



B2G Kiosk Service Menu Guide

The B2G Kiosk **Service Menu** provides access to important kiosk functions like:

- rebooting the kiosk
- performing kiosk self-checks
- recording cash collection

To open the Service Menu, scan the Service Menu Barcode (available as a mobile wallet virtual card [here](#)) or tap the globe icon in top-right corner of the kiosk screen 5 times.



Some Service Menu options require the kiosk **Security PIN**, which can be changed from its default value inside of ConnectHQ. For assistance, contact your CHQ administrator or B2G Support (b2gsupport@globalconnect.biz or 336-814-8644).

Kiosk Service Menu Options:

- Set As Collected – confirm cash collection from the kiosk
- Theft Detective Setup – provides scannable QR code for linking kiosk to a TD system
- Re-register LYNK Device – unregisters the current LYNK device from the kiosk
- Restart Kiosk – reboots the kiosk Pi computer



- Restart Card Reader – reboots the LYNK device attached to the kiosk
- Shutdown Kiosk – powers down the kiosk
- Factory Reset – returns kiosk to factory settings
- Sound – provides options for adjusting kiosk volume and managing purchase chime
- Bill validator check – prompts insertion of cash bill to verify bill validator functionality

Additionally, the **Self Check** option provides important kiosk status information and tests:

- Network connectivity and online status
- Last kiosk heartbeat reported to ConnectHQ
- Last heartbeat reported from the LYNK reader
- Pending kiosk sales from offline mode
- Credit card transaction test
- USConnect / CAConnect Loyalty card transaction test
- Kiosk scanner test
- Current kiosk software version
- Number of kiosk products
- Kiosk Operator and Kiosk Branch
- Market Name
- Kiosk Serial Number and Kiosk Name
- Reboot Kiosk
- Reboot LYNK
- Help contact information for B2G Support

For questions or concerns, please contact B2G Support at
b2gsupport@globalconnect.biz or 336-814-8644.