TMR **c500/c1000/c2000/c3000**
TMR **s1000/s1500/s2000/s3000**
IRIS Connect 500/1000/2000/3000

New Mailmark postal tariff and services

Rate Change 27th March 2017

Your TMR c500/c1000/c2000/c3000, TMR s1000/s1500/s2000/s3000, IRIS Connect 500/1000/2000/3000 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.

Before you start:

• Your system must be powered on.
• Your system must be connected to the network.
• This update will take approximately 10-15 minutes to complete.

IMPORTANT! If you use an attached scale on your SendPro P / Connect+ Series mailing system and the scale does not appear to be available after a rates or software update, you will need to restart your system. Return to the Home screen, select Shut down, and then restart the unit.

Please DO NOT unplug your power cord, press the power button or disconnect the machine from the network during these steps. This may cause serious damage to your machine.

Royal Mail

Authorised
independent inspector and
maintainer of franking machines

We go **Beyond Mailing**

Mail Management | Mailing Equipment | Postal Discount | Complete Support

The Mailing Room

Rates and Updates

Automatic Rates and Updates Check

Your system automatically checks for updates and downloads them for you 10 minutes after boot up or according to your update scheduler.
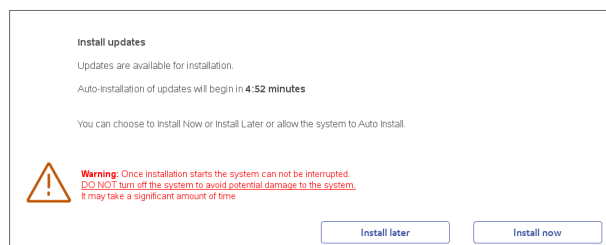
If the Rates and Updates scheduler is setup:

• The system will check for updates at the scheduled time.

• If updates are available, they will be automatically downloaded after the system has checked for updates.

• Once all updates have been downloaded, the system will prompt to install the updates if the machine is not busy running mail.

If the Rates and Updates scheduler is NOT set up:

• The system will automatically be set to 10 minutes after the system has booted up.

• The system will automatically check for updates, perform downloads and prompt for installation at that time.

1. After auto-downloading updates your system will display the message below.

> **Install updates**
>
> Updates are available for installation.
>
> Auto-Installation of updates will begin in **4:52 minutes**
>
> You can choose to Install Now or Install Later or allow the system to Auto Install.
>
> ⚠️ **Warning:** Once installation starts the system can not be interrupted. DO NOT turn off the system to avoid potential damage to the system. It may take a significant amount of time
>
> [Install later]   [Install now]

2. You will be prompted to install now or install later.

    Select **Install now** to install the updates at this time. Follow the prompts to complete the update installation.

    • If you do not click Install Later or Install Now, the updates will automatically install.

    • If you choose to Install Later, you will be brought to the Rates and Updates Scheduler to set a time to install the update.

    • You will have only 4 installation deferrals. Once you have used those up, the updates will install when the machine is not busy. **NOTE:** The system may need to restart to complete the installation.

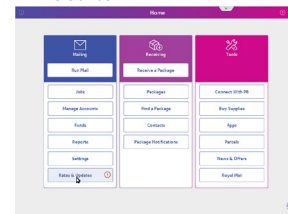3. Finally, to complete the update shut down and restart the system.

Once the rates files are installed the new tariffs and services will be active and apply the new postage for mail dated from 27th March 2017.

Check for Rates and Updates

IRIS Connect and TMR c Series

TMR s Series

1. Select the **Rates and Updates** button on the Home screen

2. The system will check for updates and additional features.

    • If not already downloaded and available a list of New updates will be displayed. Select **Download updates**. The system begins the download and displays the amount of time required to complete it.

    NOTE: If you get a **System is up to date!** message it is likely you have already installed the new rates ready for the effective date. You can check this using the tool on the dedicated website www.pitneybowes.com/uk/ratechange.

3. We recommend leaving the downloads to continue on screen. However, if you want to continue using the system while the download takes place, select the **Download in the Background** button.

4. Once the download is complete your system will display the message shown opposite (see point 1 of 'Automatic Rates and Updates Check).

5. You will be prompted to install now or install later.

    Select **Install now** to install the updates at this time. Follow the prompts to complete the update installation.

    • If you do not click Install Later or Install Now, the updates will automatically install.

    • If you choose to Install Later, you will be brought to the Rates and Updates Scheduler to set a time to install the update.

    • You will have only 4 installation deferrals. Once you have used those up, the updates will install when the machine is not busy.

    NOTE: The system may need to restart to complete the installation.

6. Finally, to complete the update shut down and restart the system.

Once the rates files are installed the new tariffs and services will be active and apply the new postage for mail dated from 27th March 2017.

Setting up the Rates and Updates Scheduler

Your system can be set up to check for and download rates and software updates automatically at a specific time each day.

Turning on the Scheduler for the first time:

NOTE: Once you turn on the update scheduler it cannot be turned off.

1. Select **Set up Scheduler** when prompted   OR   Select **Rates and Updates** on the Home screen, then select Updates Scheduler

2. Enter the time of day you want the system to check for rates and updates

3. Select **Save Scheduler** to save your changes

Changing the Scheduler settings:

1. Select **Rates and Updates** on the Home screen, then select Updates Scheduler

2. Enter the time of day you want the system to check for rates and updates

3. Select **Save Scheduler** to save your changes

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.

The Mailing Room.com