



## Mailbase Lite / Mailbase / Mailbase Pro Series New tariff download Instructions

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

Your Mailcoms Mailbase Lite / Mailbase / Mailbase Pro 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.

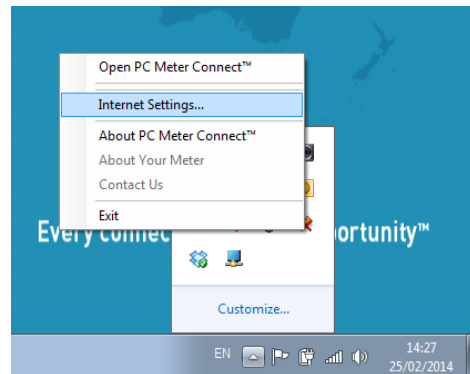
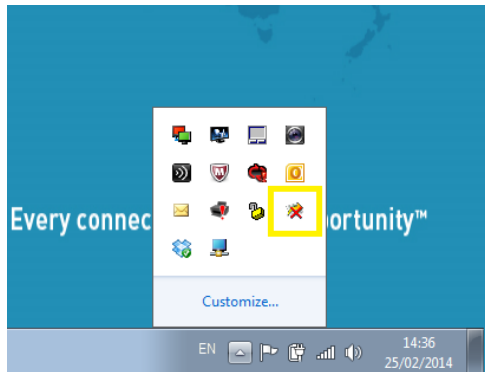
1. Check that your system is connected as for a normal postage refill.
2. With your machine on the Home screen press the **'Add Postage'** key.
3. Select **'Check PbP Balance.'**
4. The machine will automatically connect.
5. When connection has been made, the **'Add Postage'** screen appears.
6. Press **'No'** to skip adding funds.
7. Your machine will automatically check and begin downloading new rate files.
8. When the update has finished downloading follow the prompts until you return to the Home screen.
9. You may receive a request to reconnect for a further upload/download. Proceed by re-connecting and follow any prompts.

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

## 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 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 Lite / Mailbase / Mailbase Pro Series.