

INGENICO LANE 5000 / 7000 / 8000 | Technical Support Guide

Troubleshooting & FAQ — Swivel Stand Series / Ethernet / PCI Compliant

DEVICE OVERVIEW

Ingenico Lane 5000 / 7000 / 8000

Customer-facing wired payment terminals connecting via Ethernet. Accept MSR swipe, EMV chip, and NFC/contactless payments. Mounted on non-locking swivel stand for customer accessibility. PCI compliant. This guide applies to all four Lane family models.

Key Specs

Connection: Ethernet (Multipoint Interface Cable + power)
Accepts: Swipe, Chip, Tap/NFC (varies by model)
Stand: Non-locking swivel — 360° rotate, tiltable
Reboot: Hold .,* + Yellow (<) keys simultaneously
Connection check: Press 0000 on keypad | Admin: Press 0001

COMMON ERRORS & SOLUTIONS

| Error / Issue | Likely Cause | Solution |
|--------------------------------------|--|--|
| Blank Screen / Won't Power On | Loose Multipoint cable or power not connected | Ensure Multipoint Interface Cable is firmly seated in the underside port. Check power adapter connection. Unplug and reconnect all cables. Wait 30 sec, then power on. |
| "Disconnected" on Screen | Ethernet cable unplugged or no IP address assigned | Verify Ethernet cable is firmly connected to router/switch and to the Multipoint cable. Check that the Ethernet port has internet access. Reboot router and terminal. |
| "This Lane Closed" | Terminal not communicating with POS/gateway software | Confirm POS software (triPOS/UTG) is running. Restart the POS service. Check Ethernet cable. 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 replacement. Do not continue using a tampered terminal. |
| Device Not Recognized by POS | Driver error or COM port mismatch | Open Device Manager. Confirm device shows as 'Ingenico Lane 3xxx' not 'USB Device.' Match COM port to triPOS.config. Reinstall Ingenico USB drivers if needed. |
| Magnetic Stripe Read Error | Wrong orientation, swipe speed, or worn stripe | Ensure stripe faces the terminal screen. Swipe at moderate steady pace. Inspect stripe for scratches or damage. Try another card. |
| Chip/EMV Card Not Reading | Card not fully inserted or chip dirty | Insert chip face-up fully. Do NOT remove until prompted. Clear any debris from slot. Try another card to isolate. |
| Contactless/NFC Not Working | Interference or label over NFC zone | Keep device 12" from anti-theft systems. Ensure no labels cover the contactless zone. Reboot terminal and retry. |
| Terminal Restarts During Day | Incorrect time/date — auto-reboots at 4 AM | Access Admin Menu > Date and Time. Set correct date and time (24-hr format). Press Green to save. Contact support if restarts continue. |
| Transaction Declined | Card issuer decline | Ask customer to use a different card. Verify card is valid and not expired. Contact merchant processor if all cards are declining. |

FREQUENTLY ASKED QUESTIONS

| Question | Answer |
|---|---|
| How do I enable sound / configure Wi-Fi? | To enable sound on the terminal: 1. Press 2634 on the keypad. 2. A screen will appear saying "Press F for Menu" — press the key with the black dot and circle. 3. Press the down arrow to Control Panel, press the green key. 4. Press the down arrow to Terminal Settings, press the green key. 5. Press the down arrow to Comm Means, press the green key. 6. Press the down arrow to Wi-Fi, press the green key. 7. Scroll down to Scan Networks and press the green key. 8. Choose your Wi-Fi network, press the green key, enter the Wi-Fi password, press the green key. 9. Press the Yellow key until you return to the "This Lane Closed" screen, then power cycle the terminal. |
| How do I reboot any Lane terminal? | Hold the .,* key and Yellow (<) key simultaneously for 5–10 seconds until the screen goes dark. The device will restart automatically — allow 1–2 minutes. |
| How do I check internet connection? | Press 0000 on the keypad to display terminal status. Navigate to CONNECTION STATUS — it should read ACTIVE or CONNECTED. |
| What's the difference between Lane models? | All models are Ethernet-based PIN pads. The 5000 adds a larger display; the 7000 adds a touchscreen; the 8000 adds full touchscreen and advanced features. Troubleshooting steps are largely the same across all models. |
| What cable does the Lane series use? | A Multipoint Interface Cable (combines Ethernet + power). Connect cable to the underside port of the terminal. One end connects to router/switch; the power adapter plugs into the cable's splitter. |
| Where is the Hardware Serial Number (HSN)? | The HSN is displayed at the top of the device screen during startup. Also located on the label on the underside of the terminal. |
| What causes the 'Alert Irruption!' error? | This PCI security message means the device's tamper sensor was triggered (likely from being dropped or physically opened). The device cannot be repaired — replacement is required. |
| Do all Lane models accept contactless? | The Lane 5000, 7000, and 8000 all support contactless NFC. Confirm with your payment processor that contactless is enabled on your account. |
| How do I clean the terminal? | Disconnect all power first. Use a soft, slightly damp cloth only. No solvents, abrasives, or detergents. Do not clean electrical connectors directly or expose to direct sunlight. |

QUICK TIPS & BEST PRACTICES

Placement & Stand

Position stand so customers can easily swivel/tilt for PIN entry without others observing. Keep 12" from anti-shoplifting systems, PCs, and magnetic fields.

Cable Management

Secure the Multipoint cable to prevent accidental disconnection. Only use Ingenico-provided cables. Regularly inspect cables for damage or fraying.

Security

Never ask customers for their PIN. Position terminal to prevent PIN observation. Non-locking stands are designed for customer accessibility — do not block or obstruct the terminal.

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.