

Frequently Asked Questions (FAQs)

For questions or assistance, contact **B2G Support** at: (336) 814-8644 or B2GSupport@globalconnect.biz

Cabling Legend:

#	Connection
1	Monitor Power Cord → Power Strip
2	USB Monitor Touch Input → Pi Computer
3	HDMI Cable → Pi to Monitor
4	Surge Protector → Power Cord
5	Cash Box → USB Cable
6	Switch → Power Cord
7	CAT Cable → Switch to Pi
8	Cash Box → Power Cord
9	Pi → Power Cord
10	CAT Cable → Switch to Inhand Router
11	Inhand Router → Power Cord
12	USB → Power Supply to LYNK
13	Female USB Type-A → Access to LYNK
14	CAT Cable → Switch to LYNK

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Q: What payment methods does the kiosk accept?

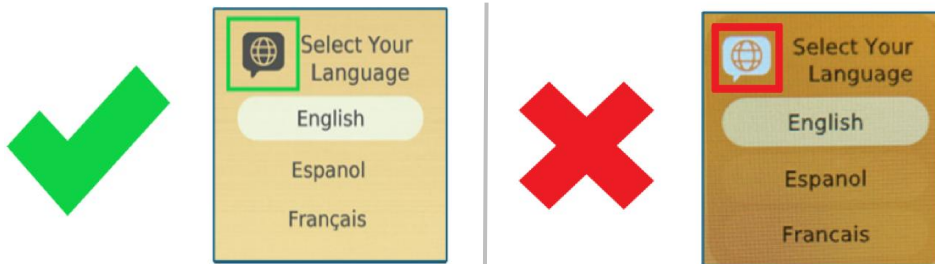
The B2G Kiosk accepts:

- Credit / Debit cards
- Loyalty cards
- Mobile Phone "Tap to Pay"

Cash may **only** be used to reload a Loyalty account balance (must be a **full-size** kiosk).

Q: How can I tell if a kiosk is offline?

The **globe icon** in the **top-left** corner of the kiosk screen (above the language-selection options) indicates the kiosk's connection status.



Left: Black globe icon, kiosk is online. Right: White globe icon, kiosk is offline.

Operators can also view the status of their kiosks inside **ConnectHQ**, via [Home > Reporting > B2G Kiosk Dashboard](#). Online kiosks will have a recent timestamp value under the *Last Heartbeat* column.

The screenshot displays the B2G Kiosk Dashboard interface. On the left, a navigation menu is visible with the 'Reporting' section expanded, and 'B2G Kiosk Dashboard' selected. The main area shows a table with the following columns: 'Loyalty Serial Number', 'Manufacturer S...', and 'Last Heartbeat'. The 'Last Heartbeat' column is highlighted with a green box, and a tooltip 'Last Heartbeat' is shown above it. The table contains several rows of data, including kiosk IDs and their last heartbeat timestamps.

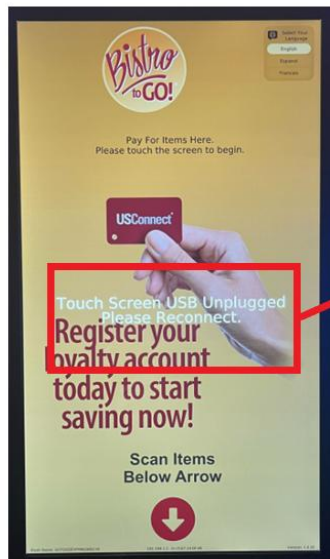
Loyalty Serial Number	Manufacturer S...	Last Heartbeat
GCFODDEXSCSC001...	GCKFMXEU725	01/05/2026 07:...
GCFODDEXSCSC001...	GCK2GV6FBUJ	01/06/2026 10:...
GCSNACKWORFL00...	GCKAUU42JAG	09/03/2025 06:...
GCFODDEXPRNC000...	GCKG6RNPDEX	01/20/2026 10:...
GCFODDEXPRNC000...	GCKYZDK3HE9	01/20/2026 10:...
GCSNACKWORFL00...	GCKKB9Y22Q6	01/20/2026 10:...
GCFODDEXGAGA000...	GCKMEVRAMFY	01/20/2026 10:...
GCSNACKWORFL00...	GCKM8KDSXNZ	10/27/2025 10:...
GCSNACKWORFL00...	GCK3WATH4HM	11/12/2025 09:...
GCSNACKWORFL00...	GCKUZT5WHZ5	12/23/2025 08:...
GCSNACKWORFL00...	GCKTY2WUG8Y	09/03/2025 06:...
GCFODDEXSCSC000...	GCK23X5N5QK	08/11/2025 13:...
GCSNACKWORFL00...	GCKJE8T57GG	11/17/2025 15:...
GCFODDEXGAGA001...	GCKBAK2GSR6	12/29/2025 08:...
GCFODDEXGAGA000...	GCKCMY28FAR	01/20/2026 10:...
GCSNACKWORFL00...	GCK7KKNQ9ZT	01/20/2026 10:...

Above: The B2G Kiosk Dashboard inside of ConnectHQ showing the Last Heartbeat values of kiosks.

Q: Can users make purchases if the kiosk is offline?

Yes. When offline, the kiosk will accept Credit/Debit and Loyalty cards for purchases. All offline transactions are sent to ConnectHQ after the kiosk regains connection.

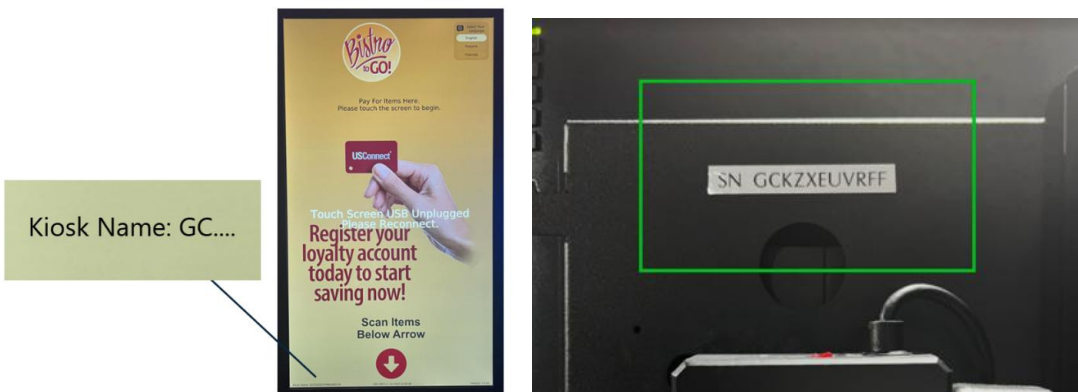
Q: What do I do if the kiosk touchscreen is unresponsive and displays a “Touch Screen USB Unplugged. Please Reconnect.” message?



Touch Screen USB Unplugged.
Please Reconnect.

Troubleshooting Steps:

1. Confirm that the **touch USB cable** (cable #5) is securely connected.
2. Reseat the touch USB cable.
3. Power cycle the kiosk by reconnecting the **white power brick** (cable #9) that is plugged in to the power strip on the inside of the kiosk:
4. Contact B2G Support. Please provide the kiosk serial number (located in the bottom-left corner of the screen) or the manufacturer serial number (located inside of the kiosk on the monitor bracket).



Q: What should I do if my payment declines?

1. Try the transaction again.
2. Use an alternate payment method if available.

Q: How do I get my receipt?

After a successful purchase, the kiosk will prompt you to enter an **email address** or **US phone number**. The receipt will arrive at the provided contact method.

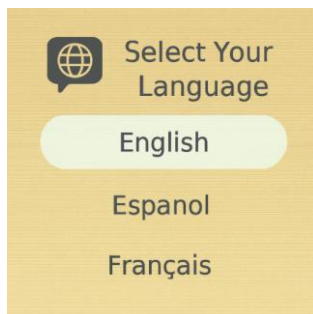
Q: What languages does the kiosk support? How do I change the kiosk language?

The kiosk currently supports:

- **English**
- **French**
- and **Spanish**

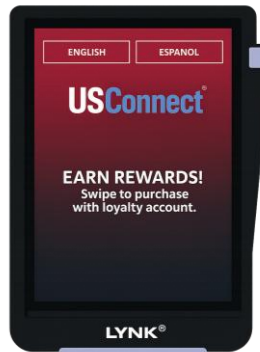
To change the language:

1. Select your desired language from the language-selection menu in the top-right corner of the screen.



Q: How do I make a credit or debit card purchase?

After scanning your items, payment can be processed at the LYNK card reader located on the right arm of the kiosk.



Present your credit / debit card (e.g. chip / tap) or swipe your loyalty card to finish your transaction. The reader and kiosk will present a success message upon a completed purchase.

Q: What should I do if the bill acceptor takes money but does not load my Loyalty balance?

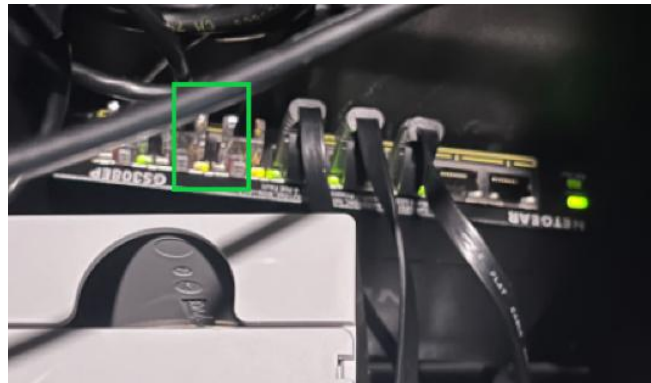
Contact B2G Support and provide:

- Kiosk ID
- Transaction date and time
- Amount inserted
- Loyalty OAN number

B2G Support will verify the transaction and process any necessary correction or refund.

Q: What should I do if the LYNK device is offline?

- Check the Ethernet connection between the kiosk and the LYNK (cable #14)



Above: Ethernet Connection from LYNK into the kiosk PoE Switch.

- Make sure that the Ethernet cable is secure and that the network is active.
- If the issue persists, contact B2G Support.

Confirm that the **InHand** router is online as well. If the router is offline, consider power cycling the router by **reconnecting** the **InHand power cable** (cable #11).

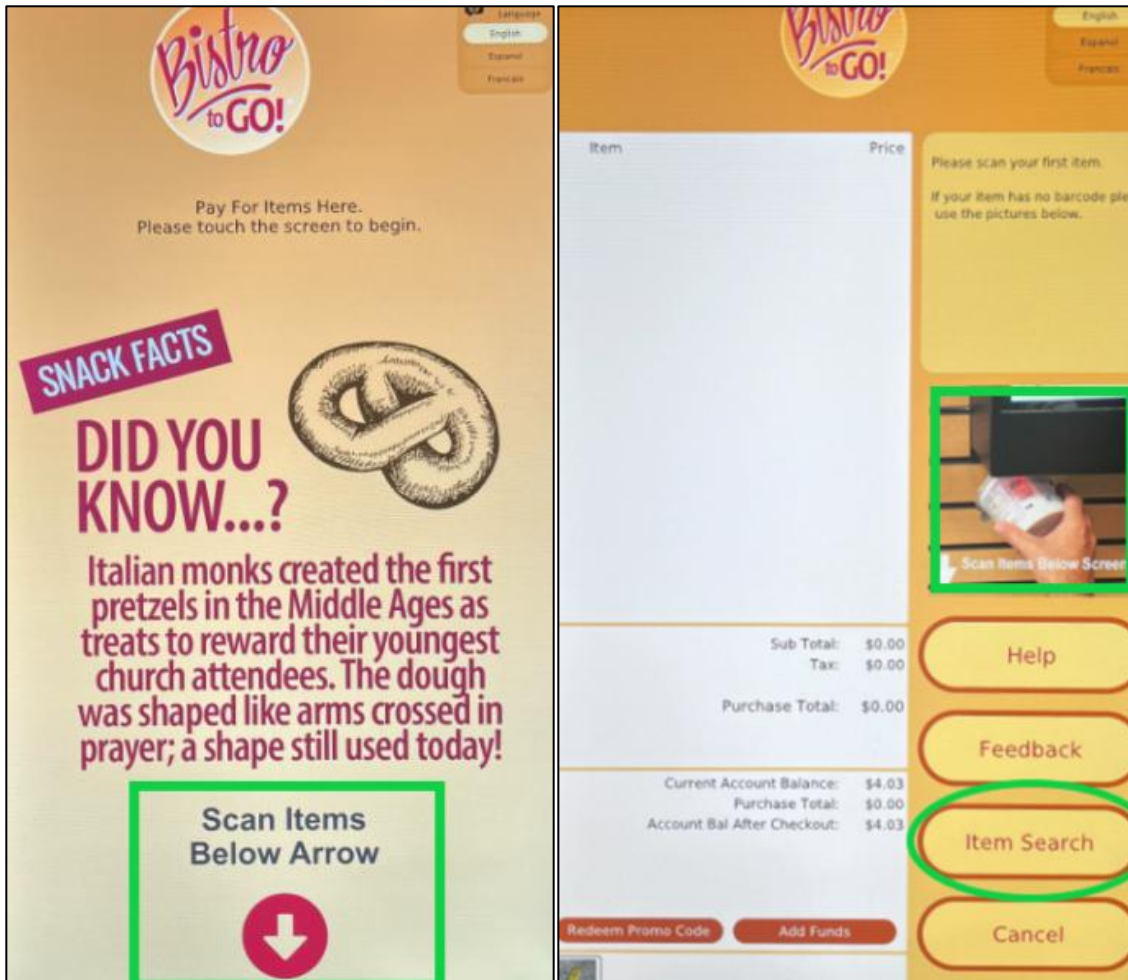


InHand Router Light Legend:

1. Status LED (**Green**)
 - a. Solid **green**: System initialized and operating normally.
 - b. Flashing **green**: System in progress (e.g. firmware upgrade or reset)
 - c. Off: System fault
2. Power LED (**Red**) – indicates device power is on
3. Cellular LED (**Yellow**) – LED is always **yellow**
4. Signal LED –
 - a. **Green**: Strong Signal (21 and up)
 - b. **Yellow**: Normal Signal (11-20)
 - c. **Red**: Weak signal (0-10)

Q: How do I add items to my cart?

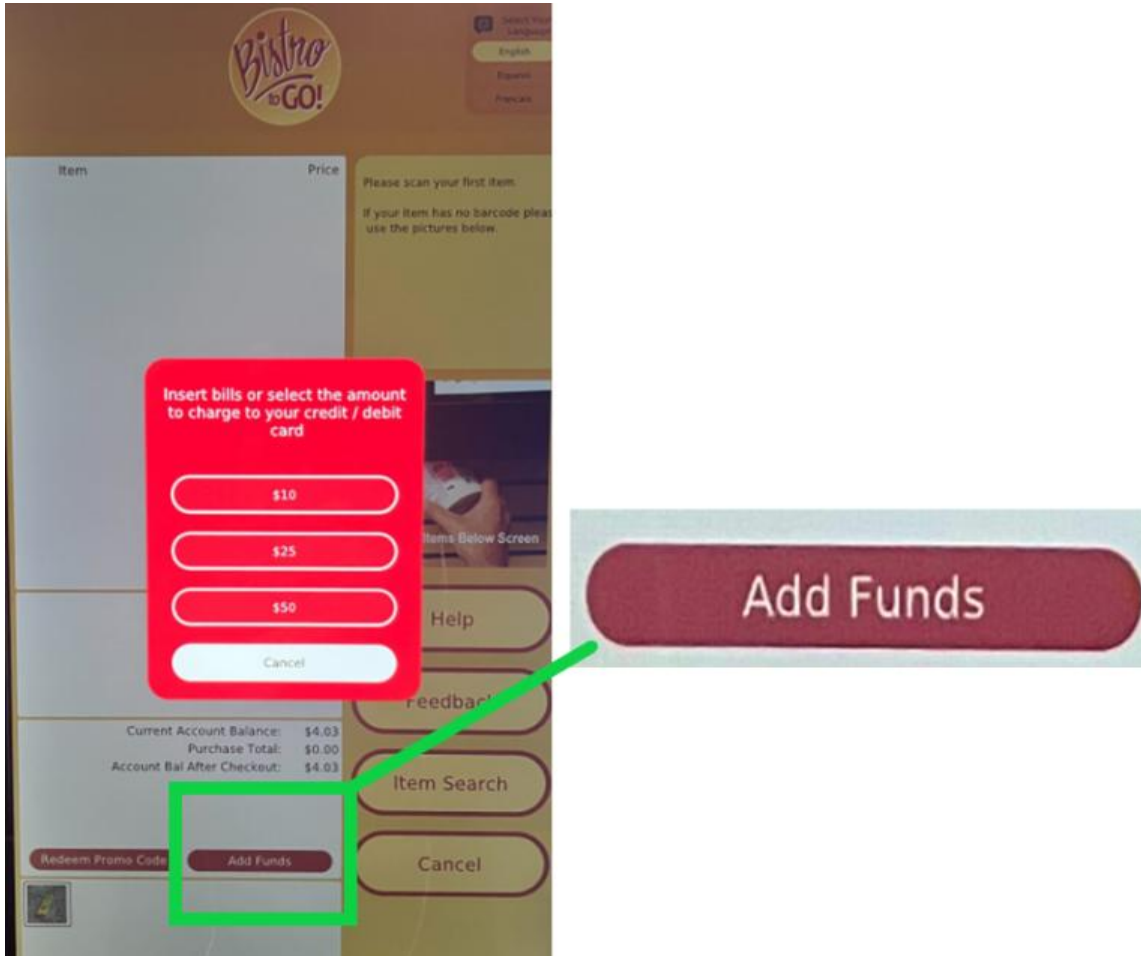
From the **Cart** Screen, scan the item's barcode using the kiosk scanner (located under the **"Scan Items Below Arrow"** message) or tap **"Item Search"** to manually add items.



Scan an item under the arrow or tap "Item Search" to add items to your cart.

Q: Can I add funds to a Loyalty Card?

Yes. Funds can be added by selecting **Add Funds** from the cart screen after scanning your loyalty card. Reloads can be performed using Credit/Debit or Cash (\$1/\$5/\$10/\$20)



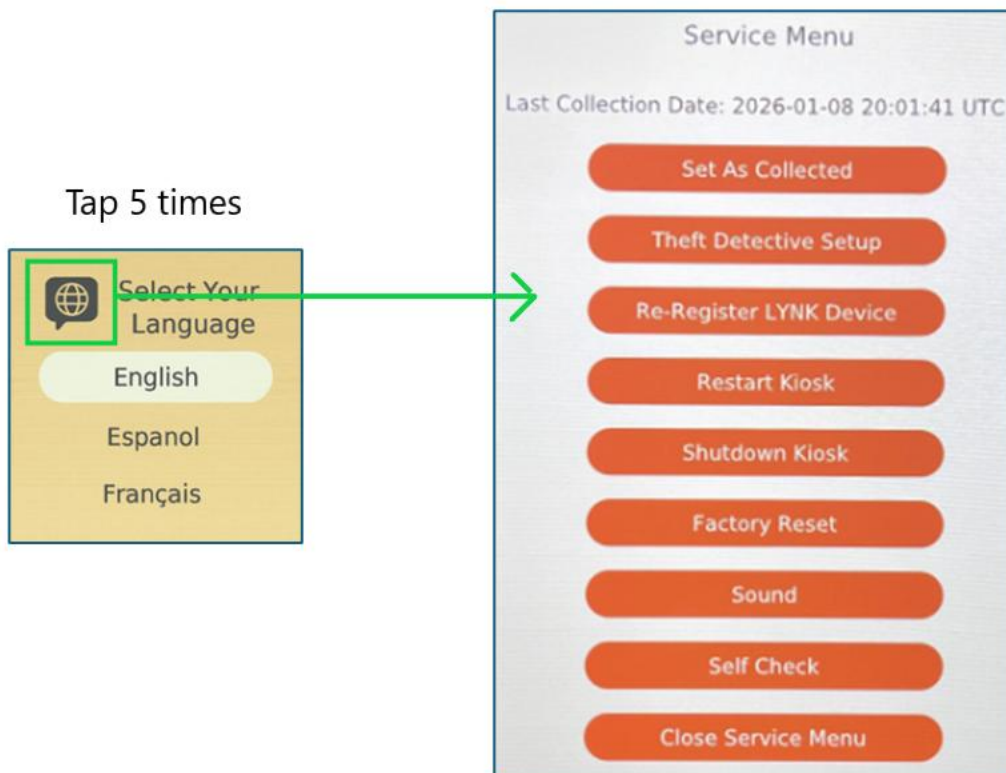
From the Cart Screen, select “Add Funds” as shown to reload your Loyalty balance.

Q: How do I enter the Kiosk Service Menu?

Enter the kiosk service menu by scanning the SERVICE62 barcode.

- Barcode Mobile Wallet Card (iOS and Android): <https://live-aw.usconnectme.com/ScanQr>

Alternatively, Tap the globe (🌐) icon in the top-right corner of the screen **five (5) times**.



Q: How do I shut down or restart the kiosk?

Shutdown and restart options are available within the **Service Menu** after entering your Operator PIN.

Q: What must a Driver do at a kiosk after collecting cash from the bill acceptor?

After collecting cash:

- Open the Service Menu.
- Select **Set as Collected**.

This confirms cash collection and resets the collection status.

Q: How do I enable the purchase chime?

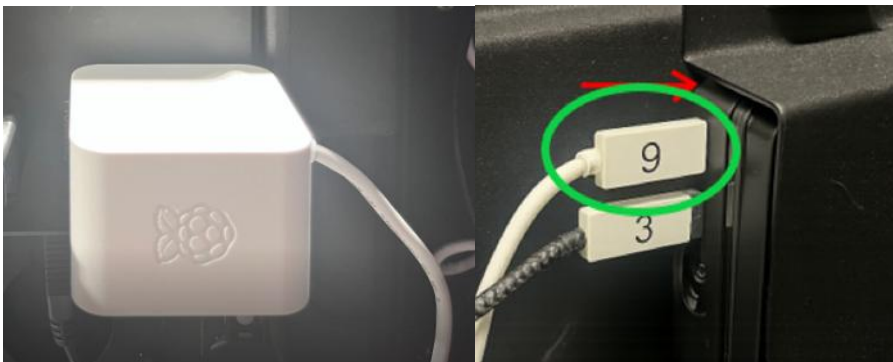
The purchase chime can be enabled from the **Service Menu** under **Sound**.

Q: Can I adjust the kiosk volume?

Yes. Volume settings are available in the **Service Menu** under **Sound**. By default, the volume settings are set to 95%.

Q: What should I do if the kiosk is not powered on?

- Ensure that the white Pi power brick (cable #9) is securely connected.



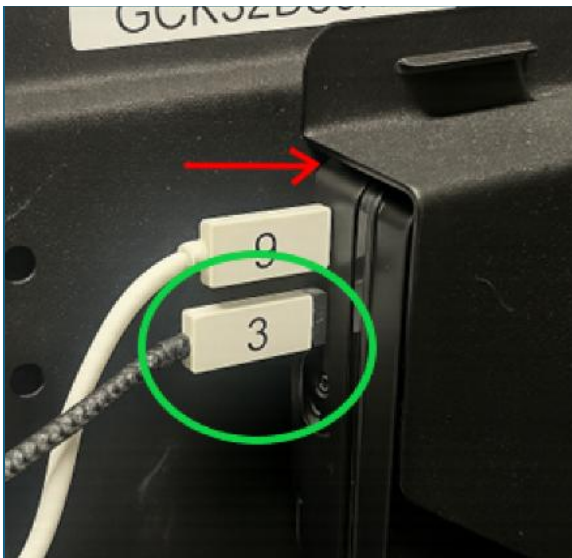
- Check the top of the Pi for a Green, Red or off LED.



- Check for visible damage to the power cable.
- Verify that the power strip on the back of the monitor is switched to ON.
- Check power going to the wall receptacle.
- Power cycle the kiosk.

If the kiosk has power but the screen is blank:

- Verify that the HDMI cable (Cable #3) is securely connected between the Raspberry Pi and the monitor.



- Power cycle the kiosk.

If the power or display issues persist, **contact B2G Support.**

Q: What should I do if the kiosk is stuck on the terminal (black/command) screen?



Contact support and provide:

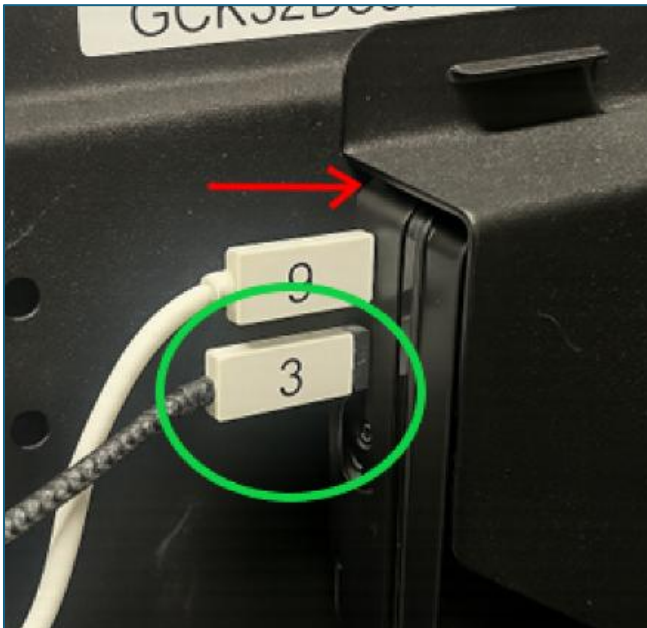
- Kiosk loyalty serial number or kiosk manufacturer serial number.
- A photo of the screen, if possible, emailed to B2GSupport@globalconnect.biz

Q: What does it mean if the kiosk UI font appears oversized?

This usually indicates an HDMI or display resolution issue.

To troubleshoot:

- Confirm the HDMI cable is connected to **HDMI 0** (next to the Pi power port).



- Replace the HDMI cable (cable #3) if the issue continues.

If the issue persists, contact B2GSupport.

What must I do to ensure that I install the kiosk in compliance with ADA requirements?

When installing the kiosk, we recommend that the kiosk be placed such that the LYNK card reader is 48 inches from the floor.