TMR **m300/m400**
IRIS 300/400/475

New Mailmark postal tariff and services

Rate Change 27th March 2017

Your TMR m300/m400 – IRIS 300/400/475 franking machine, powered by Pitney Bowes, uses the Royal Mail Mailmark postal tariff and prints a frank as shown in the image here.

Your machine needs to be updated with the latest Royal Mail products, services and rates. You will need to follow the steps opposite to download and install the updates to your machine.

The new tariffs will become available to download from 1st March 2017. The new tariffs will be held in memory and will activate automatically on the 27th March 2017.

Note: If you have recently added postage or completed a data upload after 1st March your machine may have already downloaded the new rates files. You can check this using the tool on the dedicated website

www.pitneybowes.com/uk/ratechange

Your download instructions

Note: If you use a lock code, you will need to enter it during this update.

1. Check that your system is connected as for a normal postage refill. This can be via LAN connection or PC Meter Connect.
2. At the main screen press the '**Refill Postage**' key.
3. Select '**Check PbP Balance**.'
4. Select '**Continue**.'
5. Press the Enter key if prompted.
6. The machine will automatically download and install rates. A series of status messages will be displayed.
7. When the update has finished, follow the prompts (if any), until you return to the main screen. Do not switch off until the process is finished.
8. You may receive a request to reconnect for a further upload/download, proceed by reconnecting and follow any prompts.

The new tariffs once downloaded will be held in memory until the effective date.

NOTE: If you advance the printing date to 27th March 2017 or beyond, this will activate the new Postal Rates and cannot be reversed.

Royal Mail

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Troubleshooting

For PC Meter Connect Users

If you experience "Software Download Failed" when trying to download the rates software using PC Meter Connect via your computer, you can attempt to resolve this issue by adjusting the "Internet Settings…" option.
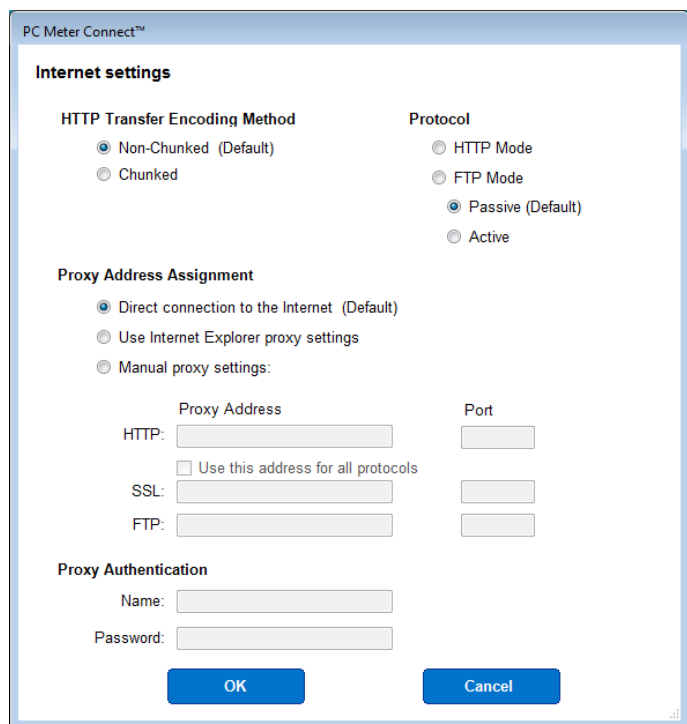
1. Right click on the PC Meter Connect icon on the lower right hand corner of your taskbar.
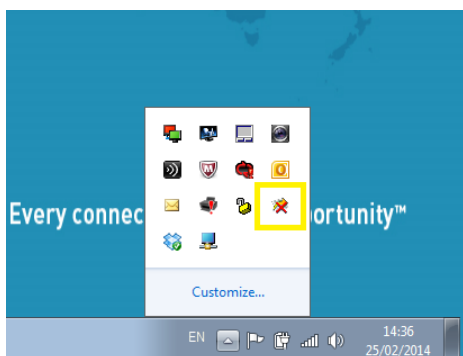
2. Now left click on Internet Settings.
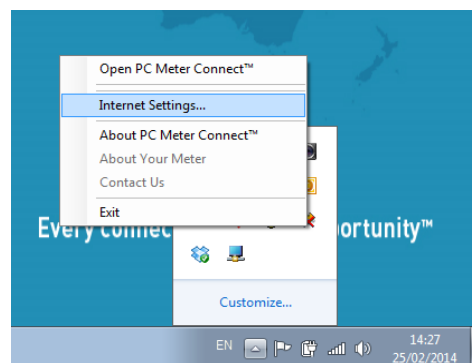
3. You will then see the following box:

Alter the settings to suit your PC / network.

The best place to start is to change from the default FTP selection to the HTTP Mode radio button on the Protocol choice (see top right). Confirm this by selecting OK. Now attempt the download again on your meter.

Also, try altering the HTTP Transfer Encoding Method from Non-Chunked to Chunked (or vice-versa) or the FTP Mode from Passive to Active (or vice versa).

There are no real hard or fast rules here as each PC / IT configuration may differ from one user to the next so it is a case of altering the settings to what works for you.

For any further advice, please contact The Mailing Room to discuss specific settings required for your PC / network.

If you would like to find out more about our range of products and how The Mailing Room could benefit your organisation, please get in touch.

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