

# MATRIX F22

Operating manual BD



**Operating manual for**

**Frama Matrix F22**

Dear Customer,

Thank you for choosing the innovative, forward-looking Frama Matrix F22 franking solution which meets all standards and therefore guarantees long-term protection of your investment. The information below in this operating manual is intended to assist you in installing and operating your Frama Matrix F22. It also shows how you can easily make settings yourself. We have summarized the most important points briefly here for you.

**The most important points at a glance:**

LOADING POSTAGE CREDIT .....	17
INSERTING/CHANGING INK JET CASSETTE .....	26
CHANGING FRANKING DATE (PRINT DATE) .....	32
DISPLAY MESSAGES AND TECHNICAL DATA .....	46

You can get quick competent support from your local Frama Sales and Service partner.

The right to make changes in these instructions is reserved. Frama AG also reserves the right to change and/or modify parts of these instructions and/or the product at any time without notice. The postage rates indicated and other information with time-limited validity are provided solely as examples and make no claim to currency.

## Safety information and warnings

Thank you for deciding to purchase the innovative Frama Matrix F22 franking system.

The information below in this operating manual is intended to assist you in installing and operating your Frama Matrix F22. It also shows how you can easily make settings yourself.

This franking system meets current safety requirements. Incorrect use can, however, lead to injury and damage. With this in mind, please first read this guide before you start using your Frama Matrix F22. This will help you to avoid injury and prevent damage to your franking system. Keep this guide in a safe place and pass it on to the new user should you dispose of the machine.

## Symbols used

This operating manual uses the following symbols:



### **Danger**

This symbol indicates dangers and safety hazards which can cause injury when using, operating and servicing the franking system.



### **Information**

This symbol is intended to draw your attention to guidance and instructions you should be aware of which can prevent the risk of damage to the franking system, the items to be posted or the immediate surroundings when handling the franking system.



### **Tip**

Hints and tips of interest for the efficient use of the franking system.

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## 1. System presentation

### 1.1. Safety instructions/Notes on use



**Danger**

1. Use this franking system indoors and for franking post and franking labels only. Any other use, modification or change to the franking system is not permissible and may be dangerous. The manufacturer accepts no liability for damage caused by use contrary to the intended use or incorrect operation.
2. Check the franking system for external damage before setting it up. You may be putting your life at risk by using a damaged machine.
3. A damaged connecting lead may only be replaced by a lead of the same type.
4. A current overload protector must always be fitted in buildings in which the franking system is plugged into the mains network.
5. Check the cable and plug before installing the system. Have any damage repaired by a specialist electrician only.
6. Only connect the plug into a mains socket when the franking system housing is closed.
7. Always run the mains cable away from the rear of the franking system and make sure that no risk exists of it being damaged or someone tripping over it.
8. Never pull the plug out of the socket by the mains cable.
9. Never reach into the printing unit. Your fingers could be injured if the franking machine is switched on. Be careful if you are wearing long hair, a tie, etc.
10. Do not reach into rotating parts. There is a risk of injury.
11. Keep children away from the franking system.
12. Have your franking system repaired by a service technician from your local Frama sales and service organization only. Never open the franking system yourself under any circumstances. Repairs carried out incorrectly can represent a significant hazard to the user.

#### 1.1.1. Correct use



**Danger!**

1. Use only accessories intended for this system. The use of accessories that are not approved, or not authorized, can be detrimental to the service life of the franking system. At the same time, a danger to the operator can be created.
2. Always keep your fingers and other parts of the body, ties, necklaces, scarves, open sleeves and similar loose items away from the feed entry area and the feed rollers. There is a risk of injury on rotating parts.
3. Do not clean the system with flammable fluids. There is a risk of explosion.
4. Disconnect the system from the mains before cleaning it. Clean the system with a damp cloth only. Do not spray any liquids on or into the franking system. There is a risk of electric shock. Lethal hazard.
5. Do not place any liquids, glasses, franking ink, etc. on the franking system.

#### 1.1.2. Installation notes



**Information**

Your Frama Matrix franking system was manufactured for use in normal conditions. Please remember: Today's furniture is coated with a confusing variety of paints, lacquers and synthetic materials. In view of this, it is quite possible that some of these materials contain constituents which can attack or soften the plastic feet of our equipment. The feet of our equipment, if affected by foreign substances, can stain your furniture. Frama is unable to accept any liability in this respect for obvious reasons. With this in mind, use a non-slip underlay.

Avoid exposing directly to sunlight.

## 1.2. Use as intended/Notes on print quality

The following notes are intended to support you in achieving a sharp, professional print with your Frama Matrix franking system, so as not to jeopardize the delivery of your franked mail. As the user, you are responsible for the legibility of your franking.



### Information

1. Your franking machine must be properly registered with the post office before you use it for the first time. Follow the instructions given by your local Frama sales and service organization when you do this.
2. Each franking mark may be used only once. The Local Post Office regards repeated use as a punishable offence and a violation of the general terms and conditions of business.
3. Test franking marks or sample franking impressions are not regarded as valid by the Post Office and items bearing them may not, therefore, be mailed.
4. The use of fibrous and other unsuitable envelopes can result in the marks blurring or smearing marks and thus to the franking marks being illegible. In view of this, you are urgently advised not to use envelopes of this kind. Do not use very absorbent or fibrous envelopes for this reason. This could invalidate your franking.
5. The use of high gloss envelopes, which could offer insufficient contrast with the franking mark, is not permitted.
6. Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. You should therefore always use Frama Matrix franking labels for thick letters and packets.
7. Please make sure that no sharp objects, such as paper clips, are near the franking zone. Such objects can damage the franking system.
8. Ink jet cassettes must be checked regularly to ensure high-quality printing. After a certain time the printing head is sealed to prevent the individual nozzles from drying. Do not, therefore, switch the franking system off immediately, but wait until the print head is sealed, or use the Log off button.
9. Please run a print head test and clean the print head using the Nozzle Cleaning function (section 5.6.2. Nozzle cleaning on page 34) should you have the impression that there are lines missing from the franked mark.

## 1.3. Requirements for the network environment/information security



### Information

1. The franking system is connected to the user's local area network by Ethernet and by the user's internet access correspondingly provided to exchange data with the FramaOnline2 data centre.
2. Frama guarantees that no other data that are not relevant for the franking system from the user's network will be used, transmitted or read.
3. The user must take measures to ensure the integrity and security of the network at all times when operating the franking system on the company network.
4. The PC interface is not active.
5. Consult the IP Configuration Manual ([www.frama.com](http://www.frama.com) → download area) for further information on connecting the franking system.



## 1.4. Recycling and disposal



The WEEE Directive (Waste Electrical and Electronic Equipment; 2002/96/EC) was drawn up for the protection of human health and the environment to ensure that waste products are disposed of utilizing the best available reprocessing, recovery and technical recycling possibilities. Your product has been developed and manufactured using top-quality materials and components which can be recycled and reprocessed.

### **Do not dispose of this product with household waste.**

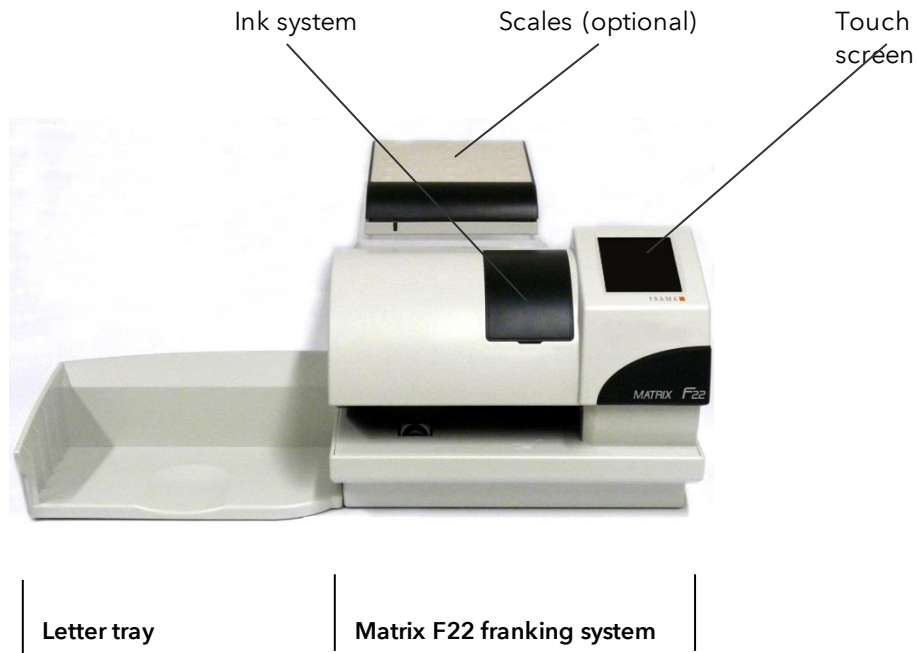
Please find out about local collection points for electrical and electronic waste products which are marked accordingly.

You can hand over your old product to your specialized dealer/supplier when you purchase a replacement product. The specialized dealer or supplier in Switzerland is obliged to take back used devices by the Swiss Ordinance on the return, taking back and disposal of electrical and electronic appliances.

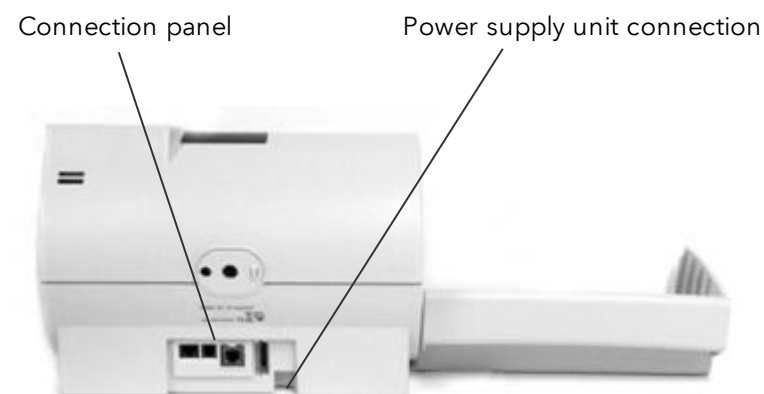
### 1.5. The Frama Matrix machine

The figures below show the principal components of the Matrix franking system. Please familiarize yourself with the location of the components.

**Fig. Matrix F22, front view:**



**Fig. Matrix F22, rear view:**



## 1.6. Basic screen layout

The Frama Matrix F22 franking system uses a touch screen for operation and navigation through the menus.

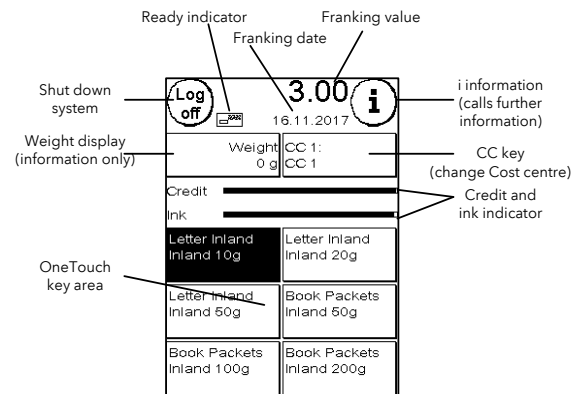


Detailed information concerning the tariff control system screens is available in section 4.3. Determining postage value from page 21.

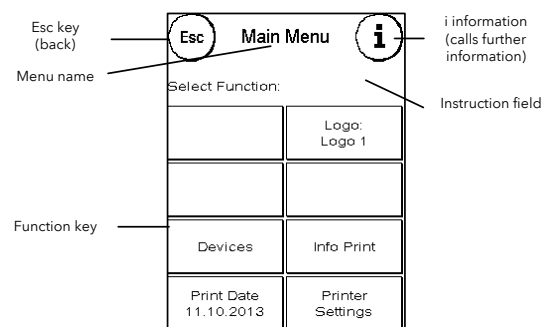
All the functions that are not available are hidden as a rule. This means that there are differences in the screens between Admin mode and the Cost Centre mode.

All inputs are made via the touch screen. There are no other keys for operating the machine.

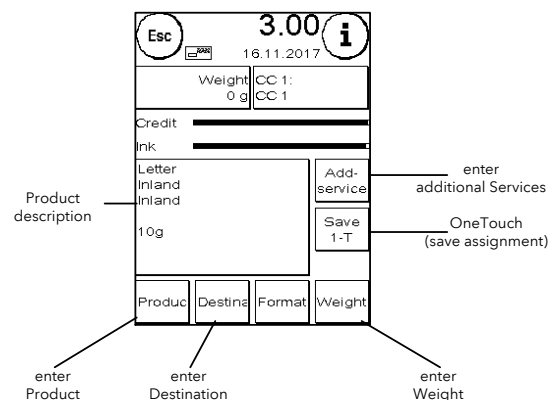
One touch start menu layout



System screen layout (Main menu)



Attribute-guided menu layout



## 2. Installation

It is easy enough to install the components yourself. Be sure to observe the safety instructions at all times.

There are four steps to installation:

1. Assembly of the individual components
2. Registration with the FramaOnline2 system for franking
3. Configuring the printer settings
4. Loading postage credit

### 2.1. General notes and safety information

Select a position near a mains socket and an Ethernet connection for your Frama Matrix franking system. Avoid direct sunlight and severe vibration.

Draughts can affect the accuracy of the scales.

Your Frama Matrix franking system was manufactured for use in normal conditions. Remember: Today's furniture is coated with a confusing variety of paints, lacquers and synthetic materials. In view of this, it is quite possible that some of these materials contain constituents which can attack or soften the plastic feet of our equipment. The feet of our equipment, if affected by foreign substances, can stain your furniture. Frama is unable to accept any liability in this respect for obvious reasons.

With this in mind, use a non-slip underlay.

### 2.2. Making connections

The figure below shows the location of the interfaces and the plug for the plug-in power supply unit on the rear of the Matrix franking system's housing (connection panel).



### 2.2.1. Make communications connection (communications module)

The connection of the relevant cable differs depending on the communications module used.

Ethernet (green): Plug the network cable (RJ45) into this socket. Plug the network cable into your network.

### 2.2.2. Connecting the scales (optional)

Plug the scales cable into the scales socket. Look in the operating manual for the scales if necessary.

## 2.3. Connecting to the mains electric supply



**Danger!**

1. Check the franking system for external damage before setting it up. You may be putting your life at risk by using a damaged machine.
2. Check the cable and plug before installing the system. Have any damage repaired by a specialist electrician only. Do not use the machine until the damage has been repaired.
3. A damaged connecting lead may only be replaced by a lead of the same type.
4. Only connect the plug into a mains socket when the franking machine housing is closed.
5. Always run the mains cable away from the rear of the franking machine and make sure that no risk exists of it being damaged or someone tripping over it.
6. Never pull the plug out of the socket by the mains cable.



Take the power supply unit.

Then connect the cable with the small right-angled round plug to the Matrix F22 (see photograph).

Make sure that the plug clicks into place properly. This will be the case when the cable is flush against the housing.

Make sure that you have closed the top flap on the Matrix F22. Check whether the scales are free to move.



**Information**

Information: The switch-on routines make take some time. During this time, the Frama Matrix franking system will not accept any input from you.

## 2.4. First use

Switch the franking system on. You will hear various sounds during the switch-on routines. All the motors and sensors are being checked.



Information: The switching-on routines may take some time. During this time, the Frama Matrix franking system will not accept any input from you.

### Information

The franking system must now be installed (registered) with the FramaOnline2 data centre.

## 2.5. FramaOnline2 installation

Your Frama Matrix F22 is loaded with postage (credit) through the network connection. At the same time, postage rates are updated and any postage data is transmitted to the Post Office. This process is convenient and gives you the assurance of always having postage and the latest postage rates at your disposal.



It is only possible to fetch postage and communicate with FramaOnline in Admin mode. Tip: The Admin mode is password (PIN) protected. Keep your PIN in a safe place. The PIN can only be reset in a chargeable call-out of a service technician to your premises or in the central workshop.

Check that your franking system is correctly connected to your local network. If necessary, read the Connection and start-up section again. The franking system need only be connected to the network while it is being activated and postage is being downloaded.

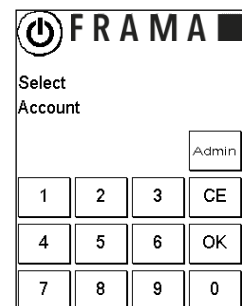
It is only possible to fetch postage and communicate with FramaOnline in Admin mode. Caution: The Admin mode is password (PIN) protected. Use the PIN you received in a separate letter.



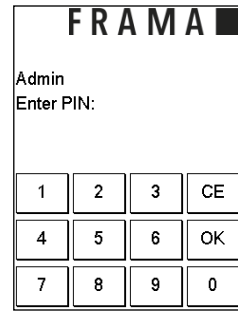
Information: It may be necessary to configure your franking system to ensure that it connects successfully with your network. Follow the instructions on page 17 to make the necessary settings.

### Information

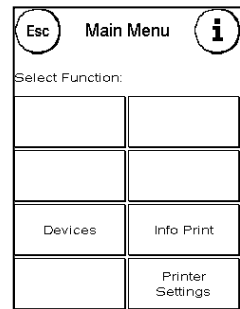
1. Press Admin in the Select Cost Centre display.



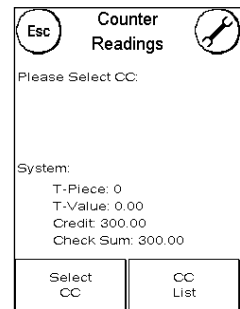
2. Enter your PIN. Then press the ENTER key to access the Admin mode.



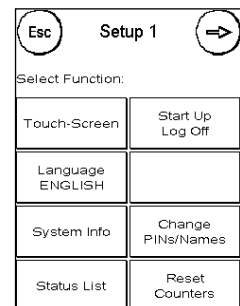
3. Press the „i“ key.



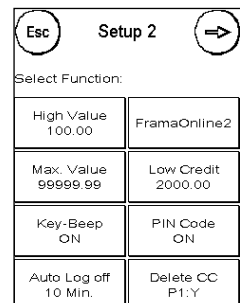
4. Press the Spanner.



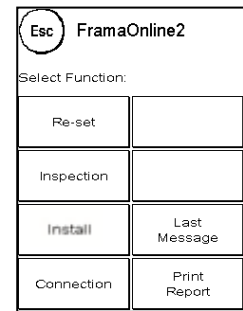
5. Press Next (arrow).



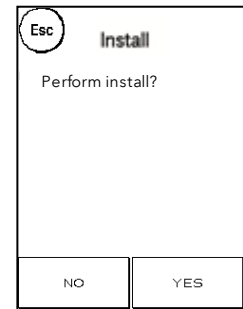
6. Select FramaOnline2.



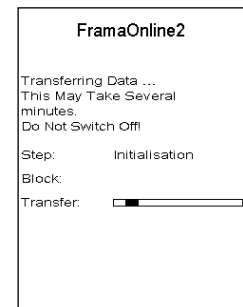
- Press Activation PIN. Enter the five-digit FramaOnline activation PIN using the numeric keypad displayed and confirm your input by pressing Enter. There is no need to enter the FramaOnline activation PIN again. Take care to enter the PIN correctly otherwise it will be rejected by the Matrix F22 or the FramaOnline data centre.



- Select Install. Confirm the process by pressing YES.



- Your Frama Matrix F22 will now establish a connection to the FramaOnline2 data centre. This process can take up to 2 minutes. Please check your network setup if the connection cannot be established. Refer to section 9.4. Connection.
- You have now registered with the FramaOnline2 data centre.
- The display is shown for 8 seconds. Touch the screen to quit the message. You will then be returned to the FramaOnline2 menu.



- Press ESC to enter Setup menu 1. Press Start up/Log off to go to Select Cost Centre.

## 2.6. Installing the ink jet cassette

Follow the instructions on page 26 to install the ink jet cassette correctly.

## 2.7. Loading credit (postage) from FramaOnline2

You must load postage credit into the franking system before you can frank mail with your Frama Matrix franking system.

Follow the instructions on page 17. This concludes the installation.



## 3. FramaOnline2

### 3.1. General notes

FramaOnline2 will deal with preparing the postage rates, sending use data to the post office and provides a simple way of loading new postage credit onto your franking system.

Your franking system must set up a connection with the data centre to allow use of FramaOnline2. Refer to section 9.4. Connection on page 45 for this.



**Tip**

It is only possible to fetch postage and communicate with FramaOnline2 in Admin mode. Tip: The Admin mode is password (PIN) protected. Keep your PIN in a safe place. The PIN can only be reset in a chargeable call-out of a service technician to your premises or in the central workshop.

### 3.2. Loading postage credit

It is only possible to load postage credit in Admin mode. The Admin mode is password-protected. Switch the device on or change to Select Cost Centre.

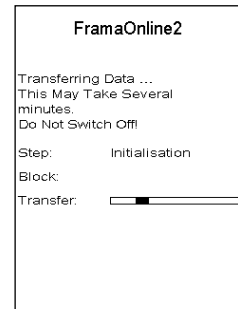
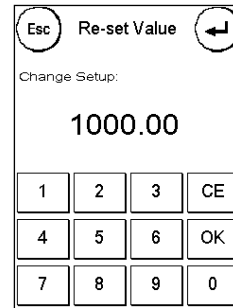
1. Press Admin in the Select Cost Centre display.
2. Enter your PIN (default: 1234). Then press OK key to access Admin mode.
3. Press the „i“ key.
4. Press the Spanner.
5. Press Next (arrow).
6. Select FramaOnline2.
7. Select Load credit.

FRAMA				Esc Main Menu i	
Select Account				Select Function:	
Admin					
1	2	3	CE		
4	5	6	OK	Devices	Info Print
7	8	9	0	Printer Settings	

Esc Counter Readings		Esc Setup 1	
Please Select CC:		Select Function:	
System:		Touch-Screen	
T-Piece: 0		Start Up	
T-Value: 0.00		Log Off	
Credit: 300.00		Language ENGLISH	
Check Sum: 300.00		System Info	
Select CC	CC List	Change PINs/Names	
		Status List	Reset Counters

Esc Setup 2		Esc FramaOnline2	
Select Function:		Select Function:	
High Value 100.00	FramaOnline2	Re-set	
Max. Value 99999.99	Low Credit 2000.00	Inspection	
Key-Beep ON	PIN Code ON	Uninstall	Last Message
Auto Log off 10 Min.	Delete CC P1:Y	Connection	Print Report

8. Enter the desired credit amount to be loaded in Taka without using a decimal point. Please observe any provisions in your contract with the post office.
9. Confirm the amount by pressing OK.
10. Your Frama franking system establishes a link with the FramaOnline2 data centre and keeps you informed as to the progress of the connection.



The connection can last several minutes depending on the amount of data to be transferred (postage rates update, etc.).

The transaction data is displayed once the connection is completed.

## 4. Operation

### 4.1. Switching on and off



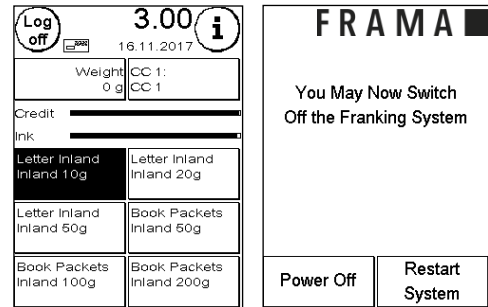
You must always press the Log Off button to shut down the franking system before you switch your Matrix franking system off. This procedure ensures that the print head is properly sealed and cannot dry out.

#### Information

You can restart your system by pressing Restart System without having to operate the mains switch.

Use the Power Off button to switch the system off (soft OFF). Touch the screen to wake the franking system up again.

The screen is switched off after a specified delay in the Auto Log Off mode (see page 39). This reduces power consumption to a minimum (standby). Touch the screen to wake the franking system up again.



### 4.2. Cost centres

#### 4.2.1. General comments on cost centres

Your Frama Matrix franking system is equipped with various counters which allow you to monitor postage consumption and the number of mail items franked.

Cost centres are provided to allow you to specifically break down postage consumption. These counters are known as R-Piece and R-Value. The R stands for "Resettable".

Each cost centre can be given its own name. You have 16 characters at your disposal. The cost centre active at any time is shown in the top section of the display in the CC key. You may change to another cost centre by pressing this key.

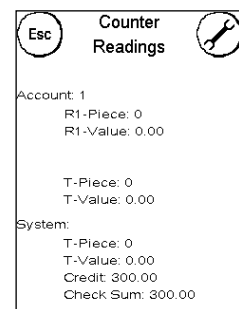
#### 4.2.2. General comments on the display of cost centre data

The data for a cost centre is displayed as follows (see also: section 6. Counter readings on page 36).

R-Value/R-Piece Resettable counters for the cost centre. R-Value shows the postage used since the last time this counter was reset. R-Piece shows the number of mail items franked since the last time this counter was reset.

T-Number/T-Value: Total counter readings for the cost centre. (Number counter and franked value) since the cost centre was set up.

There are also system counters which show the total counters for all cost centres. These counters cannot be reset.



### 4.2.3. Selecting a cost centre

You must enter a PIN for each cost centre before you can work with your franking system. Unless you have defined new PINs, the PIN for Cost Centre 1 is 1, that for Cost Centre 2 is 2 and so on. This allows the postage costs to be assigned automatically to the appropriate cost centre.

Press 1 and then the OK key to select Cost Centre 1, for instance. The cost centre name will then be displayed and you can now enter the PIN (1). Press OK. The franking screen will be opened and you can frank mail. All franked items will be assigned to this cost centre in respect of value and number.

The Select Cost Centre function can be called up from any Start menu again by pressing the CC key.

### 4.2.4. Changing the cost centre PIN

The cost centres are protected by a PIN by default. In the as-delivered state of the franking system, the PIN is the same as the cost centre number. The PIN can have up to 4 digits.

Proceed as follows to change the PIN for the current cost centre:

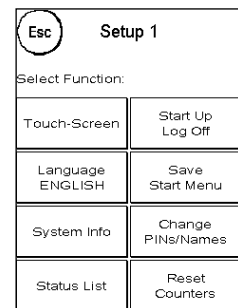
Press the Change PINs key.

Enter the old PIN. Press OK to confirm.

Enter the new PIN. Press OK to confirm.

Enter the new PIN again and confirm your input by pressing OK.

You have access to all cost centres in Admin mode (see from page 41).



### 4.2.5. Changing the cost centre name

Your Frama Matrix franking system offers you the option of assigning an individual name to each cost centre. It is supplied by default to the Select Cost Centre screen and simplifies your work.

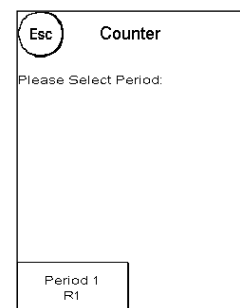
Press the Change PIN key (in Setup 1).

Select Change CC Name and enter the name of the cost centre using the text input screen.

### 4.2.6. Deleting counter readings of current cost centre

You can delete the counter readings for the current cost centre in the Setup 1 menu.

Confirm deletion by pressing ENTER.



### 4.3. Determining postage value



Your franking system protects you from unintentionally franking with high postage rates (see Settings section). By default, all franking valued over a specific value must be approved by touching the postage value displayed (it is initially displayed inverted). This value can be configured in Setup 2 (section 7.2.1. High Value on page 39).

#### 4.3.1. Start menu overview

Four start menus are available to you for efficient franking:

##### OneTouch

It is not necessary to enter postage values if you use the OneTouch keys. Instead, the mail product concerned is selected by pressing a key. Your Frama Matrix franking system has already been preprogrammed with the most important mail products.

##### Detail-guided

The details overview of a mail product gives you rapid access to all the properties of the mail product illustrated.

##### Tariff-guided

Here, you are guided step-by-step through the myriad of postage rates. You can enter the type of mailing, the destination, the weight and the surcharges one after the other here.

##### Numeric keypad

Postage rates can be entered independently of the mail products using the integrated numeric keypad.

Start menu overview:

Log off	3.00	i
16.11.2017		
Weight 0 g	CC 1: CC 1	
Credit		
Ink		
Letter Inland Inland 10g	Letter Inland Inland 20g	
Letter Inland Inland 50g	Book Packets Inland 50g	
Book Packets Inland 100g	Book Packets Inland 200g	

OneTouch

Esc	3.00	i
16.11.2017		
Weight 0 g	CC 1: CC 1	
Credit		
Ink		
Letter Inland Inland	Add-service	
10g	Save 1-T	
Produc	Destina	Format
		Weight

Detail-guided

Esc	3.00	i
16.11.2017		
Weight 0 g	CC 1: CC 1	
Credit		
Ink		
Letter Inland Inland	Add-service	
10g	Tariff-driven	
Produc	Destina	Format
		Weight

Tariff-guided

Esc	---	
21.08.2013		
Weight 0 g	CC 1: CC 1	
Credit		
Ink		
1	2	3
4	5	6
7	8	9
		0
		CE
		OK

1-10 numeric keypad

### 4.3.2. OneTouch

Press the OneTouch key for the mail product required. The product is set and you can frank the item as soon as the Ready display appears.

Press a different OneTouch key to change the product. Further OneTouch screens can be called up by touching the postage value.

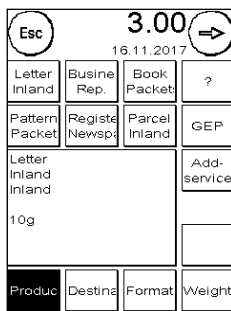
Each of the OneTouch keys can be reassigned to suit your needs. Press the OneTouch key you wish to change twice, change the properties of the product and press the Save 1-Touch key to save the modified mail product to the OneTouch key.

The OneTouch start menu is configured as a standard start menu when the franking system is delivered. You can change this setting in the Setup 1 menu (see page 38).

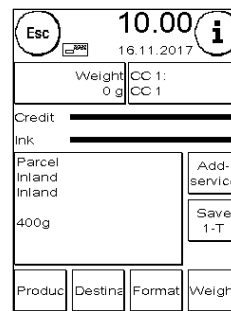
#### Modifying a OneTouch key



Press OneTouch key twice



Modify attribute



Press Save 1-T

### 4.3.3. Detail-guided

Call up the Detail-guided start menu by pressing a OneTouch key twice in the OneTouch menu. You can also set the Detail-guided start menu to be the permanent default start menu in the Setup 1 menu (see page 38).

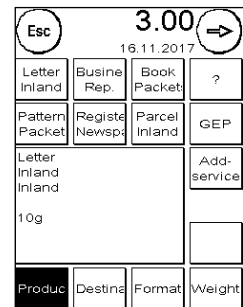
Each postal product is made up of features predefined by the postal system. These are:

- Product
- Destination
- Format
- Weight
- Additional services

You can modify the properties of the mail product in the Detail-guided start menu at any time. Press the property key (e.g. Format) and select the new format. Caution: In a variation, additional services need to be confirmed by pressing the OK key.

You can save your changes to the OneTouch key at any time, or return to the OneTouch menu by pressing Esc.

The postage will be recalculated, and you can frank the mail once the Ready prompt appears.



You can also set the Detail-guided start menu to be the permanent default start menu in the Setup 1 menu (see page 37).

#### 4.3.4. Tariff-guided

Call up the Tariff-guided start menu by pressing the Weight field in the OneTouch menu. You will also be taken to this menu when batch weighing is complete (see paragraph 4.3.6. Postage scales (optional) on page 23).

Then press the Tariff-guided key.

You will be guided through the individual tariff properties one-by-one. The postage will be calculated once the last item for the tariff has been entered. You can begin franking once the ready prompt appears.

Esc	3.00		i
16.11.2017			
Weight	CC 1:		
0 g	CC 1		
Credit			
Ink			
Letter Inland Inland	Add-service		
10g	Tariff-driven		
Product	Destina	Format	Weight

You can also set the Tariff-guided start menu to be the permanent default start menu in the Setup 1 menu (see page 37).

#### 4.3.5. Numeric keypad

Postage rates can be entered independently of the mail products using the integrated numeric keypad.

The numeric keypad is included in the Tariff-guided start menu. Press the numeric keypad key.

Enter the postage value required using the keypad. Confirm the value by pressing OK. Assign the amount to a category. You can begin franking once the ready prompt appears.

Esc	3.00		→
16.11.2017			
Letter Inland	Busine Rep.	Book Packet	?
Pattern Packet	Registe Newsp	Parcel Inland	GEP
Letter Inland Inland	Add-service		
10g	Num. bill		
Product	Destina	Format	Weight

The numeric keypad cannot be defined as the start menu.

#### 4.3.6. Postage scales (optional)

There are a number of ways of determining the precise weight of the mail item using S2 or S5 scales.

##### 4.3.6.1. Checking the weight of a mail item when franking

Information about the weight is displayed continuously in the top section of the franking mask (in this case 16 g). In view of this, you can have the weight of a mail item conveniently displayed to you without having to interrupt the franking process.

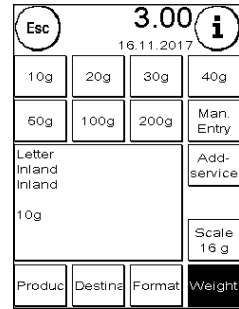
The weight display has no effect on the postage rate calculation.

Log off	3.00		i
16.11.2017			
Weight	CC 1:		
16 g	CC 1		
Credit			
Ink			
Letter Inland Inland 10g	Letter Inland Inland 20g		
Letter Inland Inland 50g	Book Packets Inland 50g		
Book Packets Inland 100g	Book Packets Inland 200g		

#### 4.3.6.2. Using a mail item weight for postal rate calculation

In the detailed overview or the postage rate calculation, press the Weight key followed by the Scales key to use the weight displayed to calculate a postage rate.

Alternatively, you can also influence the postage calculation by selecting a weight class.



#### 4.3.6.3. STACK/SINGLE weighing mode

Stack weighing mode, with its two variants, is a special feature. Switch the stack weighing mode between Stack and Single in the Main Menu under Devices.

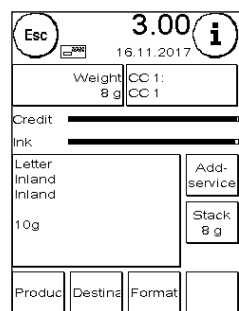
##### STACK mode (default)

Place a stack of letters (recommendation: sorted by format) on the scales. The total weight of the stack will be shown in the top section of the display. Select a OneTouch key the content of which is nearest to the mail items in the stack.

Take a letter from the stack. The display changes to stack weighing mode. The Weight key provides information as to the weight of the mail item removed. The postage is calculated on the basis of this weight. Frank the letter.

Take the next letter from the stack. The weight of the letter is displayed and the postage calculated accordingly and so on. Once you have removed the last letter from the stack, the stack weighing mode is quit after 3 seconds.

You still have access to the type of mailing, format, destination and additional services when you are in the stack weighing mode.



##### SINGLE mode

Place a letter on the scales. The weight is determined and automatically transferred.

The display changes to single weighing mode. The Weight key provides information as to the weight of the mail item placed on the scales (here: single 16 g). The postage is calculated on the basis of this weight. Frank the letter.

Place the next letter on the scales. The weight of the letter is displayed and the postage calculated accordingly and so on.



Where necessary, you can adjust individual details for the postage rate. The postage is determined and specified automatically. You can now frank the mail.



#### 4.4. Franking

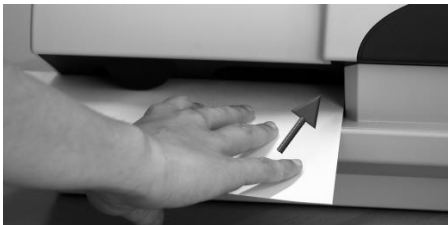


**Danger!**

1. Use accessories intended for this system only. The use of accessories that are not approved, or not authorized, can be detrimental to the service life of the franking system. At the same time, a danger to the operator can be created.
2. Always keep your fingers and other parts of the body, ties, necklaces, scarves, open sleeves and similar loose items away from the feed entry area and the feed rollers. There is a risk of injury on rotating parts.
3. Do not clean the system with flammable fluids. There is a risk of explosion.
4. Disconnect the system from the mains before cleaning it. Clean the system with a damp cloth only. Do not spray any liquids on or into the franking system. There is a risk of electric shock. Lethal hazard.
5. Do not place any liquids, glasses, franking ink, etc. on the franking system.
6. Do not fill the tanks on the sealing device with any flammable liquids. Risk of explosion.

It is only possible to frank mail items when the Ready prompt (letter icon) is showing in the display (see page 10).

##### 4.4.1. Inserting and franking the letter



You can now frank your mail item with the selected postage rate. To do this, place your mail item in your Frama Matrix F22 so that the right-hand edge is flush against the housing and push the mail item back to the stop.

The letter will be franked and ejected to the left.

##### 4.4.2. Franking labels

Use only original Frama Matrix F22 franking labels. Frank labels in the normal way, just like a letter. Frama Matrix F22 franking labels can be used twice. Turn the label through 180 degrees and frank it again.

To remove the adhesive label, bend the label at the perforation and peel off the backing paper.

## 4.5. Fitting the ink jet cassette

### 4.5.1. Fitting/changing the ink jet cassette

Your Frama Matrix franking system uses a double ink jet cassette to frank your mail items. The ink jet cassette also contains the printing head.

You must therefore handle the ink jet cassette very carefully.



#### Information

1. Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. You should therefore always use Frama Matrix franking labels for thick letters and packets.
2. Make sure that no sharp objects, such as staples, etc., can damage the sensitive surface of the printing head during franking.
3. Do not use very absorbent or fibrous envelopes which could prevent a cleanly printed mark. This could invalidate your franking.
4. The use of coloured envelopes which offer insufficient contrast with the franking mark is not permitted.
5. After a certain time the printing head is sealed to prevent the individual nozzles from drying. Do not, therefore, switch the franking system off immediately, but wait until the print head is sealed, or use the Log Off key.
6. Please run a print head test and clean the print head using the Nozzle Cleaning function should you have the impression that there are lines missing from the franked mark.
7. Do not touch the gold contact surfaces in the ink jet cassette. Grease and perspiration on your skin can leave a film which could result in "messy" print marks.

Please observe the latest installation date (see date printed on ink jet cassette) when you fit your cassette.

Call up the Change Ink Jet Cassette function:

1. Press "i" in one of the start menus
2. Press the Printer Settings key
3. Press the Change Ink Jet Cassette key

Open the printer cover and remove the ink jet cassette (except for first installation) by squeezing the grip surfaces together and pulling the cassette forwards out of the machine. Dispose of empty cassettes in accordance with current regulations.

Esc Printer Settings	
Select Function:	
Print Res. NORMAL	
Nozzle Test	Change Ink-Jet Cassette
Nozzle Cleaning	Print Alignment
	Print Head New Calibration



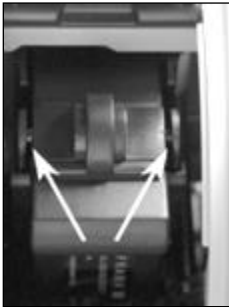
Unpack your ink jet cassette and remove the two protective strips from the print head.

On the top of the ink jet cassette you will find two grip surfaces. Press them together between your thumb and forefinger.



Insert the ink jet cassette from above. Follow the contour of the cover as you do this.

Push the new ink jet cassette fully into its guide.



Release the grip surfaces. Push the ink jet cassette back with one finger to make sure that the locking tabs are correctly positioned and that the ink jet cassette is locked into place.

**Information**

The locking tabs must engage at the side (see photograph). Check that the ink jet cassette is properly seated before you close the cover again. The cover must close easily without the need for force.

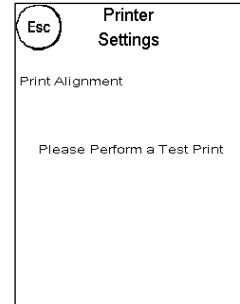
If you have fitted the new cassette properly, you can now press YES on the screen.

The ink jet cassette will now be tested and calibrated. This process might take a few seconds.

If the ink jet cassette being used has already been fitted in your Matrix franking system, you can choose between recalibration and accepting the existing calibration data. Calibrate, are you sure?

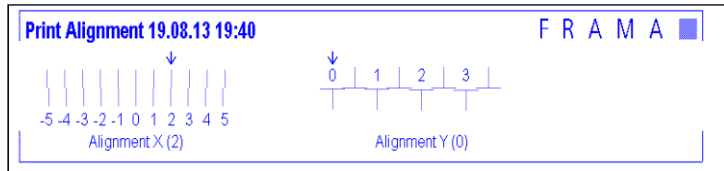
After calibration, you will be prompted to print a test franking mark. Take an envelope. We recommend that you use a filled envelope.

Insert the envelope as for franking. The envelope will be franked with a test mark and ejected to the left.



**Example of a test print:**

Alignment X is shown on the left and Alignment Y on the right. The setting currently valid for each is indicated by an arrow. The arrows should point to where the lines appear straightest.



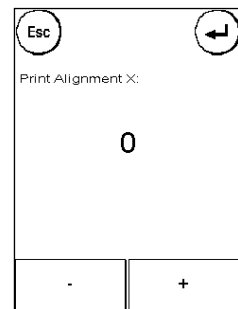
If this is already the case, you only need to confirm the following displays X and Y by pressing the ENTER key. Sometimes, however, it is necessary for you to change the setting to optimize the results. Simply carry out the additional instructions.

This is how you should proceed: Look for the line that appears to be straightest in the Alignment X area to the left of the test mark. Note the number beneath it, e.g. 0.

Use the + and - keys to select the right number in the display and then press ENTER to go to the Y setting.

Again use the + and - keys to select the right number in the display and then press ENTER.

Run a test print again when prompted to check your settings. The arrows will now point exactly to the settings you made, i.e. right where the lines should be straightest.



If you are still not satisfied, you can reset again by answering the prompt with NO. Press YES to save the alignment setting.

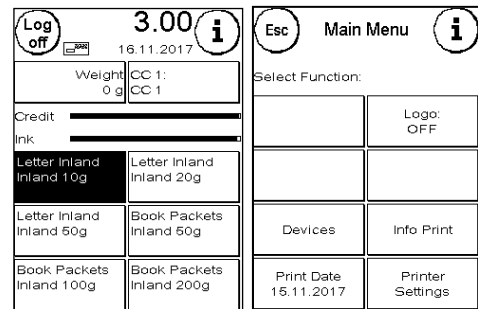
## 5. Main Menu

### 5.1. Overview

The Main Menu is the main control point for all the important system functions. Press the "i" in one of the start menus to access the Main Menu.

You can select the following functions in the Main Menu.

- Devices (see page 31)
- Message (see this page)
- Info Print (see page 33)
- Printer Settings (see page 34)

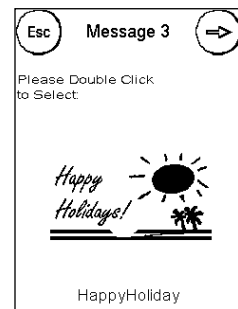
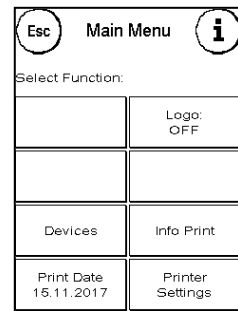


### 5.2. Message

Your Frama Matrix franking system already has predefined slogans and has been programmed with advertising imprints as you requested. You may also store text messages in the franking system.

Select them as follows:

1. To choose between the messages, press the „i“ key in the Start menu to call up the Main Menu.
2. Press the Message key. This could also be labelled Message or Text, depending on the current setting.
3. Press the Message key to choose from the stored messages or press the Advertising key to select from the advertising imprint created from your templates. Press Text to choose one of the texts you have entered.
4. Press the arrow key to browse to the next entry.
5. Press the arrow key to go to the next message.
6. Press twice quickly on the entry required to select this entry.



### 5.2.1. Advertising imprint text blocks

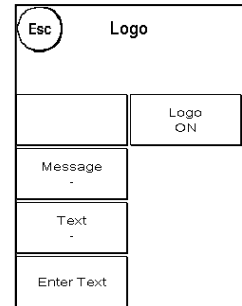
Your Matrix franking system gives you the possibility of producing your own advertising imprint text blocks and thus of drawing attention to holidays, special campaigns and events with your mail.

A text block can be printed instead of a message or advertising imprint or in addition to a message or an advertising imprint.

### 5.2.2. Entering advertising imprint text for block

Press the Enter Text key

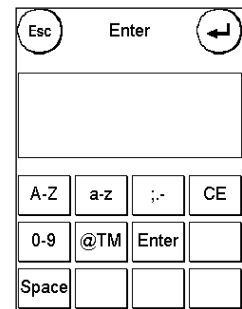
Select the text to be written. The text entry screen opens.



In the text entry screen you can choose upper and lower case, numbers, special characters, punctuation marks and spaces.

Pressing Enter takes you to the next line, whereas you finish text entry with the ENTER key (symbol at top right). Use the CE key to delete an incorrect entry.

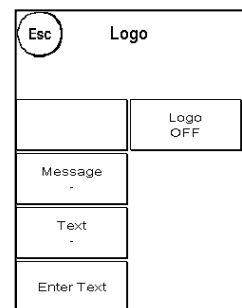
1. Press A-Z for a capital letter. Pressing the Down arrow accesses the other letters. Press the letters required. Press the Left Arrow key to shift to lower case.
2. Enter the small letters as described under point 1.
3. Now press the Enter key to write the next line.
4. To finish the text entry, press the ENTER key so that the text is saved to the key selected.
5. That's all. You can now choose from your texts in the same way as for messages.



### 5.2.3. Switching the message off

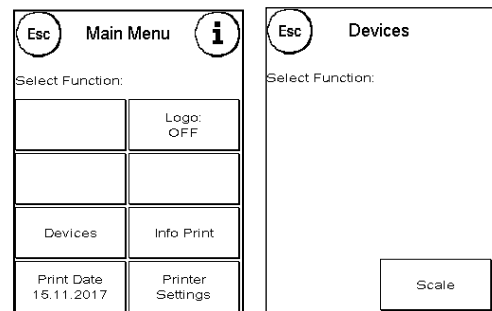
You can switch off the message by pressing the Message ON/OFF key if you wish to frank your mail without any message or text.

Press the key again to switch the function back on.



### 5.3. Devices

The Devices menu item is used to manage connected devices.



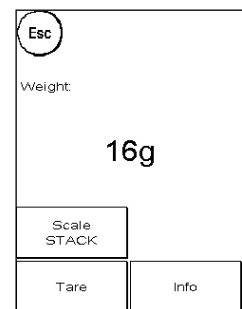
#### 5.3.1. Scales (optional)

Connecting the S2 or S5 scales automatically extends the functional scope of your Matrix franking system, i.e. you can use the scales functions described immediately. By using the electronic scales, you are able to calculate postage rates and weigh your letters, small parcels as well as other mail items accurately. You thus automatically avoid incorrect franking.

Your Matrix franking system has a simple weight display in this menu in addition to the weighing functions in the Start menus already described.

Reset your scales to zero by pressing the Tare key.

The Info key shows data pertaining to the software used to control the scales of a purely informative nature.



#### 5.3.2. STACK/SINGLE scales

This setting determines the mode for the weighing function in conjunction with the scales. The current setting is shown directly in the key.

**STACK scales (default):** The stack weighing mode is active. Letters removed from the stack are weighed and used in the calculation of postage.

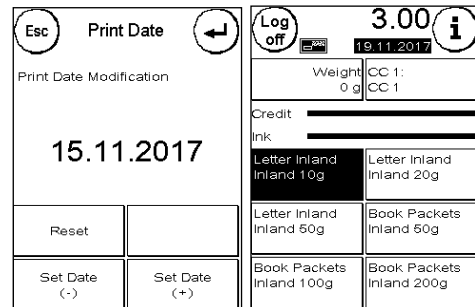
**SINGLE scales:** The single weighing mode is active. Individual letters placed on the scales are weighed and used in the calculation of postage. The weight information is only updated if the weight on the scales has dropped to 0 g in the interim.

## 5.4. Print date

Sometimes, it might be necessary for your mail to be franked several days before the delivery date.

To this end, you can set the date printed in the Frama Matrix frank mark up to thirty days ahead.

You can bring forward the date using the + key.  
 You can push back the date you have previously brought forward using the - key.  
 The Reset key returns you to the current date.  
 You can switch printing of the date in the franking mark on or off using the Print Date ON/OFF key.



Confirm your choice by pressing the ENTER key. Press ESC to return to the Main Menu without applying the setting.

The date brought forward is shown inverse in the franking screen to draw attention to its difference from the current date.



Tip

Please do not forget to reset the system to the current date when you have finished franking with a date brought forward. A change of cost centre automatically resets the date.



## 5.5. Info Print

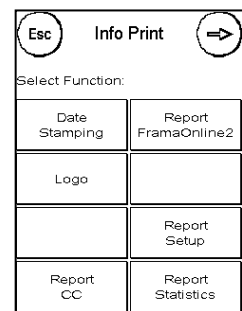
You can set various print modes for your Matrix franking system using the Info prints. The reports are particularly important. These allow condensed information to be printed out. These reports help you by providing overviews when you are programming or, for example, they may be used as receipts after loading postage via the FramaOnline2 data centre.

You can call up further Info Prints by pressing the Next key (right arrow).

### 5.5.1. Printing out reports

Press the key appropriate to the report you want and feed a C5/6 format envelope into your Frama Matrix franking system to print the report.

You can quit the Info Print menu by pressing ESC.



### 5.5.2. Received stamp

You can convert your Matrix franking system into a received stamping machine. Select the Date Stamping function in the Info Print menu. This mode changes to a different franking mark. No postage is used.

### 5.5.3. FramaOnline2 report

The FramaOnline2 report acts as a receipt for the transaction concerned. You receive information about the sum loaded and the composition of the current credit. The check amount corresponds to the total of all amounts loaded, and it also helps you when you check your transactions.

### 5.5.4. Advertising imprint

The Advertising Imprint function in the Info Print menu allows you to print the advertising imprint only. All relevant postage information is hidden. This mode does not consume postage.

### 5.5.5. Setup report

The setup report summarizes certain settings of Setup menu 2 (Admin mode) in a clear layout.

### 5.5.6. CC report

The cost centre report is a clearly laid out report of the data for the current cost centre data or for a selected cost centre (Admin mode).

### 5.5.7. Statistics report

The statistics report is used to print out the statistics for the current period. The data collected correspond to the items you have mailed in the time between two connections with the FramaOnline2 data centre. The report extends over several pages (depending on the volume of statistics).

After connecting with the FramaOnline2 data centre, the statistics are automatically deleted and then recompiled using your consumption data.

### 5.5.8. Specimen

Use this function to run a postage test print to allow you to assess the print quality, for instance. No postage is used.

The postage test prints may not be used for franking mail items.

## 5.6. Printer Settings



### Information

1. Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. You should therefore always use Frama Matrix franking labels for thick letters and packets.
2. Please make sure that no sharp objects, such as paper clips, are near the franking zone. This can damage the print head.
3. Do not use very absorbent or fibrous envelopes which could prevent a cleanly printed mark. This could invalidate your franking.
4. The use of coloured envelopes which offer insufficient contrast with the franking mark is not permitted.
5. After a certain time the printing head is sealed to prevent the individual nozzles from drying. Do not, therefore, switch the franking system off immediately, but wait until the print head is sealed, or use the Log off button.
6. Please run a print head test and clean the print head using the Nozzle Cleaning function should you have the impression that there are lines missing from the franked mark.
7. Always use the functions from the Printer Settings menu. Replacing the print head without adjusting the alignment and testing from the Printer Settings menu can lead to inadequate quality of the franking mark.

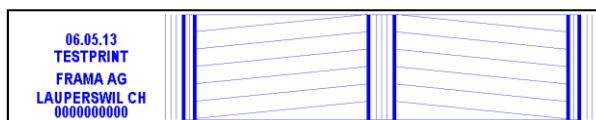
The Printer Settings menu gives you access to the options and functions required for perfect printing. The functions in the Printer Settings menu are described in sequence below.

### 5.6.1. Nozzle test

A franking mark test is incorporated in your Frama Matrix franking system.

This test activates each individual nozzle in the printing head. This enables you to easily locate defective nozzles, and also to determine the scope of the cleaning program.

Press the Nozzle Test key and insert an envelope or similar into the system. A test franking mark is made. Check whether all lines have printed. Run Nozzle Cleaning if necessary.



Printer Settings	
Select Function:	
Print Res. NORMAL	
Nozzle Test	Change Ink-Jet Cassette
Nozzle Cleaning	Print Alignment
	Print Head New Calibration

### 5.6.2. Nozzle cleaning

White lines in the print mark or lines missing from the nozzle test print mean that the print head must be cleaned to restore the print quality.

### Information

Blocked nozzles are often the result of the electric supply being disconnected before the nozzles could be properly sealed. Always use the system shut-down function to switch off your franking system reliably.

Two cleaning programmes are available to you for cleaning the nozzles:

**Nozzle cleaning:** A normal print head cleaning operation is run. The print head and the nozzles are cleaned.

**Nozzle cleaning +:** Intensive flushing and cleaning of the nozzles and the print head.

Press the appropriate key to call up the programme you need. The cleaning programme starts automatically. It is advisable to run the function Nozzle Test function afterwards to check how satisfactory the cleaning operation was.

### 5.6.3. Changing the ink jet cassette



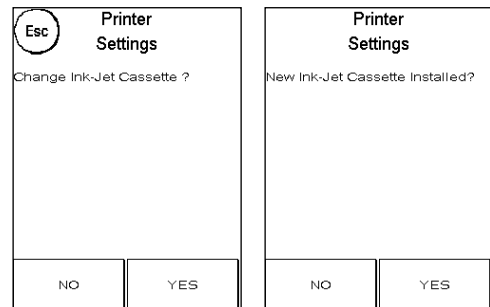
Caution: Make sure that the ink jet cassette has been stored at room temperature for at least three hours before you fit it.

#### Information

Press the Change Ink Jet Cassette key in the Main Menu and confirm by pressing YES.

Open the top cover flap. Remove the ink jet cassette by squeezing together the grip surfaces on the cassette and pulling it out upwards.

Follow the instructions on page 26 to install and align the new ink jet cassette and print head correctly.



### 5.6.4. Print alignment

Use this function to run the adjustment of the print quality for franking separately. Normally, alignment is run as part of the configuration following a change of ink jet cassette.

### 5.6.5. Print head new calibration

Recalibrate the print head (ink jet cassette) if the overall print quality is not satisfactory.

## 6. Counter readings

You can access the counter readings from the Main Menu by pressing the „i“ key.

The data for the current cost centre is first:

*R-Value/R-Number:* Resettable counters for the cost centre. R-Value shows the postage used since the last time this counter was reset. R-Number shows the number of mail items franked since the counter was reset the last time.

*T-Number/T-Value:* Total counter readings for the cost centre. (Number counter and franked value) since the cost centre was set up.

The system values are listed in addition to the values for the current cost centre:

*T-Number/T-Value:* Total counter readings for the franking system (number counter and franked value) since the franking system was first used. The total number counter might already show an initial figure because of the tests run before your Matrix franking system was supplied.

*Credit:* This is the postage still available in your franking system.

*Check sum:* This is the sum of the credit and T-Value. This amounts to the total credit drawn from FramaOnline2.

## 7. Setup (settings)

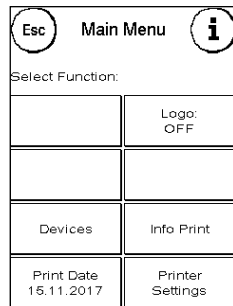
You can adjust various settings for your Frama Matrix franking system in the Setup menu. Outside Admin mode, you only have the Setup 1 menu available.

Press the „i“ key on the Main Menu. Then press the Spanner to access the Setup menu.

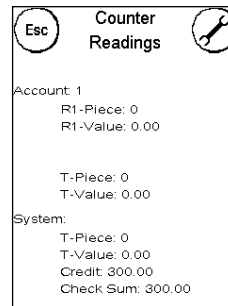
*Calling up the Setup menu*



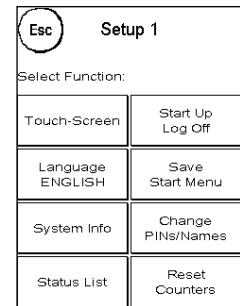
Press „i“



Press „i“



Press spanner



Use the arrow key to access two further Setup menus in Admin mode. Press ESC to return.

### 7.1. Setup menu 1

The description below lists the various functions and settings in the Setup 1 menu from top to bottom. Press the key for the function required and follow the instructions on the screen.

#### 7.1.1. Touch screen

Use this function to adjust the screen contrast to your requirements. Simply press this key and use + or - to adjust to the desired contrast. Apply the modified setting by pressing ENTER.

#### 7.1.2. Language

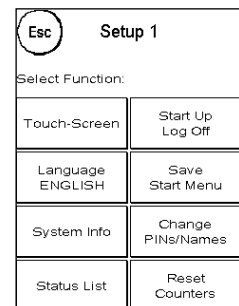
Your Frama Matrix franking system has a number of languages built in. Switch to the language you require using this function. The current setting is shown in the key. Changing language within a cost centre only changes the operating language, it does not change the language of the tariff module. An inspection loading must be run to also change the language for the tariff module. It is only possible to change the language for the tariff module in Admin mode.

#### 7.1.3. System Info

This key displays a system overview. This information and the information in the status list provides important input for our customer service.

#### 7.1.4. Status List

This key displays a status list. This data and the data in the system information provide important input for our customer service.



### **7.1.5. Start Up/Log Off**

Use this key to restart the system after you have adjusted settings. Pressing Start Up/Log Off takes you straight to cost centre selection.

### **7.1.6. Save Start Menu**

Here you can save a Start Menu as the default. The Start menu saved will automatically be preset after every restart or after a change of cost centre.

### **7.1.7. Change PINs**

This is used for setting up cost centres in Admin mode or for changing the PIN and name of the current cost centre. Please read page 43 et seq. for more detailed information.

### **7.1.8. Reset Counters**

Please read page 43 et seq. for more detailed information.

## 7.2. Setup 2 menu

Setup 2 menu can be only be called up in Admin mode (see page 41).

Setup 2	
Select Function:	
High Value 100.00	FramaOnline2
Max. Value 99999.99	Low Credit 2000.00
Key-Beep ON	PIN Code ON
Auto Log off 10 Min.	Delete CC P1:Y

### 7.2.1. High Value

This setting determines that amount from which, for security reasons, you must confirm the postage value before this amount can be franked. The default setting is 100.00. Enter the new value and confirm your input by pressing ENTER.

### 7.2.2. Max. Value

Define the maximum permitted franking value with this setting. Press the key, enter the value and confirm by pressing OK or ENTER (default = 99999.99).

### 7.2.3. Key Beep

Use to switch the key beep on and off. Press the key to switch the beep ON or OFF. This setting also affects the signal in batch weighing (default = ON).

### 7.2.4. Auto Log off

Use this function to define the time until the current cost centre is closed and the Select Cost Centre screen is called up. Entering 0 minutes switches this function off (default = 10 minutes).

### 7.2.5. FramaOnline2

The FramaOnline2 functions are explained in detail from page 44.

### 7.2.6. Low Credit

This setting checks the amount of postage available and warns you in good time that the level is getting too low. Press the Low Credit key to change this setting. Enter the new value. Confirm your change by pressing OK (default = 2000.00).

### 7.2.7. PIN Code

Use to switch the PIN input on or off. The PIN Code ON setting means that a PIN must be entered in the Select Cost Centre function. The PIN Code OFF setting switches off the request for PIN Code input. The Admin mode is not affected by this.

### 7.2.8. Delete CC

Here you can specify whether the cost centres may be deleted outside Admin mode.

### 7.3. Setup 3 menu

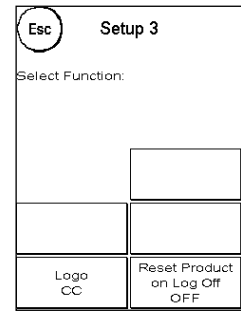
Setup 3 menu can be only be called up in Admin mode.

#### 7.3.1. Logo

Use this setting to define whether all cost centres need to work with the same logo or whether each cost centre may use an individual logo (default = Logo CC).

*Logo SYSTEM:* All cost centres automatically use the logo defined in Admin mode. The Admin mode has an appropriate function in the Main Menu where you can define the logo.

*Logo CC (default):* Each cost centre can use an individual logo. The logo is configured accordingly each time a cost centre is called up.



#### 7.3.2. Reset Product on Log Off

This setting defines the response of the start menu when a cost centre is changed (default = OFF).

*Setting ON:* The current mail product is reset and must be re-entered when the cost centre is changed.

*Setting OFF:* The current product is retained when the cost centre is changed.



## 8. Admin mode

Settings made in the Admin mode always apply to all cost centres. In Admin mode you also have access to all cost centres and can thus conveniently make settings for these cost centres (counter readings, name and PIN). The additional features demanded by Admin mode are described below.



You can also make settings in each cost centre. However, when you do this not all the Admin mode functions are available to you.

### 8.1. Log in

Admin mode is called up by pressing the Admin key from the Select Cost Centre screen. This mode is always password-protected, even if you have switched off PIN Code entry for the cost centres.

Press the Admin key to access Admin mode. Enter your PIN. The default PIN is 1234.

Confirm your PIN Code input by pressing OK.

FRAMA			
Select Account			
			Admin
1	2	3	CE
4	5	6	OK
7	8	9	0

FRAMA			
Admin			
Enter PIN:			
1	2	3	CE
4	5	6	OK
7	8	9	0



Save the PIN for the Admin mode in a safe place. The PIN can only be reset by a service technician at your premises or in the central workshop. This service is chargeable.

## 8.2. Main Menu



Only those settings that you have defined as SYSTEM in the Setup 3 menu, such as the logo, can be adjusted.

You are taken to the Main Menu after logging in. Franking is not possible in Admin mode. The Admin functions in the Main Menu are described below.

### 8.2.1. Devices

#### 8.2.1.1. Scales

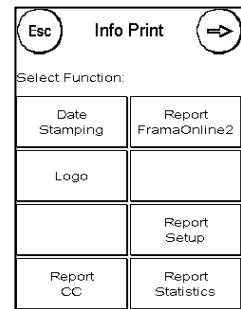
There are no special features in Admin mode.

#### 8.2.2. Logo

Specify the logo setting system-wide to do this, in the Setup 3 menu, activate Logo: System. The other functions in the Logo menu do not differ from the descriptions from page 29.

#### 8.2.3. Info Print

A list of all the cost centres can be printed out using the Report CC key in Admin mode. All other reports and print options correspond to the descriptions given earlier in this operating manual (see section 5.5. Info Print from page 33).



#### 8.2.4. Printer Settings

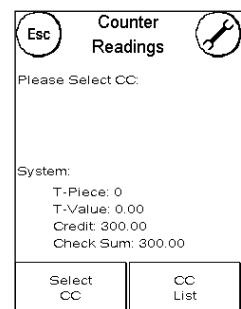
The Printer Settings menu item does not offer any additional functions in the Admin menu.

## 8.3. Counter Readings

You can display the counter readings of each cost centre shown in Admin mode. You can call up one cost centre or a list of cost centres for this function.

*Select CC:* Press this key to call up the function. Select the cost centre.

*CC list:* Here you can define a range of cost centres for the display of cost centre data. First, enter the number of the cost centre from which the data should be shown. Press OK. Then select the number of the last cost centre to be shown. Continue to the Counter Readings menu using the arrow key. Press ESC to quit the display.



## 8.4. Setup 1

The Change PINs and Reset Counters functions apply to all cost centres in Admin mode and therefore offer extended options. The Save Start Menu item is not available in Admin mode.

Setup 1	
Select Function:	
Touch-Screen	Start Up Log Off
Language ENGLISH	
System Info	Change PINs/Names
Status List	Reset Counters

### 8.4.1. Change PINs

Press the Change PINs key to change the PIN for Admin mode (Change PIN) or to modify the PINs and names for other cost centres (Select CC).

### 8.4.2. Reset Counters

Press Reset Counters and select the period to be deleted. Deleting period 2 automatically also deletes period 1.

Select the counters to be reset for a cost centre (Other CC) or a range of cost centres (CC range). The All CCs key deletes the selected period for all cost centres.

Confirm the security prompts to delete the desired cost centres.

### 8.4.3. Setup 2/Setup 3

The settings for Setup 2 and 3 have already been described in detail from page 39.

## 9. FramaOnline2

FramaOnline2 is a service provided by Frama which handles postage payment (credit), sends franking data to the post office (if configured), sends logos/advertising imprints electronically and provides the latest postage rates for you.

The FramaOnline2 menu is described below.

Esc FramaOnline2	
Select Function:	
Re-set	
Inspection	
Uninstall	Last Message
Connection	Print Report

### 9.1. Loading postage credit

The procedure for loading credit (postage) has already been described in depth on page 17.

### 9.2. Inspection

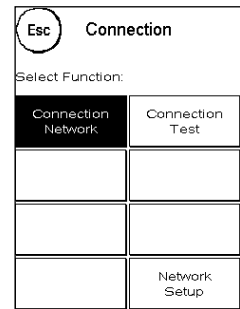
You can run inspection loadings with your Frama Matrix franking system. You use them to transmit the counter readings, to check the postage rate tables and to balance data with the post office.

### 9.3. Uninstall

This function is used to uninstall your franking system from the FramaOnline2 service. Only use this function when requested to do so by Frama.

## 9.4. Connection

Pressing the Connection key calls up this menu. A key at the top left shows the communication module currently active. The modules available are listed beneath this.



### 9.4.1. Network Setup

The instructions for configuring the network connection are supplied separately and are not the subject of this operating manual. In the as-delivered condition, dynamic configuration by DHCP is preset; this provides an automatic connection of your Frama franking system in most cases.

FramaOnline2's address is: fo2.frama.com. Communicate using https via port 443.



#### Information

Current information and instructions for configuring the network connection on your Frama franking system can be found under Downloads at [www.frama.com](http://www.frama.com).

You will also find here a listing of the error messages associated with the network connection and FramaOnline2.

## 9.5. Last Report

Pressing this key displays the last report transmitted from the FramaOnline2 data centre. Touch the display to return.

## 9.6. Print Report

Pressing this key prints out the last report transmitted from the FramaOnline2 data centre (see Info Print FramaOnline2). Insert an envelope or similar in the franking system to print out the report.

## 10. Troubleshooting/Error messages

In the event of a malfunction, a message will appear in the display of your Frama franking system. If you are unable to eliminate the problem yourself, you can obtain support on your Frama hotline or from your local Frama dealer. Keep your customer number and franking system number ready to hand.

The Frama Matrix F22 franking system distinguishes two types of error message:

Information Messages marked with this label indicate a situation that can be remedied by the user (paper jam, etc.) or are of a purely informative nature.

Caution Messages marked with this label indicate a malfunction in the system. Switch the system off and then on again. If the message remains, consult the Frama Service organization.

Information messages, causes and how to remedy them are described below.

### 10.1. FramaOnline2

Display message	Cause	Remedy
Welcome. Installation required. See Operating manual	Your franking system has not yet been registered with the FramaOnline2 service.	Run the installation as described in section 2 (page 12).
Connection interrupted.	Your existing connection with the FramaOnline2 data centre was suddenly terminated.	Try again. Perhaps wait a few minutes and then try again. Run an inspection loading.
Franking system locked	Your system has been locked or unregistered.	
System will soon be locked. Perform Inspection?	The franking system must deliver consumption data to FramaOnline2 for forwarding to the Post Office. This message appears five days before the franking system is locked.	Run an inspection loading.
Franking system is locked. Perform Inspection?	The franking system cannot continue to frank because a data record required for franking was not updated.	Select Inspection to allow a connection to be made with the FramaOnline2 service. The data record will be updated during inspection.
Language changed. Perform an inspection to load missing text	You have changed the language in Setup 1. The tariff data must be reloaded to match the new language.	Run an inspection loading.

## 10.2. Scales messages (only if scales are connected)

Display message	Cause	Remedy
Scales communication error	Frama Matrix franking system not communicating with scales.	Check that the scales cable is plugged in properly. Switch the franking system off and then on again. Please contact us on our hotline if this does not correct the problem.
The scales do not come to rest	The scales platform is not at rest. It is therefore not possible to determine the weight.	The scales should be installed in a vibration-free place. Even the draught from fans, etc., can cause this message.
Overloaded scales	The weight put on the platform exceeds the capacity of the scales.	Please remember: The maximum capacity of the Frama S2 scales is 2kg, 5kg for the Frama S5 scales and 30kg for the S30 scales. Do not use the scales platform as a storage place.
Underloaded scales	A weight was on the scales when the franking system was switched on.	Always make sure that the scales platform is clear when the franking system is switched on.

### 10.3. Frama Matrix F22, franking value/credit

<b>Display message</b>	<b>Cause</b>	<b>Remedy</b>
High value not confirmed.	Security prompt.	Touch the postage value shown inverse in the display. You can change the postage limit that activates the message in the Setup 2 menu in Admin mode.
Maximum Franking Value Exceeded!	Security prompt. The value exceeds the maximum postage value.	You can change the postage limit that activates the message in the Setup 2 menu in Admin mode.
Low Credit	The credit available in your franking system has dropped below the specified limit of 2000.00 (default amount).	Load new postage credit. If necessary, change the warning limit using the relevant function in Admin mode.
Low Credit and ink jet cassette is almost empty.	The credit available in your franking system has dropped below the specified limit of 2000.00 (default amount). At the same time the ink jet cassette is almost empty.	Load new postage credit. If necessary, change the warning limit using the relevant function in Admin mode. Replace the ink jet cassette soon.
No Credit !	The remaining value of postage credit is not sufficient for franking.	Load more postage credit onto the system.



## 10.4. Printer messages

Display message	Cause	Remedy
Perform Calibration of Ink Jet Cassette?	You have inserted an ink jet cassette that has previously been fitted in your Matrix.	Select YES if you wish to recalibrate the ink jet cassette or NO if you wish to apply the existing calibration data.
Please insert a suitable cassette	Incorrect cassette type	Please use only suitable ink jet cassettes.
Cassette not recognized. Please use only Frama ink jet cassettes suitable for your system.	The cassette you are using is intended for use in a different country.	Fit a new ink jet cassette.
Ink jet cassette is almost empty! Please order a new cassette.	The ink in the cassette is almost finished. (This message appears when 20% or less ink remains.)	Please order a new ink jet cassette.
Ink jet cassette is empty. Fit a new ink jet cassette.		Insert a new ink jet cassette.
The expiry date has passed. Please insert a new ink jet cassette.	The shelf life of the cassette has passed.	Insert a new ink jet cassette. The date is shown on the cassette packaging.
No cassette or defective cassette inserted. Please insert a new cassette and switch the system off and then on again.	Cassette changed without using the appropriate menu or the cassette is defective.	Always use the appropriate menu item in the Printer Settings when changing the cassette.

## 11. Technical data

### 11.1. General

Matrix F22 speed:	1600 letters/hour
Maximum letter thickness:	10 mm
Display:	graphical, touch-sensitive screen
Default process:	FramaOnline2
Number of fixed stored advertising messages:	3
Number of customer-specific advertising messages:	up to 5
Number of freely definable texts:	2
Dimensions of advertising message:	52 x 25 mm

### 11.2. Envelope/envelope flap dimensions

Minimum format (length x width)	137 mm x 95 mm
Maximum format (length x width)	353 mm x 353 mm

Minimum opacity of envelopes/cards

Minimum thickness of cards	0.1 mm
Minimum thickness of envelopes	0.1 mm

Maximum envelope thickness: 10mm

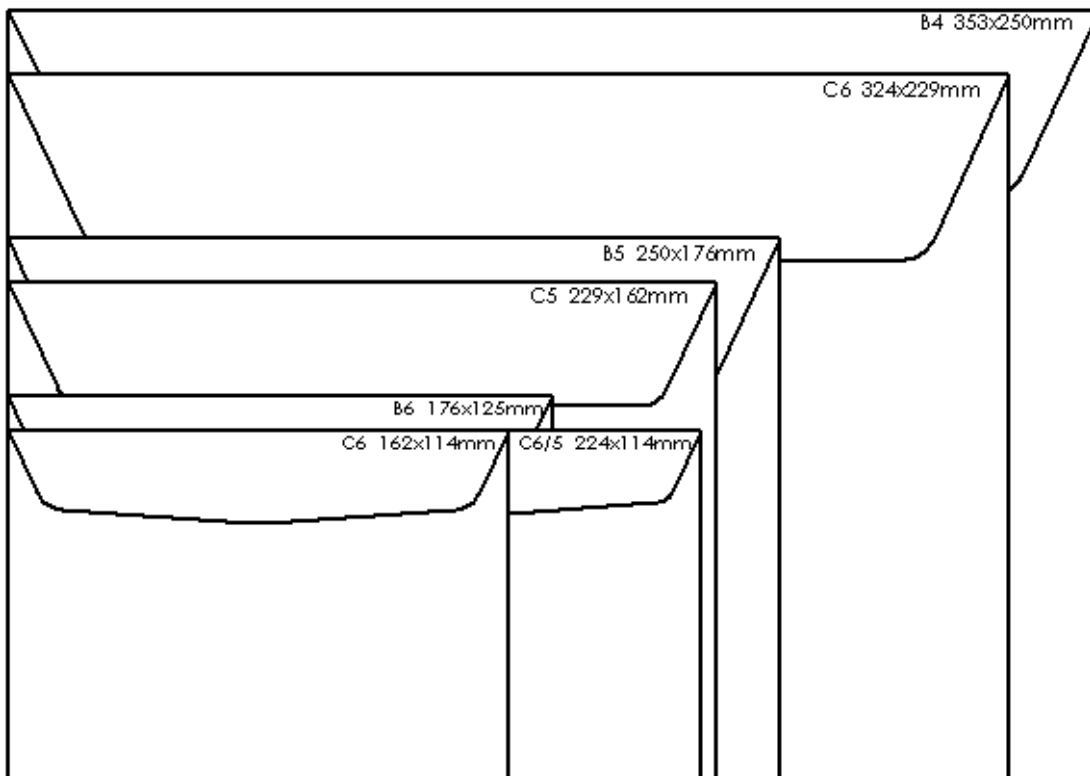


Figure: Formats and dimensions

### 11.3. Power supply rating

Matrix F22: 24V DC, 200 mA  
PSU: 100 - 240 V, 50&60 Hz, 1.5 A

ENERGY STAR® qualified product: Matrix F22



### 11.4. Dimensions and weight

Dimensions (L x H x W): 305 x 205 x 210

Weight: 6.8 kg

### 11.5. Accessories

Contact your local Frama Sales and Service partner.

## 11.6. Storage and operating conditions

### **Matrix F22 operating conditions**

Temperature range: 10°C - 40°C

Relative air humidity: 10% - 80% (not condensing)

Approved for indoor use only up to a maximum of 4000 metres above sea level.

Overvoltage category II

Pollution degree 2

### **Ink jet cassette operating conditions:**

Temperature range: 10°C - 40°C

Relative air humidity: 10% - 80%

### **Ink jet cassette storage conditions:**

Temperature range: 10°C - 30°C

Relative air humidity: 5% - 80%

## 12. EC-Declaration of Conformity

**in accordance with the EEC low-voltage directive 2014/35/CE in accordance with appendix III B; of 26. February 2014**

Hereby we explain that those corresponds to below designated products in its conception and design as well as in circulation the execution the fundamental safety and health requirements of the Community directive low-voltage brought by us. In the case of a change of the product not coordinated with us this explanation loses its validity.

### **Manufacturer:**

Frama AG  
Dorfstrasse 6  
CH-3438 Lauperswil

### **Description of the electrical equipment:**

Product name: Matrix F22  
Type: Franking system

### **The agreement with further valid guidelines/regulations following for the product is explained:**

EMC Directive (2014/30/CE) of 26. February 2014

### **Reference to the harmonised standards:**

EN62368-1:2020

EN 55014-1:2006 + A1:2009 + A2:2011

EN 55014-2:2015

EN 55022:2010

EN 55024:2010 + A1:2015

EN 61000-6-1:2007

EN 61000-6-3:2007 + A1:2011

EN 61000-3-2:2014

EN 61000-3-3:2013

Lauperswil, October 1, 2017



Thomas P. Haug  
CEO

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Contact your local Frama Sales and Service partner for:

- Questions on the operation of the franking system
- For problems with the connection; online system