



MATRIX F2

## Operating Guide

## **Operating guide for**

## **Matrix F2**

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## INTRODUCTION

Thank you for deciding to purchase the innovative Frama Matrix F2.

The following information in this operating guide is intended as support when you install and operate your Frama Matrix F2. It also shows how you can easily make settings yourself. With this in mind, please first read this guide before you put your Frama Matrix F2 into service.

### Modem approval

In accordance with the Commission Decision 1999/303/EC, this unit has been approved throughout Europe for connection to the public telephone network as single terminal equipment. In view of the differences existing between the public telephone networks of various countries, this approval in itself does not provide an absolute guarantee of proper functioning of the unit at every network terminal point.

If any problems arise during operation, please first contact your supplier or maintenance provider.

### Safety precautions / accident prevention

1. Read the operating guide completely and adhere to the instructions in it.
2. Before starting the franking machine the first time, it must be properly registered with the post office. When doing so, keep to the instructions given by your local Frama sales organization.
3. Each franking mark may be used only once. The Post Office regards repeated use as a punishable offence and a violation of the general terms and conditions of business.
4. 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.
5. Inkjet cassettes and similar printing consumables must be regularly renewed and / or serviced to ensure high-quality printing.
6. The use of fibrous and other unsuitable envelopes can result in blurred or smeared marks and thus to illegibility of the franking mark. In view of this, the use of envelopes of this kind cannot be agreed to.
7. In buildings in which the franking system is plugged into the power supply network, a current overload protector must be fitted.
8. Before installing the system, check the cable (supply cord) and plug. Have damage repaired only by an electrical specialist.
9. Insert the plug into a mains socket only when the franking machine housing is closed.
10. Always run the mains cable (power cord) away at the back of the franking machine and make sure that no risk exists of it being damaged or someone tripping over it.
11. Never pull the plug out of the socket by the mains cable (power cord).
12. Never hold any foreign objects in the printing unit (risk of damage).
13. Never put your hand 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.
14. Please remove the inkjet cassette if you have to transport the franking system somewhere.
15. Keep children away from the franking system.
16. Have franking machine repairs carried out only by a technician from your local Frama sales organization. Never open the franking system yourself under any circumstances.
17. Never put any hot objects (cigarettes, etc.) onto the housing. Make sure that no moisture can infiltrate into the machine or the power supply unit.
18. Avoid using aggressive cleaning agents or detergents when cleaning the franking system. Instead, use a slightly damp cleaning cloth.

### **Installation notes**

Your Frama Matrix F2 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. If changed in this way by foreign substances, the feet of our equipment can mark your furniture. Frama is unable to accept any liability in this respect for obvious reasons. With this in mind, use a non-slip underlay.

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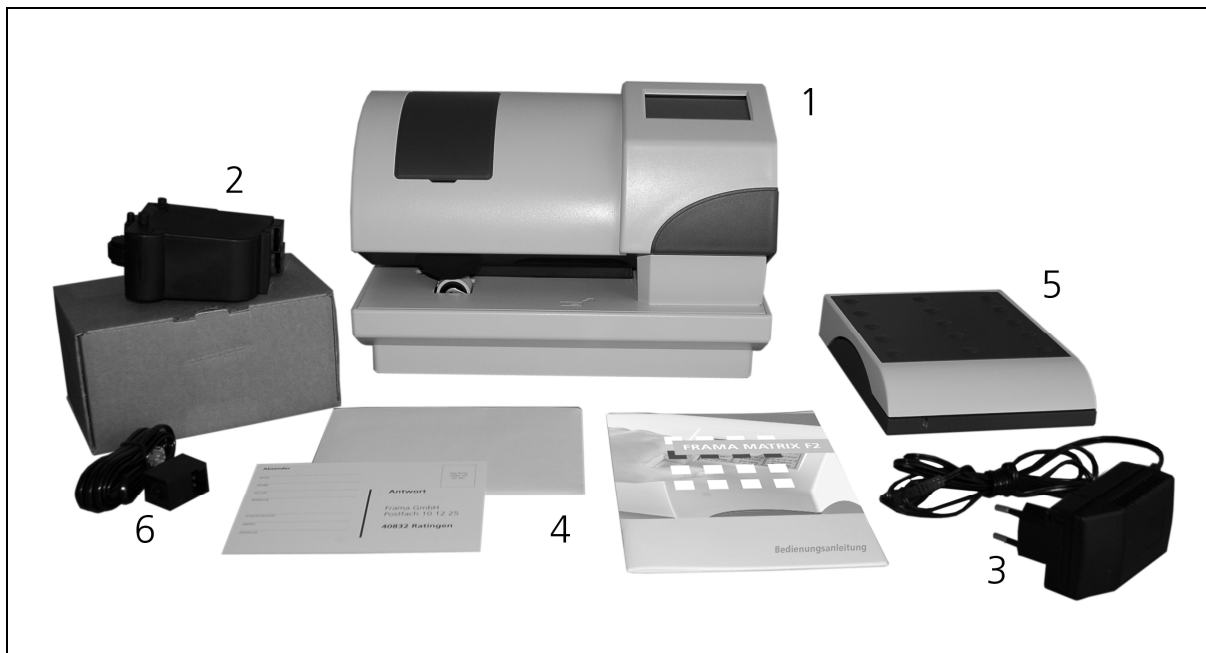
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## 1. Assembling and connecting Frama Matrix F2

Unpack your Matrix F2 from its box. You will find all cables and accessories that are necessary for you to assemble and immediately use your franking system in the box.

Under separate cover, you will have received the required 6 digit activation code. Please also keep this information ready at hand.

In the box, you will find a:

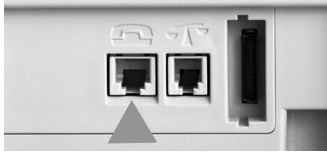


- Frama Matrix F2 (1)
- Ink-jet cassette (2)
- Power Supply unit (3)
- Operating guide (4)
- Letter scales and cables for scales (optional) (5)
- Modem cable (6)
- Letter catcher (not illustrated)
- Optional acrylic scale stand (not illustrated)

### 1.2. Installing Matrix F2

Install your Frama Matrix F2 in a place near a mains socket and a direct fax / modem telephone connection. Select a place without direct sunshine and no heavy vibration. Take all parts out of the box.

### 1.3. Connecting modem cable

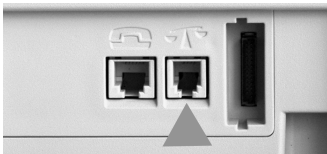


Connect the modem cable (small square plug) with the Matrix F2 at the socket (jack) marked with the telephone symbol.

Afterwards, connect the other end of the telephone cable with the telephone point.

When starting up the first time, we recommend that you use an existing analogue fax connection.

### 1.4. Connecting scales (optional)



Unpack the scales and, if required, the scales support available as an accessory at additional cost. Position the scales next to your Matrix F2 or on the scales support.

Connect the scales cable to the scales connection, which is also at the back of the Matrix F2 and marked with a scales symbol.

### 1.5. Connecting supply unit



Pick up the power supply unit. Connect the supply unit with the supplied adaptor (mains plug).

Then, connect the cable with the small plug to the Matrix F2 (see photo).

Make sure the plug fits into place properly. This is the case when the cable is flat against the housing.

Check that you have closed the top cover flap on the Matrix F2. Check whether the scales are free.

Connect the supply unit to the mains socket.

**Caution! It can take up to 30 seconds for the Matrix F2 to switch on. During this time, the Frama F2 will not accept any input from you.**



## 2. FramaOnline2

Loading your Frama Matrix F2 with new postage (credit) takes place through the telephone line and a built-in analogue modem. At the same time, postal rates can be compared / updated and other postal data is transmitted to the Post Office. This process is convenient and gives you the assurance of always having postage and the latest postal rates (optional) at your disposal.

In any event, you require your PIN **for the administration mode as well as your FramaOnline2 activation code** which was mailed to you under separate cover. You cannot activate your system for FramaOnline2 operation without this number. The FramaOnline2 activation code is used solely for activation. Protect your PINs from misuse by keeping them in a safe place. If you forget or mislay your codes, they can be read out only in the Frama Central Workshop.

### 2.1. Activating Matrix F2 on FramaOnline2 system

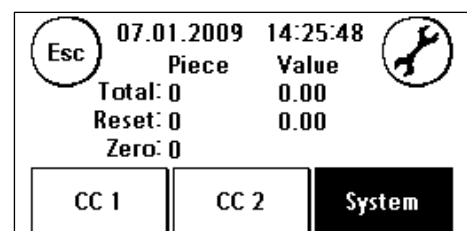
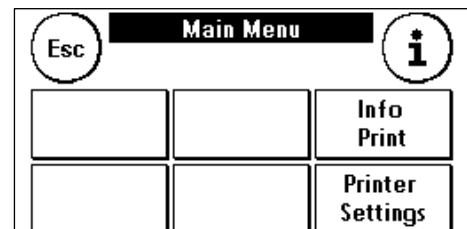
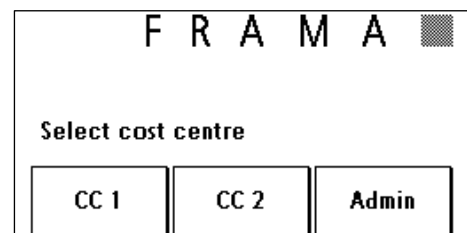
Check whether your Frama Matrix F2 is properly plugged into the telephone socket. If necessary, read the chapter "Connection and start-up" again. The franking system has to be connected to the telephone socket only when linking with the framaonline2 system and re-crediting.

Fetching postage and communicating with FramaOnline2 are possible only in the administration mode. Caution! The administration mode is password (PIN) protected. Use the PIN you received in a separate letter.

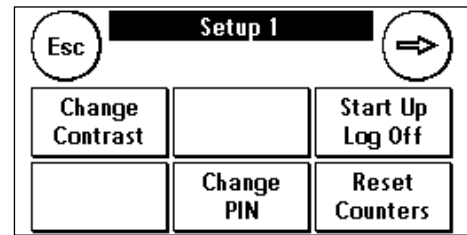
We have preconfigured your Frama Matrix F2 to suit the most used telephone systems. Sometimes though, it will be necessary for small changes to be made. The most frequent setting will be the dialing code (official prefix for an outside line) to obtain the free line signal. Please refer to page 11 in this respect. In the as-delivered state, NO dialing code (official prefix for an outside line) has been configured. (i.e. 9 for outside line).

The following steps assume that you have correctly entered the dialing code (official prefix for an outside line).

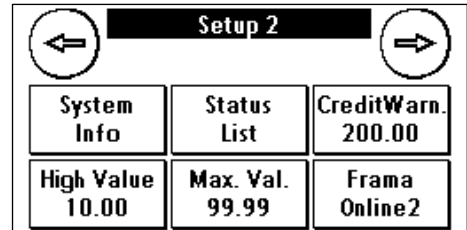
1. Press "Admin" in the cost centre selection display.
2. Enter your PIN. Then, press the ENTER key to get into the administration mode.
3. Press "i".
4. Press the "Tool" key (symbol).



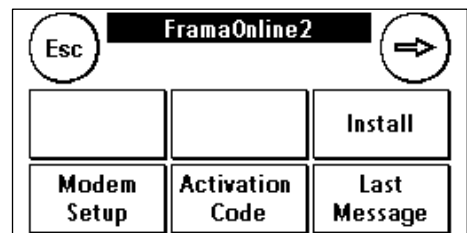
- Press "Forward" (arrow symbol).



- Select "FramaOnline2".



- Press "Activation "**. Enter the FramaOnline2 activation PIN using the faded-in numeric keypad and acknowledge your entry by pressing Enter. Later, the FramaOnline2 activation PIN no longer needs to be entered. Take care to enter the code without an error otherwise it will be rejected by the Matrix F2 or the FramaOnline2 data centre.



- Select "Install"**. Acknowledge this by pressing ENTER.
- Your Frama Matrix F2 establishes a link with the FramaOnline2 data centre. This process can take up to 2 minutes. If the link cannot be established, please check the modem settings. Please refer to page 12 in this respect.
- You have now been logged into the FramaOnline2 data centre.
- The display is shown for 8 seconds. After this time, you will find yourself back in the FramaOnline2 menu.
- Press ESC. Press the return arrow to get back to the Set-up 1 menu. Press "Start up/Log off" to go to cost centre selection.

## 2.2. FramaOnline2 notes on connection problems

### 2.2.1. Wrong activation code

Your Frama Matrix F2 requires the six-digit FramaOnline2 activation code to activate your postage account. Please make sure you don't confuse this with the PIN for the administration mode (four digits). The FramaOnline2 activation code is required only once.

### 2.2.2. Connection interruption

This message appears if the connection between the FramaOnline2 data centre and your Matrix F2 is suddenly interrupted. Try to make the connection again or repeat the procedure.

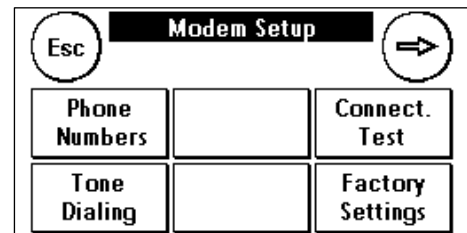
### 2.2.3. No answer

The FramaOnline2 data centre doesn't answer. Possible causes are a disconnected telephone cable or an incomplete telephone number for the data centre. Many telephone systems interpret an incomplete telephone number as an engaged signal. This is identified by your Frama Matrix F2 and thus displayed. The telephone number is made up of the exchange code for obtaining a free line (with telephone systems) and the data centre telephone number.

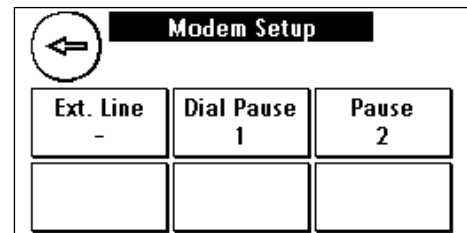
### 2.2.4. Setting exchange code for calling exchange

Sometimes, when using a Frama Matrix F2 connected with telephone equipment, a "0" or "9" must be preselected to obtain a free telephone line. Carry out the described steps up to point 6 of the operating guide "FramaOnline2" on the last pages.

1. Select "Modem setup" and press the forward arrow to have the second page of the modem settings displayed.

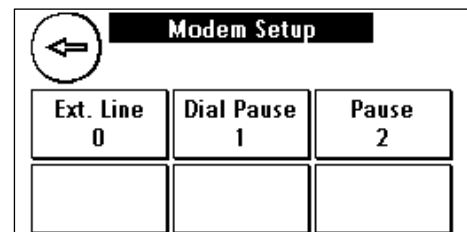


2. To be able to enter the required exchange code, press "External line". At the same time, this will show your current setting. Enter the required exchange code, e.g. 0, and acknowledge your entry by pressing ENTER.



To delete any wrongly entered or unnecessary exchange code, press CE and quit the display by pressing ENTER.

3. Press ESC repeatedly until you find yourself back in the FramaOnline2 menu. Continue as described under "FramaOnline2" from point 8 on page 10.



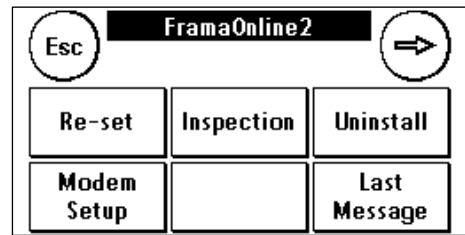
### 2.2.5. Checking FramaOnline2 telephone numbers in modem settings

1. Press "Modem setup" in the FramaOnline2 menu.
2. Press "Phone numbers".
3. Press "FramaOnline2". The telephone number will be displayed. The correct number is 0080037262665 (00800FRAMAONL).
4. To newly enter the telephone number, proceed as follows:
  - a. Enter the telephone number using the 1 to 10 numeric keypad.
  - b. Press "ENTER".
  - c. Press ESC twice.

### 2.2.6. Inspection loading

You can carry out so-called inspection loadings with your Frama Matrix F2. They are for inspecting the counter readings, checking the postal rate tables and comparing / updating data with the post office.

The inspection loading must always be carried out when the franking system requests a connection with the FramaOnline2 data centre, even if you need no new postage credit.



To carry out an inspection loading, press "Inspection" and follow the displayed instructions.

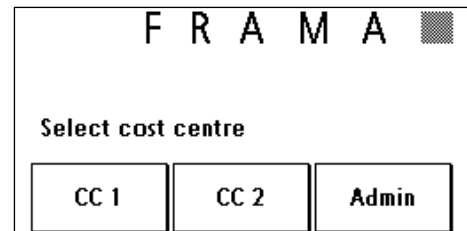
### 2.3. Loading postage credit

Check whether your Frama Matrix F2 is properly plugged into a suitable direct telephone / fax socket. If necessary, read the chapter "Connection and start-up" again. The franking system needs to be connected at the telephone socket only for the time required to load postage credit or for an inspection loading.

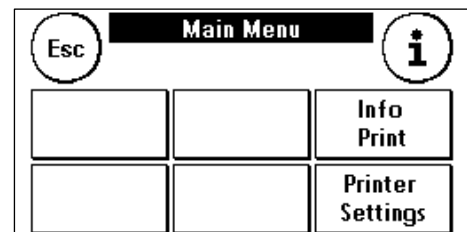
Adding postage and communicating with FramaOnline2 are possible only in the administration mode. Caution! The administration mode is password (PIN) protected. Use the PIN you received in a separate letter.

The following steps assume that you have activated your Frama Matrix F2 using the FramaOnline2 activation code and a subsequent inspection loading.

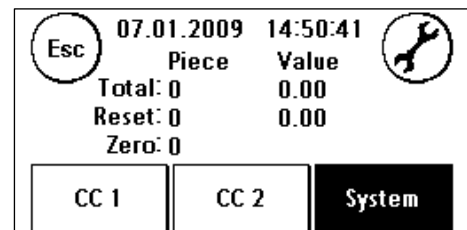
1. Press "Admin" in the cost centre selection display.
2. Enter your PIN. Then, press the ENTER key to get into the administration mode.



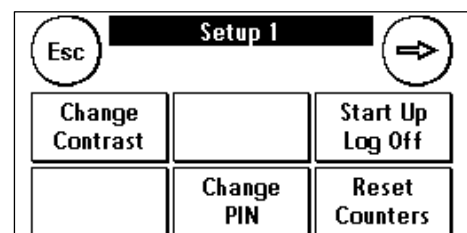
3. Press "i".



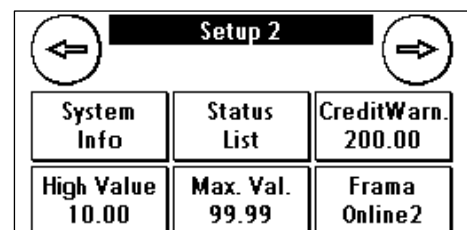
4. Press the "Tool" key (symbol).



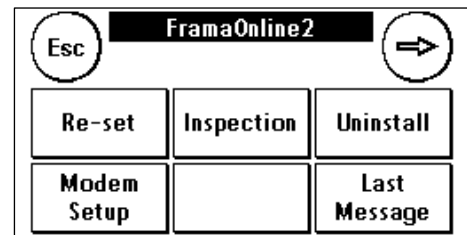
5. Press "Forward" (arrow symbol).



6. Select "FramaOnline2".



7. Select "Re-set".



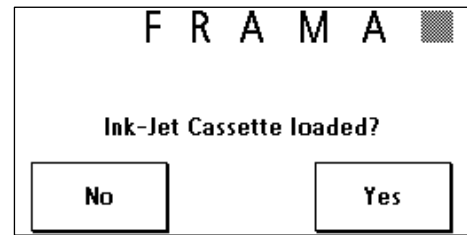
Enter the desired credit amount to be loaded in GB Pounds (min. £25.00) without using a decimal point. In this respect, please observe any regulations in your contract about franking mail items.

8. Acknowledge this amount by pressing ENTER.
9. Your Frama Matrix F2 will now establish a link with the FramaOnline2 data centre. If the link cannot be established, please check the modem settings. **The link can last several minutes, depending on the amount of data to be transferred (postal rate update, etc.).**
10. The transaction data will be displayed. The loading process has been completed satisfactorily. Wait until the display exits itself and then press ESC. Press the return arrow to get back to Set-up 1 menu. Press "Start up / Log off" to go to cost centre selection.
11. Your Matrix F2 is now ready for use.

### 3. Frama Matrix F2 printing system and inkjet cassette

Caution! Please first put the inkjet cassette in place before you press "YES" on the shown display.

Your Frama Matrix F2 uses an ink jet cartridge to frank your mail items. The inkjet cassette also contains the printing head. With this in mind, handle the inkjet cassette very carefully and make sure that no pointed objects, such as paperclips, etc. can damage the sensitive surface of the printing head.



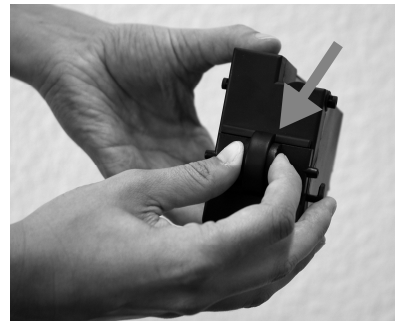
The shelf life of the cassettes used is about 1 year. Please first look at the latest date for use (expiry date/shelf life) before you put your cassette in place.

#### 3.1. Putting inkjet cassette in place

Unpack your inkjet cassette and remove the two protective strips from the printing head.

Don't touch the gold-coloured contact surfaces. Grease and perspiration on your skin can leave a film which could result in "messy" print marks.

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



Open the cover flap at the top on the left of the Matrix F2. The printing carriage will already be in the standby position, waiting for the inkjet cassette to be put in place.

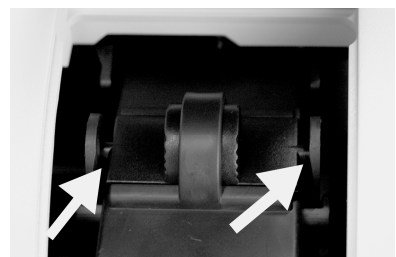
Put in the inkjet cassette from above. When doing so, make your movement trace the contour of the cover flap.

Push the new inkjet cassette fully into its guide.



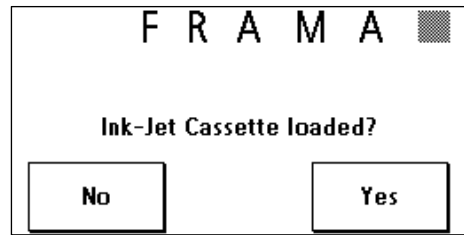
Release the grip surfaces. Press back the inkjet cassette with one finger to make sure the locking pins are correctly positioned.

The locking pins must engage at the side. **Check that the inkjet cassette is properly seated before you close the cover again (see photo). The cover must close easily without you applying any force.**



### 3.2. Setting franking mark

If you have put the new cartridge properly into place, you can now press **"Yes" on the display**.

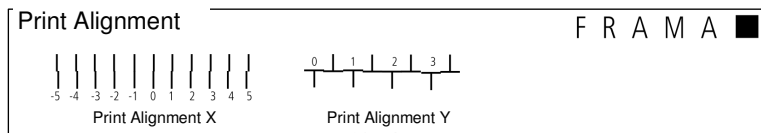


The inkjet cassette will now be tested and calibrated. This process might take a few seconds. During calibration, the following will appear in the display **"Please wait, calibrating ..."**.

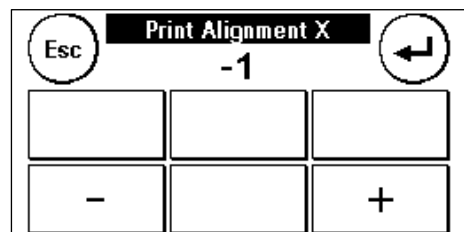
If the inkjet cassette being used was already in place in your Matrix F2, you can choose between recalibration and taking over the existing calibration data. "Confirm calibration?" Recalibration can be necessary if the initial calibration did not result in a satisfactory franking mark, e.g. the printing head was too cold, etc.



After calibration, your Matrix F2 will ask you to make a test franking mark. Use an empty envelope, a folded A4 sheet of paper or a franking label for this purpose.



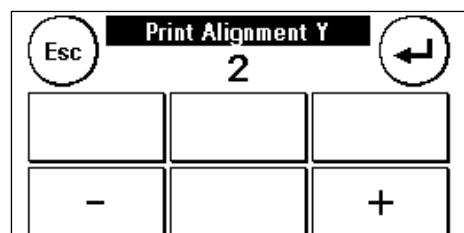
Lay the envelope, paper, etc. to be franked, right aligned, in the Matrix F2.



The envelope / paper, etc. will be franked with a test mark and ejected to the left.

This is how the test mark looks: On the left-hand side, you can see setting X and on the right-hand side setting Y. The setting valid at the time is indicated by an arrow.

The arrows should point where the lines appear to be "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.



This is how you should proceed: On the left-hand side of the test mark, X, look for the line **which seems to be "straightest"**. Note the number beneath it, e.g. "-1".

Use the + and – keys to select the right number in the display and then press ENTER to go to the Y setting and then proceed in the same way.

| Print Alignment |  |     |
|-----------------|--|-----|
| Test Print OK?  |  |     |
|                 |  |     |
| No              |  | Yes |

Once more, as requested, print a test franking mark to check your settings. The arrows will now point exactly at **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 question with "NO".

Answering with "Yes", takes you out of the set-up menu and into cost centre selection.

## 4. Working with Frama Matrix F2 and scales

### 4.1. Frama Matrix F2 display design

The Matrix F2 display is also the keypad. The benefits of this solution are obvious: You see only the operating elements that you need at the moment. We call this the ComTouch™.

Elements of the ComTouch™:

**CE key:** Press here to quit the display and fetch the previous display.

**CC key:** This is for changing the cost centre.

**Global information field:** Important data, such as the date, postal rate and variable values in the settings menu are displayed.

**Enter key:** This is for acknowledging entries, such as when entering the password.

**ESC key:** Press this to also leave the display, but without saving any changes.

**Letter symbol:** This appears when a franking result acceptable to the Post Office has been obtained. It is shown inverted when deviations from the standard settings exist.

**“i” key:** Press here to fetch further features / attributes for the respective display content.

**Arrow key:** Press this to go to the next entry step or display.

**Set-up key:** This is for shifting forward to the settings menu.

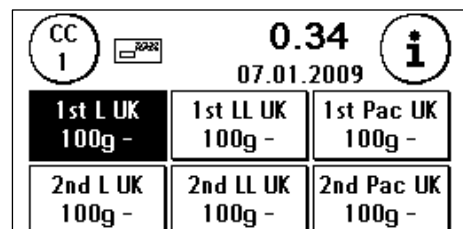
**OneTouch range go to the product by simply pressing a key.** Changes to **features / information field** on being pressed: Here, you learn everything about the selected postal product.

|                    |                     |                      |
|--------------------|---------------------|----------------------|
| CC<br>1            | 0.34<br>07.01.2009  | i                    |
| 1st L UK<br>100g - | 1st LL UK<br>100g - | 1st Pac UK<br>100g - |
| 2nd L UK<br>100g - | 2nd LL UK<br>100g - | 2nd Pac UK<br>100g - |

### 4.2. OneTouch

On pressing a product key (OneTouch key), a product is selected and the postage calculated. Simultaneously, the letter symbol appears, signaling that you can go ahead and frank your mail item.

If you wish to frank another product, simply select it by pressing the respective OneTouch key.



Pressing the selected OneTouch key again, will bring you to detailed display of the respective product. Here, through specific selection, you can change individual aspects of the selected product.

The following pages describe how the predefined arrangement of the OneTouch keys and thus the products can be adapted to suit your needs.

### General notes

The following notes are intended to support you in achieving a sharp, professional postage mark with your Frama Matrix F2.

- Don't frank mail items that are thicker than 10 mm. If you do, you will run the risk of the printing head touching the surface of the mail item and thus smearing the franked mark. With this in mind, always use original Frama Matrix F2 franking labels for thick mail items and small parcels.
- Please make sure that no pointed objects, such as paper clips, are near the franking zone.
- If you have the impression that lines are missing in the franked mark, please carry out a printing head test.
- Don't use very absorbent or fibrous envelopes which could prevent a sharp mark from being obtained. This could make your franking invalid.
- A certain time after franking, the printing head is sealed to prevent the individual jets from drying. During this time, **"Touch and go!"** appears on the ComTouch. Touch the ComTouch™ to continue.

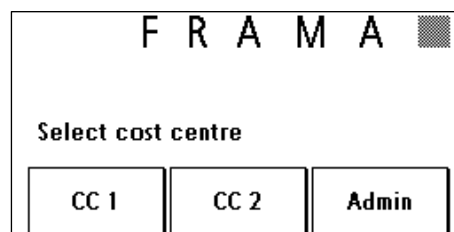
### 4.3. Franking

Always first connect the supply unit with your Frama Matrix F2 and only then with the mains power supply. Normally, you should always leave the system switched **on**.

#### 4.3.1. Entering code (logging in)

To be able to work with your Frama Matrix F2, you have to enter a PIN for every cost centre. If you have not defined any new PINS, PIN "1" is valid for cost centre 1 and PIN "2" for cost centre 2.

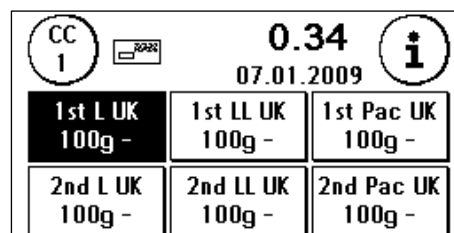
Enter your PIN. Acknowledge this by pressing ENTER. A wrong PIN will be rejected and you must try again.



#### 4.3.2. Selecting postal product via OneTouch function

Your Frama Matrix F2 has a sophisticated control system, i.e. the OneTouch keys. This means that postal rates do not have to be entered. Instead, each postal product is selected, for example 1<sup>st</sup> Class letter inland 100g.

Your Frama Matrix F2 has been preprogrammed with the 18 most important postal products which can be fetched by touching the OneTouch keys.



The respective postal products are written on the OneTouch keys. The type of mailing and the destination are defined in the first line. The weight is shown in the second line. By pressing the shown amount (Example here: 0.34) you can fetch further pages with predefined products.

Each one of these so-called OneTouch keys can be redefined to suit your needs (see chapter 4.5.1). You can fetch further product pages with the OneTouch capability by touching the postage value:

Products 1 -  6 Products 7  - 12 Products  13 - 18 1-10  Numeric keypad  
Postal rate guide

Owing to the key size, abbreviations are used for the postal products. These are given on the following pages.

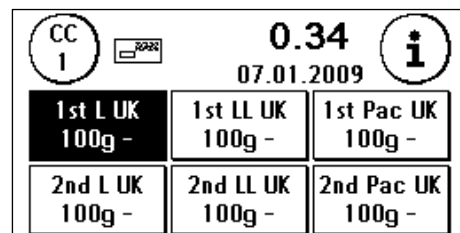
The individual abbreviations used are as follows (1st line)

| Type of mailing      | Abbreviation | Destination    | Abbreviation | Format                       | Abbreviation |
|----------------------|--------------|----------------|--------------|------------------------------|--------------|
| First Class          | 1st          | United Kingdom | UK           | Letter                       | L            |
| Second Class         | 2nd          | Europe         | EU           | Large Letter                 | LL           |
| Airmail Letters      | AirL         | Worldwide      | W            | Autom. Standard Large Letter | ASTLL        |
| Surface Mail Letters | SurL         | Zone           | Z            | Packet                       | Pac          |
| Special Delivery     | SD           |                |              |                              |              |
| Standard Parcel      | StP          |                |              |                              |              |
| Parcelforce          | PF           |                |              |                              |              |
| Printed Papers       | PP           |                |              |                              |              |

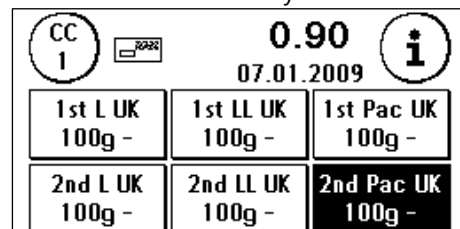
This means that you have all information clearly summarized on one key.

Examples:

You wish to frank a 1<sup>st</sup> Class Letter, inland, 50g, without extra services. Press the OneTouch key shown opposite:



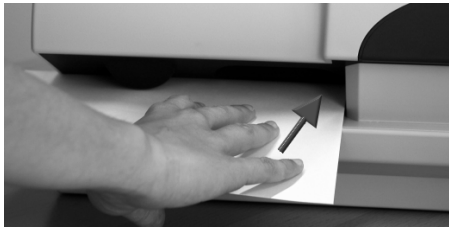
You wish to frank a 2<sup>nd</sup> Class Letter, packet format, 90g inland. Press the OneTouch key shown shaded:



**NOTE!**

Your Frama Matrix F2 protects you from inadvertently franking high postal rates. As a standard procedure, all mail items which are franked in excess of £10.00 must be released by touching the displayed postage amount (it is first shown inverted).

## 4.4. Positioning and franking letter



You can now frank your mail item with the selected postal rate. To do so, put your mail item in your Frama Matrix F2 in such a way that the right-hand edge is flat against the housing and push the mail item to the back as far as it will go.

The letter, etc. will be franked and ejected to the left. Hold until franking begins.

### 4.4.1. Franking labels

Use only original Frama Matrix F2 franking labels. Frank labels in the normal way, just like a letter. Frama Matrix F2 franking labels can be used doubly. 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. Determining postal rates and postage (franking postal products)

The postal rate tables of the Post Office are stored in your Frama Matrix F2 and can be kept up to date via FramaOnline2. Every time you link up with the FramaOnline2 data centre the postal rates are checked and, can, if necessary, be updated.

Your Frama Matrix F2 is supplied set up for the 18 most widely used postal products.

### 4.5.1. Working with postal rate module

The following describes how you can adapt what has been assigned to the OneTouch functions to suit your requirements and even save it. As an example, the product "1<sup>st</sup> Class Large Letter" has to be changed to "AirMail Letter, Europe" and subsequently saved.

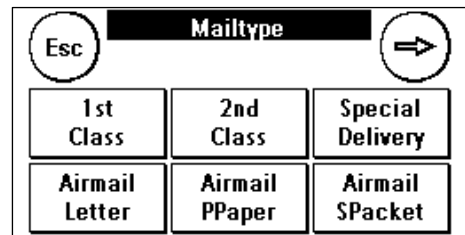
1. Press twice the OneTouch key which you wish to adapt.

|                    |                     |                      |  |
|--------------------|---------------------|----------------------|--|
| CC<br>1            |                     | 0.46                 |  |
|                    |                     | 07.01.2009           |  |
| 1st L UK<br>100g - | 1st LL UK<br>100g - | 1st Pac UK<br>100g - |  |
| 2nd L UK<br>100g - | 2nd LL UK<br>100g - | 2nd Pac UK<br>100g - |  |

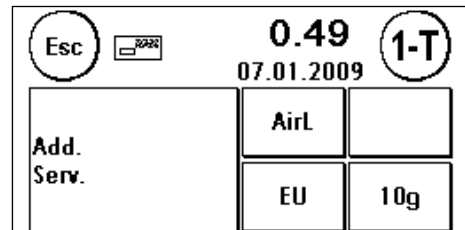
2. Change the product setting for the destination. Press "1st".

|               |     |            |  |
|---------------|-----|------------|--|
| Esc           |     | 0.46       |  |
|               |     | 07.01.2009 |  |
| Add.<br>Serv. | 1st | LL         |  |
|               | UK  | 100g       |  |

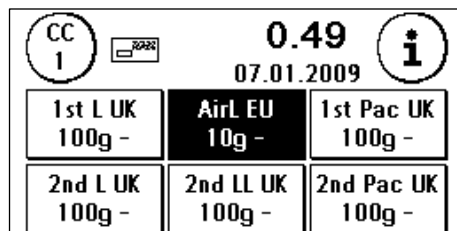
3. Select the product by pressing "Airmail Letter".



4. That's all! You can change the destination and the weight accordingly to the example above. You can also frank when in this menu. The letter symbol shows that this is possible. Press ESC to quit the detailed display of the key.



Or



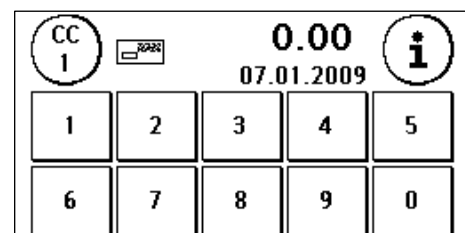
5. Press "1-T" to save your change on the previously selected OneTouch key. That's all. You have now assigned a OneTouch key to a product and can fetch this product again at any time by simply pressing this key.

The integrated OneTouch technology automatically corrects the postage of defined postal products if the postal rates change.

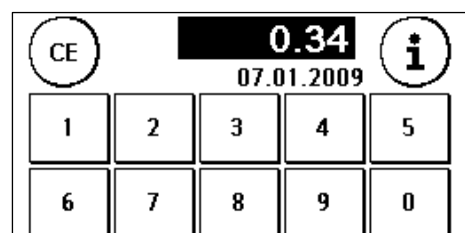
#### 4.5.2. 1-10 numeric keypad

Postal rates can be entered, irrespective of the postal products, using the integrated 1 - 10 numeric keypad. An optional franking mark, if required, must be set manually.

1. Repeatedly press the postal rate to fetch the 1-10 numeric keypads. If you require a "zero frank", leave the price at zero.



2. Enter the required postal rate. Acknowledge the value shown inverted in the display by pressing the postal rate. The letter symbol will appear. You can now frank your mail item.



### 4.5.3. Postal rate guide

Your Frama Matrix F2 has an integrated postal rate guide for you to ascertain the postage of all available postal products. You thus also have a clever access capability for mail items that are not used so often.

**Caution! Make sure that no mail items or anything similar is on the scales (zero setting of scales).**

1. Select the postal rate guide by pressing the postal rate repeatedly.
2. Select the type of mailing, e.g. 2<sup>nd</sup> class or Press the arrow to show other types of mailing.
3. Select the format, e.g. Large Letter.

|                   |                   |                     |
|-------------------|-------------------|---------------------|
| <b>Mailtype</b>   |                   |                     |
| Esc               | ➔                 |                     |
| 1st<br>Class      | 2nd<br>Class      | Special<br>Delivery |
| Airmail<br>Letter | Airmail<br>PPaper | Airmail<br>SPacket  |

4. Add services ie Signed For. Press OK.
5. Ascertain the weight of the mail item using one of the following three possibilities:
  - a) Press the appropriate weight key (weight limit, for example, 100g.)
  - b) Press "Man" and enter the weight, e.g. 15 g. Then, acknowledge your entry by pressing ENTER.
  - c) If scales are connected: Put the mail item onto the scales (the weight appears next to the scales symbol) and then press the scales symbol.
6. That's all. The postal rate will appear and you can frank the mail item.

|               |                 |       |
|---------------|-----------------|-------|
| <b>Format</b> |                 |       |
| Esc           |                 |       |
| Letter        | Large<br>Letter | ASTLL |
| Packet        |                 |       |

|                            |  |    |
|----------------------------|--|----|
| <b>Additional Services</b> |  |    |
| Esc                        |  |    |
|                            |  |    |
| Signed<br>For              |  | OK |

|               |      |               |
|---------------|------|---------------|
| <b>Weight</b> |      |               |
| Esc           |      |               |
| 100g          | 250g | 500g          |
| 750g          |      | Man.<br>Entry |

#### **4.6. Presorting mail using scales (optional)**

Connecting the S2 or S5 scales, automatically extends the functional scope of the Matrix F2, i.e. you can use the scales functions immediately. By using the electronic scales, you are able to calculate postal rates and weigh your letters, small parcels as well as other mail items accurately. You thus automatically avoid incorrect franking.

In addition to the previously explained functions provided in the postal rate guide for weight determination, your Matrix F2 has a special weighing mode for you to quickly presort your mail items. You can use it in advance to presort mail items according to postal product and then to work through them without interruption via the OneTouch functions.

1. Select "i" in the product selection mask to go to the next display.
2. Select "Scale". You will be in the scales menu.
3. Put your mail items on the scales. The weight will be displayed.

#### **4.7. Taring scales**

It is possible for the zero setting of the scales to be wrongly adjusted, e.g. if you had something on the scales while you were switching on the system. To tare the system, select the function "Tare" in the scales menu. Make sure the scales platform is empty before you press "Tare".

#### **4.8. Switching off Frama Matrix F2**

Press CE repeatedly until the entry display for cost centres appears. Now, unauthorized access to your post credit is no longer possible.

**CAUTION! Before you unplug your Frama Matrix F2 from the power supply, please wait approx. 30 seconds so that the printing head can completely seal itself.**



## 5. Utilizing extra functions

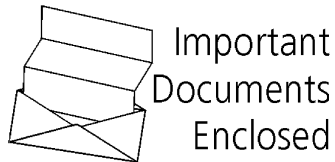
### 5.1. Selecting advertising messages

#### 5.1.1. Messages

Your Frama Matrix F2 already has three predefined advertising messages.

These messages are already incorporated:

1<sup>st</sup> message:



2<sup>nd</sup> message:

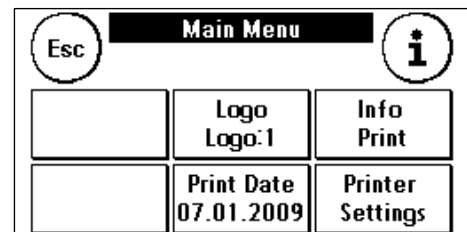


3<sup>rd</sup> message:

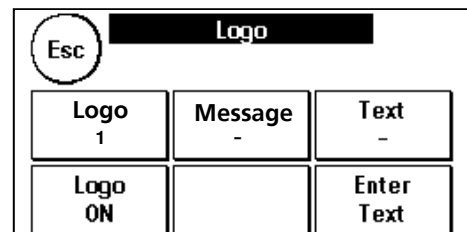


If you wish to use one of the messages, press the "i" key in the franking mask.

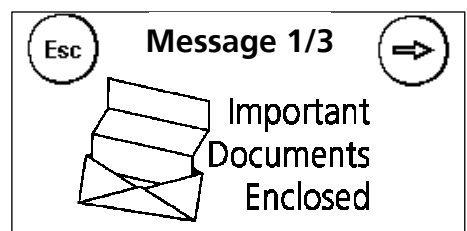
Press the key "Logo". This key can also be named "Message" or "Text". The description depends on the selected advertising class.



Press "Message" to select from the predefined messages. Press the arrow to go to the next message.



Briefly press twice on the desired message to select **this** message.



#### 5.1.2. Logos

In the same way as when selecting and printing messages, you can save and print up to five advertising messages, so-called Logos (optional), of your own.

Press "Logo" to select from your own logos. Press the arrow to go to the next logo.

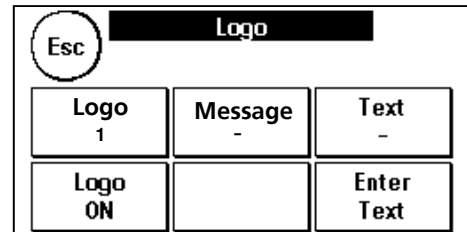
Proceed in the same way as when selecting a message.

### 5.1.3. Text printing blocks

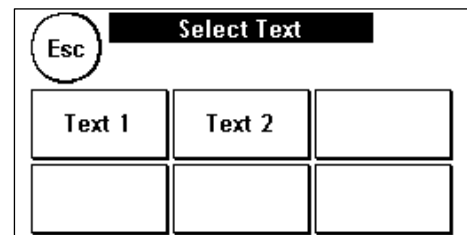
Your Matrix F2 gives you the possibility of producing your own text printing blocks and thus can draw attention to holidays, special campaigns and events with your mail. A text block replaces a message or advertising block.

### 5.1.4. Entering text

Press the key "Enter text".

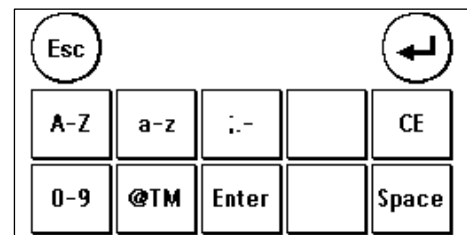


Select the text to be written (text 1 or 2).



In the text entry pages, you have the choice of upper and lower cases, numbers, special characters, punctuation marks and spaces.

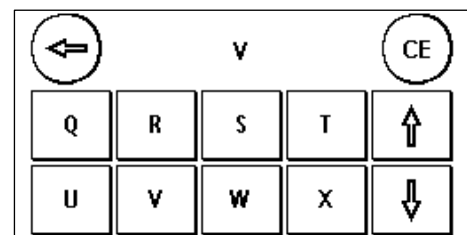
By pressing "Enter", you shift to the next line, whereas you finish the text entry with the ENTER key (symbol!). Use the CE key to delete a wrong entry.



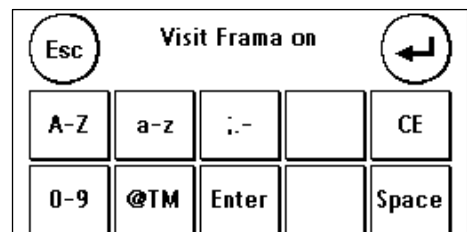
### **This is how to proceed:**

(Example of entering text: "Visit Frama on www.frama.com"):

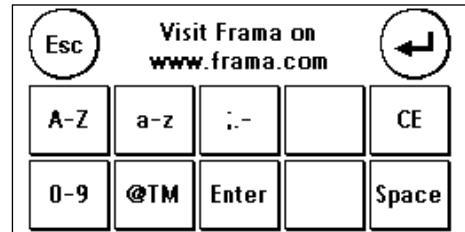
1. Press "A-Z" to enter a capital letter. By pressing the "Down arrow" key, you can obtain other letters. Press the letter "V". Press the "Arrow to left" key to shift to small (lower case) letters.



2. Use the small letters in the same way as described under point 1.
3. Now press the Enter key to write the next line. Your display should be as follows after you have entered the words "Visit Frama on"



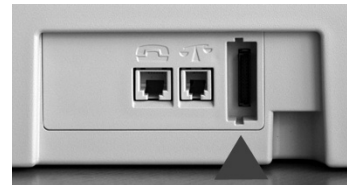
4. To finish the text entry, press the ENTER key (symbol) so that the text is saved at the desired key.
5. That's all. You can now choose from your texts in the same way as for messages.



## 5.2. Frama Matrix F2 memory boxes

Memory boxes are used to replace or renew franking-relevant data, such as advertising messages. Normally, all necessary graphics and data are already stored in your system. In exceptional cases, however, it might be necessary for this data to be renewed (relocation, telephone number changes, etc.).

Unplug your Frama Matrix F2 from the power supply. Plug the memory box in the opening provided for it at the back of the Matrix F2. Plug the Matrix F2 into the power supply again. The updating of your data begins automatically.



When the updating process is finished, unplug the Matrix F2 from the power supply again and remove the memory card.

Please handle your memory box with care. Avoid extremes of heat and don't touch the contacts. After its successful application, please send your memory box to your Frama sales organization for a credit note.

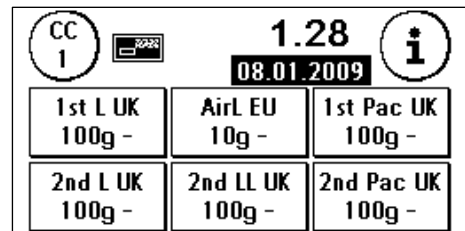
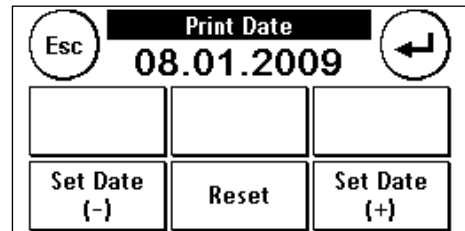
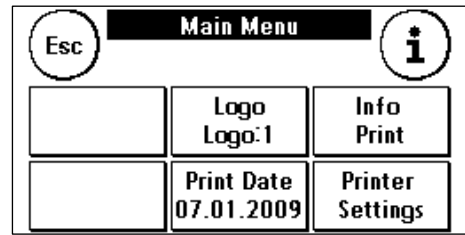
### 5.3. Postdating your mail

Sometimes, it might be necessary for your mail to be franked several days before the delivery date, e.g. when a small-scale mailing campaign is being carried out.

In this respect, you can set the date printed in the frank mark up to thirty days in advance with your Frama Matrix F2. **Please remember: When you have finished franking, for example the campaign mail, reset the advanced date back to the actual date.**

1. Press "i" in the franking page.
2. Press the key "Print date".
3. You can advance the date using "+".
4. Acknowledge your setting by pressing the ENTER key. Press CE to return to the franking page.
5. The date is shown inverted to draw attention to the different date.

If "Print Date" is fetched again, the date returns to the current date.

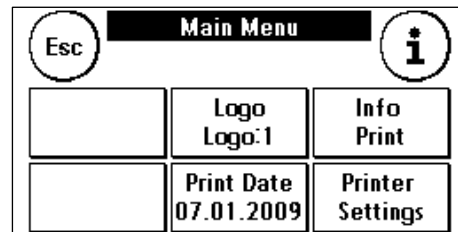


## 5.4. Frama Matrix F2 print information

You can print various reports for your Matrix F2 using the so-called print button. The reports are particularly important. They provide the possibility of printing out condensed information with the Frama Matrix F2. These reports support you as overviews when you are programming the Frama Matrix F2 or, for example, they serve as receipts after fetching postage credit via the FramaOnline2 data centre.

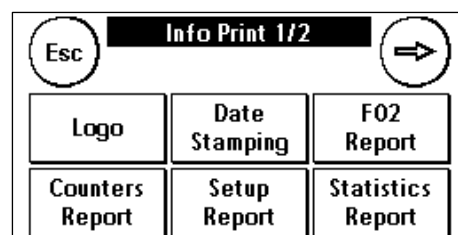
### 5.4.1. Printing out reports

Press "i" in the franking page to go to the main menu. Here, select "Info Print":

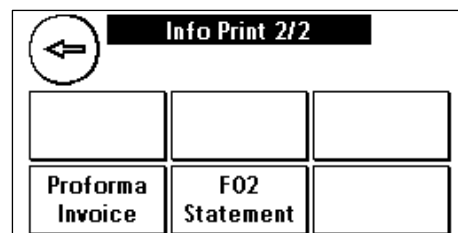


You can now choose one of the various reports. Press the corresponding key and feed an envelope or similar into your Frama Matrix F2 to print the respective report.

The functions "Date Stamping" and "Logo" are described farther down.



You can leave the "Info Print" menu by pressing ESC.



#### Date Stamping

You can convert your Matrix F2 into a "Date Stamping Machine. Select the function "Date Stamping" in the "Info Print" menu. There is a shift to a different franking mark in this mode. No postage is used.

#### Logo

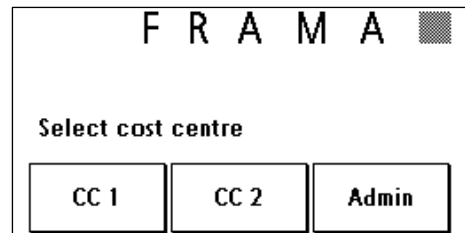
The function "Logo" in the "Info Print" menu enables you to print only the advertising logo, message or text. All relevant postal information is faded out. This mode requires no postage.

## 6. Counter readings and cost centres

### 6.1. Cost centres

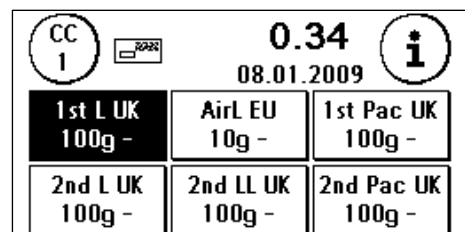
Your Frama Matrix F2 is equipped with various counters which allow you to monitor the postage usage and the number of mail items franked.

Additionally, the postage used and the numbers of mail items are booked against the respective cost centres. These counters are designated R-Piece and R-Value (R = resettable).



Two cost centres are available to you. The current cost centre is always shown at the top on the left in the franking page. Press this key in the franking page to change the cost centre.

Select the desired cost centre and, if necessary, enter the required PIN.

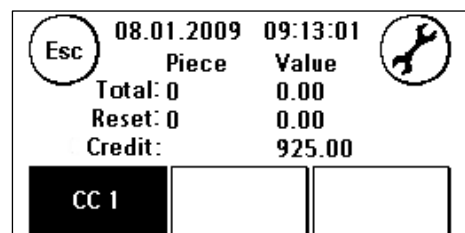


You maintain and set up the cost centres in the administration mode.

### 6.2. Counter readings

You can have the current counter readings shown at any time. To do so, use the franking page and press "i" repeatedly until the counter readings appear. In addition, you can print out the counter readings via the function "Info Print".

Meanings of various counters:



**Total:** Total counter readings of the franking system (pieces and values franked) since the cost centre became operational. Owing to in-depth tests carried out before your Frama Matrix F2 was delivered, the total number counter might already show an initial figure.

**Reset Value / Piece:** Resettable counters of your franking system. Every cost centre has resettable counters. The resettable counter of the franking system can be reset in the administration mode.

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

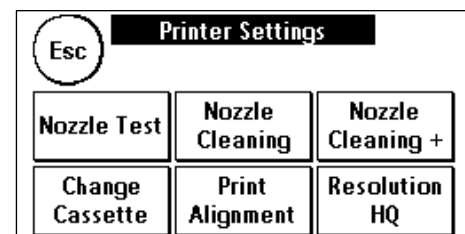
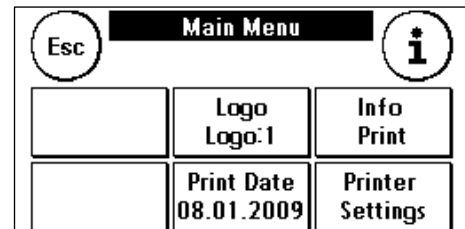
## 7. Frama Matrix F2 printing system

Your Frama Matrix F2 utilizes so-called inkjet cassettes to frank your mail items. The colour cartridge also contains the printing head. With this in mind, handle the inkjet cassette very carefully and make sure that no pointed objects, such as paperclips, etc. can damage the sensitive surface of the printing head. ( Take care not to frank over staples etc, inside envelopes).

### 7.1. Changing inkjet cassette

If you wish to change your inkjet cassette, press "i" in the franking page.

1. Press the key "Printer Settings".
2. Press "Change Cassette" and acknowledge your intention by pressing ENTER.
3. Your Matrix F2 will now bring the inkjet cassette into the removal position.
4. Open the top cover flap. Remove the inkjet cassette by squeezing together the grip surfaces on the cartridge and pulling it out upwards.



Put in a new inkjet cassette. Make sure that you first remove the adhesive tape from the printing head. Push the new inkjet cassette fully into its guide. Adhere to the instructions in chapter 3.1 to properly adjust the inkjet cassette. You can repeat this process at any time if you go to the function "Prints Alignment".

### 7.2. Cleaning printing system

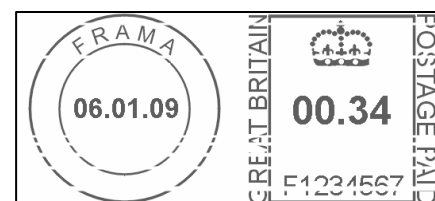
From time to time, it might become necessary for the printing head jets to be cleaned.

Your Frama Matrix F2 provides a cleaning cycle for this purpose.

Blocked jets are often the result of the main power supply being switched off before the jets have properly sealed themselves. With this in mind, please wait at least 30 seconds after franking the last mail item before you unplug your Matrix F2 from the power supply.

You can always clean the system if white lines show in the franking mark. For this job, two cleaning programs are available:

1. Nozzle Cleaning: A normal printing head cleaning operation is carried out. The printing head and the jets are cleaned.
2. Nozzle Cleaning +: This operation uses a great deal of ink because the jets are flushed and cleaned thoroughly.

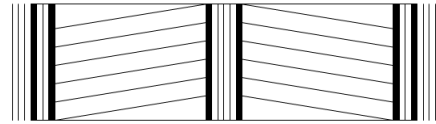


To fetch the required program, press the appropriate key. The cleaning program starts automatically. It is advisable to run the function "Nozzle test" afterwards to check how satisfactory the cleaning operation was.

### 7.3. Nozzle test

A nozzle test is incorporated in your Frama Matrix F2.

22.06.2005  
TESTPRINT  
FRAMA AG  
LAUPERSWIL CH  
1234567



In this test, each individual nozzle in the printing head is activated. This enables you to easily localize defective jets, and also to determine the scope of the cleaning program

1. Press the key "Nozzle Test".
2. Introduce an envelope or something similar into the system for franking.
3. A nozzle test print is made.
4. Check whether all lines have been printed.
5. If not, run the printing head cleaning operation.



## 8. Administration mode (settings)

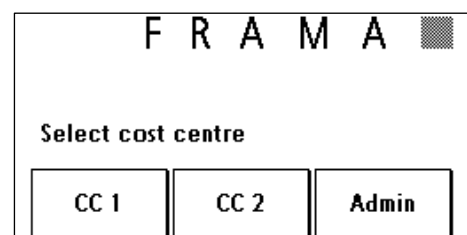
First and foremost, the administration mode serves the adjustment of your Matrix F2 which, in many respects, you can adapt to suit your needs. You cannot frank when you are in the administration mode. Settings made in the administration mode always apply to both cost centres. Furthermore, it is only possible for you to link up with the FramaOnline2 data centre when you are in the administration mode. The following explains in detail the individual functions in the administration mode.

You can also make settings in the respective cost centre. When doing so though, not all functions of the administration mode are available to you.

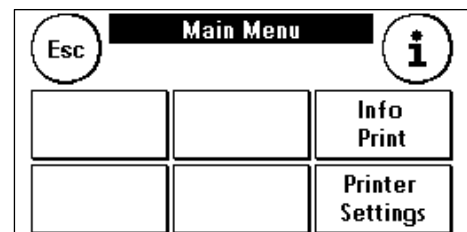
### 8.1. Maintaining basic settings and cost centres

Proceed as follows to change the basic settings of your Matrix F2:

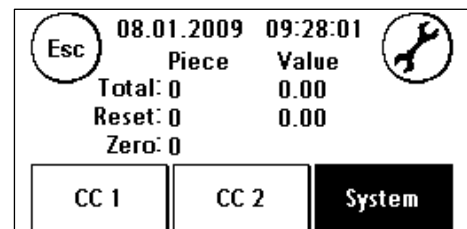
1. Choose "Admin" in the cost centre selection.
2. Enter your PIN. Then, press the ENTER key to get into the administration mode.



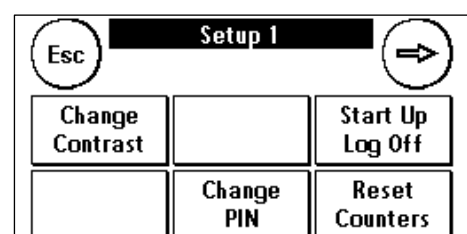
3. Press "i".



4. The total counter readings of each cost centre and the system are displayed in this menu. Press cost centre 1 to have the values of this cost centre displayed. Proceed in the same way for cost centre 2. The overall counter readings are displayed if you press "System".



5. Press the "Tool" key (symbol) to obtain the basic settings. The basic settings are divided among three menus. These are designated Set-up 1, Set-up 2 and Set-up 3.

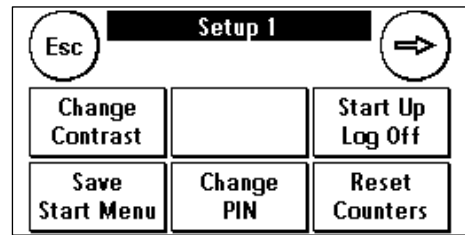


By pressing the arrow, you can go forward and return by pressing ESC.

The basic settings are divided among the menus Set-up 1, 2 and 3. Each menu describes the functions and the possibilities for selection.

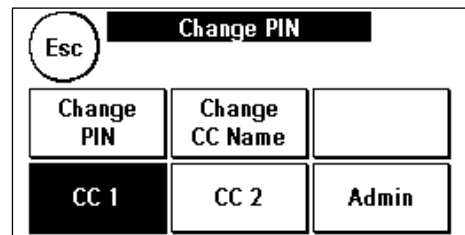
### 8.1.1. Set-up 1 menu

1. **Change contrast:** You can alter the contrast of your display with this. The standard setting is 50. Press the + and - keys to adjust the value and acknowledge your setting with ENTER.
2. **Start up / Log off:** Use this to restart your Matrix F2 after you have made changes to the basic settings. Pressing the key once, restarts the Matrix F2 immediately.
3. **Saving start menu:** This is for defining the desired start page (OneTouch, 1-10 numeric keypads, Tariff Guided).



4. **Change PIN:** Touching this key brings you to user administration. Here you can change the cost centre name and the respective PIN codes.

Changing cost centre name: Select the cost centre to be changed by pressing the respective key. Press "Change CC name". Enter the name of the cost centre in the same way as for entering a text print. Acknowledge the name by pressing ENTER.

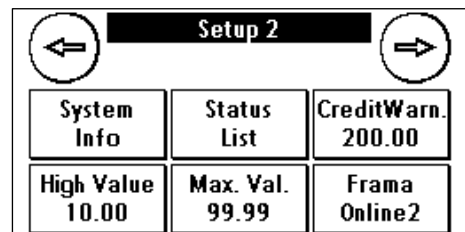


Changing PIN: Press the key "Change PIN" and enter the current PIN. Press "ENTER". Enter the new PIN. Acknowledge the new PIN by pressing ENTER. For safety reasons, you will be requested to enter the PIN again. Press ESC to return to the Set-up 1 menu.

5. **Deleting counters:** This is for maintaining the cost centre counters. Select the cost centre whose resettable counter has to be set to zero. Press ENTER to delete the piece reading and value. Suitably acknowledge the security query.

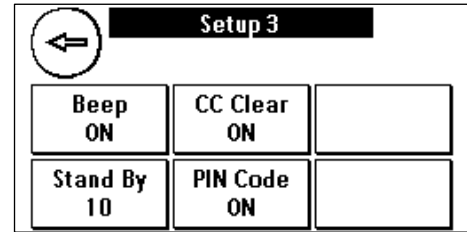
### 8.1.2. Set-up 2 menu

1. **System Information:** This displays system data that might be useful when you obtain advice on the phone after a system malfunction / breakdown. Touch the keypad to leave the display.
2. **Status list:** This shows system messages which might be helpful when you are obtaining advice on the phone. Touching the keypad, ends the display.
3. **Credit warning:** Here you can define the minimum postage credit level at which you wish to be notified. The standard value is £200.00.
4. **High value:** This setting stipulates that amount from which, for security reasons, you have to acknowledge the postage value before this amount can be franked. The standard setting is £10.00. Enter the desired value and acknowledge it by pressing ENTER.
5. **Max. Value:** This defines the maximum value which can be franked on a mail item at one time. The standard value is £99.99. Enter the desired value and acknowledge it by pressing ENTER.
6. **FramaOnline2:** see chapter 2.



### 8.1.3. Set-up 3 menu

1. **Beep ON/OFF:** This serves to switch the key beep on and off. Pressing "Beep on", switches off the beep. Pressing again, switches the beep on again.
2. **Switching CC Clear ON / OFF:** Using this function, you can define whether the users of the individual cost centres may or may not delete their cost centre contents (counter number and value readings). Select "CC Clear OFF" so that only you are allowed to delete counter readings in the administration mode.
3. **Stand by ON / OFF:** This is for switching the "Stand by" function on and off as well as for programming the time lag before the system switches itself into the standby mode.



Switching standby on and programming standby time lag: Press the "Standby" key. Enter the desired time lag before the system should switch to standby. If "0 minutes" is entered, the function switches off. Press "ENTER" to acknowledge.

4. **PIN Code ON / OFF:** This is for activating and deactivating the PIN for the cost centres. It is not possible for the PIN for the administration mode to be deactivated. For security reasons, always leave the PIN activated.

### 8.1.4. Restarting system

For your changes to become effective, you have to restart your Frama Matrix F2. To do so, use the function "Start up /Log off" in the Setup 1 menu.

## 9. Display messages and technical data

In the event of a malfunction, a message will appear in the display of your Frama Matrix F2. If you are unable to eliminate the trouble yourself, you can obtain support on your Frama hotline or from your local Frama dealer. In this case, keep your customer number and franking system number ready at hand.

### 9.1. FramaOnline2 messages

| Display message                                   | Cause  | Elimination  |
|---|--|--|
| Modem malfunction:                                | The installed modem couldn't be initialized properly.  | Switch the franking system off and then on, and try to initialize it again. If the error cannot be eliminated, contact us on the Frama hotline.                        |
| Wrong activation code                             | You didn't enter the FramaOnline2 activation code correctly.   | Repeat the procedure. Enter the FramaOnline2 activation code carefully.  |
| No telephone number                               | The telephone number required for dialling the modem is missing.   | Enter the required telephone number. Please refer to page 12 in this respect.  |
| Occupied  | All modem ports of the FramaOnline2 server are occupied.   | Try again later. You might have to preselect an exchange code because many telephone systems acknowledge an incomplete telephone number with an engaged tone.          |
| No connection                                     | The FramaOnline2 data centre doesn't answer.   | Try again. Check your telephone cable connection and that the modem settings are correct for calling the exchange.   |
| Connection interruption<br>Try again.             | Your existing connection with the FramaOnline2 data centre was suddenly terminated.                      | Try again. Perhaps wait a few minutes and then try again.  |
| No dialling tone                                  | No dialling tone can be identified.  | Check that the telephone cable is plugged in properly.   |
| Inspection required                               | You system must be connected with the FramaOnline2 service at least every 30 days to exchange data.      | Select "Inspection" to allow a connection to be made between your Frama Matrix F2 and the FramaOnline2 service.  |
| Your franking system has been put out of service. | Your system was signed off and is now barred.  | Contact your FramaOnline2 data centre.   |
| Franking system locked                            | The franking system cannot continue to frank because a data record required for franking wasn't updated. | Select "Inspection" to allow a connection to be made between your Frama Matrix F2 and the FramaOnline2 service. The data record will be updated during the inspection. |

## 9.2. Frama scales messages

| Display message  | Cause   | Elimination  |
|--|---|--|
| No signal received from scales                         | Interfered communication between Frama Matrix F2 and scales.                        | Check that the scales cable is plugged in properly. Switch the franking system off and then on. If the trouble cannot be overcome, please contact us on our hotline. |
| No response from scales;<br>Scales communication error | Interfered communication between Frama Matrix F2 and scales.                        | Check that the scales cable is plugged in properly. Switch the franking system off and then on. If the trouble cannot be overcome, please contact us on our hotline. |
| No valid weight  | Interfered communication between Frama Matrix F2 and scales.                        | Check that the scales cable is plugged in properly. Switch the franking system off and then on. If the trouble cannot be overcome, please contact us on our hotline. |
| The scales don't come to rest                          | The scales platform is not at rest. Consequently, the weight cannot be ascertained. | Scales should be installed in a vibration-free place. 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 and 5kg for the Frama S5 scales. Avoid using the scales platform as a place to keep things.      |
| Underloaded scales                                     | A weight was on the scales when the franking system was switched on.                | Always make sure the scales platform is empty when the franking system is switched on.   |

### 9.3. Frama Matrix F2, postage messages

| Display message                          | Cause  | Elimination   |
|--|--|---|
| High value not confirmed / acknowledged. | Security query.  | Touch the postage value shown inverted in the display. You can change the postage limit that activates the message in the set-up. Change menu 2 in the administration mode. |
| Max. postage value exceeded.             | Security query. The ascertained value exceeds the maximum postal rate that can be franked.           | You can change the postage limit that activates the message in the set-up. Change menu 2 in the administration mode.  |
| Credit warning                           | The credit available in your Matrix F2 has dropped below the set limit of £200.00 (standard amount). | Reload postage credit. If necessary, change the credit limit using the corresponding function in the administration mode.   |
| No credit                                | The remaining amount of postage credit is not sufficient for franking.                               | Load a new postage reserve into the system.   |

### 9.4. Frama Matrix F2, ink system messages

| Display message   | Cause   | Elimination  |
|---|---|--|
| Perform calibration?  | You have put in a inkjet cassette that was already installed in your Matrix F2.           | Select "YES" if you wish to recalibrate the inkjet cassette or "NO" if you wish to take over the existing calibration data.  |
| Please insert an original Frama inkjet cassette                       | Wrong type of cartridge.  | Please use only original Frama inkjet cassettes.   |
| Please insert an inkjet cassette bearing the right country number     | The cartridge used by you is for use in another country.                                  | Put in a new inkjet cassette.  |
| Please put in a cartridge of the right colour                         | The cartridge used by you does not comply with the colour specifications of your country. | Put in a new inkjet cassette.  |
| Cartridge is empty. Please install new inkjet cassette                |   | Put in a new inkjet cassette.  |
| The date of expiry (shelf life) is past. Put in a new inkjet cassette | The cartridge used has exceeded its expiry date (shelf life).                             | The shelf life of the cartridge used is about 1year. Please first look at the latest date for use (expiry date / shelf life) before you put your cartridge in place. |

## 10. Frama Matrix F2 technical data

|   |                                       |
|---|---------------------------------------|
| Speed (handling rate)                             | 21 letters/min                        |
| Max. Letter thickness:                            | 10 mm                                 |
| Display:  | graphical, touch keypad / screen      |
| Preselect / default process:                      | FramaOnline2                          |
| Number of integrated advertising messages:        | 2                                     |
| Number of customer-specific advertising messages: | 5                                     |
| Dimensions of advertising message:                | 52 x 25 mm                            |
| Dimensions (W x H x D):                           | 305 x 205 x 210 mm                    |
| Weight:   | 6.8 kg                                |
| Inkjet cassette                                   | Frama ordering number SU 002-04-00001 |

### 10.1. Storage and operating conditions

#### Matrix F2 operating conditions:

Temperature range: 10°C – 40°C  
Relative air humidity: 10% – 80%

#### 1003577 Inkjet cassette operating conditions:

Temperature range: 10°C – 40°C  
Relative air humidity: 10% – 80%

#### 1003577 Inkjet cassette storage conditions:

Temperature range: 10°C – 30°C  
Relative air humidity: 5% – 80%

### 10.2. 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 worn-out products are disposed of while 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.

#### Don't throw this product into the household waste.

Please inform yourself about local collection points for electrical and electronic waste products which are marked appropriately.

When you purchase a replacement product, you can hand over your old product to your specialized dealer / supplier. Specialized dealers / suppliers have the obligation to take back old products in accordance with the WEEE directive.

## **EC DECLARATION OF CONFORMITY**

**in accordance with the EEC low-voltage directive 2006/95/EG in accordance with appendix III B; of 12. December 2006**

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 F2  
Type: Franking system

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

EMC Directive (2004/108/EG) of 15. December 2004

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

EN 60950-1:2006/AC:2011

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

EN 55014-2:1997 + A1:2001 + A2:2008

EN 55022:2010

EN 55024:2010

EN 61000-6-1:2007

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

EN 61000-3-2:2006 + A1:2009 + A2:2009

EN 61000-3-3:2008

Lauperswil, 01.04.2014



Thomas P. Haug  
CEO

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