

INGENICO LANE 3600 DELUXE | Technical Support Guide

Troubleshooting & FAQ — Ver. C / PCI.6 / Touchscreen / ETH + Serial / Camera

DEVICE OVERVIEW

COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Blank Screen / Won't Power On	Loose power or Multipoint cable	Confirm connector is fully seated in back port. Reconnect all cables. Wait 30 seconds, then power on. Swap device if possible to isolate issue.
"This Lane Closed"	Terminal not communicating with POS/gateway software	Confirm POS software is running. Check Ethernet cable is firmly connected. Hard reboot: hold Yellow + .,##* keys 5–10 seconds. Re-register device if needed.
"Alert Irruption!"	Tamper sensor triggered — PCI security event	STOP USE IMMEDIATELY. Device cannot be repaired or reset. Call 855-465-9999 for immediate replacement authorization.
Touchscreen Not Responding	Screen dirty, physical damage, or OS freeze	Clean screen with a soft, dry cloth. Reboot terminal: hold Yellow + .,##* keys. If cracked or physically damaged, call 855-465-9999.
Serial Connection Not Working	Wrong serial port or incorrect triPOS config	Verify COM port settings in triPOS.config match the device COM port in Device Manager. Ensure serial cable is properly connected and not damaged.
Ethernet Not Connecting	Cable unplugged or no IP address	Verify Ethernet cable is firmly connected to the Multipoint cable and to a live network port. Confirm port has internet access (check with IT). Reboot router and terminal.
Magnetic Stripe Read Error	Wrong card orientation or worn stripe	Stripe must face the terminal screen. Swipe at a steady moderate pace. Inspect stripe for damage. Try another card.
Chip/EMV Read Error	Incomplete insertion or dirty chip	Insert chip face-up fully. Do NOT remove until prompted. Check slot for debris. Try another card.
Contactless/NFC Not Working	Labels on NFC zone or nearby metal interference	Remove any labels from the contactless active zone. Keep 12" from anti-theft systems. Reboot and retry.
Device Not Recognized by POS	Driver error or COM port mismatch	Open Device Manager. Device should appear as 'Ingenico Lane 3600' not 'USB Device.' Reinstall Ingenico USB Drivers 3.36 if needed. Match COM port to triPOS.config.
Terminal Restarts During Day	Incorrect time/date setting (auto-reboots at 4 AM)	Access Admin Menu > Date and Time. Set correct local time in 24-hr format. Press Green to save.
Transaction Declined	Card issuer decline	Try a different card. Verify card is valid and not expired. If all transactions fail, contact merchant processor.

FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I reboot the Lane 3600 Deluxe?	Hold the Yellow (<) key and the .,##* key simultaneously for 5–10 seconds until the screen goes dark. The device will restart automatically — allow 1–2 minutes.

Question	Answer
Does the Deluxe support touchscreen input?	Yes — Version C includes a touchscreen display. Customers can sign and interact directly on screen for certain transaction flows.
What connections does the Deluxe support?	Ethernet (via Multipoint Interface Cable) and Serial port. Ethernet is recommended for stable connectivity. Serial is used for specific POS integrations.
How do I check connection status?	Press 0000 on the keypad to display terminal status. Navigate to CONNECTION STATUS — it should read ACTIVE or CONNECTED.
Where is the Hardware Serial Number (HSN)?	The HSN is shown at the top of the device screen during startup and on the label on the underside of the terminal.
Can I use the NFC zone with labels on it?	No. Never place labels, stickers, or materials on or near the contactless active zone — it will block or interfere with tap payments.
How do I clean the touchscreen?	Use a soft, slightly damp cloth. No solvents or abrasive materials. Do not apply pressure to the screen. Ensure power is disconnected before cleaning.

QUICK TIPS & BEST PRACTICES

Camera & Stand

Mount the terminal on a stand pole before using the QR camera function. Position stand so the red scan zone is accessible to customers without requiring staff assistance.

Connection Priority

Prefer Ethernet over Serial for reliability. Use Serial only for specific integrations requiring it. Inspect cables regularly and only use Ingenico-provided cables.

Touchscreen & Security

Keep touchscreen clean with a dry soft cloth. Position terminal so customers can sign without others observing. 'Alert Irruption!' = replace immediately, do not continue using.

TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line
855-465-9999

Before Calling — Have Ready:

- Hardware Serial Number (HSN/SN)
- Merchant ID / Account Number
- Error message & time it occurred
- Firmware version (Admin/Settings menu)

Security tamper alerts ("Alert Irruption!" / "Unauthorized") = stop use immediately, device must be replaced. Call 855-465-9999.