

Jabra Xpress Cloud

Deployment Guide

May 2023

Jabra Direct Client 6.8.13001

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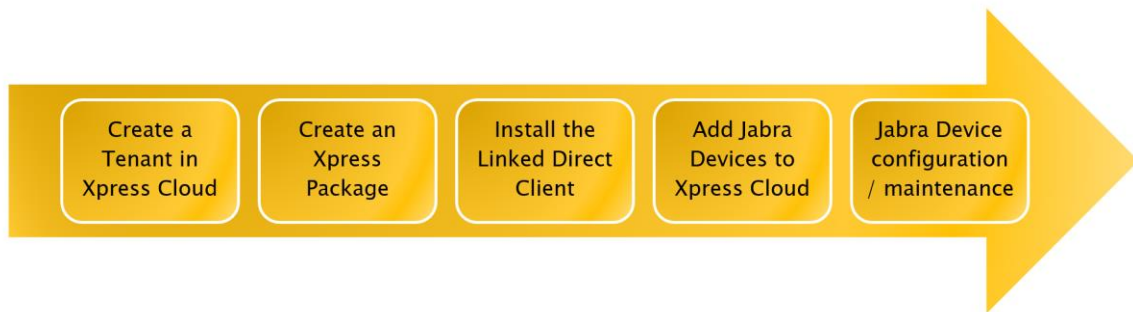
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Overview

The Jabra Xpress Deployment Guide is written for a technical audience, including IT Administrators, Decision Makers, Design Engineers, MSPs, and more. This document provides a comprehensive guide to managing Jabra devices in Xpress Cloud, with special attention given to specific recommendations for deploying Jabra collaboration devices in different types of meeting spaces.

Before beginning a deployment with Jabra Xpress, review the [Deployment Considerations](#) section to get an overview of the key decisions to be made when implementing Xpress Cloud for Jabra device management.

The basic process for managing Jabra devices in Xpress Cloud has five steps:



The first step to using Jabra Xpress is signing up for a tenant in Jabra Xpress Cloud, review the section [Creating a New Tenant in Jabra Xpress Cloud](#) to learn more.

Once the Xpress Cloud tenant is registered, Xpress Packages can be created, this process is covered in [Creating and Managing Xpress Packages](#).

The Linked Jabra Direct Client needs to be installed on a Windows 10/11 or macOS device which will be connected to the Jabra device or used for initial configuration, learn more in [Installing an Xpress Package](#).

Jabra devices need to be added to Xpress Cloud for management, learn more in [Adding Jabra devices to Xpress Cloud](#).

Once Jabra devices are connected into Xpress Cloud, device settings and firmware can be managed, learn more in [Control Jabra Device Settings from Xpress Cloud](#).

When using Jabra Xpress to manage PanaCast 50 devices used for Unified Communications (UC) meetings there are some specific configuration recommendations depending on the desired meeting experience.

- For room system solutions like Microsoft Teams Rooms or Zoom Rooms see [Managing Room Systems with Jabra Xpress](#).
- If meeting rooms have a dedicated in-room PC or Mac that is not running as a room system read [Managing Meeting Spaces with an In-Room PC](#).
- Bring your own device (BYOD) scenarios don't offer a consistent platform for the Linked Jabra Direct Client, these scenarios are best served by connecting the PanaCast 50 directly to the network, which is covered in [Managing BYOD Meeting Spaces](#).

Enabling Analytics and Room Insights in Jabra Xpress Cloud requires a few additional steps, this process is covered in [Enable Analytics and Room Insights in Jabra Xpress Cloud](#).

Deployment Considerations

There are several key areas to be mindful of when architecting a new management instance for Jabra Xpress Cloud:

- **Scope**
- **Packages**
- **Connection Method**
- **Use Cases**
- **Analytics & Room Insights**

Scope

Jabra devices can only report to a single instance of Xpress Cloud for management. For large enterprise organizations, before rolling out Xpress Cloud, consideration should be given to whether a single Xpress Cloud tenant should be used to cover an entire organization, or if tenants should be federated based on geographic location or business unit.

Using a single Xpress Cloud tenant enables all administrators to see and manage all Jabra devices deployed across an organization. Xpress Packages, which are covered in detail in [Creating and Managing Xpress Packages](#), can be used to separate Jabra devices within the Xpress Cloud tenant. By using Xpress Packages which cover all Jabra devices within a given IT group's scope of responsibility, large enterprise organizations can effectively manage devices with multiple teams acting concurrently.

A federated approach, with multiple Xpress Tenants, offers other advantages, namely fewer Jabra devices and Xpress Packages visible to any single Administrator, which is desirable for organizations focused on implementing the most rigorous security standards within their organization or limiting the potential for accidental misconfiguration.

In the future, with the release of Jabra Plus, scope will not be a decision point, as Administrator hierarchies will be present and Package/device access can be limited. At this time, Jabra recommends using a single Xpress Cloud Tenant, even for large organizations, to reduce setup time required and to simplify the future transition to Jabra Plus.

Packages

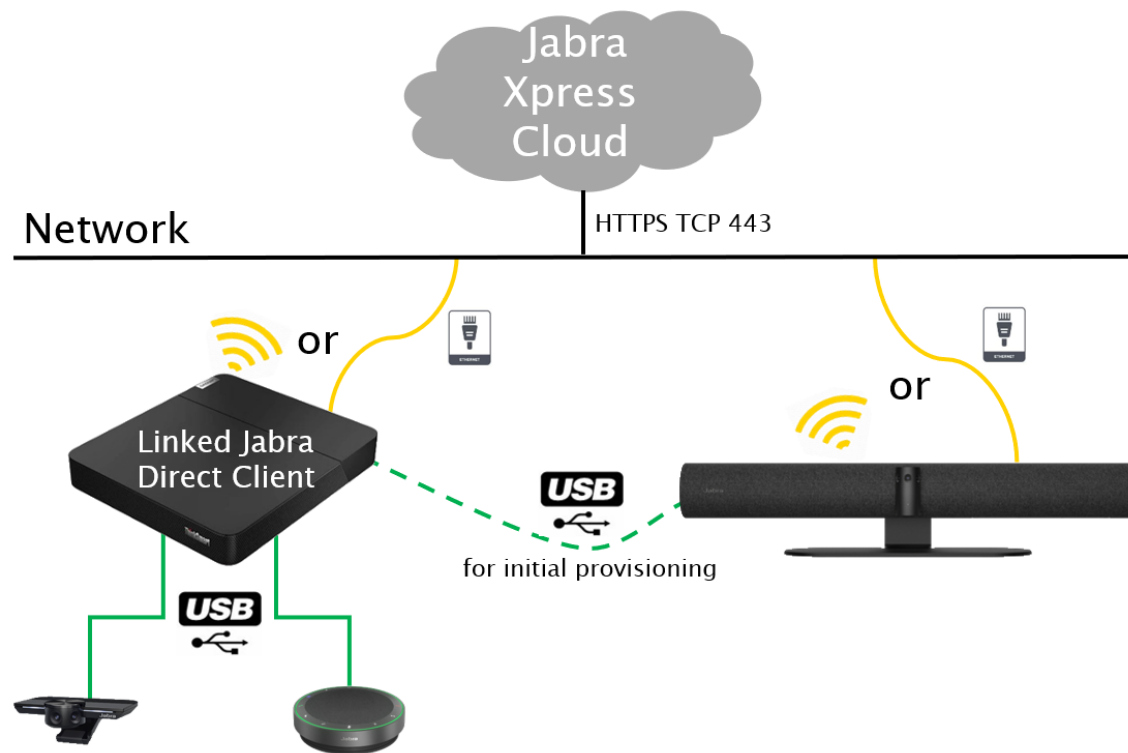


Within a given Jabra Xpress Cloud tenant, administrators can create as many Xpress Packages as required for their organization. A single Xpress Package can contain settings for many different types of Jabra devices, it is not necessary to create a separate package for each Jabra device type within an organization.

The core value of Xpress Packages comes from understanding the different collaboration space use cases and needs then tailoring each Package to best fit its use case. Analytics and reporting information like people count, as well as safety capacity notifications are valuable for collaboration spaces within an organization's physical offices, but such information is not needed for devices that are deployed to work-from-home employees.

As mentioned in the Scope section above, Packages are the grouping unit within Jabra Xpress, if meeting and collaboration spaces require different settings in different geographic areas that an organization operates, then Packages should be created not only for each use case, but for the combination of use case and geographic area.

Connection Method



Most Jabra devices have only one communication method to Xpress Cloud, via a Linked Jabra Direct Client running on a Windows 10/11 or macOS device connected via USB. This category of devices includes headsets, personal webcams, and USB speakerphones (though it should be noted that technically USB speakerphones can also connect to a Linked Jabra Direct Client over Bluetooth or via the Link series dongle).

In addition to the standard USB method of management, the Jabra PanaCast 50 can connect directly to an organization's network via RJ-45 Ethernet or Wi-Fi and communicate with the Xpress Cloud tenant directly. The process of configuring the PanaCast 50 to connect to Xpress Cloud over the network is covered in [Add an Individual PanaCast 50 Using Network Connectivity](#).

Jabra devices being managed over the network require a first-time configuration using the Jabra Direct Client on a USB connected device. During this first-time configuration, an administrator can enable the Ethernet or Wi-Fi interfaces of the PanaCast 50, connect to a Wi-Fi network, add proxy server information if required, and provide the Package ID for the desired Xpress Package. After that initial configuration, the Jabra Direct Client is no longer required for firmware updates, if enabled through Xpress Cloud, or changes to settings that can be managed in Xpress Cloud.

Use Cases



Jabra devices are designed for a variety of different use cases, and a single type of device can often be deployed in different use cases across an organization. A Jabra PanaCast 50 all-in-one might be deployed for bring your own device (BYOD) flexibility in huddle spaces and small meeting rooms, while other PanaCast 50 devices are connected to a Microsoft Teams Rooms (MTR) either as part of the PanaCast 50 Room System with the Lenovo ThinkSmart Core and Controller, or as part of a Crestron Flex bundle. The settings that should be applied to the BYOD PanaCast 50 units, such as allowing automatic firmware updates through Jabra Xpress, are different from the settings that should be applied to the MTR connected PanaCast 50 units, where firmware updates are managed by Windows Update.

An organization should create Xpress Packages for each use case that IT administrators need to support.

To learn more about specific recommendations for managing PanaCast 50 devices in specific deployment scenarios, check out the following articles:

- For room system scenarios, like Microsoft Teams Rooms or Zoom Rooms, see [Managing Room Systems with Jabra Xpress](#).
- If meeting rooms have a dedicated in-room PC or Mac that is not running as a room system, see [Managing Meeting Spaces with an In-Room PC](#).
- Bring your own device (BYOD) scenarios don't offer a consistent platform for the Linked Jabra Direct Client, these scenarios are best served by connecting the PanaCast 50 directly to the network, which is covered in [Managing BYOD Meeting Spaces](#).

Analytics & Room Insights

The Jabra PanaCast 50, with its advanced People Count capabilities, can provide a variety of insights to AV designers, leadership, and health and safety personnel within organizations. People Count functions both during, and outside of meetings, providing a continuous flow of information about room usage.

Room Insights in Xpress Cloud focus on helping to understand how often rooms are used, and how many people are in the room before, during, and after meetings. These insights are instrumental in capacity planning for organizations. Decision makers can recognize which spaces are popular within an organization, and which spaces are left unused, either due to issues with the space, or simply poor end user experience.

Safety Insights are specifically designed to present information about whether room capacity levels are being adhered to or exceeded. Xpress Cloud allows administrators to set safety capacity for each room, enabling granular insights for all sizes of collaboration space within organizations. Reporting summarizes which rooms are operating outside of their safety capacity margin, when violations occur, and how many people are in the room when the capacity is exceeded.

The process to configure Xpress Packages and Jabra devices to report data for Room Insights and Safety Capacity Insights is covered in [Enable Analytics and Room Insights in Jabra Xpress Cloud](#).

Creating a New Tenant in Jabra Xpress Cloud



The first step to managing Jabra devices in Jabra Xpress Cloud is to register a company/organization. To get started, visit <https://xpress.jabra.com/register> , provide the required information, and click the Register button to continue.

Jabra GN JABRA XPRESS
REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT

Register

Company name

User Id

Password

It is recommended to use email address as User ID, although it is not required, to ensure uniqueness of usernames for individual users and organizations within Jabra Xpress Cloud.

Upon first logging in to the Xpress Cloud Tenant, new users must read and accept the End User License Agreement, Privacy Policy, and anonymous data sharing.

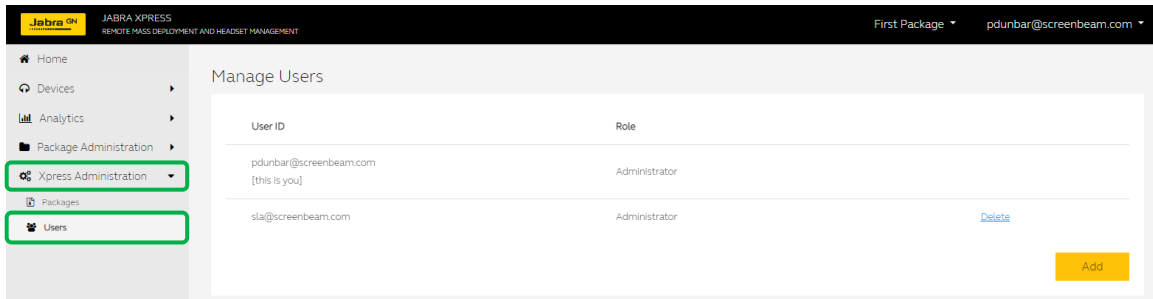
Jabra GN JABRA XPRESS
REMOTE MASS DEPLOYMENT AND HEADSET MANAGEMENT parker@contoso.com

- Home
- Devices
- Analytics
- Package Administration
- Xpress Administration

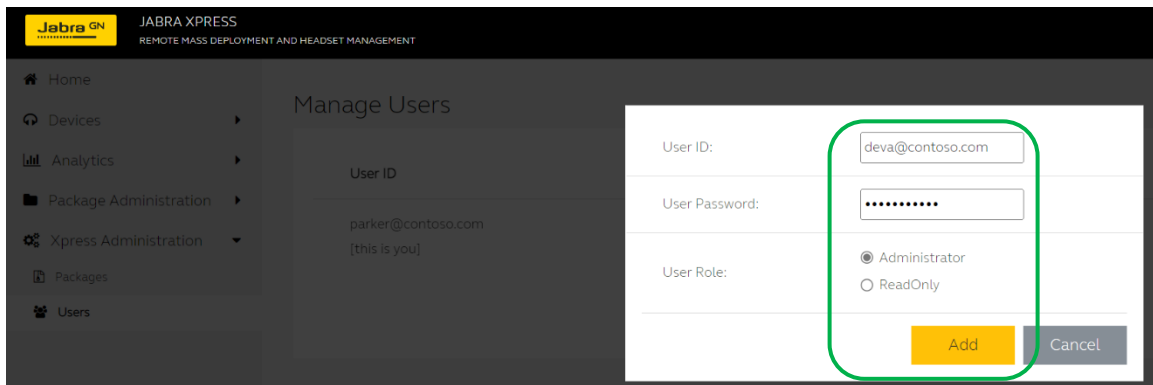
Welcome to Jabra Xpress Setup

- I have read and accept the End User License Agreement.
- I have read and accept the Privacy Policy and accept that data from Jabra Direct is sent to the Jabra cloud and is used to provide my organization a complete overview of installed devices and data regarding their usage.
- I accept to share my data anonymously with Jabra for the purpose of optimizing Jabra devices and applications.

To invite other administrators to an Xpress Tenant, login, then go to **Xpress Administration** -> **Users**. Click the Add button on the right side of the window to create a new User.



In the Add User dialog, enter a User ID, Password, and select the User Role. The **Administrator** role should be used for individuals who need to use Jabra Xpress Cloud for management and analytics, the **ReadOnly** role can be used for individuals who only need access to device information (e.g. serial numbers) and analytics. Click the Add button when finished.

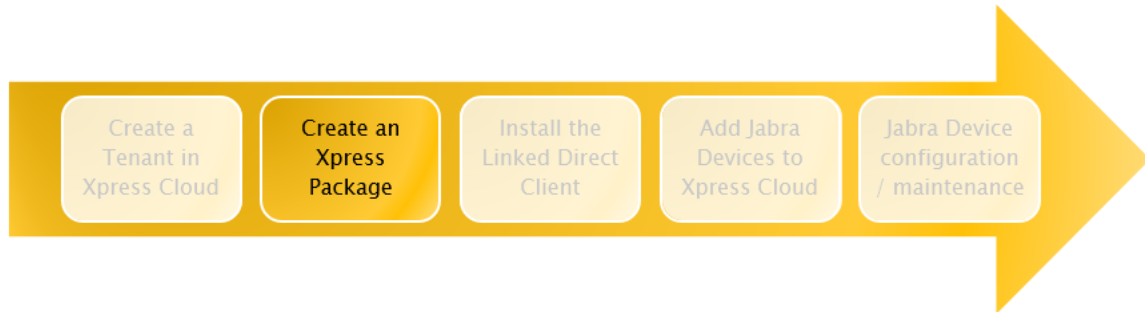


Jabra Xpress Cloud does not have a mechanism for external email alerts upon account creation. It is the Administrator's responsibility to inform individuals of their login account credentials.

Note

If there is only one account in the Xpress Cloud Tenant and the password is lost there is no automated recovery mechanism. Please reach out to our support team via ticket submission on this page [Contact us about your Jabra product | Jabra Support](#). It is recommended to create at least two accounts on each Xpress Cloud Tenant as a precautionary measure.

Creating and Managing Xpress Packages



Xpress Packages are the grouping unit within Jabra Xpress Cloud. A tenant can have as many Xpress Packages as required. An Xpress Package contains settings and firmware version for Jabra devices and can manage different models of Jabra devices deployed across various geographic and network locations. The most useful architecture for Xpress Packages is to create Xpress Packages for the different types of user experiences for Jabra devices in an organization.

An example architecture for Xpress Packages is shown below:

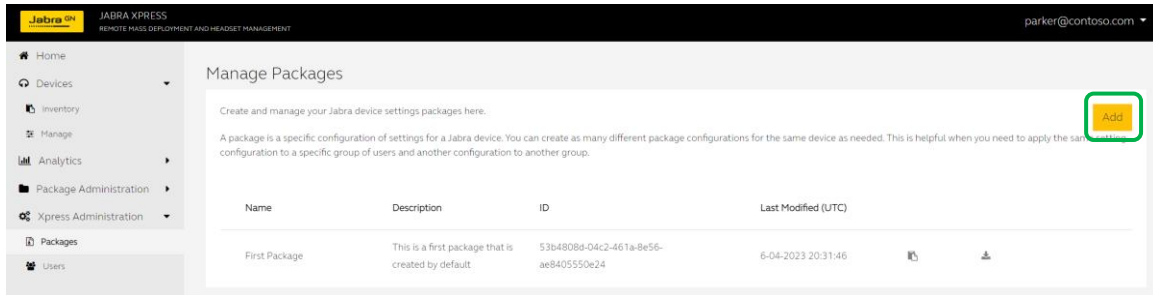


In this example, the Contoso Organization utilizes four separate Xpress Packages in their Xpress Cloud Tenant. This package structure was chosen because these different use cases require different configuration of the same model of Jabra device. Larger organizations may choose to add a geographic component to Xpress Packages; however, it is important to understand that Xpress Packages do not support any type of hierarchy.

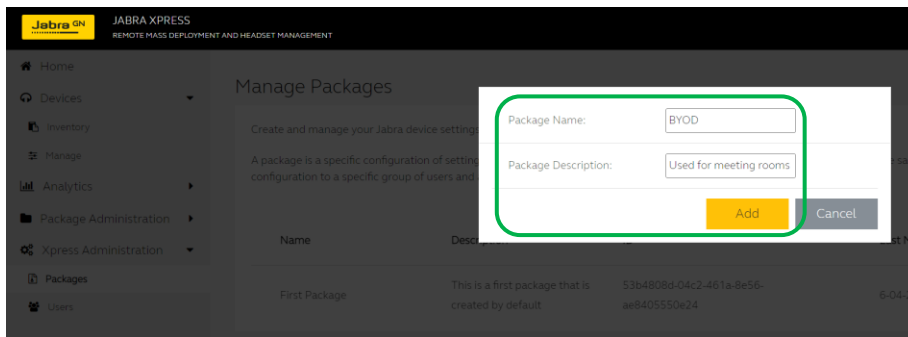
Creating an Xpress Package

To create an Xpress Package, click **Xpress Administration** -> **Packages**. By default, every Jabra Xpress tenant starts with an Xpress Package named First Package.

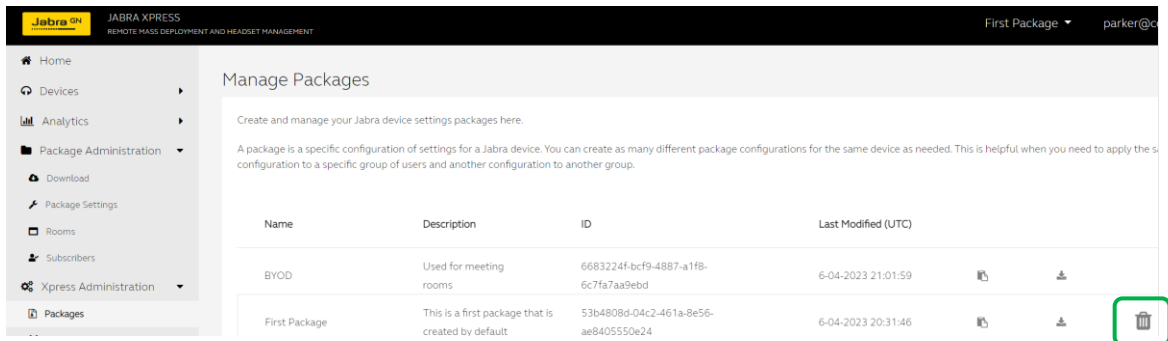
To add a new Xpress Package, click the Add button on the right side of the window.



Provide a Package Name and Package Description, then press Add.



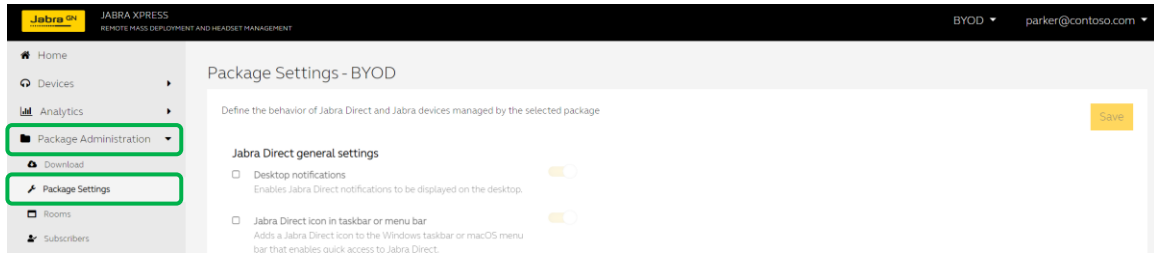
To delete an Xpress Package, hover the mouse over the Package in the list on the Manage Packages page, the Trash icon will appear, click on the Trash icon to delete the Package.



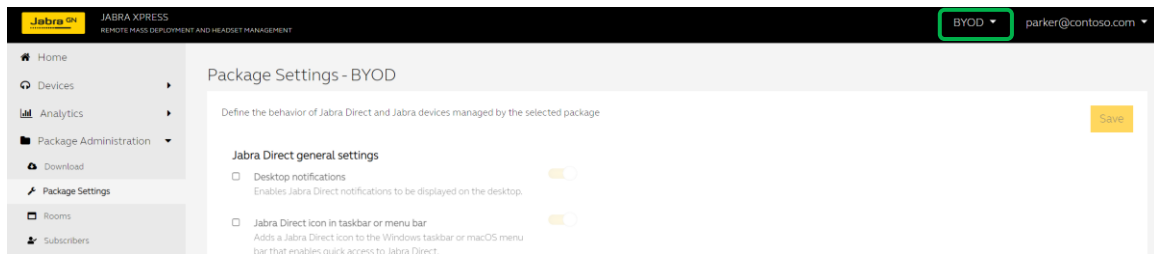
Package Settings

Within Jabra Xpress Cloud there are options to manage settings for an Xpress Package, and settings for Jabra devices that are members of the Xpress Package.

To access the settings for the Xpress Package, click on the Package Administration section in the menu on the left side of the window, then click on Package Settings.



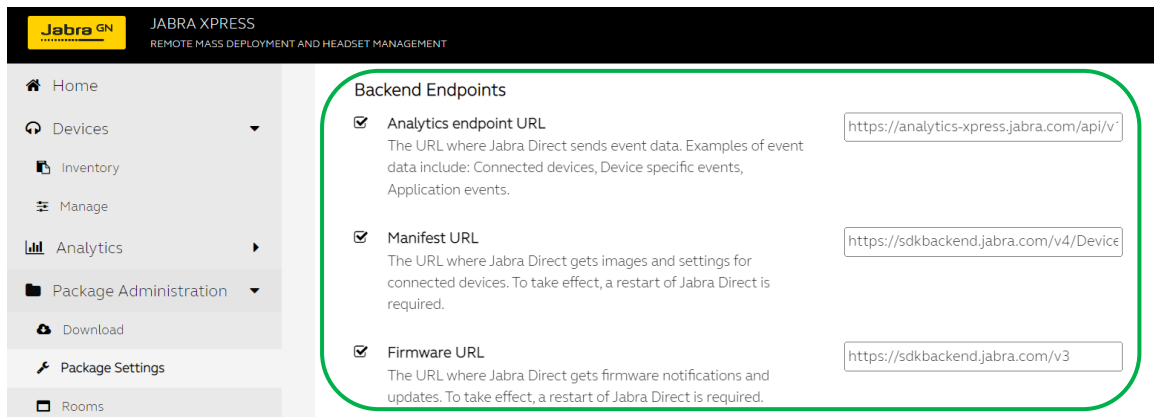
If the Xpress Cloud instance contains multiple Xpress Packages, a package selection menu will be shown in the upper right corner of the window, if there is only a single package no selection option will appear.



Any changes made on the Package Settings page will force those settings to be applied on any instance of the Linked Jabra Direct Client generated from that Xpress Package, or on any Jabra device that is Added to that Xpress Package. If options are unchecked in the Package Settings page, then an end user running the Linked Jabra Direct Client will be able to modify that setting as they see fit.

There are several specific areas within the Package Settings page to be aware of:

The Backend Endpoints section defines the URLs for the Xpress Cloud instance, these URLs should not be changed, and the boxes should remain checked.



The Privacy section contains an option to include username and computer name in data sent from the Linked Jabra Direct Client on a device to the Jabra Xpress Cloud, this data is only used for analytics.

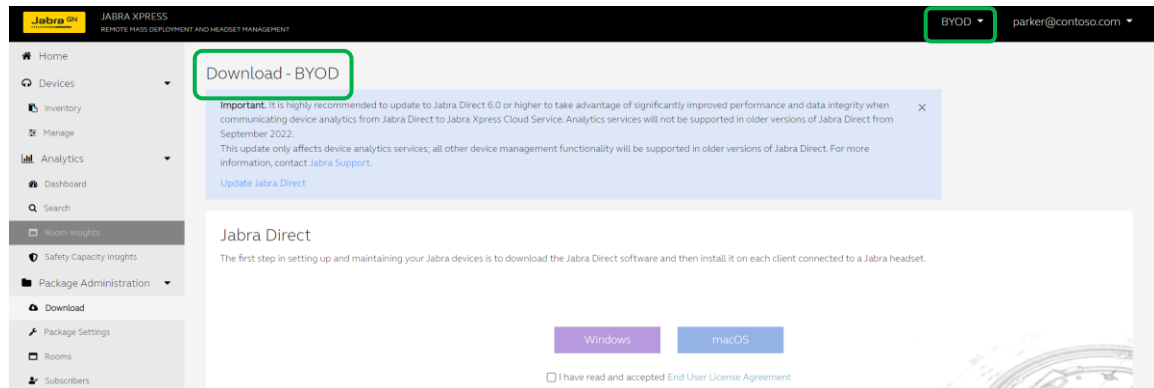
The screenshot shows the Jabra Xpress web interface. The left sidebar contains navigation options: Home, Devices, Inventory, Manage, Analytics, Package Administration, Download, Package Settings, Rooms, Subscribers, Xpress Administration, and Packages. The main content area displays several settings: 'Allow user to postpone updates' (toggle on), 'Enable automatic updates only when the computer is connected to power' (toggle on), and 'Automatic update time interval' (set to 00:00). The 'Privacy' section is highlighted with a green rounded rectangle and contains the 'Personal data' toggle, which is turned on. Below it, the text reads: 'Allow Jabra Direct to send user name and computer name data to Jabra Xpress to use in data analytics.'

The Data analytics section allows an Administrator to determine whether to include only the Basic level of information on device connections, or to include the full data, which is required for Xpress Cloud analytic functions like Room and Safety Capacity Insights. This section also allows an Administrator to specify how frequently data should be sent to Xpress Cloud.

The screenshot shows the Jabra Xpress web interface with the 'Data analytics' section highlighted by a green rounded rectangle. The left sidebar is the same as in the previous screenshot. The main content area shows the same update settings as before. The 'Data analytics' section is highlighted and contains two settings: 'Event data level' is set to 'Full (Enables Xpress analytics)', and 'Unsent data transfer' is set to '4 hours'. The text for 'Event data level' reads: 'Select the level of event data that Jabra Direct will send to Jabra Xpress. Basic includes data about device connections. Full includes data about device usage and connections. Event data will always be sent in realtime.'

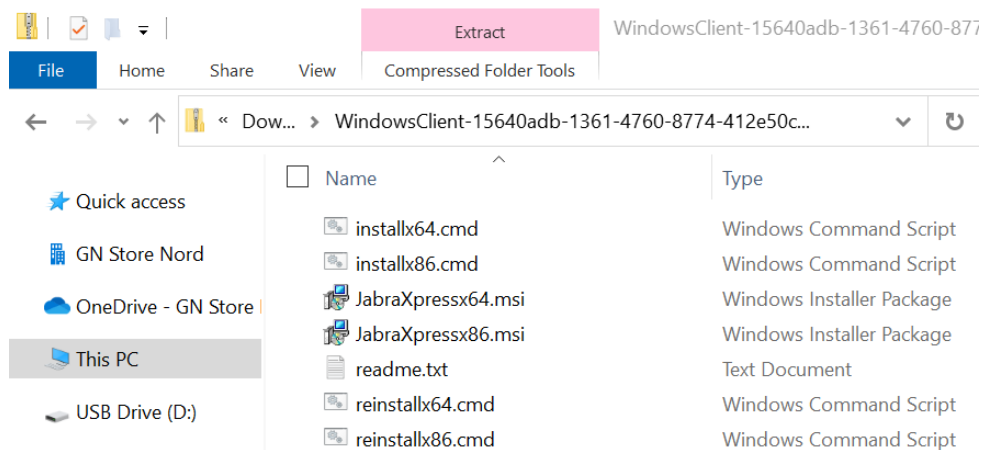
Downloading a Package

Once the package settings have been configured, the next step is to download the Xpress Package. Click on **Package Administration** -> **Download**. Note that when there are multiple Xpress Packages within an Xpress Cloud instance, the Package to download will be displayed in the upper left side of the window, and the package selection will be shown in the upper right side of the window.



Check the box to confirm that you have read and accepted the end user license agreement, then select the operating system (OS) that you want to download the Linked Jabra Direct Client for.

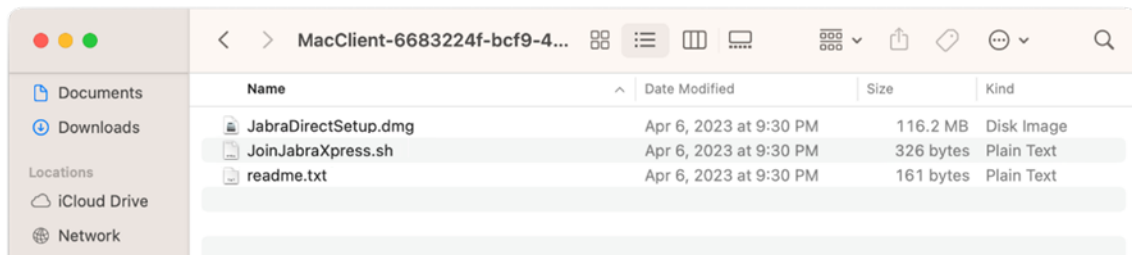
The Xpress Package will download as a ZIP file, the Windows download will contain:



- **install64.cmd** – Executable file used to install Linked Jabra Direct Client for 64-bit systems
- **install86.cmd** – Executable file used to install Linked Jabra Direct Client for 32-bit systems
- **JabraXpressx64.msi** – Linked Jabra Direct Client 64-bit files, use the .cmd files to install

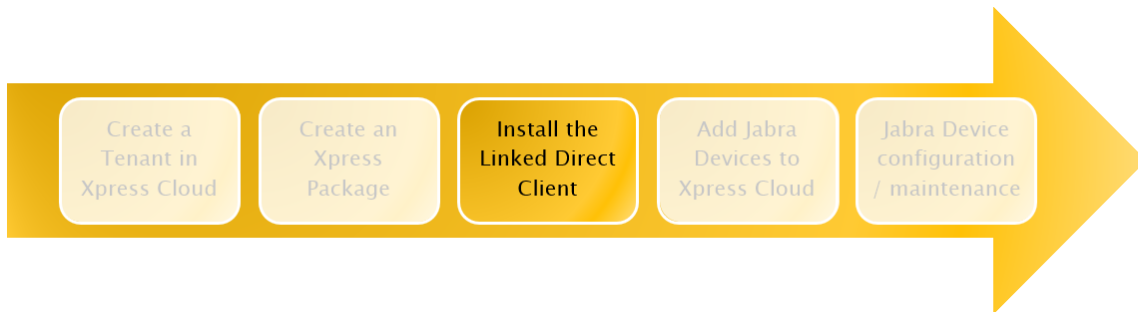
- **JabraXpressx86.msi** – Linked Jabra Direct Client 32-bit files, use the .cmd files to install
- **readme.txt** – Installation instructions
- **reinstall64.cmd** – Executable file used on 64-bit systems when the Linked Jabra Direct Client has already been installed, but the Jabra device needs to be connected to a different Xpress Package
- **reinstall86.cmd** – Executable file used on 32-bit systems when the Linked Jabra Direct Client has already been installed, but the Jabra device needs to be connected to a different Xpress Package

The macOS download will contain:



- **JabraDirectSetup.dmg** – Run this .dmg file after running the .sh file to install the Linked Jabra Direct Client
- **JoinJabraXpress.sh** – Run this script to establish Xpress Cloud parameters prior to installing the .dmg file
- **readme.txt** – Installation instructions

Installing an Xpress Package

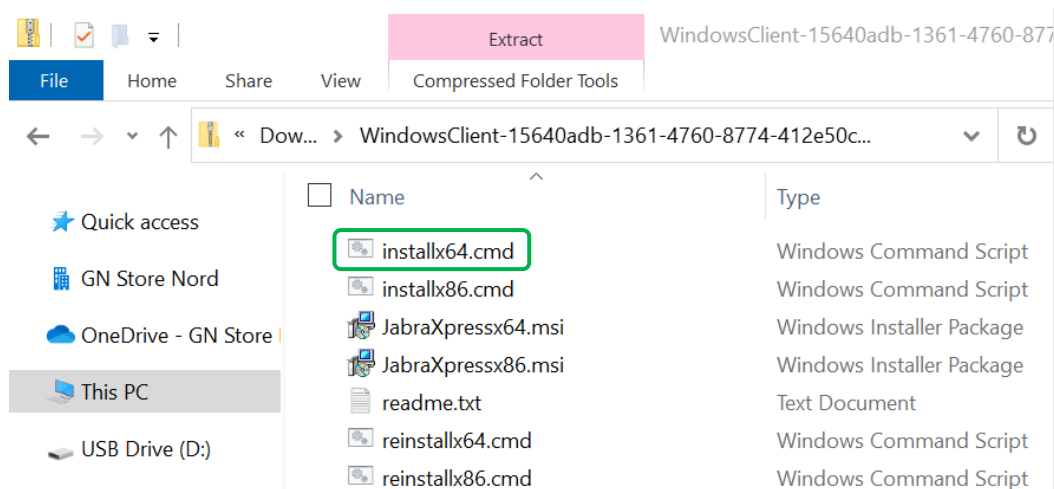


Note

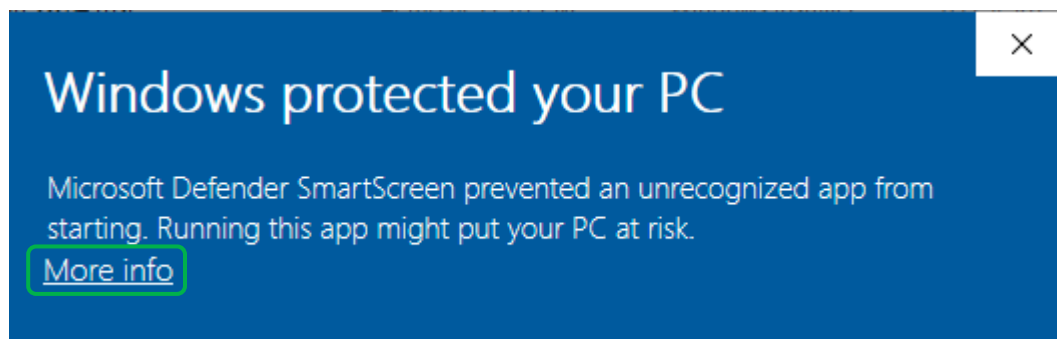
Installation of Jabra Direct Client Linked to an Xpress Package requires Administrator rights on the PC/Mac. After installation, administrative privileges are not required for running the Linked Jabra Direct Client.

Windows 10/11

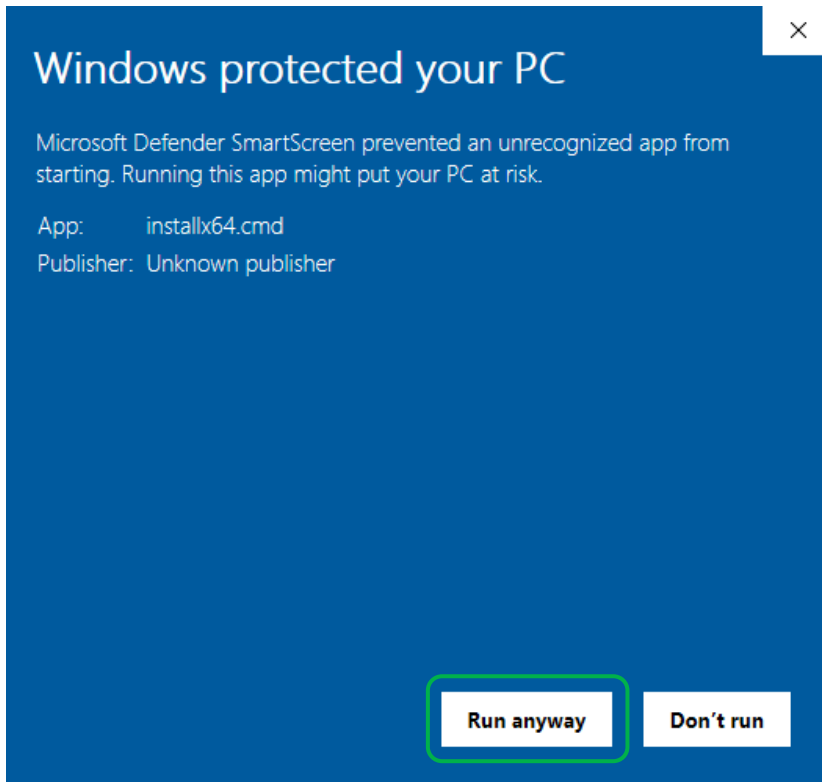
Once an Xpress Package has been downloaded, unzip the contents to a folder on the machine. On a 64-bit system double click on **installx64.cmd**, on a 32-bit system double click on **installx86.cmd**.



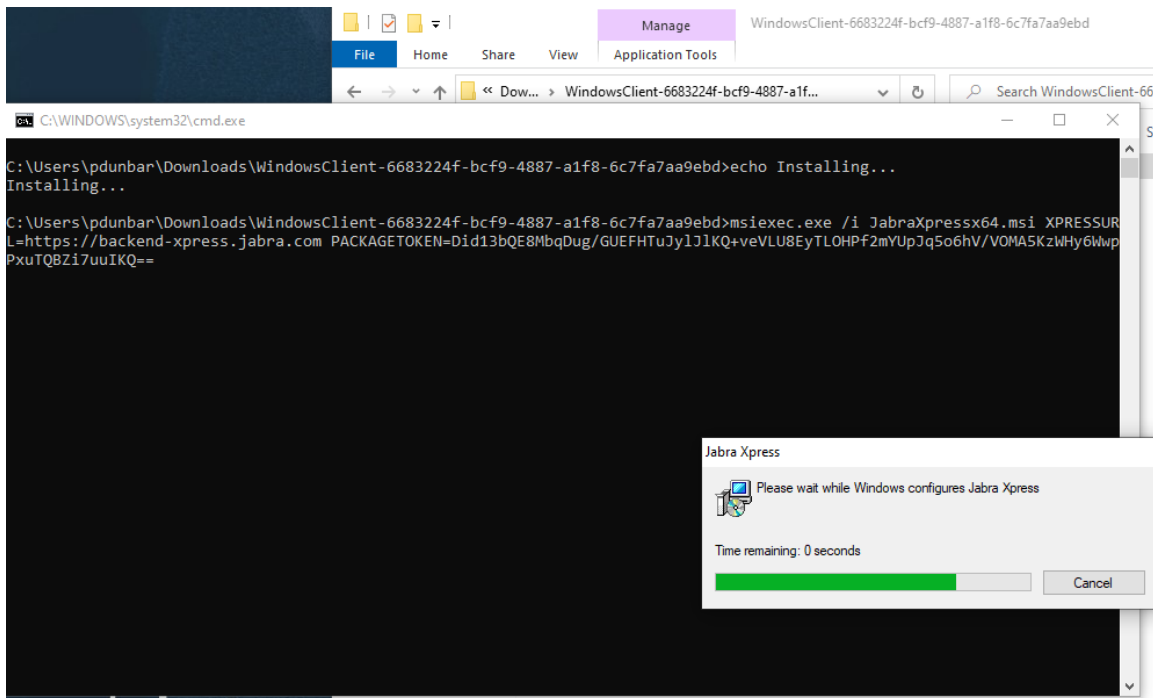
If you encounter a Windows Defender SmartScreen popup message, click on More Info



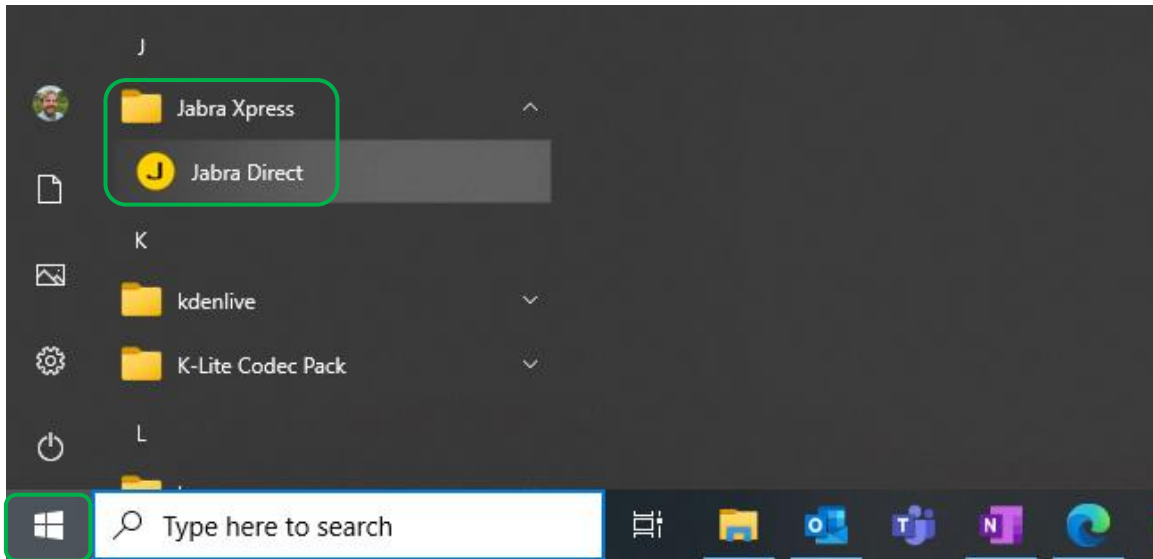
Then click Run anyway.



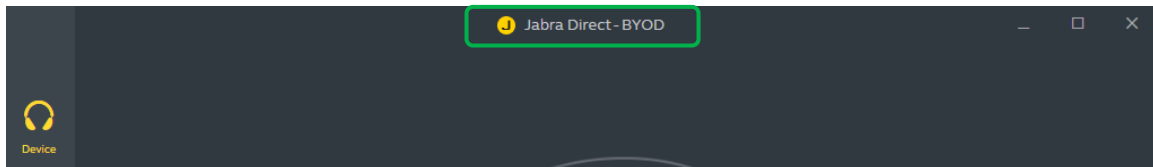
When the installation begins, a Command Prompt window will appear, as well as a progress notification window for Linked Jabra Direct Client.



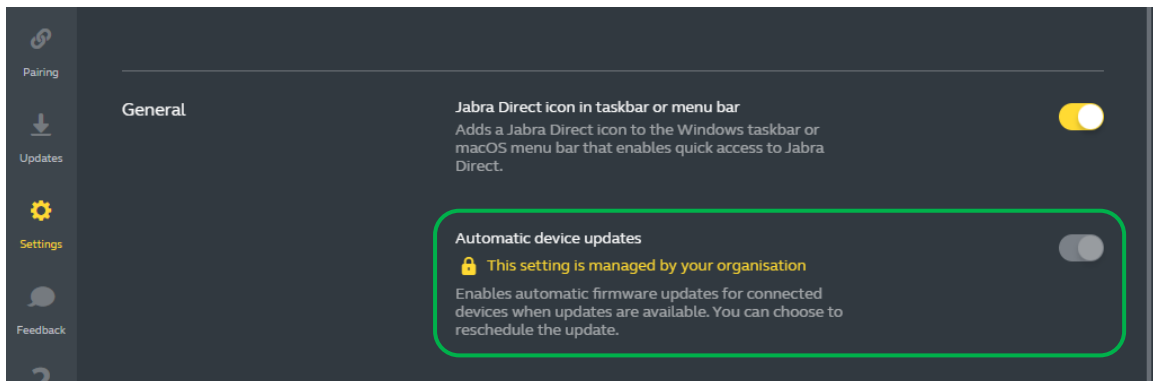
There is no notification window upon successful software installation. To confirm that the installation was successful, open the Start menu and scroll down to the Jabra Xpress folder, then click on Jabra Direct.



The Xpress Package name is shown at the top of the window. The application is called Jabra Direct in the start menu, the linking to the Xpress Package makes this an instance of the Linked Jabra Direct Client.



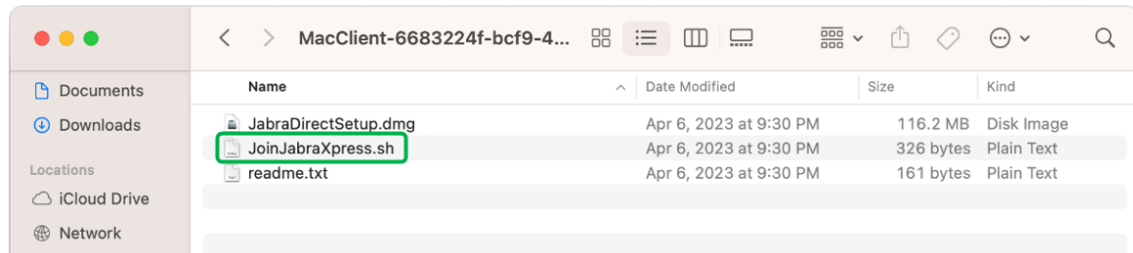
Within the Linked Jabra Direct Client, settings that are configured in Jabra Xpress Cloud will not be editable by the user, these settings can only be modified in Jabra Xpress Cloud.



Any user on the PC will be able to configure and change settings on Jabra devices connected to the PC running the Linked Jabra Direct Client.

MacOS

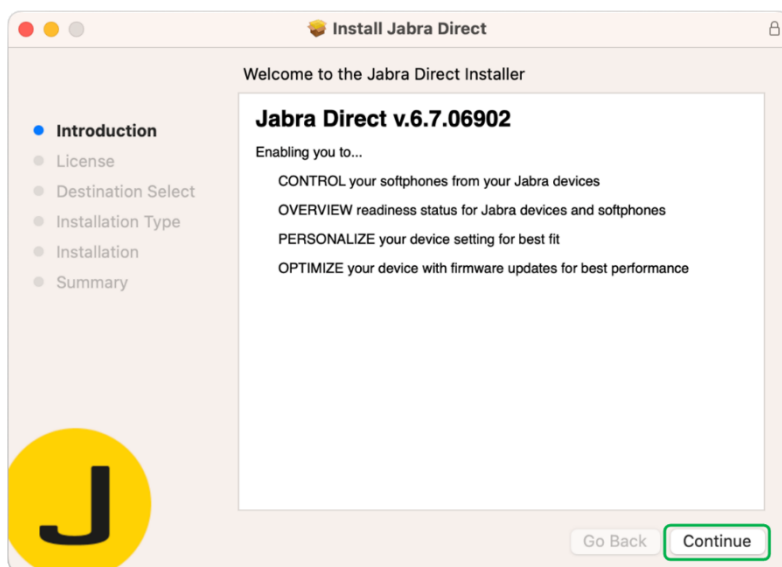
Once an Xpress Package has been downloaded, unzip the contents to a folder on the device. Before installing the JabraDirectSetup.dmg file, run the JoinJabraXpress.sh script using Terminal.



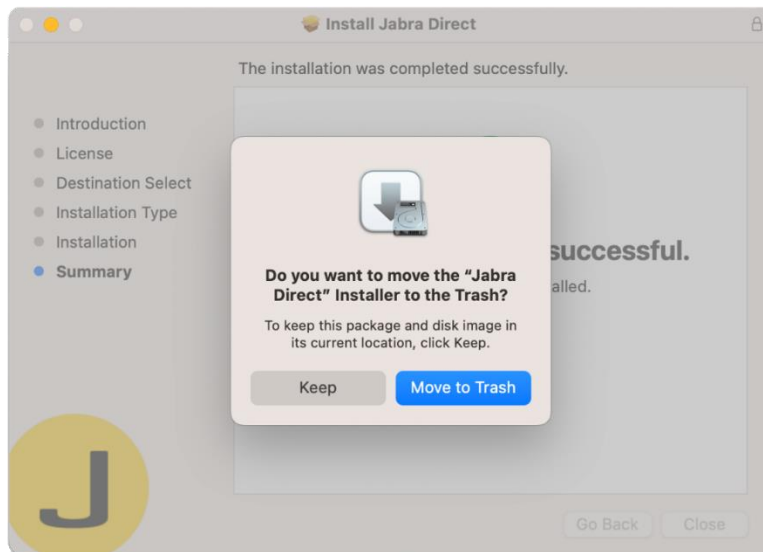
After running the script, double click on JabraDirectSetup.dmg, which will open a Jabra Direct Setup window. Double click on JabraDirectSetup.pkg to launch the installer.



Continue through the installation prompts, reviewing and accepting the terms of the license agreement and other information screens. Enter an administrator password when required.



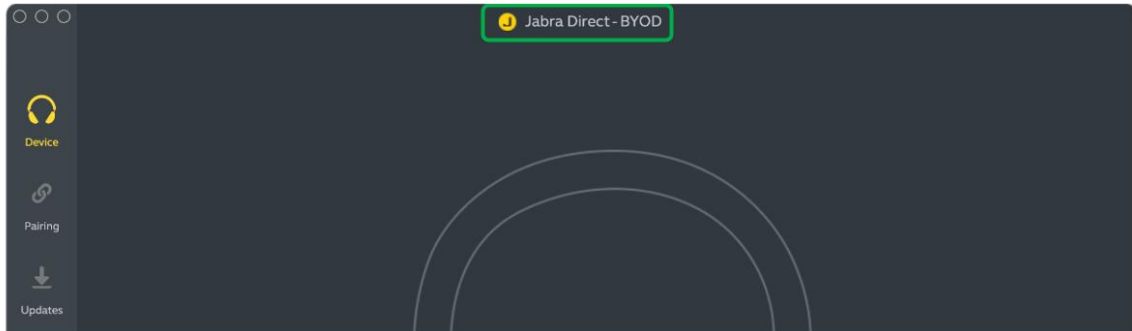
Once the installation is complete, you can choose to keep or discard the installer package.



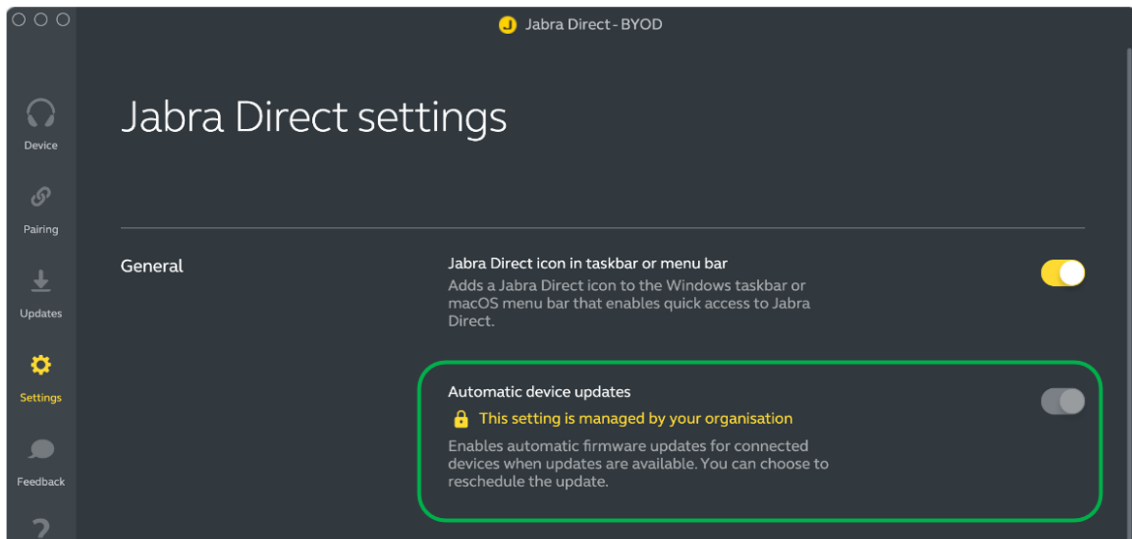
To launch the Linked Jabra Direct client, click on the Applications icon in the Dock, then find the Jabra Direct Client icon and click to launch the software.



The name of the Xpress Package should appear at the top of the window. If the Xpress Package name is not present, that indicates an issue with the execution of the JoinJabraXpress.sh script, which performs the linking action required to use the Linked Jabra Direct Client on a macOS device.

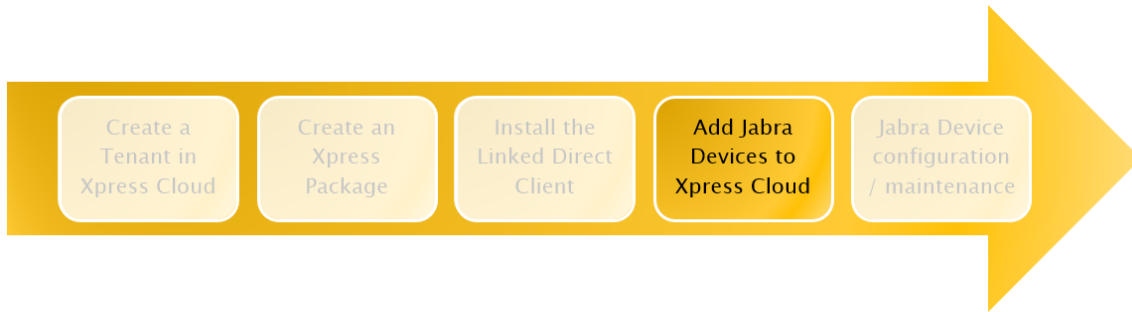


Within the Linked Jabra Direct Client, settings that are configured in Jabra Xpress Cloud will not be editable by the user, these settings can only be modified in Jabra Xpress Cloud.

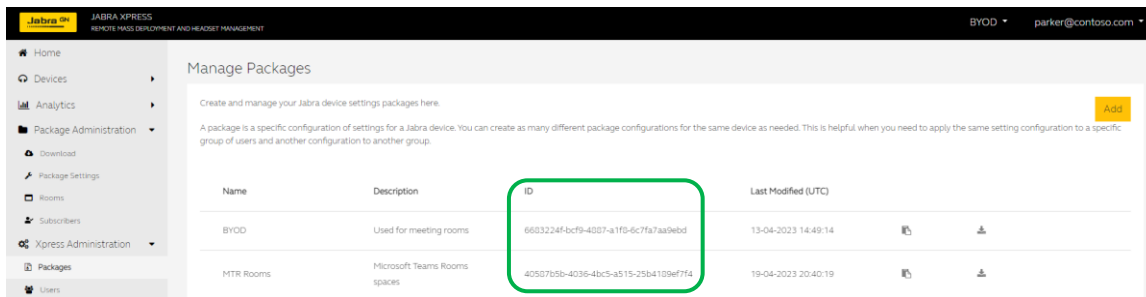


Any user on the Mac will be able to configure and change settings on Jabra devices connected to the Mac running the Linked Jabra Direct Client.

Adding Jabra devices to Xpress Cloud

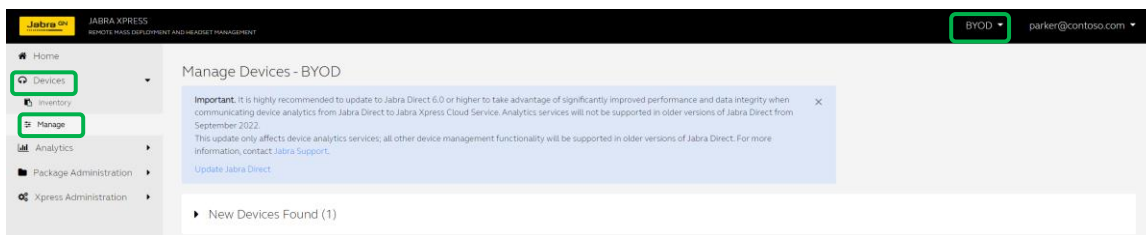


To manage a Jabra device in Xpress Cloud the Jabra device must first be enrolled in an Xpress Package in the Xpress Cloud Tenant. Each Xpress Package has a unique ID, which must be provided to Jabra devices that will be managed by that Xpress Package. The IDs can be found in **Xpress Administration > Packages**.

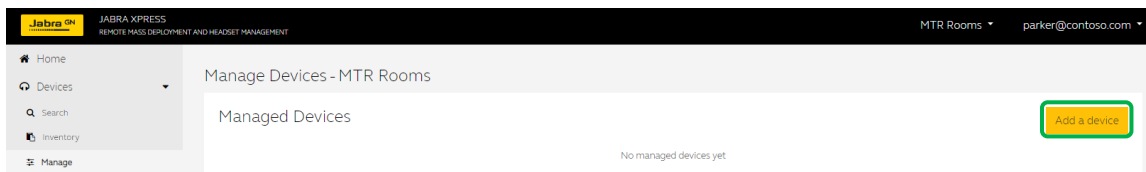


Add Jabra device profiles in Xpress Cloud

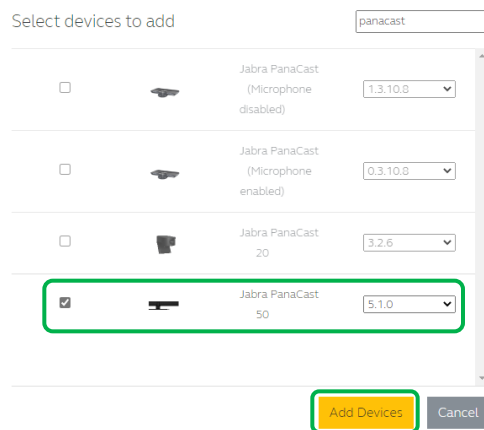
Before adding Jabra devices to an Xpress Package for management, create profiles for the intended types of Jabra devices so that settings can be configured in Xpress Cloud. Login to Xpress Cloud and click **Devices -> Manage**



To add arbitrary Jabra devices that are not currently connected to a Linked Jabra Direct Client click the **Add a device** button on the left side of the window.

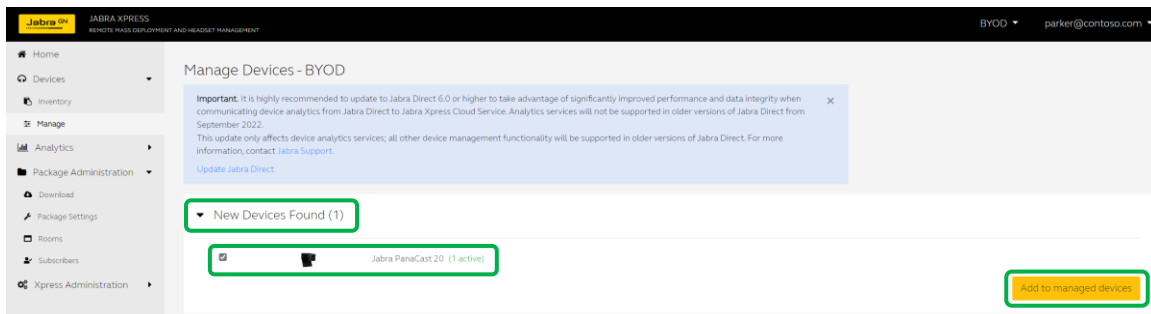


Select the type(s) of Jabra devices to be managed by the Xpress Package, then click **Add Devices**.



Now that the profiles are in place, individual Jabra devices can be managed by Xpress Cloud.

If a Jabra device is already connected via USB to a Windows 10/11 or macOS device with the Linked Jabra Direct Client running the Jabra device will be discovered automatically by Xpress Cloud and can be added. With the appropriate Xpress Package selected, click on the > icon to the right of **New Devices Found**, click the checkbox next to the Jabra device name and click **Add to managed devices**. This will add a generic profile for that type of Jabra device.



Add Individual Jabra devices using the Linked Jabra Direct Client

The Xpress Package ID is embedded in the Linked Jabra Direct Client. Connect the Jabra device via USB to a Windows 10/11 or macOS device running the Linked Jabra Direct Client for the desired Xpress Package. As long as the Jabra device is connected to the PC or Mac running the Linked Jabra Direct Client it can be managed in Xpress Cloud.

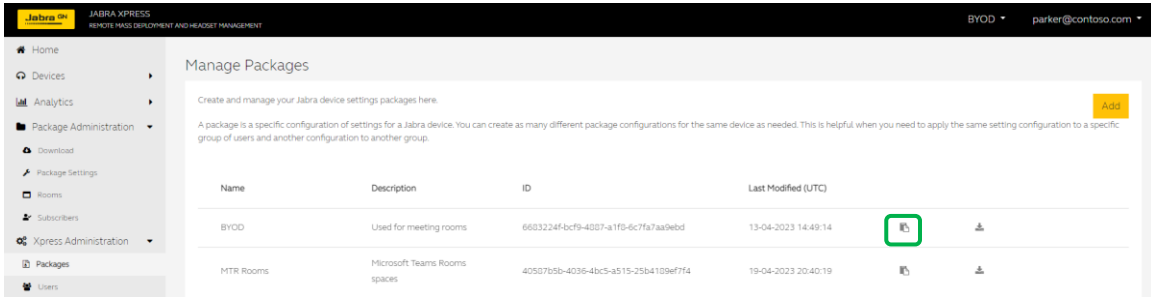


If a Jabra device is reset to factory default settings, or replaced through an RMA process, simply connect the Jabra device to a Windows 10/11 or macOS device running the Linked Jabra Direct Client to make the Jabra device manageable in Xpress Cloud.

Add an Individual PanaCast 50 Using Network Connectivity

The Jabra PanaCast 50 has the ability to connect to Xpress Cloud either using a Windows 10/11 or macOS device running the Linked Jabra Direct client, as described above, or by connecting the PanaCast 50 to a network with internet access using the built-in RJ45 Ethernet port or 802.11ac dual-band Wi-Fi radio and providing the Xpress Package Configuration URL directly to the PanaCast 50.

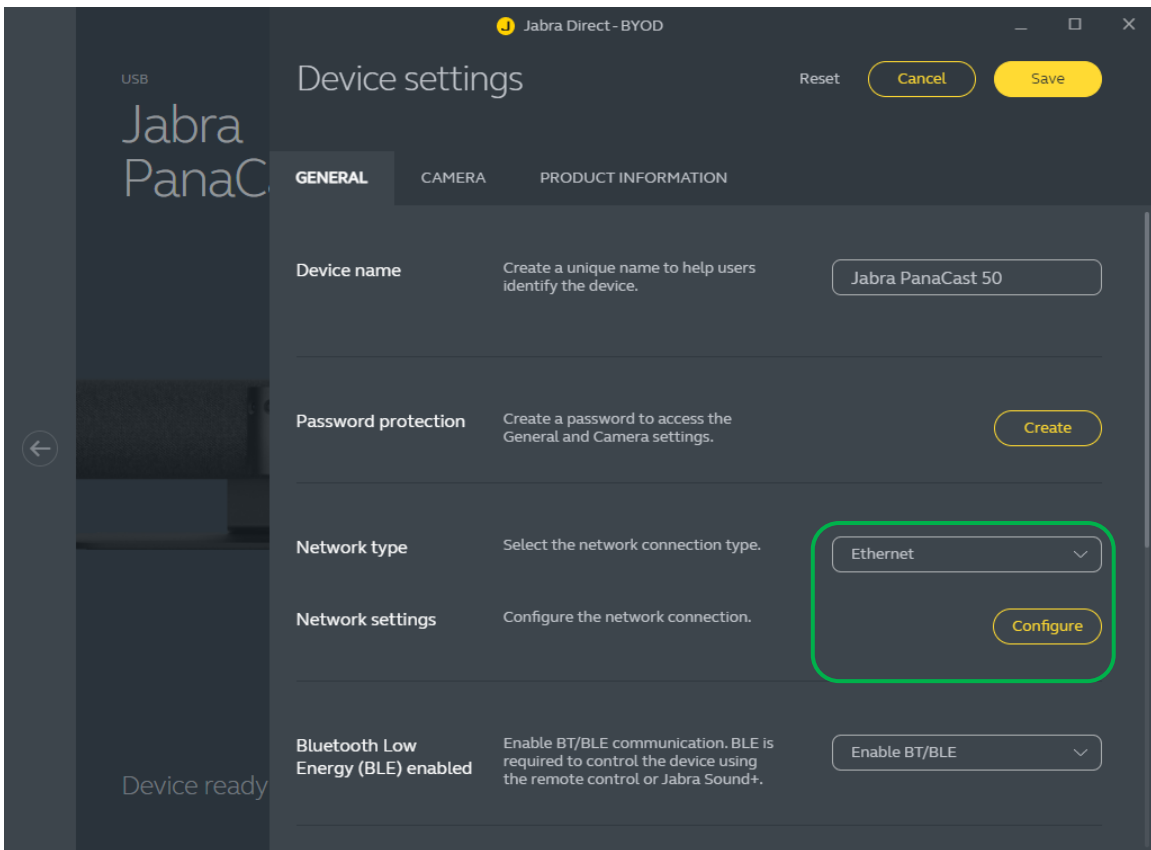
To configure a PanaCast 50 to report to Xpress Cloud over a network connection, copy the desired Xpress Package Configuration URL from Xpress Cloud by clicking on the Copy icon in **Xpress Administration > Packages**



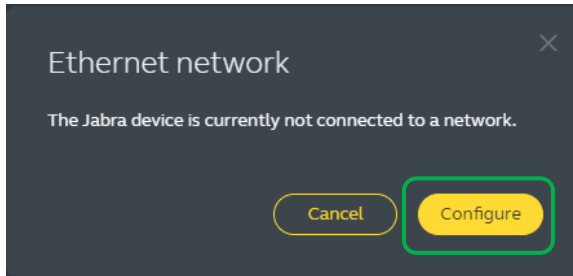
Adding a PanaCast 50 using Ethernet

Connect the PanaCast 50 via USB to a PC or Mac running the Jabra Direct Client (note that this could be the Linked Jabra Direct Client, or non-linked) and connect an RJ-45 Ethernet cable to the PanaCast 50 and to a network with internet access.

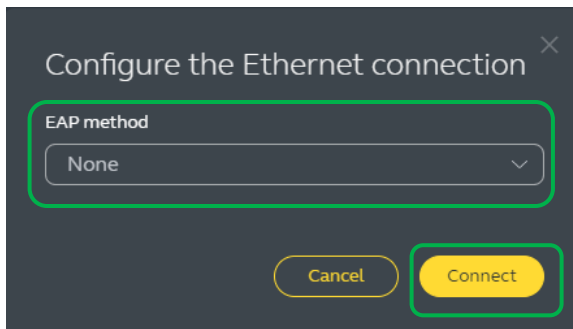
Open the Jabra Direct Client and go to **Devices -> PanaCast 50 -> Settings -> General** and select Ethernet from the Network Type dropdown menu. Next click Configure to the right of Network Settings.



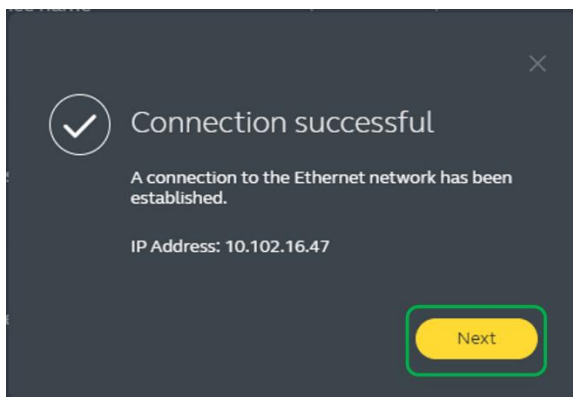
The configuration wizard will appear and show that the Jabra device is not currently connected to a network, click Configure to continue.



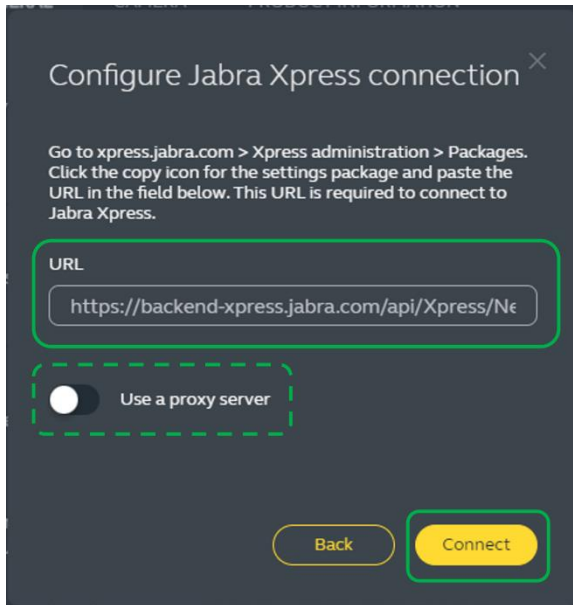
If the Ethernet network does not use 802.1X, select None in the EAP method dropdown menu. If the Ethernet network does use 802.1X authentication, open the EAP method dropdown menu and select MSCHAPv2 for username/password authentication, or Certificate for EAP-TLS. Selecting Certificate will allow you to download a Certificate Signing Request (CSR) which can be uploaded to your CA to produce a certificate for the PanaCast 50. After selecting the proper EAP method configuration click Connect to continue.



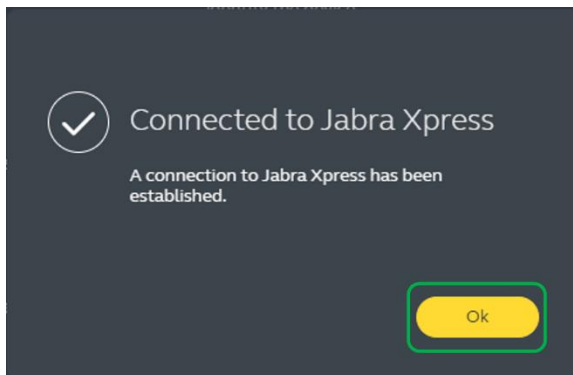
A message will be shown when the connection is successfully completed. Click Next to continue with the configuration.



Paste the Configuration URL copied from the Xpress Package management page in the URL field. If a proxy server is required, enable Use a proxy server and provide the required information. Click Connect when finished.



Once the PanaCast 50 has connected to Jabra Xpress a message will be displayed to confirm that the process was successful. Click Ok to close the wizard.

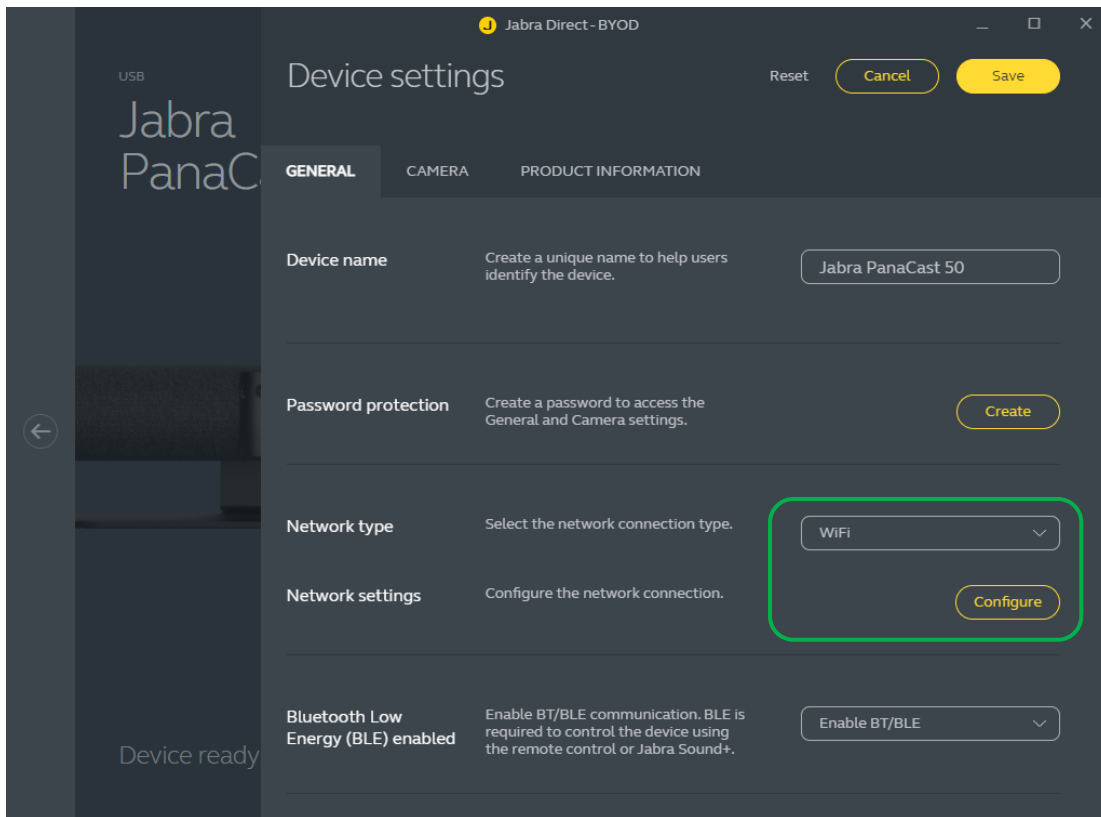


Now that the PanaCast 50 is connected to Xpress Cloud over the network, the USB connected Windows 10/11 or macOS device can be removed. The PanaCast 50 will continue to be managed as part of the Xpress Package it was assigned to using the Ethernet connection.

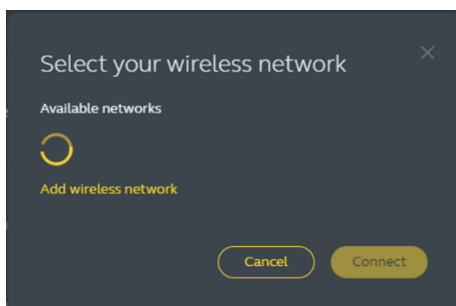
Adding a PanaCast 50 using Wi-Fi

Connect the PanaCast 50 via USB to a Windows 10/11 or macOS device running the Jabra Direct Client (note that this could be the Linked Jabra Direct Client, or non-linked) and have the SSID and credentials available for the desired Wi-Fi network that the PanaCast 50 will be connected to.

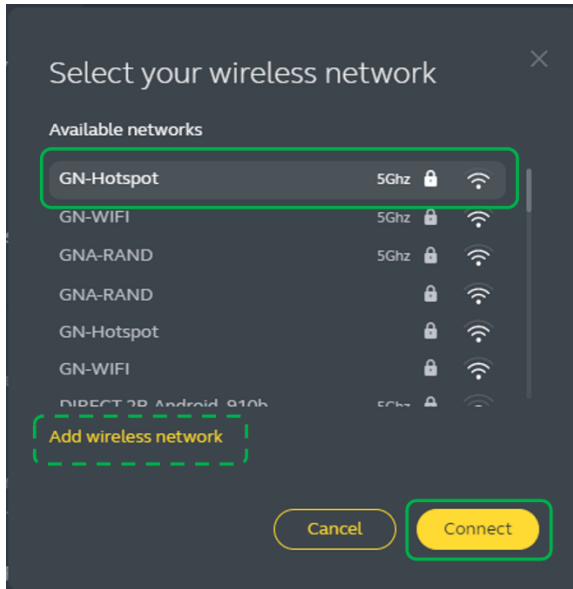
Open the Jabra Direct Client (or Linked Jabra Direct Client) and go to **Devices** -> **PanaCast 50** -> **Settings** -> **General** and change the Network type dropdown menu to WiFi, then click the Configure button to the right of Network settings.



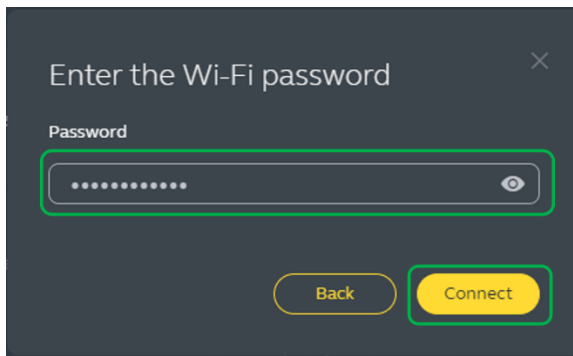
The configuration wizard will appear and search for available Wi-Fi networks (both in 2.4GHz and 5GHz Wi-Fi bands).



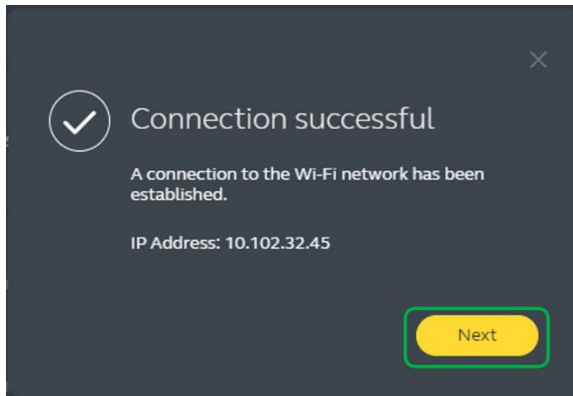
Select the desired SSID from the list of available networks, then click Connect, or if the desired SSID is not shown in the list, click Add wireless network.



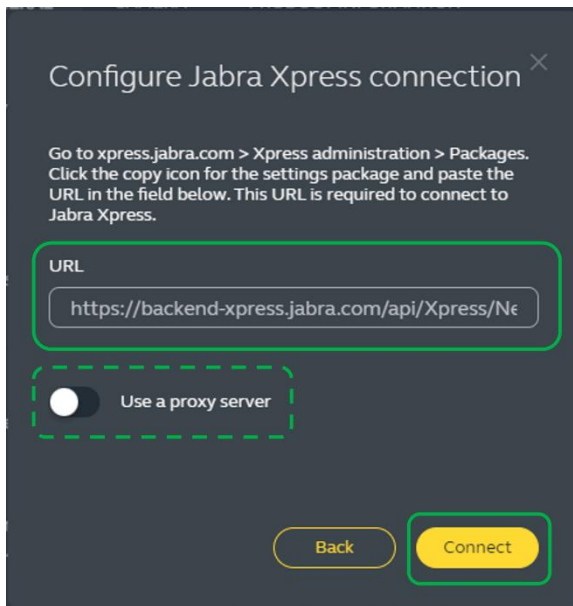
The security type of the Wi-Fi network (WPA2–Personal or WPA2–Enterprise) is detected automatically and will only prompt for the required information. Enter the required network credentials, then click Connect.



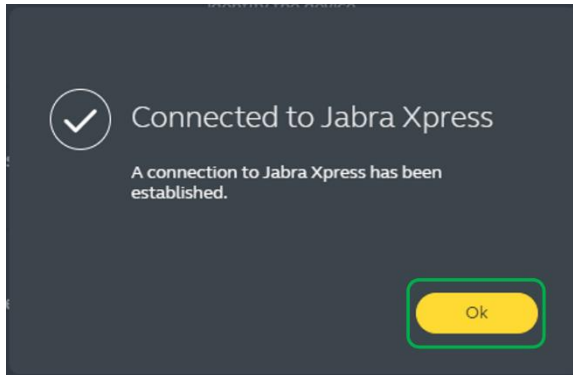
Once the connection to the Wi-Fi network is finished, a message will appear that the connection was successful. Click Next to continue.



Paste the Configuration URL copied from the Xpress Package management page in the URL field. If a proxy server is required, enable Use a proxy server and provide the required information. Click Connect when finished.

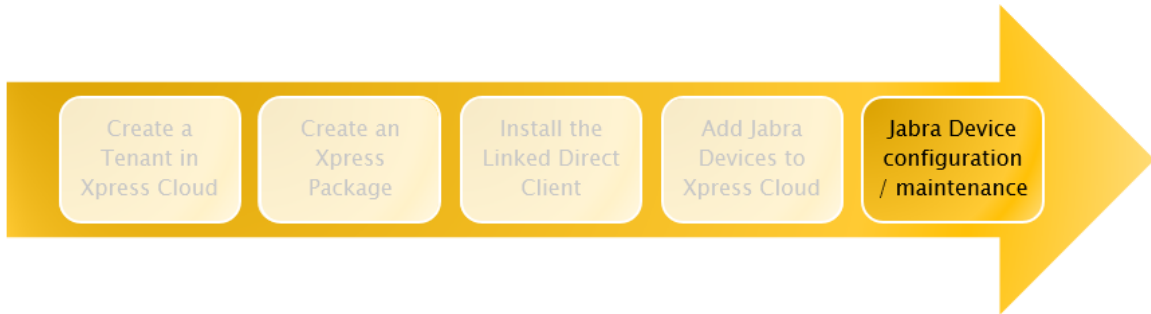


Once the PanaCast 50 has connected to Jabra Xpress a message will be displayed to confirm that the process was successful. Click Ok to close the wizard.



Now that the PanaCast 50 is connected to Xpress Cloud over the network, the USB connected Windows 10/11 or macOS device can be disconnected. The PanaCast 50 will continue to be managed as part of the Xpress Package it was assigned to using the Ethernet connection.

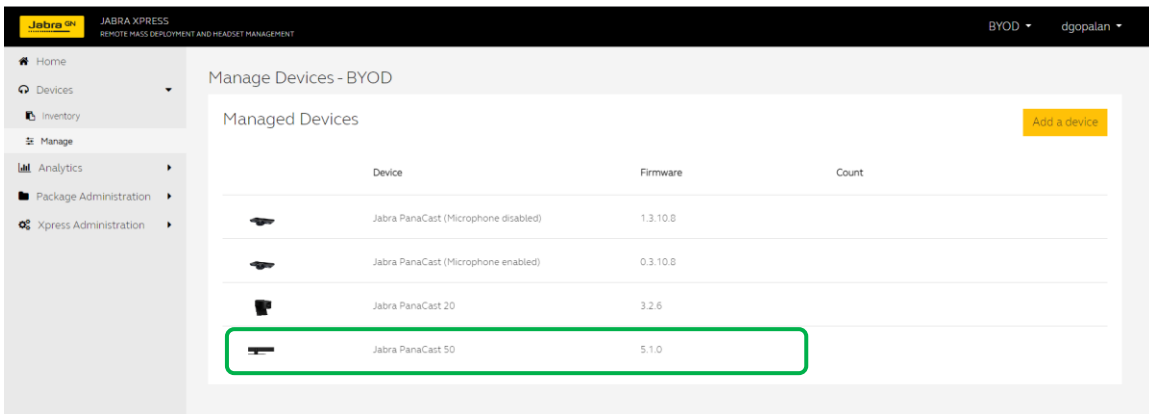
Control Jabra Device Settings from Xpress Cloud



Jabra Xpress Cloud provides the administrator the ability to manage Jabra device settings remotely. Administrators create a Jabra Xpress Package and afterwards govern and manage settings and firmware of the Jabra product. Multiple Jabra devices can be managed using the same Xpress Package.

Jabra PanaCast camera's device level configuration can be set by the administrator from Xpress Cloud and pushed to all the Jabra PanaCast devices using the Xpress Package. Firmware versions for the Jabra PanaCast devices can also be defined in the device configuration section. To manage the device configurations, click on a specific device type.

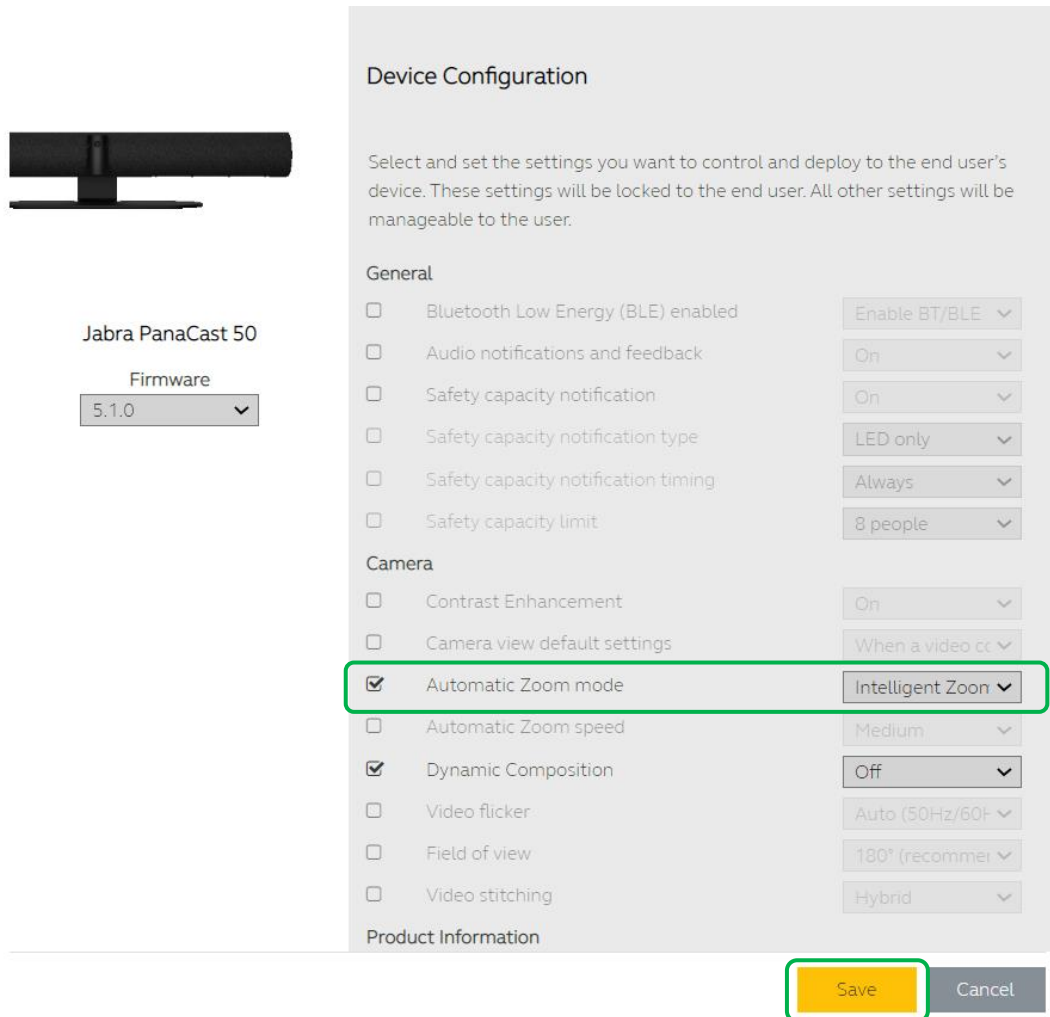
For example, click on **Jabra PanaCast 50** under Managed Devices and a pop-up window will open with the Device Configuration page.



In the Device Configuration pop-up window, select and configure the settings you want to control and deploy to all Jabra PanaCast 50 devices managed by this Xpress Package.

Jabra PanaCast 50 Device Configuration provides multiple settings which can be managed by Xpress Cloud. To control the settings, **select the checkbox** next to the setting, edit the setting to a desired value, then click **Save**.

For example, to set the Automatic Zoom Mode to Intelligent Zoom, click the checkbox next to **Automatic Zoom Mode** then select **Intelligent Zoom** from the dropdown and click **Save**. All PanaCast 50 devices managed by that Xpress Package will change their Automatic Zoom Mode to Intelligent Zoom the next time they check in with Xpress Cloud. Any settings boxes that are not checked in Xpress Cloud will not be altered on the device.



The screenshot displays the 'Device Configuration' window for a Jabra PanaCast 50. On the left, there is a small image of the device and a 'Firmware' dropdown menu set to '5.1.0'. The main area is titled 'Device Configuration' and contains a list of settings. The 'Automatic Zoom mode' setting is checked and set to 'Intelligent Zoom'. Below the settings list, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a green border.

Category	Setting	Value
General	<input type="checkbox"/> Bluetooth Low Energy (BLE) enabled	Enable BT/BLE
	<input type="checkbox"/> Audio notifications and feedback	On
	<input type="checkbox"/> Safety capacity notification	On
	<input type="checkbox"/> Safety capacity notification type	LED only
	<input type="checkbox"/> Safety capacity notification timing	Always
	<input type="checkbox"/> Safety capacity limit	8 people
Camera	<input type="checkbox"/> Contrast Enhancement	On
	<input type="checkbox"/> Camera view default settings	When a video c...
	<input checked="" type="checkbox"/> Automatic Zoom mode	Intelligent Zoom
	<input type="checkbox"/> Automatic Zoom speed	Medium
	<input checked="" type="checkbox"/> Dynamic Composition	Off
	<input type="checkbox"/> Video flicker	Auto (50Hz/60+
	<input type="checkbox"/> Field of view	180° (recommen...
<input type="checkbox"/> Video stitching	Hybrid	
Product Information		

Note

Device settings which are managed by Xpress Cloud are locked at the cloud level and cannot be modified locally in the Jabra Direct Client Linked to the Xpress Package. Only settings which are not managed by Xpress Cloud can be managed locally by users in the Linked Jabra Direct Client.

PanaCast 50 Settings

Though Xpress Cloud provides options to manage many of the PanaCast 50 device settings, not all the device configurations can be managed from the Xpress Cloud.

Room-specific settings like Whiteboard configuration, video presets, brightness, vivid HDR, etc. need to be set locally using the Jabra Direct Client. The table below provides a comparison of the settings which can be managed by Xpress Cloud vs. the Jabra Direct Client.

Camera Setting	Available in Xpress Cloud	Available in Direct Client
Password Protection	X	√
Ethernet Network	X	√
Jabra Xpress Ethernet Setup	X	√
Wi-Fi Network	X	√
Jabra Xpress Wi-Fi Setup	X	√
Bluetooth Low Energy (BLE) enabled	√	√
Audio notifications and feedback	√	√
Safety capacity notification	√	√
Safety capacity notification type	√	√
Safety capacity notification timing	√	√
Safety capacity limit	√	√
Contrast Enhancement	√	√
Camera view default settings	√	√
Automatic Zoom mode	√	√
Video Transition Style		√
Automatic Zoom speed	√	√
Dynamic Composition	√	√
Video Preset 1 - Pan, Tilt, Zoom	X	√
Video Preset 2 - Pan, Tilt, Zoom	X	√
Image Quality Settings (Brightness, Contrast, Saturation, Sharpness)	X	√
Vivid HDR	X	√
Video flicker	√	√
Field of view	√	√
Video stitching	√	√
Whiteboard View Setup	X	√
Whiteboard Sharing Mode	X	√
Contrast Enhancement	X	√

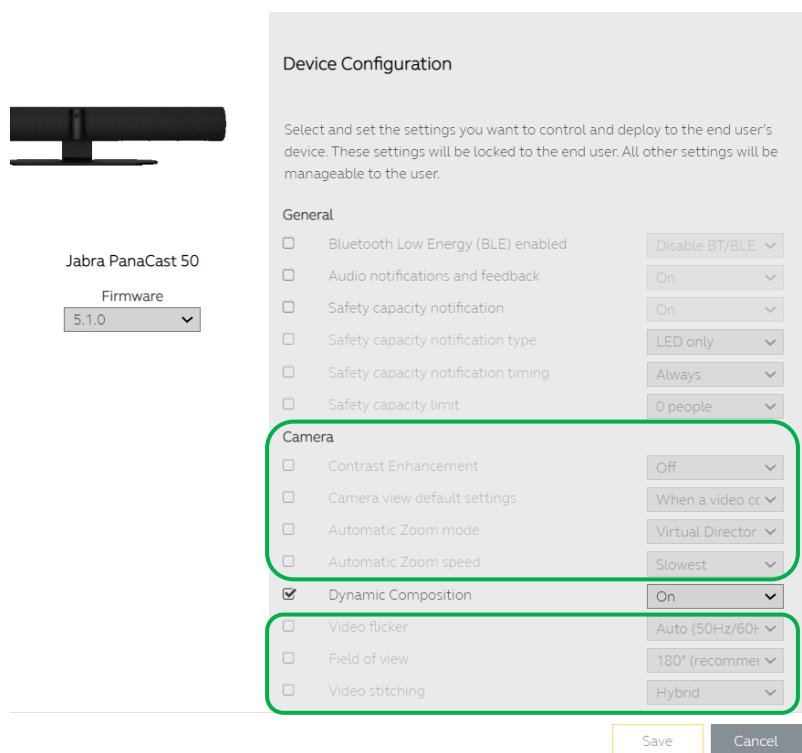
It is recommended to set configurations in Xpress Cloud whenever possible to provide consistent user experiences across all meeting rooms in an organization. For example, Automatic Zoom Mode can be set to either **Intelligent Zoom** or **Virtual Director** depending on the desired user experience.

Intelligent zoom uses AI technology to automatically detect and optimally frame all the people present in the meeting room within the 180-degree field of view.

Virtual Director automatically detects the active speaker and dynamically adjusts the pan, tilt, and zoom level of the camera to focus on the active speaker and follows the conversation by switching from person to person.

Additionally, Jabra PanaCast 50 supports **Dynamic Composition**, which automatically detects up to four people, or clusters of people, within the 180-degree Field of View, then dynamically frames the detected participants in individual tiles and forms a composite video frame. This video frame updates in real time to display the active speakers and/or the most recent speakers within the room to make the experience more engaging and immersive for remote participants.

When **Dynamic Composition** is enabled in the device configuration page, all the other camera settings are disabled, and can't be managed from Jabra Xpress Cloud or from the local Jabra Direct Client.



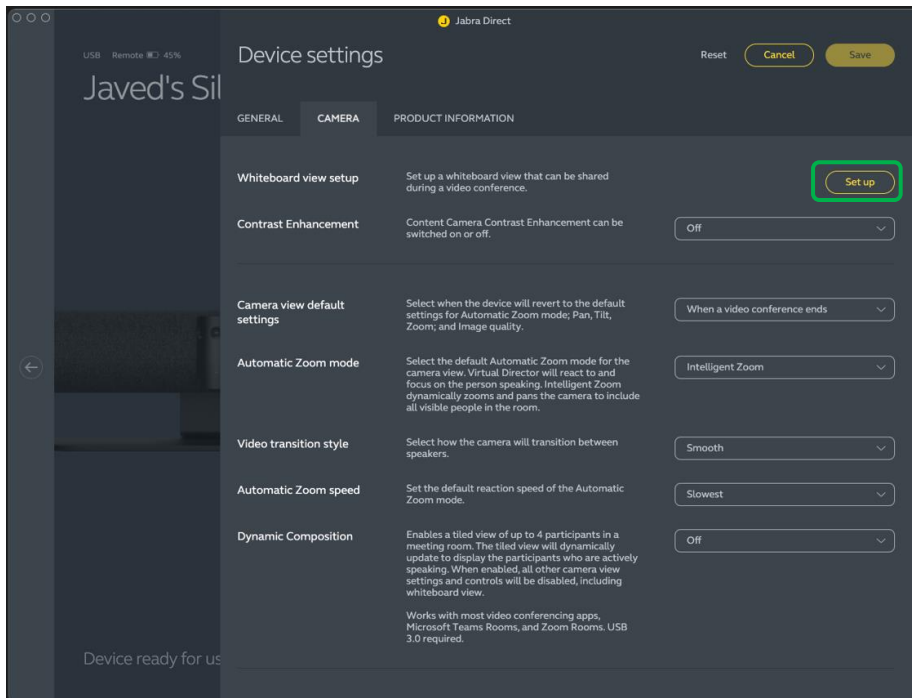
Configuring Jabra PanaCast 50 Whiteboard Capability

In a meeting room, content from a physical whiteboard can be shared in real-time during a call using the Jabra PanaCast 50 camera. PanaCast 50 can split the Whiteboard video feed out into a separate Content Camera or replace the view of the room with the video feed of the Whiteboard.

To configure the PanaCast 50 whiteboard feature, access the Linked Jabra Direct Client on the Room System.

To setup the whiteboard view, follow these steps:

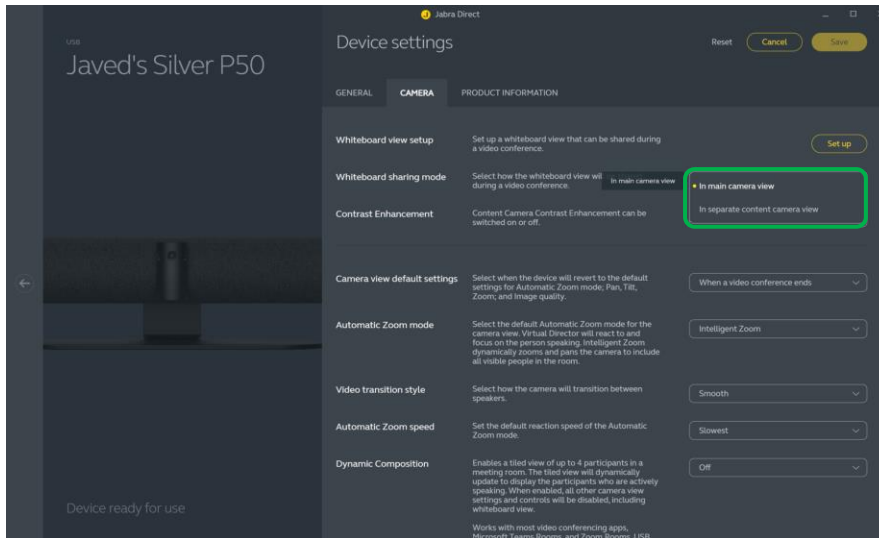
Open Jabra Direct, then click on the **Device** tab. Select the Jabra PanaCast 50, then navigate to **Settings** -> **Camera** . Click on the **Set up** button next to Whiteboard View Setup



Follow the on-screen prompts to complete the whiteboard setup.

Select the required whiteboard sharing mode from the two options:

- **In main camera view** (recommended for In-Room PC and BYOD scenarios) – When this mode is set, Whiteboard content is sent as the main video stream during a call. Only one video stream would be sent which is the whiteboard content area. In this mode, camera is enumerated as **Jabra PanaCast 50** which can be verified in the Device Manager
- **In separate content camera view** (recommended for Microsoft Teams Rooms and Zoom Rooms scenarios) – When this mode is set, Whiteboard content is sent in a separate media stream in addition to the main camera video. In this mode, PanaCast camera is enumerated separately as **Jabra PanaCast 50** and **Jabra PanaCast 50 Content camera** to support dual video stream.

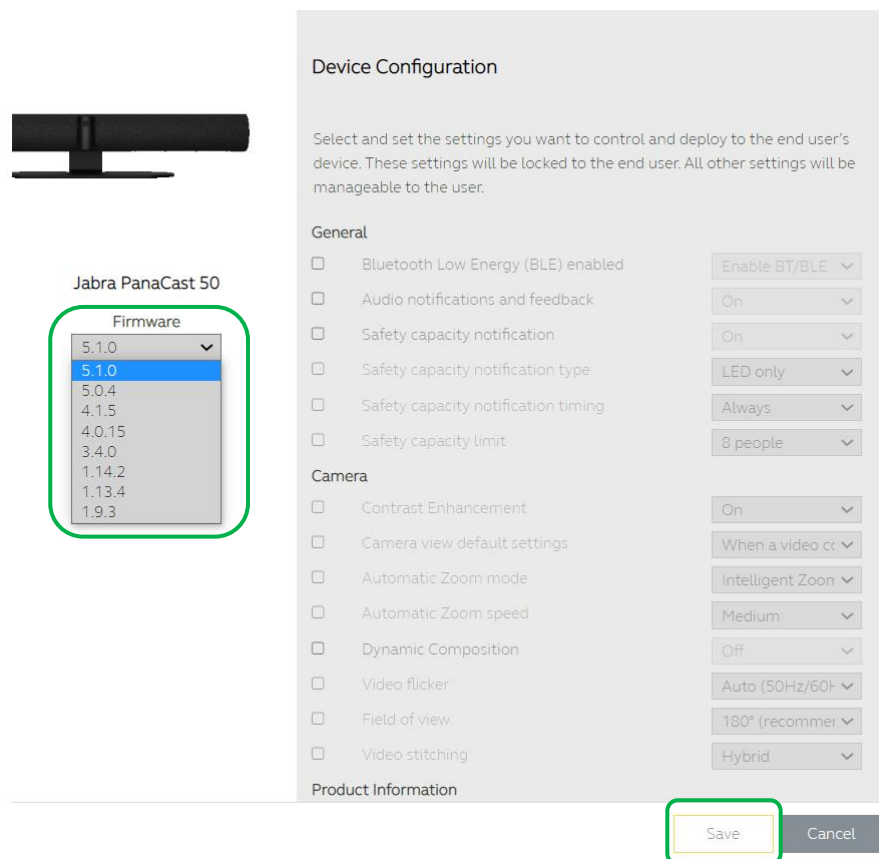


Once you have made the changes in the Linked Jabra Direct Client restart the Room System, this ensures that the new camera devices enumerate properly, and that the Room System is back in user-mode.

Jabra PanaCast Firmware Upgrades

Jabra PanaCast firmware versions can also be managed from Xpress Cloud. The firmware version selected in the Device Configuration page (**Devices** -> **Manage** -> *Select desired device type*) will be pushed to all Jabra devices managed by that Xpress Package.

For example, to manage the firmware on all PanaCast 50 devices, click on the Firmware dropdown menu and select the desired firmware version, then click **Save**.



The specific firmware package will be pushed to all PanaCast 50 cameras controlled by this Xpress Package. The firmware will be transmitted by USB from a Windows 10/11 or macOS device running the Linked Jabra Direct client, or over the network if the PanaCast 50 is communicating with Xpress Cloud via Ethernet or Wi-Fi. Similarly, firmware versions can be pushed to other Jabra devices as well from Jabra Xpress Cloud.

To upload different firmware versions on different Jabra devices of the same device type, create multiple Xpress Packages. Under each Xpress Package, define the firmware version to be loaded on the Jabra devices.

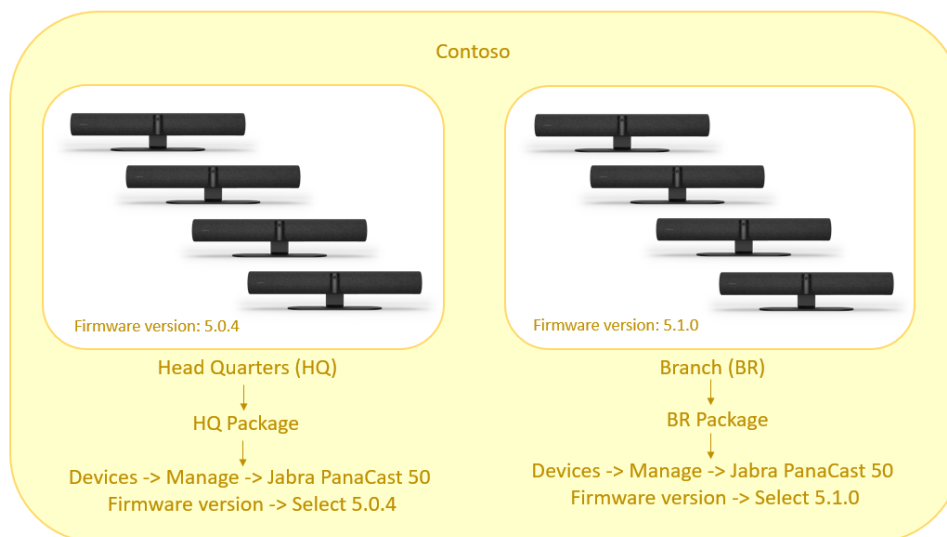
Example Deployment

Let's consider the following scenario where the Head Quarters (HQ) should have all the PanaCast 50 devices running firmware version 5.0.4 and a branch office (BR) should have all Jabra PanaCast 50 devices running firmware version 5.1.0.

To achieve this objective, create two Xpress Packages, one named "HQ Package" and one named "BR Package". In each Xpress Package, add the Jabra PanaCast 50 device type under **Devices** -> **Manage**.

In the "HQ Package", set the firmware version as 5.0.4 in the Jabra PanaCast 50 Device Configuration page. In the "BR Package" set the firmware version as 5.1.0 in the Jabra PanaCast 50 Device Configuration page. At each site, download the corresponding Linked Jabra Direct Client, and connect the Windows 10/11 or macOS device running the Linked Jabra Direct Client to the PanaCast 50s.

Refer to the below diagram for an overview of the firmware upgrade process.



To learn more about recommendations for managing PanaCast 50 devices in specific deployment scenarios, check out the following articles:

- For room system scenarios, like Microsoft Teams Rooms or Zoom Rooms, see [Managing Room Systems with Jabra Xpress](#).
- If meeting rooms have a dedicated in-room PC or Mac that is not running as a room system see [Managing Meeting Spaces with an In-Room PC](#).
- Bring your own device (BYOD) scenarios don't offer a consistent platform for the Linked Jabra Direct Client, these scenarios are best served by connecting the PanaCast 50 directly to the network, which is covered in [Managing BYOD Meeting Spaces](#).

Managing Room Systems with Jabra Xpress

Room Systems, like Microsoft Teams Rooms (MTR) and Zoom Rooms (ZR) provide an exceptional meeting experience for end users blending enhanced meeting functionality with intuitive, easy meeting controls. The Jabra PanaCast 50 complements the key features offered by room systems with its unique 180-degree field of view camera which allows for new physical layouts in meeting rooms, world-leading professional audio ensuring that in-person and remote meeting participants can hear and be heard during the meeting, and onboard AI-powered adaptive architecture, which continues to provide innovative new video experiences.

Managing PanaCast 50 devices deployed as part of room systems requires consideration of three key areas:

- 1) Firmware Updates
- 2) PanaCast 50 Feature Configuration
- 3) Room System Configuration

The table below shows Jabra's guidance for managing firmware updates in room system environments.

Room Type	Operating System	Update Mechanism	Description
Microsoft Teams Rooms	Windows	Windows Update	Automatic firmware updates using JabraFWUpdater service delivered through Windows Update
Zoom Room	Windows	Windows Update	Automatic firmware updates using JabraFWUpdater service delivered through Windows Update
Zoom Room	Mac	Jabra Xpress	Managed firmware updates using Jabra Xpress Cloud

PanaCast 50 feature configuration can be managed through a combination of Xpress Cloud, for features that will be common across different meeting spaces, and the Jabra Direct Client, for features that will be unique to each meeting space. The Linked Jabra Direct Client should be installed on all room system devices, see [Creating and Managing Xpress Packages](#) and [Installing an Xpress Package](#) for more details.

Room System configuration includes selecting the PanaCast 50 as the video and audio device for the Room System, as well as configuring any Room System specific features (like the Content Camera in MTR).

There is a caveat to the recommendations in this section, Crestron room systems, both in the MTR and ZR configuration, are pre-configured for PanaCast 50 device

management, no changes need be made on the system, no Xpress Packages need be installed, management can be performed through Crestron XIO cloud.

In addition to the topics already mentioned, this section will cover the JabraFWUpdater utility for the Microsoft Windows Operating System as well as specific recommendations for Microsoft Teams Rooms and Zoom Rooms environments.

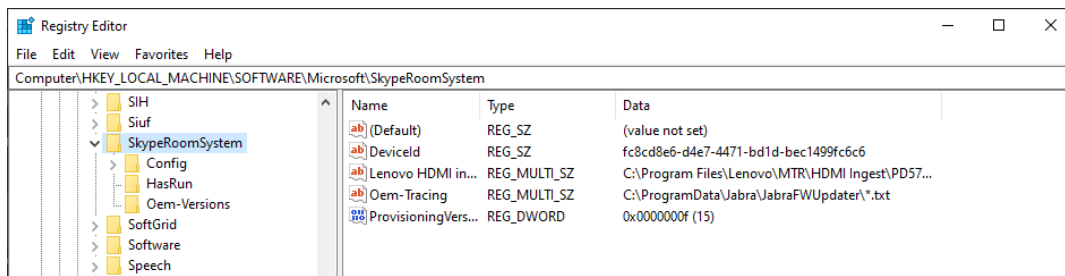
JabraFWUpdater Service for the Microsoft Windows Operating System

Jabra Firmware Updater Service (JabraFWUpdater) is automatically installed through Windows Update on MTR systems with the Jabra PanaCast 50. These systems will receive updates for the PanaCast 50 firmware automatically through Windows Update, ensuring that Jabra devices will always be running the latest firmware version. The JabraFWUpdater service periodically checks the firmware running on the PanaCast 50 against the latest version available on the system and will install updates as needed.

Logs are written in C:\ProgramData\Jabra\JabraFWUpdater . These logs are called JabraCmdlineFwUpdaterLog.txt and log.txt (older logs will be called archive and include a timestamp in the filename).

Although the JabraFWUpdater is enabled automatically in MTR devices, it must be enabled manually by the administrator for ZR devices running the Windows OS. JabraFWUpdater, and the corresponding automatic firmware downloads using Windows Update, are controlled via a registry key on the system. The SkypeRoomSystem key must be present in the registry at the following location:

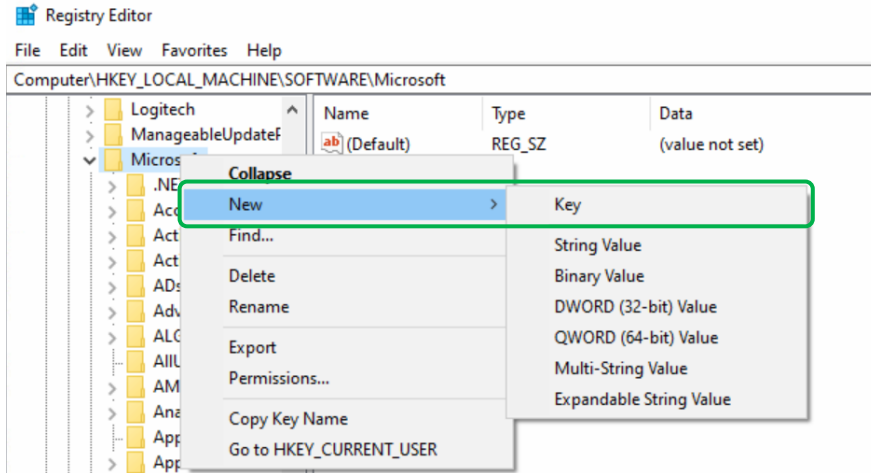
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SkypeRoomSystem



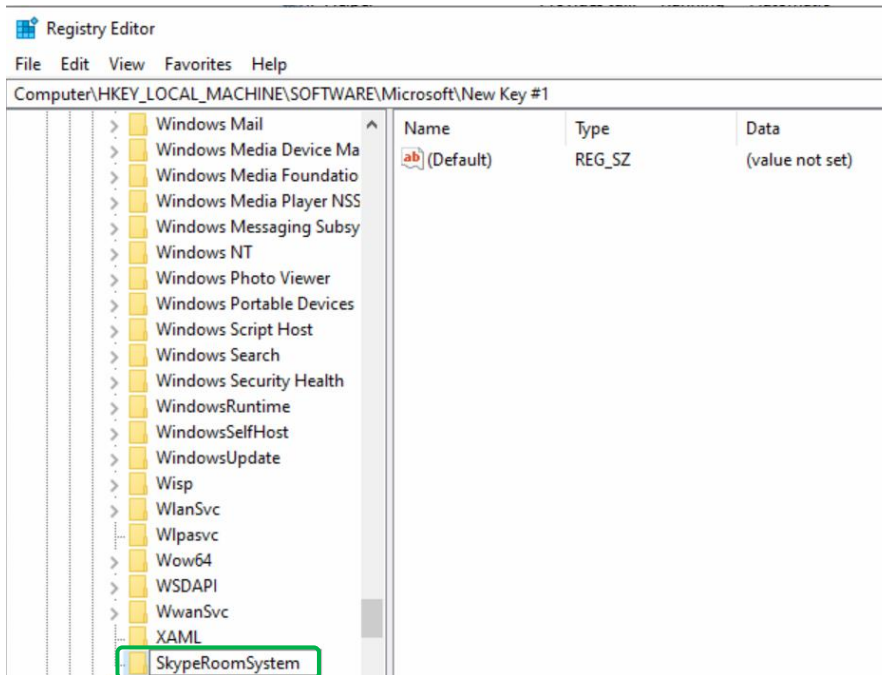
Note:

Although additional keys are present on an MTR system, only the SkypeRoomSystem key is required on a ZR system for the JabraFWUpdater service to function.

The key can be manually added to ZR systems. Open RegEdit on the machine, navigate to the folder Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft , then right click on the Microsoft folder and choose **New** -> **Key**



Name the new key **SkypeRoomSystem**, then press Enter



Reboot the PC after adding the registry key.

Note:

- If a Room System running on Windows OS has the necessary Microsoft registry enabled, JabraFWUpdater will initiate the PanaCast 50 firmware upgrade when

available. If the registry key is missing, the PanaCast 50 will not receive firmware updates via Windows Update.

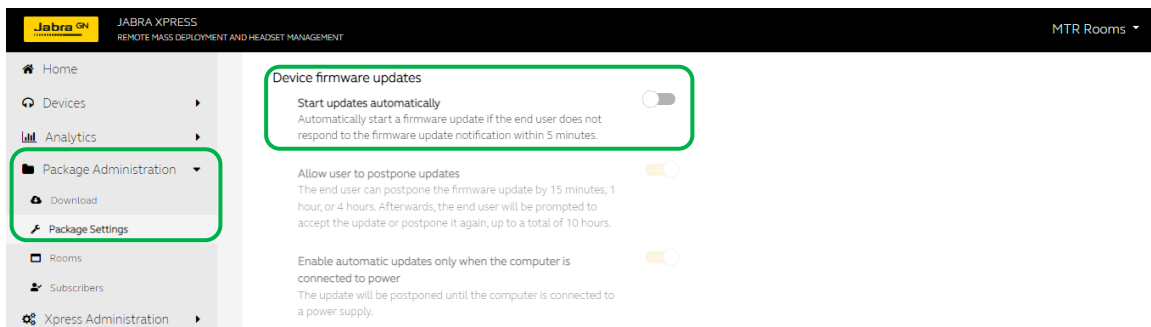
- When the JabraFWUpdater service is started and a PanaCast 50 is newly connected, if a new firmware version is available, the update will begin after approximately one minute.
- The JabraFWUpdater service checks if new versions are available and if the PanaCast 50 is not in use on an hourly basis, due to timing conflicts it is possible that updates will not occur immediately within the first minute, therefore allow at least one hour after connecting PanaCast 50 for the update to begin.

PanaCast 50 with Microsoft Teams Rooms

Firmware Updates in MTR

In MTR environments, firmware updates to the PanaCast 50 are handled automatically by Windows Update and the JabraFWUpdater service; it is critical that automatic updates are disabled in Xpress Cloud to prevent conflict between the two update methods.

To disable automatic firmware updates in Xpress Cloud, go to **Package Administration** –> **Package Settings** –> *Select the Xpress Package used for your MTR's* and set Start Updates Automatically to Disable under Device Firmware Updates

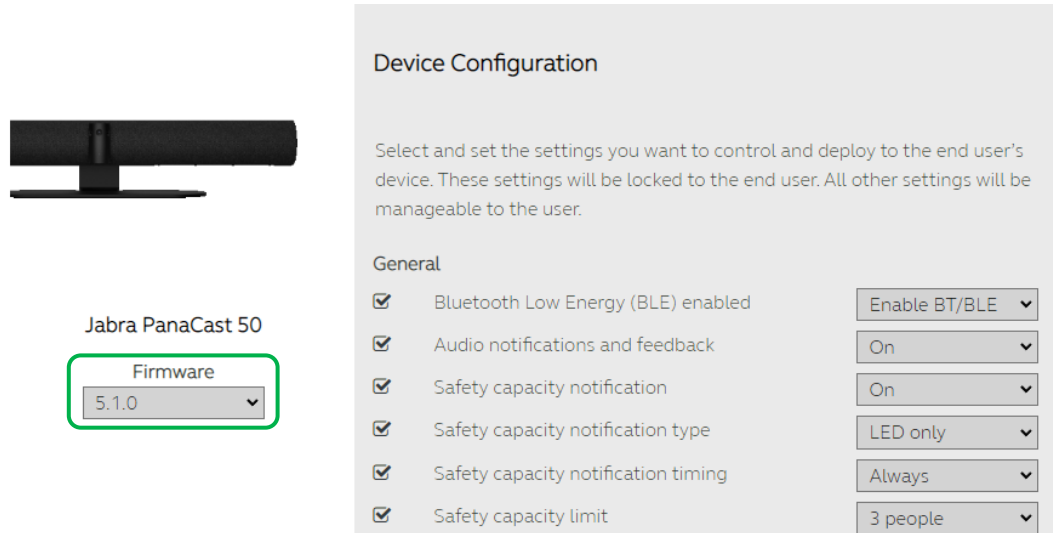


PanaCast 50 Settings in MTR

As with any deployment of the PanaCast 50, some settings, typically those that will be common across all Jabra devices, can be configured through Xpress Cloud, while other settings, typically those that are room-specific, must be configured using the Jabra Direct Client.

For global settings managed through Xpress Cloud, since the firmware version is not being controlled through Jabra Xpress, it becomes a **necessity** that the firmware version selected for the PanaCast 50 Device Configuration (**Devices -> Manage -> PanaCast 50**) matches the firmware version that is installed on the Jabra devices via the JabraFWUpdater service.

If these versions do not match, changes to settings on existing devices, or newly added device, will not be applied.



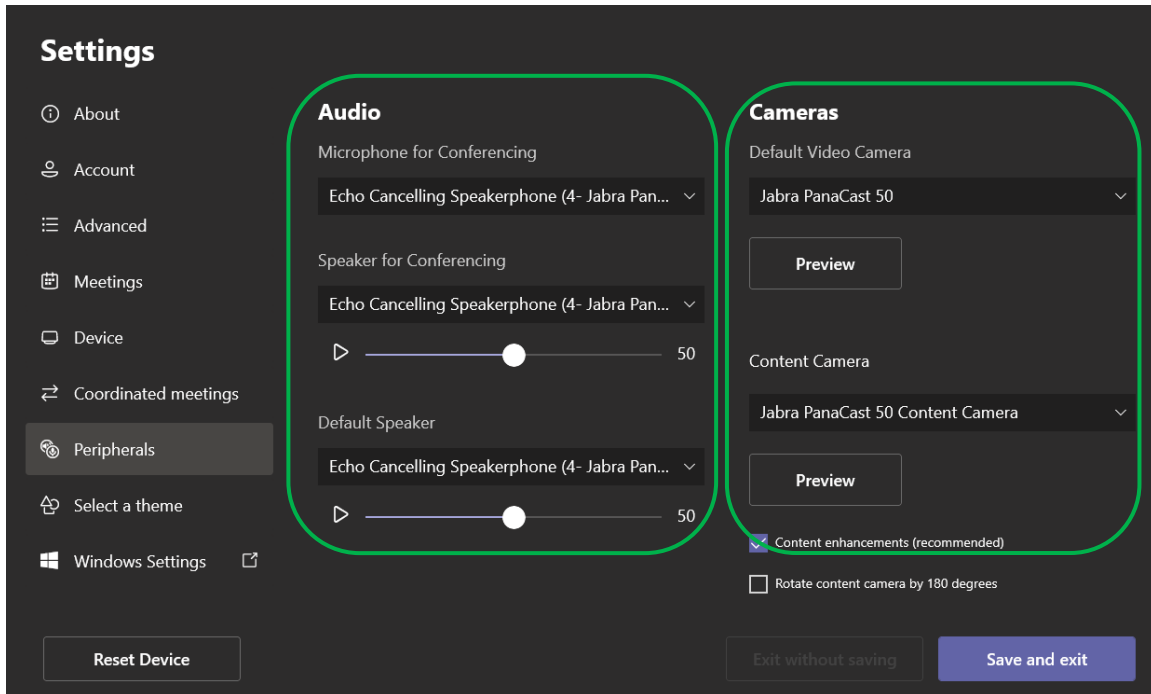
PanaCast 50 Settings has a detailed breakdown of which settings can be managed through Xpress Cloud, and which settings must be managed using the Linked Jabra Direct Client.

On MTR systems, the Linked Jabra Direct Client can be accessed by logging in to the system with the Admin account, either locally in the room, or using remote desktop. Administrators should be sure to return the MTR system to the skype login after using the Linked Jabra Direct Client for device configuration so that the room is ready for users.

For MTR systems in meeting spaces with a physical whiteboard, Jabra recommends configuring the PanaCast 50 to present the Whiteboard as a separate Content Camera, which will be recognized by the MTR. The configuration process using the Linked Jabra Direct Client is covered in [Configuring Jabra PanaCast 50 Whiteboard Capability](#).

MTR Configuration

To configure the PanaCast 50 as the audio and video device in an MTR go to **Settings** -> **Peripherals** then select the Jabra PanaCast 50 in the Audio and Video sections. You can also add the PanaCast 50 Content Camera as the Content Camera for the MTR once the configuration has been completed using the Linked Jabra Direct Client.



Note

The content camera feature is only supported when the PanaCast 50 video mode is set to **Virtual Director** or **Intelligent Zoom**. Dynamic Composition and Content Camera are mutually exclusive.

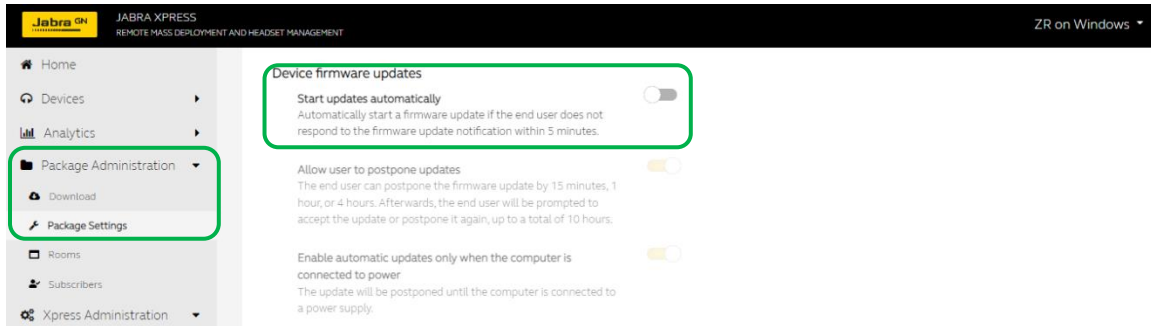
Jabra recommends that you test the camera and audio to ensure that they are functioning properly using the Preview and audio play icons. Save and Exit when done.

PanaCast 50 with Zoom Rooms on Windows

Firmware Updates in ZR on Windows

In ZR on Windows environments, after adding the SkypeRoomSystem registry key described above, firmware updates to the PanaCast 50 are handled automatically by Windows Update and the JabraFWUpdater service; it is critical that automatic updates are disabled in Xpress Cloud to prevent conflict between the two update methods.

To disable automatic firmware updates in Xpress Cloud, go to **Package Administration** –> **Package Settings** –> *Select the Xpress Package used for your ZR's* and set Start Updates Automatically to Disable under Device Firmware Updates

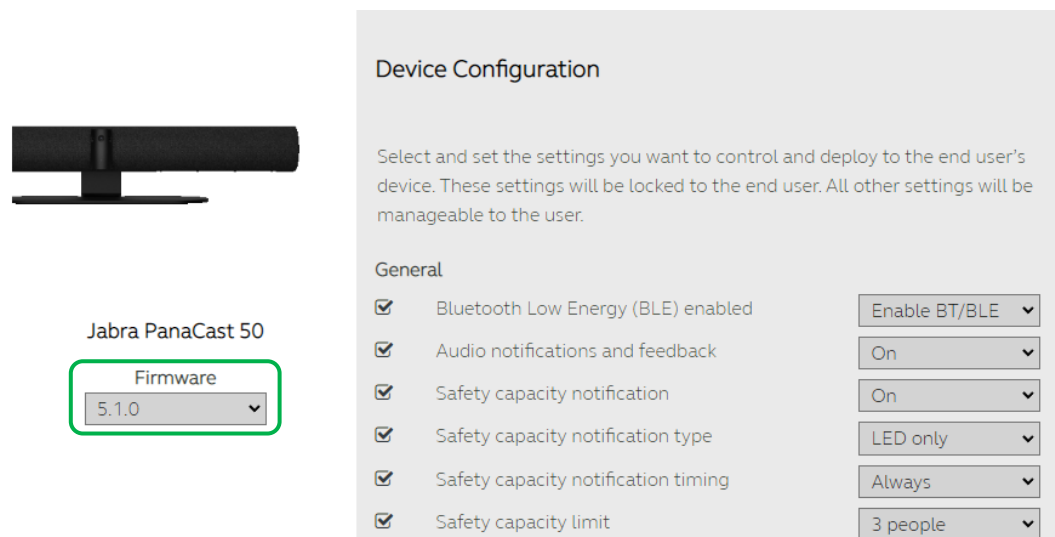


PanaCast 50 Settings in ZR on Windows

As with any deployment of the PanaCast 50, some settings, typically those that will be common across all Jabra devices, can be configured through Xpress Cloud, while other settings, typically those that are room-specific, must be configured using the Jabra Direct Client.

For global settings managed through Xpress Cloud, since the firmware version is not being controlled through Jabra Xpress, it becomes a **necessity** that the firmware version selected for the PanaCast 50 Device Configuration (**Devices** –> **Manage** –> **PanaCast 50**) matches the firmware version that is installed on the Jabra devices via the JabraFWUpdater service.

If these versions do not match, changes to settings on existing devices, or newly added device, will not be applied.



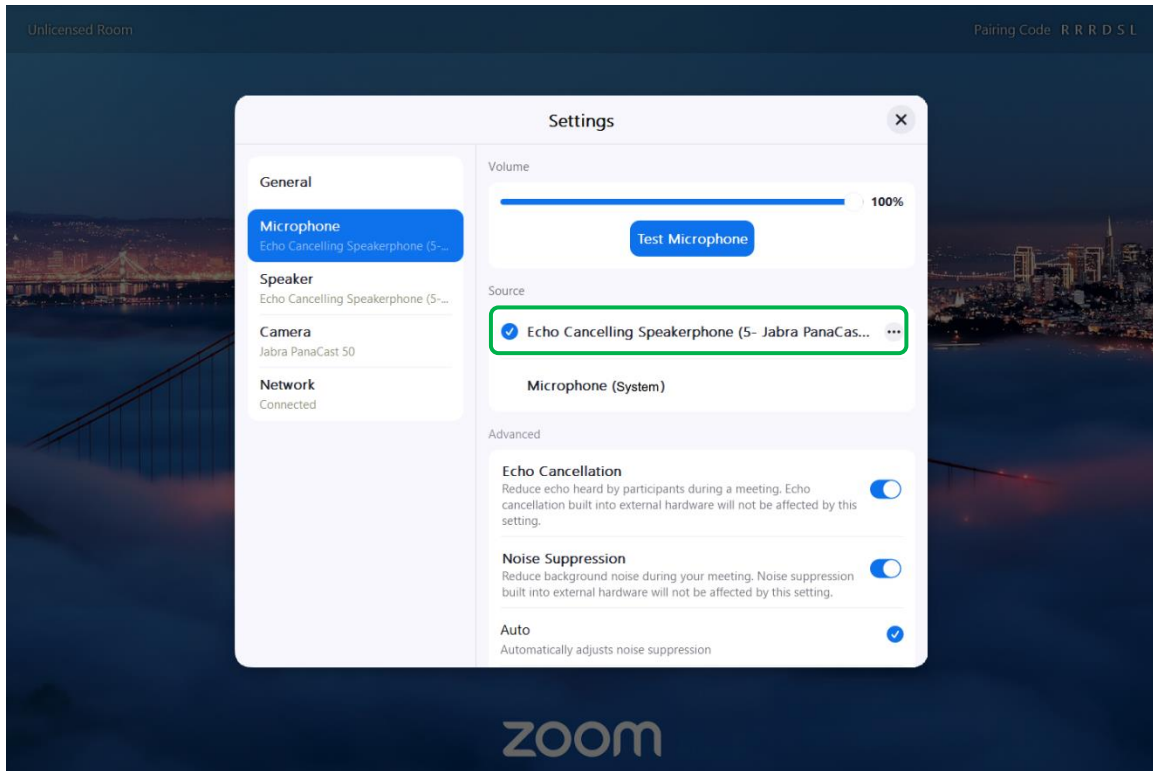
PanaCast 50 Settings has a detailed breakdown of which settings can be managed through Xpress Cloud, and which settings must be managed using the Linked Jabra Direct Client.

On ZR on Windows systems, the Linked Jabra Direct Client can be accessed by exiting the Zoom Rooms application and opening the Linked Jabra Direct Client, either locally in the room, or using remote desktop. Administrators should be sure to re-open the Zoom Rooms application after using the Linked Jabra Direct Client for device configuration so that the room is ready for users.

For ZR on Windows systems in meeting spaces with a physical whiteboard, Jabra recommends configuring the PanaCast 50 to present the Whiteboard as a separate Content Camera. By selecting the Content Camera sharing within the ZR both the video feed of the whiteboard and the video feed of the participants will be shared. The configuration process using the Linked Jabra Direct Client is covered in **Configuring Jabra PanaCast 50 Whiteboard Capability**.

ZR on Windows Configuration

To configure the PanaCast 50 as the microphone, speaker, and camera device in a ZR on Windows click on the Settings gear icon, then select the Jabra PanaCast 50 as the source in each of the sections in the Settings menu.

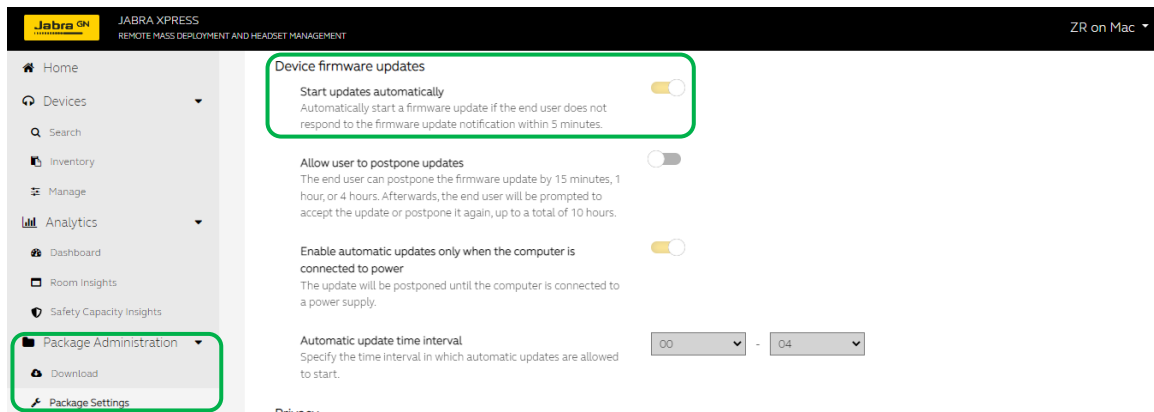


PanaCast 50 with Zoom Rooms on macOS

Firmware Updates in ZR on macOS

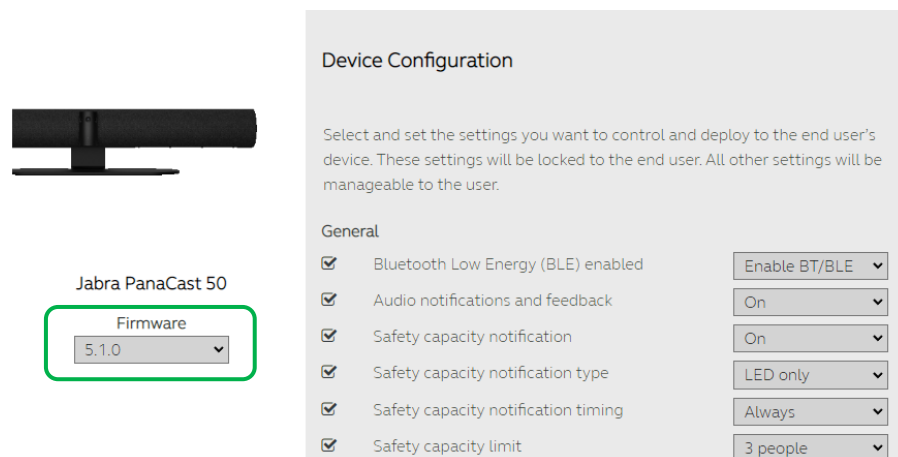
For ZR on macOS systems, PanaCast 50 firmware should be managed using Xpress Cloud and the Linked Jabra Direct Client running on the macOS device. This process is referred to as managed (in the table at the beginning of this section) because once an administrator selects a firmware version in Xpress Cloud, that version will be pushed out to the managed PanaCast 50 devices, however, unlike the MTR and ZR on Windows experience, when new firmware is released by Jabra that new firmware will not be installed on PanaCast 50 devices until the administrator selects the new version in Xpress Cloud.

To enable firmware updates in Xpress Cloud, go to **Package Administration** -> **Package Settings** -> *Select the Xpress Package used for your ZR's* and set Start Updates Automatically to Enable under Device Firmware Updates.



Xpress Cloud can schedule the time window used for update installation to help avoid conflicts with potential unscheduled room use.

Administrators should set the firmware version in Xpress Cloud for the PanaCast 50 Device Configuration (**Devices** -> **Manage** -> **PanaCast 50**).



Once a firmware version is selected it will be pushed out to all PanaCast 50 devices that are managed by that Xpress Package.

PanaCast 50 Settings in ZR on macOS

As with any deployment of the PanaCast 50, some settings, typically those that will be common across all Jabra devices, can be configured through Xpress Cloud, while other settings, typically those that are room-specific, must be configured using the Jabra Direct Client.

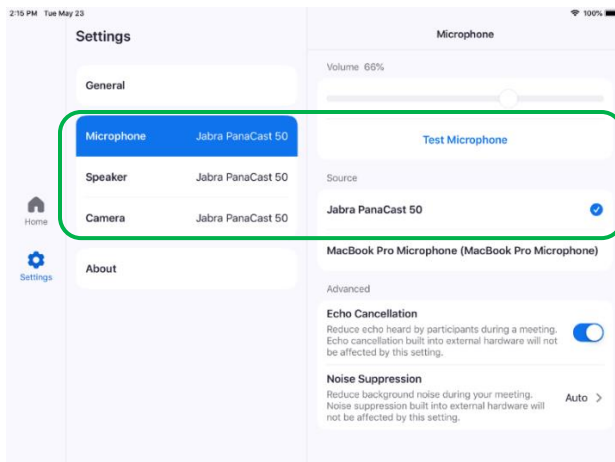
PanaCast 50 Settings has a detailed breakdown of which settings can be managed through Xpress Cloud, and which settings must be managed using the Linked Jabra Direct Client.

On ZR on macOS systems, the Linked Jabra Direct Client can be accessed by exiting the Zoom Rooms application and opening the Linked Jabra Direct Client, either locally in the room, or using remote desktop. Administrators should be sure to re-open the Zoom Rooms application after using the Linked Jabra Direct Client for device configuration so that the room is ready for users.

For ZR on macOS systems in meeting spaces with a physical whiteboard, Jabra recommends configuring the PanaCast 50 to present the Whiteboard as a separate Content Camera. By selecting the Content Camera sharing within the ZR both the video feed of the whiteboard and the video feed of the participants will be shared. The configuration process using the Linked Jabra Direct Client is covered in [Configuring Jabra PanaCast 50 Whiteboard Capability](#).

ZR on macOS Configuration

To configure the PanaCast 50 as the microphone, speaker, and camera device in a ZR on macOS click on the Settings gear icon, then select the Jabra PanaCast 50 as the source in each of the sections.

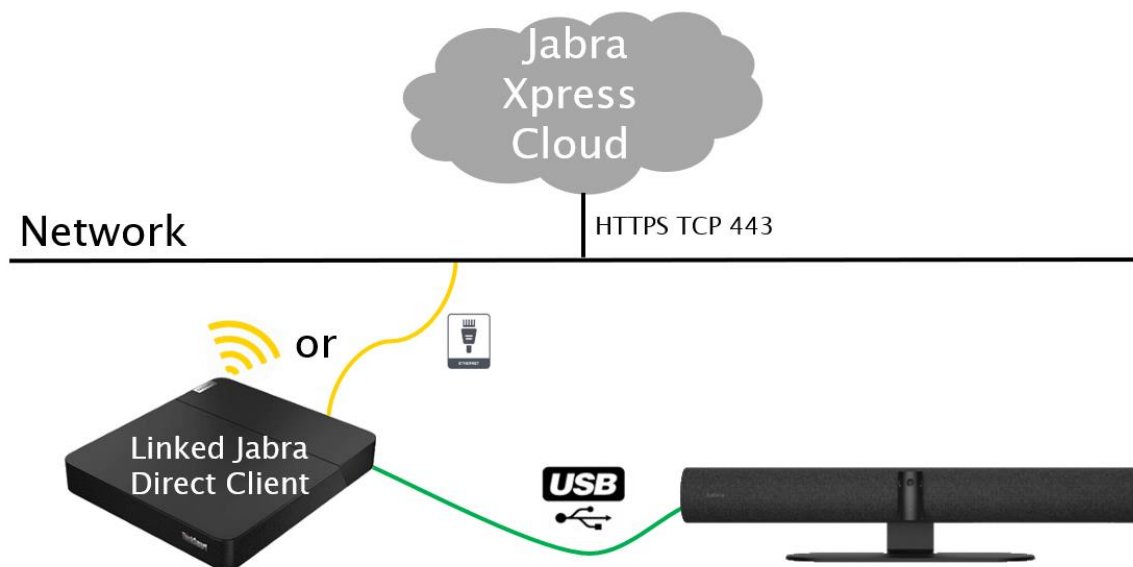


Managing Meeting Spaces with an In-Room PC

Some organizations choose to deploy dedicated Windows 10/11 or macOS devices permanently into meeting spaces which are not configured as Microsoft Teams Rooms (MTR) or Zoom Rooms (ZR). Instead, these devices run the generic operating system and have a wide variety of Unified Communications (UC) apps installed. These device may be re-purposed older hardware, small form factor devices attached directly to large format displays, or modular equipment using standards like the open pluggable specification (OPS). In-room PCs offer flexibility of meeting platform and provide the same UC client experience that end users are familiar with from their own devices.

Jabra video collaboration devices like the PanaCast 50, PanaCast, and Speak2 series can be easily integrated into these In-Room PC meeting spaces. The In-Room PC provides the ideal platform to host the Linked Jabra Direct Client, which is used for room-specific configuration (like the Whiteboard feature of the PanaCast and PanaCast 50), and for communication between the Jabra device and Xpress Cloud.

For In-Room PC meeting spaces both firmware and Jabra device settings will be managed using Xpress Cloud and the Linked Jabra Direct Client.



If the Whiteboard feature of the PanaCast or PanaCast 50 will be used in the meeting space, Jabra recommends configuring the Whiteboard video feed to appear **In main camera view** (Jabra Direct Client -> Settings -> Camera -> Whiteboard Sharing Mode -> In Main Camera View). This is recommended because UC client applications do not currently support a secondary content camera video feed. Configuring Whiteboard is covered in [Configuring Jabra PanaCast 50 Whiteboard Capability](#).

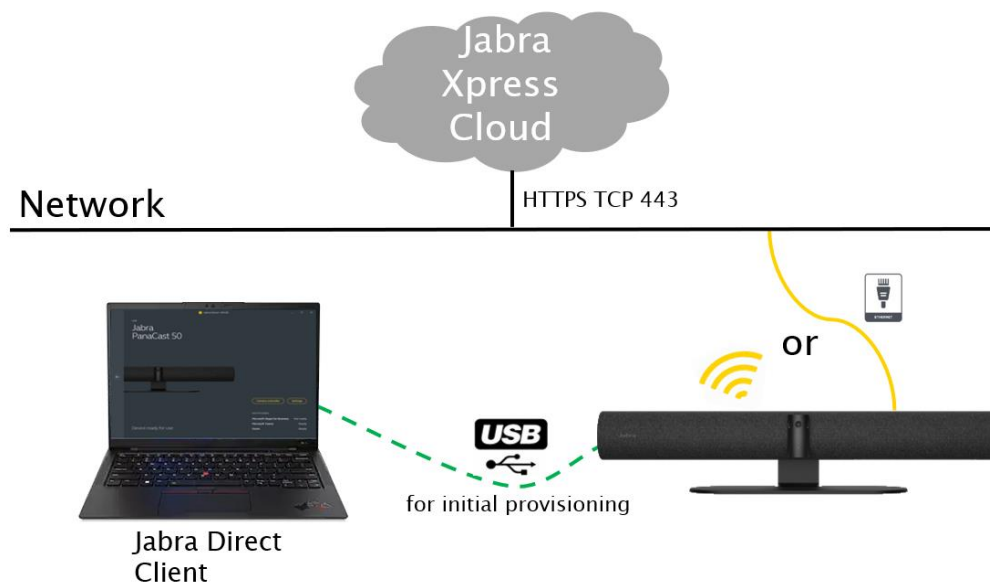
Managing BYOD Meeting Spaces

With employees joining video conferencing meetings on multiple platforms on a regular basis and sharing content from their own work devices, some organizations choose to focus on a Bring Your Own Device (BYOD) and Bring Your Own Meeting (BYOM) model for meeting spaces. In these BYOD spaces, instead of a dedicated computer in the room, employees bring their laptops and host the video conference meetings on those devices.

In these spaces it is essential to provide employees and guests with high quality video and audio hardware dedicated to meeting spaces, as relying on individual laptop video and audio hardware would leave in-room and remote meeting participants struggling.

BYOD meeting spaces either provide HDMI and USB cables, or USB-C cables for users to connect their laptop to the in-room equipment or use wireless video conferencing solutions.

The Jabra PanaCast 50 offers the ideal solution to BYOD meeting spaces by providing exceptional video and audio experiences, and the ability to connect to the network for remote management using Xpress Cloud. In BYOD environments, a Windows 10/11 or macOS device running the Jabra Direct Client will be used for initial configuration of the PanaCast 50, and for joining the Jabra device to the Xpress Package. This process is covered in [Add an Individual PanaCast 50 Using Network Connectivity](#).



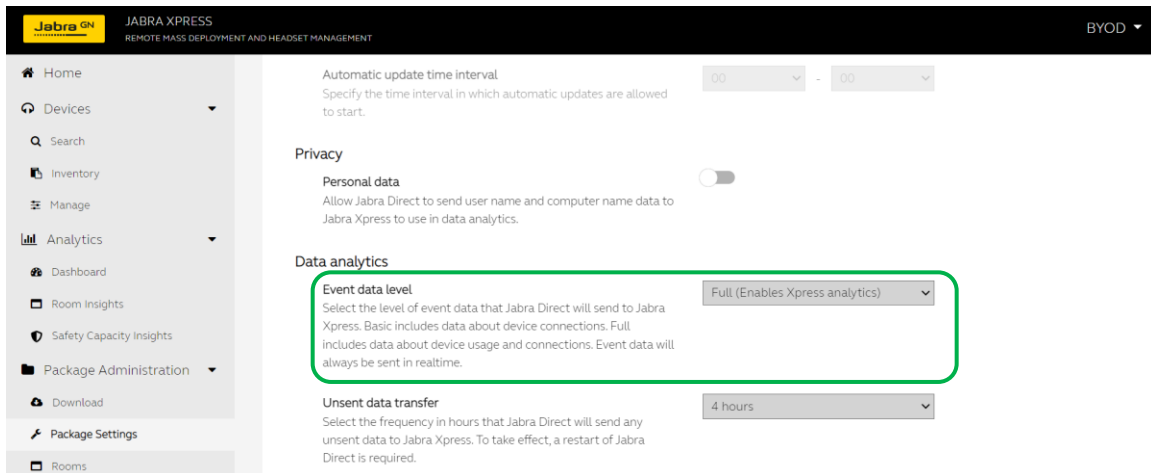
After the initial configuration, the Jabra Direct Client running on the Windows 10/11 or macOS device is no longer required. Employees and guests can connect to the PanaCast 50 as a USB video and audio device for their video conference meeting platform of choice. Common settings for the PanaCast 50, as well as firmware, can be configured

through Xpress Cloud and managed on an ongoing basis. Room Insight and Safety Capacity Insight will also be transmitted to Xpress Cloud over the PanaCast 50's network connection.

If the Whiteboard feature of the PanaCast 50 will be used in the meeting space, Jabra recommends configuring the Whiteboard video feed to appear **In main camera view (Jabra Direct Client -> Settings -> Camera -> Whiteboard Sharing Mode -> In Main Camera View)**, this is recommended because UC client applications do not currently support a secondary content camera video feed. Configuring Whiteboard is covered in [Configuring Jabra PanaCast 50 Whiteboard Capability](#).

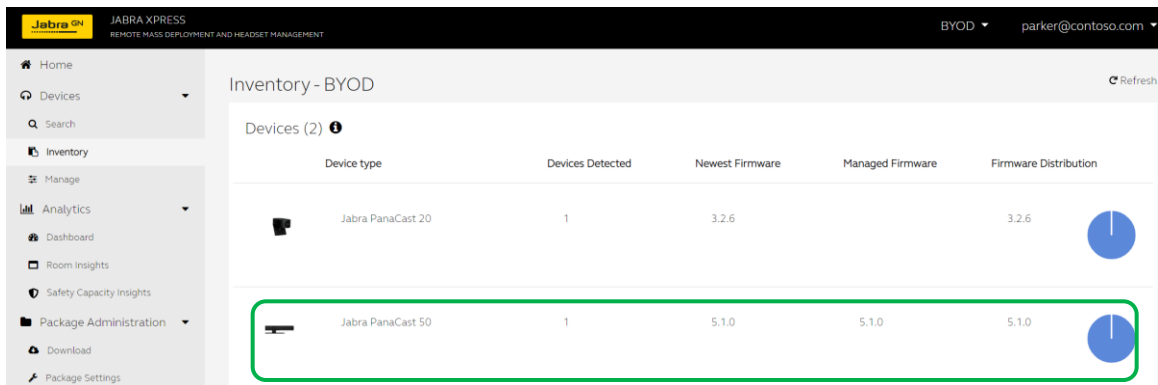
Enable Analytics and Room Insights in Jabra Xpress Cloud

The Jabra PanaCast 50 supports advanced people counting functionality, which can offer decision makers insights into room use, real estate planning, ROI, and safety capacity adherence. To enable Analytics, start by ensuring that the Event Data Level is set to Full under **Package Administration** -> **Package Settings** -> *set desired Xpress Package* set Event Data Level to Full in the Data Analytics section.




Click Save in the upper right corner of the Package Settings page to apply the change to the Event Data Level setting.

Before Room Analytic data can be collected, individual PanaCast 50 devices being managed by Xpress Cloud must be associated with specific rooms. Xpress Cloud uses the serial number of the PanaCast 50 to connect a given device to a particular room. The serial number can be found in Xpress Cloud under **Devices** -> **Inventory** by clicking on the desired device type in Devices section.



A popup window will show the number of individual Jabra devices of that device type that are managed by the Xpress Package. Copy the device serial number, which is displayed in the Detected Device column.

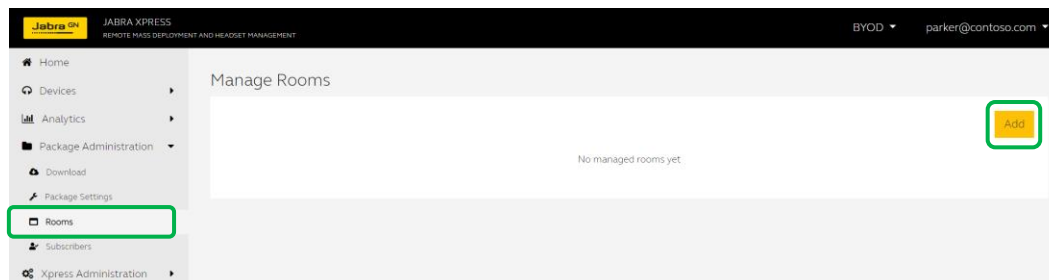
Jabra PanaCast 50 Close



Devices Detected	1 Device
Newest Firmware	5.1.0
Managed Firmware	5.1.0
Firmware Distribution	1 x 5.1.0

Detected Device	Installed Firmware	Last Seen
70BF92FEFFD8 (Cupertino Conference Room)	5.1.0	2023-05-22T20:24:21.129Z

The next step is to create Rooms in Xpress Cloud. To create a Room, go to **Package Administration** -> **Rooms** then click Add.



A popup window will appear for Room setup.

Meeting Room Setup

Name:

Room Capacity: ▼

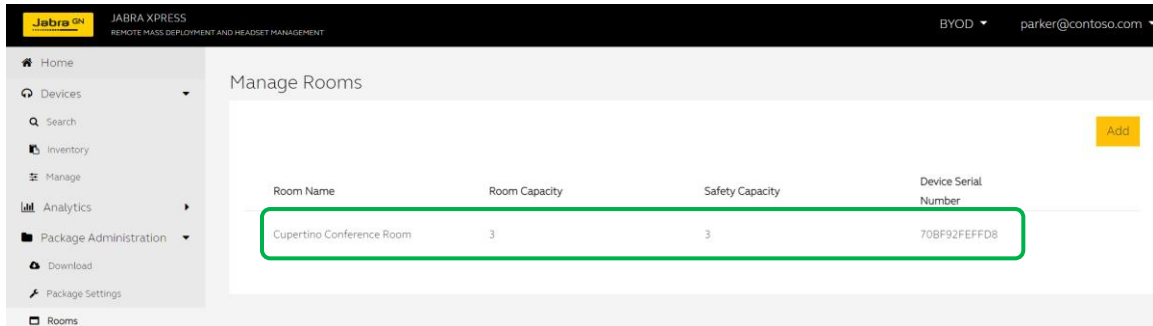
Safety Capacity: ▼

Device Serial Number:

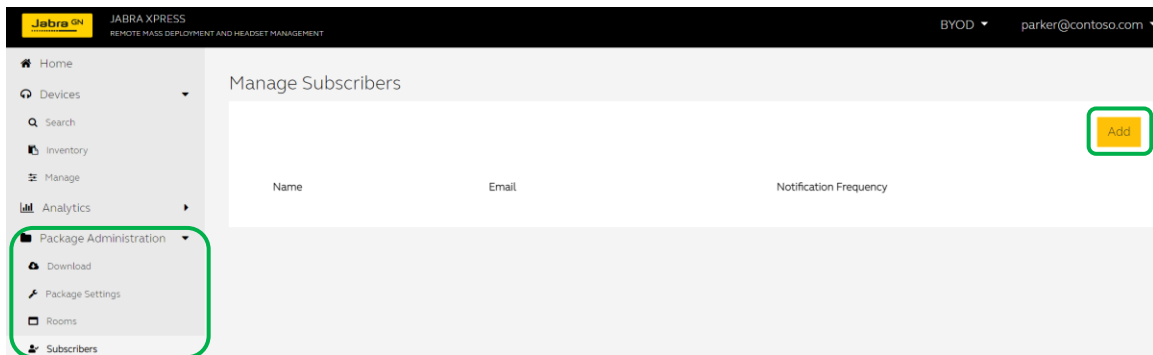
Enter the details for the meeting space in the Meeting Room Setup window, note that the Room Capacity is separate from the Safety Capacity to allow for changing guidance on

meeting space safety. The Safety Capacity dropdown menu will update dynamically based on the Room Capacity setting; be sure to set Room Capacity first.

Once the details for the Room have been entered, click Add. The new Room, and the PanaCast 50 device associated with the room will be displays in the Manage Rooms area under **Package Administration -> Rooms**.



Xpress Cloud supports automatic reporting for Room Insights using the Subscribers feature. After creating a Room, click on Subscribers under **Package Administration -> Subscribers**, then click Add.



The Subscriber popup window will appear, enter the details for the person who will be a subscriber, and select the rooms that the person should be subscribed to, then click Save.

Subscriber

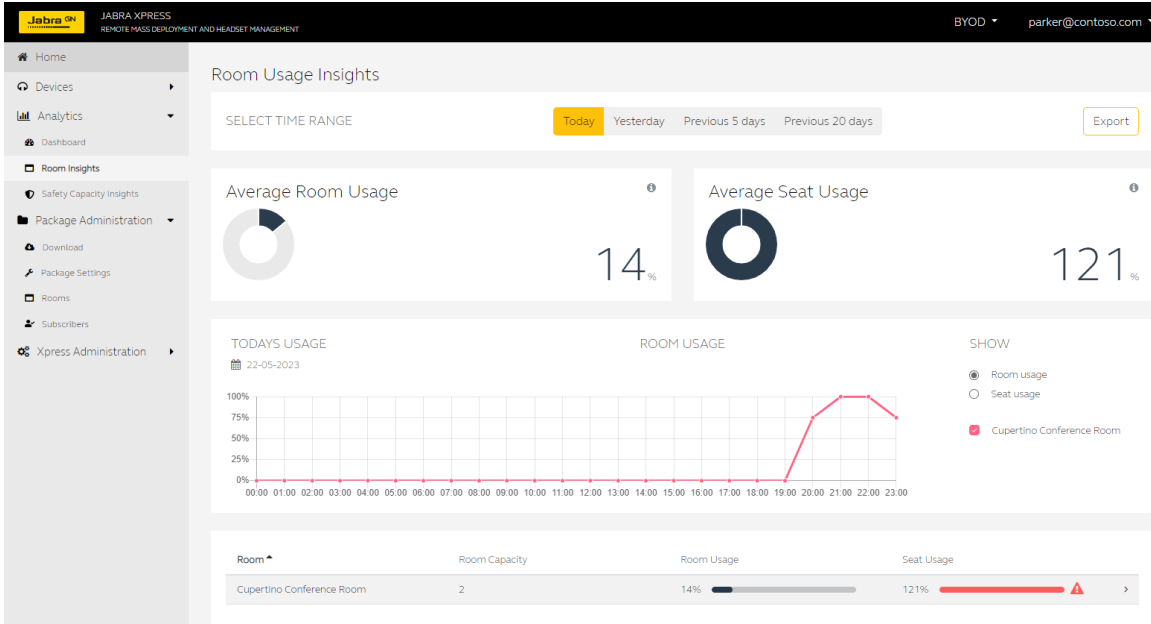
Name:

Email:

Notification Frequency: Realtime
 Daily
 Weekly

Rooms: Cupertino Conference Room

Over time, room usage information will be gathered from the selected Jabra devices and will populate in the Room Insights area under **Analytics** -> **Room Insights**. Data can be viewed and manipulated directly in the Room Insights page or downloaded as a CSV file.



In addition to room usage information, safety count information is available in a separate dashboard under **Analytics** -> **Safety Capacity Insights**. Data can be viewed and manipulated directly in the Room Insights page or downloaded as a CSV file.

