

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

New Mailmark postal tariff and services

Royal Mail Postage Rate Change

Your TMR c500/c1000/c2000/c3000, TMR s1000/s1500/s2000/s3000, IRIS Connect 500/1000/2000/3000 franking machine, powered by Pitney Bowes (Model No. 1W20/4W20), 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 ahead of the rate change. The new tariffs will be held in memory and will activate automatically on the required date.

Before you start:

- Please check if your machine (Model No. 1W20/4W20) 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
- 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 franking machine 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.



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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.

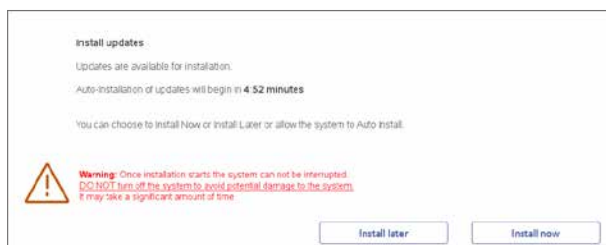
If the Rates and Updates scheduler is setup:

- 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.



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 Rate Change.

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 Rate Change.

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 rate change and how you could upgrade to an all-inclusive contract, please get in touch.



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