



How To Clear a PSD Lockout

Models:

IM330, IM350, IM420, IM440, IM460, IM480
IS-330, IS-350, IS-420, IS-440, IS-460, IS-480

Error Message:

DPA-03-023 "PSD Locked" message.

A "PSD locked" DPA-03-023 message occurs after 109 days of an audit not being performed.

When an audit is performed the mailing machine communicates (handshake) with the server. USPS regulations require that your meter be reset or communicate with the server at least once every three months.

- After three months without adding postage, a "PSD locked" error message is displayed but will be cleared by performing an audit.
- If you wish to avoid a "PSD locked" error message, you can perform an audit at any time prior to the timer expiration.

To perform an audit on the IM / IS mailing machines do the following:

1. Press the "MENU" button.
2. Select option 7 "My Funds".
3. Select option 3 "Audit". Or postal inspection
4. Press the "OK" button to confirm.
5. Mailing machine will contact the server to perform "Audit" or postal inspection
 - The mailing machine will indicate when the audit or postal inspection is complete.
6. Press the "Home" button to return to the homescreen.

If additional assistance is needed, please contact us at **303-761-0681**.