



1. How do I contact LYNK Support for assistance with LYNK devices?

Contact LYNK Support for assistance at lynksupport@globalconnect.biz or (336)645-9629.

2. What does Reflashing a LYNK device mean?

Reflashing is the process of manually re-installing the LYNK software onto a device to update or troubleshoot it. Reflashing requires a Reflash Kit, found in the LYNK Welcome Kit or [GC Marketplace](#).

3. How do I reflash a device?

Find the correct Reflashing instructions based on your device type ([Overlay Vending](#) or [Full Size Vending](#)) and download the latest LYNK software build ([USA Production Build](#) or [Canada Production Build](#)).

4. What is the GlobalConnect Telemetry Server (GCTS)?

The [GlobalConnect Telemetry Server \(GCTS\)](#) portal allows you to view, manage, and monitor your LYNK devices remotely. You can also see important device information like statuses, transactions, and settings.

5. How do I get access to the GCTS portal so I can monitor my LYNK devices?

To request new access to GCTS, email LYNK Support with the name and email address of the new user.

6. What is the LYNK Device Service Menu?

Tap the on-screen *Main Language* button (e.g. *English*) 5 times to enter the LYNK Service Menu, which displays important device data (e.g. serial number) and lets you perform device tests ([In-Depth Guide](#)).

7. How do I set up two-tier pricing?

Devices will be pre-set to the default two-tier pricing value defined for your fleet. To request a new two-tier pricing value (which can be applied on a device-by-device basis) email LYNK Support.

8. How can I check the signal strength of a device?

View the signal strength of the device either:

- a. Inside the *Device Health* page within the GCTS portal, under the *Signal Strength* column
- b. On the device's service menu screen (tap the primary language, e.g. *English*, button 5 times)

9. How can I force a LYNK device to send a DEX?

- a. Click the device serial number in GCTS to enter *Device Details*, then select *Reboot* under *One-time device setting* and click save in the top-right corner.
- b. Click *Service DEX* in the LYNK Service Menu.

10. How do I submit a malfunctioning LYNK device for an RMA?

The instructions for submitting a LYNK device RMA through Castles can be found [here](#).

11. Where can I find additional LYNK support resources?

Go to the [GlobalConnect Technical Support Site](#) and scroll to Cashless Devices to find LYNK resources.

