

XVR5108-I3 cannot recognize wifi module

1. [Product Model@Version](#)

XVR5104/08-I3

2. Description of the problem

The wifi module does not work when XVR5108H-I3 is connected to wifi module

3. Problem Processing(Root Cause)

- Confirm that the wifi module used by the customer is EW-7811UTC, this model is in the wifi module compatibility list.
- Confirm with the site that the wifi model used by the customer is a new version of the black module. At present, the XVR baseline version program of this model only supports the white module and does not adapt to the black module.



□black module□ □white module□

4. Solution

Submit custom requirements compatible with white modules.

For XVR products before the release of I3, only EW-7811UTC white module is supported, and the support for XVR products after the release of I3 is as follows□

| white module | white module + black module |
|---|-----------------------------|
| XVR1B04-I□XVR1B08-I□XVR1B16-I□ XVR1B04H-I□XVR1B08H-I | XVR1B16H-I |
| XVR4X04-I□XVR4X08-I□XVR4X16-I | XVR4232AN-I |
| XVR5x04-I3□XVR5x08-I3 | XVR5x16-I3 |
| XVR5x04-4KL-I3 | XVR5x08-4KL-I3 |

If the customer is not using the wifi module of the EW-7811UTC model, it is also necessary to provide customized requirements.