

INGENICO LANE 3600 | Technical Support Guide

Troubleshooting Reference & Frequently Asked Questions

DEVICE OVERVIEW

Ingenico Lane/3600

Customer-facing payment terminal supporting MSR (magnetic stripe), EMV (chip), and NFC (contactless) payments. Connects via Ethernet, secured with P2PE encryption and PCI compliant.

Key Specs

Connection: Ethernet (wired) | Accepts: Swipe, Chip, Tap/NFC
Encryption: Point-to-Point (P2PE) | Use: Indoor only
Reboot: Hold Yellow + .,* keys (5–10 sec)

COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Blank Screen / Won't Power On	Loose power cable or connector	Ensure the multi-point mono connector is firmly seated in the back port. Unplug and reconnect power. Wait 30 seconds, then power on.
"This Lane Closed"	Terminal not communicating with POS/gateway software	Confirm your POS software (UTG/triPOS) is running. Restart the service. Check Ethernet cable is firmly connected. Reboot terminal: hold Yellow + .,* keys 5–10 seconds.
"Alert Irruption!"	Tamper sensor triggered — physical damage or tampering detected	STOP USE IMMEDIATELY. This is a PCI security alert. The device cannot be repaired. Contact support at 855-465-9999 for a replacement.
Transaction Declined	Card issuer declined — insufficient funds, expired card, or frozen account	Ask customer to try a different card. Verify card is not expired or damaged. If all cards fail, contact your merchant processor to check account status.
Card Read Error (Swipe)	Dirty/damaged magnetic stripe or improper swipe speed	Wipe card stripe gently with a clean cloth. Swipe at a steady, moderate pace. Ensure magnetic stripe faces the terminal screen. Try a different card to isolate the issue.
Card Read Error (Chip/EMV)	Card not fully inserted or chip damaged	Insert chip with the chip facing upward and push fully into the reader. Do NOT remove until prompted. If chip fails repeatedly, try swiping instead.
Contactless / NFC Not Working	Interference from nearby electronics or metal	Keep device 12" away from anti-theft systems and metal surfaces. Ensure no labels are covering the contactless zone. Reboot terminal and retry.
"Communication Error" / No Connection	Network/Ethernet issue or incorrect terminal configuration	Press 0000 on keypad to check connection status. Verify Ethernet cable is plugged into a live port. Confirm the port has internet access with your IT team. Reboot router and terminal.
Terminal Restarts During Day	Incorrect time/date setting — device auto-reboots at 4 AM	Access Admin Menu > Date and Time. Set correct date and local time (24-hour format). Press Green (O) to save. Contact support if restarts continue.
Chip Card Blocked / Too Many PIN Attempts	Customer exceeded PIN entry limit	The card is locked by the issuing bank. Customer must contact their card issuer to unlock. Try a different card to process the transaction.

FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I reboot the terminal?	Hold the Yellow key and the „#* key simultaneously for 5–10 seconds until the screen goes dark. The device will restart — allow 1–2 minutes for the full reboot cycle.
How do I check the internet connection?	Press 0000 on the keypad. A terminal status screen will appear. Scroll to CONNECTION STATUS — it should read ACTIVE or CONNECTED.
What payment types are accepted?	The Lane 3600 accepts magnetic stripe (swipe), EMV chip cards, and NFC/contactless payments (Apple Pay, Google Pay, tap cards).
What cable does the Lane 3600 use?	The device uses a multi-point mono connector cable (Ethernet + power in one splitter). Only use the cable provided by Ingenico — do not substitute third-party cables.
Where is the serial number (HSN)?	The Hardware Serial Number (HSN) is displayed at the top of the device screen on boot, and on the label on the bottom of the terminal.
How do I clean the terminal?	Disconnect all power before cleaning. Use a soft, damp cloth only. Never use solvents, abrasives, or detergents. Do not clean electrical connectors directly.
Can I use the device over Wi-Fi?	The Lane 3600 is designed for wired Ethernet connection. Some configurations support network routing, but direct Wi-Fi is not the standard setup. Consult your IT team.
What should I do if a card won't read at all?	Try all three methods: swipe, chip insert, and tap. If none work, test with a different card. If all cards fail on all methods, reboot the device and contact support.
Is the Lane 3600 PCI compliant?	Yes. The device uses point-to-point encryption (P2PE) and EMV technology to protect cardholder data and meet PCI DSS compliance requirements.

QUICK TIPS & BEST PRACTICES

<p>Placement</p> <p>Keep 12" from anti-theft systems, PCs, and magnetic fields. Avoid heat, dust, and direct sunlight. Indoor use only.</p>	<p>Security</p> <p>Never ask customers for their PIN. Position screen to prevent PIN observation. Only use Ingenico-provided cables and power supply.</p>	<p>Maintenance</p> <p>Clean with soft damp cloth only — no solvents. Do not open the device. Only authorized technicians may replace internal components.</p>
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TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line
855-465-9999

Before Calling — Have Ready:

- Hardware Serial Number (HSN)
- Merchant ID / Account Number
- Error message and time it occurred

For tamper/security alerts (Alert Irruption!), stop using the device immediately and call for a replacement. Do not attempt to repair a tampered terminal.