



## **My Optimail postage meter displays the message(s): “Security Device has incorrect state” or “Remaining postage low”**

Canada Post requires that all postage meters connect with the Teleset data center at regular intervals for security reasons. Each year, during the months of December and January, your meter will require more frequent connections to assure that it is updated with the new postal rates which take effect in January.

The Optimail 30 displays the above messages when contact with the Teleset data center is due. To reactivate your meter, you may load postage as usual, or simply load a value of \$0 if you do not need any postage for the time being.

To perform a \$0 load, proceed as follows:

- 1) Insert meter phone cord into fax telephone line (or the phone line you normally use to load your meter).
- 2) Make sure your Master Card is correctly inserted, with chip facing away from you.
- 3) Clear any error message from the meter display by following instruction message on meter display.
- 4) Press the “money” key (5/20/50 coins) on top left side of key pad.
- 5) Press the Teleset key on the top right.
- 6) The previous load amount will be displayed.
  - If the previous load amount displayed is \$0, simply press LOAD to continue.
  - If the previous load amount is not \$0, press the CHANGE key, then enter 0 amount, then press LOAD. Display shows “Do you really want to load this amount?” Confirm with the LOAD key.
- 7) Display shows “processing”
- 8) Procedure will complete in about two minutes with a message successfully completed.
- 9) Press CONTINUES to return to the home screen. Meter is ready to use.

