

# Solstice User Guide

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# Solstice Overview

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



## Key Terms

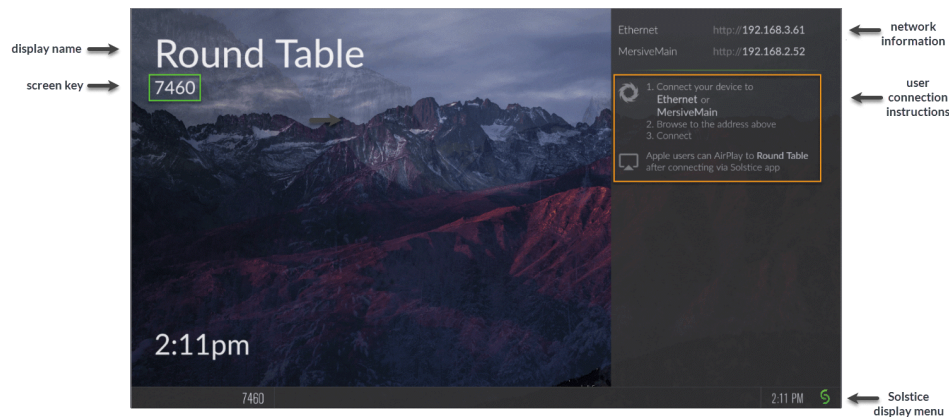
- **Solstice display:** Any flat panel or projector display connected via an HDMI video cable to a Solstice Pod or Solstice Display Software host PC.
- **User device:** Any type of user device that is supported by the Solstice App that users can use to share and control content on the Solstice display. 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.

# Solstice Display Overview

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

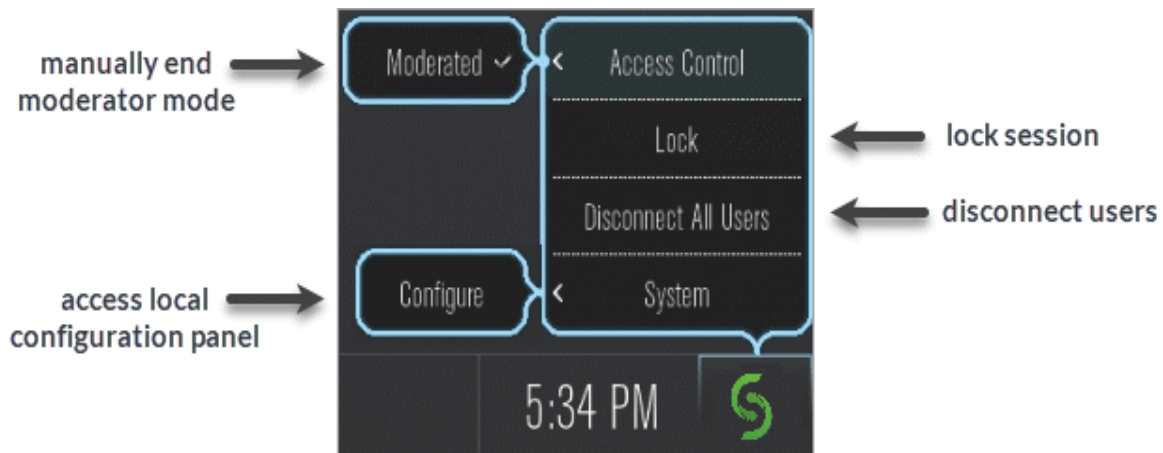
## Welcome Screen

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



## Solstice Display Menu

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



## Display Menu Options

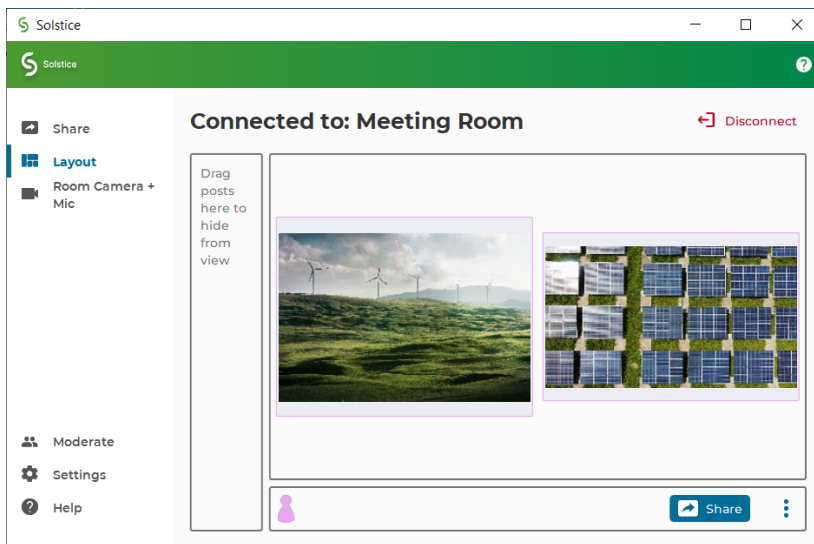
- **Access Control:** Allows a user to manually remove the display from moderator mode in the case that the user moderating the meeting left the room without disconnecting from the display. Note that the display is put into moderator mode in the Mersive Solstice app's Moderate tab. If moderator mode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

# The Mersive Solstice App

Meeting and collaboration session participants can connect to a Solstice display with the Mersive Solstice app, which can be installed on Windows and macOS laptops, as well as Android and iOS tablets and phones, to wirelessly share content to the Solstice display. With the addition of Solstice Conference drivers on Windows and macOS, users can also share the Solstice display and select Solstice-connected room devices for video and audio in a video conference.

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

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



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

## Supported Operating Systems

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

- Windows 8, 10\*, 11\*
- Windows Server 2016, 2019, 2022

- macOS Catalina\*, Big Sur\*, Monterey\*



Mersive recommends upgrading to macOS Monterey for Mac M1 laptops since testing shows it to be more stable than macOS Big Sur, particularly for users who regularly host video conferences with Solstice.

- iOS versions 15, 16
- Android versions 12, 13

## Other Requirements

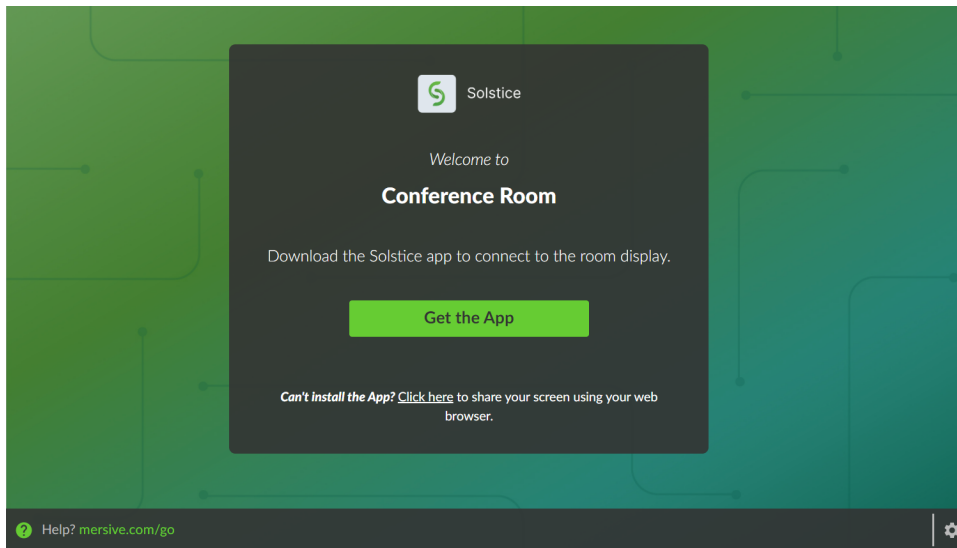
The version of your Mersive Solstice app in relation to the version of Solstice running on the Solstice display you are connecting to can affect your experience. There are two different compatibility requirements, depending on how you intend to use Solstice:

- For content sharing, control, and markup capabilities, newer versions of the Solstice app are supported when used with a Solstice Pod within three (3) minor software versions of the app. For example, a user with the 5.5 Solstice app will be able to share content to Solstice Pods running software versions 5.5, 5.4, or 5.3, as well as use markup tools and control sharing options.
- However, to use Solstice to connect to a video conference, the version of the Mersive Solstice app and Solstice Conference drivers should be the same version as the software running on the Solstice Pod. Some versions of the Mersive Solstice app may require the versions to match exactly to connect Solstice resources to a video conference. Starting in version 5.5.1, users will be warned about mismatching versions but will still be able to share the Solstice display and access room cameras and mics connected to the Solstice Pod.
- The device with the Mersive Solstice app installed must be connected to the same network as the Solstice display to connect and share content.

## Download the App Directly from Solstice

Follow the steps below to download and install the Mersive Solstice app, with optional functionality to connect Solstice to video conferences, directly from a Solstice Pod.

1. On a laptop, open a browser and enter the IP address that appears on the Solstice display. The Solstice Quick Connect page will open:



2. Click **Get the App**.



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

3. On a Windows laptop:

- a. The Solstice app installer (e.g., SolsticeClientWin.exe) will download.
- b. When the download is complete, open the file to install the Mersive Solstice app. Once installed, the Mersive Solstice app will open automatically.
- c. To add the ability to use Solstice resources in a video conference, navigate to the Room Camera + Mic panel and click **Install drivers**.
- d. Walk through the InstallShield wizard to install Solstice Conference.

4. On a Mac laptop:

- a. The Solstice app installer (e.g., SolsticeClient.dmg) will download.
- b. When the download is complete, open the file to install the Mersive Solstice app. Once installed, the Mersive Solstice app will open automatically.
- c. To add the ability to use Solstice resources in a video conference, navigate to the Room Camera + Mic panel and click **Install drivers**.
- d. Walk through the steps to install Solstice Conference.

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





Mobile devices cannot host Solstice-enhanced video conferences. Solstice wireless content sharing and [Solstice Ink annotation](#) are available on Android and iOS versions of the Mersive Solstice app.

## Change Your Mersive Solstice App Settings

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

### General

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



Notification settings also control notifications for Solstice Conference drivers. Selecting **None** will turn off performance and compatibility notifications related to using Solstice resources for a video conference.

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

### Control

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

Pod. Use this menu to turn on auto-disconnect functionality and set the sensitivity that location services will use to automatically disconnect the device.



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

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

## Conference

- **Calendar integration:** You can integrate your personal Microsoft 365 calendar with your Mersive Solstice app, allowing Solstice to detect and auto-launch scheduled video conferences on your calendar when you connect to a Solstice display. This is supported for Windows and macOS laptops only. See below to learn how to [integrate your calendar](#).
- **Conference HotKey:** This setting allows you to configure a shortcut command to quickly open the Room Camera + Mic panel of the Mersive Solstice app after connecting to a Solstice Pod. From this location, you can see upcoming video conference meetings on your integrated Microsoft 365 calendar and turn on access to room cameras and audio devices connected to the Solstice Pod. By default, the hotkey setting is Ctrl+Alt+C on Windows and Cmd+Opt+C on macOS.
- **Share Pod Display:** If enabled, this setting allows you to share the Solstice display's collaboration space to your video conference. In your conferencing software, the Solstice display will appear as a virtual display (usually Screen 2 or Monitor 2) that can be shared with the meeting. Disabling this feature may improve performance on some devices. Starting with Solstice 5.5.1, this feature will now be disabled by default for new installations of the Mersive Solstice app (Windows and macOS).

## Integrate Your Personal Microsoft 365 Calendar

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

When integrating your calendar, you will be prompted to sign into your Microsoft 365 account using the secure Microsoft Graph API OAuth2 authorization flow. This grants the Mersive Solstice app read-only access to your calendar so it can recognize video conference information (URL, meeting ID, passcode, etc.) in the body of upcoming meetings and facilitate faster starts for scheduled video conferences.

1. In the Mersive Solstice app, navigate to **Settings > Conference**.
2. In the **Calendar integration** section, click **Sign in with Microsoft**. Your web browser will open, and you will be prompted to log in to your Microsoft 365 account.
3. Complete your Microsoft 365 login process. If successful, the browser will display a "Success" message.
4. Close the browser and return to your Mersive Solstice app.



If you are unable to save your Microsoft 365 credentials and are prompted to re-enter them each time you launch the Solstice app, the Credential Manager service in Windows may have been disabled by your IT team.

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



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



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

# Share Content Using the Mersive Solstice App

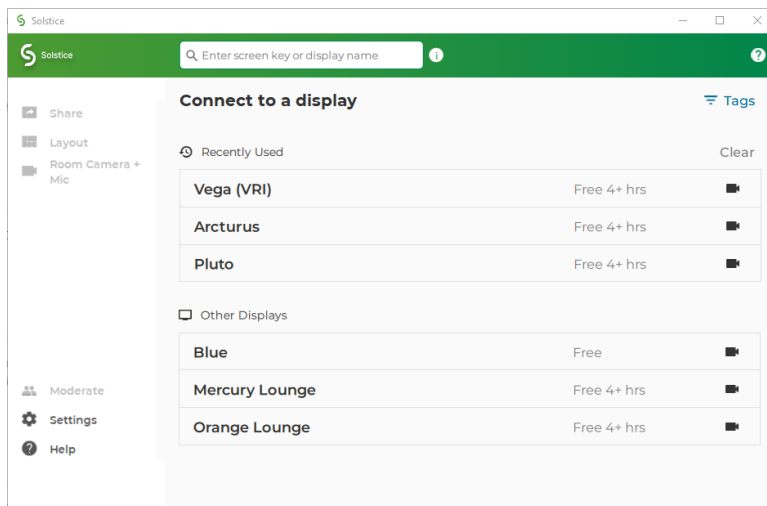
Solstice improves meeting productivity and engagement with multi-participant content sharing, control, and markup. With the Mersive Solstice app installed on a laptop, tablet, or mobile device, users can share and control content on the display connected to a Solstice Pod.

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

## How to Connect to a Solstice Display

Ensure you are connected to a network listed on the display's Welcome Screen, then connect to the Solstice display to share content:

1. Open the Mersive Solstice app. A list of Solstice displays you have previously connected to or that are available via display discovery (if enabled for your Solstice deployment) will appear.



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

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

In the **Share** tab of the Mersive Solstice desktop app, you can wirelessly share an unlimited amount of content to the Solstice display using any of the following options. Note that the content shared to Solstice will never leave your device, only pixels will be streamed to the display.

- **Desktop:** Share a real-time view of your desktop mirrored to the display. The entire desktop, including any open application windows, will be shared in real-time.



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

- **App Window:** Share a real-time view of only the selected application window to the display. This sharing option allows you to maintain privacy by only sharing a single application instead of everything on your desktop.
- **Media File:** Share media files such as images and videos saved locally on your laptop device to the display. Solstice supports image and video files up to 4K resolution.



Solstice supports sharing a broad range of video types, but not all video files are supported. If a video file is not supported, you can use the Desktop sharing option to stream the video to the display.

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



If the text options described above (e.g., **Share**, **Settings**) don't appear in the left navbar of the Mersive Solstice laptop app, icon-only navigation may be enabled. Click the Solstice logo in the upper left of the app window to turn navigation text back on.

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

On the Share tab of the Mersive Solstice mobile app, you can wirelessly share an unlimited amount of content to the Solstice display using the following options. Note that the content shared to Solstice will never leave your device, only pixels will be streamed to the display.

- **Mirror Screen:** Share a real-time view of your mobile device screen. Tap the speaker icon after the connected Solstice display name to capture audio along with screen mirroring.



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

- **Media File:** Share media files such as images and videos from your mobile device's media library.
- **Camera:** Take a picture with your mobile device and share it to the display.
- **Take Video:** Take a video with your mobile device and share it to the display.

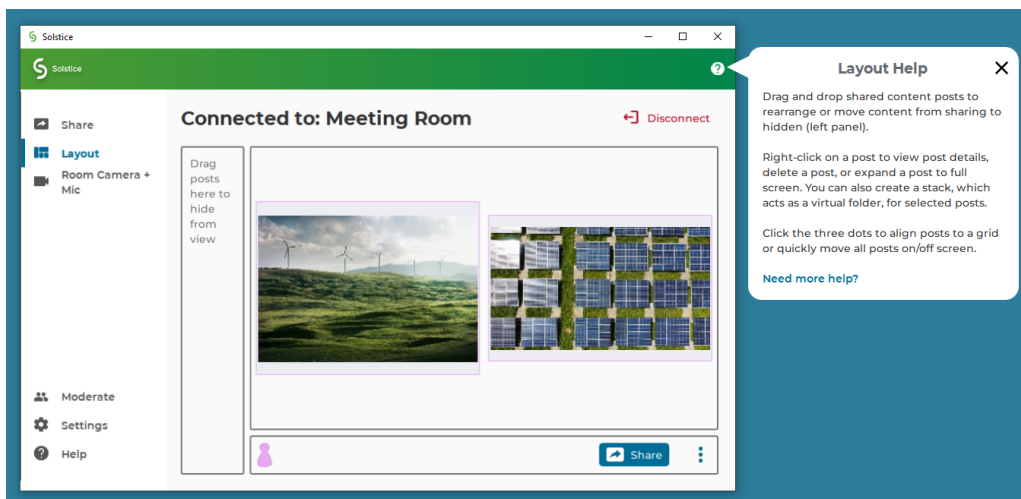


To share media files, pictures, and videos, be sure to grant permissions for the Mersive Solstice app to access your mobile device's media files, camera, and microphone.

## How to Find Help in the Mersive Solstice App

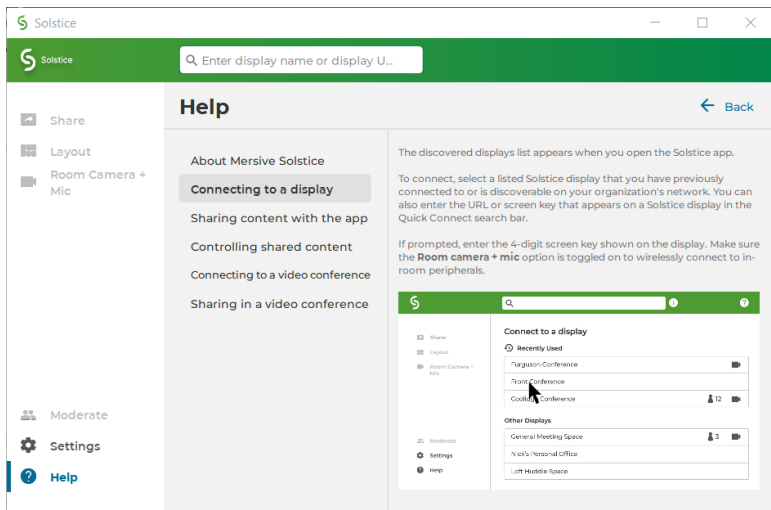
New in-app resources to help users get the most out of their Solstice experience have been added in version 5.5 of the Mersive Solstice app on Windows and macOS:

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



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

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



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

## How to End Your Meeting and Disconnect from Solstice

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

To disconnect Solstice from a video conference but continue in-room Solstice wireless content sharing and collaboration (Windows and macOS):

- From Room Camera + Mic in the left navbar, click to turn the **Room Camera and Mic** toggle off (gray).

To disconnect from Solstice completely, including from in-room wireless content sharing and Solstice video conferencing resources, you can do one of the following:

- Click **Disconnect** in the top right of the Mersive Solstice app window. You will be prompted to confirm that you want to disconnect from the display.
- Close the Mersive Solstice app window:
  - On a laptop, click the **X** in the upper right corner to close the main Mersive Solstice app window. You will be asked if you wish to disconnect from the display and stop sharing all content. Click **Disconnect**.
  - On a mobile device, close the app window and Solstice will automatically disconnect the device from the display.

- Starting in Solstice version 5.4, when Solstice Location Service is enabled (Settings > Control), auto-disconnect is also available. After learning the location of a Solstice Pod, the Mersive Solstice app can detect your device leaving the meeting area while still connected to the Pod and may prompt you to disconnect (currently supported on Windows, macOS, and Android). When the auto-disconnect prompt appears, you may do one of the following:
  - Click **Disconnect** to immediately disconnect from the Solstice Pod.
  - Click **Cancel** to dismiss the auto-disconnect prompt. You will not be prompted to disconnect again for that connection.
  - Allow the 10-second countdown to complete to let Solstice automatically disconnect you.



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



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



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



# App-Free Sharing to a Solstice Display

Solstice supports multiple app-free sharing options so that users can share their device screen to the Solstice display without needing to install the Mersive Solstice app. This enables guest and occasional users to quickly share content in a Solstice room. Solstice supports app-free sharing using AirPlay, Miracast, browser-based sharing, or a standard HDMI connection.

## How to Mirror Your iOS Device Screen Using AirPlay

Solstice supports full mirroring of iOS 7+ devices (Apple iPhones and iPads) that feature Apple's AirPlay functionality. AirPlay mirroring is accomplished through the device's native AirPlay feature, using a similar process as connecting to an Apple TV.



If you are unable to mirror your iOS device using AirPlay, contact your IT administrator to see if AirPlay mirroring is enabled for the Solstice display.

1. Ensure the iOS device is connected to the WiFi network used to connect to the Solstice display.
2. Open the iOS Control Center:
  - On an iPhone X or later, or an iPad with iPadOS 13 or later, swipe down from the upper-right corner of the screen.
  - On an iPhone 8 or earlier or iOS 11 or earlier, swipe up from the bottom of the screen.
3. Tap the **Screen Mirroring** icon and select the Solstice display from the list that appears. If the desired Solstice display does not appear in the AirPlay menu of your device, open the Mersive Solstice app and connect to the desired display, then repeat steps 2 and 3.
4. If prompted for an AirPlay code, enter the 4-digit screen key visible on the Solstice display. Your device will connect wirelessly to the display and your screen will be streamed in real-time.
5. To stop mirroring your screen to the display:
  - a. Open the iOS Control Center again.
  - b. Tap the Screen Mirroring icon for the connected Pod.
  - c. Tap **Stop Mirroring**.



An AirPlay option may also appear when viewing photos or videos in iOS. Photos and videos shared via AirPlay generally appear full screen on the Solstice display.

## How to Mirror Your macOS Device Screen Using AirPlay

If your organization has enabled streaming with AirPlay, users without the Mersive Solstice app can connect and share their screen to the display using AirPlay capabilities on macOS devices (High Sierra and later). AirPlay mirroring is accomplished through a device's native AirPlay feature, using a process similar to connecting to an Apple TV.



If you are unable to mirror your macOS device using AirPlay, contact your IT administrator to make sure that AirPlay mirroring is enabled for the Solstice display.

1. Ensure the macOS device is connected to the WiFi network used to connect to the Solstice display.
2. From the top menu bar, either select the **AirPlay** icon or open the Control Panel from the top bar and select **Screen Mirroring**. Then select the desired Solstice display.
3. If prompted for an AirPlay code, enter the 4-digit screen key visible on the Solstice display. Your device will connect wirelessly to the display and your screen will be streamed in real-time.
4. To stop mirroring your screen to the display, select either the **AirPlay** icon or **Control Panel > Screen Mirroring** from the menu bar. This will show the active AirPlay connection. Select the name of the Solstice display to disconnect.

## How to Mirror Your Windows Device Screen Using Miracast

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

1. On a Windows 10 laptop, use **Windows key + K** or click the **Connect** button in the Windows notification center (found on the far right end of taskbar) to open the Connect pane.
2. From the list of wireless displays available, select the Solstice display. If the display is enabled for Miracast but you do not see it in the list of available displays, try scrolling down to ensure it is not hidden.



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

3. If prompted for a PIN, enter the screen key from the display. Your device will connect wirelessly

to the display and your screen will be streamed in real-time.

4. To stop Miracast streaming to the display, open the Connect pane and click **Disconnect**.

## How to Share Your Desktop Using a Web Browser

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

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

### Find Browser Support by Operating System

Operating System	Web Browsers Supported for Browser-based Sharing	Notes
Windows 8/10/11	Firefox, Chrome, Microsoft Edge	<ul style="list-style-type: none"><li>• On Google Chrome and Microsoft Edge browsers, audio streaming is supported for the desktop and browser tab sharing options only. You must check "Share Audio" <u>before</u> sharing.</li></ul>
macOS Catalina, Big Sur, Monterey (up to 12.4)	Firefox, Chrome, Safari 14 or 15	<ul style="list-style-type: none"><li>• Audio streaming is supported for the browser tab sharing options on Google Chrome browsers only. You must check "Share Audio" <u>before</u> sharing.</li><li>• Browser-based sharing is only available for Safari users if the Solstice Pod has a DNS hostname configured.</li></ul>
ChromeOS	Firefox, Chrome	
Linux	Firefox, Chrome	

1. Connect your laptop to a network listed on the Solstice display.
2. Open a Chrome or Firefox web browser and go to the URL on the display. If multiple ULRs are listed, choose the one that corresponds to the same network you're connected to.

3. Click the link to share using your web browser.



Don't see a link on your browser for sharing your screen? Your IT administrator may need to enable this feature for the Solstice Pod display.

4. If you see a security warning in your browser, follow the option to proceed to the URL. This may appear under **Advanced** in some browsers.
5. Enter the screen key shown on the room display (if prompted) and your name, then click **Launch**.
6. Select the sharing option you wish to use. For example, you may be presented with options to share your entire screen, an application window, or a browser tab, as well as whether to share audio.
7. Click to **Share** or **Allow** to share the selected content to the Solstice display.



If you are on the Catalina version of macOS and are having trouble using browser-based sharing, you may need to enable permissions within your system's privacy settings for the browser to utilize screen recording.

## How to Share Your Desktop via HDMI

Gen3 Solstice Pods offer the option for users to use an HDMI cable to connect a laptop directly to the HDMI-in port on the front of the Pod. This allows users to share a wired content source to the display. The wired desktop share will appear in the collaboration session like any other post, and can be controlled by users in the session with the Mersive Solstice app.

# Use Solstice with Your Video Conference

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

You will need to ensure that you have the latest version of the Mersive Solstice app for Windows or macOS and have installed the Solstice Conference drivers. (If not, install them from the Room Camera + Mic tab.) Note that installing Solstice Conference drivers requires elevated permissions. If you do not have elevated permissions, contact your IT administrator for assistance.

## Supported Operating Systems for Meeting Host Laptops

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



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

## Windows

<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>	Big Sur 11.0 or later
<b>Minimum Specs</b>	Intel i5 quad core processor; 8GB memory; processor speed of 1.2 GHz or better


<p><b>Important Notes</b></p>	<ul style="list-style-type: none"> <li>• Support for Mac M1s is being improved; however, some performance issues may remain on M1 devices. Mersive recommends upgrading M1 Macs that often use Solstice with video conferences to macOS Monterey for best stability. (Mac M2s not supported.)</li> <li>• Laptop machines with dual-core processors not currently supported.</li> <li>• Macbook Air 2021 laptops and newer can be used for Solstice-enhanced video conferences; however, older Macbook Air laptops are not supported.</li> </ul>
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 Turn off the Low Power Mode setting for battery power savings in macOS System Preferences during Solstice-enhanced video conferences for the best meeting experience.

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

## Supported Conferencing Services

The table below lists supported video conferencing services on Windows and macOS laptops based on Mersive's latest testing. Services listed as "browser-based version only" fully support Solstice's ability to share the Solstice display and use room devices connected to the Solstice Pod in the video conference only in the web-based 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*	

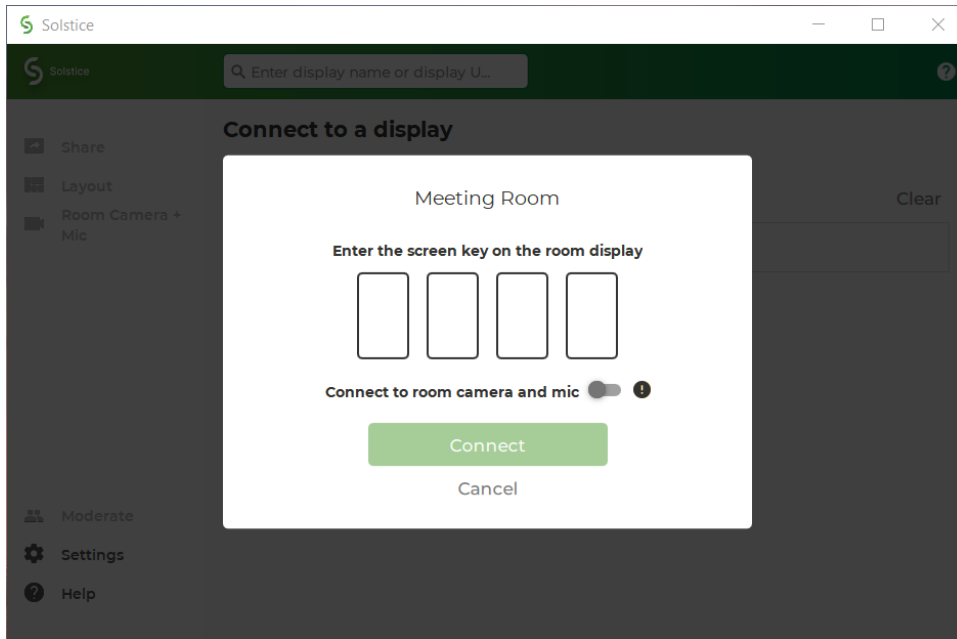
\*Chrome, Firefox, Microsoft Edge, and Safari browsers supported

## Start a Video Conference with Solstice Sharing and Room Resources

The Mersive Solstice app has been redesigned in version 5.5.1 to streamline the user experience and clarify how Solstice connects with a video conference. The following directions primarily document 5.5.1 functionality but include notes about where to find similar functionality in previous versions of the app.

1. Launch the Mersive Solstice app on your laptop.
2. Start the connection to Solstice by selecting the Solstice display in your meeting space. Displays that can be used for a Solstice-enhanced video conference are marked with a camera icon.

3. If the Solstice Pod has a screen key enabled, a screen key entry box will appear:



- a. Enter the 4-digit screen key to connect to Solstice for wireless in-room content sharing and collaboration.
- b. If you are hosting a hybrid meeting with remote participants joining via video conference, also toggle on **Connect to room camera and mic**. This will make room devices connected to Solstice available to the video conferencing app and allow the Solstice collaboration space to be shared in the video conference.

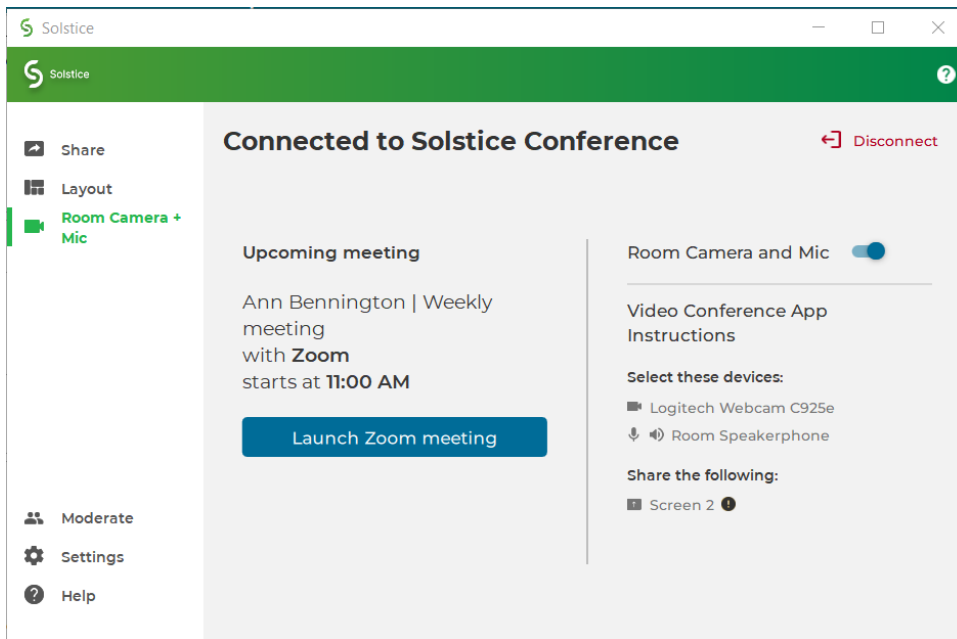


If you do not see this feature, or it appears disabled, contact your organization's Solstice administrator for assistance.

- c. Click **Connect** to start Solstice content sharing and, if selected, Solstice video conferencing resources.
4. If the Solstice Pod does not have a screen key, you will be immediately connected to Solstice for wireless content sharing only. (In older app versions, selecting a Solstice display only connected to Solstice in-room content sharing.)
5. Select **Room Camera + Mic** in the left navigation bar. From here you can connect to Solstice video conferencing resources after connecting to the Solstice Pod, see upcoming meetings on your integrated Microsoft 365 calendar, and view resources available to a video conference. (This panel was previously the Conference panel in older app versions and has been updated for clarity and simplicity.)



- a. If there is an upcoming video conference meeting scheduled in your integrated Microsoft 365 calendar, it will appear on the left side of this panel. Click the **Launch meeting** button to start Solstice video conferencing resources (if needed) and start the video conference from the link in the body of the meeting invite. (Older versions of the app had many different, sometimes confusing, options for starting scheduled video conferences. See the [Mersive Solstice app update note](#) for more details.)
  - b. If no upcoming video conference is shown, make sure **Room Camera and Mic** is toggled on (blue) to connect to Solstice video conferencing resources. Then start your video call in your video conferencing application.
6. Once you are connected to the Solstice display and the Room Camera and Mic toggle is on, Video Conference App Resources appear on the right side of the Room Camera + Mic panel.



- a. See the **Select these devices** list for available room devices, such as cameras and microphones, plugged into the Solstice Pod. Devices listed here are wirelessly connected to your laptop and can be selected as video and audio sources in your video conferencing application.
- b. Look under **Share the following** to see the name of the window, usually Screen 2 or Monitor 2, to share to your video conference so remote attendees can see content shared in-room to the Solstice display.



Mersive does not recommend having additional monitors connected to your laptop while hosting a Solstice-enhanced video conference.



If the Room Camera + Mic option in the left navbar shows green, Solstice video conference resources are currently available in your video conferencing app.

7. Once your video conference has been started, select available camera, microphone, and speaker devices as audio and video resources and share the Solstice display (Screen 2 or Monitor 2) in the video conferencing app.
8. After you have ended your video call and exited the video conferencing app, use one of the options in the [End Your Meeting](#) section below to disconnect from the Solstice video conference resources and/or from in-room Solstice content sharing.



Mersive recommends the version of the Mersive Solstice app always match the software version of the Solstice Pod. Some versions of the Mersive Solstice app may require the versions to match exactly to connect Solstice resources to a video conference. Starting in version 5.5.1, users will be warned about mismatching versions but will still be able to share the Solstice display and access room cameras and mics connected to the Solstice Pod.

## 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. Below are some ways you can disconnect from Solstice.

To disconnect Solstice from a video conference but continue in-room Solstice wireless content sharing and collaboration (Windows and macOS):

- From Room Camera + Mic in the left navbar, click to turn the **Room Camera and Mic** toggle off (gray).

To disconnect from Solstice completely, including from in-room wireless content sharing and Solstice video conferencing resources, you can do one of the following:

- Click **Disconnect** in the top right of the Mersive Solstice app window. You will be prompted to confirm that you want to disconnect from the display.
- Close the Mersive Solstice app window:
  - On a laptop, click the X in the upper right corner to close the main Mersive Solstice app window. You will be asked if you wish to disconnect from the display and stop sharing all

content. Click **Disconnect**.

- On a mobile device, close the app window and Solstice will automatically disconnect the device from the display.
- Starting in Solstice version 5.4, when Solstice Location Service is enabled (Settings > Control), auto-disconnect is also available. After learning the location of a Solstice Pod, the Mersive Solstice app can detect your device leaving the meeting area while still connected to the Pod and may prompt you to disconnect (currently supported on Windows, macOS, and Android). When the auto-disconnect prompt appears, you may do one of the following:
  - Click **Disconnect** to immediately disconnect from the Solstice Pod.
  - Click **Cancel** to dismiss the auto-disconnect prompt. You will not be prompted to disconnect again for that connection.
  - Allow the 10-second countdown to complete to let Solstice automatically disconnect you.



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



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



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

## FAQ

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

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

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

To limit Solstice notifications, open your Solstice desktop app, then go to **Settings**. Under **General > Notifications**, select either **None** or **Critical**, depending on your notification preferences.



Notification settings also control notifications for Solstice Conference drivers. Selecting **None** will turn off performance and compatibility notifications related to using Solstice resources for a video conference.

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

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

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

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

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

When the Solstice virtual monitor for sharing with a video conference (usually appears as Monitor 2) is set as the primary display, a known issue causes a video effect that resembles a hall of mirrors. Once the issue has been triggered, the Solstice Conference drivers often must be uninstalled and reinstalled to resolve it. Mersive strongly recommends not accessing the display settings while using Solstice with a video conference to avoid this issue. For help uninstalling and reinstalling Solstice Conference drivers, contact [Mersive Support](#).

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

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

*Why does my Pod with digital signage enabled spontaneously reboot after a Solstice video conference?*

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

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# Control Shared Content on the Solstice Display

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

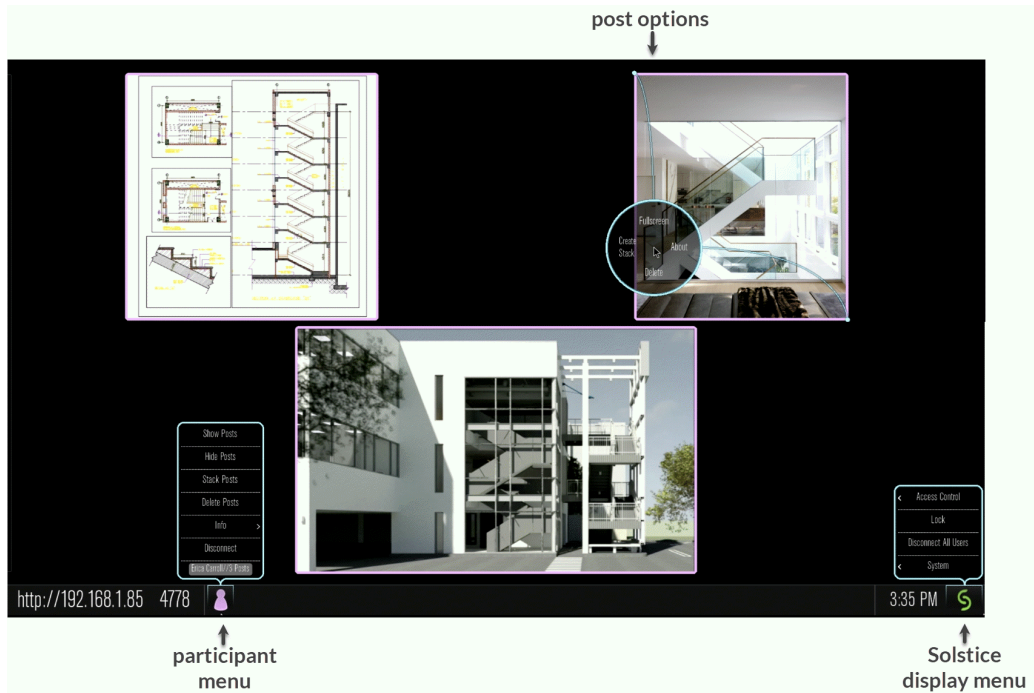


All the controls described below can also be performed on HID-compliant touch displays using equivalent touch gestures.

[Watch a video](#) to learn how to enable Solstice agnostic conferencing support to share your Solstice collaboration session with your preferred video conferencing service.

- New! Click the Share button to quickly share your desktop, an app window, or a media file from your laptop.
- Drag and drop posts to change the order of the content, or to hide/display content by moving it into and out of the dock panel on the left side of the display.
- Click-and-hold or right-click on a post to view options to make the post full screen, view post details, or delete the post.
- Click a participant icon to access the participant menu. This menu gives you options to show, hide, stack, or delete the participant's posts, as well as disconnect the participant from the collaboration session.
- Click the vertical ellipsis icon to view the media placement menu. This menu allows you to align posts to a grid and quickly move all posts on or off the screen.
- You can also click-and-hold or right-click on a post to create a stack, which acts as a virtual folder. Right-click or click-and-hold a stack for options to unstack the posts or edit which posts are in the stack. Or use the participant menu to stack all of a user's posts.
- 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.

- If you have a USB mouse connected to the Solstice Pod or host laptop, or if you have a touch-screen display, you can interact with the display interface directly to control content.



# Solstice Ink

Available in the mobile version of the Mersive Solstice app (iOS and Android), Solstice Ink allows users to highlight and temporarily mark up content on the Solstice display from anywhere in the room by simply pointing and drawing with their smartphones. This feature is also supported in moderator mode, but it is not supported on tablets.



Ink has three modes of use:

- **Pointer:** By default when you select **Ink** from the mobile app's menu bar, your mobile device will be in pointer mode. Simply move your device to move the pointer on the Solstice display.
- **Ping:** Tap the **Ping** button to pulse the pointer. Slide your finger from the button toward the center red dot for a continuous pulse. Tap **Ping** again to stop continuous pulse.
- **Temporary mark-up:** Press and hold the **Draw** button to draw a mark, such as a circle, on the Solstice display. Release the Draw button once you are done. Solstice will smooth out your mark after you have finishing drawing it, and the mark will fade away after a short amount of time.

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



# Moderate a Solstice Session

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

## How to Moderate a Session in Solstice Desktop App

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

## How to Moderate a Session in Solstice Mobile App

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

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

# View a Collaboration Session Remotely

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

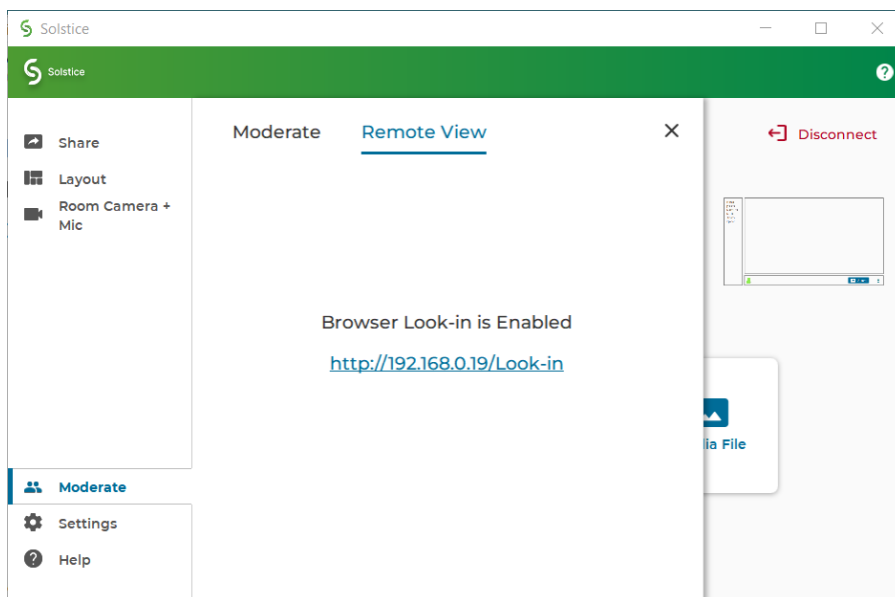


The Remote Look-In view is not instantaneous –it updates about every 5 seconds. Depending on your organization's security policies, you may not have access to this feature.

## How to View a Collaboration Session Remotely

With the Mersive Solstice App:

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

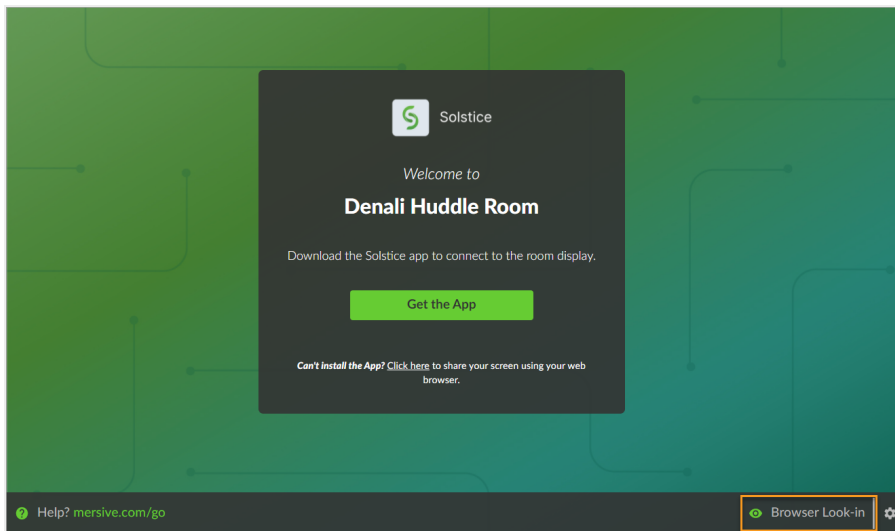


3. Click the **Browser Look-in** link provided and enter the screen key shown on the Solstice display if prompted. A view of the Solstice display will open in your default web browser, allowing you to view content shared to the display in a Solstice-enabled meeting.

Without the Solstice App:

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

display. The Solstice Quick Connect page will open.



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