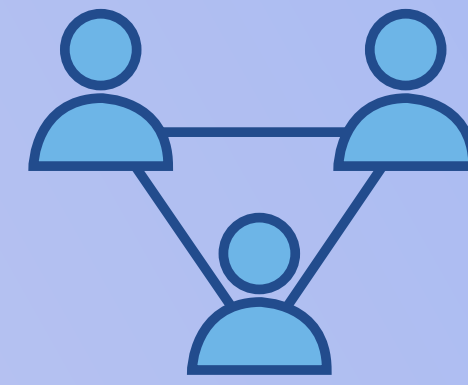


# STUDENT CENTER MEETING ROOM TECH GUIDE



## WALL PLATES:

- Every meeting room comes equipped with a wall plate, which gives the user control of the TVs in the room
  - On the wall plates, users will find buttons which control inputs, labeled Mersive, Wallplate and/or Game, and turn the TV on and off
  - Some wallplates will also feature an HDMI input, which feeds to the TV
  - In order to use the HDMI, the user must first go to the wall plate, turn on the TV and select wall plate. Then connect a HDMI cable from their device to the wall plate
  - Users may request a HDMI cable, which can be located in the 2nd floor Building Operations office.
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## MERSIVE:

- In most cases, users will be able to wirelessly share their displays and audio using the Mersive Solstice App, available on Windows, MacOSX, iOS and Android.
- Once the user has Mersive open on their device, they simply need to turn the TV on and switch to the Mersive input, using the wall plate
- Enter the IP address displayed on the TV as well as the 4-digit screen key
- They should almost instantly see their screen projected onto the TV.

Possible sound issues with Mersive:

- If on an Apple device (iOS or MacOS X) ensure that AirPlay is turned on and that audio is being broadcasted through Solstice
  - If on an Android device, some Android devices do not allow audio to be broadcast over IP. Check to see if device is compatible
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## TROUBLESHOOTING:

Issues with Streaming services:

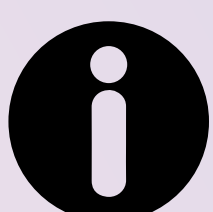
- Some online video streaming services, namely Netflix, may block content from being broadcast over IP as privacy prevention. If user has issues outputting an image, they may need to switch to using wall plate HDMI input

Wall plate is not changing inputs:

- Check the input and change to HDMI 1. If still experiencing issues, request help from a Crew Member for TV controls.

Other issues with displaying outputs:

- User may need a USB-C to HDMI converter if their device does not have HDMI
  - User may need to change room if there are other issues or if troubleshooting steps did not fix problem.
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Any further questions? Call the Student Center welcome desk at **312-369-8000** for further help.