TMR **d60**
IRIS 60

New Mailmark postal tariff and services

Rate Change 23rd March 2020

Your TMR d60/IRIS 60 franking machine, powered by Pitney Bowes (Model No. K722) 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 2020. The new tariffs will be held in memory and will activate automatically on the 23rd March 2020.

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 Pitney Bowes tool via the 'Rate Status Checker' link on our website:

www.themailingroom.com/business-support/rate-change-2020

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.
2. At the main screen (Date on display) press the '**Funds**' key.
3. Use the review 'down' key to scroll to '**Check balance available?**'
4. Press the '**Yes/Enter**' key.
5. The machine will automatically connect to the PB Infrastructure.
6. Once the meter has connected it will show '**Checking PBP Account Balances**'. The machine then shows '**Prepaid £xx.xx**' (the balance of your PBP account).
7. Press the '**Yes/Enter**' key to continue.
8. The meter then asks if you wish to Refill Postage. Press the '**No**' key to continue.

At this point if your machine (Model No. K722) returns to the home screen it is likely your system has already downloaded the new rates. You can check this using the Pitney Bowes tool via the 'Rate Status Checker' link on our website:

www.themailingroom.com/business-support/rate-change-2020

9. The meter will check for updates and display: '**SYSTEM UPDATE REQUIRED – Please Wait**'.
10. Press the '**Yes/Enter**' key to download and install the new rates.
11. Once completed the display will read: '**Download complete Continue – press enter**'
12. Press the '**Yes/Enter**' key.
13. The display will then show '**During the call: Rate data installed**'
14. Press the '**Yes/Enter**' key.
15. You will be asked '**Do you want to print a download report?**'
16. Press the '**No**' key.
17. The machine will then return to the main screen. The new rates are now installed.

NOTE: If you advance the printing date to 23rd March 2020 or beyond, this will activate the new Postal Rates and cannot be reversed.

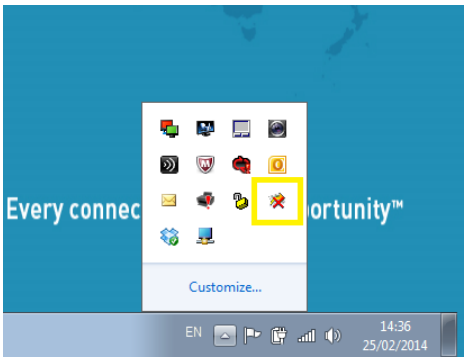
Royal Mail
Authorised independent inspector and maintainer of franking machines
We go **Beyond Mailing**
Mail Management | Mailing Equipment | Postal Discount | Complete Support
The Mailing Room

Troubleshooting

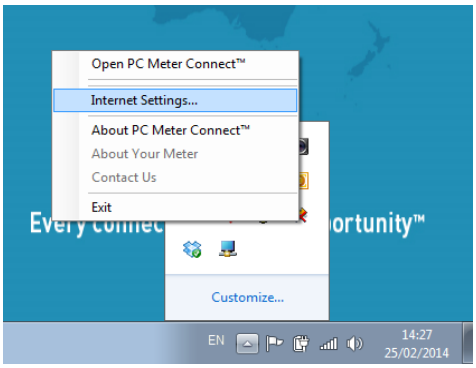
For PC Meter Connect Users

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.

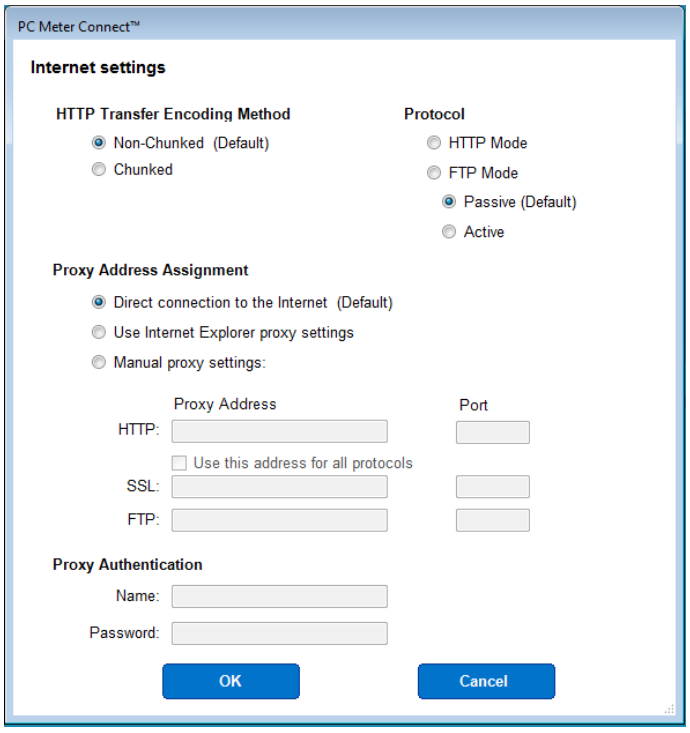
1. Right click on the PC Meter Connect icon on the lower right hand corner of your taskbar.



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.