How to soft boot an Ingenico / reboot payment terminal - iSC250 / Lane devices / Equinox

Summary:

How to soft boot an Ingenico.

How to reboot the ingenico without disconnecting the power, which can blow the encryption on the device and require service or replacement on the device.

Solution:

I6650: Hold down the Number **One**, **Cancel**, and **Enter** buttons at the same time.

ISC250: Hold down **Clear** and **Minus sign** at the same time.

Lane 5000/3000/8000: Hold down **Yellow (<)** button and # button at the same time.

Equinox:

Via buttons: Press and hold two buttons simultaneously—typically [Yellow] + [Dot] or [F] + [Yellow], depending on your model.

Via menu: Navigate to "Settings" ? "Diagnostics" or "System" ? "Restart Device".

Hard reset (if a soft reset doesn't work)

For wired terminals: Disconnect the terminal from its power source, wait 10-15 seconds, and then plug it back in to turn it back on.

For models with a removable battery: Remove the battery, wait 10-15 seconds, and then reinstall it to restart the device.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=79