

Solstice Conference Guide

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Solstice Conference Overview

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



Key Capabilities

- Leverages web conferencing services running on local users' laptops to connect remote participants to the room.
- Enables meeting hosts to wirelessly connect to plug-and-play USB devices attached to the Pod in order to share room audio/video in the web conference.
- Supports a one-step start for scheduled web conferences via support for integration of room and personal calendars.

- Allows the meeting host to share the full in-room display to the web conference so remote users can see everything happening on the display, including multi-source content sharing, mark up, and more.

System Requirements

- Gen3 Solstice Pod with current Solstice Subscription and Solstice software version 5.0 or later
- Meeting host laptop (Windows or macOS, recommended specs below)
- Solstice app version 5.0 or later (required for meeting host)
- 3rd-party conferencing app for host and remote users
- Solstice Discovery Service (SDS) strongly recommended
- USB room camera and/or audio devices (optional) - ([verified supported device list](#))
- Microsoft Exchange or Office 365 calendar integrations (optional)

Host Laptop Recommended Specs

Solstice Conference is supported on laptop devices running the follow operating systems. This capability is not supported on mobile devices.

- Windows (full support): Windows 10 version 1903 or later
- MacOS (beta): Catalina 10.15, Mohave 10.14

Important: Meeting host laptop devices should have a minimum Intel i5 4 core processor and 8GB memory. For best performance, Mersive recommends meeting hosts have laptop devices with an Intel i7 4 core processor and 16GB memory.

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 (beta)
Zoom	Full	Full
Teams	Full	Full
Webex	Full	Browser-based version only
GoToMeeting/LogMeIn	Full	Full

Blue Jeans	Full	Browser-based version only
Google Meets	Full	Full
Chime	Full	Browser-based version only
RingCentral	Full	Full
Slack	Full	Browser-based version only

Solstice Conference Setup

The following guide assumes that you have already done your [Solstice Setup](#), have connected your Pods to your enterprise network via Ethernet, and have performed the [Baseline Deployment Steps](#).

Pre-Deployment Considerations

- Ensure your network has a bandwidth of up to 80 mbps per host connection, has an end-to-end latency < 50 ms, and allows peer-to-peer TCP connections. As a note, bandwidth utilization is largely dictated by a combination of conferencing application and video camera used.
- The necessary network ports need to be open. For example, ports 80 and 443 will need to be opened for Solstice to access the licensing server and software upgrades. You will also need to open up additional network ports for certain features to work. For more information, see [Open Network Ports](#).
- Ensure the following network ports are open: Default base ports +3 (e.g. If 53100-53102 are the configured base ports, open ports 53100-53105). For more information on all of Solstice's open network port requirements, see [Open Network Ports](#).
- Deploy and configure [Solstice Discovery Service \(SDS\)](#).
- Solstice Conference drivers are bundled in Solstice app installer and require elevated permissions to install. If end-users do not have elevated permissions, you have the option to centrally deploy the Solstice app using [MSI](#) or [SCCM](#).
- If you utilize a tool that limits program access, such as an anti-virus program or device management services, you will need to whitelist the Solstice App.

How To

| Enable Solstice Conference

In order to use Solstice Conference, the capability must first be enabled. Before enabling Solstice Conference, you will need to update your Gen3 Pod to Solstice version 5.0 or later. For more information on how to update your Pod, see [Updating Solstice](#).

There are two ways to enable Solstice Conference: using Solstice Cloud or using the Solstice Dashboard. The Pods must have internet access for these settings to be applied.

Solstice Cloud

1. From the Solstice Cloud Home page, in the left sidebar navigation panel, click **Manage > Templates > Features**.

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



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

Solstice Dashboard

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

Integrate a Room Calendar

Integrating a room calendar lets Solstice detect the web conferencing information in the calendar invite when users book a web conference and invite the room. This allows Solstice to start the scheduled web conferencing with the meeting host connects to the Solstice display.

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

Solstice Cloud

1. From the Solstice Cloud Home page, in the left sidebar navigation panel, click **Manage > Templates > Calendar**.

2. Create a new template, or edit an existing template. Select the Enable Calendar Feature checkbox.
3. From the **Calendar Type** drop-down, select the type of calendar you are integrating [for the room]: Microsoft Exchange, Office 365, or 3rd Party Only. Only select 3rd-party only if you are using Solstice's OpenControl API to integrate a third-party calendar.
4. If you are using Microsoft Exchange server, enter the Microsoft Exchange **Server URL**.
5. In the **Authentication type** drop-down, select the type of authentication your server is using: Basic or NTLM.
6. If you are using either an **Impersonation** or a **Delegation Mailbox**, select the corresponding radio button.
 - If you selected **No**, skip to step 7.
 - If you selected either **Impersonation** or **Delegation**, you will need to enter in the user name and password for the impersonation or delegation account (required).



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

7. If you wish to hide meeting titles or meeting organizers from being visible on the room display, deselect **Show meeting titles** and/or **Show meeting organizers**.
8. From the **Update Interval** drop-down, select the frequency at which the Pod will update the calendar meeting information visible on the display.
9. Click **Save**.
10. In the left sidebar menu of the Solstice Cloud portal, click **Manage > Pods**. The Pod Template Assignments table displays.
11. Select the checkboxes of the Pods you want to integrate a room calendar for. You can select each Pod's checkbox individually, or select the checkbox in the header row of the table to select all of the Pods in the table.
12. Go to the features column, click a drop-down in that column for one of the selected Pods, then select the name of the template you just created or edited.
13. A pop-up asks you to confirm the changes. Click **Confirm**. A green notification that the template was applied displays.

Solstice Dashboard

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

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

There are two ways to enable Solstice Conference: using Solstice Cloud, or using the Solstice Dashboard. The Pods must have internet access for these settings to be applied.

Solstice Cloud

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

Solstice Dashboard

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

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

Physical Setup Tips

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

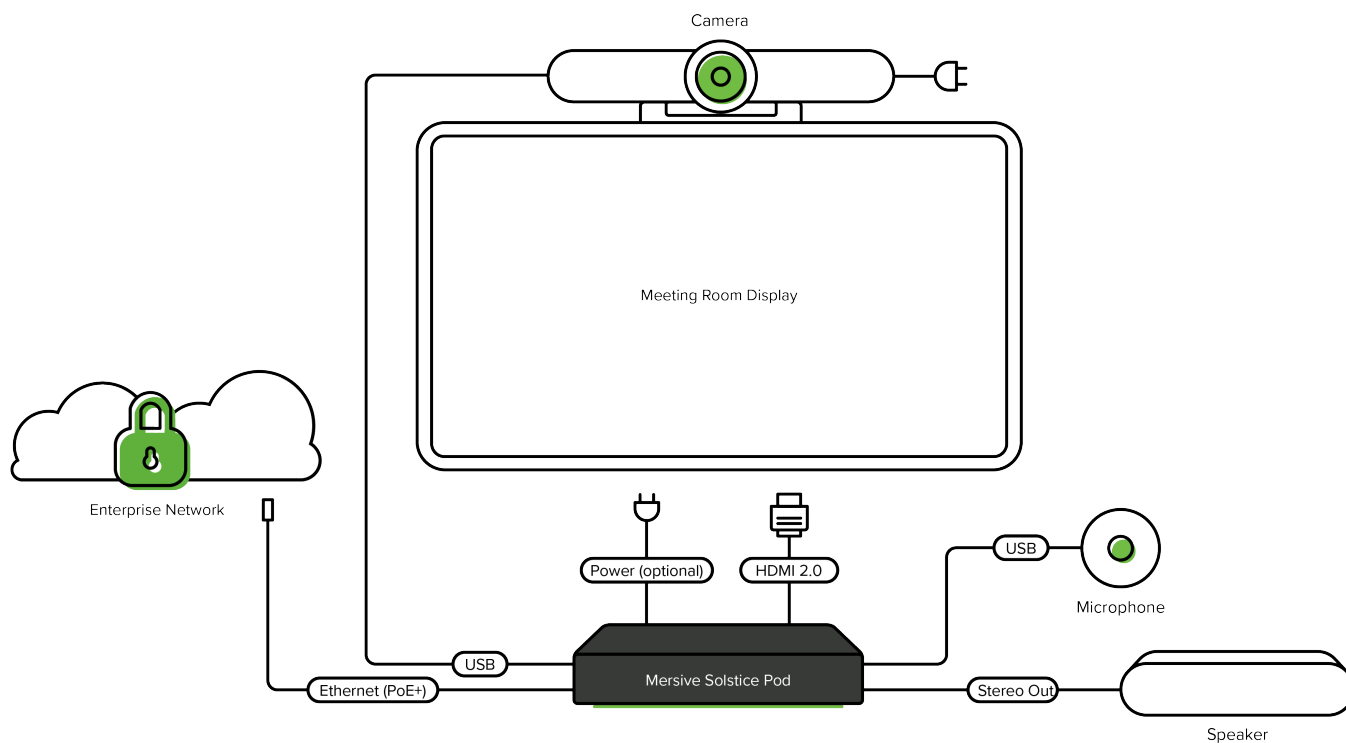
- Solstice Conference supports plug-and-plug USB devices. Devices, such as room cameras, should be connected to the Pod via USB and must be in-room. [View list of supported devices.](#) Note: DSPs and other processing hubs may not be compatible and should be avoided.
- Display monitors must be directly connected to a Solstice Pod through HDMI video cables. If using a single display monitor, Mersive recommends connecting the display monitor to the inner HDMI port.

Physical Setup Requirements

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

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

Sample Setup Diagram



How To

Physically Install Solstice Conference

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

How to Use Solstice Conference

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

Supported Operating Systems

Solstice Conference is supported on laptop devices running the follow operating systems. This capability is not supported on mobile devices.

- Windows (full support): Windows 10 version 1903 or later
- MacOS (beta): Catalina 10.15, Mohave 10.14

Important: Meeting host laptop devices should have a minimum Intel i5 4 core processor and 8GB memory. For best performance, Mersive recommends meeting hosts have laptop devices with an Intel i7 4 core processor and 16GB memory.



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

Supported Conferencing Services

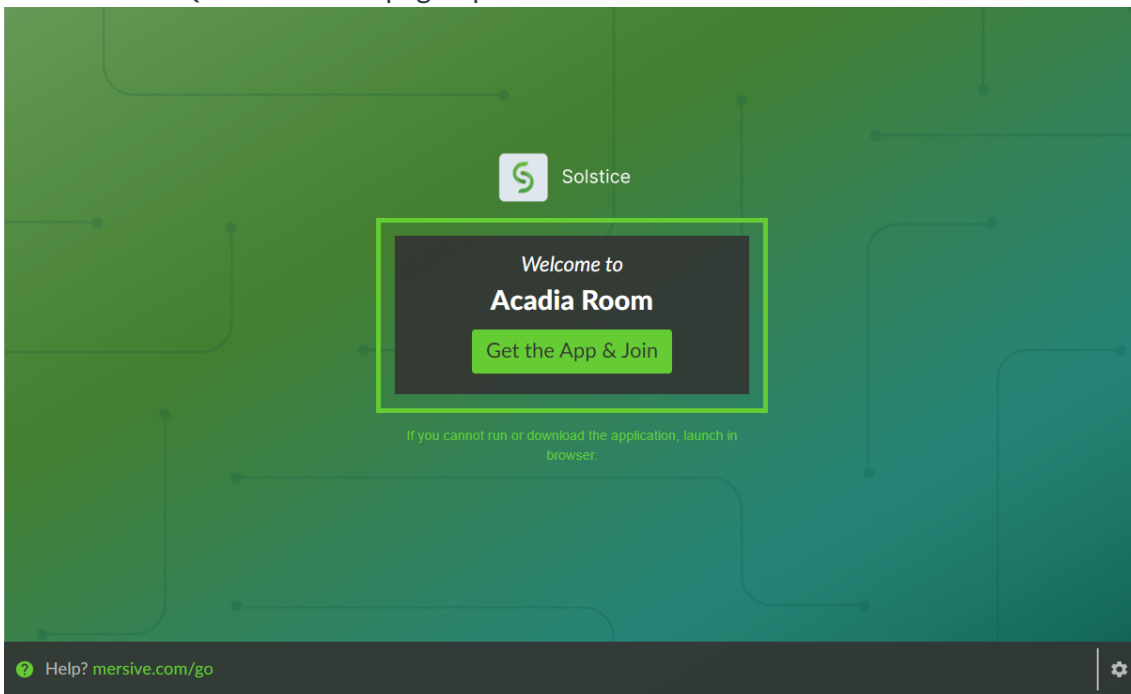
Below are the supported conferencing services by host laptop operating system. For support that lists "browser-based version only", Solstice Conference's full functionality (e.g. the ability to share the Solstice display to remote users via the conferencing application) is only supported in the browser-based version of that conferencing application. As a note, please ensure your video conferencing software is up to date.

	Windows	MacOS (beta)
Zoom	Full	Full
Teams	Full	Full
Webex	Full	Browser-based version only
GoToMeeting/LogMeIn	Full	Full
Blue Jeans	Full	Browser-based version only
Google Meets	Full	Full
Chime	Full	Browser-based version only
RingCentral	Full	Full
Slack	Full	Browser-based version only

How To

Install the Solstice App and Solstice Conference

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



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



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

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.

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**.

Launch a Scheduled Web Conference

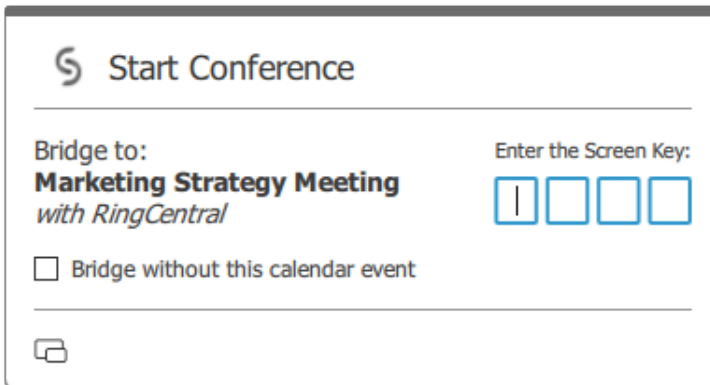
This how-to will explain how to use Solstice Conference's one-step start capability to quickly get your web conference started. There are two main ways to start your web conference with Solstice: from the Solstice icon in your system tray, or from an open Solstice app.

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.

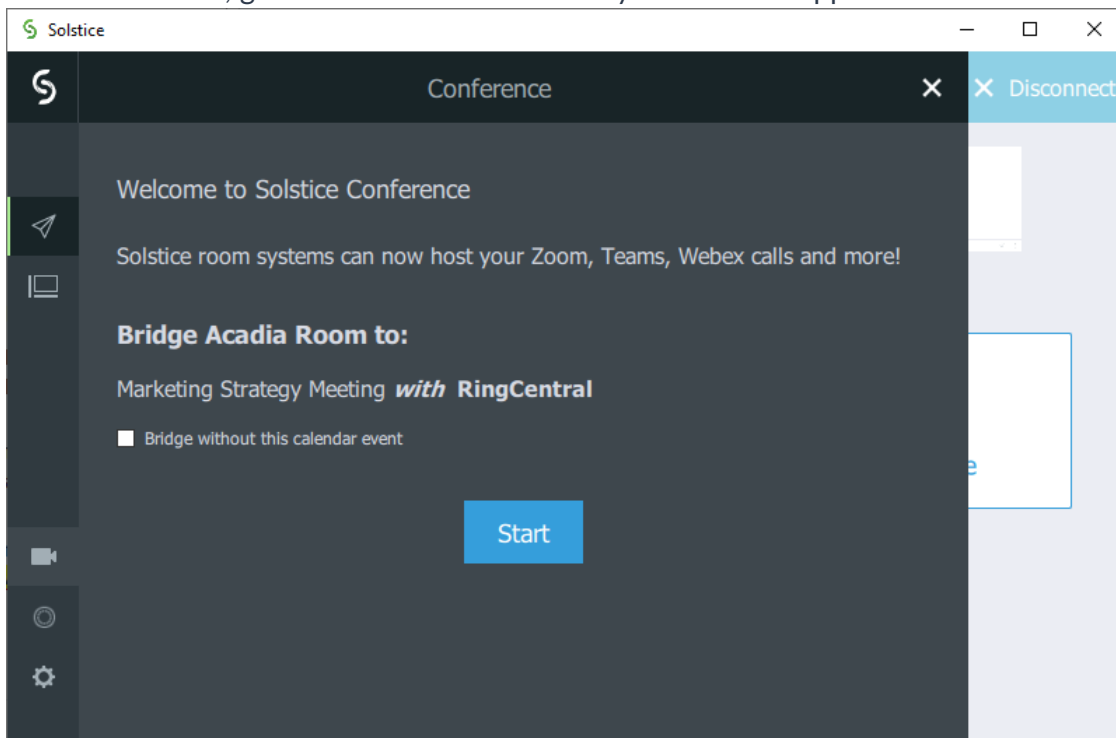


3. Enter in the 4-digit screen key or IP address, depending on what appears in the pop-up. If you entered in the IP address, you may be prompted to enter an additional screen key. Once the process begins:

- 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.
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Bridge an In-progress Meeting to Solstice Conference

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

1. Once you have started your web conference, open your Solstice app.
2. Connect to the Solstice display by clicking on the display name. If prompted, enter in the 4-digit screen key listed on the display.
3. Once connected, go to the **Conference** tab in your Solstice app.
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.
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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 limitation Solstice notifications, open your Solstice app, then go to **Settings**. Under **Notification Settings**, select either **None** or **Critical**, depending on your notification preferences.

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

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