

# How to Clear a Meter Lockout Error

1. Press **OK** until the error clears and the system returns to the Home Screen.
2. Press the **Menu button** (the button with three horizontal lines) and select **ONLINE SERVICES**.  
(*Note: On an IX3 model, select **Advanced Settings** first and then choose **Online Services**.*)
3. Select **GENERIC CALL**. If the test is successful, press **OK**.
4. From the same menu, select **PING SERVER**. If the test is successful, press **OK**. (skip this on IX3)
5. Return to the Home Screen.
6. Press the **Coins button** and select **POSTAL INSPECTION**. If this test is successful, the error has been cleared and you may resume normal operation of the mailing machine.

## If any of the tests fail:

Please contact us at **918-664-2588, option 1 (Service)** for assistance.