

How to Troubleshoot DEX Issues



- 1. 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](#).
- 2. Check that the DEX cable is connected to the correct port on the LYNK.**
 - Overlay: Use the rightmost port on the first row, RS232.
 - Full Size: Use the rightmost port on the second row, COM1.
- 3. Check that the machine is compatible with LYNK.**
 - Use the LYNK [Machine Compatibility List](#) and check that:
 - the machine type works with LYNK
 - the machine EPROM meets minimum requirements
 - a DEX Adapter kit is or is not required (LYNKs with the “New I/O Board” boot-up message or a green “OK” sticker on the back do not require a kit)
- 4. Make sure that the device has good signal.**
 - Poor signal can prevent DEX information from being received.
 - Check the signal strength upon the LYNK boot-up or in GCTS.
If the signal is poor:
 - add a high gain antenna,
 - switch to Ethernet (Full Size only)
 - or move the device to another area
- 5. Replace old or damaged cables:**
 - If the device cabling is damaged or worn, try using new cabling. Test new DEX cables, and, if applicable, NPC cables, DEX Adapter Kits, and DEX Extension Harnesses.
- 6. Test another LYNK device on the same machine:**
 - If the new device works, reflash the original LYNK or consider submitting the device for an RMA.
 - If the new device does not work, consider whether the issue is machine related.

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

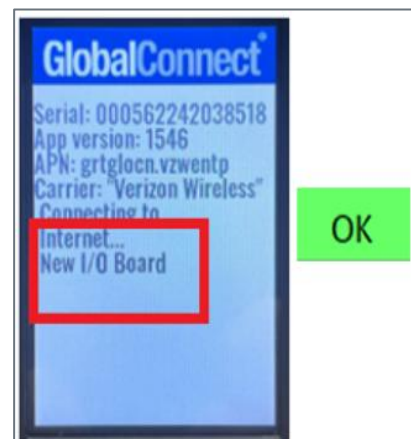
- Email: LYNKSupport@globalconnect.biz
- Phone: (336) 645-9629



Above: Overlay Model DEX Connection



Above: Full Size Model DEX Connection



Above: Identifiers of LYNKs with New I/O Boards



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