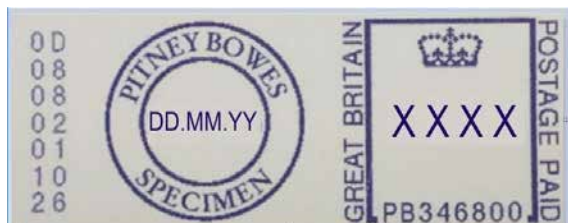# IRIS 300/400/475

New Franking postal tariff and services

Royal Mail Postage Rate Change

Your IRIS 300/400/475 franking machine, powered by Pitney Bowes (Model No. G920), uses the standard Royal Mail Franking 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 ahead of the rate change and will be held in memory and will activate automatically on the required date.

Note: If you have recently added postage or completed a data upload, 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

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. Depending upon model, 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**'.

At this point if your machine (Model No. G920) 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

5. The machine will then check for, download and install the new rates.
6. When the update has finished follow the screen prompts until you return to the main screen. Do not switch off until the process is finished.
7. 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 beyond the rate change date, 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**

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.
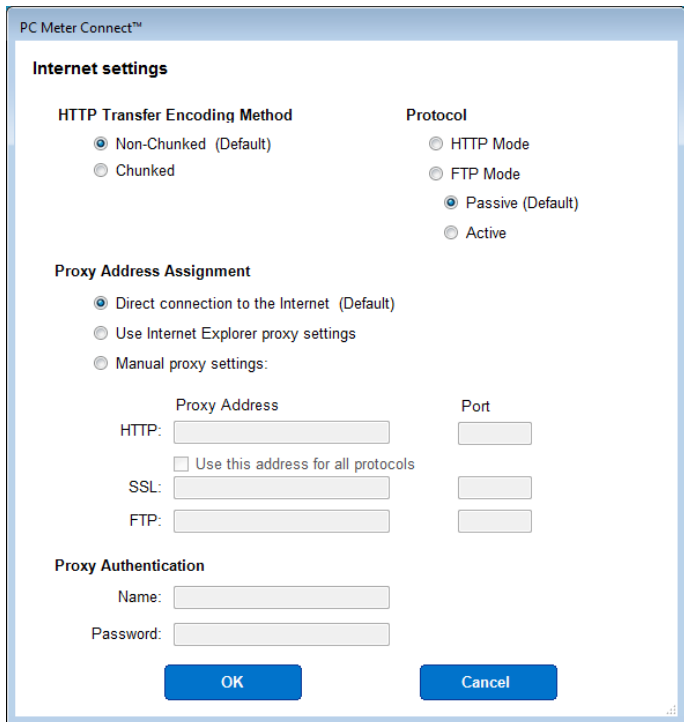
1. Right click on the PC Meter Connect icon on the lower right hand corner of your taskbar.
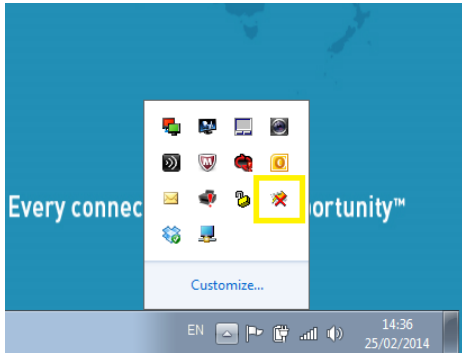
2. Now left click on Internet Settings.
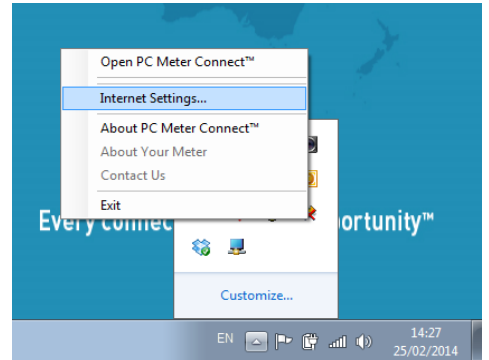
3. You will then see the following box:

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.

If you would like to find out more about rate change and how you could upgrade to an all-inclusive contract, please get in touch.

The Mailing Room.com