How to Troubleshoot Connection Issues



- 2. Make sure that the LYNK is updated to the latest version. If necessary, reflash the device using the latest telemeter software: USA Production Build or Canada Production Build.
- 3. Ensure there are no CTCP related errors.
 - On the "Trying Cellular" boot-up screen, the CTCP field must
 NOT be "NULL "or blank. If it is, the device must be reflashed.
- 4. Make sure that the device is receiving good signal.
 - Poor signal strength will prevent the device from connecting. If signal is an issue, consider:
 - o adding a high gain antenna
 - o switching to Ethernet (Full Size only)
 - o moving the device to another area

Excellent	Good	Fair	Poor
-63 or higher	-65 to -73	-75 to -83	-85 or lower

- 5. Make sure that the device is using a working SIM card.
 - Confirm that the SIM card is in the correct slot and orientation.
 - Reinsert the SIM card and reboot the device.
 - Try a new, working SIM card.
 - If the device displays a "No SIM Available" message reflash the device.
- 6. Reflash the LYNK to the latest version if the device has not been reflashed already.
 - USA Production Build or Canada Production Build

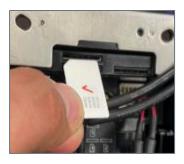
For further troubleshooting or assistance at any stage of the process, please contact LYNK Support:

Email: <u>LYNKSupport@globalconnect.biz</u>

Phone: (336) 645-9629



Above: A CTCP error requiring a reflash.



Above: An Overlay LYNK with the SIM card inserted in the upper left SIM card slot with the notched corner of the card facing in.



Above: Full Size LYNK, with the SIM card inserted in the upper left SIM card slot, with the notched corner facing up.

