

# IS-330/350/350c/420/430 IN-360/IX5



approved  
manufacturers, suppliers and  
maintainers of franking machines

## Download Instructions

Note: Your franking machine must be connected via LAN or modem.

The 2023 tariff change will be effective from **3rd April 2023**

**THESE INSTRUCTIONS MUST BE CARRIED OUT BETWEEN THE 20th MARCH TO 3rd APRIL 2023 TO ENSURE THE CORRECT TARIFF IS LOADED.**

For further details of the new Royal Mail postal tariffs please refer to [www.royalmail.com/prices2023](http://www.royalmail.com/prices2023)

If you experience any problems after loading the new tariff, turn the machine OFF then ON. Call the Tariff Change Help Desk on: 0845 880 0000 or Visit: [www.quadient.com/en-GB/customer-care](http://www.quadient.com/en-GB/customer-care).

1

FROM YOUR HOME SCREEN  
PRESS **MENU**

2

SCROLL DOWN TO **ONLINE SERVICES 2** AND  
PRESS **OK**

3

SCROLL DOWN TO **GENERIC CALL** AND  
PRESS **OK**

4

A '**SERVER CALL SUCCESSFUL**'  
MESSAGE WILL BE DISPLAYED WHEN THE CALL IS COMPLETE AND THE  
NEW RATE HAS BEEN DOWNLOADED  
PRESS **OK** TO CONTINUE  
PRESS **CONTINUE**

5

PRESS YOUR **HOME** BUTTON TO RETURN TO YOUR HOME SCREEN