

Solstice User Guide

Updated April 7, 2021

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

Related Topics

[Solstice Setup](#)

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.

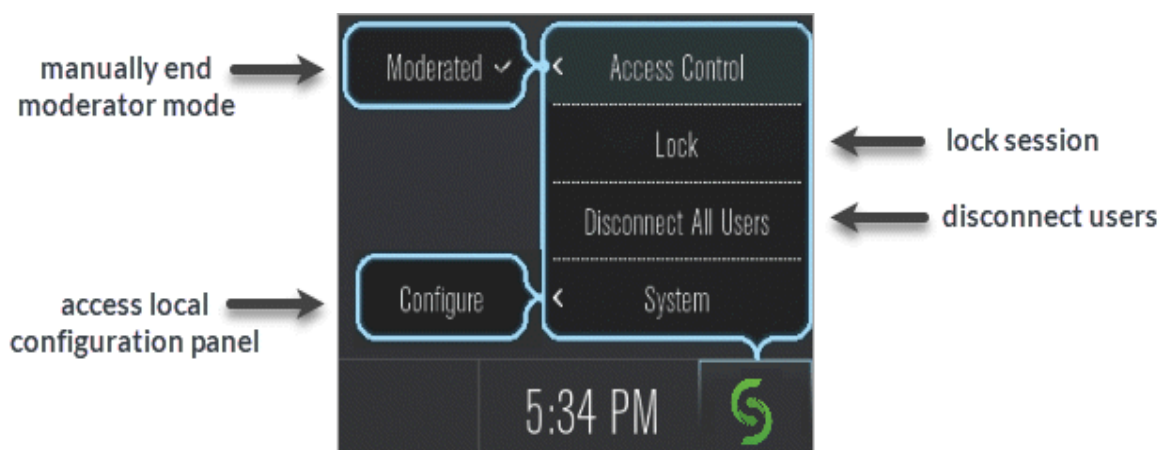
Welcome Screen

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).

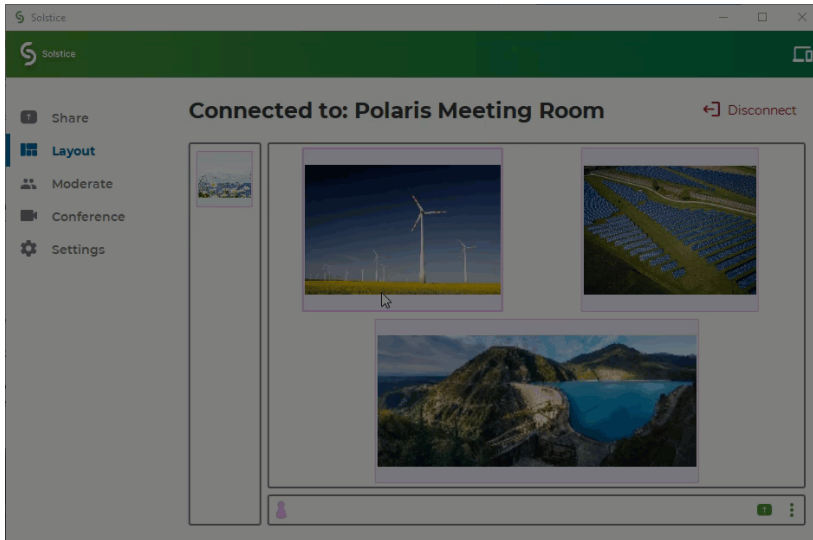


Display Menu Options

- **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.

Solstice User App

End users can connect to a Solstice display using the Solstice user app. The Solstice user app is installed on Windows, MacOS, Android, and iOS devices (such as laptops, tablets, and phones) that you want to use to connect and share media to the Solstice display. These user devices must be on the same network as the Solstice host in order to connect. First time users that have not previously installed the Solstice user software app have two options: download the user app from the Mersive downloads page, OR, download the app directly from the Pod by visiting the URL listed on the Solstice display.



Admin permissions are not required to install the app. However, elevated permissions are required to install Solstice Conference capabilities.

Supported Operating Systems

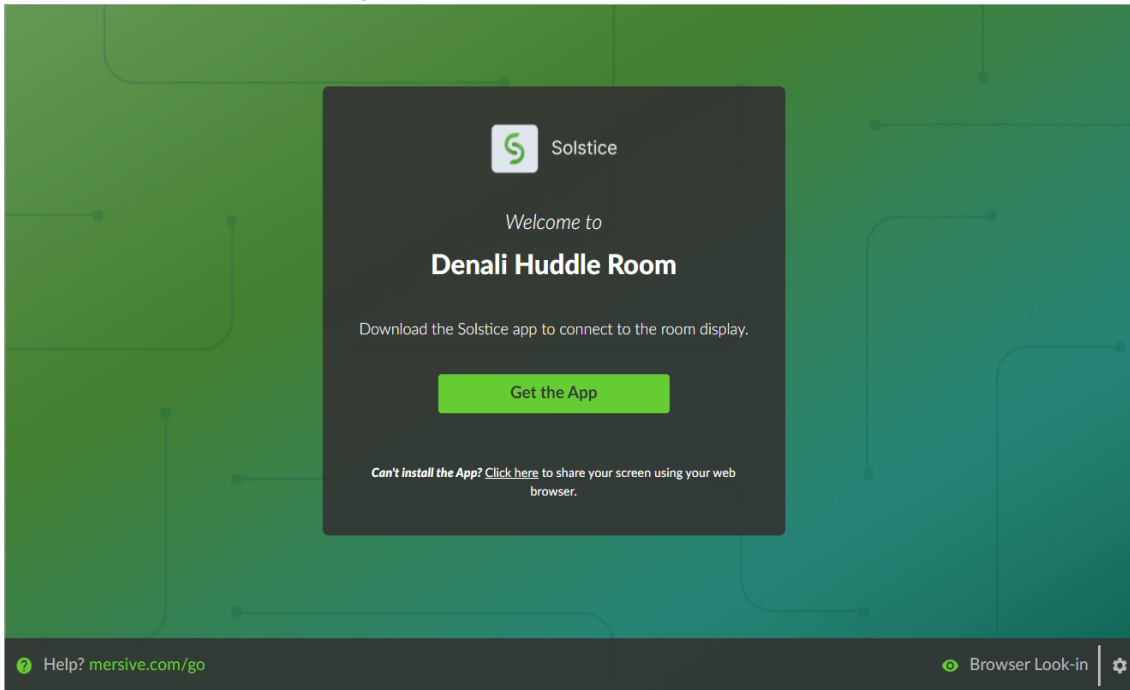
The Solstice app is supported on machines, laptops, tablets, and mobile devices running the following operating systems. Operating systems marked with an asterisk (*) support Solstice Conference capabilities (for version 5.0 or later).

- Windows 8, 10*
- Windows Server 2016, 2019
- MacOS Catalina*, Mohave*
- iOS version 12, 13
- Android version 10, 11

How To

Download the App Directly from Solstice

1. Open a browser on the user 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.

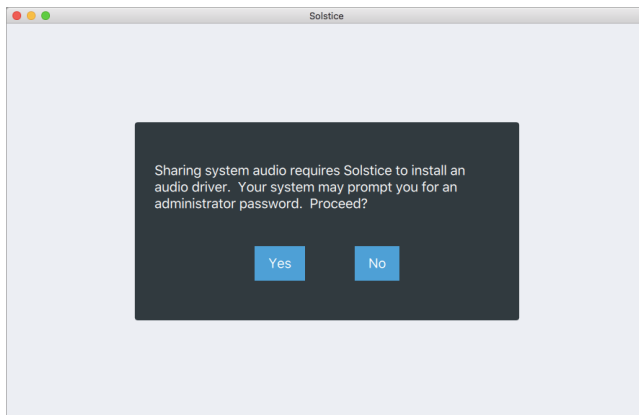
4. If you are on an Android or iOS device, the appropriate app marketplace will open and display the user app available for download. Once installed, the app will remain on the device for future use and will not need to be installed again. Note: Solstice Conference capabilities are not

available with the mobile version of the Solstice app.

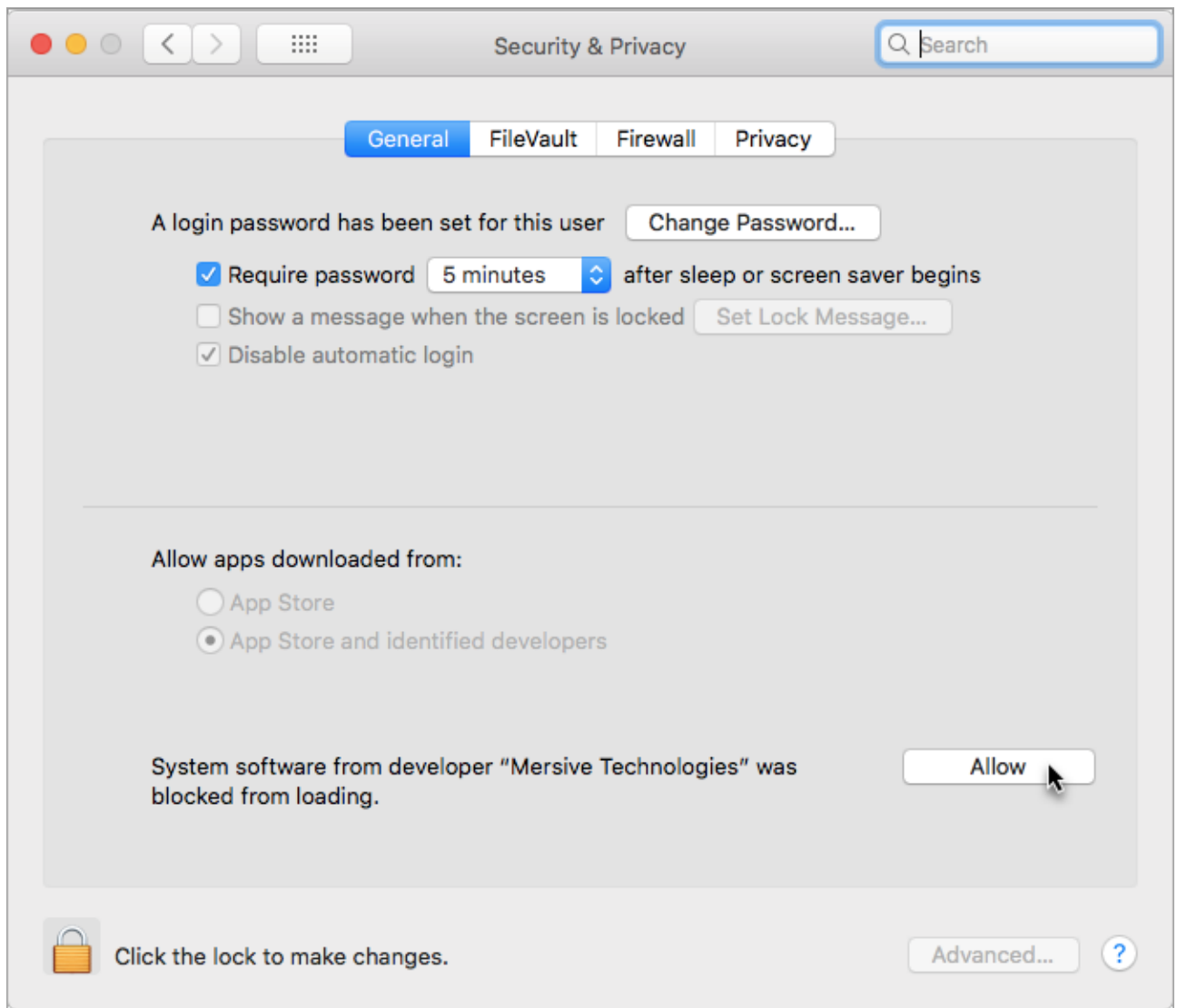
| Allow the Solstice App and Desktop Audio Streaming on a Mac

When you first install the Solstice app and 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**.

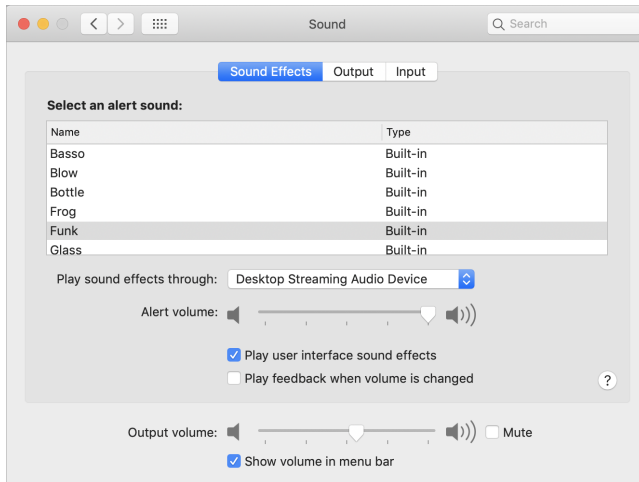


5. If prompted, enter in your admin password, then click **OK**. A System Extension Blocked pop-up appears.
 6. Click **Open Security Preferences**. The Security & Privacy settings appear.
 7. Next to 'System software from developer "Mersive Technologies" was blocked from loading', click **Allow**.
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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.

Change the User App Settings

1. In the Solstice App, click **Settings**.
2. Make changes to any of the following settings:

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.



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

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

Control

- **Quick Share Desktop:** If enabled, Solstice will automatically share your desktop to the Solstice display once you connect.
- **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 Client user app will automatically hide when you share your desktop.
- **Solstice Location Service:** If the Solstice display has location services enabled, the Solstice app will reorder the list of discovered Pods to show displays that are closest to you first, allowing you to quickly connect to the display that you are physically nearby, streamlining the connection process.

Conference

- **Calendar integration:** You can now integrate your 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.
- **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'.
- **Share Pod Display:** When enabled, this setting allows you to share the Pod display in your conference. In your conferencing software, the Pod will appear as a "virtual" display that can be shared with the meeting. Disabling this feature can improve performance on some host devices.

Your changes are automatically saved.

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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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

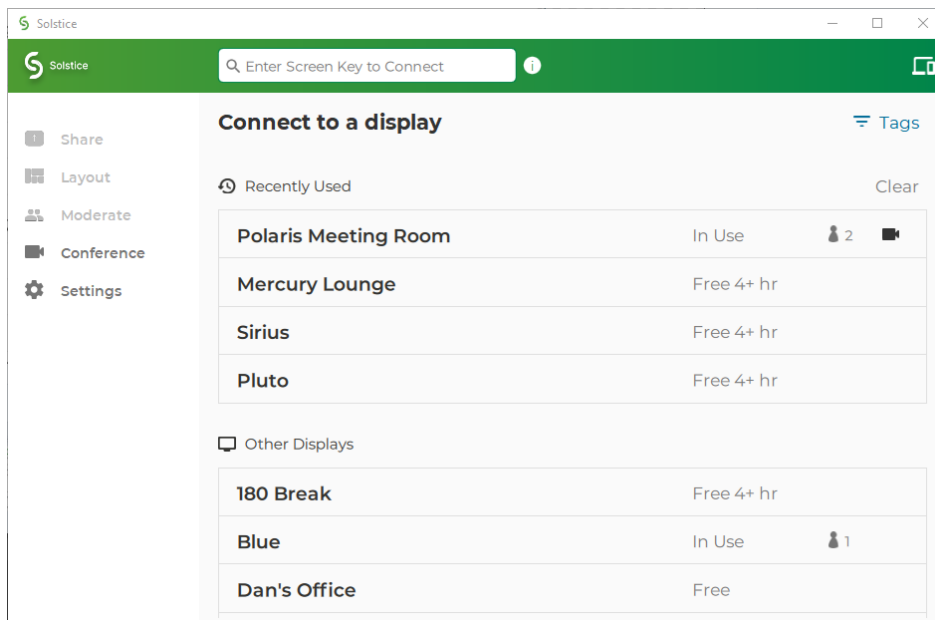
There are two ways to connect to a Solstice display. First, you will need to ensure you are connected to a network listed on the display's Welcome Screen.

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

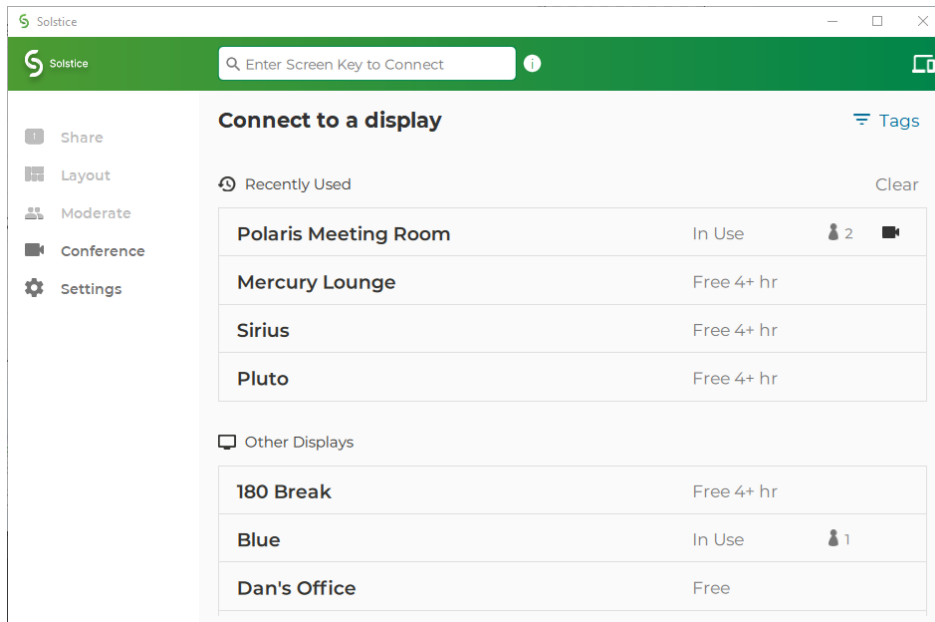
After you are connected to a network listed on the display's Welcome Screen, connect to the Solstice display in one of the following ways:

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

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

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.

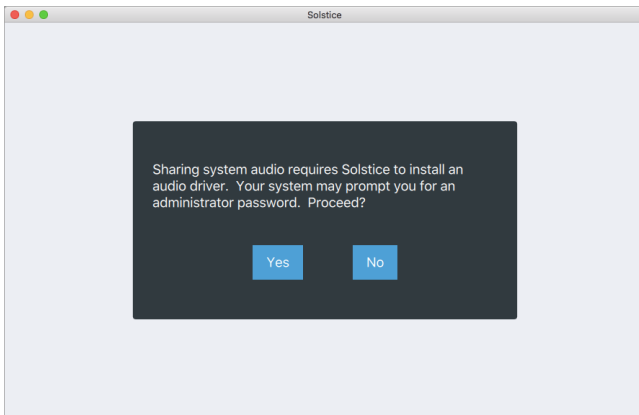
- **Mirror Screen:** Share a real-time view of your mobile device screen.
 - **Media File:** Share media files such as images and videos from the device's media library. Note: Solstice supports a broad range of video types, but not all video files are supported. If a video file is shared but does not 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.
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- **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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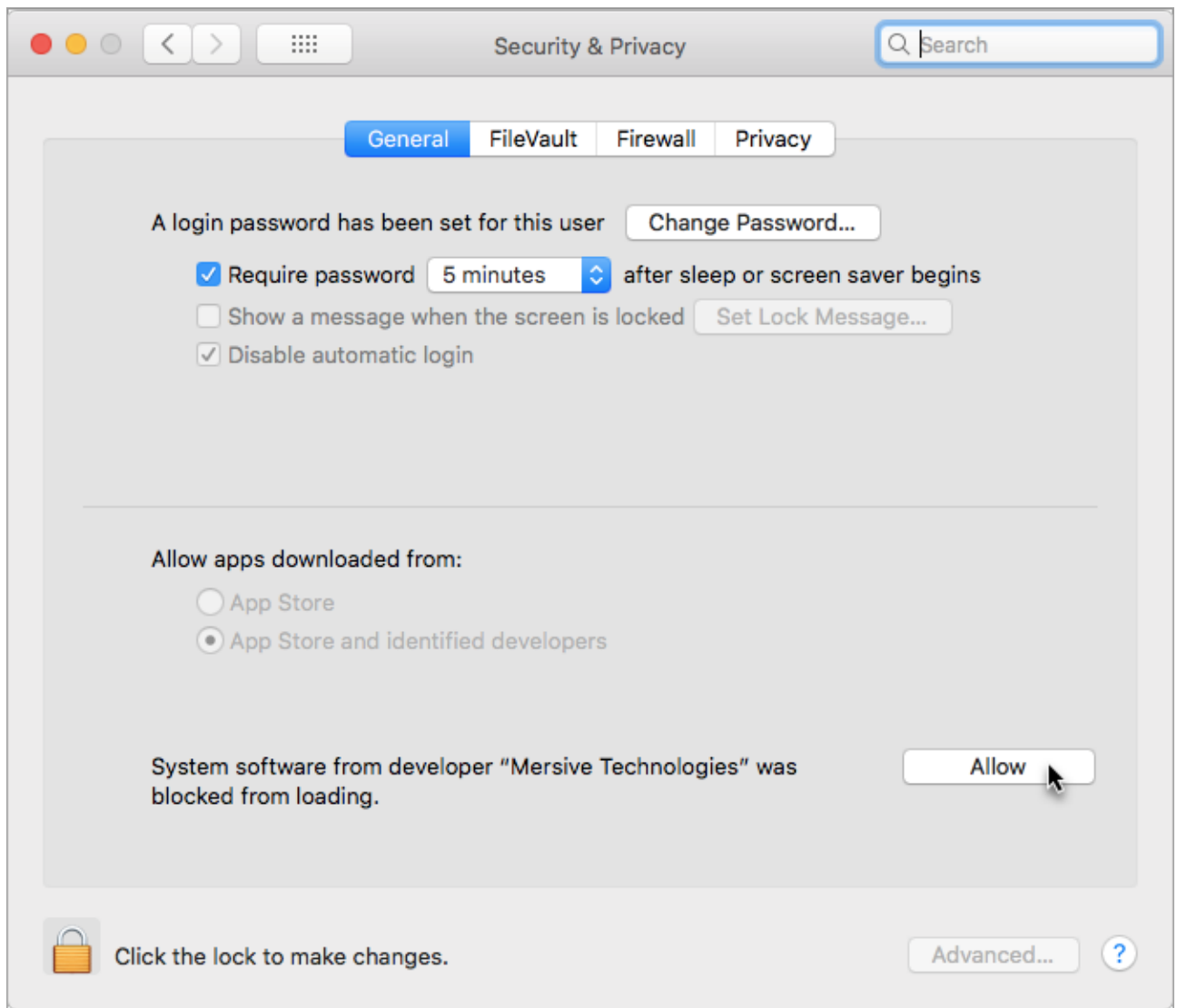
Enable Desktop Audio Streaming on a Mac

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**.

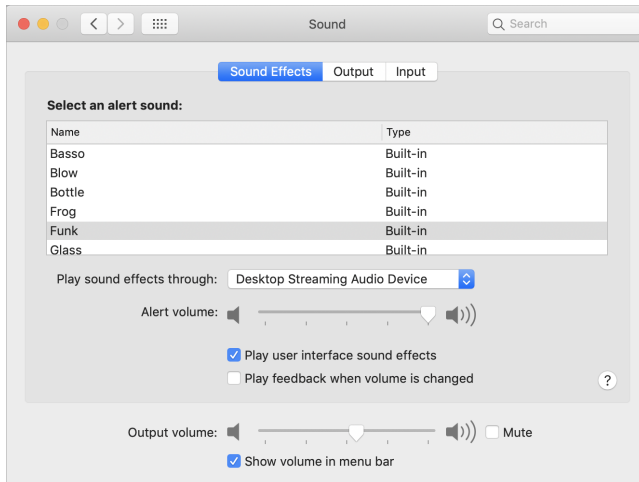


5. If prompted, enter in your admin password, then click **OK**. A System Extension Blocked pop-up appears.
 6. Click **Open Security Preferences**. The Security & Privacy settings appear.
 7. Next to 'System software from developer "Mersive Technologies" was blocked from loading', click **Allow**.
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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.

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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Using Solstice with Your Web Conference

These instructions outline steps for **meeting hosts** to use Solstice Conference to bridge their web or video conference to Solstice. This capability is only available for Solstice version 5.3 or later.



Before using Solstice with your web conference, you will need to ensure that you've installed Solstice Conference. You can do so by opening your Solstice app version 5.3 or later, connecting to a display, and going to the Conference tab. Installing Solstice Conference requires elevated permissions. If you do not have elevated permissions, contact your IT administrator.

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

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">• Laptop machines with dual-core processors not currently supported.• Microsoft Surface devices and similar tablet-like devices are not currently supported.



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">• Laptop machines with dual-core processors not currently supported.• Macbook Air 2021 laptops can be used with Solstice Conference; however, older Macbook



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

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

How To

Launch a Scheduled Web Conference

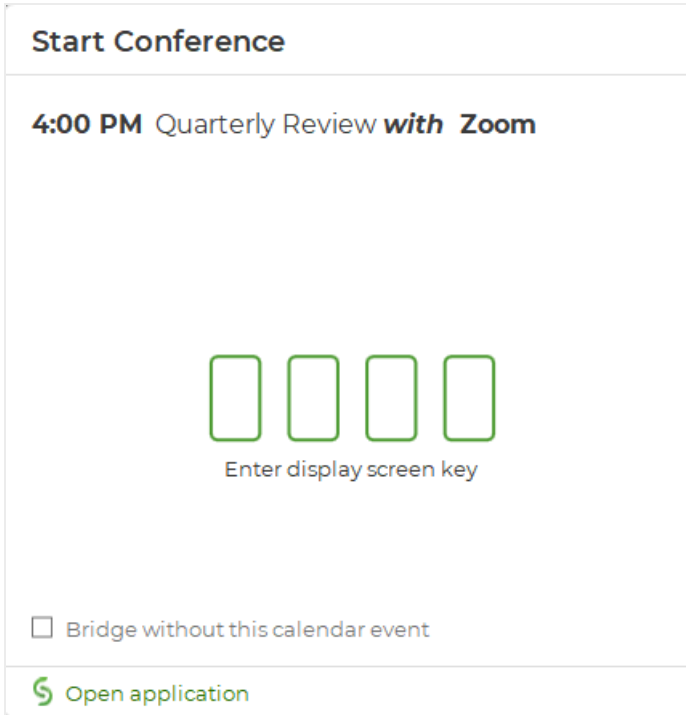
This how-to will explain how to use Solstice Conference's one-step start capability to quickly get your web conference started. There are two main ways to start your web conference with Solstice: from the Solstice icon in your system tray, or from an open Solstice app.

From Solstice in your System Tray

1. Click the Solstice icon in your system tray. If you do not see the icon in your system tray, you will need to open the Solstice app. After launching, you can close the app window.



2. If you used your video conferencing application to schedule a video call and saved it your personal Outlook calendar, you will see the meeting listed in the pop-up that appears when you click the Solstice icon in your system tray.

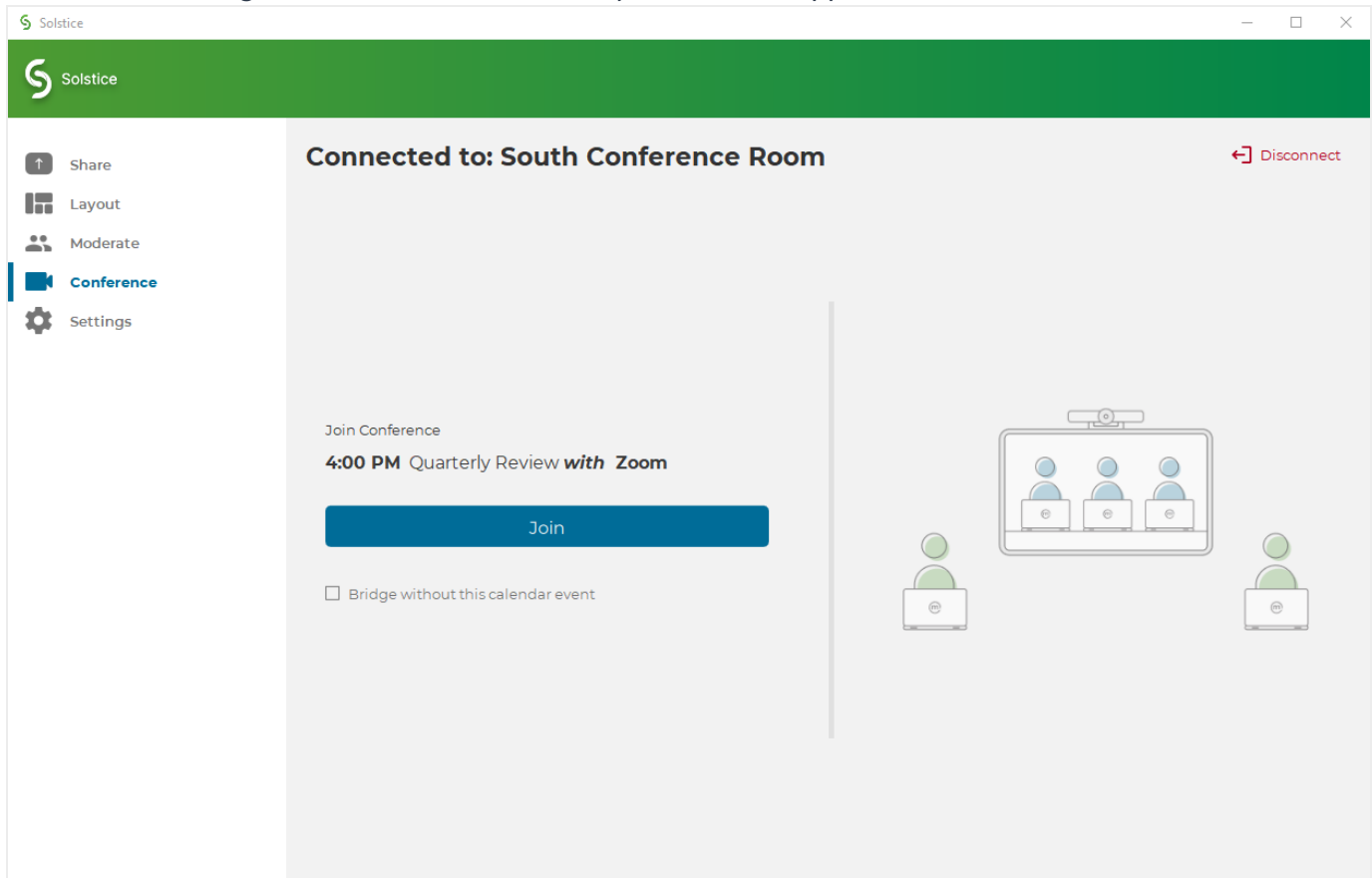


3. Enter in the 4-digit screen key or IP address, depending on what appears in the pop-up. If you entered in the IP address, you may be prompted to enter an additional screen key. Once the process begins:
 - Your desktop will be shared to the in-room display.
 - Any available USB room camera or mic will 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.
4. 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.

5. To share the Solstice display to remote attendees, select **Screen 2** from the sharing options within the video conferencing application.
6. Once you are done hosting the conference, stop sharing the display, end the video call, and disconnect from the Solstice display.

From Open Solstice App

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.
 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. 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.
4. Click **Start**. Once the conference has been bridged, the Conference tab will say that you're currently a host of a bridged web conference.



If there is a conflicting meeting listed, 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 launch that web conference.

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.

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.
-

FAQ

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**.

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 > 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.

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

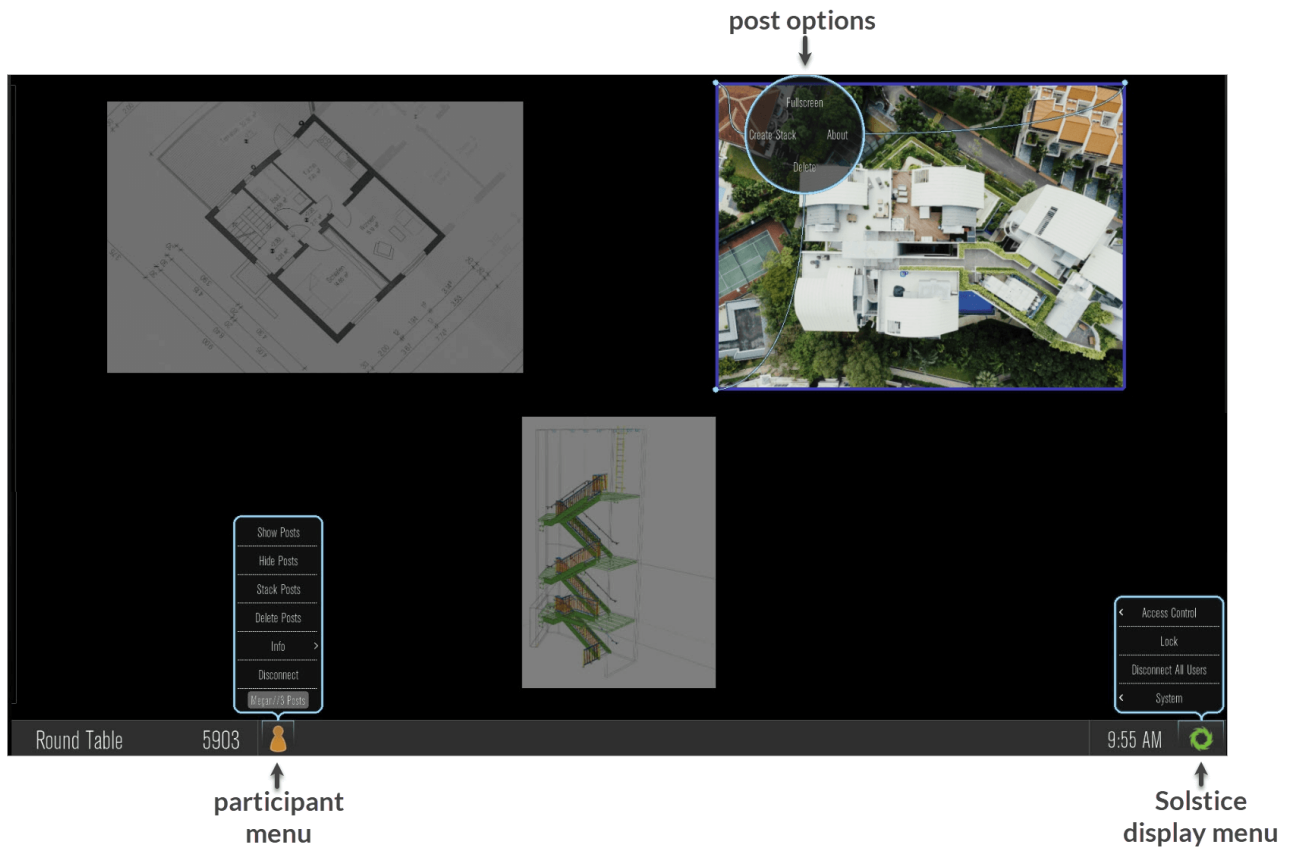
This could be due to your laptop having additional virtual desktops. As a note, Mersive strongly advises against using additional virtual desktops alongside Solstice Conference.

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.

Moderating Sessions

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 the moderator will have the ability to control what content is posted and the layout of the content.

How to Moderate a Session

1. Click the **Meeting** control in the user app sidebar.
2. Toggle **Moderate this meeting** to “On”.
3. When a new collaborator tries to connect to the display, an alert will appear in the app’s sidebar. Click **Alerts** to view the request. Three options display for the connection request:
 - **Reject:** Connection is rejected. 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.
4. When a collaborator tries to post media content to the display, another alert will appear in the app’s sidebar. Click **Alerts** to view the request. 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.
5. To control collaborators in the session, click on the meeple group icon in the user panel. A list of the connected users will appear with an option to **Disconnect** the user or **Make Moderator**.
6. To exit moderator mode, go to **Meeting** in the sidebar and toggle **Moderate this meeting** to “Off”.

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.

How To

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.

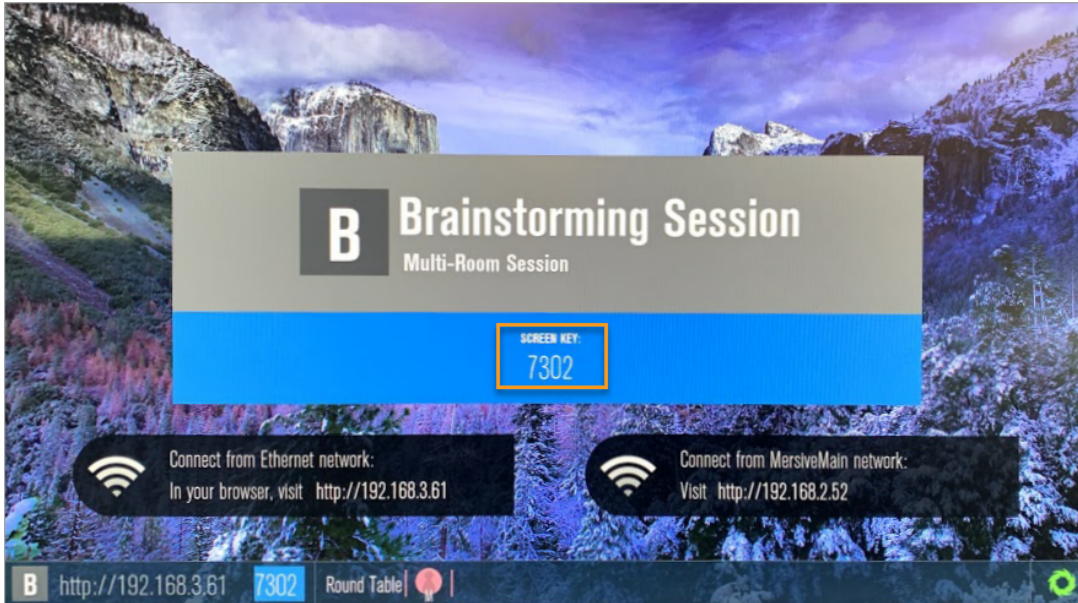
Connect Another Pod to a Multi-Room Session

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'.

Viewing 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

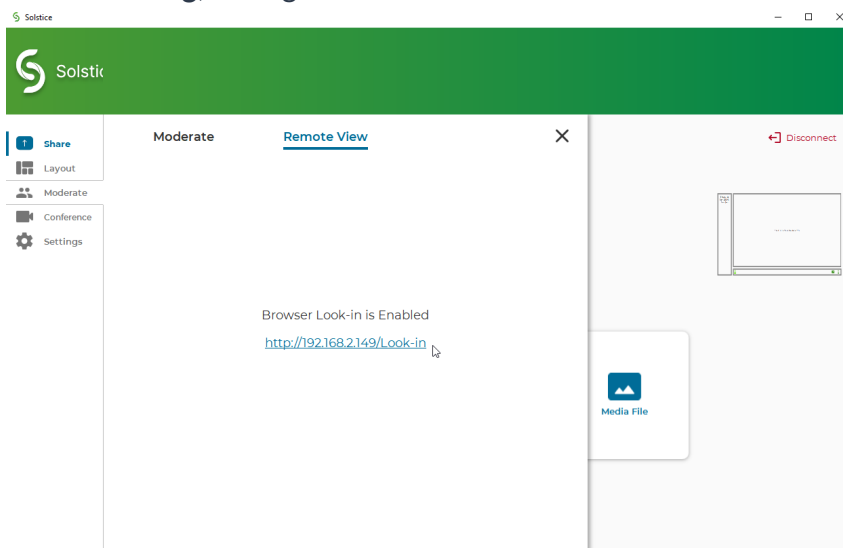
View a Collaboration Session Remotely



If you are unable to see the Remote View tab when connected to the Solstice display, browser look-in may be disabled.

With the Solstice App:

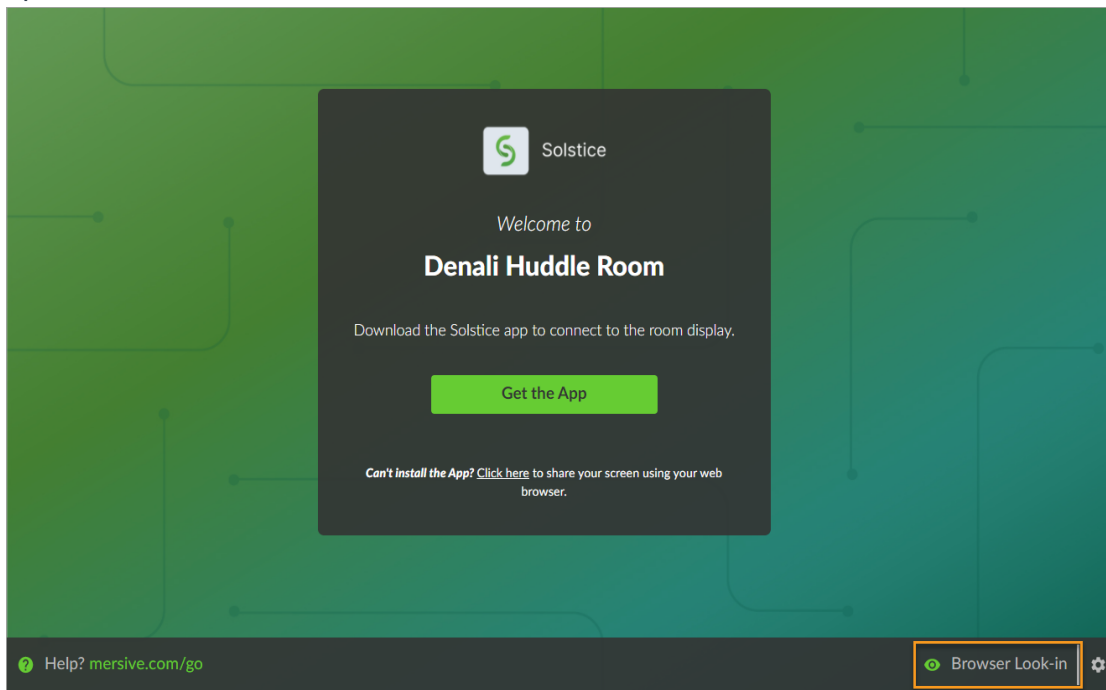
1. Open the Solstice App and connect to a Solstice display.
2. Click **Meeting**, then go to the **Remote View** tab.



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.