



## Mailbase+ / Mailbase Speed / Mailcentre Series New tariff download Instructions

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### New Mailmark Postal Tariff & Services – rate change 2nd April 2024

Your Mailcoms Mailbase+ / Mailbase Speed / Mailcentre franking machine uses the 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 these steps to download and install the updates to your machine. The new tariffs will become available to download from **11th March**. The new tariffs will be held in memory and will activate automatically on the **2nd April 2024**.

**Note:** If you have recently added postage or completed a data upload after 11th March your machine may have already downloaded the new rates files.

### 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.

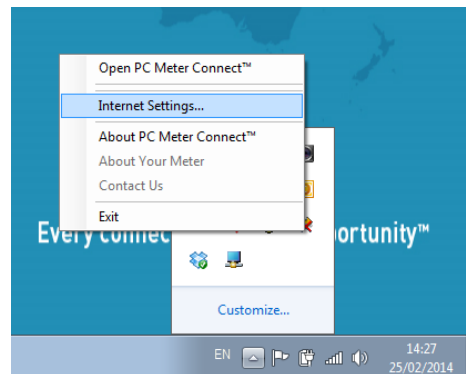
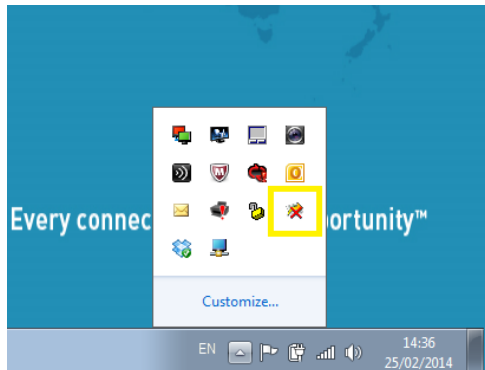
**NOTE: If you advance the printing date to 2nd April 2024 or beyond, this will activate the new Postal Rates and cannot be reversed.**

After the update you may be given the option to update your custom presets with the new postal rates.

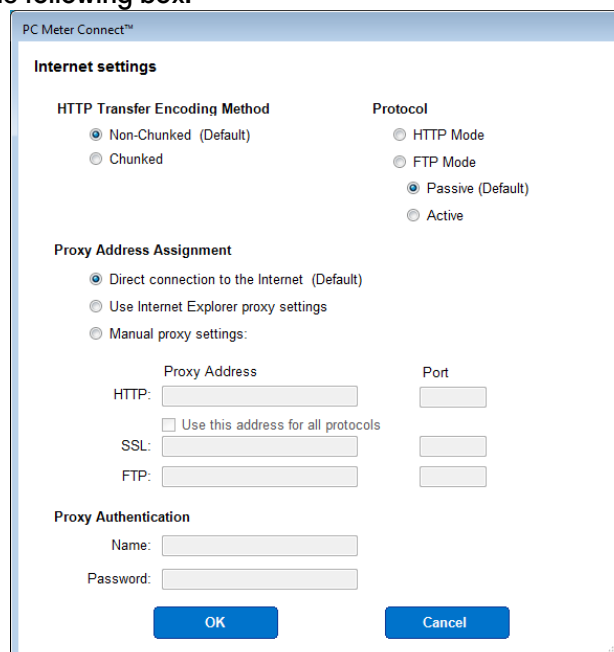
## Troubleshooting (For PC Meter Connect Users)

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:

A screenshot of the 'PC Meter Connect™' Internet settings dialog box. The dialog has a title bar and contains the following sections:

- HTTP Transfer Encoding Method:** Radio buttons for 'Non-Chunked (Default)' (selected) and 'Chunked'.
- Protocol:** Radio buttons for 'HTTP Mode', 'FTP Mode', 'Passive (Default)' (selected), and 'Active'.
- Proxy Address Assignment:** Radio buttons for 'Direct connection to the Internet (Default)' (selected), 'Use Internet Explorer proxy settings', and 'Manual proxy settings:'. Below this are input fields for 'Proxy Address' and 'Port' for 'HTTP:', 'SSL:', and 'FTP:'. A checkbox 'Use this address for all protocols' is present.
- Proxy Authentication:** Input fields for 'Name:' and 'Password:'.

At the bottom are 'OK' and 'Cancel' buttons.

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 your IT administrator who may be able to give you the specific settings required for your PC / network.

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Visit <https://www.mailcoms.co.uk/rate-change/> for additional assistance and information regarding your Mailbase+ / Mailbase Speed / Mailcentre Series.