GCTS Site for LYNK Operators
User Guide

Monitor Devices | View Transactions | Manage Settings

Contents

Questions? Contact LYNK Support at: LYNKSupport@globalconnect.biz or (336) 645-9629

How to Access GCTS

GlobalConnect Telemetry Server (GCTS) site: **https://usctsui.globalconnectts.com/main**

Contact LYNKSupport@globalconnect.biz to request GCTS access, providing the name and email address of each new GCTS user.

New users get a welcome email with their **username** and a **temporary password** (check your *Junk Folder* as well). **To finish account setup,** click the link in the email or login to GCTS.

For a brief **LIVE** tutorial on how to use the GCTS portal, contact **LYNK Support@globalconnect.biz**

GCTS Site Overview

GCTS displays LYNK device data, with the information differing across **3** main pages:

1. **Devices** – view list of devices, machine IDs, cashless settings, serial numbers, etc.

2. **Device Health** – shows device status values including, last ping, transaction, and DEX.

3. **Transactions** – view device transactions and transaction processing details.

Change pages by clicking the top-left **hamburger menu** ☰ or a **page** from the home screen:

All pages display data tables organized into rows of device **serial numbers** and columns of datapoints:

How to View Device Health

Go to Device Health by selecting it from the main screen or the top-left hamburger menu.

The Device Health list gives a total ==overview of all your devices== and displays important status data **represented as columns**, including *Last Device Transaction*, *Last Ping*, and *Last Remote DEX*.

From the action bar in the top-right corner of the page:

- Click the *Excel* icon   to export the table as a spreadsheet.
- Click the Grid icon   to choose which columns to show/hide.
- Click the Edit icon   then click a device serial number to enter the Device Details menu.
- Click the Filter icon   to display device data based on selected criteria.

On a specific row:

- Double click a row to enter the Device Details menu.
- Click the Excel icon to export detailed device information as a spreadsheet.
  - Under *One time device setting*, you can *Reboot* or *Send DEX*. Click *Save* to confirm.
- Click the status icon (i.e. checkmark or "X" icon) to view Device Status History.

Device Status Overview

Each device row in the **Device / Device Health** pages contains a status icon showing if a device is active.

Active devices have a green checkmark; inactive devices have a red "X".

Note: A device is automatically set as active when it starts communicating with the server.

Double-click the status icon of a device row to view **Device Status History Menu**, which shows a record of when a device was set inactive, was set active, or changed machines.

Device Status History - 000123123123123

Event Time	Creator Event	Old Machine Id	New Machine Id	Old Touchless Id	New Touchless Id	Old Status	New Status
2025-08-28 09:29:57	Manual GCTS – GC	12313	12313	–	–	Inactive	Active
2025-08-28 01:25:20	Telemeter Registrati...	–	–	–	–	–	Inactive
2025-08-28 01:25:20	Telemeter Registrati...	–	12313	–	–	–	Inactive

By default, only devices marked as **active** will appear in the device list.

How to Edit Device Status

To set a device inactive:

1. Go to the **Device** page to view the device list.

2. Double-click on a device row to open the **Device Details** menu.

3. Uncheck the **Is Active** checkbox to set the device status to inactive.

4. Enter a **Reason** in the textbox under the checkbox.

5. Click **Save** in the top-right corner of the page.

Return to the Device page by clicking the back arrow in the top-left corner of the page, next to *Device Details*.

How to Edit Machine Asset IDs

The Machine Asset ID associated with a LYNK is set during the device's installation.

You can "Move" the device to a new machine via the **LYNK Service Menu** or by editing the **Machine Asset ID in GCTS** (you must still update the Machine Asset ID in your VMS).

To change the Machine Asset ID:

1. Go to the **Device** or **Device Health** page.

2. Double-click on the row of the device you want to edit to open the **Device Details** menu.

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

4. Click **Save** in the top-right corner of the screen to confirm the new Machine ID.

Return to the Device page by clicking the back arrow in the top-left corner of the page, next to *Device Details*.

![LYNK logo]

How to Filter Device Data

GCTS supports filtering the device list to search for a specific device, search for devices based on criteria, and view inactive devices. Filter options vary across **Device**, **Device Health**, and **Transactions**.

To filter your list of devices:

Click the Filter icon in the top-right corner of the page to open the Filter menu.

The Filter menu contains fields that you can set to refine the device list. For example:

- To find a specific device, enter a **Device SN** (Serial Number)
- To view all devices (active and inactive), set **is Active** to **All**.
- To find a device on a specific machine, enter a **Machine Asset ID**.
- When filtering from **Transactions**, use the calendar to search across specific dates.
- Click **Apply** at the bottom of the filter menu to confirm.

How to Run Monthly Transaction Reports

The **Transactions** list shows <mark>credit card and loyalty transactions</mark> processed by your devices (US Market: USConnect loyalty, Canada Market: CAConnect loyalty).

You can <mark>export</mark> this list of transaction information to a spreadsheet:
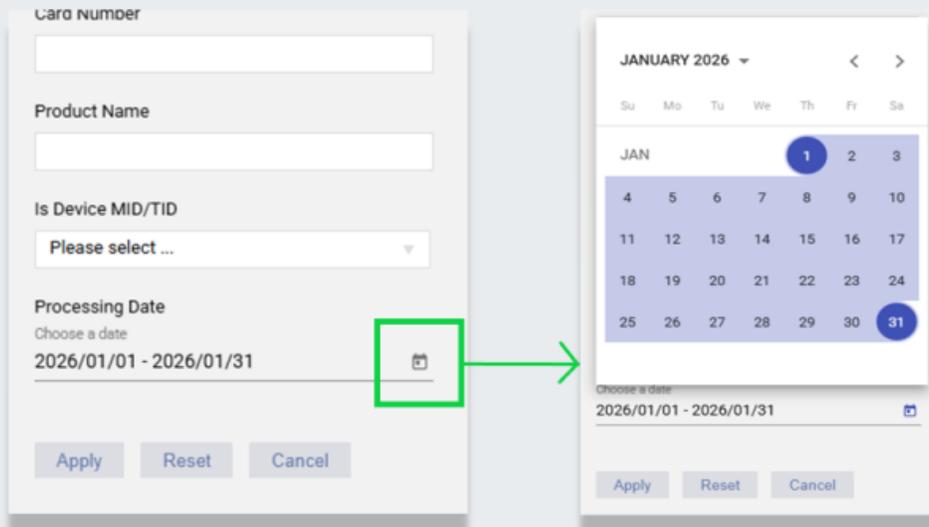
To Export Transactions:

1. Go to the **Transactions** page by selecting it from the main screen or the top-left hamburger menu.

   a. By default, the Transactions page shows all transactions on all devices from the last 2 days.

2. To filter transactions, click the **Filter** icon in the top-right corner of the screen to open the Filter Menu.
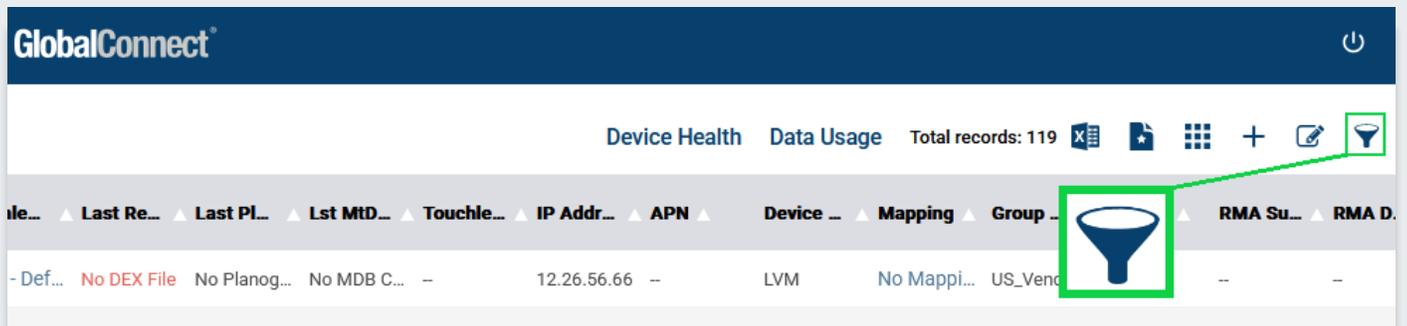
3. To view transactions on specific devices, enter a device serial number in Device SN field of the

   Filter menu (to view a single device) OR click **Browse** to upload a file containing multiple device serial

   numbers (for instructions preparing the file, click here).
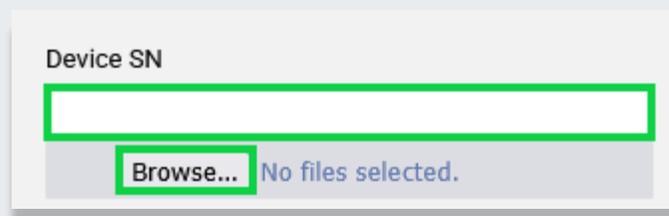
4. In the Filter menu, click the **Processing Date** calendar to choose transactions dates. Click **Apply**.

All transactions processed in the specified date range will appear. <mark>All times listed are local time.</mark>

5. **Export** the data by clicking the **Excel** icon In the top-right corner of the transaction list.

    a. **Note:** All dates in the exported file will be in <mark>**UTC time**</mark>.
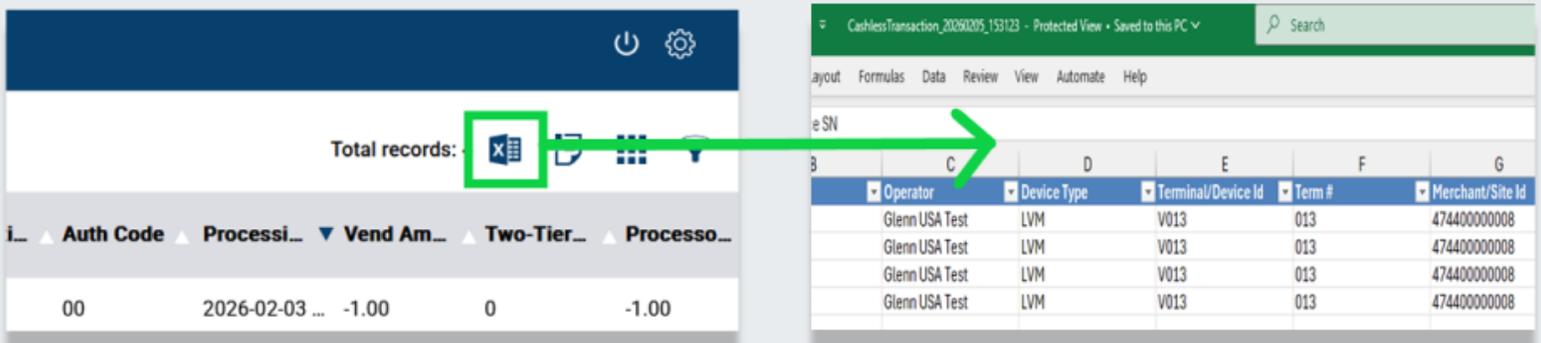
How to Edit Two Tier Price and Max Amount

ℹ️ Each device belongs to a Cashless Settings Group that determines its **two-tier pricing value** (i.e. loyalty discount, by default, $0.15) and **max authorization amount**.

Multiple Cashless Groups can exist to allow different combinations of two-tier prices and max authorization values. These groups can be applied on a device-by-device basis.

To request a new Cashless Group: email LYNKSupport@globalconnect.biz; please provide the new two-tier pricing / max authorization values and the list of devices to apply the changes to.

To change the Cashless Group of a device:

1. Go to the *Device* page and use the filter menu to find the device (e.g. by using the Device ID)
2. Find the Cashless Group column, then click the Cashless setting that is currently assigned.
   a. You may need to re-arrange the columns using the Grid icon in the top-left corner.

3. From the *Cashless Group* drop-down menu, select the desired Cashless Setting.
4. Click Save, the device will now reflect the change. Repeat for any other device needed.
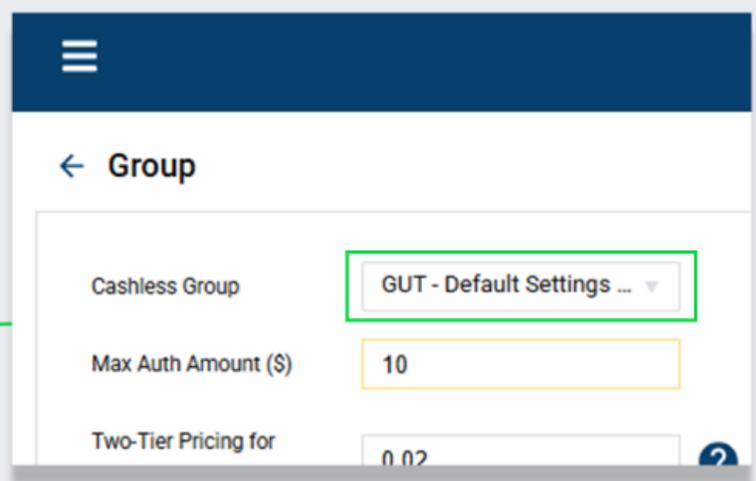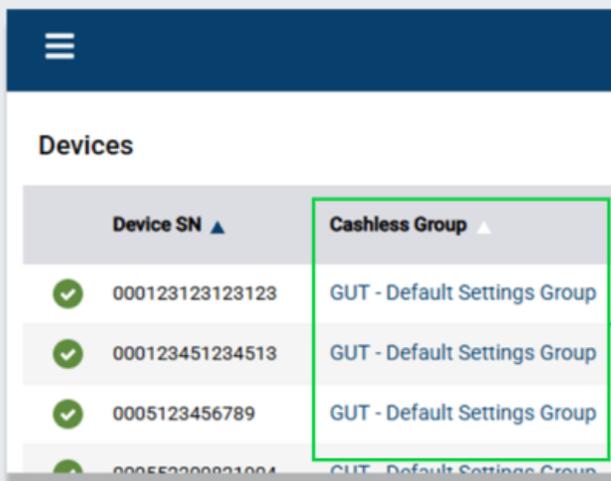
Editing Multiple Devices in GCTS

You can also apply settings changes to multiple devices at once using the **More Devices** feature in GCTS.
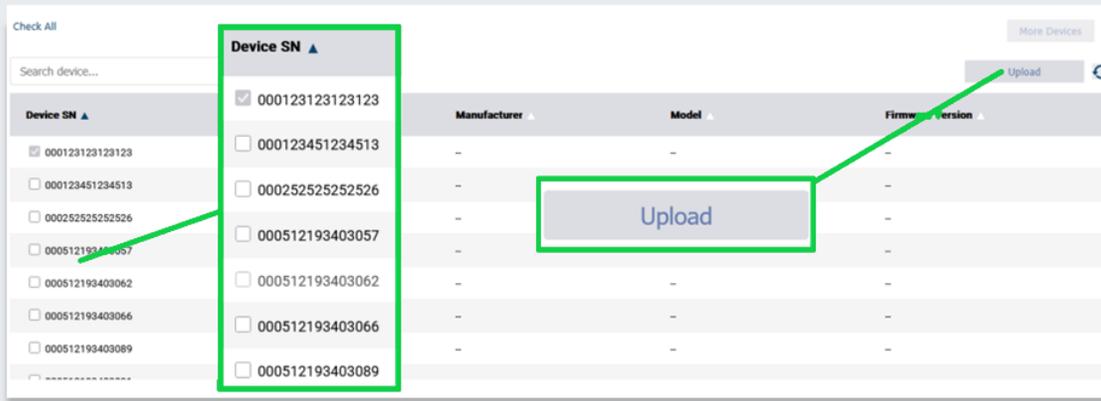
To edit multiple devices:

1. Login to GCTS and go to **Devices**
2. Click a device entry under the **Settings Group** or **Cashless Group** columns

3. The **Group** page will appear. Inside the Group page, Click **More Devices** in the top-right corner.

You can manually click the devices to edit or click the **Upload** button to upload a file listing multiple device serial numbers.
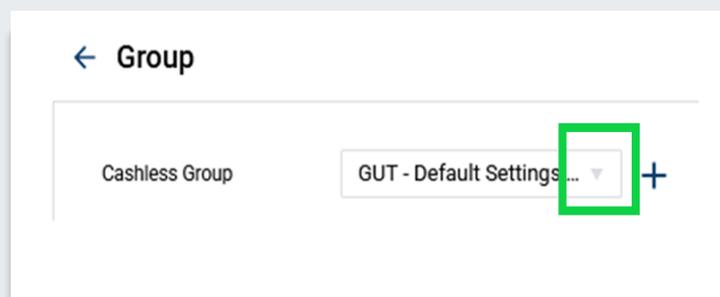
GCTS accepts **.CSV** type file uploads. This file can be created using *Microsoft Excel* or *Notepad*, for example.

The file must be in the following format **(single column file, one serial number per column)**:
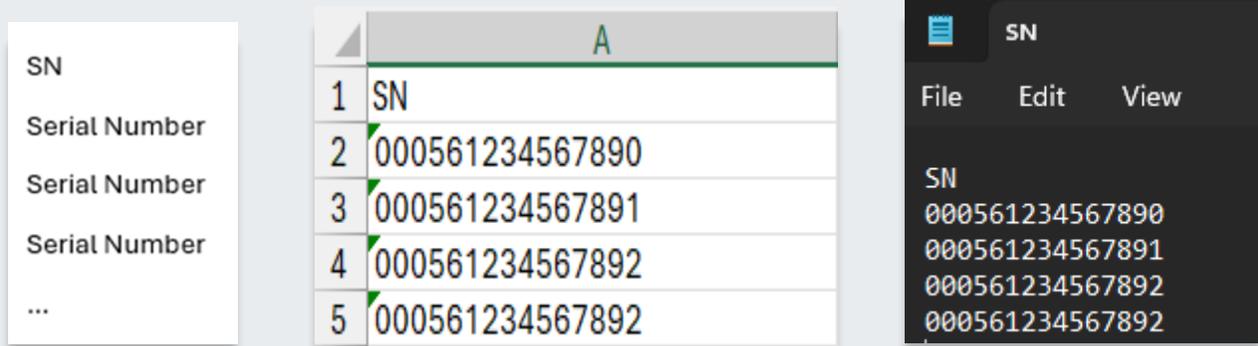
Finally, choose a Cashless Group **or** Settings Group option from the dropdown menu(s). Click **Save** to apply to all chosen devices.
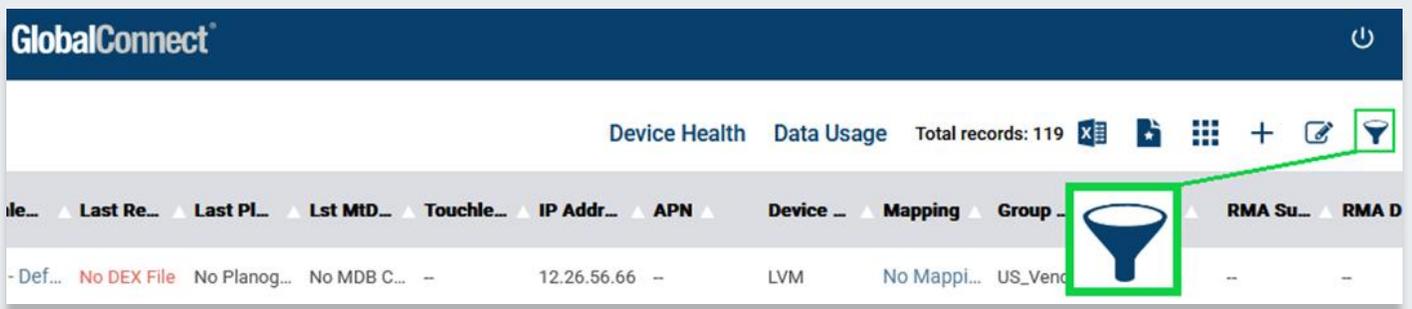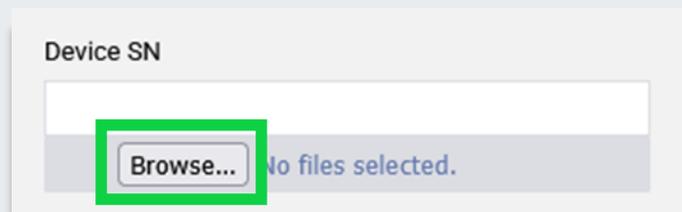
Searching for Multiple Devices in GCTS

You can also search for multiple devices in *Devices*, *Device Health*, or *Transactions*.

To search for multiple devices:

1. Go to either the **Devices**, **Device Health**, or **Transactions** page in GCTS.

2. Select the **Filter** icon in the top-right corner

3. In the Filter menu, under the **Device SN** field, select **Browse...**

4. Upload a file containing a list of device serial numbers, following the format on page 13.
5. Scroll down inside the Filter menu and click **Apply**.

How to View Device DEX Information

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

The most recent DEX information is listed under the **Last Remote DEX** column. By default, devices will

DEX **every 4 hours**. If there is no recent DEX, the column entry will be red.

Click an entry under the **DEX History** column to view a record of DEX information of a device, including

DEX times and response messages.