



GCTS Site for LYNK Operators

User Guide

LYNKSsupport@globalconnect.biz

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Accessing the GCTS Site for LYNK Device Data

Before accessing the GCTS portal, you will receive an email containing your login information, including your username and a temporary password. Check your junk email folder if the email is not found in your inbox.

Welcome to the GlobalConnect Telemetry System.

Your username is: dbtest

Your temporary password is: LGHDRFT!@

Follow this link to reset your password: <https://usctsui.globalconnectts.com>

LYNK Support Documentation: https://drive.google.com/drive/folders/1Nid2KFZok_F-wRKMA9Vk9flu-AJPcuZJ?usp=sharing

For additional help, contact LYNK Support at lynksupport@globalconnect.biz or call 1-800-211-5970.

Log in to the GCTS website at <https://usctsui.globalconnectts.com/main> using your credentials. After entering your login information, the system will prompt you to create a new password.

Once logged in, you will see the GCTS main screen:



GCTS has three major areas that you can access:

- Devices**: view your device list, machine IDs, Cashless settings, Terminal IDs, etc.
- Device Health**: view device statuses for last ping, last transaction, last remote DEX, signal strength, etc.
- Transactions**: view the list of transactions across your devices

NOTE: The date/time shown in the interface is based on your local time zone. The date/time shown in an exported file is based on the UTC time zone.

Please feel free to contact us at LYNKSupport@globalconnect.biz if you want a brief LIVE tutorial on how to browse the portal.

How to View Device Health

Access **Device Health** by selecting it from the main screen or by clicking the menu in the top left corner.



The **Device Health** list gives a total overview of all your devices and displays important status data.

Device Health														Device	Total records: 16			
Device ID	Machine Id	Operator	Last stat time	Last Remote...	DEX History	Last Device T...	Last Planogram...	Last Alert Time	Last Ping Time	Signal Strength	Provider	CCID	IMSI	Bootloader	Telemeter			
	XE 000512193403085	-	Glenn USA Test	2021-11-09...	No DEX File	NO History	2021-11-00...	No Planogram	2021-12-06 07...	2021-11-11 10...	-	Ethernet	-	-	0211	3216		
	XE 000512194022417	-	Glenn USA Test	2021-12-03 22...	No DEX File	NO History	2021-12-03 22...	No Planogram	2021-12-06 08...	2021-12-03 22...	-	Ethernet	-	-	0218	4220		
	XE 000552194523439	-	Glenn USA Test	No Statistics	2021-03-08 16...	DEX History	2021-03-08 14...	No Planogram	2021-12-06 05...	No Ping	-	-	-	-	-	-		
	XE 000552200821915	-	Glenn USA Test	2021-12-06 08...	2021-12-06 09...	DEX History	No Transactions	No Planogram	2021-12-06 05...	2021-12-06 09...	-51 (Excellent)	"Verizon"	891480000063...	311270009157...	6218	1218		
	XE 000552201027247	-	Glenn USA Test	2021-12-06 08...	2021-12-06 09...	DEX History	2021-11-23 11...	No Planogram	2021-12-06 05...	2021-12-06 09...	-51 (Excellent)	"AT&T"	890141042731...	310410317748...	6218	1218		
	XE 000552201027421	-	Glenn USA Test	2021-10-08 10...	2021-10-08 10...	DEX History	2021-09-07 11...	No Planogram	2021-12-06 08...	2021-10-08 10...	-75 (Fair)	"AT&T"	890141032715...	310410154250...	0196	1205		
	XE 000562192507978	-	Glenn USA Test	2021-12-06 08...	2021-12-06 09...	DEX History	2021-12-03 13...	No Planogram	2021-12-06 05...	2021-12-06 09...	-51 (Excellent)	"AT&T"	893108951903...	204080813540...	6218	1218		
	XE 000562192507982	-	Glenn USA Test	2021-11-18 09...	No DEX File	NO History	No Transactions	No Planogram	2021-12-06 08...	2021-11-18 10...	-89 (Poor)	"AT&T"	893108072008...	204080813721...	0196	1200		
	XE 000562192508147	8888	Glenn USA Test	2021-11-19 07...	2021-11-11 00...	DEX History	2021-10-20 02...	No Planogram	2021-12-06 08...	2021-11-19 07...	-	Ethernet	-	-	0218	0001		
	XE 000562192512254	-	Glenn USA Test	2021-12-06 08...	2021-12-06 09...	DEX History	2021-12-03 13...	No Planogram	2021-12-06 05...	2021-12-06 09...	-	Ethernet	-	-	6218	1218		
	XE 000562192512256	-	Glenn USA Test	2021-10-13 08...	2021-09-15 11...	DEX History	2021-09-15 11...	No Planogram	2021-12-06 08...	2021-10-13 08...	-77 (Fair)	"Verizon"	891480000055...	311480948036...	0196	1207		
	XE 000562194520696	357779	Glenn USA Test	2021-12-02 18...	2021-12-02 18...	DEX History	2021-12-02 18...	No Planogram	2021-12-06 08...	2021-12-02 18...	-	Ethernet	-	-	6218	1218		
	XE 000562211207144	-	Glenn USA Test	2021-12-01 11...	2021-12-01 11...	DEX History	2021-12-01 05...	No Planogram	2021-12-06 06...	2021-12-01 11...	-	Ethernet	-	-	4218	1218		
	XE 2000552201027261...	25364	Glenn USA Test	2021-10-07 10...	No DEX File	NO History	2021-10-06 03...	No Planogram	2021-12-06 07...	2021-10-07 10...	-83 (Fair)	"AT&T"	-	-	0196	2205		
	XE 2000562194520696...	-	Glenn USA Test	2021-10-06 02...	No DEX File	NO History	2021-10-06 02...	No Planogram	2021-12-06 08...	2021-10-06 02...	-	Ethernet	-	-	0196	1205		
	XE 2000562194520696...	695847	Glenn USA Test	2021-10-08 10...	No DEX File	NO History	2021-10-07 11...	No Planogram	2021-12-06 08...	2021-10-08 10...	-	Ethernet	-	-	0196	1205		

On the **Device Health** page, you can:

- Sort the device list by clicking on the header row
- Export the list to a spreadsheet by clicking the list's Excel icon
- Filter the list by clicking on the filter / funnel icon (by default, only active devices are visible)
- View the Device Details menu by double-clicking a row or by clicking a row then clicking the Edit icon
- View the Device Status History menu by clicking on the checkmark or 'X' icon on a specific row
- Export the in-depth details of a single device by clicking on the Excel icon inside of a specific row

How to Set the Device Status

Each row in the device list contains an icon representing whether a device is active or inactive.



Active



Inactive

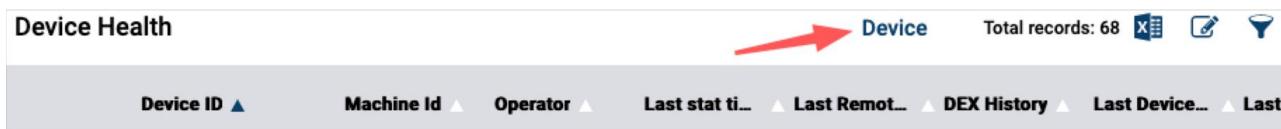
A device is automatically set to **active** when it starts communicating with the server.

Double-click the status icon to view the **Device Status History** menu. In this menu you will find a record of when a device has been marked as inactive, changed to active, or moved from one machine to another.

By default, only **active** devices appear in the device list. Set a device to **inactive** if you want to declutter the list of non-installed devices.

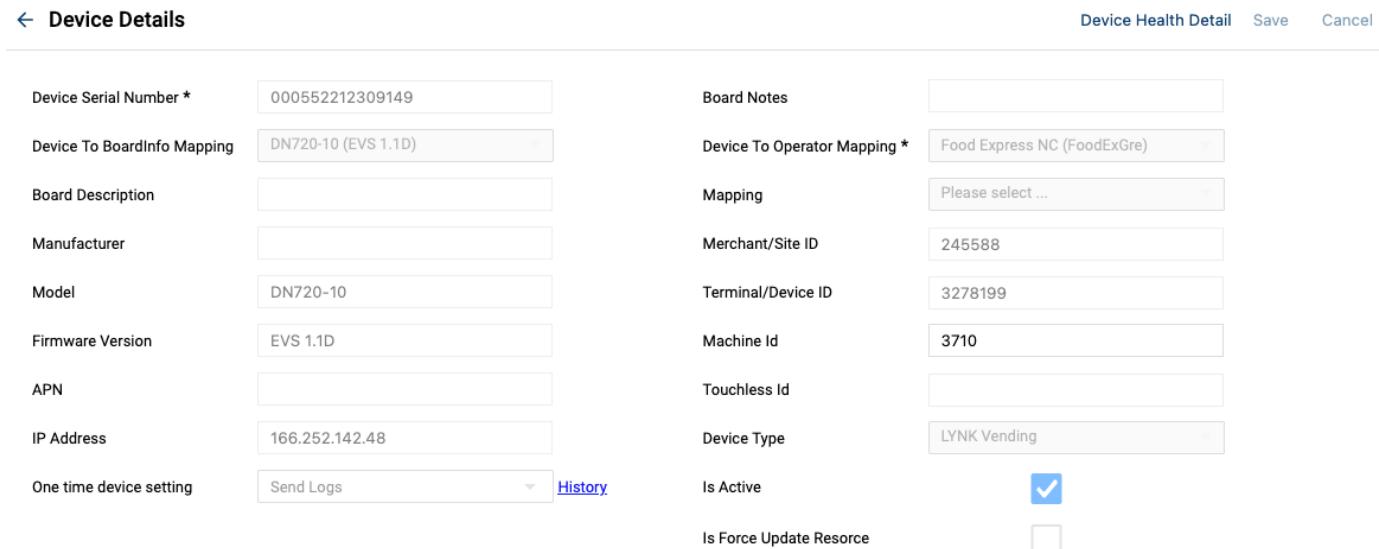
To set a device inactive:

1. Click the **Device** tab to view your list of devices.



The screenshot shows the 'Device Health' interface. At the top, there is a navigation bar with tabs: 'Device' (which is highlighted with a red arrow), 'Total records: 68', and icons for 'Print', 'Edit', and 'Filter'. Below the navigation bar is a table header with columns: 'Device ID', 'Machine Id', 'Operator', 'Last stat ti...', 'Last Remot...', 'DEX History', 'Last Device...', and 'Last'. The table body contains several rows of device data.

2. Double-click on the desired device row to show **Device Details**:



The screenshot shows the 'Device Details' interface. At the top, there is a back arrow, the title 'Device Details', and buttons for 'Device Health Detail', 'Save', and 'Cancel'. The form contains the following fields:

Device Serial Number *	000552212309149	Board Notes	
Device To BoardInfo Mapping	DN720-10 (EVS 1.1D)	Device To Operator Mapping *	Food Express NC (FoodExGre)
Board Description		Mapping	Please select ...
Manufacturer		Merchant/Site ID	245588
Model	DN720-10	Terminal/Device ID	3278199
Firmware Version	EVS 1.1D	Machine Id	3710
APN		Touchless Id	
IP Address	166.252.142.48	Device Type	LYNK Vending
One time device setting	Send Logs	Is Active	<input checked="" type="checkbox"/>
		Is Force Update Resorce	<input type="checkbox"/>

3. Uncheck the **Is Active** checkmark to change the status to **inactive**.

Device Details

Device Health Detail **Save** Cancel

Device Serial Number *	000552212309149	Board Notes	
Device To BoardInfo Mapping	DN720-10 (EVS 1.1D)	Device To Operator Mapping *	Food Express NC (FoodExGre)
Board Description		Mapping	Please select ...
Manufacturer		Merchant/Site ID	245588
Model	DN720-10	Terminal/Device ID	3278199
Firmware Version	EVS 1.1D	Machine Id	3710
APN		Touchless Id	
IP Address	166.252.142.48	Device Type	LYNK Vending
One time device setting	Send Logs	Is Active	<input type="checkbox"/> 
Reason			Warehouse prep
<small>e.g. "Moved to WH", "Seasonal Machine", "WH Prep"</small>			

4. Type a **Reason**.

5. Click **Save** at the top right corner.

6. After saving, click on the back arrow next to **Device Details** to return to the **Device** list.

Device Details

Device Health Detail **Save** Cancel

Device Serial Number *	000552212309149	Board Notes	
Device To BoardInfo Mapping	DN720-10 (EVS 1.1D)	Device To Operator Mapping *	Food Express NC (FoodExGre)

Edit the Machine Asset ID for a LYNK Device

The Machine Asset ID is set during the LYNK installation. You can “Move” the device to a new machine via the LYNK Service Menu or edit the Machine Asset ID in GCTS.

You will still need to update the Machine Asset ID in your VMS.

1. Open the **Devices** List.
2. Double-click on the desired device row to show **Device Details**

[← Device Details](#) Device Health Detail **Save** Cancel

Device Serial Number *	000552212309149	Board Notes	
Device To BoardInfo Mapping	DN720-10 (EVS 1.1D)	Device To Operator Mapping *	Food Express NC (FoodExGre)
Board Description		Mapping	Please select ...
Manufacturer		Merchant/Site ID	245588
Model	DN720-10	Terminal/Device ID	3278199
Firmware Version	EVS 1.1D	Machine Id	3710
APN		Touchless Id	
IP Address	166.252.142.48	Device Type	LYNK Vending
One time device setting	Send Logs History	Is Active	<input checked="" type="checkbox"/>
		Is Force Update Resorce	<input type="checkbox"/>

3. Type the correct value in the **Machine ID** field.

[← Device Details](#) Device Health Detail **Save** Cancel

Device Serial Number *	000552212308358	Board Notes	
Device To BoardInfo Mapping	ETI CONTROL-LCM	Device To Operator Mapping *	Food Express NC (FoodExGre)
Board Description		Mapping	Please select ...
Manufacturer		Merchant/Site ID	245588
Model	ETI CONTROL-LCM	Terminal/Device ID	3278212
Firmware Version		Machine Id	19993
APN		Touchless Id	
IP Address	63.47.217.44	Device Type	LYNK Vending
One time device setting	History	Is Active	<input checked="" type="checkbox"/>

4. Click **Save** at the top, right corner.
5. After saving, click on the arrow next to **Device Details** to return to the Device list.

[← Device Details](#) Device Health Detail **Save** Cancel

How to Filter your Device Data

Filter your list of devices to search for a specific device, search for devices based on specific criteria, or view inactive devices. The filtering options will differ across the Device, Device Health, and Transactions menus.

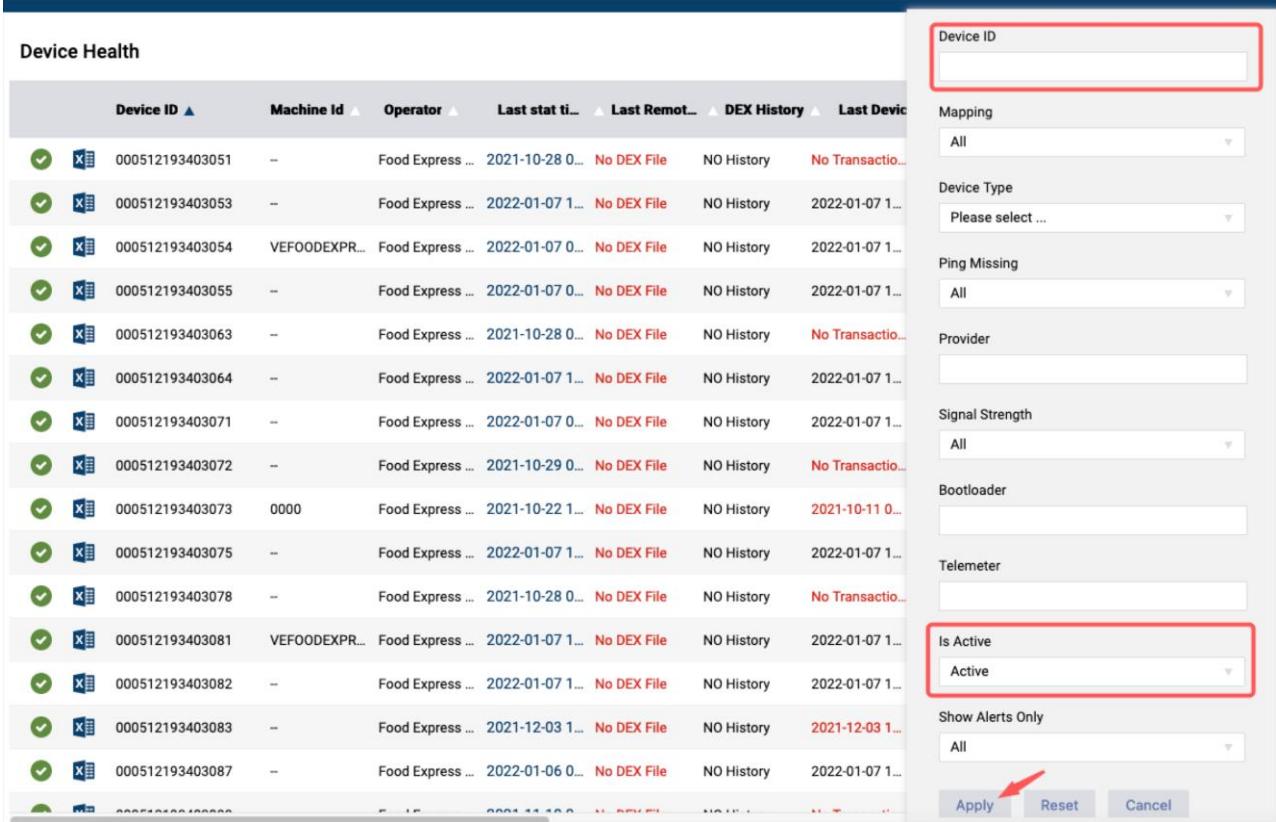
To **filter** your list of devices:

1. Click on the **Filter** icon on the top right corner:



Device Health											Device	Total records: 68	
Device ID	Machine Id	Operator	Last stat ti...	Last Remot...	DEX History	Last Device...	Last Planog...	Last Alert T...	Last Ping Ti...	Last Ping			
000512193403051	—	Food Express ...	2021-10-28 0...	No DEX File	NO History	No Transaction	No Planogram	2022-01-07 1...	2021-10-28 0...	—			
000512193403053	—	Food Express ...	2022-01-07 1...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...			

2. The **Filter Menu** appears:



Device Health											Device ID	Mapping	Device Type	Ping Missing	Provider	Signal Strength	Bootloader	Telemeter	Is Active	Show Alerts Only
Device ID	Machine Id	Operator	Last stat ti...	Last Remot...	DEX History	Last Device...	Last Planog...	Last Alert T...	Last Ping Ti...	Last Ping										
000512193403051	—	Food Express ...	2021-10-28 0...	No DEX File	NO History	No Transaction	No Planogram	2022-01-07 1...	2021-10-28 0...	—		All	Please select ...	All	All	All	All	All		
000512193403053	—	Food Express ...	2022-01-07 1...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403054	VEFOODEXPR...	Food Express ...	2022-01-07 0...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403055	—	Food Express ...	2022-01-07 0...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403063	—	Food Express ...	2021-10-28 0...	No DEX File	NO History	No Transaction	No Planogram	2022-01-07 1...	2021-10-28 0...	—										
000512193403064	—	Food Express ...	2022-01-07 1...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403071	—	Food Express ...	2022-01-07 0...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403072	—	Food Express ...	2021-10-29 0...	No DEX File	NO History	No Transaction	No Planogram	2022-01-07 1...	2021-10-29 0...	—										
000512193403073	0000	Food Express ...	2021-10-22 1...	No DEX File	NO History	2021-10-11 0...	No Planogram	2022-01-07 1...	2021-10-11 0...	—										
000512193403075	—	Food Express ...	2022-01-07 1...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403078	—	Food Express ...	2021-10-28 0...	No DEX File	NO History	No Transaction	No Planogram	2022-01-07 1...	2021-10-28 0...	—										
000512193403081	VEFOODEXPR...	Food Express ...	2022-01-07 1...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403082	—	Food Express ...	2022-01-07 1...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										
000512193403083	—	Food Express ...	2021-12-03 1...	No DEX File	NO History	2021-12-03 1...	No Planogram	2022-01-07 1...	2021-12-03 1...	—										
000512193403087	—	Food Express ...	2022-01-06 0...	No DEX File	NO History	2022-01-07 1...	No Planogram	2022-01-07 1...	2022-01-07 1...	2022-01-07 1...										

- To find a specific device, enter a **LYNK Device ID**.
- To view all devices (active and inactive), set the **is Active** option to **All**.
- To find a device on a specific machine, enter the **Machine Asset ID** associated with the device.
- When filtering from the **Transactions** screen, you can search for transactions over specific dates

3. Click **Apply** to filter the list.

How to run monthly transaction reports

The **Transactions** list displays the credit card transactions and the *USConnect/CAConnect* loyalty transactions processed by your LYNK devices. You can **export** this list of transaction information to a spreadsheet.

To **Export** transaction data:

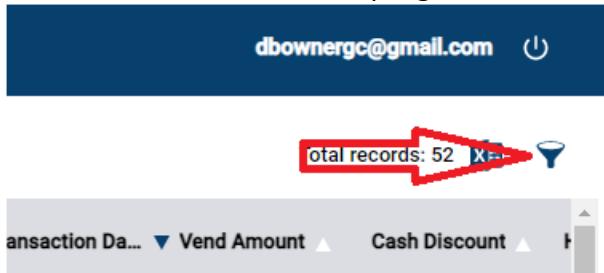
1. Click on the **Transactions** icon on the main screen or open the navigation menu at the left top corner of the screen and select **Transactions**.



2. The **Transactions** list appears:

Device ID	Machine ID	Operator	Device Type	Terminal/Device	Term #	Merchant/Site Id	Mdb Selection	Dex Selection	Product Id	Transaction Id	Auth Code	Transaction Da...	Vend Amount	Cash Discount
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	1966848292	09021D	2021-11-24 12:03...	0.10	0.15
000552201027247	—	Glenn USA Test	LVM	03155866	0008	235668	775	—	—	1957579095	45749Z	2021-11-23 11:52...	0.10	0.15
000552201027247	—	Glenn USA Test	LVM	03155866	0008	235668	775	—	—	1957586485	841708	2021-11-23 11:52...	0.10	0.15
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	0	A10	—	1904281792	843251	2021-11-17 11:55...	0.10	0.15
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	0	A10	—	174364460	2021-11-15 20:19...	0.10	0	
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	173866116	2021-11-10 12:17...	0.10	0	
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	1841656999	886625	2021-11-10 12:16...	0.10	0.15
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	172617388	2021-10-28 13:54...	0.10	0	
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	1729065548	836113	2021-10-28 13:53...	0.10	0.15
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	1728869711	894136	2021-10-28 13:30...	0.10	0.15
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	credit card check	—	—	1727929271	811390	2021-10-28 11:33...	1.00	0
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	credit card check	—	—	1727922763	—	2021-10-28 11:33...	1.00	0
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	172556115	2021-10-28 06:43...	0.10	0	
000562194520696	357779	Glenn USA Test	LVM	3155862	0004	235668	1024	—	—	1726451943	850351	2021-10-28 06:43...	0.10	0.15

3. Click the **Filter** icon in the top-right corner of the screen to view transactions over specific dates.



4. View transactions over a specific time frame by selecting a **start date** and **end date**.

GlobalConnect Transactions search interface. The date range is set from 2021/10/01 to 2021/10/31. The 'Apply' button is highlighted with a red arrow.

5. Click **Apply**.

NOTE: After searching with the chosen filter options, the total number of transactions across the selected date range appears. All times are shown in your **local time**.

6. Export the data by clicking on the **Excel** icon in upper-right corner.

GlobalConnect Transactions search interface showing the total records count (52) and an 'Export' icon (Excel icon) highlighted with a red box.

NOTE: In the exported Excel spreadsheet, all date and time values are shown in the **UTC time zone**.

An example exported Excel spreadsheet is seen below:

Excel spreadsheet titled 'CashlessTransaction_20211130_135649.xlsx' showing transaction data. The 'Authorization Code' column is highlighted with a red box.

Machine Id	Operator	Device Type	Terminal Id	Term #	Merchant Id	Mdb Selection	Dex Selection	Product Id	Transaction Id	Authorization Code
357779	Glenn USA Test	LVM	3155862	0004	235668	1024			172617388	836113
357779	Glenn USA Test	LVM	3155862	0004	235668	1024			1729065548	836113
357779	Glenn USA Test	LVM	3155862	0004	235668	1024			1728869711	894136
357779	Glenn USA Test	LVM	3155862	0004	235668	1024			1727922763	811390
357779	Glenn USA Test	LVM	3155862	0004	235668	1024			172556115	850351
357779	Glenn USA Test	LVM	3155862	0004	235668	1024			1725858045	807976
357779	Glenn USA Test	LVM	3155862	0004	235668	1024				

How to change Two-Tier Pricing Values and Max Amount Group

LYNK devices have a default **two-tier pricing** (i.e. loyalty discount) value of \$0.15 and a predefined default **max authorization amount**.

The two-tier pricing and max authorization values on a LYNK are determined by the **Cashless Settings** group that the device is assigned to. It is possible to have multiple Cashless Settings groups to accommodate a range of different two-tier pricing and max authorization options.

If an additional **Cashless Settings group** needs to be created to allow for new two-tier pricing or max authorization amounts, please send an email request to LYNKSupport@globalconnect.biz. In the email, please include the new values and the devices to which they should be applied.

To change a device's **Cashless Settings** group:

- From the **Device** screen, use the filter menu to find the device (e.g. by using the Device ID)
- Under the **Cashless** column, click on the Cashless Setting currently assigned:

Devices														Total records: 2908				
Device ID	Board ...	Manuf...	Model	Firmw...	Operat...	Mapping	Notes	Setting...	Cashle...	Last R...	Last Pl...	Last Mt...	Merch...	Termin...				
ZZTest	--	--	No Board...	--	ZTest Ve...	No Mappi...	--	ZTest - D...	ZTest - D...	No DEX F...	No Plano...	No MDB ...	--	--				

- Click the drop-down box next to **Cashless Group** and select the appropriate Cashless Setting:

← Group

Cashless Group	<input type="text" value="ZTest - .15 Discount"/>	
Max Auth Amount (\$)		
Cash Discount (\$)	<input type="text" value="0.15"/>	

- Click **Save** in the top-right corner.
- From the **Device** list, you will see the new setting now. **Repeat the process for any additional devices.**

Device ID	Board Description	Manufacturer	Model	Firmware Version	Operator	Mapping	Notes	Settings Group	Cashless Group
ZZTest	--	--	No Board Assigned	--	ZTest Vending	No Mapping Found	--	ZTest - Default Set...	ZTest - .15 Discount

How to View the DEX Information of a Device

LYNK devices' DEX information is found on the **Device Health** page.

An example entry for a device is shown below. DEX information is summarized in the **Last Remote DEX** and **DEX History** columns.

Device Health															Device	Data Usage	Total records: 1	KB	GB	TB	Y
Device ID	Machine Id	Operator	Last stat t...	Last Remo...	DEX History	Last Devic...	Offline Tra...	Last Plan...	Last Ping T...	Signal Stre...	Provider	CCID	Bootloader	Telemeter	Device Type	Mapping	Group Name	Is RMA	Rm		
000562183702633	0000	Glenn USA Te...	2023-01-26 ..	2023-01-26 ..	DEX History	2023-01-23 1...	-	No Planogram	2023-01-26 1...	-51 (Excellent)	'AT&T'	8901410427...	9307	1308	LVM	49	-	No	-		

The **Last Remote DEX** column displays the last time at which the device reported DEX data. In general, devices should report DEX information every four hours.

- If a device has not reported DEX information recently, the date/time data in the **Last Remote DEX** column will be shown in RED.

The entry in the **DEX History** column can be clicked to access detailed records of the device's DEX reports, including how many times it has sent DEX data and when its last DEX report occurred.

An example **DEX History** screen is shown below, showing the times at which previous DEX reports occurred and the resulting status of the each.

DEX Process History - 000562183702633									Logs	X	
Raw Dex Id	Receive Time	Receive Status	Dispatch Type	Vdi Provider	Dispatch Time	Dispatch Status	Export Time	Export Status			
18035916	2023-01-26 10:11:54	ok	--	--	2023-01-26 10:12:03	NoExportSettings	--	--			
18032900	2023-01-26 09:11:54	ok	--	--	2023-01-26 09:11:55	NoExportSettings	--	--			
18027384	2023-01-26 08:11:57	ok	--	--	2023-01-26 08:12:03	NoExportSettings	--	--			
18023849	2023-01-26 07:11:55	ok	--	--	2023-01-26 07:12:04	NoExportSettings	--	--			
18021199	2023-01-26 06:11:55	ok	--	--	2023-01-26 06:11:58	NoExportSettings	--	--			
18013071	2023-01-26 05:11:55	ok	--	--	2023-01-26 05:11:59	NoExportSettings	--	--			
18004703	2023-01-26 04:15:09	ok	--	--	2023-01-26 04:15:13	NoExportSettings	--	--			
18003228	2023-01-26 04:11:56	ok	--	--	2023-01-26 04:12:02	NoExportSettings	--	--			