

XVR Problem Modem 4G Datasheet incongruous

1. Model and firmware version

DH-XVR5108H-I3-8P

V4.001.0000004.1.R

2. Description of the problem

Customer feedback can see that this device supports 4G modules in the 21-year data sheet, which is not stated in the 22-year data sheet. Ask if latest firmware is required for support

3. Check process

1. Make sure the device model belongs to NVR5X-I3 series, this model supports EW-7811UTC (white module)
2. Collect customer's 4G module and find that it is not supported by us



4. Solution

First of all, this model of equipment supports 4G functional modules. The customer feedback cannot be used because the 4G module used by the customer is not supported by this equipment, and needs to be replaced with EW-7811UTC (white module). If customers need existing 4G modules, they need to provide customized requirements