

Jabra PanaCast

Why does the Jabra PanaCast video image sometimes freeze or flicker?

Reasons for experiencing freeze or flicker in the Jabra PanaCast video image may include the following. Check your installation and setup.

- Only use the 1m cable included or the optional Jabra 1.8 m cable. Try another original Jabra PanaCast cable, for example from a working camera, to rule out a possible cable issue.
- If you are using a USB extender cable or USB hub solution, ensure it is from the Jabra approved list of extender cable and USB hub solutions. You can check this information in the [Product documents section](#).
- Try to use another USB port on the computer. Alternatively, try to test the camera on another computer.
- If possible, try to use another application for video streaming to see whether the issue persists.
- Video flicker may occur if you are in a region/country (such as Australia, France, Germany, United Kingdom) that operates on 50 Hz, or you are using the Jabra PanaCast under extreme lighting conditions. To reduce video flicker, set the **Line Frequency** setting in Jabra Direct* to **50Hz**.

*Jabra Direct version 4.x or later

Applicable products



Jabra PanaCast



Jabra PanaCast USB
Hub USB-C