



GV-TNVR1620-P / TXVL1610 Not Detected in GV-IP Device Utility

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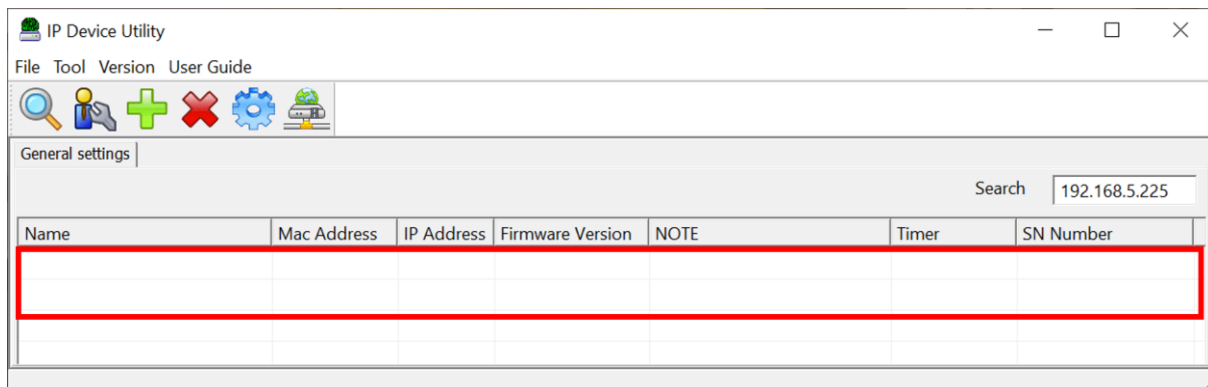
Applied to

- GV-TNVR1620-P
- GV-TXVL1610

Symptom

Symptom 1:

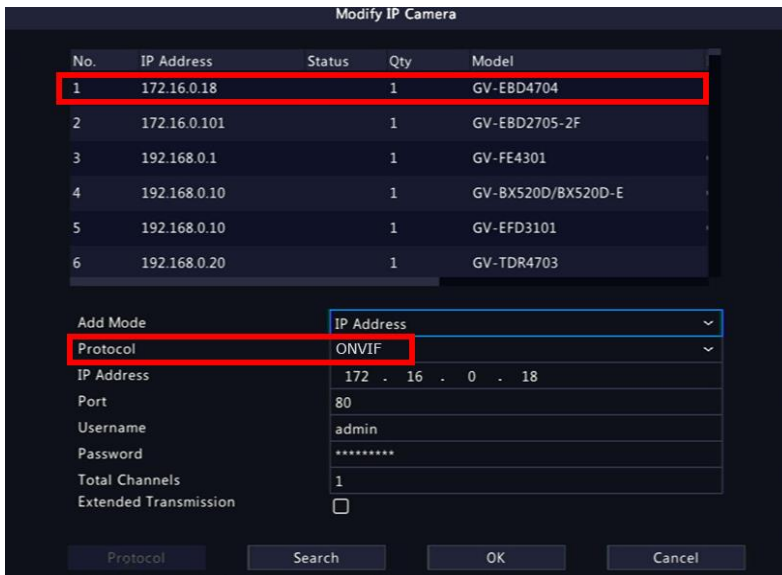
When searching for the standalone device by typing its IP address in GV-IP Device Utility, the device may not be detected.





Symptom 2:

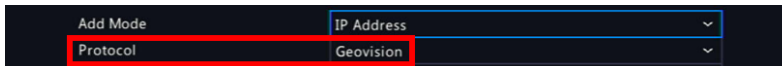
When adding a GV-IP Camera on the standalone device, GeoVision is not automatically selected in the Protocol field of the Modify IP Camera window.



Workaround

For Symptom 2:

In the Modify IP Camera window on the standalone device, manually select **GeoVision** in the Protocol field.



Solution

To resolve this issue, contact GeoVision HQ support (support@geovision.com.tw). The issue will be fixed via a remote connection.

IMPORTANT: The device will be restored to factory defaults during the resolution process. Back up all settings and recordings before contacting GeoVision HQ.

For recording, image, and system backup instructions, see sections 5.1, 5.2, and 11.4.1 in the [GV-TNVR1620-P User's Manual](#) and sections 8.1, 8.2, and 11.4 in the [GV-TXVL1610 User's Manual](#); the procedures are nearly identical for both models.

A new firmware version that resolves this issue without restoring the device to factory defaults will be released for download in the future.