click the **Disconnect** button at the top of app. A pop-up will ask you to confirm that you want to end the meeting and disconnect from the Pod.
  - If your Solstice app is minimized, click the Solstice icon in system tray, and then click **Disconnect**. Note that this option will only be visible if you have an active meeting.
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## FAQ

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

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

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

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

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

To limit Solstice notifications, open your Solstice app, then go to **Settings**. Under **General** >

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**Notifications**, select either **None** or **Critical**, depending on your notification preferences.



**Note:** Notification settings also control notifications for Solstice Conference. Selecting **None** will also turn off any performance or compatibility notifications for Solstice Conference.

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

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

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# Sharing Content to the Solstice Display

You can share and control content on the Solstice display using the Solstice app. Users are also able to mirror their device screen to the display without needing to download the Solstice app by using one of two native streaming methods: Miracast (Windows devices) or Apple Airplay (MacOS and iOS devices).

## How To

### Connect to a Solstice Display

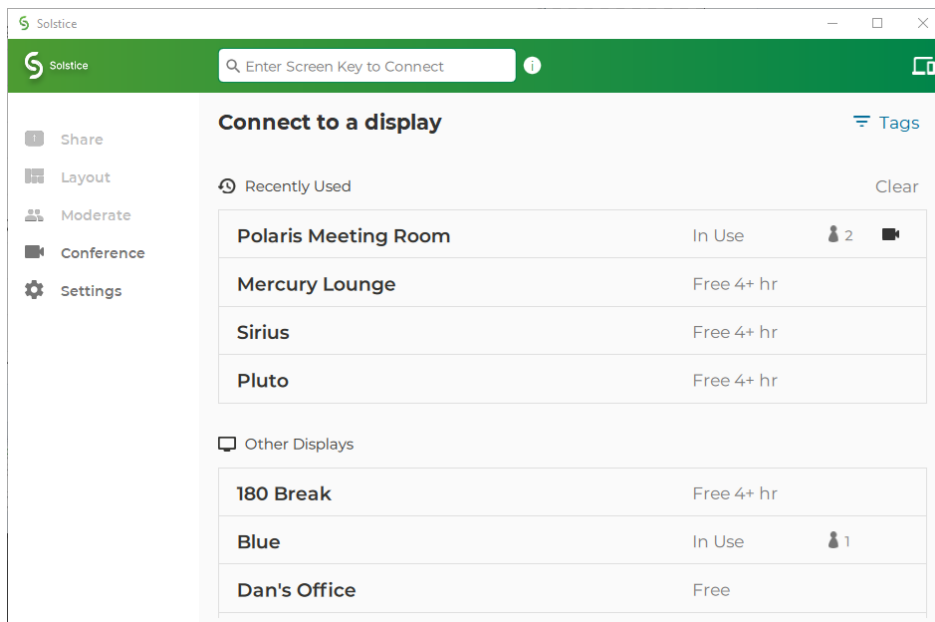
There are two ways to connect to a Solstice display. First, you will need to ensure you are connected to a network listed on the display's Welcome Screen.

#### Quick Connect Method

1. Click the Solstice icon in the system tray, or use the keyboard shortcut Ctrl + Alt + C.
2. In the pop-up that appears, enter in the Solstice display's screen key or IP address depending on the option that shows.
3. You are automatically connected to that Solstice display.

#### Connect from an Open Solstice App

1. Open the Solstice App. If display discovery is enabled, a list of displays will appear on the Discovered Displays tab.



2. Click on a display to connect.

3. If you are having trouble finding a specific display in the list of Discovered Displays, you can:
    - Search for a specific display by name in the search bar.
    - Select the **Tags** tab to filter the list of displays (Enterprise Edition only).
  4. If a list of displays did not appear on the Discovered Displays tab, go to the **Enter Display URL** tab to manually enter in the URL shown on the display's Welcome Screen.
  5. If prompted, enter in the screen key listed on the Solstice display.
  6. The user app will join the collaboration session with full media posting and control rights.
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## | Share Content with a Laptop PC

After you are connected to a network listed on the display's Welcome Screen, connect to the Solstice display in one of the following ways:

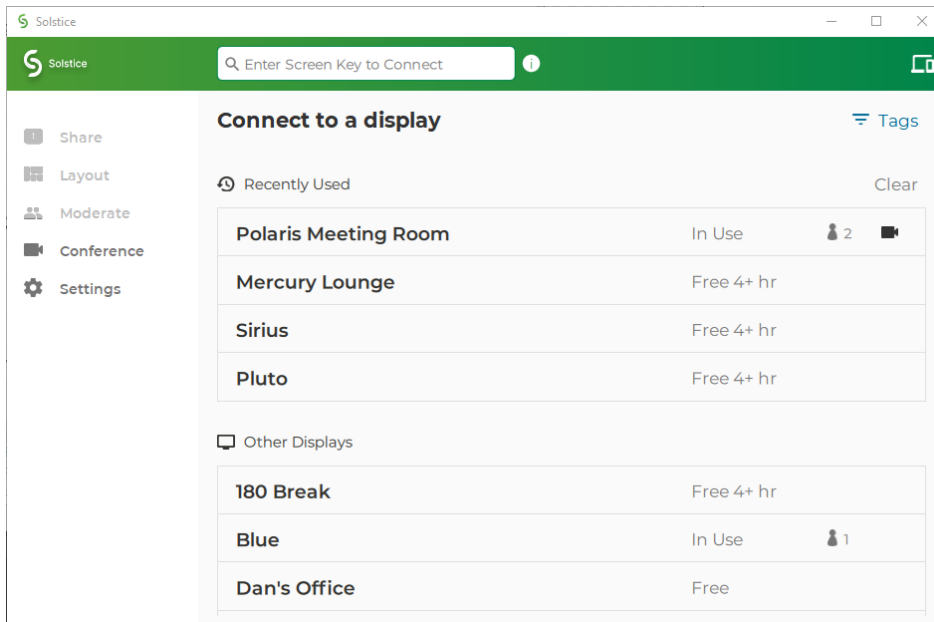
### Quick Connect Method

1. Click the Solstice icon in the system tray, or use the keyboard shortcut Ctrl + Alt + C.
2. In the pop-up that appears, enter in the Solstice display's screen key or IP address depending on the option that shows.
3. You are automatically connected to that Solstice display.

### Connect from an Open Solstice App

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3. If you are having trouble finding a specific display in the list of Discovered Displays, you can:
  - Search for a specific display by name in the search bar.
  - Select the **Tags** tab to filter the list of displays (Enterprise Edition only).
4. If a list of displays did not appear on the Discovered Displays tab, go to the **Enter Display URL** tab to manually enter in the URL shown on the display's Welcome Screen.
5. If prompted, enter in the screen key listed on the Solstice display.
6. The user app will join the collaboration session with full media posting and control rights.

## Share Content with a Mobile Device

On the Share tab of the Solstice mobile app, you can share unlimited content using any of the following options.

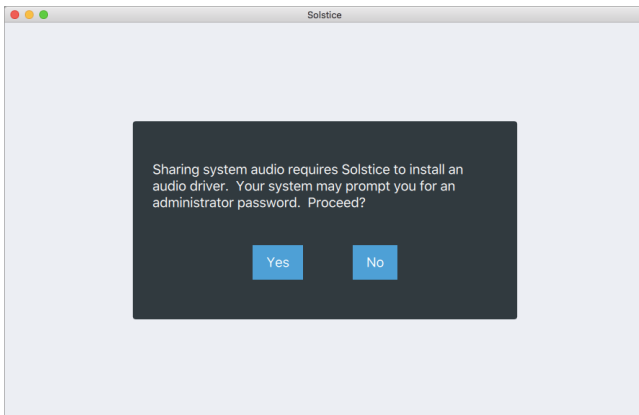
- **Mirror Screen:** Share a real-time view of your mobile device screen.
- **Media File:** Share media files such as images and videos from the device's media library. Note: Solstice supports a broad range of video types, but not all video files are supported. If a video file is shared but does not post correctly to the display, you can open and play the video on your mobile device and mirror your screen to the display.
- **Camera:** Take a picture with your mobile device and share it to the display. Note: Ensure the Solstice app has permission to access your camera.

- **Take Video:** Take a video with your mobile device and share it to the display. Note: Ensure the Solstice app has permission to access your camera and microphone.
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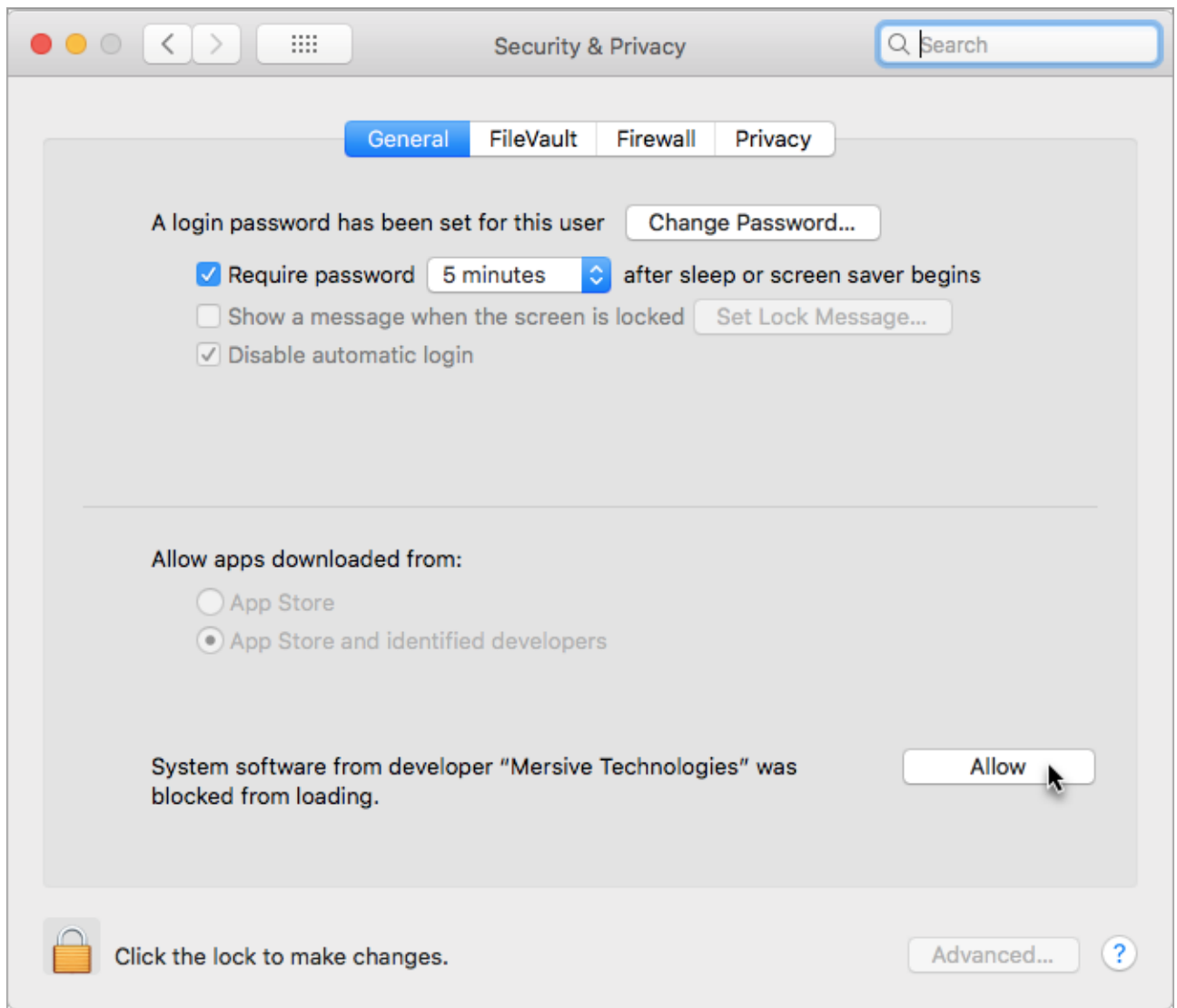
## Enable Desktop Audio Streaming on a Mac

When you first turn on Desktop Audio sharing for the Solstice app on your Mac, you may be prompted with extra steps to get your audio sharing started.

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

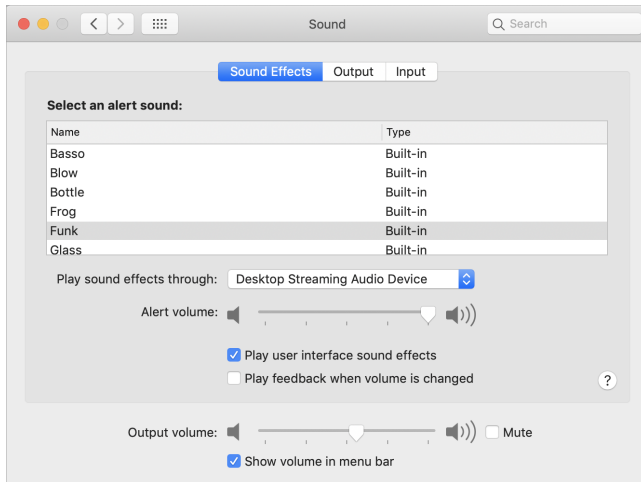


5. If prompted, enter in your admin password, then click **OK**. A System Extension Blocked pop-up appears.
  6. Click **Open Security Preferences**. The Security & Privacy settings appear.
  7. Next to 'System software from developer "Mersive Technologies" was blocked from loading', click **Allow**.
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8. Open **System Preferences > Sound**.
9. From the **Play sound effects through** drop-down, select **Desktop Streaming Audio Device**.

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



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



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

## 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 on the WiFi network used to connect to the Solstice display.
2. Swipe upward from the bottom or downward from the upper-right corner of your screen to open the iOS Control Center.

3. Tap the **Screen Mirroring** button and select the desired Solstice display from the list that appears.
4. If the desired 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, 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, swipe upward from the bottom or downward from the upper-right corner of your screen to open the iOS Control Center, tap the **Airplay®** button, then tap **Stop Mirroring**.

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## Share Your Windows Device Screen Using Miracast

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



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

1. On your Windows laptop, hit the **Windows key + P**.
2. In the menu that appears, click **Connect to a wireless display**. A list of displays appears. **Note:** If the display is enabled for Miracast but you do not see it in the list of available displays, try scrolling down to ensure it is not hidden.
3. Select the Solstice display. 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 change how your device handles the display, hit the **Windows key + P**, then select one of the display options that appear. Mersive recommends using the **Duplicate** setting when streaming with Miracast.
5. To stop Miracast streaming to the display, hit the **Windows key + P**, click **Connect to a wireless display**, then click **Disconnect**.

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## Share Your Desktop via HDMI

The Solstice Gen3 Pod allows users to connect a laptop PC 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.

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## Share Your Desktop Using a Web Browser (No App Required)

If you are unable to download the Solstice app, there is an install-free sharing option that allows you to connect and share to Solstice using a web browser. This functionality is supported on Windows, macOS, Chromebook, and Linux devices for the Chrome, Firefox, Microsoft Edge, and Chromium web browsers.



Available sharing options vary by browser.

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 that corresponds to the network you're connected to.
3. Click **Launch in browser** option.
4. If you see a security warning in your browser, click **Advanced**, and then the option to proceed to the URL.
5. Enter in the screen key shown on the room display (if prompted) and your name, then click **Launch**.
6. Select the sharing option you wish to use. For example, you may be presented with options to share your entire screen, an application window, or a browser tab.
7. Click to **Share** or **Allow** to share it to the 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.

## End Your Meeting and Disconnect from Solstice

When your meeting is finished, you will need to disconnect from Solstice. Here are some ways you can disconnect from Solstice:

- Close the Solstice app window by clicking the Close 'X' icon. Solstice will ask if you wish to disconnect from the display and stop sharing all content. If yes, click **Disconnect**.
- With the app open and connected, click the **Disconnect** button at the top of app. A pop-up will ask you to confirm that you want to end the meeting and disconnect from the Pod.

- If your Solstice app is minimized, click the Solstice icon in system tray, and then click Disconnect. Note that this option will only be visible if you have an active meeting.
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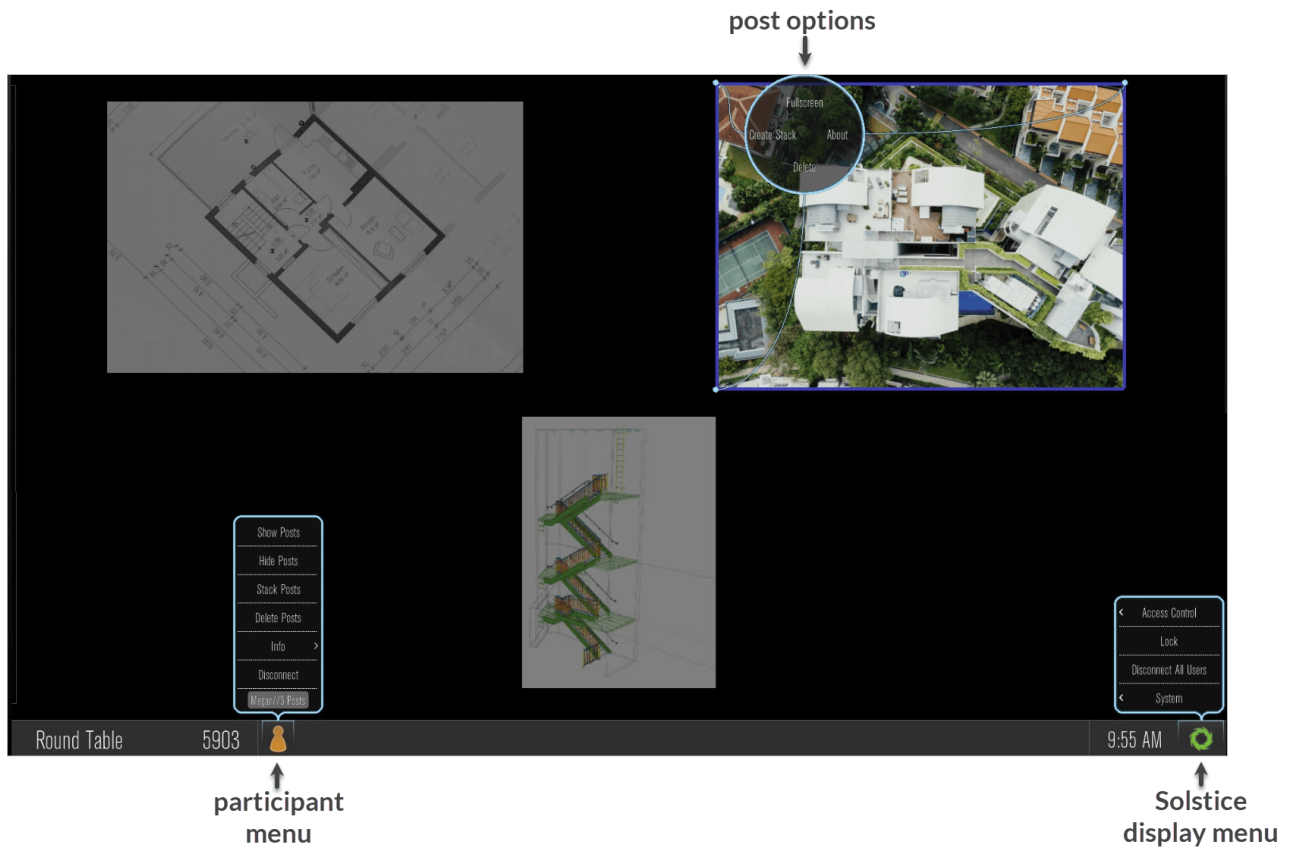
# How to Control Content with the Solstice App

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.

- Drag and drop posts around to change the order of the content, or 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 Meeple 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 set whether or not posts are aligned to a grid and allows you to quickly move all posts on or off the screen.



- If you have a USB mouse connected to the Pod or host PC, 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.