

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:
 - adding a high gain antenna
 - switching to Ethernet (Full Size only)
 - 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: LYNKSupport@globalconnect.biz
- 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 up.



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



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