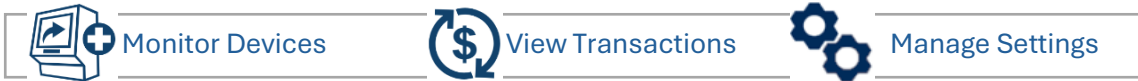




GCTS Site for LYNK Operators

User Guide (B2G)



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Questions? Contact LYNK Support at: LYNKSupport@globalconnect.biz or (336) 645-9629

How to Access GCTS

GlobalConnect Telemetry Server (GCTS) site: <https://usctsui.globalconnectts.com/main>

Contact LYNKSupport@globalconnect.biz to request GCTS access, providing the name and email address of each new GCTS user.



New users get a welcome email with their **username** and a **temporary password** (check your *Junk Folder* as well). **To finish account setup**, click the link in the email or [login to GCTS](#).

GlobalConnect®

Devices Boards Operators Research

Welcome to Telemetry Server!

Sign in with your username and password

Username

Password

[Forgot your password?](#)

Sign in

For a brief **LIVE** tutorial on how to use the GCTS portal, contact LYNK Support@globalconnect.biz

GCTS Site Overview

GCTS displays LYNK device data, with the information differing across **3** main pages:



1. **Devices** – view list of devices, machine IDs, cashless settings, serial numbers, etc.
2. **Device Health** – shows device status values including, last ping, transaction, and DEX.
3. **Transactions** – view device transactions and transaction processing details.

Change pages by clicking the top-left **hamburger menu**  or a **page** from the home screen:



All pages display data tables organized into rows of device **serial numbers** and columns of datapoints:

	Device SN ▲	Machine... ▲	Board D... ▲	Manufac... ▲	Model ▲	Firmwar
✓	000123123123123	12313	--	--	No Board ...	--
✓	000123451234513	123256	--	--	No Board ...	--
✓	0005123456789	--	--	--	No Board ...	--
✓	000552200821904	3611	--	--	MERCHA6	--
✓	000552200821915	0852456	--	--	VEI-DOOR	--
✓	000552200821918	88888	--	--	VEI-DOOR	--

How to View Device Health

Go to **Device Health** by selecting it from the main screen or the top-left hamburger menu.



The Device Health list gives a total **overview of all your devices** and displays important status data **represented as columns**, including *Last Device Transaction*, *Last Ping*, and *Last Remote DEX*.

Device SN	Last Device Transaction	Last Remote DEX
000552223008881	2025-12-30 14:56:29	2025-12-30
000552212309465	2025-12-30 14:52:00	2025-12-30
000562211244328	2025-12-30 14:49:44	2025-12-30
000552215237423	2025-12-30 14:48:25	2025-12-30
000552223008807	2025-12-30 14:45:57	2025-12-30

From the action bar in the top-right corner of the page:

- Click the *Excel* icon to export the table as a spreadsheet.
- Click the *Grid* icon to choose which columns to show/hide.
- Click the *Edit* icon then click a device serial number to enter the Device Details menu.
- Click the *Filter* icon to display device data based on selected criteria.

On a specific row:

- Double click a row to enter the Device Details menu.
 - Under *One time device setting* you can select Reboot. Hit Save.
- Click the *Excel* icon to export detailed device information as a spreadsheet.
- Click the status icon (i.e. checkmark or “X” icon) to view Device Status History.

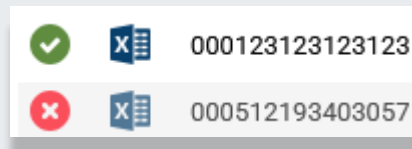
Device Status Overview



Each device row in the **Device / Device Health** pages contains a status icon showing if a device is active.

Active devices have a green checkmark; inactive devices have a red “X”.

Note: A device is automatically set as active when it starts communicating with the server.



Double-click the status icon of a device row to view **Device Status History Menu**, which shows a record of when a device was set inactive, was set active, or changed machines.

Device Status History - 000123123123123

Event Time	Creator Event	Old Machine Id	New Machine Id	Old Touchless Id	New Touchless Id	Old Status	New Status
2025-08-28 09:29:57	Manual GCTS – GC	12313	12313	–	–	Inactive	Active
2025-08-28 01:25:20	Telemeter Registrati...	–	–	–	–	–	Inactive
2025-08-28 01:25:20	Telemeter Registrati...	–	12313	–	–	–	Inactive

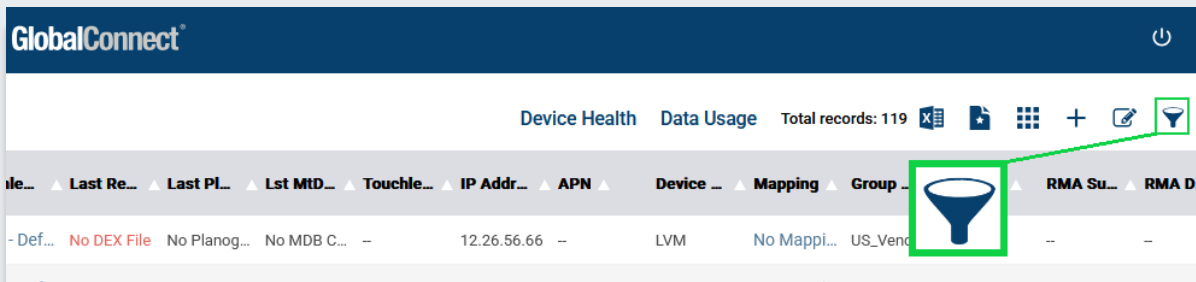
By default, only devices marked as **active** will appear in the device list.

How to Filter Device Data

GCTS supports **filtering** the device list to search for a specific device, search for devices based on criteria, and view inactive devices. Filter options vary across **Device**, **Device Health**, and **Transactions**.

To filter your list of devices:

Click the Filter icon in the top-right corner of the page to open the Filter menu.



The Filter menu contains fields that you can set to refine the device list. For example:

- To find a specific device, enter a **Device SN** (Serial Number)
- To view all devices (active and inactive), set **is Active** to **All**.
- To find a device on a specific machine, enter a **Machine Asset ID**.
- **When filtering from *Transactions*, use the calendar to search across specific dates.**
- Click **Apply** at the bottom of the filter menu to confirm.

The screenshot shows the filter menu with the following fields and buttons:

- Device SN**: A text input field with a 'Browse...' button and the text 'No files selected.'
- Mapping**: A dropdown menu currently set to 'All'.
- Operator**: A text input field.
- Device Type**: A dropdown menu currently set to 'LYNK All'.
- Buttons**: 'Apply', 'Reset', and 'Cancel' buttons.

How to Run Monthly Transaction Reports

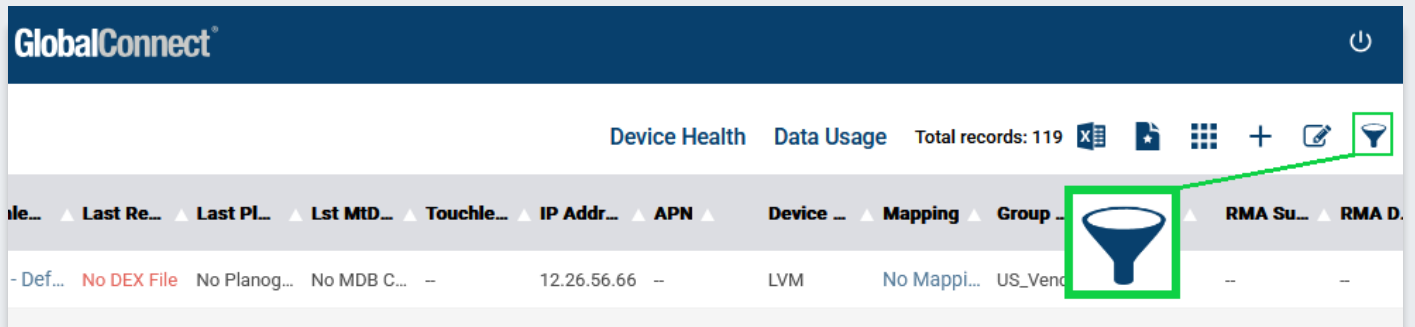
The **Transactions** list shows **credit card transactions** processed by your devices (US Market: USConnect loyalty, Canada Market: CACConnect loyalty). To view loyalty transactions, please visit CHQ.



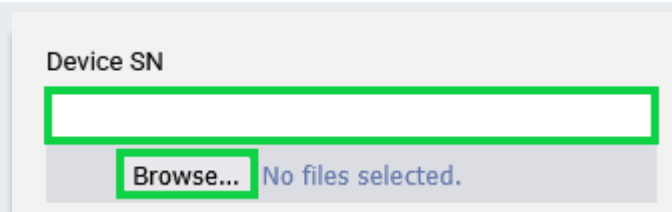
You can **export** this list of transaction information to a spreadsheet:

To Export Transactions:

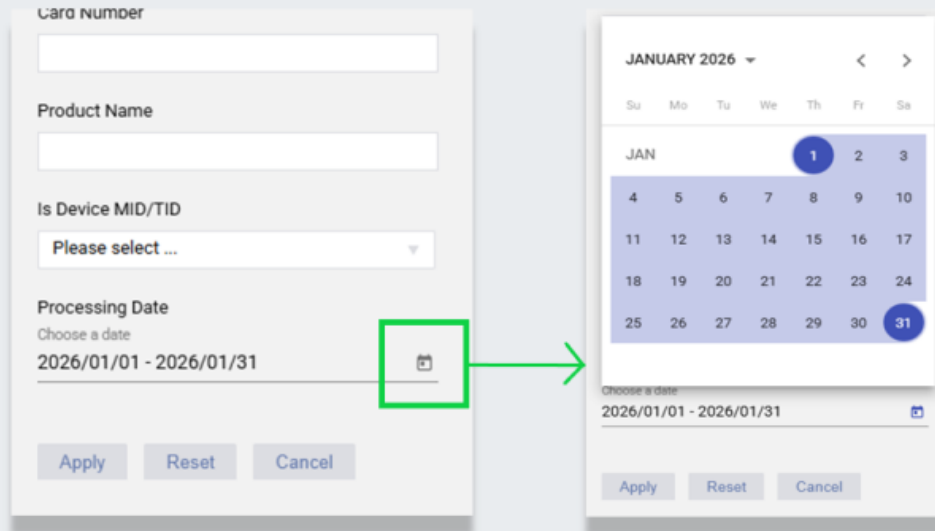
1. Go to the **Transactions** page by selecting it from the main screen or the top-left hamburger menu.
 - a. By default, the Transactions page shows all transactions on all devices from the last 2 days.
2. To filter transactions, click the **Filter** icon in the top-right corner of the screen to open the Filter Menu.



3. To view transactions on specific devices, enter a device serial number in Device SN field of the Filter menu (to view a single device) OR click **Browse** to upload a file containing multiple device serial numbers (for instructions preparing the file, click [here](#)).



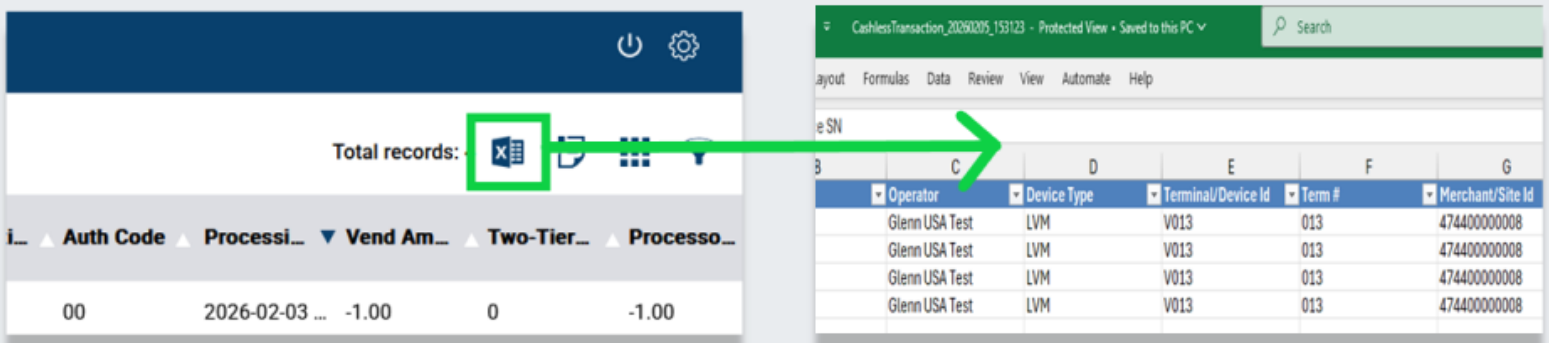
- In the Filter menu, click the **Processing Date** calendar to choose transactions dates. Click **Apply**.



All transactions processed in the specified date range will appear. All times listed are local time.

- Export the data by clicking the **Excel** icon In the top-right corner of the transaction list.

- Note:** All dates in the exported file will be in **UTC time**.

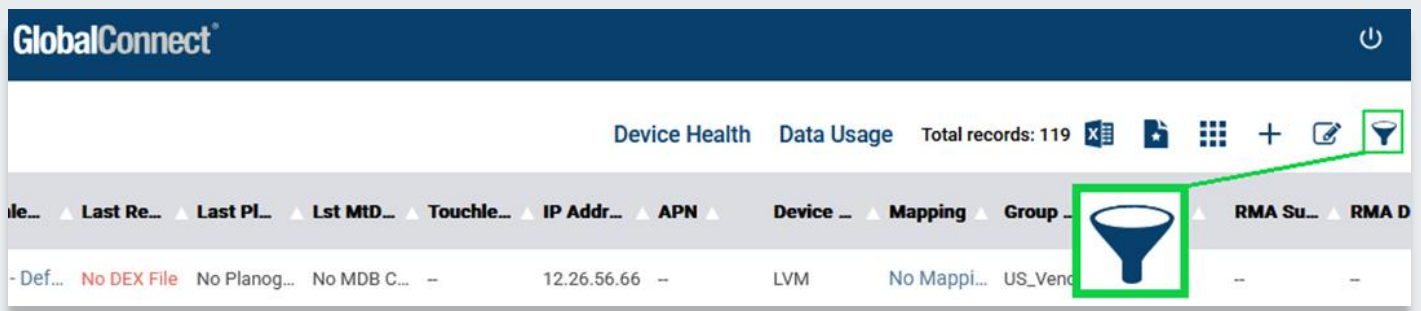


Searching for Multiple Devices in GCTS

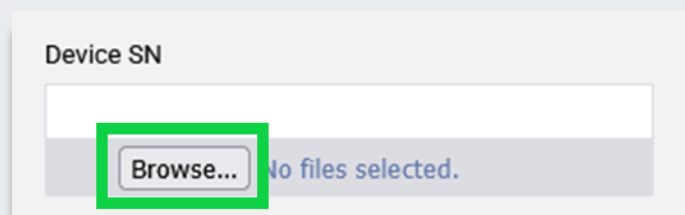
You can also search for multiple devices in *Devices*, *Device Health*, or *Transactions*.

To search for multiple devices:

1. Go to either the **Devices**, **Device Health**, or **Transactions** page in GCTS.
2. Select the **Filter** icon in the top-right corner



3. In the Filter menu, under the **Device SN** field, select **Browse...**



4. Upload a file containing a list of device serial numbers, following the format on page 13.
5. Scroll down inside the Filter menu and click **Apply**.