

Safety instructions and installation

Thank you for deciding to purchase the innovative Frama Starter / Matrix F10 / Matrix F12 franking system.

The information below in this operating manual is intended to assist you in installing and operating your Frama Starter / Matrix F10 / F12 franking system. It also shows how you can easily make settings yourself.

You will find support videos and further user guides in the link below:

www.frama.com/en/support

1. Safety information and warnings

This franking system meets current safety requirements. Incorrect use can, however, lead to injury and damage. With this in mind, please read this guide before you start using your Frama Starter / Matrix F10 / F12 franking system. This will help you to avoid injury and prevent damage to your franking system. Keep this guide in a safe place.

1.1 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.

2 System presentation

2.1 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 machine housing is closed.
7. 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.
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 organisation only. Never open the franking system yourself under any circumstances. Repairs carried out incorrectly can represent a significant hazard to the user.

2.1.1 Correct use



Danger!

1. Use accessories intended for this system only. The use of accessories that are not approved, or not authorised, 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 things away from the feed entry area and the 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.

2.1.2 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.

2.2 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 jeopardise 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 before you use it for the first time. Follow the instructions given by your local Frama Sales and Service organisation when you do this.
2. Each franking mark may be used only once. Repeated use is qualified as a punishable offence and a violation of the general terms and conditions of business of your Postal Operator.
3. Test franking marks or sample franking impressions are not valid impressions 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 Starter / Matrix F10 / F12 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.

2.3 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 → download area) for further information on connecting the franking system.

2.4 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 utilising 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 specialised dealer/supplier when you purchase a replacement product. The specialised 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.

Installing Hardware Matrix Starter / Matrix F10 / Matrix F12

1. Unpack (Fig. F12)



Remove franking system, scales, consumables and cables from shipping box.

6. Connect the franking system to the mains



Plug the franking system in to the mains. Wait for the start-up sequence to be completed.

2. Connect mains lead



Connect the mains lead with the mains adapter. Attention! Do not connect to the mains until power cable is attached to adaptor.

3. Connect power supply



Connect the power supply (right-angle plug) to the franking system, as shown.

4. Connect the cables



Connect from the left to the right:
 - The scale cable
 - The network cable

5. Position the scales



Position the scales stand and place the scales on to it.

(optional)

Installing Software Starter / Matrix F10 / Matrix F12

1. Confirm message

<p>Welcome.</p> <p>Installation Required. Please refer to Operating Guide.</p> <p>Status: #0798</p>
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Touch the screen to confirm the message.

6. Select "FramaOnline2"

Esc	Setup 2	⇒
Select Function:		
High Value 10.00	FramaOnline2	

Menu Setup 2:
Select
"FramaOnline2".

2. Enter PIN

F R A M A ■
Admin Enter PIN:

Enter your PIN (1234) and confirm with "OK".

7. „Select "Activation PIN" (optional)

Esc	FramaOnline2
Select Function:	
	Activation Pin

Select "Activation PIN" and enter the PIN number. Confirm with "ENTER" button.

3. Select further information

Esc	Main Menu	i
Select Function:		
		↑

Main Menu:
Press the "i" key in top right of screen.

8. Select "Install"

Install	Last Message
	Print Report

Menu
FramaOnline2:
Select "Install".

4. Select spanner option

Esc	Counter Readings	🔧
Please Select CC:		
		↑

Menu Counter
Readings:
Select the
spanner in the
top right of
screen.

9. Confirm installation

Esc	Installation
Perform installation?	

Menu Installation:
Confirm the
question on the
screen with
"YES". The
installation will
now begin. This
may take several
minutes.

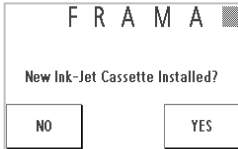
5. Open Menu „Setup2"

Esc	Setup 1	⇒
Select Function:		
Touch-Screen	↑	
	Start Up Log Off	

Menu Setup 1:
Press the arrow
in top right of
screen.

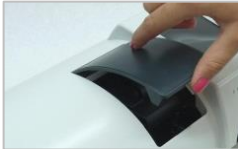
Installation of Ink-Jet Cassette Starter / Matrix F10 / Matrix F12

1. Installation of Ink-Jet Cassette



Attention! Only confirm the question on the screen after the insertion of the new Ink-Jet Cassette.

2. Open the flap



Open the flap.

3. Prepare the new Ink-Jet Cassette



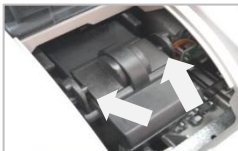
Remove the two protector strips of the new Ink-Jet Cassette.

4. Insert the new Ink-Jet Cassette



Insert the new Ink-Jet Cassette by pinching the grips of the new cassette.

5. Final check



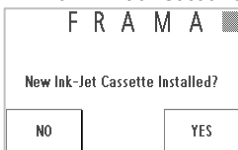
Release the grips and check whether the locking pins are correctly positioned.

6. Close the flap



Close the flap.

7. New Ink-Jet Cassette installed



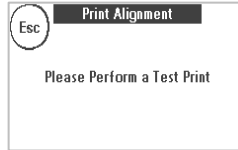
Confirm the question on the screen with „YES“.

8. Calibration of Ink-Jet Cassette



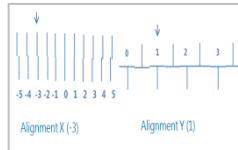
The Ink-Jet Cassette will be calibrated.

9. Perform a Test Print



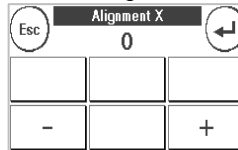
To perform a Test Print, insert a letter to produce an alignment Test Print

10. Test Print



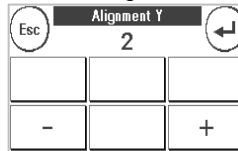
The Test Print shows current settings. The arrows should point to where the lines appear straightest.

11. Print Alignment X



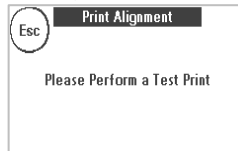
Move to setting 0 (for example) with the - and + keys. Confirm entry with "ENTER".

12. Print Alignment Y



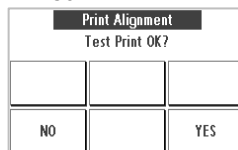
Move to setting 2 (for example) with the - and + keys. Confirm entry with "ENTER".

13. Repeat the Test Print



Repeat the Test Print.

14. Confirm



If the Test Print is correct, press "YES" to confirm the settings. Otherwise press "NO" to repeat.

CE-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 co-ordinated with us this explanation loses its validity.

Manufacturer:

Frama AG
Dorfstrasse 6
CH-3438 Lauperswil

Description of the electrical equipment:

Product name: Starter, Matrix F10 / F12
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, 01.01.2021



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