



LYNK Devices Best Practice

For support questions please email:

LYNKSupport@globalconnect.biz

336-663-8343 x 206

For EPROM/FW consultation and accessories to install LYNK devices, please email VE Solutions:

parts@veii.com



Full Size LYNK device

The following will be found in the LYNK box:

- Full Size LYNK device.
- NPC4 Cable.
- DEX cable.
- MDB harness.
- High gain antenna.
- Metal plate and screws.
- Castles UPT1000 installation guide.

All devices come with a previous built/version of the LYNK software. When first installed and powered on, the device will update to the latest USA Production version; this is currently version 1329.

Installation tips:

- The LYNK devices are regular universal card readers that can be installed on most vending machines.
- The best practice would be doing the installation and configuration at the warehouse, but we understand transition can happen on-site. Prep your LYNK device before visiting a location (see setting up tips section) then make sure you have everything you need for the specific machine you will install the LYNK device on. If you need any accessories like brackets, spacers, cables, please reach out to VE Solutions (email provided at the beginning of this document).
- Other accessories you may need from VE Solutions Parts Department:
 - For Streamware/Vendmax operators: Order DEX Y Cable VE1016702
 - Vendo HVV 72x: Order DEX Adapter Kit/Cable VE6793
 - AP machines with SL & ST boards: Order DEX Adapter Kit/Cable VE6793
 - AMS SENSIT I, II, and some III: Order DEX Adapter Kit/Cable VE6793

Setting up your LYNK device tips:

- All LYNK devices come with LTE SIM cards, by default they are Verizon SIM cards. The SIM card can be replaced, and the device can also work over AT&T platform.
- Full Size LYNK device has the capability to work with internet over Ethernet connection. This option is available for locations with very low cellular to no signal. Network Requirements apply if this option wants to be used.
- To set up the LYNK devices, grab a device, make sure you connect the antenna, NPC4 cable on the MDB port and the DEX cable on the COM1 port.
- Make sure the vending machines EPROM/Firmware is on the latest version for fully compatibility with the LYNK device.
- With the vending machine powered down connect the MDB harness to the NPC4 cable, the longest side with the male connector, then connect the other two connectors to VMC and Bill Collector.
- Fire up the machine and the LYNK device should turn on as well. The LYNK device will load the system then fetch for cellular connection.



- If cellular connection is established, the screen will ask for “Software Update check”. LYNK device should update to latest version - currently being 1329.
- After LYNK device has taken the update, device will reboot and relaunch system and reconnect to the cellular network. Updates will be checked again but will speed through this check since the device is on latest version.
- The LYNK device will go throughout the registration process, where you will have to use your Operator ID, Operator PIN and assign a Machine ID = Asset# of the machine.
- The device will go through the Self-Check process, please have a credit card and a USConnect Loyalty card for these tests. It is important to complete the Self-Check.
- When Self-Check is done, the device will download images and go to the USConnect red screen.
- At the USConnect red screen the device is ready for transacting and DEXing.

Overlay LYNK device.

The following will be found in the LYNK box:

- Overlay LYNK device.
- NPC4 Cable.
- DEX cable.
- MDB harness.
- High gain antenna.
- Bill guide hardware.
- Castles UPT1000 installation guide.

All devices come with a previous built/version of the LYNK software. When first installed and powered on, the device will update to the latest USA Production version; this is currently version 1329.

Installation tips:

- The LYNK devices are regular universal card readers that can be installed on most vending machines.
- The best practice would be doing the installation and configuration at the warehouse, but we understand transition can happen on-site. Prep your LYNK device before visiting a location (see setting up tips section) then make sure you have everything you need for the specific machine you will install the LYNK device on. If you need any accessories like brackets, spacers, cables, please reach out to VE Solutions (email provided at the beginning of this document).
- Other accessories you may need from VE Solutions Parts Department:
 - For Streamware/Vendmax operators: Order DEX Y Cable VE1016702
 - Vendo HVV 72x: Order DEX Adapter Kit/Cable VE6793
 - AP machines with SL & ST boards: Order DEX Adapter Kit/Cable VE6793
 - AMS SENSIT I, II, and some III: Order DEX Adapter Kit/Cable VE6793

Setting up your LYNK device tips:



- All LYNK devices come with LTE SIM cards, by default they are Verizon SIM cards. The SIM card can be replaced, and the device can also work over AT&T platform.
- To set up the LYNK devices, grab a device, make sure you connect the antenna, NPC4 cable on the MDB port and the DEX cable on the DEX port. Overlay LYNK devices have proprietary connections.
- Make sure the vending machines' EPROM/Firmware are on the latest version for fully compatibility with the LYNK device.
- With the vending machine powered down connect the MDB harness to the NPC4 cable, then connect the other two connectors to VMC and Bill Collector.
- Fire up the machine and the LYNK device should turn on as well. The LYNK device will load the system then fetch for cellular connection.
- If cellular connection is established, the screen will ask for "Software Update check". LYNK device should update to latest version - currently being 1328.
- After LYNK device has taken the update, device will reboot and relaunch system and reconnect to the cellular network. Updates will be checked again but will speed through this check since the device is on latest version.
- The LYNK device will go throughout the registration process, where you will have to use your Operator ID, Operator PIN and assign a Machine ID = Asset# of the machine.
- The device will go through the Self-Check process, please have a credit card and a USConnect Loyalty card for these tests. It is important to complete the Self-Check.
- When Self-Check is done, the device will download images and go to the USConnect red screen.
- At the USConnect red screen the device is ready for transacting and DEXing.

Resources:

[LYNK Ports & Connections](#)



[LYNK Support Documentation](#)



[LYNK Support Videos](#)

