Solstice Conference Admin Guide

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Solstice Conference Overview

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

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

Key Capabilities

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

System Requirements

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

Host Laptop Recommended Specs

Solstice Conference capabilities are supported on laptop devices that meet the following requirements. The meeting host capability for Solstice Conference is <u>not</u> supported on mobile devices. However, in-room users can share content to the Solstice display using either laptops or mobile devices.

Hardware Recommendations for Laptops Running Solstice Conference

Windows

Operating System	Windows 10 version 1903 or later
Recommended Specs	Intel i7 processor; 16GB memory; processor speed of 1.8 GHz/min or better.
Minimum Specs	Intel i5 processor(6th Gen or newer); 8GB memory; processor speed of 1.6 GHz/min or better.
Important Notes	- Laptop machines with dual-core processors not currently supported. - Microsoft Surface devices and similar tablet-like devices are not currently supported.

> 💡 **Tip:** To check your laptop specs, open Command Prompt, enter "dxdiag", then run.

MacOS

Operating System	Catalina 10.15 or later
Recommended Specs	MacBook Pro 2019 or newer
Minimum Specs	MacBook 2018 or newer
Important Notes	- Laptop machines with dual-core processors not currently supported. - Macbook Air 2021 laptops can be used with Solstice Conference; however, older Macbook Air laptops are not currently supported.

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

Supported Conferencing Services

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

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

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

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

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

- As a new category of room system that does not burden a room design with single-purpose dedicated hardware, Solstice Conference is far more versatile and cost effective but does have some specific prerequisites to ensure a high-quality conferencing experience. Our Solstice Conference Checklist outlines those specifications and requirements of the various system components – host laptop, local area network, and audio/video peripherals – most of which are consistent with current best practice IT methodologies.

- 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 +17 (e.g. If 53100-53102 are the configured base ports, open TCP ports 53100-53119). As a note, UDP traffic will need to be enabled for TCP ports 53107-53117 as Solstice will pass UDP packets through these ports. 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 versions.

- 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 Solstice Pod must have current Solstice Subscription and the capability must be enabled by a Solstice admin. Before enabling Solstice Conference, you will need to update your Gen3 Pod to the latest version of Solstice. 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 a 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 a 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**.

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.

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**.

Centrally Deploy the Solstice App and Conferencing Capabilities

To gain all the benefits of Solstice Conference, users will need to install a new component when they first use the system. This component is needed to provide the core benefits of Solstice Conference: wireless bridging of room audio and video to the host laptop, and the ability to share the Solstice display to remote participants through an existing video conferencing application.

This one-time install can be accessed from the Solstice app's Conference tab and only takes ~20 seconds to complete. As a note, the install requires a user to have user-level administration privileges for their own account. Installing the additional component is optional, and users that don't need to host a Solstice Conference can use Solstice as before without the additional component.

For most enterprise users of Solstice Conference, Mersive recommends pre-installing the most recent version of the Solstice app and the included Solstice Conference drivers through the use of centralized management (MSI or SCCM). An installer flag will allow an administrator to pre-install everything that is needed for Solstice Conference onto the user device without needing to change a user's privileges. For more information, see Deploy the Solstice App with MSI or SCCM.

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.

- When connected to two display monitors, the Solstice Pod will send audio out over the inner HDMI 2 port. However, when a media file is shared, both ports will send audio.

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
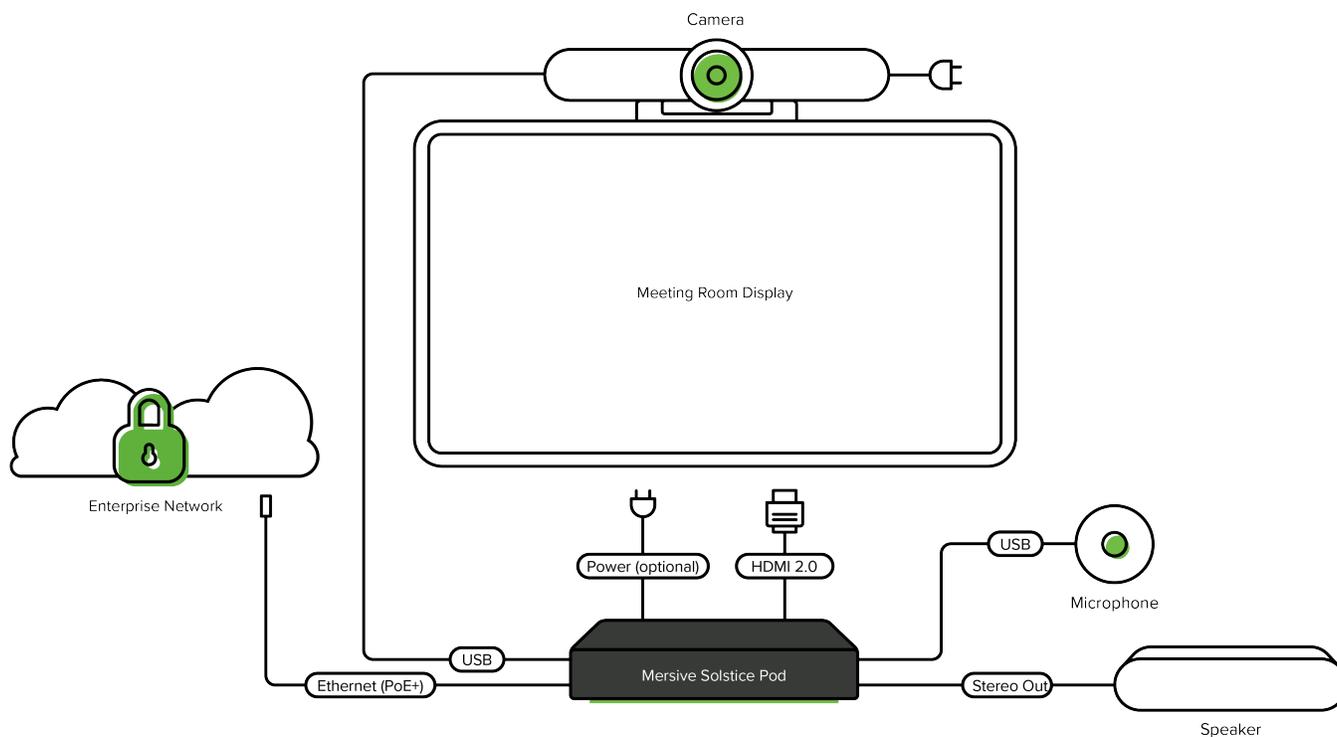
How to Physically Install Solstice Conference

Follow the steps below for an example of how to physically install Solstice Conference in a standard room configuration. For assistance with more complex room setups, contact your AV/IT integrator or Mersive Support.

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.