

LYNK Support - Frequently Asked Questions (FAQs)

What do I need to start the installation?

1. **Data:** You need the Operator ID, Operator PIN, and Machine Asset ID to start the installation. Contact LYNKSupport@globalconnect.biz for these.
2. **Equipment:** Telemeter, Payment Options sticker, and cables in the box. If Streamware/Vendmax, then a DEX Y cable is needed too. Order from Vendor's Exchange Sales Part # VE1016702.
3. **Tools:** Wrench for antenna, cable ties

Where do I get the Operator ID and PIN?

A LYNK Customer Service team member will provide you with the Operator ID and PIN. Contact LYNKSupport@globalconnect.biz to get this information.

How do I install the telemeter?

This varies on the type of machine and if the LYNK terminal is Full-size verses Bill insert.

Refer to the list of documents here:

https://docs.google.com/document/d/1Je2d0aLemFSb9xr8O6T20Lu2V_BAPDEIEyQ8Mchcerk/edit?usp=sharing

<p>Docs</p>  <p>https://drive.google.com/drive/folders/1Nid2KFZok_F-wRKMA9Vk9flu-AJPcuZJ?usp=sharing</p>	<p>Videos</p>  <p>https://www.youtube.com/channel/UC64tVRk08Gt38kxmM16UiLw</p>
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How long does the installation and registration typically take?

Typically, it will take 20 minutes to install, configure, and run through the on-screen prompts for device checks. The telemeter check for software updates and install them automatically during the setup process. Be sure to complete the on-screen prompts and confirm you received the device check results email.

Should I remove the old telemeter first?

Yes. Remove the old telemeter before you install the LYNK telemeter. It is a complete replacement for Seed or old telemeters.

Are LYNK telemeters EMV Compliant?

Yes, LYNK telemeters are EMV Compliant.



Is two-tiered pricing supported?

Yes, two-tiered pricing is supported. Devices default to \$0.15 discount for two-tiered pricing. A Payment Options sticker will be shipped with the terminal to display on the machine. Mount the sticker to the machine. This sticker mentions the 2-tier pricing for cash or USC/CAC card. Contact LYNK Support at **1-800-211-5970** or LYNKSupport@globalconnect.biz if an *exception* is needed for two-tiered pricing.

How do I access the Service Menu?

Tap 5 times on a Language button and the Service Menu will pop up.

Service Menu:

Reboot – will reboot the terminal and check for updates immediately

Service DEX – for Cantaloupe users when the driver is pulling the money from the machine

All Options – additional advanced options which includes self-checks (communications, DEX, credit card) and move telemeter to new machine

What VMS configuration steps are needed?

LYNK Support will ask for VMS details and codes prior to supplying you the Operator ID and PIN. This information facilitates product reconciliation between LYNK and the USConnect/CACConnect system.

After installation, you must follow the steps for any 3rd party telemeter to configure the LYNK telemeter in your VMS. You received an email with each device registration containing the Device Serial Number, Machine Asset ID, MID, and TID. Use this data to add the LYNK device to your VMS. The telemeter should show up in your VMS a few minutes after it has DEXed (typically every 4 hours).

How to connect a LYNK telemeter to a vending machine in Seed?

The machine MUST send a DEX file before you can set it up in Seed.

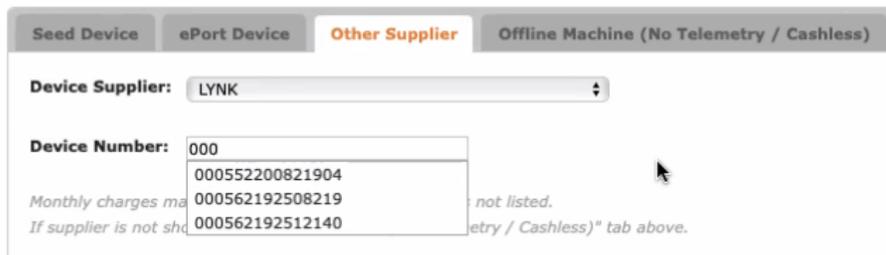
In Seed:

- Find Machine Asset ID in Seed
- Click Edit Machine Settings
- In the Telemetry/Cashless section, click on Other Supplier tab
 - If LYNK is not on this list, Cantaloupe must take next step – VDI Code setup (email LYNKSupport@globalconnect.biz if this is the case)
 - Select LYNK as Device Supplier



- Device Number – start typing “000” which is the prefix for all LYNK Telemeter IDs so it starts searching

Telemetry / Cashless:



- LYNK Telemeter IDs all start with “000” then the LYNK number
- A device doesn’t show up in this field until after the first DEX file is received and processed
- Then click SAVE to link the machine to the LYNK telemeter
- Note: The LYNK devices don’t show up in Device Management of Seed (that’s just for Seed devices)

How do I force a DEX?

You can either force the DEX from the telemeter or wait for the next DEX time (typically every 4 hours).

There are three ways to DEX:

1. Go into the LYNK service menu and request a Service Dex. This should cause it to get sent to the VMS and marked as a service. Refer to 2nd half of this video - <https://youtu.be/gMnslWwr92E?t=390>
2. Go into the self checks and run a DEX check. That should also cause it to be sent to the VMS, but sent as a scheduled DEX. Refer to videos - <https://youtu.be/gMnslWwr92E?t=507> and <https://youtu.be/KU232v-EOPI?t=994>
3. Otherwise, wait for the scheduled DEX which occurs typically every 4 hours.

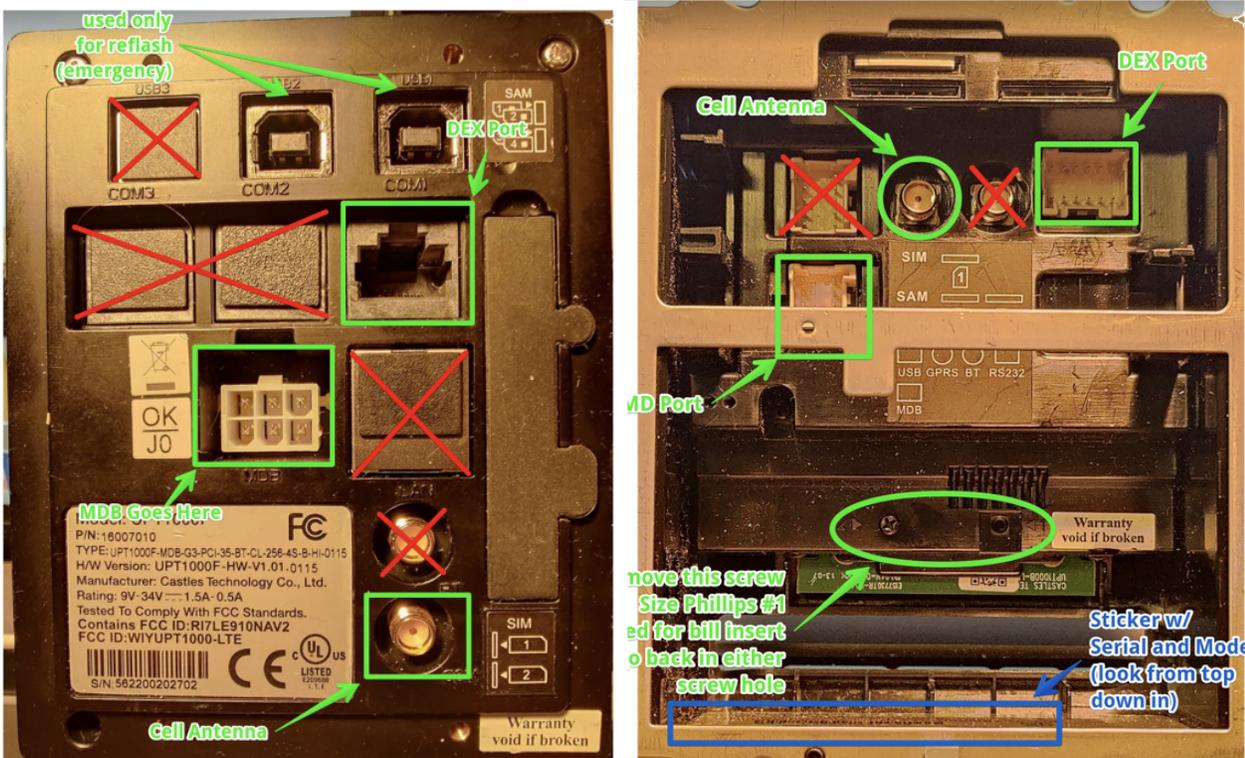
I'm stuck at Init MDB Screen - How to troubleshoot?

If the MDB is not properly connected, then you can get stuck on Init MDB screen.

1. Check if the light on the side of the telemeter is on. If so, contact LYNKSupport with issue details. If the light is off, this means the terminal has power but is not able to talk on the MDB line.
2. Check: LYNK must be the first in chain/series with the Vending Machine Controller (VMC). Then use the other port of the MDB Y cable to go to the Bill Validator or Coin Mech. But LYNK must be first.
3. Confirm: Remove OLD telemeter completely; don't leave it on.
4. Check: On back side of Bill Validator is a little red light. Confirm it is solid red. This means the validator is successfully connected in MDB chain. Therefore, MDB in machine is working. If Init MDB and validator has solid red light then it's either LYNK telemeter or cable or how the cable has been plugged in.
5. Try: Replace MDB cable
6. Try: Replace with another telemeter

No DEX - The VMS is reporting that there is no recent DEX file received - How to troubleshoot?

Confirm the DEX file is plugged in to the correct port (COM1 port for Full size and top, right port for Bill Overlay model - see images below). Check the cell signal (request from LYNKSupport@globalconnect.biz). If poor cell signal, try switching to a telemeter on the other network (Verizon or AT&T). Try a high gain antenna (available from Vendors Exchange). Contact LYNKSupport for more troubleshooting.



What wireless network does LYNK run on?

In the US, the device is launching with Verizon 4G. AT&T-based devices are available too. Contact Vendor’s Exchange Sales to order AT&T telemeters. In Canada, the devices will be able to support multiple networks.

Where do I find the signal strength of a telemeter?

A device health report is emailed nightly which shows the signal strength of the devices.

Excellent -63 or higher	Good -65 to -73	Fair -75 to -83	Poor -85 or lower
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What are the steps to move the telemeter to a new machine?

If you incorrectly registered the device to the wrong Machine Asset ID or need to move the LYNK device, follow these steps:

- Move the telemeter to the new machine
- Access the Terminal Setup area in the LYNK menu
- Type in the correct Machine Asset ID where LYNK is installed.
- You will receive a “Move Device Notification” email from no-reply-registrations@globalconnect.biz. Confirm you received email with the expected details. Be sure to use this information to adjust the device to your VMS

What does my driver do when servicing a machine with a LYNK device?

Your driver will service the machines like a normal service with any other telemeter. If your VMS requires a restock button to be pressed, there is a menu the driver can access to send the restock information. Print this Service Quick Reference Guide -

https://drive.google.com/file/d/1wfy_3Saut9rcHAFXHrq31ZObuGUrOoi4/view?usp=sharing

Will I need to order cables?

Streamware/Vendmax customers should purchase DEX Y Cables from Vendor’s Exchange - Part # VE1016702.. Drivers should **NOT** unplug the DEX cable from the telemeter. They should use the DEX Y cable for their handhelds. Refer to the videos on how to install the cable.

What is the maximum vend amount?

The default max vend amount is \$10. Contact LYNK Support if you have machines with product prices greater than \$10.

Why do I have multiple bill inserts?

If you ordered the Bill insert terminal (rather than full-size), there are either 2 or 4 inserts:

- **Black** ME66: For MEI/CPI with US dollar
- **Clear** CO66: For Coinco with US dollar
- **Black** ME72: For MEI/CPI with CA dollar
- **Clear** CO72: For Coinco with US dollar

Refer to the videos on how to install the cable - <https://youtu.be/Mahwgga-l44>

What wrench is used for the antenna install?

Here is the link to order the wrench from Amazon - <https://www.amazon.com/gp/product/B004W8D78I>

What cables, dongles, etc. are needed for troubleshooting?

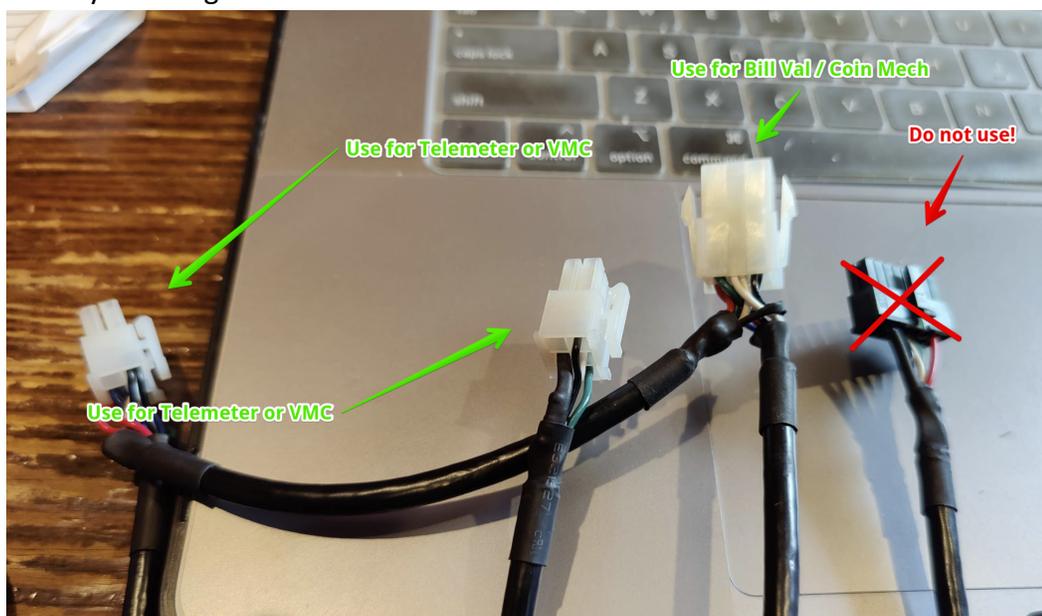
- Two USB-B to USB-A female cable: Used for both Full and Bill terminals to connect using a standard USB connection (USB-A). Keep 2 cables per installer
 - Order another kit from the [GC Marketplace](https://www.amazon.com/Printer-Extender-Connection-F-USB-B-USB-A-USB-B/dp/B01N5LE9YD/) or directly from Amazon - <https://www.amazon.com/Printer-Extender-Connection-F-USB-B-USB-A-USB-B/dp/B01N5LE9YD/>
- UPT1000B USB-B dongle from Castles – The Bill Overlay terminal does not have a USB port. This dongle allows you to connect other cables to the terminal using a USB-B. There are two cables - one

for power (marked with **orange tape**) and one is standard USB port (no tape). Order another kit from the [GC Marketplace](#).

- The USB Stick is only needed for a malfunctioning telemeter which needs to reset to factory settings. We suggest you contact LYNKSupport@globalconnect.biz with problems before using the USB Stick to resolve the issue. If a reset is needed, insert the USB stick and power cycle the telemeter. Then follow the menu prompts to configure the telemeter. For the Bill unit, use the dongle and cable with **orange tape** to plug the USB Stick in.

What do I do with the MDB Cable?

The telemeter ships with a cable that includes four connectors. The wide, black MDB connector is not used by LYNK - ignore it.



How do I install the DEX Y Cable for Streamware?

Refer to the video - <https://youtu.be/KU232v-EOPI?t=1515>

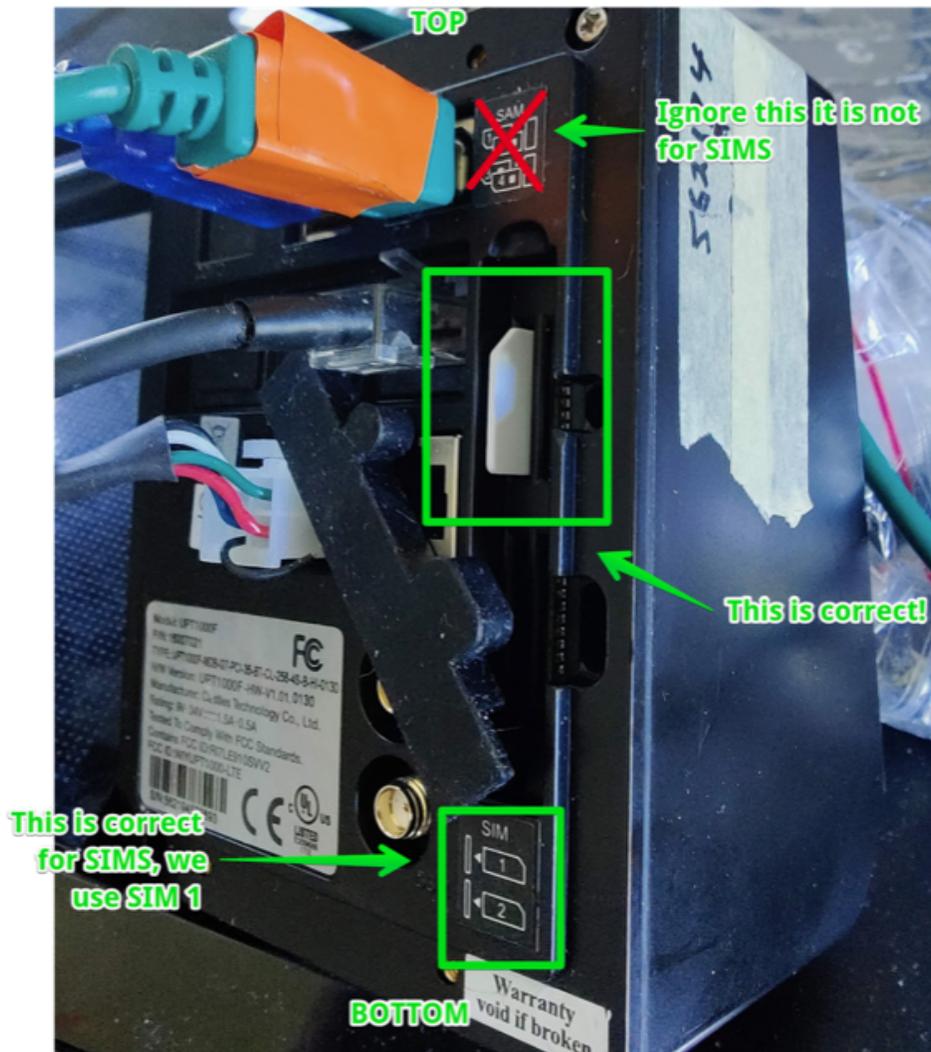
What happens when there is a poor connection?

If there is a poor cell connection, the device will reboot to try to establish a better signal. Here are steps to take:

1. Make sure the antenna is properly connected and cabling is not pinched
2. Mount the antenna outside of the machine
3. Contact LYNK Support for us to review the logs
4. If issue is poor connection and antenna is well connected, then try AT&T version of LYNK rather than Verizon.

What slot and orientation should the SIM card be inserted?

First, make sure the SIM card is pushed all the way in. The SIM card should be positioned in the upper slot with the notch at the top.



How do I process a Return or RMA?

Our first suggestion is to contact LYNKSupport@globalconnect.biz if you are having telemeter issues and need support. If it is determined that the telemeter needs to be replaced and it is less than 18 month old:

1. Contact Vendors Exchange with an RMA Request including the Telemeter Device ID. You can email parts@veii.com. Please also copy LYNKSupport@globalconnect.biz.
2. VE will provide you with a shipping label to return the telemeter to VE.
3. VE will ship a replacement telemeter once the RMA telemeter is received.