Today I'll explain what it means when the Ingenico card machine is saying Alert irruption, and what you can do about it.There are a few misleading videos on YouTube showing how to apply the "secret" Ingenico alert irruption fix. That's why I decided to create this post and provide accurate info on alert irruption meaning, what is causing this error and how to deal with it.POS swipe machine models covered in this post are: ICT220, ICT250, IWL220, IWL250, IWL251, IWL255, IPP320, IPP350, Move2500, Move3500, Desk3500, Desk5000, ISC250 and other Ingenico models.So without further ado, let's dive right in:Table of ContentsWhat is Alert Irruption on Ingenico Card Machine?According to Payment Card Industry (PCI) security requirements, all payment terminals need to have a PIN entry device protection from unauthorized opening (also called tampering). This is done mainly to prevent fraudsters from opening the terminal when the store is not attended. 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Or try Ingenico reboot first (check out this post on "how to restart Ingenico card machine") to see if it helps.But often, this is not the case.Now, you may not want to hear this, but here we go:There is absolutely nothing you can do on your own to quickly fix the "Alert irruption" error.I have seen a few videos on YouTube where some Pakistani guy shows how to revive the payment terminal by entering a secret code. Unfortunately this is totally fake and not possible, at least for the alert irruption Ingenico error.Let me explain.The thing is, when the "alert irruption" error is shown, tampering protection inside the card machine has already been activated. Once activated, the self-destruction mechanism is triggered. 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Once you open it, it will become tampered, and will show Alert irruption POS error.It means that the same fix applies as for the alert irruption - in other words, you need to send the terminal to the official Ingenico repair center to replace the battery and reactivate the terminal.If you found this post helpful, I'd appreciate it if you would share it.I'm a financial technology professional with 15+ years of experience in payment cards, eCommerce, POS transaction processing, and switching.From time to time, I'm sharing some helpful tips, tactics, and news about Digital Commerce and Fintech.So don't forget to share this post and subscribe to my mailing list.Got questions? Ping me on LinkedIn. The Alert Interruption message will display if the anti-tamper sensors have been activated on your card terminal. Typically this happens if the card reader has sustained physical damage (dropped from > than 4ft onto a hard surface), if someone has attempted to open the casing, if it has been cleaned improperly and sustained liquid damage, if anything outside of a card was inserted into the chip/magstripe reader, and ultimately if there was any attempt to skim card data from the device. If the card terminal detects it is being tampered with, the anti-tamper feature will activate and the card terminal will cease operation. You can still process credit cards by using the key-in card feature, card on file, or a USB magstripe reader which can be purchased at Amazon, Office Depot, Staples, etc. Please follow the below steps to remedy this:If the device is under warranty you have two options (warranty is 1 year) You can contact Ingenico at customer.service@ingenico.com to obtain an RMA# and warranty the device. You can MyTime and our loaner card terminal program for $99. This will cover overnight shipment to your business containing a replacement card terminal > a return label for the disabled card reader > MyTime will obtain an RMA# from Ingenico on your behalf > return the card terminal as soon as it is repaired. If the device is not under warranty you can purchase a new card reader: www.mytime.com/hardwareOther optionsYou can contact Ingenico at: customer.service@ingenico.com to obtain an RMA# (Return Authorization number) and price to repair the device. If you proceed with the repair Ingenico will likely request you to fill out a document called a SBOM. Please forward the email to processing@mytime.com so this paperwork is filled out correctly. Failing to do so may result in your card reader not being configured properly and therefore it will not work with your MyTime account when returned to you. Was this article helpful? That's Great! Thank you for your feedback Sorry! We couldn't be helpful Thank you for your feedback Feedback sent We appreciate your effort and will try to fix the article An error message might display on your card machine screen if there is a problem. The type of messages you might come across are: Alert irruption/attack detected - this is when there's a fault with the terminal modem. Security error - this is when the card acceptance account has been disabled by the acquirer. Bad/invalid MAC - this is when the MAC keys between the terminal and the acquirer are out of sync. Unable to connect - this is when the terminal has lost connection to the acquirer. Line engage - this is when the card machine has new prefix settings. Invalid merchant - this is when the acquirer has the wrong Merchant ID (MID) or Terminal ID (TID) logged. Card not accepted - this is when the terminal account isn't set up correctly either on GEMS or with the acquirer. Connection failed (Phoneline) - this is when the terminal isn't picking up the phoneline connection. Connection failed (Internet) - this is when the terminal isn't picking up the internet connection. Connection failed (GPRS) - this is when the terminal isn't picking up the GPRS connection Modem busy (IWL251 only) - this is when the terminal can't find any GPRS signal to connect to. Blue smiley face (IWL252 only) - this is when the terminal has no power. Red letter B in corner of screen (IWL252 only) - this is when the terminal isn't picking up its base or the Bluetooth connection. PIN number has been blocked - this is when you've entered the wrong supervisor PIN too many times. There are a number of checks that can be done for each error message to fix the machine: An 'alert irruption' or 'attack detected' message is when there's a fault with the terminal modem that cannot be fixed over the phone. If this happens, you'll need to call our support team on 01606 566 600 to order a new card machine. A 'security error' message is when the terminal has lost connection to your acquirer. To fix this, you will need to get in touch with the acquirer and ask them to re-add your merchant ID (MID) and terminal ID (TID). You'll then need reset and reinstall your card machine. You can do this by checking how to do a function 31 in our support area. An 'EFT deactivated' message is when your card acceptance account has been disabled by your acquirer. You'll need to get in touch with the acquirer to find out why the account has been disabled and what the next steps should be. A bad/invalid MAC message is when the MAC keys between the terminal and the acquirer are out of sync. To fix this, you'll need to get in touch with the acquirer and ask them to do a MAC reset for you. Once done, you'll need to complete the MAC reset from your card machine by doing a function 32. You can learn how to do this in our function codes support section. An 'unable to connect' message is when the card machine has lost connection with your acquirer. To reconnect, you'll need to call your acquirer and ask them to re-add your terminal ID (TID) and merchant ID (MID). You'll then need to complete a function 82 on your machine so that the machine dials into your acquirer and the GEMS system. You can find out how to do this in our function codes support section. A 'line engaged' message is when the incorrect prefix settings are set on your card machine. To fix this, you'll need to check whether you have a prefix on your phone line. This is when you have to dial a number first before dialing an outbound number. You'll then need to complete a function 44 which lets you either add or remove the prefix from your card machine. You can learn how to do this in our function codes support area. An 'invalid merchant' message is when your acquirer has the wrong terminal ID (TID) or merchant ID (MID) logged for your account. You'll need to get in touch with your acquirer to add the correct details. Once done, you'll then need to complete a function 82 so that the card machine dials into the acquirer and GEMS. A 'card not accepted' message is when the card machine account is not set up correctly either on the GEMS system or with your acquirer. There's a few different checks you can do to resolve this. First, check that you're trying to use. A 'connection failed (phoneline)' message is when your card machine isn't picking up your phoneline connection. To fix this, check that GEMS is set-up as your phoneline connection. If not, you'll need to change GEMS and complete a function 87 to change to a phoneline connection. You can see how to do this in our function code support area. Once there is a test transaction. Remove any splitters and extensions. If the GEMS is set-up as the phoneline and you're still experiencing issues, you'll need to remove any splitters and extensions from the machine. You'll also need to make sure your card machine is plugged directly into the phoneline socket on the wall. Once done, reboot the machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. Try another phoneline cable. Try plugging in another phoneline cable. You'll need to reboot the machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. Check the landline number makes and receives calls. You should check that you can make a call from and to your landline number. If not, this is a line issue and you'll need to call your line provider. Check if the phone is on a separate line. If this is the case, you'll need to move the phone over to the line used for the card machine and check if you can make a call. If there is no dial tone, this means the line is down and you'll need to call your line provider. If none of these work and you're still experiencing issues, please call our support team on 01606 566 600. A 'connection failed (internet)' message is when your card machine cannot pick up your internet connection. There's a few different checks you can do to resolve this: Check that GEMS is set-up as an internet connection. If not, you'll need to change GEMS and complete a function 87 to switch this to an internet connection. You can see how to do this in our function code support area. Once done, try a test transaction. Remove the Ethernet cable. If GEMS is set-up as an internet connection and you're still having issues, remove the Ethernet cable from both the router and your card machine. Reconnect it to your internet router first and then reboot the machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. Try the Ethernet cable in another port. Remove the Ethernet cable from your router and try plugging it into another port on the router. Once done, reboot the machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. Replace your Ethernet cable. If this doesn't work, try replacing your Ethernet cable with another one and connecting that to both your router and your card machine. Once done, reboot the machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. Try connecting another device to your router. Try using the Ethernet cable and connecting another device, like a computer or laptop, to the router and checking if you can access the internet. If the device doesn't work, you'll need to get in touch with your internet provider. If the device works, please call our support team on 01606 566 600. A 'connection failed (GPRS)' message is when your card machine cannot pick up the GPRS connection. To fix this, try rebooting the card machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. If your card machine still doesn't connect, you'll need to do a function 91 which tests your card machines signal strength and connects it to the strongest mobile network in your area. You can see how to do this in our function code support section. A 'modem busy' message is when your card machine can't find any GPRS signal to connect to. To fix this, first try to reboot the card machine by holding down the 'Clear' button and the '.,' button at the same time and then try a test transaction. If the card machine still doesn't connect, you'll need to check whether the card machines gets a signal around your business premises. Once there is a signal shown on the screen, you'll need to complete a function 91 which will tests your machines signal strength and lock onto the strongest mobile network. You can learn how to do this in our function code support area. If you're still experiencing issues and unable to get a signal on your card machine, please call our support team on 01606 566 600. If you have a red letter 'B' on the corner of your card machine screen, this means that your machine isn't picking up it's base or it's Bluetooth connection. To fix this, you'll need to do a function 36 which assigns your machine to its base. You can learn how to do this in our function code support section. If you have a blue smiley face on your card machine screen, this means that the card machine has no power. To fix this, place your card machine onto it's base unit, making sure that the base unit is plugged into the power socket. This will let the card machine charge. If you're still experiencing issues, or find that the card machine isn't charging, please call our support team on 01606 566 600. A 'PIN number blocked' message is when the supervisor PIN on the card machine has been entered incorrectly too many times. To fix this, you'll need to give our support team a call on 01606 566 600 and they'll be able to generate a new supervisor PIN for you. Today I'll explain what it means when the Ingenico card machine is saying Alert irruption, and what you can do about it.There are a few misleading videos on YouTube showing how to apply the "secret" Ingenico alert irruption fix. 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As this is a security feature developed by Ingenico, Shift4 has no means of rebooting or making setting changes to allow the device to clear these errors. Unfortunately, this CANNOT be repaired and needs to be replaced. Contact support for assistance. Internal: Place a swap for the PIN pad. Note: Alert Irruption and Unauthorized errors do not require approval for swaps. Today I'll explain what it means when the Ingenico card machine is saying Alert irruption, and what you can do about it.There are a few misleading videos on YouTube showing how to apply the "secret" Ingenico alert irruption fix. 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