



PANACAST **U30**

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Made in Thailand

MODEL: VSM060



Declaration of Conformity can be found on www.jabra.com/doc

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1. Introduction

This guide contains an overview of information and references that can be used on your Jabra PanaCast U30.

The information in this guide is applicable to the video bar running the following minimum firmware version:

Jabra PanaCast U30: 3.5.0

1.1 Audience

This guide is written for an audience with a technical background.

You should have the following knowledge before starting:

- Networking fundamentals such as DHCP, Subnetting, VLANs, DNS, TCP/IP, UDP, NTP, and firewalls.
- Familiarity with common cable/low-voltage technologies, such as HDMI, Ethernet and USB, their standards and limitations.

2. Getting started

PanaCast U30 is a compact USB video bar designed for huddle and small meeting rooms. It delivers high-quality audio and video with simple plug-and-play setup when connecting a laptop for BYOD meetings. PanaCast U30 supports remote configuration and updates through the Web Console and Jabra Plus Management, local firmware updates using Jabra Direct, and offline management through Jabra CLI.

2.1 Related documents and resources

For product information and documents: [Jabra PanaCast U30](#)

For [Jabra Plus Management](#) documentation.

For [Jabra CLI](#) tool documentation.

2.2 Powering the PanaCast U30 on/off

The PanaCast U30 will turn on once it is plugged into a power source. To turn off the PanaCast U30 you must unplug the power cable from the system. The PanaCast U30 does not have a power button.

Do not unplug the power to the PanaCast U30 when running a software update.

The video bar is powered by an included 12V DC power supply. Do not use third-party power supplies. If a replacement power supply is required, please contact Jabra.

2.3 Management interfaces

Web Console

Administrators can access the Web Console of the video bar using its IP address. If there is no access to a network, the Web Console can be accessed using the fixed IP address **https://jabra-ui.local**.

Jabra Plus Management

Jabra Plus Management is the cloud-based remote management platform which can be used to provision, mass deploy, monitor, and manage the PanaCast U30. For more information on Jabra Plus, go to the [*Jabra Plus support page*](#).

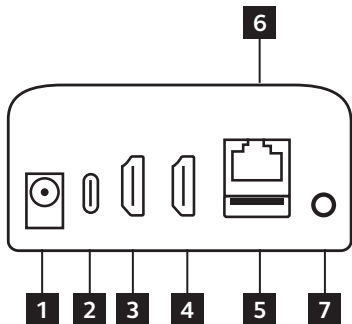
3. Hardware overview

For instructions on installing the Jabra PanaCast U30, refer to the [Installation guide](#).

3.1 Ports and LEDs

Video bar ports

The following illustration and table explain the ports on the back of the video bar.



PORT DESCRIPTIONS

Number	Port	Description
1	POWER	To connect the power adapter.
2	USB-C 3.2 Gen 1	For BYOD.
3	HDMI OUT 2.0	To connect the primary monitor or display.
4	HDMI IN 2.0	For wired content sharing/BYOD.
5	USB-A 2.0	To connect USB-A accessories.
6	ETHERNET	To connect the Ethernet LAN cable.
7	3.5MM JACK	AUX-out for connection of Assistive Listening Devices.

LED status indicators

The following tables explain the LED indicators for the PanaCast U30.

VIDEO BAR LEDS

LED Indicator	Status
Off	Video bar is powered off or the system is idle.
Flashing white	PanaCast U30 is switching from off to on.
Green	In call or streaming video/media.
Red	In call, audio muted.
Fast flashing pink	Firmware updating or video bar resetting.

4. Setup and configuration

Follow the steps below to fully set up and configure the PanaCast U30.

1. Install and cable the hardware.
2. Use the Setup Wizard.
3. Configure device settings.

4.1 Install and cable hardware

For instructions on how to install the Jabra PanaCast U30, refer to the [Installation guide](#).

4.2 Use the Setup Wizard

The PanaCast U30 can be configured using the Web Console.

The setup includes:

- Language selection
- Date and time setup
- Firmware update, if necessary
- Link with an organization in Jabra Plus Management (optional)

To link the Jabra PanaCast U30 with an organization in Jabra Plus Management, enter the provisioning code and name the meeting room to identify the device in Jabra Plus Management.

The provisioning code is generated in Jabra Plus Management. For more information, go to the [*Jabra Plus support page*](#).

4.3 Configure settings

The PanaCast U30 settings can be configured using the Web Console.

Configure settings using the Web Console

Enter the IP address of the video bar into a web browser on a device connected to the same network. If this is the first time accessing the Web Console, the default username is **admin** and the password is the **last 6 digits of the video bar serial number**. After the first login, you must create a new password.

If there is no access to a network, connect the video bar to a computer using the USB-C 3.2 Gen 1 included cable and access the Web Console by entering the fixed IP address **https://jabra-ui.local**. When the video bar is not connected to a network, some settings will not be available, such as firmware updates, date and time configuration, link with an organization in Jabra Plus Management.

Configure settings using Jabra Plus Management

Log in using your Jabra Plus account. Go to the **Meeting rooms > Room inventory** menu, select your organization and corresponding meeting room. Select the provisioned Jabra PanaCast U30 to access the video settings.

5. Settings

The following sections describe in detail each setting that can be configured using the Web Console and Jabra Plus Management.

To review Jabra PanaCast U30 settings and device details in Jabra Plus, log in using your Jabra Plus account. Go to **Meeting rooms > Room inventory** menu, select the corresponding meeting room. Select the provisioned Jabra PanaCast U30 device.

5.1 System settings

System management

User interface	Path
Web Console	Admin login

Setting	Values	Description
Room name	Text entry field	Create a room name for the PanaCast U30. It is recommended to give the device the same name as the room it is located within.
Manual firmware update	Update button	Manually update the PanaCast U30.
Firmware download site/URL	Jabra Support Zoom Rooms / Microsoft Teams Rooms Custom Server URL *Default: Jabra Support	Select the site or URL to use for downloading firmware updates. Jabra Support: Download firmware updates from Jabra cloud. Custom Server URL: Download firmware updates from a custom file server (HTTPS only).

About system

User interface	Path
Web Console	System > Devices

The following system information is displayed in this section:

- Room name
- Model
- Serial number
- Room type
- Service provider
- Firmware version
- Audio engine version
- MAC address
- IP addresses
- MDEP version

Certificates

User interface	Path
Web Console	System > Certificates

Setting	Description
Device CA certificates	Upload CA certificates. After uploading, the certificates will be displayed with their corresponding expiration date.
Manual certificate enrollment	Manually create certificate signing requests and upload CA and client certificates. After uploading, the certificates will be displayed with their corresponding expiration date.
802.1X Simple Certificate Enrollment Protocol (SCEP)	Enable and configure an SCEP protocol

Bring Your Own Device

Setting	Values	Description
DisplayPort Alt Mode	Enable, Disable *Default: Disable	Enable or disable the video bar to be used as a display over USB-C in BYOD mode.
Default screen	USB-C cable instructions, USB-C and HDMI cable instructions *Default: USB-C cable instructions	Select the default screen to display on the meeting room monitor. A preview of the default screen selected will be displayed.

5.2 Video settings

Image quality

User interface	Path
Web Console	Video > Image quality

Setting	Values	Description
Brightness	0-100	Set the camera brightness.
Contrast	0-100	Set the camera contrast.
Color saturation	0-100	Set the camera color saturation.
Sharpness	0-100	Set the camera sharpness.
Automatic white balance	Enable, Disable *Default: Enable	Enable or disable automatic adjustments to the white balance depending on the lighting conditions in the room.
White balance	0-6500K	Set the camera white balance manually using the Kelvin scale.

Camera

User interface	Path
Web Console	Video > Camera

Setting	Values	Description
Camera mode	Intelligent Zoom, Virtual Director, Panoramic View, Single-Stream Dynamic Composition, Multi Stream Dynamic Composition for Teams Rooms*Default: Intelligent Zoom	Select the preferred camera mode.
Transition speed	0-100 *Default: 90	Adjust the transition speed (milliseconds) of Intelligent Zoom.
Transition style	Smooth, Immediate *Default: Smooth	Select the transition style of Intelligent Zoom.
Room view for Single-Stream Dynamic Composition	5 or more people, 2 or more people *Default: 5 or more people	Select the number of people that must be in the room for the panoramic view to be displayed. This only applies when Single-Stream Dynamic Composition camera mode is selected.
Image view	Normal, Max wide *Default: Normal	Select the field of view for the room. Max wide will expand the view to include more of the room. This may cause a slight fish-eye effect.

Setting	Values	Description
PeopleCount	Enable, Disable *Default: Enable	Enable or disable the camera to periodically count the number of people in the room.
PeopleCount LED	Enable, Disable *Default: Disable	Enable or disable the camera LED to blink to indicate the camera is counting people in the room.
Screen detection	Enable, Disable *Default: Disable	The camera will detect images of people on monitors or TVs, and prevent them from being included as meeting participants.
Reflection detection	Enable, Disable *Default: Disable	The camera will detect reflections of people in windows or mirrors and prevent them from being included as meeting participants.
Intelligent Meeting Space	Not configured, Configured *Default: Not configured	Set up the boundaries for the meeting space. Only people within this boundary will be included as participants in the meeting.

For a detailed overview of all camera modes, refer to the [PanaCast U30 User Manual](#).

Monitor

User interface	Path
Web Console	Video > Monitor

Setting	Values	Description
Region frequency	Auto 50Hz/60Hz, 50Hz *Default: Auto 50Hz/60Hz	Select the region frequency to prevent video flicker issues.
Standby mode	Enable, Disable *Default: Enable	Enable or disable standby mode on the HDMI connected monitor. Standby mode will end when a person is detected in the room.
Standby interval in seconds	30-3600 *Default: 900	Select the number of seconds to wait to enter standby mode when the video bar sensor does not detect people in the room.

Reset

User interface	Path
Web Console	Video > Reset

Setting	Description
Reset video settings	Reset the PanaCast U30 to the default video settings.

5.3 Audio settings

User Interface	Path
Web Console	Video > Audio

Setting	Values	Description
Noise suppression	Normal (recommended) Extreme *Default: Normal	Suppress constant static noise in the meeting room, such as a fan or air conditioning. Extreme noise suppression will suppress all background noise, but may make voices sound flat.
AUX port (3.5mm jack)	Enable, Disable *Default: Disable	When enabled, it allows the connection of Assistive Listening Devices to improve accessibility for people with hearing loss.

5.4 Network settings

Network configuration settings, such as IP address, default gateway, subnet mask, and DNS servers, are obtained through DHCP (if a dynamic IP is required) or manually configured (if a static IP is required). By default, the IP is obtained through DHCP.

LAN configuration can be auto-negotiated if dynamic IP configuration has been selected, or manually configured if static IP configuration has been selected.

INFORMATION

User interface	Path
Web Console	Network > Network configuration

Setting	Values	Description
WiFi	Not configured, Configured *Default: Not configured	View or configure a WiFi network.
Internet Protocol (IPv4 or IPv6)	Not connected, Connected, No Internet access *Default: Not connected	Configure the Internet Protocol. When both IPv4 and IPv6 addresses are available through DHCP, IPv6 takes precedence.

Setting	Values	Description
LAN	Informational Field	View auto negotiated link speed for the selected device.
Use Proxy Server	Not configured, Configured *Default: Not configured	Enable or disable the use and configuration of a proxy server
Proxy Type	Manual, Autoconfig *Default: Manual	Set the proxy type.
Host name	Text entry field	Set the web proxy server host name or IP address.
Port Number	Text entry field	Set the web proxy server port.
Bypass Proxy	Text entry field	Set the IP addresses which need to be bypassed.
PAC URL	Text entry field	Set Proxy AutoConfig (PAC) URL when setting the proxy type as Autoconfig.
Authentication protocol (802.1X)	Not configured Configured *Default: Not configured	Set the credentials for the PEAP authentication type.
802.1X authentication protocol	Enable Disable *Default: Disabled	EAP methods for 802.1X authentication: MD-5, TLS and MSCHAPv2 (limited to IPv4).
Authentication type	PEAP	Security protocol used to protect wireless networks.

Setting	Values	Description
Username	Text entry field	Set the username to be used as credential during the authentication process.
Password	Text entry field	Set the password to be used as credential during the authentication process.

Bluetooth

User interface	Path
Web Console	Network > Bluetooth

Setting	Values	Description
Bluetooth	Enable, Disable *Default: Enable	Enable or disable Bluetooth connections.

5.5 General settings

REGION AND LANGUAGE

User interface	Procedure
Web Console	General > Region and Language

Setting	Description
Language	Select the PanaCast U30 language.
Time Zone	Select the time zone.
24-Hour Format	Set 12 or 24 hour time.
Date	System date obtained through NTP (Non-Editable).
Clock	System time obtained through NTP (Non-Editable).
Time Server (NTP)	Set NTP server to sync date and time. The PanaCast U30 supports manual configuration of NTP server and DHCP option 42. *Default: ntp.jabra.com

Support

User interface	Path
Web Console	General > Support

Setting	Description
Description	Enter a description about your company's support team. This information will be displayed to end users.
Phone	Enter the phone number for your company's support team. This information will be displayed to end users.
Email	Enter the email for your company's support team. This information will be displayed to end users.

System reset

User interface	Path
Web Console	General > System Reset

Setting	Description
Reset user settings	Reset the device to the default user settings. The video bar will not reboot.
Factory reset	Reset the device to the factory default settings.
Restart device	Restart the PanaCast U30.

5.6 Account settings

ACCESS

User interface	Path
Web Console	Account > Access

Setting	Description
Credentials	Set the admin username and password to log in to the system.
Security code for factory resets	Configure a security code that must be entered after manually factory resetting the video bar or touch controller.
Link with organization in Jabra Plus Management	Link to an organization in Jabra Plus Management using a provisioning code.
Security code for factory resets	Add a security code for factory resets that are manually started from the PanaCast U30.

Jabra Support

User interface	Path
Web Console	Account > Jabra Support

Setting	Description
Support content	URL link to the Jabra product support website.
Register product	URL link to the Jabra product registration website.
Privacy policy	View the privacy policy.
End User License Agreement	View the End User License Agreement.
Debug logs	Enable or disable debug log collection and storage on the device.
Download logs (only available in the Web Console)	Download the debug logs for the device.

5.7 Network settings

This chapter introduces how to configure the network of your PanaCast U30.

LLDP

LLDP-IEEE 802.1AB (Link Layer Discovery Protocol) to resolve the devices dynamic location. The device supports the Ethernet connection and report Chassis ID and Port ID attribute. Attributes are sent to “Teams Calling” to resolve Teams Phone dynamic location Emergency calling Service.

NTP Server

The PanaCast U30 requires access to an NTP (Network Time Protocol) server for a variety of functions, and therefore a valid NTP server is a requirement when setting up and operating the system. The PanaCast U30 uses the standard UDP port 123 to reach out to the NTP server. By default, the PanaCast U30 is configured with the NTP server ntp.jabra.com which in turn points to the public ntp time server pool.ntp.org

The PanaCast U30 also supports setting up an NTP server address via DHCP option 42, or a user can manually enter an NTP server address using the Web Console.

If the default NTP server ntp.jabra.com is not reachable during the initial out of box setup, the PanaCast U30 would provide an option to set a custom NTP server.

802.1X

The PanaCast U30 supports 802.1X wired connections. The PanaCast U30 has the ability to securely connect to 802.1X RADIUS (Remote Authentication Dial in User Service) servers via Ethernet using TLS (Transport Layer Security) version 1.2. Certificates can be added to the device via the Web Console.

The EAP methods supported are EAP-TLS, PEAP-MSCHAPv2 and MD5.

SCEP (Simple Certificate Enrollment Protocol)

SCEP is a protocol used to streamline the process of issuing digital certificates to network devices, allowing management of certificates in a secure and scalable way.

IPv4 and IPv6

Internet Protocol version 4 (IPv4) and version 6 (IPv6) are fully supported in the PanaCast U30, including IPv6-only networks. IPv6 can be enabled or disabled on the devices. The PanaCast U30 utilize SLAAC for address assignment and router advertisements for configuration of routes.

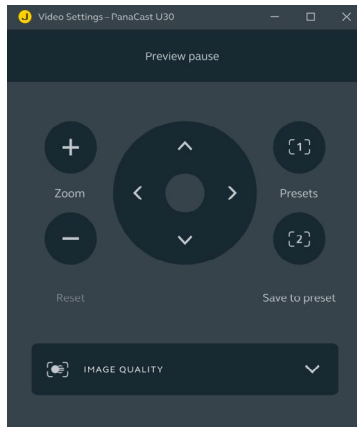
Security measures are identical for both IPv4 and IPv6, and traffic is encrypted for both protocols using Transport Layer Security (TLS) version 1.2. The encryption level depends on the protocol and service used. A variety of security initiatives are used to address security concerns, including threat modeling, secure coding practices, penetration testing, and more.

5.8 Camera controller

The camera controller is a tool in Jabra Direct that enables users to remotely control a PanaCast U30 using their computer.

Users can adjust the camera view using Pan, Tilt, Zoom controls, image quality settings and customize Presets to suit the individual requirements.

Download Jabra Direct [here](#).



6. System security

6.1 Changing the administrator password

The first configuration step that device administrators must undertake when deploying the PanaCast U30 is updating the default local administrator password. These credentials are used to access the Web Console.

User Interface	Path
Web Console	Account > Access

Setting	Description
Username	(1-30 characters) – upper/lower case letters, numbers, special characters
Password	Minimum 9 characters - must include upper/lower case letter, number, special character

6.2 Encryption and communication

The PanaCast U30 is built on Android 13 and utilizes both Secure Boot and Verified Boot to secure the bootloader and firmware. Each video bar contains a unique device certificate and private key which is generated on the device and stored in encrypted storage. During the pairing process, each device will verify the certificate it receives from the desired counterpart with our Online Certificate Status Protocol (OCSP) Responder, which maintains a list of valid device certificates. At a customer's request, device certificates can be revoked, preventing future use of the hardware. Administrator access to the Web Console utilizes Transport Layer Security (TLS) 1.2.

6.3 Device security

The PanaCast U30 has physical security features.

The device has a Kensington® security slot for hardware loss prevention. The slot is located on the adjustable mounting bracket of the video bar. The placement of the slot allows for devices to be secured when used with any of the compatible mounting accessories.

A cable compartment cover is provided for the video bar which uses T10 Torx® screw to secure the cover in place. The shape of the cover, combined with Jabra's custom cables, prevents users from disconnecting power and HDMI cables, and significantly increases the difficulty of disconnecting the RJ-45 Ethernet cable once the cover is in place.

To reduce the risk of attack via USB port access, the USB port functionality of the PanaCast U30 is limited, i.e., certain devices have been disabled on the port, such as USB network adapters.

6.4 Firewall requirements

Refer to the following table for a list of protocols used by the video bar and the respective network ports which need to be added to the corporate firewall.

Product	Protocol	Ports	Firewall rules	Description
PanaCast U30	DHCP	UDP 67, 68	None required	Obtain IP address, default gateway, DNS etc.
PanaCast U30	UDP Broadcast	UDP 13006	None required (UDP traffic remains local to the subnet)	Discovery of PanaCast U30
PanaCast U30	TCP/TLS	TCP 50051	None required (UDP traffic remains local to the subnet)	Pairing of PanaCast U30 using gRPC
PanaCast U30	NTP	UDP 123	Open UDP 123 on firewall to: ntp.jabra.com (Default)	NTP time server for various operations
PanaCast U30	HTTPS	TCP 443	Open TCP 443 to: https://api.cloud.jabra.com	Access Jabra cloud storage for firmware downloads
PanaCast U30	ICMP	N/A	Echo Request and Echo Reply to default gateway	Local network connectivity test

7. Updating and maintenance

7.1 Firmware updating

There are four methods for updating the PanaCast U30 firmware. For security reasons, firmware cannot be downgraded.

Update method 1: Web Console

1. Login to the Web Console using the administrator credentials.
2. Go to **System > System management**.
3. Go to **Firmware download site/URL** and select **Jabra support**.
4. Click the **Update** button.

The latest firmware will be downloaded and installed from the Jabra Cloud to the PanaCast U30. Once the firmware has been updated, the **Update** button will be disabled, indicating that the installed firmware version matches the latest firmware version available.

Update method 2: Web Console > Custom server URL

User Interface	Path	Upgrade Method	Actions
Web Console	System > System management	Custom Server URL	1.Select “Custom Server URL” 2.Add Device Firmware URL in the new window. 3.Click Update now, once the Custom URL field has been populated

A custom server URL allows the PanaCast U30 to update the PanaCast U30 to a specific firmware that could be made available in special circumstances (a critical bug fix etc.). Custom server URL will only be provided by Jabra Service and Support on a limited basis.

Update method 3: Jabra Plus Management

Firmware updates in Jabra Plus Management are available after provisioning the PanaCast U30 and linking it to an organization, or through a meeting room client deployed on the room compute unit (.msi file).

1. Log in to Jabra Plus Management using your Jabra Plus account.
2. Go to the **Meeting rooms > Room configurations** menu and select **Firmware policy**.
3. Enable or disable the settings based on the firmware update requirements.

For more information on how to generate the meeting-room client, go to the [Jabra Plus](#) support page.

Update method 4: Jabra Direct

Firmware updates in Jabra Direct are done locally using a computer.

1. Download [Jabra Direct](#).
2. Connect the PanaCast U30 to your computer.
3. In Jabra Direct, select your device. If a firmware update is available, this will be indicated by an **Update now** button.
4. Click the **Update now** button (or the **Updates** icon on the left menu) to open the Updates window. Next to your listed device, click **Update** to open the update dialog.
5. When the firmware has been updated successfully, follow any instructions to complete the update.

7.2 Restarting the PanaCast U30

The PanaCast U30 can be restarted remotely using the Web Console or Jabra Plus Management.

User Interface	Path	Actions
Web Console	General > System Reset	1.Select Restart in System Restart 2.System will prompt for Restart system (settings will not be changed) 3.Select Restart
Jabra Plus Management.	Meeting rooms > Room name > PanaCast U30	Select Reboot device on the PanaCast U30 action menu. Select Confirm .

7.3 Factory reset

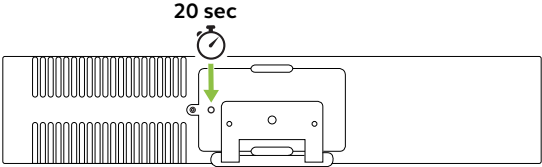
The PanaCast U30 can be reset using the Web Console.

User Interface	Path	Actions
Web Console	General > System Reset	1.Select Reset in System Restart 2.System will prompt for Reset System – (Settings will revert to factory default). 3.Select Reset

Manual factory reset

A security code can be configured to prevent users from manually factory resetting the video bar and touch controller. This security code must be entered after starting the manual factory reset.

Device	Procedure
Video bar	Manual factory reset will restore the video bar to its factory default settings. Press and hold the button for 20 seconds until the LED flashes pink and the factory data reset message is displayed on the monitor. The video bar will restart and play an audio notification when ready for use. The reboot takes approximately 1 minute.



7.4 Cleaning the PanaCast U30

Cleaning the video bar

Use a clean, dry microfiber cloth to gently clean the camera lenses. When the video bar is not in use, it is recommended to cover the camera with the supplied privacy cover to keep dust from accumulating on the camera lenses.

7.5 Offline management

Jabra CLI is intended for technical users who need predictable and scriptable device control. It allows updating firmware and managing centrally defined device settings without any cloud dependencies.

For more information, go to the [Jabra CLI](#) support page.

8. Troubleshooting

8.1 Video bar does not have network connectivity

Problem	• Video bar does not have network connectivity.
Cause	• Video bar is not on the correct network subnet / VLAN. • Network switch port is not enabled. • Video bar does not get an IP address from the DHCP server.
Potential Fix	• Make sure the switch port is enabled and the LED on both the switch port and video bar network port has network activity. • Configure the switch port in the correct VLAN. • Make sure DHCP relay is configured in the switch (or port) and the DHCP server has IP address space available for leasing.

8.2 Video bar does not have the correct date/time

Problem	• Video bar does not have correct date and time.
Cause	• Video bar is not synced to a valid NTP server. • Video bar does not have network reachability to an NTP server.
Potential Fix	• Configure a known working NTP server with less stratum level. • Ensure the network reachability to the NTP server from the Jabra PanaCast U30. • If using the default NTP server ntp.jabra.com, allow UDP port 123 in the firewall to ntp.jabra.com.

8.3 Firmware update failure

Problem	• Video bar firmware update fails.
Cause	• Firmware upgrade URL is invalid. • Firmware cannot be downloaded due to network connectivity issues. • Firmware update is a lower version than current firmware version.
Potential Fix	• If using the custom URL update method, make sure the firmware upgrade URL is valid by entering it in a browser and verifying if the download succeeds. • If using Jabra Support update, ensure there is network connectivity between the Jabra PanaCast U30 and the cloud and there is sufficient bandwidth to download the firmware. • Ensure the firmware version is higher than the currently installed firmware version.

8.4 Logs

The Jabra PanaCast U30 logs can be collected using the Web Console.

Follow the steps below to collect the logs:

1. Log in to the Web Console of the video bar by entering its IP address in a browser.
2. Go to Account -> Jabra Support
3. Enable Debugging by toggling the button and click Save
4. Recreate the problem and click Download Logs below the Debugging tab.
5. Click Download in the pop-up window that appears.

Log bundle is created in the tar.gz format and downloaded to the PC.

Learn more about the [***PanaCast U30***](#)