

Solstice Conferencing User Guide

Publication date March 21, 2024

Table Of Contents

- About Solstice 1
- Video Conferencing with Solstice 2
- Video Conferencing Requirements 3
- Use Solstice with Your Video Conference 6
- Share Content with the App 18
- Share Content with the Solstice Web App 23
- Other Ways to Share to Solstice 29
- Control Shared Content 32
- Solstice Ink 34

About Solstice

Solstice is the Mersive award-winning collaboration software, installed on a dedicated hardware platform to deliver turnkey wireless content sharing and video conferencing tools. Plug any HDMI room display device into the Solstice Pod, and connect it to the network(s) that participants use to connect and share to the display. Users on the network can then follow on-screen directions to connect wirelessly to Solstice and share content. Meeting hosts can connect Solstice to meetings using their preferred video conferencing service.



Solstice Product Suite

- **Solstice Pod:** The dedicated device installed on an organization's network and connected to an HDMI display monitor that runs the Solstice wireless collaboration software.
- **Solstice web app:** Updated browser-based sharing allows meeting participants to share a piece of content from their device to a Solstice display from their laptop without needing to download and install an app. [Learn More](#)
- **Mersive Solstice app:** This app installed on user laptops and mobile devices enables robust sharing and management of content on the Solstice display. [Learn More](#)

Video Conferencing with Solstice

Solstice offers the software-based capability to wirelessly connect the Solstice content sharing and collaboration space, as well as AV devices connected to the Solstice Pod, to a video conferencing service running on a meeting host's laptop. This adds Solstice's rich, multi-participant content sharing and room cameras and mics to a laptop-based video conferencing to deliver a better meeting experience between onsite and remote users. The Room Camera + Mic section of the Mersive Solstice app for Windows and macOS pairs Solstice with room AV devices to deliver the convenience of a traditional video room system with the flexibility to use the meeting host's preferred video conferencing service.

View the video below to learn how to bring your own Solstice-enabled meeting to your video conferencing service of choice.

<https://www.youtube.com/embed/Pe42MFEnHAQ?playlist=Pe42MFEnHAQ,FwB6V1K9BL0>

User Guides

Print the 1-page guide below and leave it in Solstice rooms with video conferencing enabled for users to quickly see how to host a Solstice-enabled video conference.

Want a deeper dive? Mersive also provides a comprehensive user guide that covers how to use Solstice and wirelessly connect to room resources in a Solstice-enabled video conference.

- [1-Page Guide - How to host a video conference in a Solstice Room](#)
- Get the full [Solstice Conferencing User Guide](#)

Key Capabilities

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

Video Conferencing Requirements

See requirements below for video conference hosts to connect their conference to the Solstice sharing space and [room peripherals](#) plugged in to the Solstice Pod. Meeting hosts should check that they have the latest version of the Mersive Solstice app for Windows or macOS, with Solstice Conference drivers installed to enable the Room Camera + Mic functionality. See [Use Solstice with Your Video Conference \[6\]](#) for directions on installing the app and using it to connect Solstice to a video conference.

 Enable Solstice Conferencing must be turned on in the [Room Intelligence](#) settings to use this functionality, and installing the Mersive Solstice app and Solstice Conference drivers may require 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.

Solstice Video Conferencing on Windows

Spec	Recommended	Required
Operating System	Windows 10/11	Windows 10 version 1903 or later
Hardware	Intel i7 quad core processor (8th generation or later) @ 2.4 GHz 16GB memory	Intel i5 quad core processor (6th generation or later) @ 1.6GHz 8GB memory
Support Note	CPU priority management in version 5.5.2 and later of the Mersive Solstice app for Windows may support Solstice video conferencing on some devices with less than a quad-core processor and 8 GB of memory. See more details.	

 To check your Windows laptop specs, open Command Prompt and enter the `dxdiag` command.

Solstice Video Conferencing on macOS

Spec	Recommended	Required
Operating System	macOS Monterey 12.3–12.6	Solstice 6.X app - macOS Monterey 12.3 to Sonoma 14.0 Solstice 5.5.2 and earlier apps - macOS Big Sur 11.X or later

Spec	Recommended	Required
Hardware	Quad-Core i7 (8th generation or later) @ 2.4 GHz	Intel i5 quad core processor (8th generation or later) @ 1.2 GHz 8GB memory
Support Notes	<ul style="list-style-type: none"> Solstice video conferencing in versions 6.X of the Mersive Solstice app is supported in macOS Monterey 12.3 to Sonoma 14.0. A new camera privacy indicator introduced by Apple in Sonoma 14.1 created an issue with Solstice video conferencing. See this Mersive Support article for a workaround. Solstice video conferencing is supported on Apple Silicon devices (Mac M1-3, etc.) running macOS Ventura 13.X to Sonoma 14.0 (Rosetta 2 required). Solstice video conferencing functionality is not supported on Mac laptops with Intel processors running macOS Ventura. Macbook Air 2021 laptops and newer can be used for video conferences with Solstice; older Macbook Air laptops are not supported. 	

Supported Video Conferencing Services

The table below lists the video conferencing (VTC) services Mersive recommends, which are regularly tested on Windows and macOS devices. Full support indicates Mersive has validated the VTC experience with Solstice functionality in the dedicated video conferencing service app. In some cases, the browser-based version of a video conferencing service may offer better functionality. For best results:

- Check that your video conferencing app is updated to the latest version.
- Avoid running video conferences with Solstice in power savings or low power mode. If possible, the meeting host laptop should be plugged in to external power and running in a high performance mode.
- Don't run video conferences as virtual applications and/or in a VDI (virtual desktop infrastructure). This can cause unpredictable results and is not supported by Mersive.
- If using a 4K laptop, scale screen resolution down to 1080p when connecting to a video conference with Solstice.

Recommended VTC Services	Windows	macOS
Zoom	Full support	Full support
Microsoft Teams	Full support	Browser-based version
Google Meet	Full support	Full support

If your preferred video conference service is not listed:

1. Try your preferred video conferencing app.

Many other video conferencing app versions have been found to work with various versions of Solstice.

2. Try the browser-based version of your preferred video conferencing service.

Using the web-based version of a video conferencing service (such as teams.microsoft.com) sometimes avoids issues with sharing and connecting to Solstice room devices experienced in downloaded Windows or macOS apps. Past testing has found this for versions of Microsoft Teams, WebEx, Blue Jeans, Chime, RingCentral, and Slack, particularly on macOS.



Supported web browsers for browser-based video conferencing services are Chrome, Firefox, Microsoft Edge, and Safari.



In some browser-based video conferencing services, the Solstice display may be labeled as the Solstice Pod name.

CPU Priority Management for Solstice Video Conferencing

Starting in Solstice 5.5.2, the Mersive Solstice app on Windows can manage CPU priority of the app to improve the performance of Solstice video conferences on lower-end machines. Such machines may previously have experienced audio, video, and other issues, particularly when other applications were running.

When a laptop is detected to be lower-end for the purpose of Solstice video conferences, and the Performance Optimization [setting](#) is enabled:

- The Mersive Solstice app for Windows changes the priority of the Mersive Solstice Conference process from Normal to High to improve performance.
- If the laptop is unplugged and battery levels drop below 25%, the app changes the priority of the Mersive Solstice Conference process back to Normal to preserve battery power. If the computer is plugged in and has at least 5% battery, it switches back to High priority.

Definitions of lower-end Windows machines for the purposes of Solstice video conferencing will be updated over time.

Use Solstice with Your Video Conference

The sections below outline information and instructions for **meeting hosts** to use the Mersive Solstice app and Solstice Conference drivers to connect their video conference to Solstice content sharing and room peripherals, such as cameras and mics, plugged into the Solstice Pod.

<https://www.youtube.com/embed/FwB6V1K9BL0>

Scheduled Conferences vs Unscheduled Conferences

Scheduled video conferences appear in advance on a Microsoft 365 calendar integrated in the Mersive Solstice app. The details for the conference—meeting ID, passcode, URL, etc.—must be included in the body of the scheduled event. Integrating a personal Microsoft 365 calendar, along with Solstice Pod configuration, enables faster starts for Solstice video conferences.

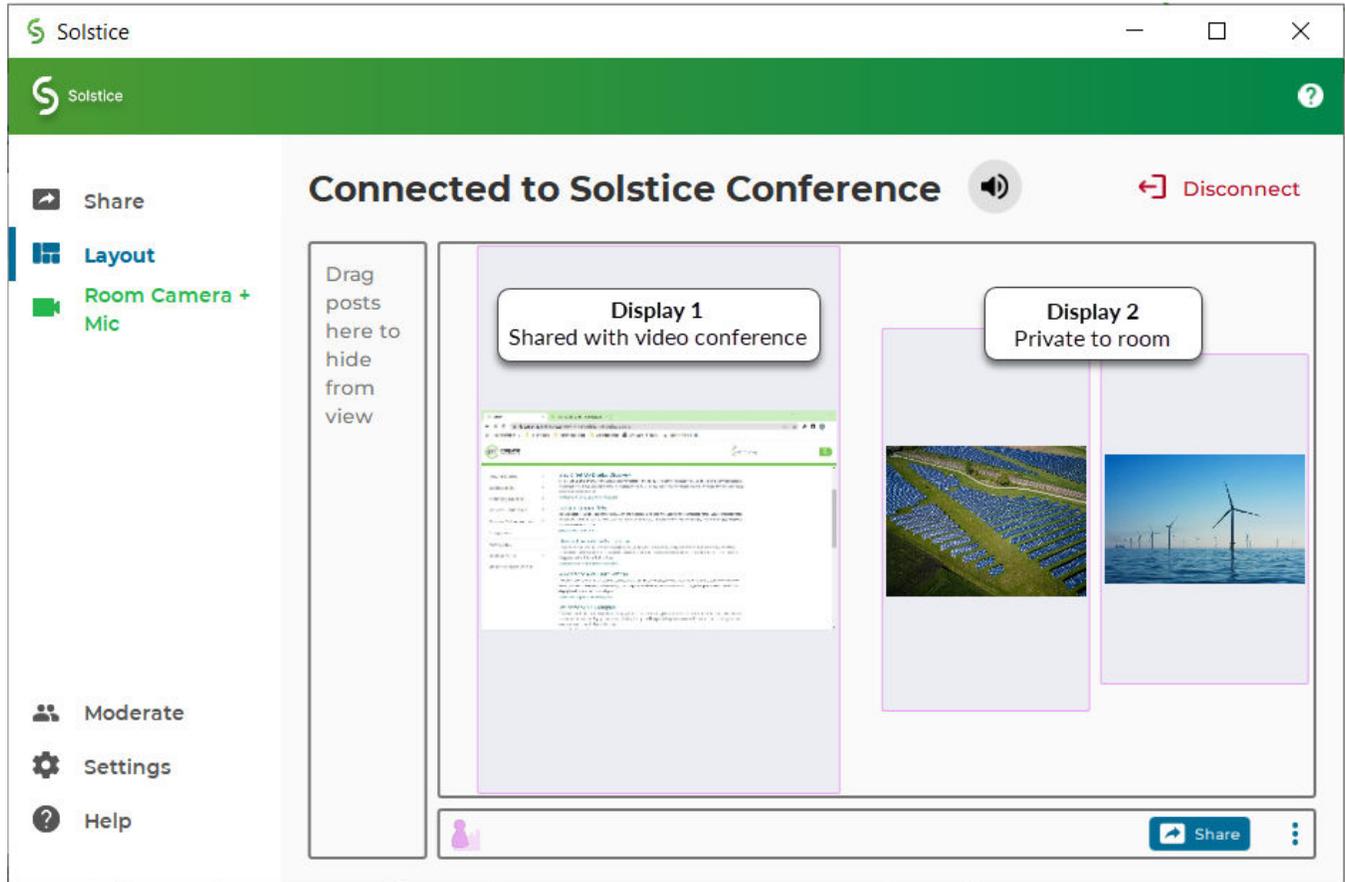
The Mersive Solstice app can also connect Solstice content sharing and room peripherals plugged in to the Solstice Pod to video conferences not previously scheduled on an integrated calendar. In this scenario, the video conference needs to be started separately using the host's preferred conferencing service.

See [Start a Solstice Video Conference \[13\]](#) for more details.

Using Solstice Video Conferencing with Dual Displays

If the Solstice Pod is connected to dual display monitors, the screen connected to HDMI 1 of the Pod is available to be shared to the video conference. The screen connected to HDMI 2 is visible to participants in the room but is not shared as part of the conference. In the Mersive Solstice app Layout panel, the display shared with the conference is the screen on the left.

See example dual screen layout in Mersive Solstice app



Install Mersive Solstice App and Solstice Conference Drivers

Follow the steps below to download and install the Mersive Solstice app, with optional functionality to connect Solstice to video conferences (Windows and macOS versions).

1. Go to mersive.com/download/.
2. Download the installation file appropriate for your Windows or macOS laptop. Or follow the app store link for your mobile device.
3. On a Windows laptop, download the Mersive Solstice app installer (e.g., SolsticeClient-6.1.3.msi).
 - a. When the download is complete, run the file to install the Mersive Solstice app. After installed, the Mersive Solstice app opens automatically.

Starting in Solstice 6, Windows administrator privileges are always needed to install the Mersive Solstice app.

For Windows versions, write access to the settings directory C:\ProgramData\Mersive\ALLUSERS\Solstice\Client\ is needed to save user settings.

- b. To add the ability to use devices connected to Solstice in a video conference, navigate to the Room Camera + Mic panel and click **Install drivers**.

- c. Walk through the wizard to install Mersive Solstice Conference drivers.
4. On a Mac laptop:
 - a. Download the Mersive Solstice app installer (e.g., SolsticeClient-6.1.3.dmg).
 - b. When the download is complete, run the file to install the Mersive Solstice app. After installed, the Mersive Solstice app opens automatically.
 - c. To add the ability to use devices connected to Solstice in a video conference, navigate to the Room Camera + Mic panel and click **Install drivers**.
 - d. Walk through the steps to install Mersive Solstice Conference drivers.
5. On iOS mobile devices, follow the app store link to download and install the latest version of the Mersive Solstice mobile app.



Mobile devices cannot host Solstice video conferences. Solstice wireless content sharing and are available on the Mersive Solstice mobile app.

MacOS users who wish to share a view of their whole desktop to Solstice, including audio, may need to allow the Mersive Solstice app to share their desktop and desktop audio. Expand the sections below to find steps for doing so on versions of macOS.

Enable Solstice Desktop Sharing on macOS

Depending on your macOS security settings, you may need to give the Mersive Solstice app permission to record your desktop to share it to the Solstice display. Follow these directions to ensure the necessary permissions are set before using Solstice with a video conference.

1. Open your Mersive Solstice app and connect to a Solstice display.
2. On the **Share** panel, click **Desktop**. If desktop sharing permission is needed, a message appears with brief directions for enabling it.
3. Open **System Preferences** from your dock or the Apple menu, then select **Security & Privacy**.

4. Go to the **Privacy** tab and select **Screen Recording** from the list on the left.

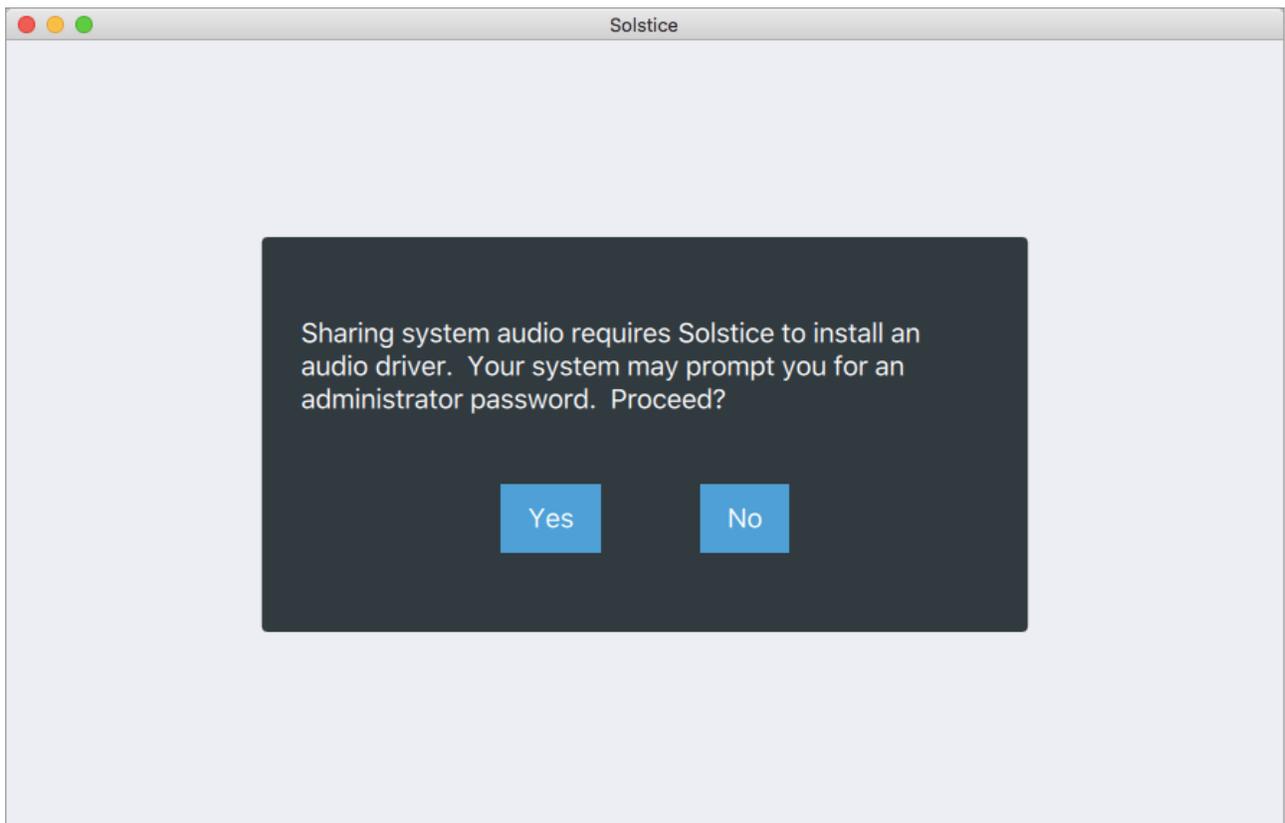


5. If needed, click the lock icon in the lower left and enter the password to change permissions on your Mac.
6. If the **Mersive Solstice** app appears on the right, check the box next to it to give it permission to share your desktop to a Solstice display. Then skip to step 8.
7. If Mersive Solstice does not appear in the allowed apps list on the right, do the following:
 - a. Click the + button below the apps list.
 - b. Navigate to the location of the Mersive Solstice app.
 - c. Select **Mersive Solstice** and click **Open** to add it to the apps list. It should be automatically given screen recording permission.
8. When Mersive Solstice is checked, you are prompted to **Quit & Reopen** to restart the Mersive Solstice app so the change can take effect.

Enable Audio for Desktop Sharing on macOS

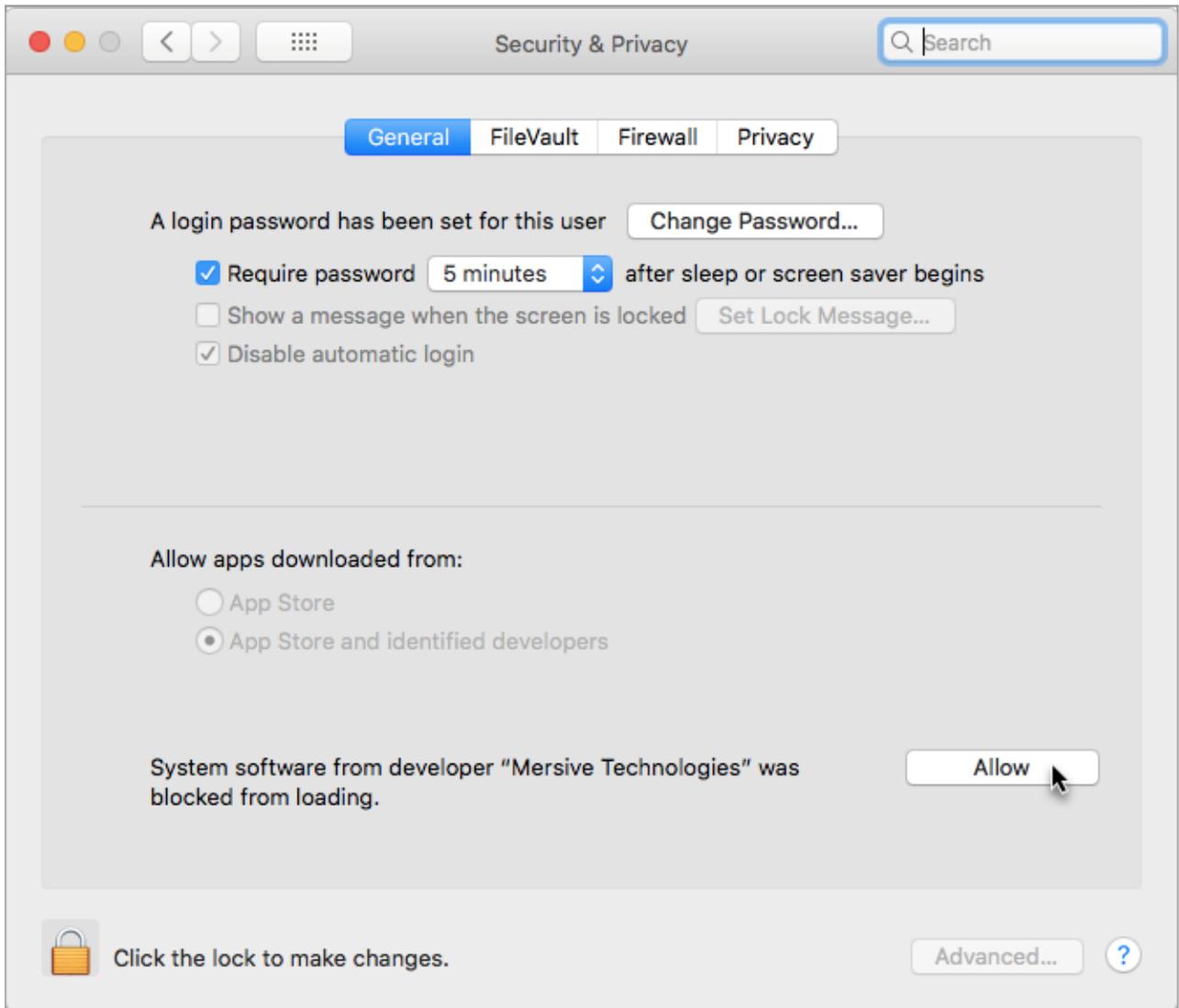
Depending on your macOS security settings, you may need to enable desktop audio access for the Mersive Solstice app to access the full Solstice content sharing functionality.

1. Open your Mersive Solstice app and connect to a Solstice display.
2. On the **Share** panel, click **Desktop**. The Mersive Solstice app minimizes. Click **Sharing Desktop** at the top of your screen to show the app window.
3. If **Auto share audio** is enabled in Settings > Control, audio sharing should be turned on automatically. If the speaker icon after the name of the connected Solstice display appears gray with a red slash, click the icon to turn on audio sharing.
4. In the prompt that appears, click **Yes**.

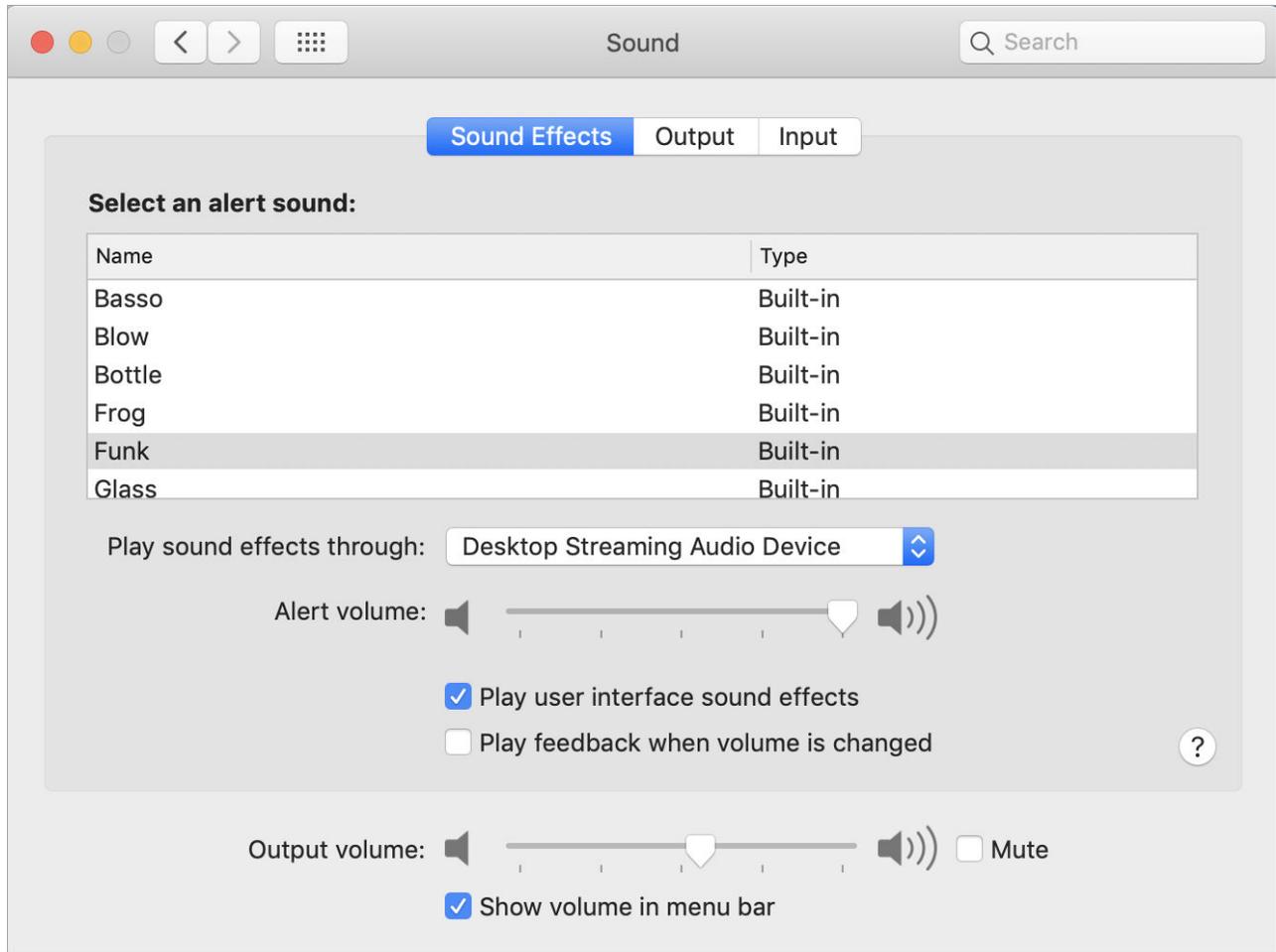


5. If needed, enter your admin password and click **OK**. A System Extension Blocked pop-up should appear.
6. Click **Open Security Preferences** to open the Security & Privacy settings.

- Next to 'System software from developer "Mersive Technologies" was blocked from loading', click **Allow**.



- Open **System Preferences > Sound**.
- From the **Play sound effects through** list, select **Desktop Streaming Audio Device**.
- Check the **Show volume in menu bar** option.



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

 If your desktop audio isn't streaming to the display, make sure the speaker icon after the connected display name in your Solstice app isn't turned off (gray with a red slash), and that Desktop Streaming Audio Device is selected from your Mac's Volume control.

Integrate Your Personal Microsoft 365 Calendar

When a meeting host integrates their Microsoft 365 calendar with the Mersive Solstice app, Solstice can quickly launch video conferences scheduled on their personal calendar after connecting to a Solstice display. Calendar integration is available on Windows and macOS only. Mersive Solstice Conference drivers must be installed with the Mersive Solstice app (see Room Camera + Mic section of app) to use this capability.

When integrating your calendar, you are 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 allows 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 opens, and you are prompted to log in to your Microsoft 365 account.
3. Complete your Microsoft 365 login process. If successful, the browser shows 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 be disabled by your IT team.

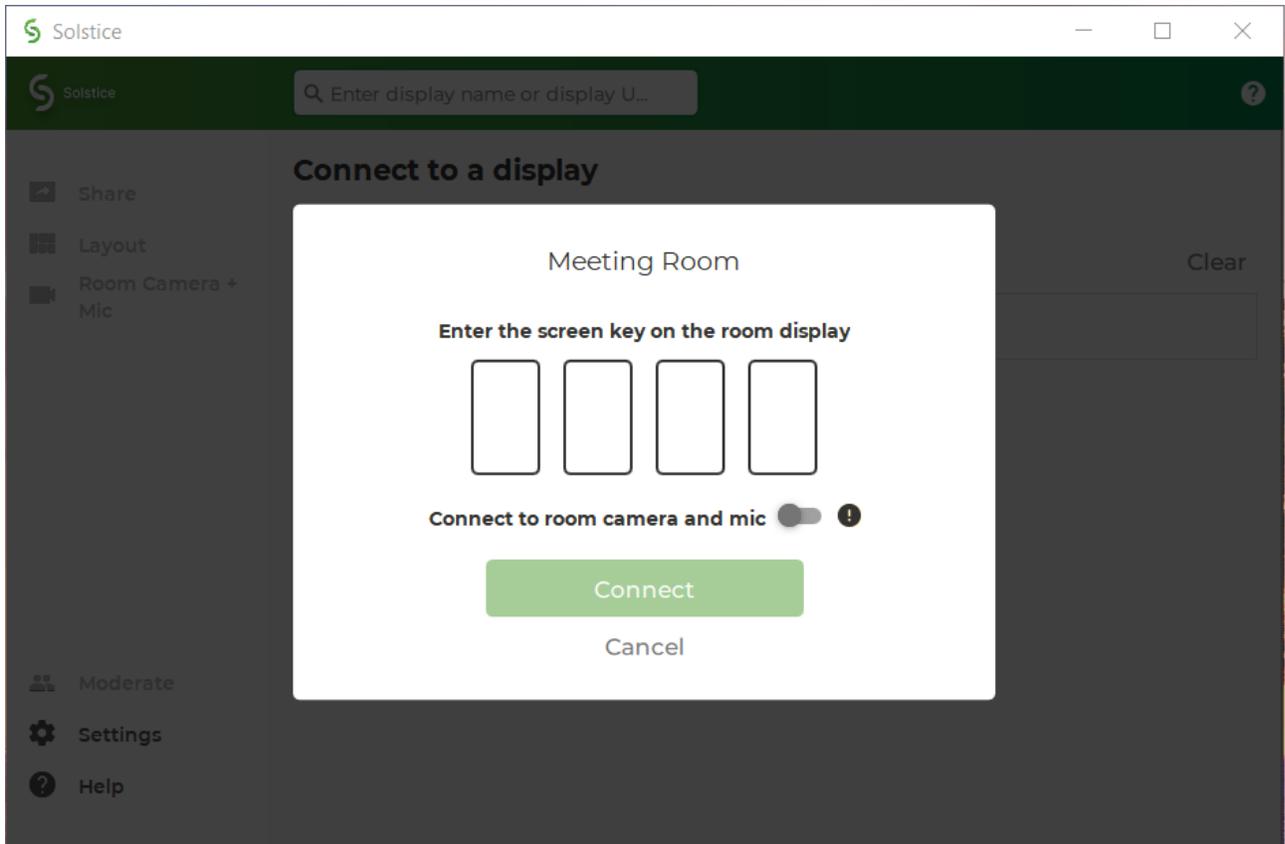
5. To disconnect your Microsoft 365 calendar at any time, go back to **Settings > Conference > Calendar integration** and click **Sign out**.

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

A Solstice administrator can 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 details at [Solstice Cloud: Calendar Template](#).

Start a Solstice Video Conference

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 video conference are marked with a camera icon.
3. If the Solstice display has a screen key enabled, a screen key entry box appears:

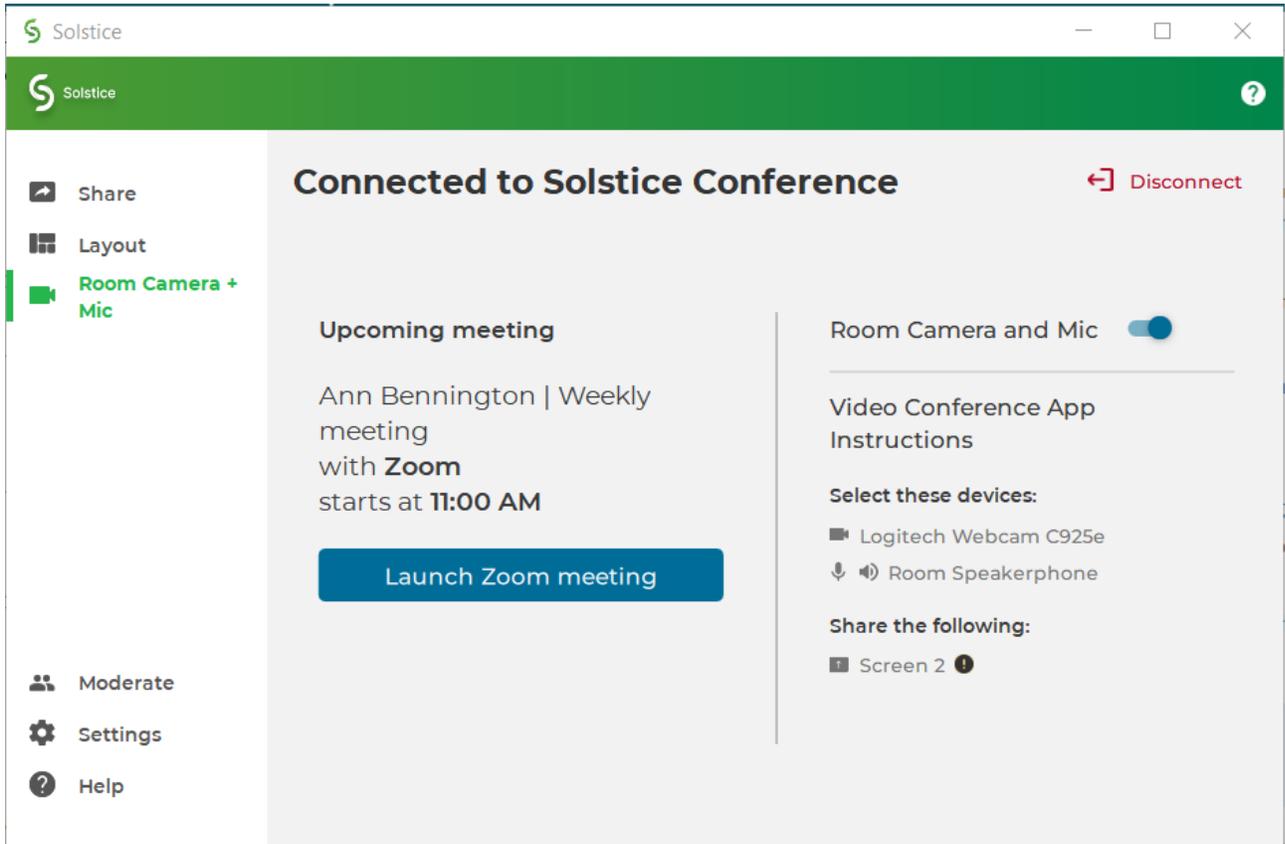


- a. Enter the 4-digit screen key to connect to Solstice for wireless in-room content sharing and collaboration.
- b. If you are hosting a hybrid meeting with remote participants joining via video conference, also toggle on **Connect to room camera and mic**. This makes room devices connected to Solstice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

- c. Click **Connect** to start Solstice content sharing and, if selected, Solstice video conferencing resources.
4. If the Solstice display does not require a screen key, you are immediately connected to Solstice for wireless content sharing only.
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 display, 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 is updated for clarity and simplicity.
 - a. If there is an upcoming video conference meeting scheduled in your integrated Microsoft 365 calendar, it appears 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.

- 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. After you are connected to the Solstice display and the Room Camera and Mic toggle is on, resources available to a video conferencing 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 strongly recommends not having additional monitors connected to your laptop while hosting a Solstice video conference.

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

- 7. After your video conference starts, you can 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 end your video call and exit the video conferencing app, use one of the options in the [End Your Meeting \[16\]](#) section below to disconnect from the Solstice video conferencing 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.

End Your Meeting and Disconnect from Solstice

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

To disconnect Solstice room camera and mic resources 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 room camera and mic resources plugged into the Solstice Pod, you can do one of the following:

- Click **Disconnect** in the top right of the Mersive Solstice app window. You are 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 are asked if you want to disconnect from the display and stop sharing all content. Click **Disconnect**.
 - On a mobile device, close the app window and Solstice automatically disconnects the device from the display.

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** turns off performance and compatibility notifications related to using Solstice resources for a video conference.

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 suggests not using additional virtual desktops with Solstice video conferencing.

Why am I seeing a mirroring effect when I use Solstice video conferencing on a Mac laptop?

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

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. See this [Mersive Support article](#) for a solution.

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 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.

Share Content with the App

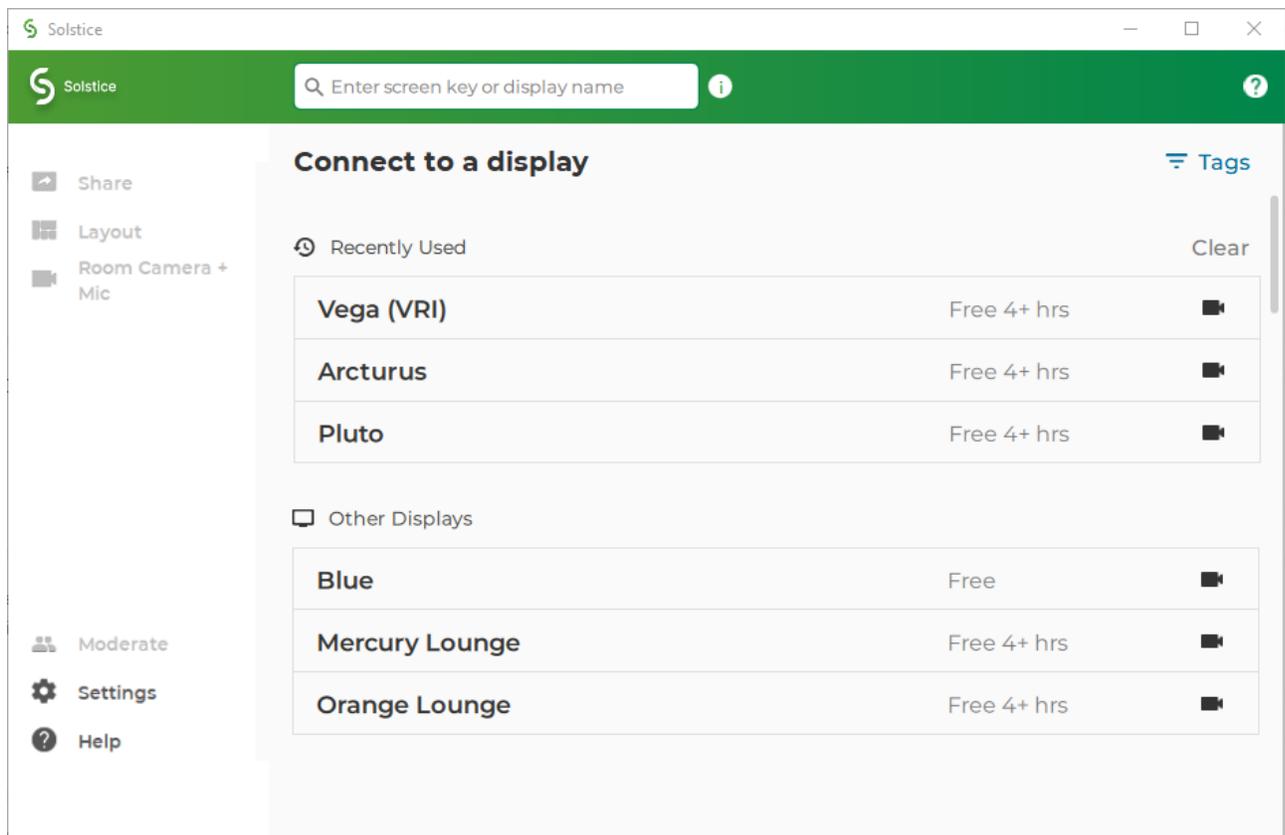
Solstice improves meeting productivity and engagement with multi-participant content sharing, control, and markup. With the Mersive Solstice app installed on a laptop, tablet, or mobile device, users can share and control content on the display connected to a Solstice Pod.

Users can also use the redesigned [Solstice web app \[23\]](#) or one of the [other app-free sharing options \[29\]](#) 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 previously connected to or that are available via display discovery (if enabled for your Solstice deployment) 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, you join the collaboration session with full media posting and control rights.

How to Share Content Using the Mersive 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 never leaves your device, only pixels are 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, is 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 is 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 Mersive 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 never leaves your device, only pixels are 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.

 Some Android apps may block audio capture, preventing the streaming of their audio to Solstice.

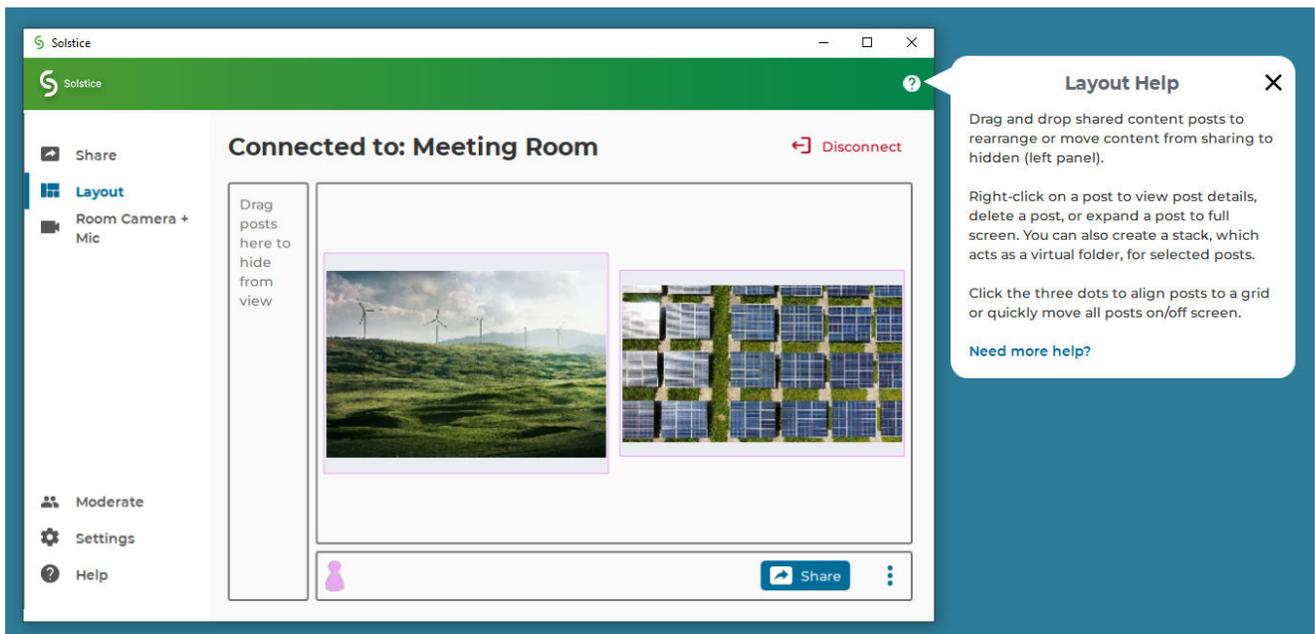
- **Media File:** Share media files such as images and videos from your mobile device’s media library.
- **Camera:** Take a picture with your mobile device and share it to the display.
- **Take Video:** Take a video with your mobile device and share it to the display.

 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

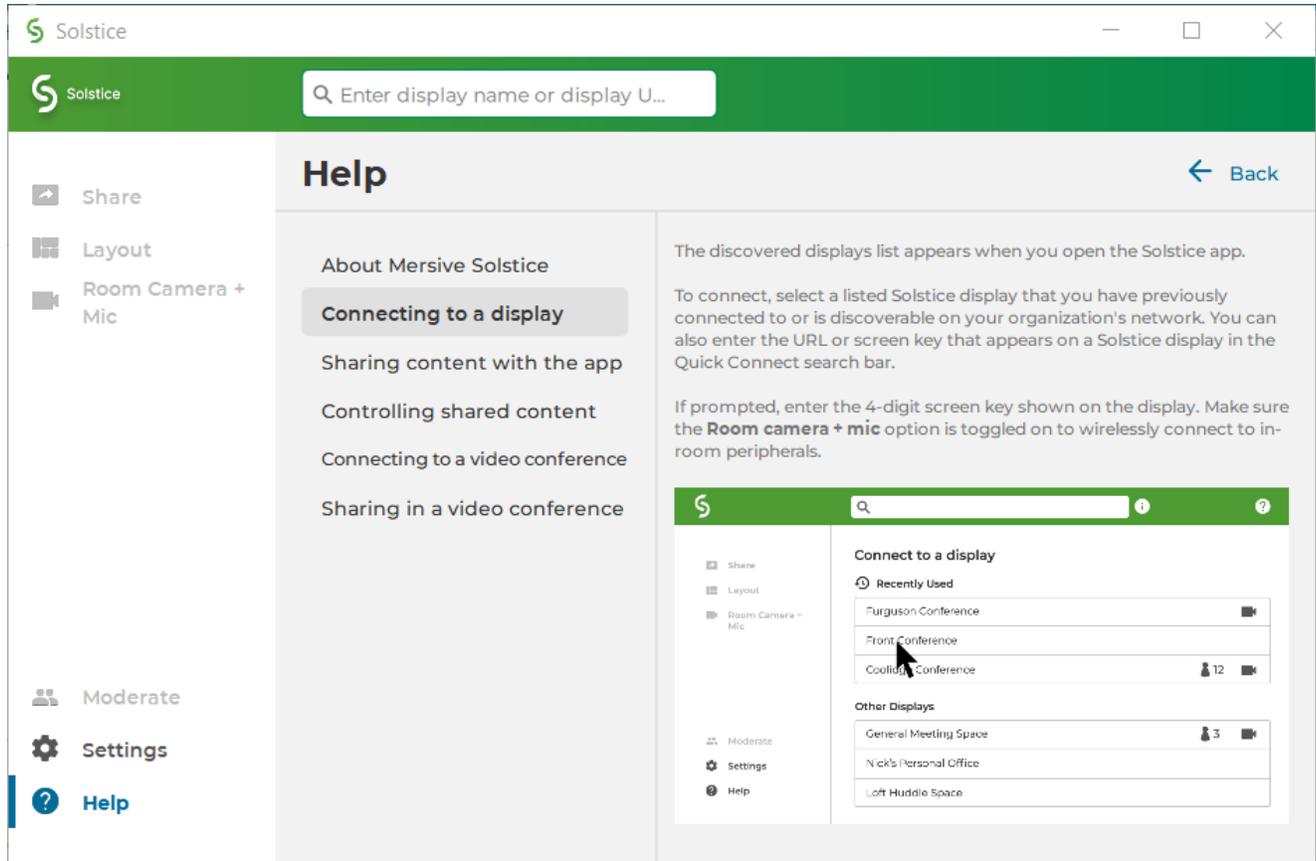
In-app resources to help users get the most out of their Solstice experience are available in recent version of the Mersive Solstice app on Windows and macOS:

- **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 icon) 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 of 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 room camera and mic resources 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 room camera and mic resources plugged into the Solstice Pod, you can do one of the following:

- Click **Disconnect** in the top right of the Mersive Solstice app window. You are 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 are asked if you want to disconnect from the display and stop sharing all content. Click **Disconnect**.

- On a mobile device, close the app window and Solstice automatically disconnects the device from the display.

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

Share Content with the Solstice Web App

Browser-based sharing to Solstice is completely redesigned into the Solstice web app! With the release of Solstice 6, meeting participants can share a piece of content from their device to a Solstice display from a browser on their laptop without needing to download and install an app. This allows new users, including guests, to walk into a meeting, open their browser, and quickly share either a browser tab, application window, or their whole screen to the display connected to a Solstice Pod.

 Solstice Pods must be upgraded to Solstice 6.1.2 to continue using share.mersive.com after midnight GMT on February 24, 2024.

Layout controls and the ability to share multiple pieces of content are available in the [Mersive Solstice app](#) for Windows, macOS, and iOS devices. Installing the app on Windows and macOS also allows a meeting host to use to share the Solstice display and select room devices connected to the Solstice Pod for video and audio in their video conference.

Users may also choose one of a variety of [other app-free sharing options \[29\]](#) supported by Solstice to share to the Solstice display.

Requirements

- Supported web browser running on a laptop (see table below); mobile devices are not supported
- [Web Sharing](#) enabled for the Solstice Pod running Solstice 6 and later
- New default security certificate (upgrading to Solstice 6 overwrites old default certificate)

Hosting and Security

The Solstice web app resides online in Solstice Cloud. This means updates can be released to the web app much more frequently than the Mersive Solstice desktop and mobile apps. However, sensitive user information and shared content is never sent to Solstice Cloud. After a user enters a Solstice Pod to connect to, all information is sent over a secure point-to-point HTTPS connection between the user's laptop and the selected Pod.

Supported Browsers by Operating System

See the compatibility chart below to select the best web browser for sharing content from a laptop to Solstice using the new Solstice web app. Note that the ability to share audio with different kinds of content varies by browser and operating system.

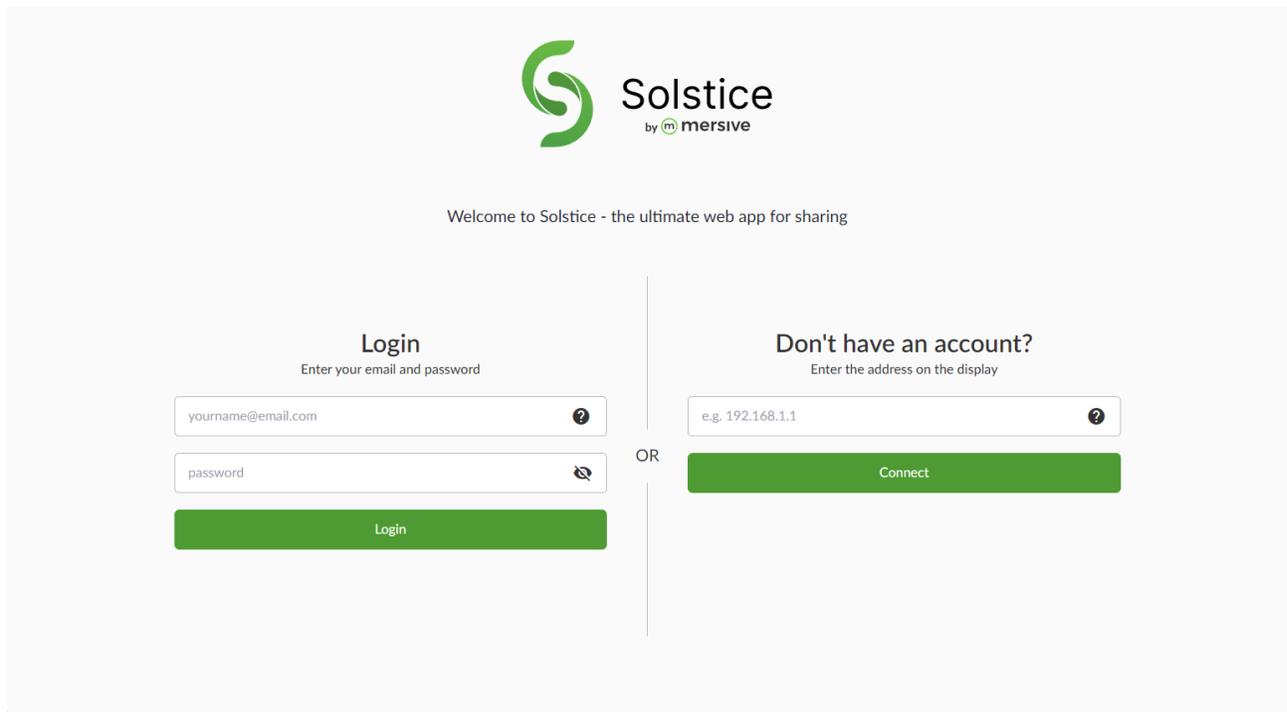
Operating System	Best Browsers	Sharing Notes
Windows 10/11	Google Chrome, Microsoft Edge	- Audio supported for Desktop or Browser Tab shares; ensure Share Audio is selected before sharing
macOS Big Sur, Monterey, Ventura	Google Chrome	- Audio supported for Browser Tab shares; ensure Share Audio is selected before sharing

Operating System	Best Browsers	Sharing Notes
Linux	Google Chrome	- Audio supported for Browser Tab shares; ensure Share Audio is selected before sharing - Confirm system sharing for Window and Entire Screen shares
ChromeOS	Google Chrome	- Ensure Share Audio is selected before sharing content

 Informational alerts appear in the lower right corner of the Solstice web app to alert a user they may encounter limitations based on their operating system and web browser.

Connect to Solstice with the Solstice Web App

1. Connect your laptop to the network listed on the Solstice display.
2. Open a web browser (Mersive recommends Google Chrome) and go to `share.mersive.com`.



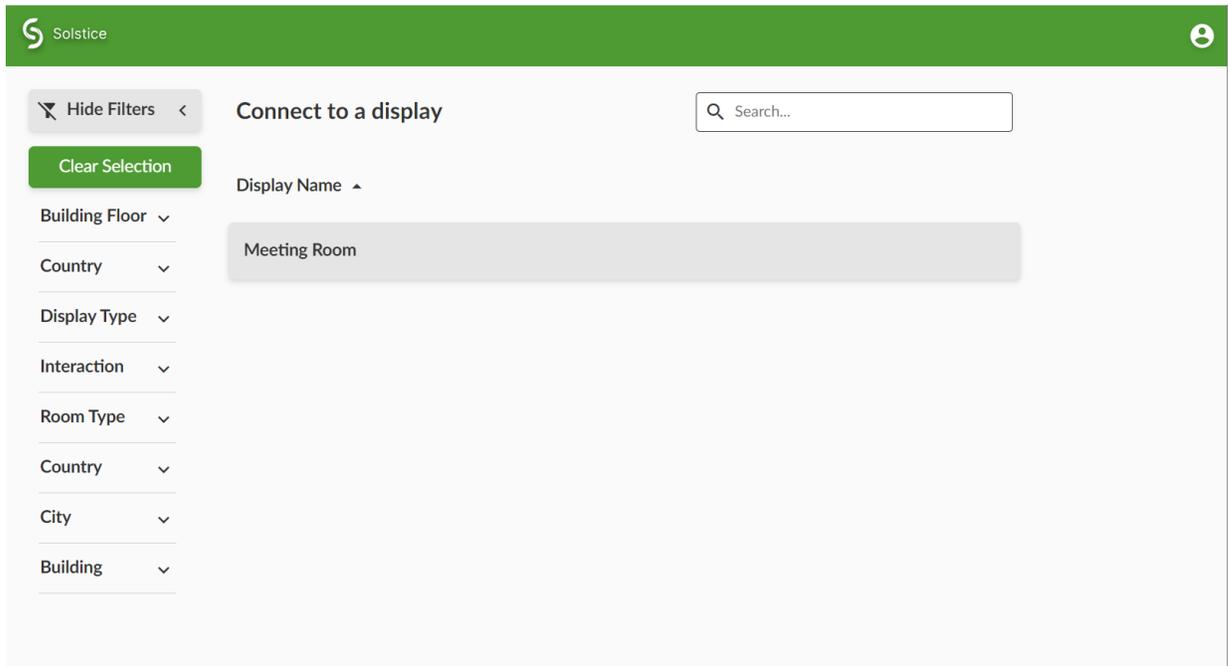
3. Connect to a Solstice display one of the following ways:
 - a. On the right side of the page, enter the IP address of the Solstice Pod shown on the Solstice display. Then click **Connect**.

 If multiple addresses are listed, use the one that corresponds to the network you're connected to.

 To connect to a Solstice Pod with a custom Pod server certificate installed, instead enter the Pod's FQDN (fully qualified domain name). Mersive recommends using the [Mersive Solstice app](#) to connect to Pods with custom certificates. Contact the Solstice administrator for your organization for assistance.

- b. Or on the left side of the page, enter a Solstice Cloud email and password for your organization and click **Login**. You will see a list of available Solstice displays managed in Solstice Cloud. Displays can be filtered by categories configured in Solstice Cloud.

Click the name of the display you want to connect to.

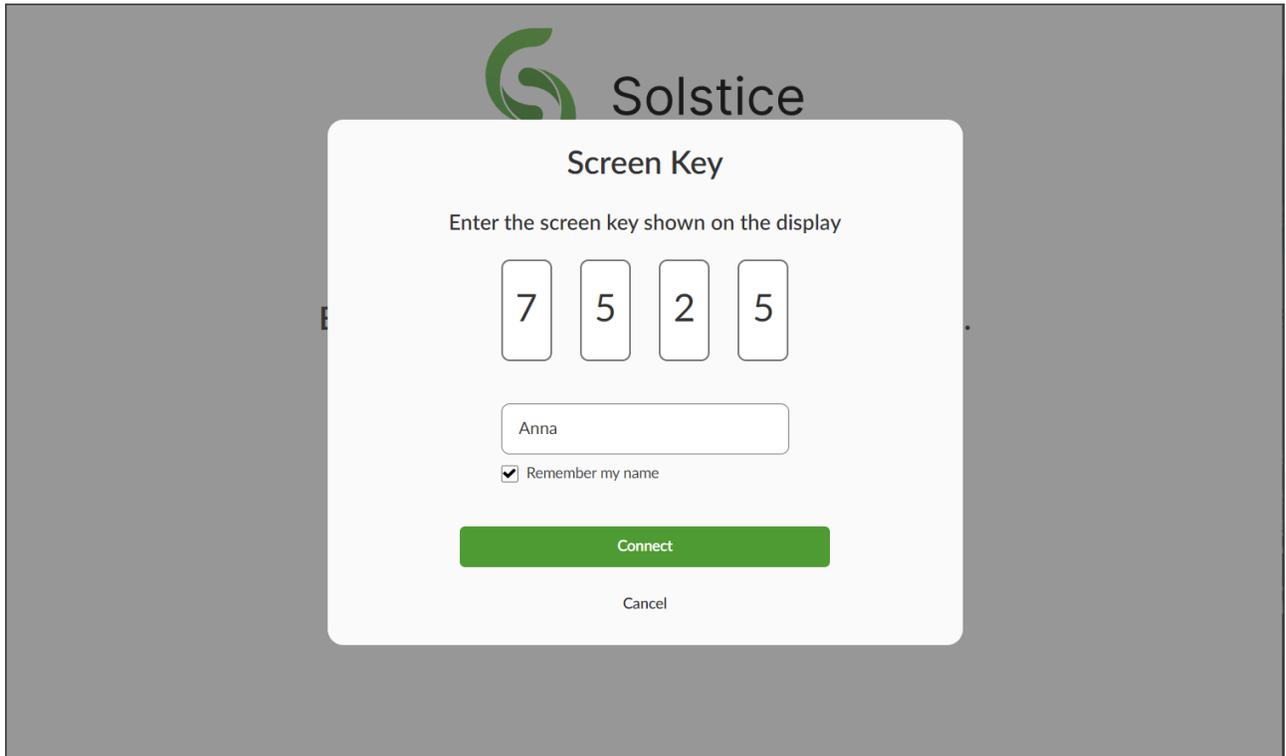


Your Solstice administrator can create a Room Discovery Guest login that only shows available displays. This type of account can be shared by anyone using share.mersive.com at your organization since it has no management access. See [Manage Users and Roles](#) for more information.



If your browser can't connect to the Solstice display, your Solstice administrator may need to [enable Web Sharing](#) for the Solstice Pod you are connecting to.

4. If asked, enter the screen key shown on the Solstice display.



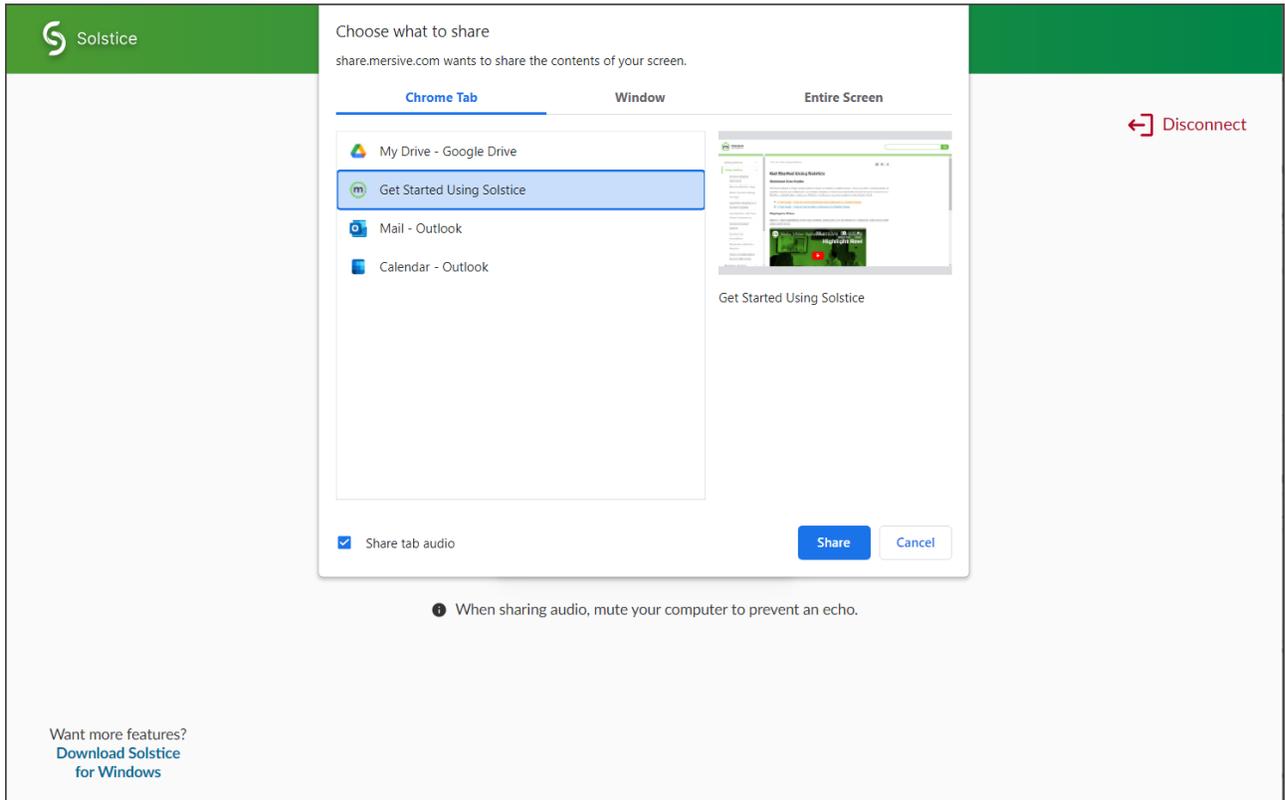
5. Enter your name as you want it to appear when sharing content, then click **Connect**.

Select **Remember my name** to save the name entered for future sharing sessions. A sharing label is randomly assigned if this field is blank.



If after a long delay between going to share.mersive.com and clicking **Connect**, content fails to appear on the Solstice Pod, the process may have timed out. Try reloading share.mersive.com and connecting again.

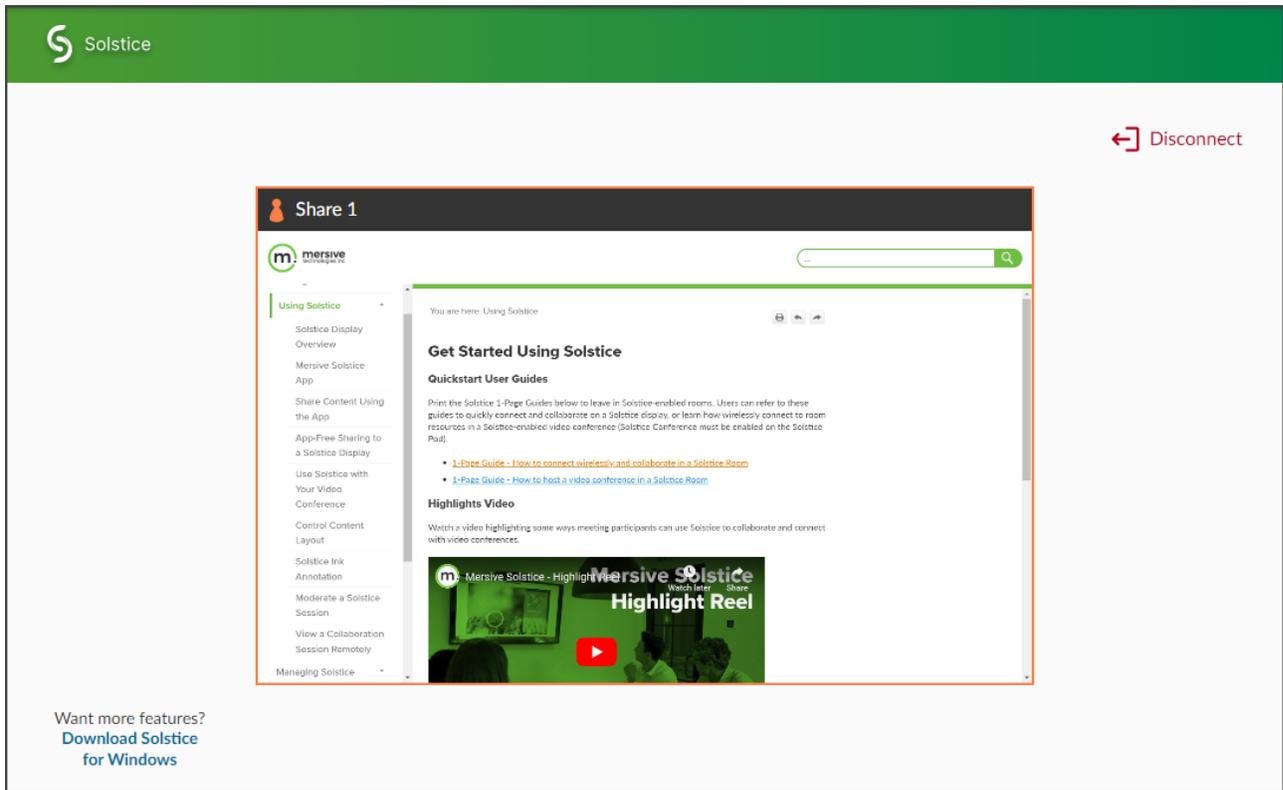
- Click the **Share** button to access sharing options available on your OS and browser.



- Select the sharing option to use. For example, share a browser tab, an application window, or your entire screen. Options may vary by browser and operating system.
- Select **Share audio** if the content you are sharing has audio you want played from the Solstice display. Audio sharing availability can vary by browser, operating system, and sharing type.

 Remember to mute your laptop audio when sharing audio content to the Solstice display to prevent an echo effect.

- Click to **Share** the selected content to the Solstice display. The browser window shows a reduced version of what is being shared to Solstice. Minimize this window to interact directly with shared application window or entire screen content.



- When you are done sharing, end the sharing session and disconnect from the Solstice display in one of the following ways:
 - Click **Disconnect** in the browser window that shows the reduced version of the content being shared.
 - Click **Stop Sharing** in the bar that appears at the bottom of the screen (Window or Entire Screen sharing).
 - To end a Browser Tab share, click **Stop Sharing** in the bar that appears at the top of the sharing preview tab. Or simply close the shared browser tab.

📄 Navigating back to the Solstice web app start page does not automatically end content sharing and disconnect from the Solstice display. Be sure to disconnect in one of the ways describe above before trying to reconnect to Solstice and share content again.

💡 If you are on macOS and are having trouble sharing from your browser, you may need to enable permissions within your system's privacy settings for the browser to use screen recording.

Other Ways to Share to Solstice

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.

Or download the 1-page [App-Free Sharing to Solstice](#) guide for a quick in-room reference.

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 connects wirelessly to the display and your screen is 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 cannot select the Solstice display to mirror your macOS device using AirPlay, contact your IT administrator to make sure that AirPlay mirroring is enabled for the Solstice display.

1. Connect the macOS device to the WiFi network shown on 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 connects wirelessly to the display and your screen is 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 shows 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 select the Solstice display, contact your IT administrator to make sure that Miracast is enabled for that display.

1. Connect the Windows device to the WiFi network shown on the Solstice display.
2. On a Windows 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.
3. From the list of wireless displays available, select the Solstice display. If you do not see it in the list of available displays, make sure you scroll through the whole list.



Turning off Miracast WiFi Direct and then 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 and back on for affected Windows devices.

4. If prompted for a PIN, enter the screen key from the display. Your device connects wirelessly to the display and your screen is streamed in real-time.
5. To stop Miracast streaming to the display, open the Connect pane and click **Disconnect**.

How to Mirror Your Android Device Screen Using Miracast

Users with a Miracast app on their Android mobile device can connect and mirror their screen to Solstice. If the Solstice display does not appear as an option to Miracast to, contact your IT administrator to make sure Miracast is enabled for that display.

1. Connect the Android device to the WiFi network shown on the Solstice display.
2. Swipe down twice from the top of the Android screen to open the Quick Settings menu.
3. Select your Miracast screen casting or mirroring option.

Different device manufacturers have developed different Miracast options. Some possibilities are **SmartView** (Samsung) or **Wireless Projection** (Huawei).

4. From the list of Miracast devices available, select the name of the Solstice display.
5. If prompted for a PIN or password, enter the screen key shown on the display. Your device connects wirelessly to the display and your screen is mirrored in real-time.

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 appears in the collaboration session like any other post, and can be controlled by users in the session with the Mersive Solstice app.

Control Shared Content

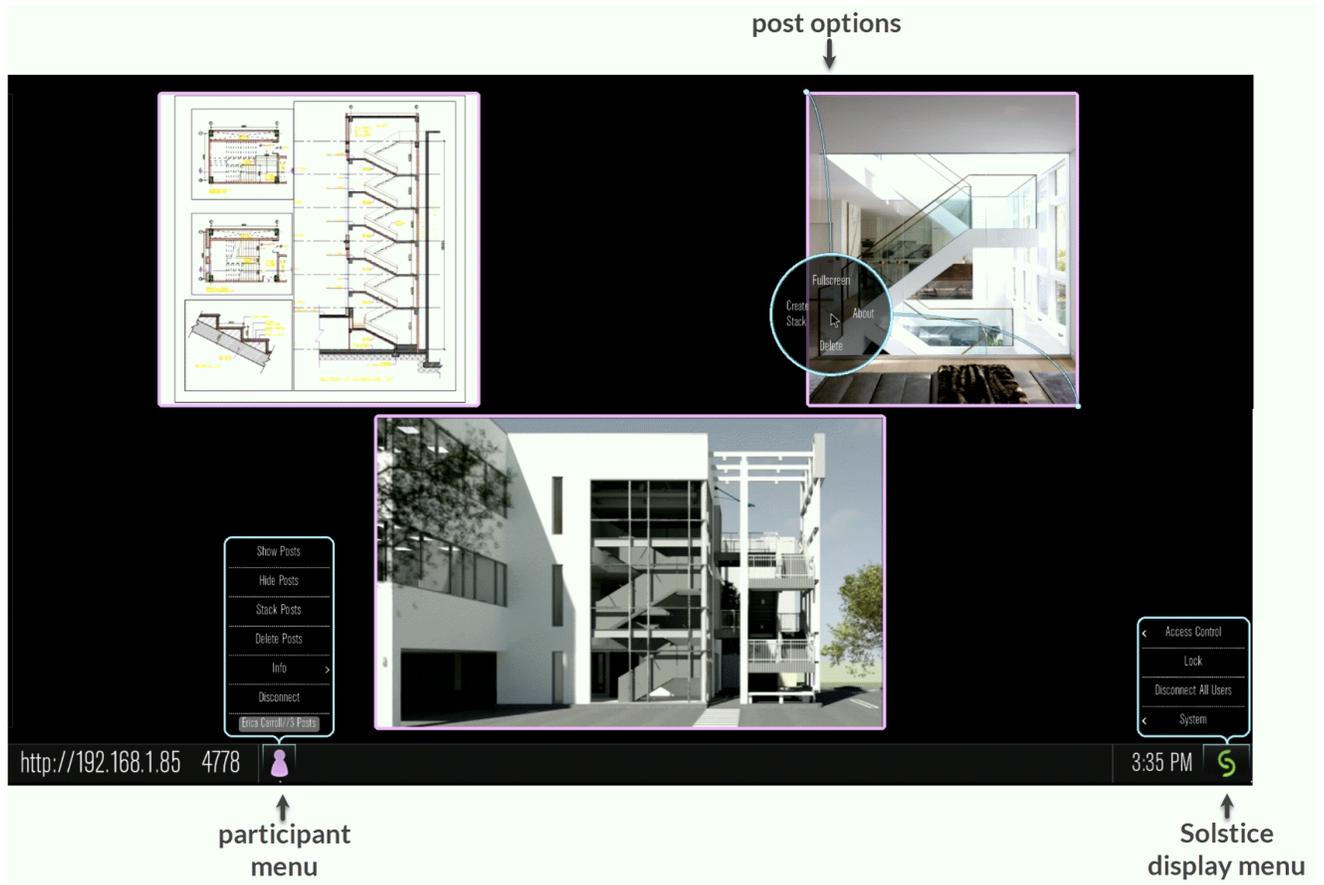
There are multiple ways to control content shared to a Solstice display and how it appears on the display in the Layout tab of the Mersive Solstice app. Any user connected to the session can control the content layout.



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

- 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 for iOS, 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 is 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 when you are done. Solstice smooths out your mark after you are finished drawing it, and the mark fades 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.