FRAMA
SMART MAILING

MATRIX F4/F6

Operating Guide

Operating guide for

Frama Matrix F4
Frama Matrix F6
Manual Feeder MF4
Automatic Feeder AF6
Automatic feeder with letter sealer AFS6

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General information / safety precautions

Thank you for deciding in favour of purchasing the innovative franking system Frama F4 or Frama Matrix F6.

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

Modem approval

In accordance with the Commission Decision 1999/303/EC, this unit has been approved throughout Europe for connection as single terminal equipment to the public telephone network. 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 elctrical 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. Always pull out the mains plug before opening the housing.
18. 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.
19. Avoid using aggressive cleaning agents or detergents when cleaning the franking system. Instead, use a slightly damp cleaning cloth.
20. Keep fingers and other parts of the body as well as ties, necklaces, bracelets, long hair and open sleeves away from the feed entry section. There is a risk of injury from moving parts.

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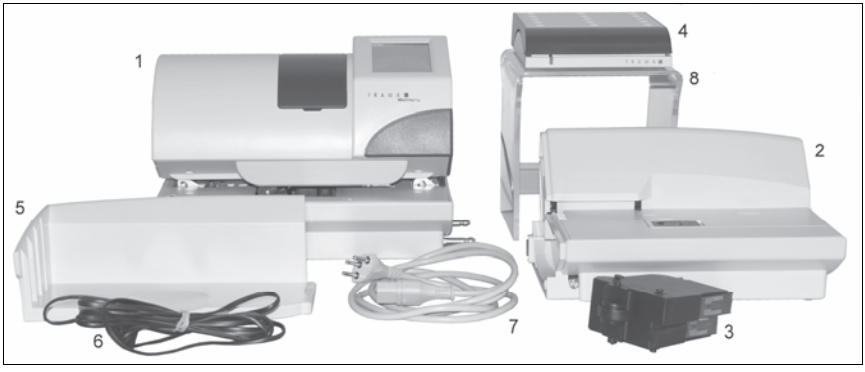
1. Assembling and connecting Frama Matrix

1.1. Unpacking and connecting Frama Matrix F4 / F6

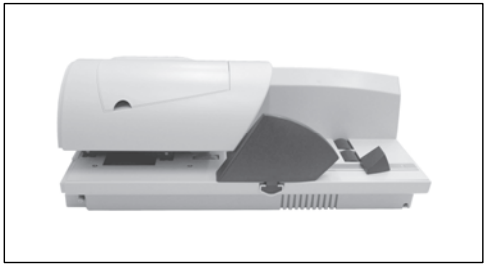
Unpack your Frama F4 / F6 franking system from its box. You will find all cables and accessories that are necessary for you to assemble and immediately use your franking system in the box. Under separate cover, you will have received the PIN you require to start up. Please also keep this information ready at hand.

In the box, you will find a:



- Frama Matrix F4 / F6 (1)
- Manual feeder MF4 (not a part of the delivery with the Matrix F6) (2)
- Inkjet cassette (3)
- Optional letter scales with cable for scales (4)
- Letter catcher TF2 (5)
- Modem cable (6)
- Mains cable (power cord) (7)
- Optional acrylic support (8)

1.1.1. Unpacking automatic feeder AF6 / AFS6 for Matrix F6



The automatic feeder AF6/AFS6 for the Matrix F6 is supplied in a separate box. Unpack it.

1.1.2. Installing Frama Matrix F4 / F6

Install your Frama Matrix F4 / F6 in a place near a mains socket and a suitable telephone connection: (Analogue direct modem). Select a place without direct sunshine and no heavy vibration. Take all parts out of the box.

1.1.3. Installation notes

Your Frama 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. 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.

1.2. Installation notes for Matrix F4

Position the Matrix F4 and manual feeder MF4 next to each other at the place of installation, as shown in photo 3. The connecting pins on the Matrix F4 must be inserted into the guide holes in the manual feeder MF4.

Keep in mind the positions of the connecting pins on the F4 and the guide holes in the manual feeder MF4:

Photo 1: Matrix F4 with connecting pins

Photo 2: Manual feeder MF4 with guide holes

Align the Matrix F4 and the manual feeder MF4, as shown in photo 3, and then push the feed guide holes carefully over the connecting pins.

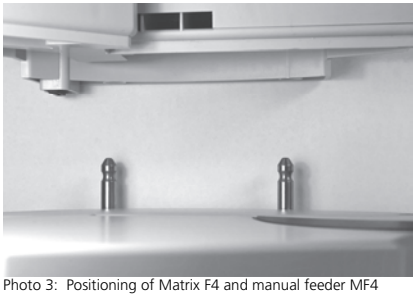


Photo 3: Positioning of Matrix F4 and manual feeder MF4

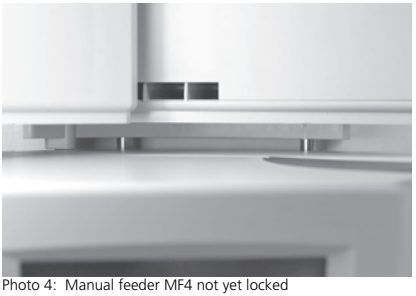


Photo 4: Manual feeder MF4 not yet locked

Depress the silver-coloured button, shown in photo 5, and firmly push the manual feeder MF4 up against the Matrix F4 housing. Release the silver-coloured button. The manual feeder MF4 will now be locked in place.

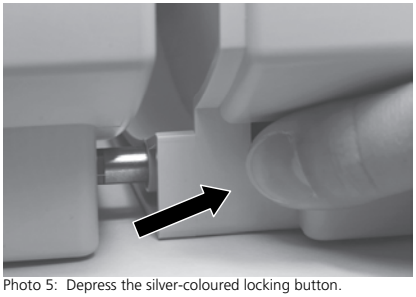


Photo 5: Depress the silver-coloured locking button.

Photo 6: Connecting manual feeder MF4 and Matrix F4

1.2.1. Inserting franking labels into manual feeder MF4

Open the label compartment on the manual feeder MF4 by pushing the slide to the right. Now completely open the flap to the right.

Take a label box out of the packaging and push the box, left end first, into the channel. Afterwards, press the label box on the right-hand end into the guideway.

This is how it should look if you have put the label box properly into place. You can keep a spare box in the compartment shown in front of the in-place label box.

1.3. Installation notes Matrix F6 and AF6/AFS6

Position the Matrix F6 and automatic feeder AF6/AFS6 next to each other at the place of installation, as shown in photo 9. The connecting pins on the Matrix F6 must be inserted into the guide holes in the automatic feeder AF6/AFS6.

Keep in mind the positions of the connecting pins on the F6 and the guide holes in the feeder AF6/AFS6:

Photo 7: Matrix F6 with connecting pins

Photo 8: Automatic feeder AF6 with guide holes

Align the Matrix F6 and the automatic feeder AF6/AFS6, as shown in photo 9, and then push the feed guide holes carefully over the connecting pins.

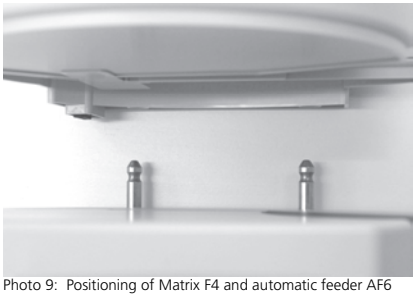


Photo 9: Positioning of Matrix F4 and automatic feeder AF6

Photo 10: Automatic feeder AF6 not yet locked

Depress the silver-coloured button, shown in photo 11, and push the automatic feeder AF6/AFS6 firmly up against the Matrix F6 housing. Release the silver-coloured button. The feeder AF6/AFS6 will now be locked in place.

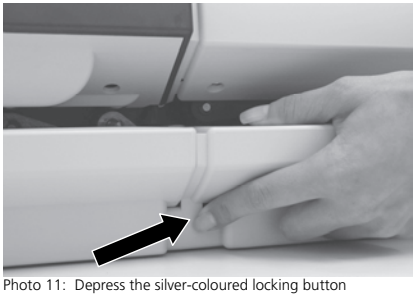


Photo 11: Depress the silver-coloured locking button

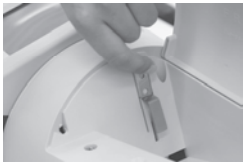
1.3.1. Fitting letter guide (optional)

The letter guide is an optional accessory for use when franking mail items larger than C4 with portrait format. It is not an integral part of what is delivered with the feeder AF6.

The letter guide consists of two parts. Join the parts and fit the guide into the holders provided (one on the AF6/AFS6 and one on the franking system).

1.3.2. Inserting franking labels into automatic feeder AF6/AFS6

Open the label compartment on the feeder AF6 by lifting up the top cover flap. Hook a finger under the cover flap and lift it up. Open the flap completely, upwards.



Hold the top end of the hook clamp with the left hand and pull it upwards. Keep the hook clamp in this position.

Put the label box into the channel. Push the front open end of the label box under the bottom part of the hook clamp. Then, you can release the hook clamp.

This is how it should look if you have put the label box properly into place. Close the top cover flap again. The label system is now functional.

1.3.3. Filling water into tank of automatic feeder AFS6 closing device (AFS6 only)

If you decided in favour of the option "Sealer" when purchasing your AF6 (it can also be added later), you should now fill the water tank of the closing device. Please use distilled water (recommended).

! Caution! Never use washing-up liquid additives or other additives which reduce the water surface tension. Water with a high overall hardness causes a shortening of the servicing intervals and should thus be avoided.

From time to time, the sealing felt must be cleaned or renewed. In this respect, please refer to chapter 5.1.1.2.

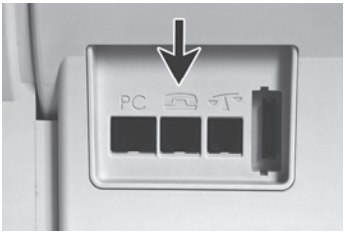
This is how you fill water into the tank of the sealing device.

Remove the tank from the back of the feeder AFS6 by pulling it upwards.

Screw off the filler cap (it is at the bottom of the tank). Pour in distilled water until the tank is three quarters full. Screw on the filler cap again and put the tank back into place.

1.4. Further installation steps Matrix F4 and Matrix F6

1.4.1. Establishing modem link

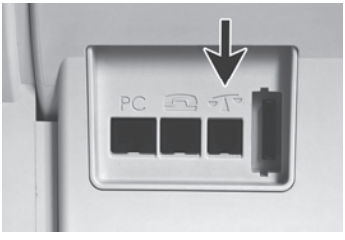


Connect the modem cable (small square plug) with the Matrix franking system at the socket (jack) marked with the telephone symbol.

Afterwards, connect the other end of the telephone cable into a suitable analogue modem telephone socket.

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

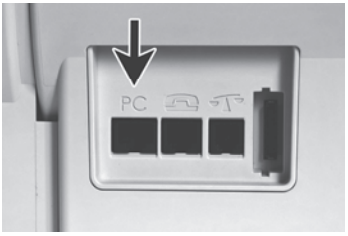
1.4.2. Connecting scales (optional)



Unpack the scales and, if required, the scales platform (accessory for extra price). Position the scales next to your Matrix franking system or on the scales support.

Connect the scales cable with the scales connection, which is also at the back of the Matrix franking system and marked with scales
Symbol.

1.4.3. Connecting an external PC solution (optional)



Use the socket (jack) marked "PC" for connecting an external PC solution for data transfer. Please refer to the instructions in the operating manual of the external PC solution.

1.4.4. Connecting to main electric supply

Check that you have closed all covers and flaps on your Matrix franking machine. Make sure the scales platform is not obstructed. Check that the system is switched off (0 must be pressed in).

Pick up the mains cable (power cord). Plug the cable into the mains socket (jack), as shown in the above photo.

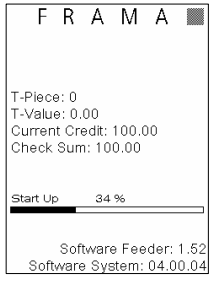
Connect the other end of the mains cable to a suitable earthing contact socket.

1.5. Switching on franking system

Switch on the franking system. You will hear various sounds after switching on. All motors and sensors are being checked.

! Caution! After switching on, some time might pass until the sytem is ready. During this time, the Frama franking system will not accept any input from you.

Your next step is to put in and calibrate the inkjet cassette. This process is absolutely essential to obtain frank marks of excellent quality and it must therefore be carried out carefully.



2. Installing FramaOnline2

Loading your Frama Matrix franking system with new postage (credit) takes place through the telephone line and a built-in analogue modem. Simultaneously, the postal rate information can be compared / adjusted. This process is convenient and gives you the assurance of always having postage and the latest postal rates at your disposal.

! You will require your PIN for the administration mode as well as your Frama on-line2 activation (safety) code which was mailed to you under separate cover. You cannot activate your system for FramaOnline2 operation without this number.

The FramaOnline2 safety code is used solely for activation. Protect your PINs from misuse by keeping them in a safe place. If you forget or mislay your PIN codes, they can be read out only in the Frama Central Workshop.

2.1. Activating Frama Matrix on FramaOnline2 system

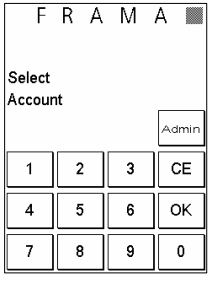
Check whether your Frama franking system is properly plugged into the telephone socket. If necessary, read the chapter "Connection and start-up" again. The franking system has to be connected to the telephone socket only when linking with the framaonline2 system and re-crediting.

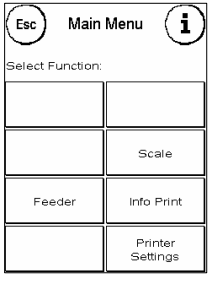
Fetching postage and communicating with FramaOnline2 are possible only in the administration mode. Caution! The administration mode is password (PIN) protected. Use the PIN you received in a separate letter.

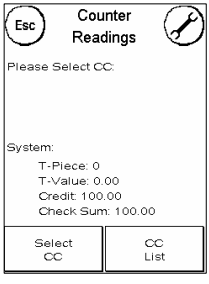
We have preconfigured your Frama franking system to suit the most used telephone systems. Sometimes though, it will be necessary for small changes to be made. The most frequent setting will be the dialling code (official prefix for an outside line) to obtain the free line signal. Please refer to point 8.6.1 in this respect. In the as-delivered state, NO dialling 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 dialling code (official prefix for an outside line).

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

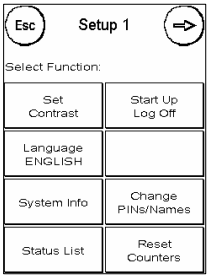


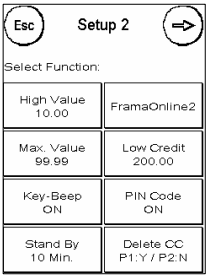




5. Press “Forward” (arrow symbol).

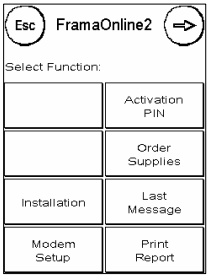
6. Select “FramaOnline2”.





7. Press the key “Activation PIN”.

8. Enter the FramaOnline2 Activation PIN using the faded-in numerical keyboard and acknowledge your entry by pressing OK. Later, the FramaOnline2 activation code no longer needs to be entered. Take care to enter the code without an error otherwise it will be rejected by the Matrix franking system or the FramaOnline2 data centre.



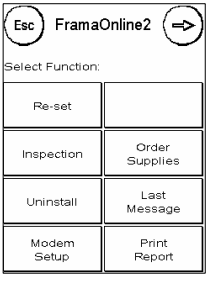
9. **Select “Installation”.** TER.

10. Your Frama Matrix franking system 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. In this respect, please refer to point 8.6.1.

11. You will now have been logged into the FramaOnline2 data centre. You will receive a corresponding message in the display.

12. The display is shown for 8 seconds. After this time, you will find yourself back in the FramaOnline2 menu.

13. Press “ESC” twice to go to the Set-up menu 1. Press “Start up/Log off” to go to cost centre selection.



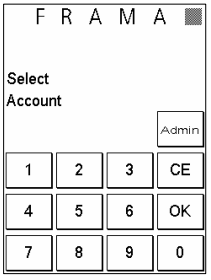
2.2. Loading postage credit

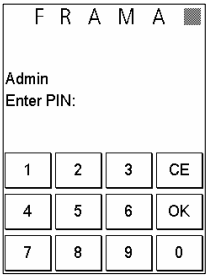
Check whether your Frama franking system is properly plugged into the telephone socket. If necessary, read the chapter "Connection and start-up"again. The franking system needs to be connected at the telephone socket only for the time required to load postage credit or for an inspection loading.

! 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.

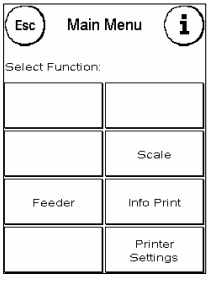
The following steps assume that you have activated your Frama Matrix F4/6 using the FramaOnline2 activation code and a subsequent inspection loading.

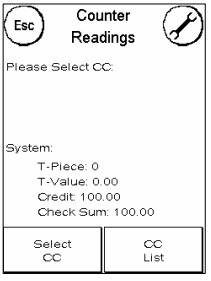
1. Press "Admin" in the cost centre selection display.
2. Enter your PIN. Then, press the ENTER key to get into the administration mode.



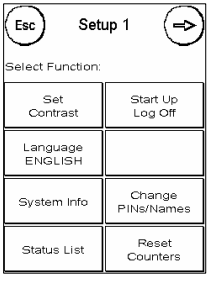


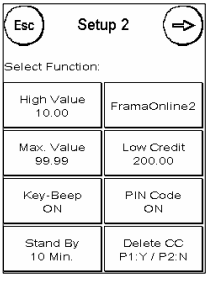
3. Press "i".
4. Press the "Tool" key.





5. Press"Forward" (arrow symbol).
6. Select "FramaOnline2".

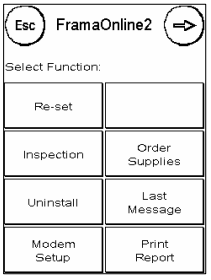


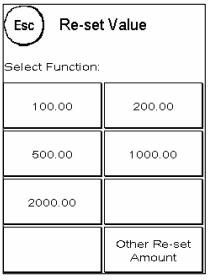


7. Select "Re-set".

8. Press a preset key for a re-set value or enter the desired re-set amount in GBP (using the "Other Reset Amount" key) without using a decimal point. Please observe any limits on your contract with the Post Office and with FramaOnline2.

9. Acknowledge the amount by pressing OK.





10. Your Frama franking system establishes a link with the FramaOnline2 data centre. If the link cannot be established, please check the modem settings. Please refer to point 8.6.1 in this respect. **The link can last several minutes, depending on the amount of data to be transferred (postal rate update, etc.).**

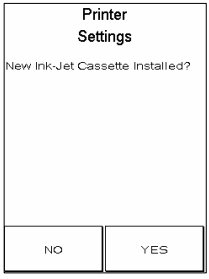
11. The transaction data will be shown. The loading process has been completed satisfactorily. Wait until the display exits itself and then press the ESC key twice.

12. Press the "Start up/Log off" key to go to cost centre selection.

13. Your Frama Matrix franking system is now ready for use.

3. Frama Matrix F4 / F6 printing system and inkjet cassette

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



Your Frama franking system uses a double inkjet cassette 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 cartridge used is 1 year. Please first look at the latest date for use (expiry date/shelf life) before you put your cartridge in place.

3.1. Putting inkjet cassette in place

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

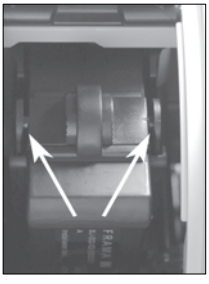
! Don't touch the gold-coloured contact surfaces. Grease and perspiration on your skin can leave a film which could result in "messy" print marks.

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

Open the top cover flap. 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.

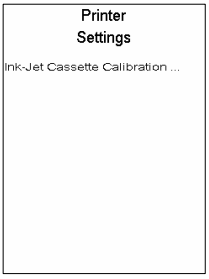
Push the new inkjet cassette fully into its guide.



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

! The locking points 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 display shown oppposite will appear.

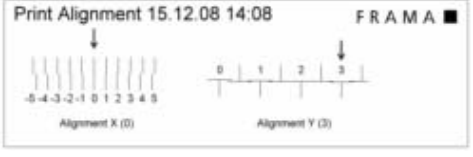
If the inkjet cassette being used was already in place in your Matrix franking system, you can choose between recalibration and taking over the existing calibration data. Recalibration can be necessary if the initial calibration did not result in a satisfactory franking mark, e.g. the printing head was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

After calibration, you will be asked to print a test franking mark. Pick up an envelope or a folded A4 sheet of paper. We recommend that you use a filled envelope.

Lay the envelope / paper to be franked on the manual feeder MF4 or in the automatic feeder AF6.

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

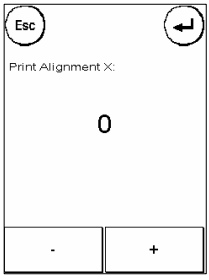
This is how the test mark should look
:
On the left hand side, you can see setting X and on the right-hand side setting Y. The setting valid at the time is indicated by an arrow. The arrows should point where the lines appear to be "straightest".



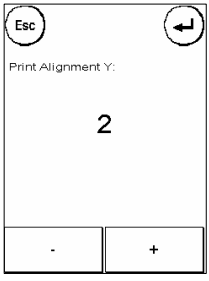
If this is already the case, you only need to confirm the following X and Y displays by pressing the ENTER key. Sometimes however, it is necessary for you to change the setting to optimize the results. Simply carry out the additional instructions.

This is how you should proceed: 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. "0".

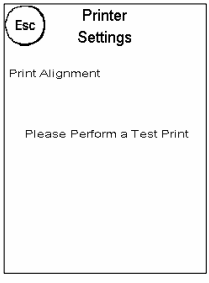
Use the + and - keys to select the right number in the display and then press ENTER to go to the Y setting.



Again, but this time for the Y setting, use the + and - keys to select the right number in the display and then press ENTER.



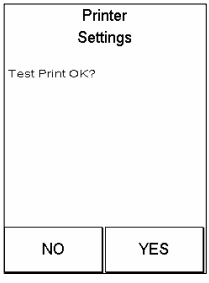
Once more, as requested, print a test franking mark to check your settings. The arrows will now point exactly at **the settings you made**, i.e. right where the lines should be "straightest".



If results are not satisfactory yet, you can repeat the setting procedure by answering "NO". To save your settings, confirm with "YES".

If your franking system has a label dispenser, you can set the label printout format the same way. Just follow the instructions on the monitor.

This completes your franking system installation.



4. Working with Frama Matrix F4 / F6

4.1. General notes

The following notes are intended to support you in achieving a sharp, professional mark with your Frama franking system.

- 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 Frama Matrix franking labels for thick mail items.
- Please make sure that no pointed objects, such as paper clips / staples etc, are near the franking zone.
- Keep your fingers and other parts of the body as well as loose clothes, ties, scarves, bracelets and necklaces away from the feed inlets of the system. A risk of injury exists.
- 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 (screen). Touch the ComTouch™ to continue.

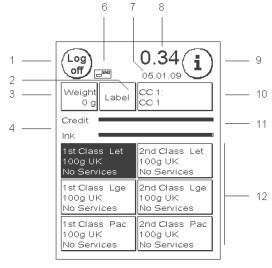
! Your franking system protects you from unintentionally franking with high postage rates (see Section "Settings". As a standard procedure, all mail items which are franked in excess of £ 10.00 must be released by touching the displayed postage amount (it is first shown inverted).

4.2. Frama Matrix F4 / F6 display set-up for franking

The display of your Frama Matrix franking system is also the keypad. The benefits of this solution are obvious: You see only the operating elements that you need at the moment.
The following describes the basic symbols and information that are shown in the respective displays. In the key to the illustrations, you will find page references with further explanations.

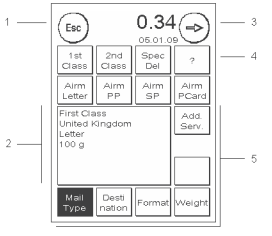
4.2.1. Elements of franking mask

1	Log off or CE symbol. Serves to leave or abort the display
2	Label: Franking label printing
3	Scales: Actual weight and scales functions
4	Credit, Ink: Graphical display of remaining postage or ink remaining in cartridge
5	Currency symbol (not shown)
6	Toolbar Ready for franking symbol, sealing symbol
7	Franking date (inverted, if post dated)
8	Postage display and forwarding to next OneTouch screens
9	i-key for forwarding to next main menu screen
10	Cost centre display and cost centre changes
11	Graphical displays for credit and remaining ink
12	OneTouch keys with quick access to postal rate control



4.2.2. Elements of postal rate module

1	CE / ESC symbol. Moves up one display level
2	Details about current postal product
3	Forward key
4	Detailed selection for changing chosen postal product
5	Feature keys for selecting an area for type of mailing, zone, format, weight and additional letter services



4.3. Franking

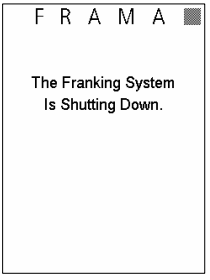
4.3.1. Switching franking system on and off.

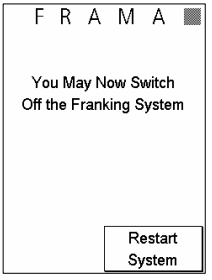
Always switch your franking system on or off at the mains switch.

Before you switch off your Matrix franking system, please "log off".

Only switch off your Matrix when you are requested to. By adopting this procedure, you make sure that the printing head is properly sealed.

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

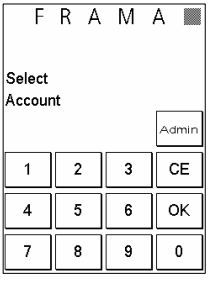




4.3.2. Logging in

To be able to work with your franking system, 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, etc.

To select cost centre 1, press "1" and then the OK key. Afterwards, the cost centre designation will be displayed: (here CC1) and you can now enter the PIN (here "1"): Press OK. The franking mask will be called and you can start.

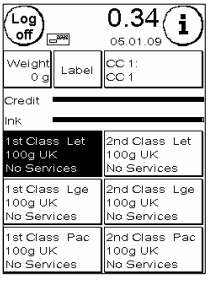


4.3.3. Working with franking mask and OneTouch products

Your Matrix F4 / F6 makes use of so-called OneTouch keys. This means that you don't have to enter postal rates but, instead, you select the respective postal product. Your Frama franking system has been preprogrammed with the 30 most important postal products. Each one of these so-called OneTouch keys can be reprogrammed to suit your needs.

The respective postal products are written on the OneTouch keys. The type of the product is written in the first line. The weight and the destination can be found on line 2. The third line displays the usage of any additional services.

On pressing a OneTouch key, it inverts and adjusts to the respective product with the pertaining postage rate. The letter symbol appears, signalling that your franking system is ready. You can now frank the mail. By touching the postal rate, you can fetch further masks, each with 6 OneTouch products. Each time, a touch of the CE key takes you to back to the first franking mask.



4.3.3.1 Calling detailed overview of postal products

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

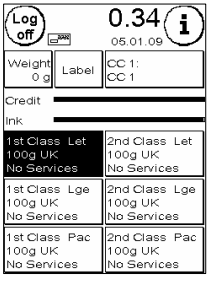
- Type of mailing, e.g. 1st class, 2nd class, airmail, parcel, etc.
- Zone, e.g. inland / domestic market, Europe, a country in the world, etc.
- Format, e.g. letter, large letter, packet, etc.
- Weight
- Letter extra services, e.g. signed for, special delivery, etc.

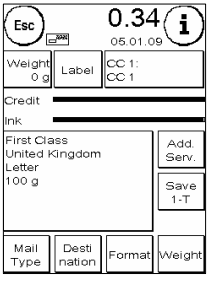
We have combined all these features in a single OneTouch key. As a result, you do not have to reenter all these features when changing the product.

If you wish to call the details of a OneTouch key, proceed as follows:

Select the OneTouch key of the desired postal product. The OneTouch key is shown inverted.

Press the inverted OneTouch key again. The display will change to the detailed overview and show you all features of the selected postal product. You can now frank the mail.

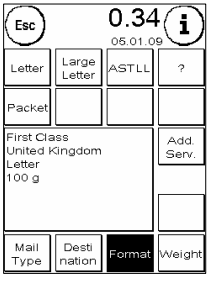


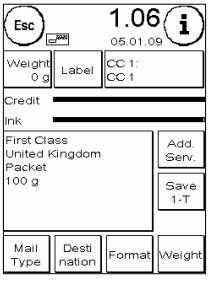


4.3.3.2. Changing features of postal products (quick selection function)

In the detailed overview of a postal product, you have rapid access to all features of the shown postal product. You can even change the type of mailing. All changes you make here are deleted again if you press CE, unless you wish to permanently save the changes.

By proceeding in this way, you can process your mail very efficiently. Basically, it will be sufficient to file six postal products with various types of mailing in the first franking mask. You simply change all other features using the feature keys.





To change one or several features of a product, proceed as follows (example: Changing the letter format from letter to packet):

To change the format, press the "Format" key in the detailed overview. The "Format" key will be inverted and the possible selections for "Format" will be shown.

Select "Packet". That's all. You can now frank the mail.

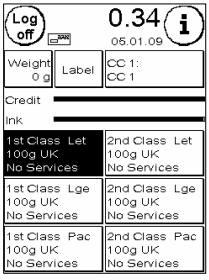
4.3.3.3. Permanently saving changed features

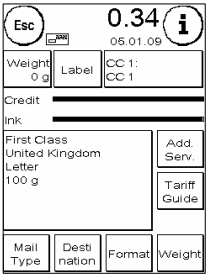
Press "Save 1-T" in the detailed overview to permanently save a changed selection in the current One-Touch key.

4.3.4. Working with postal rate module (Tariff Guided Mode)

Apart from the OneTouch keys and the detailed overview with quick selection function, your Matrix has a separate mode which supports you when dealing with complicated types of mailing. This mode is called "Tariff guided" and it is an integral part of the postal rate module.

You fetch the postal rate module by pressing the weight key in the franking mask. Here too, you can quickly change features of the current postal product, as described under point 4.3.3.2. You do not, however, have the possibility of permanently saving what you select on a OneTouch key.



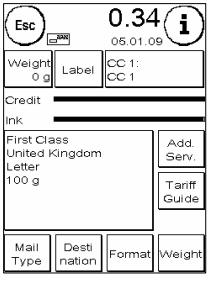


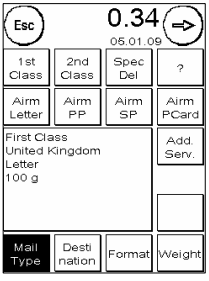
The key "Tariff guided" fetches a special function. Here, you are guided through the postal rate jungle step by step. Here, one after the other, you can enter the type of mailing, the destination, the weight and the services.

This procedure is ideal for seldom-used types of mailing.

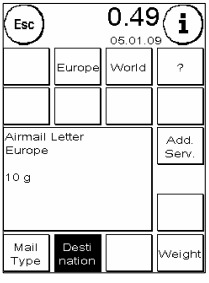
Example of postal rate guidance: Airmail Letter to US, International signed for, 118g

Press "Tariff Guided". The possible types of mailing are shown in the top section of the display. Select Airmail Letter .

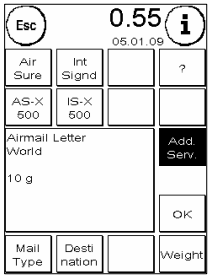


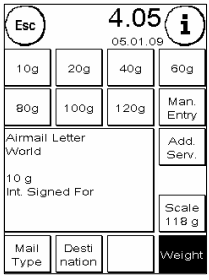


You can now decide the destination. Press "World".



Press the ''add serv'' Button for extra services. You wish to mail a "International signed for" letter.
You thus select "International signed for". Confirm this selection by pressing OK.



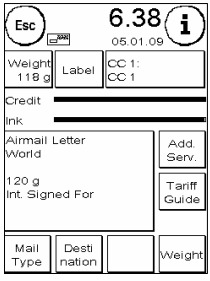


Ascertain the weight of the mail item.

1st possibility: Put the mail item onto your scales S2 or S5 and accept the weight by pressing the scales key (Scale 118g).

2nd possibility: Press the key 120g.

3rd possibility: Press the Manual entry key and enter the weight using the 10key keyboard.



The detailed overview will be displayed and the letter symbol faded in. You can now frank the mail. Press ESC to return to the franking mask with the One-Touch keys.

4.3.5. Postal rate updates

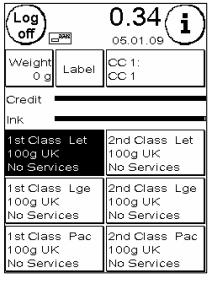
Your Frama Matrix franking system obtains the postal rate data from the FramaOnline2 data centre. Postal rate data is checked and, can if necessary, be downloaded every time postage is loaded or an inspection is made.

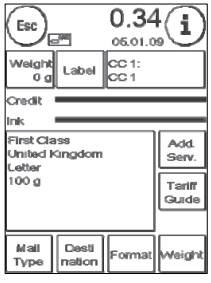
The postal rate data is updated when the need arises. You will then be informed about the update. Touch the display to confirm the message.

4.4. 1-10 Numeric keypad

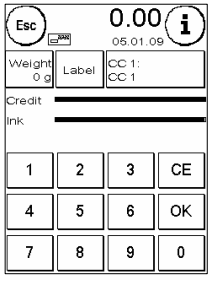
Postal rates can be entered, irrespective of the postal products, using the integrated 1-10 numeric keypad.

1. Press the weight key followed by the postal rate display to call the 1-10 numeric keypads.





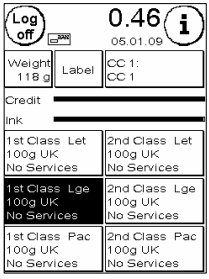
2. Enter the required postal rate (value). Acknowledge the postal rate (value) by pressing OK. The letter symbol will appear and you can frank the mail.



4.5. Working with scales

In connection with scales, a whole range of possibilities is open to you for determining the accurate weight of a mail item.

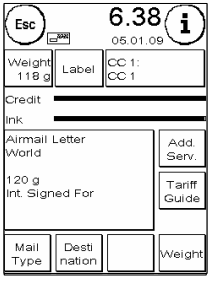
4.5.1. Checking weight of mail item when franking



Information about the weight is displayed continuously in the top section of the franking mask (in this case 118g). In view of this, you can have the weight of a mail item conveniently displayed to you without your having to interrupt the franking process.

Displaying the weight has no effect on the postal rate calculation.

4.5.2. Fetching mail item weight for postal rate calculation



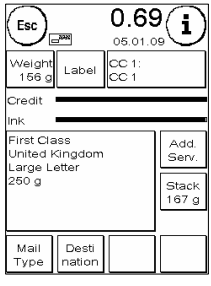
In the detailed overview or the postal rate calculation, press the "Weight" key and, at any time, by also pressing the "Scale 118g" key, you can fetch the displayed weight for calculation of the postal rate.

4.5.3. Weighing a stack of mail items (Option)

The so-called stack weighing mode is a special feature. You can frank a day's mail very efficiently in this mode.

Put a stack of mail items onto the scales (we recommend that they are pre-sorted according to format). The total weight of the stack will be shown in the top section of the display. Select a OneTouch key whose content is nearest to the mail items in the stack. The letter format however will be upgraded automatically if required.

Take a letter from the stack. The display changes to the multiple weighing mode. The key "Weight" fades out. The postage is calculated on the basis of the weight of the letter removed from the stack. Frank the letter.



Take the next letter from the stack. The weight of the letter is displayed and the postage calculated accordingly, etc. When you take the last letter (mail item) from the stack, the multiple weighing mode will quit itself after 3 seconds.

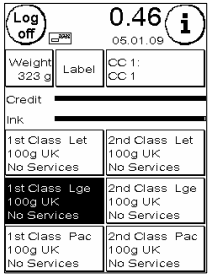
You also have access to the type of mailing, format, destination and letter extra services when you are in the stack weighing mode.

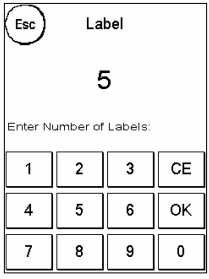
4.6. Using the label dispenser function

You should use the integrated label dispenser for mail items 10 mm thick and above, e.g. small parcels.

Press the key "Label" for this purpose. Select the desired number of franking labels using the 1-10 keypad and confirm your entry by pressing OK.

Your franking system will print the set postage rate on the franking labels and eject the labels to the left. Use only original Frama Matrix F4 / F6 franking labels.



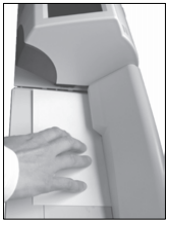


To remove the adhesive label, bend the label at the perforation and peel off the backing paper.

The function of the label dispenser is not available in the "Stack" mode of the feeder AF6/AFS6.

4.7. Franking mail items

4.7.1. Franking mail items with manual feeder MF4



The manual feeder MF4 supports FeedControl which makes sure that your mail items are always franked correctly. As a result, invalid postage marks are now a thing of the past.

To feed in mail items, lay the mail item flush against the rear boundary of the feed table. Push the mail item to the left into the Matrix franking system. The feed rollers pull in the mail item and it is franked.

Mail items fed in at an angle are not franked thanks to FeedControl. Feed in these unfranked mail items again, but square, for franking.

4.7.2. Franking mail items with automatic feeder AF6/AFS6

You can process your mail items straight from the stack by using the automatic feeder AF6. It is not necessary for the mail item thickness to be set. The mail items do not have to be fanned out in advanced.

! Keep your fingers and other parts of the body as well as loose clothes, ties, scarves, bracelets and necklaces away from the feed inlets of the system. There is a risk of injury from rotating parts.

You only have to set the mail item width when using the automatic feeder AF6. The side stop is a help when you do so:

Put a small part of the stack to be franked in the feed and hold the stack firmly. Push the side stop up against the stack and let it go.

Pull back the side stop a little to give the stack some play for proper singling out of the mail items so that they can be drawn in without any disruption

Use of the supplied magnetic wedge is recommended when procesing heavy and stiff mail items. It has to be mounted at the respective format marking on the metal rail.

4.8. Eliminating paper jam with automatic feeder AF6/AFS6

The transporting area of the automatic feeder can be opened to eliminate malfunctions quickly, e.g. mail item jams, pieces of paper left lying, etc.

Always switch off the franking system before you open the transporting area cover.

This is how to open the transporting area cover:

Slide the lock to the left, to the symbol showing that it is open.

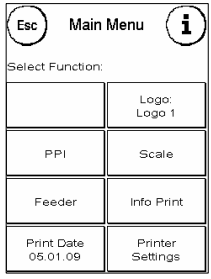
Grip below the transporting area cover with one hand and pull it up until it snaps into place. Remove what is causing the malfunction.

Press down the transporting area cover with *both* hands (to avoid angulation / tilting) until the lock snaps into place and the interlock switch returns to its right-hand position.

5. Using main menu

5.1. Controls of automatic feeder AF6/AFS6

The "Feeder" key is faded in only when the automatic feeder AF6 is connected. This key is not provided when the manual feeder MF4 is used.

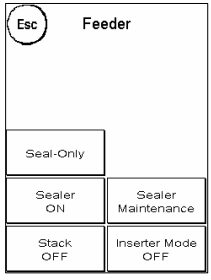


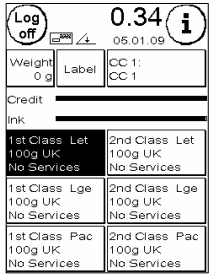
! Always keep your fingers and other pars of the body as well as loose ties, necklaces, bracelets, scarves, open sleeves and similar things away from the feed entry area and the feed rollers. There is a risk of injury from rotating parts.

5.1.1. Letter sealer (only AFS6)

On pressing the "Sealer ON/OFF" key , you decide whether mail items are sealed (ON) or not sealed (OFF). There is no difference in putting sealed or open envelopes in the feeder AF6. Functioning of the letter sealer (Letter sealer ON) is shown in the start menus by a stylized symbol next to the letter symbol ( ).

When the letter sealer is switched on, this key automatically activates "Seal-Only" at the same time. In this case, the mail items will be sealed, but not franked.





! Caution! If already sealed envelopes are used after you have pressed "Letter sealer ON", this can cause a paper jam because the feed tries to seal these envelopes again.

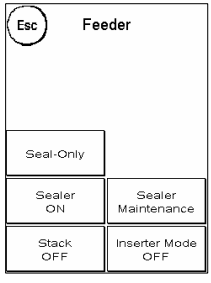
5.1.1.1. "Seal-Only" mode

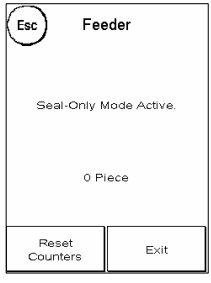
The "Seal-Only" mode is fetched by pressing the key bearing these words.

The number of envelopes sealed is counted in the "Seal-Only"mode by a separate counter. This is an easy way for you the keep check of the total number of sealed envelopes.

Press the "Reset Counters" key to set the quantity displayed on the counter to zero.

On pressing "Exit", you abandon the mode "Seal-Only".





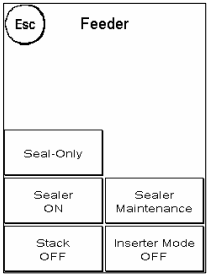
5.1.1.2. Sealer Maintenance

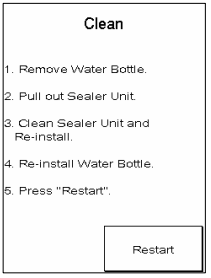
From time to time, the letter sealer must be cleaned or wearing parts replaced. To this end, press the "Sealer Maintenance" key.

After the cleaning operation, press the "Restart" key.

The letter sealer is beneath the water tank**.**

Caution! Always use the menu item "Sealer Maintenance" to remove the letter sealer. Be careful with the water bottle in order to keep the environment in a dry shape.





If you don't, you might damage the letter sealer mechanism.

This is how you clean the letter sealer:

Press the key "Clean letter sealer". Don't switch off the feeder AFS6.

Remove the water tank.

Localize the letter sealer. Grip the letter sealer at the side and pull it out of the feeder AFS6.

Hold the letter sealer firmly in one hand and remove the wick moistener.

Clean or replace the moistener. Put the moistener back in place, fit the letter sealer in the AFS6, top up the tank with distilled water and put back the tank.

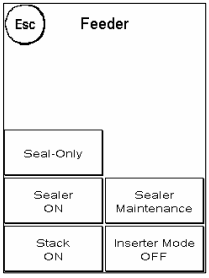
Press the "Restart" key.

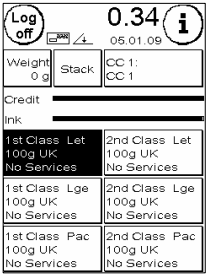
5.1.2. Working with stack function

You can define a preselection counter with the "Stack" function. The feed draws in the preselected number of mail items to be franked and then stops.

Press the "Stack" key in the "Feeder" menu to switch on the function (Stack ON). Press "Stack" again to switch off the function.

In the start menu, press the Stack" key to go into the stack mode.





Enter the number of mail items per stack. Start to work through the stack by pressing OK or the entered quantity.

When the stack is finished, you can restart the process by pressing OK or the entered number.

5.1.3. Working with Inserter Mode

The inserter mode is a special function of the automatic feeder AF6/AFS6. This function is required for interaction with an inserter system. Press the "Inserter Mode" key to switch on this function. Press this key again to deactivate the function.

5.2. Selecting advertising messages

5.2.1. Messages

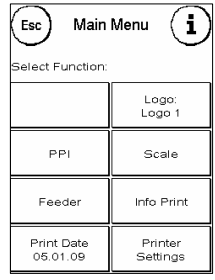
Your Frama Matrix franking system already has three predefined advertising messages.
These messages are already incorporated:

1st message:

2nd message:

3rd message:

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

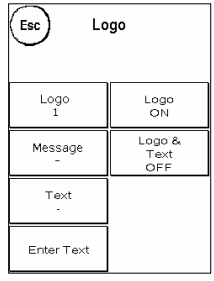


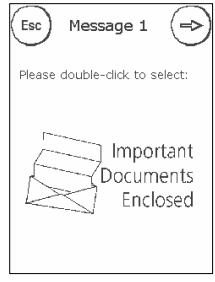
Press the key "Logo". *This could also be worded Message or Text, depending on the actual setting.*

Press "Message" to select one of the predefined messages.

Press the arrow key to go to the next message.

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



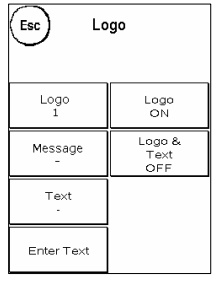


5.2.2. Printing logos

In the same way as when selecting and printing messages, you can save and print up to five advertising messages, called logos, of your own.

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

Proceed in the same way as when selecting a message.

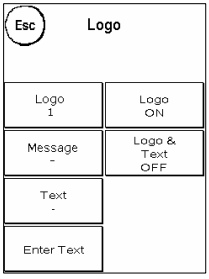


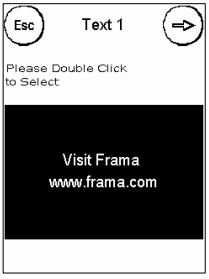
5.2.3. Text logos

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

A text can be printed instead of a message or advertisement logo or in addition to a message or an advertisement logo.

Press "Text" in order to select a text for printing.

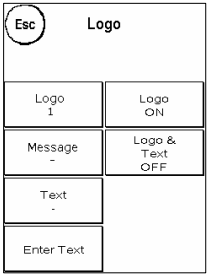


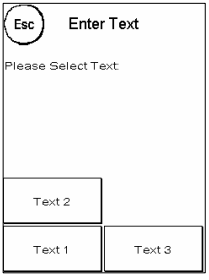


5.2.3.1. Entering text for printing block

Press the key "Enter text".

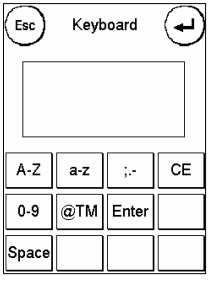
Select the text to be written (text 1, 2 or 3). The text entry mask will be activated.





In the text entry mask, 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.

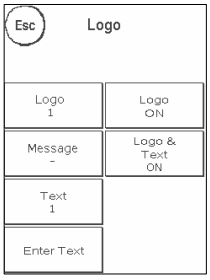


This is how to proceed:

1. Press "A-Z" to enter a capital letter. By pressing the "Down arrow", you can obtain other letters. Press the desired letter. Press the "Arrow to left" key to shift to small letters (lower case).
2. Use the small letters in the same way as described under point 1.
3. Now press the "Enter" to write the next line.
4. To finish the text entry, press the ENTER key 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.

5.2.3.2. Printing advertising and text simultaneously

Your Frama Matrix franking system gives you the possibility of printing your text messages in addition to the selected advertising. You can set this function by pressing "Logo+Text".



- Logo+Text ON: Your text will be printed additionally after the advertising.
- Logo+Text OFF: Your text will be printed instead of your advertising.

Note: make sure if logo + text on, ensure the envelope is of sufficient length

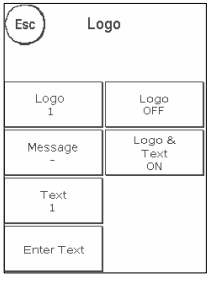
! Caution! If labels are used, only restricted utilization of this function is posssible. Your Frama Matrix franking system checks the length of the franking mark and will give you a cue if the permissible total length is exceeded.

Press "Logo off" to suppress printing of the advertising for the mark on the label. As a result, the franking mark shows only the text message. Using the same procedure, you can cancel printing of the text for the label.

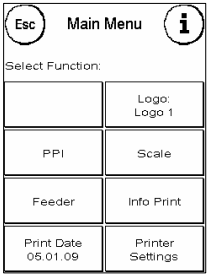
This setting is valid only for the process being carried out at the time.

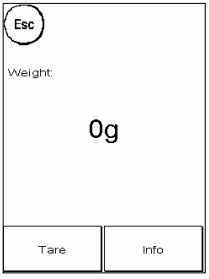
5.2.4. Canceling advertising

If you wish to frank your mail without advertising or text, you can switch the advertising on or off by pressing "Logo ON or OFF".



5.3. Presorting mail using scales





Connecting the S2 or S5 scales, automatically extends the functional scope of the Matrix F4 or F6, 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.

Supplementary to the previously explained functions for weight determination in the postal rate guide, your Matrix franking system has a special weighing mode for quick presorting of your mail. Using it, you can presort the mail items according to postal products and then work through them without interruption using the OneTouch functions.

Select "Scale". You will be in the scales menu. Put your mail items on the scales. The weight will be displayed. By pressing the "Tare"key, you can set your scales to zero.

5.3.1. 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".

When pressed, the "Info" key shows data pertaining to the software used for scales control which is purely of an informative nature.

5.4. 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 mailing campaign is being carried out.

! Please don't forget to reset the system to the current date when you have finished franking with an advanced date. A change of cost centre automatically resets the date.

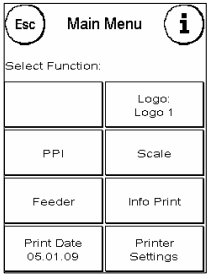
In this respect, you can set the date printed in the frank mark up to thirty days in advance with your Frama Matrix.

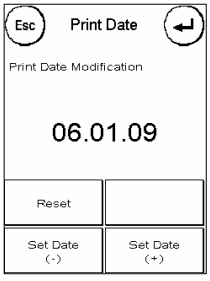
Press "Print Date" in the main menu.

You can advance the date using "Set Date +".
You can backdate using "Set Date -".
The "Reset" key brings back the current date.

Acknowledge your setting by pressing the ENTER key. Press "ESC" to return to the main menu without acknowledging the setting.

The future date is shown inverted in the franking mask to draw attention to its difference from the current date.





5.5. Frama Matrix F4 / F6 reports

You can print various reports for your Matrix franking system using the so-called "Info Prints". The reports are particularly important. These allow condensed information to be printed out. These reports support you as overviews when you are programming or, for example, they serve as receipts after fetching postage via the FramaOnline2 data centre.

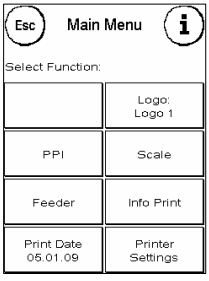
5.5.1. Printing out reports

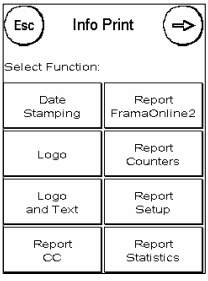
Press "i" in the franking mask to fetch the main menu. Press "Info Print"

You can now choose one of the various reports. Press the respective key and feed an envelope or a folded sheet of paper of the C5 format into your Frama Matrix franking system for printing out the selected report.

All functions will be described further down in detail.

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

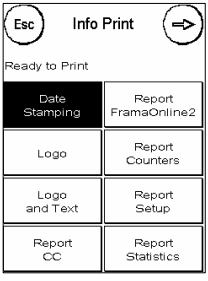




5.5.2. Date Stamping

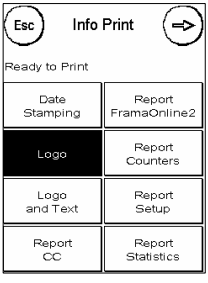
You can convert your Matrix franking system into a date stamping machine. Select the function "Date Stamping" in the "Info Print" menu.

There is a shift to a different stamping mark in this mode. No postage is used.



5.5.3. Advertising block

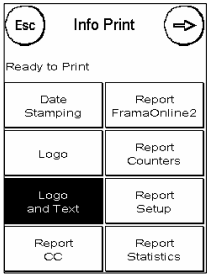
The function "Logo" in the "Print Info" menu enables you to print only the logo. All relevant postal information is faded out. This mode requires no postage.



5.5.4. Advertising block and text

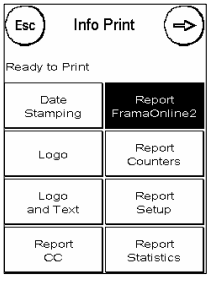
The function "Advertising block and text" in the "Print info" menu enables you to print the advertising block and the set text message at the time.

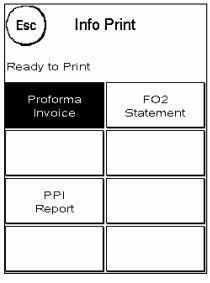
All relevant postal information is faded out. This mode requires no postage.

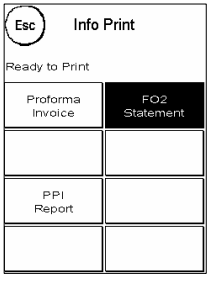


5.5.5. FramaOnline2 reports

The FramaOnline2 report serves as a receipt for the respective transaction. You obtain information about the amount loaded and the make-up of the current credit. The check amount corresponds to the total of all amounts loaded and it also supports you when you check your transactions. There are also other FramaOnline2 related reports available when you press the arrow key.





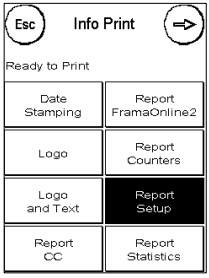


5.5.6. Counter readings

The counter reading report shows all relevant information pertaining to the counter readings in a clear layout. The system piece counter (T-piece) shows all pieces relevant in postal terms. Information and test prints are reported additionally. T-value designates the overall amount of postage used to date.

5.5.7. System (set-up settings)

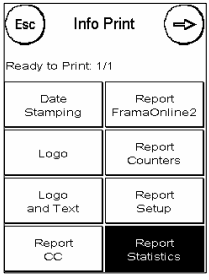
The set-up report summarizes certain settings of Set-up menu 2 (administration mode) with a clear layout.



5.5.8. Statistics report

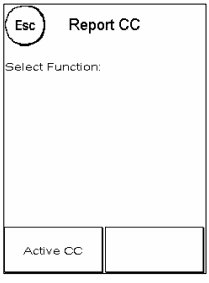
The statistics report is used to print out the statistics of the current period. The collected data corresponds to what you have mailed in the time between two connections with the FramaOnline2 data centre. The report extends over several pages (depending on the amount of statistical input).

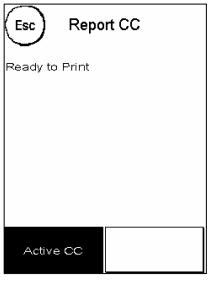
After a connection with the FramaOnline2 data centre, the statistics are automatically deleted and then recompiled using your usage data.



5.5.9. Cost centre report

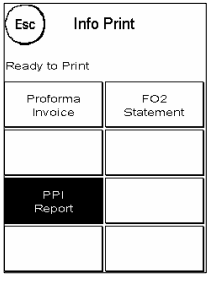
The cost centre report is a clear print-out of the current cost centre data or that of a selected cost centre (administration mode).You receive the cost centre data for the periods and the overall counter level (not resettable).





5.5.10. PPI report (Optional)

The built-in PPI report (accessable using the arrow key in the Info Print menu) provides a summary of printed PPIs for first and second class PPI.

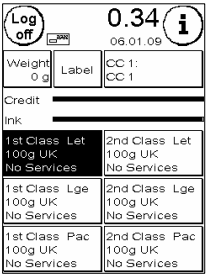


5.6. Frama Matrix F4 / F6 printing system

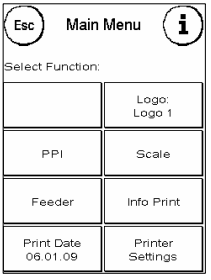
Your Frama Matrix franking system utilizes so-called colour cartridges to frank your mail items. The colour cartrige also contains the printing head. With this in mind, handle the inkjet cassette very carefully and make sure that no pointed objects, such as paperclips, etc. can damage the sensitive surface of the printing head.

5.6.1. Changing inkjet cassette

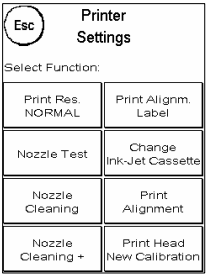
If you wish to change your inkjet cassette, press "i" in the franking mask.



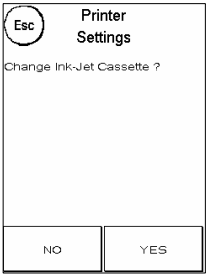
Press the key "Printer settings".



Press the key "Change Ink-Jet Cassette" and acknowledge this by pressing YES.

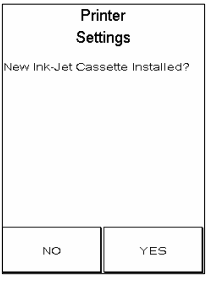


Open the top cover flap. Remove the inkjet cassette by squeezing together the grip surfaces on the cartridge and pulling it out upwards.



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 on chapter 3 to properly adjust the inkjet cassette. You can repeat this process at any time if you fetch the function "Print Alignment".



5.6.2. Adjusting and calibrating printing head

You can restart the processes which take place automatically when a new inkjet cassette is inserted by pressing the keys "Print Alignment" and "Print Head New Calibration.

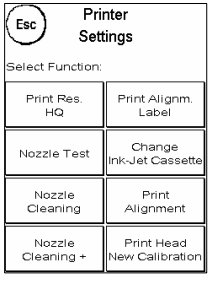
Fetch "Print Head New Calibration" if the franking mark is generally not satisfactory.

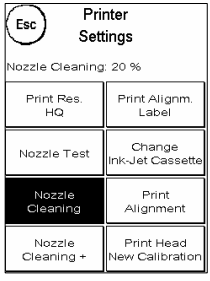
5.6.3. Cleaning printing system

From time to time, it might become necessary for the printing head jets to be cleaned. Your Frama franking system provides a cleaning cycle for this purpose.

! Blocked jets are often the result of the mains electric supply being switched off before the jets have been properly sealed. As a matter of principle, use the log-off function so that your franking system switches off properly.

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





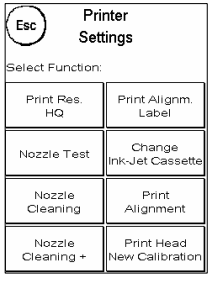
Nozzle Cleaning: A normal printing head cleaning operation is carried out. The printing head and the jets are cleaned.

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.

5.6.4. Nozzle Test

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



In this test, each individual nozzle in the printing head can be activated. This enables you to easily localize defective or blocked nozzles, and also to determine the scope of the cleaning program

Press the key "Nozzle Test".

Introduce an envelope or something similar into the system for franking. A test franking mark is made.

Check whether all lines have been printed. If not, let the printing head be cleaned.

5.6.5. Franking mark resolution

By pressing the key "Print Res.", you can shift to the other of the two resolution modes. The following then applies:

Print Resolution OPTIMAL: HQ franking mode for stiff demands. This mode consumes more ink than the normal mode.

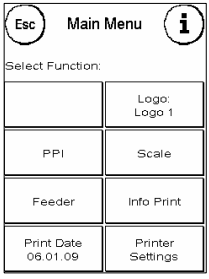
Print Resolution NORMAL: Franking mode with standard resolution. Basis for calculating the service life of the inkjet cassette.

5.7. Printing PPI (Optional)

With Frama Matrix F4 and F6 you are able to produce PPI prints. This function however is only available if you have applied for a PPI license with Royal Mail.

You can produce 1st and 2nd class PPI prints. A PPI report is available to inform you about counter readings of produced PPI mail.

Press "PPI" in the main menu.
Select 1st Class or 2nd class PPI
Set the counter to your requirement.
Start franking.



6. Counter readings and cost centres

6.1. Cost centre mode

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

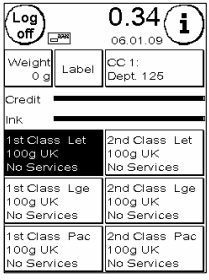
The so-called cost centres allow you to specifically break down the postage usage. Number of mail items franked can be booked under different periods. These counters are designated as R1-number or R2-number as well as R1-value and R2-value. The R stands for "Resettable".

Two periods are available to you per cost centre. You can split up the periods individually.

Examples of different periods:

Period 1: Daily report
Period 2: Weekly report

Period 1: Monthly report
Period 2: Annual report



Each cost centre can be given a separate name. You have 16 places at your disposal. The cost centre active each time is shown in the top section of the display in the "CC key". You shift to another cost centre by pressing this key.

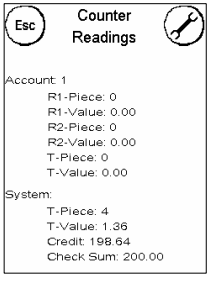
You set up the cost centres in the administration mode.

6.1.1. Viewing counter levels of current cost centre

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

6.1.1.1. Meanings of various counters

Cost centre:



R1-Value / R1-Piece: The resettable counter for period 1 "R1-Value" shows the postage used since the counter was reset the last time. "R1-Piece" shows the number of mail items franked since the counter was reset the last time.

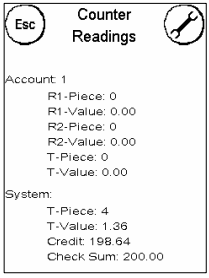
R2-Value / R2-Piece: The resettable counter for period 2 "R2-Value" shows the postage used since the counter was reset the last time. "R2-Piece" shows the number of mail items franked since the counter was reset the last time.

T-Piece / T-Value: Total counter readings for the cost centre. (Number counter and franked value) since the cost centre became operational.

T-Piece / T-Value: Total counter readings for the franking system (number counter and franked value) since the franking system was put into operation. Owing to tests carried out before delivery of your Frama Matrix franking system, the total number counter might already show an initial figure.

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

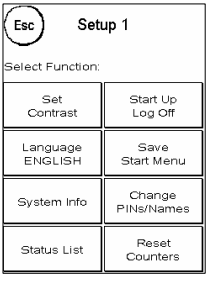
Check sum: This is the sum of the Credit and T-value. This amounts to the total postage drawn from FramaOnline2.

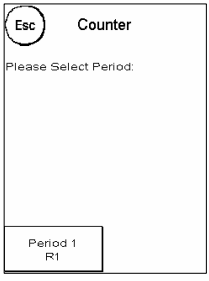


6.1.2. Deleting counter readings of current cost centre

Press the tool key (symbol). This takes you into Set-up menu 1. Here, select "Reset Counters".

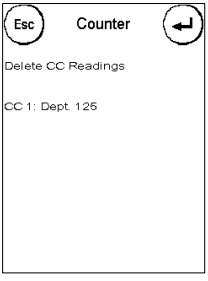
Select the period you wish to delete. The selection of periods can be restricted in the administration menu.

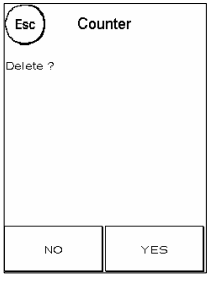




Press ENTER.

Acknowledge the security query. That's all.





6.2. Cost centres and cost centre management in administration mode

Settings made in the administration mode always apply to all cost centres. In the administration mode, furthermore, you have access to all cost centres and can thus conveniently make settings for these cost centres (counter readings, name and PIN).

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.

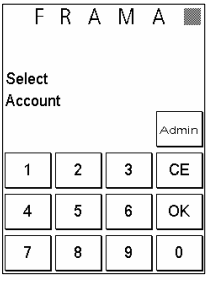
6.2.1. Displaying cost centre data in administration mode

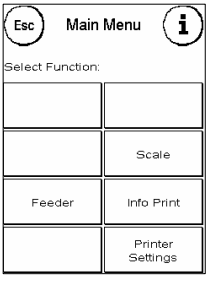
In the administration mode, you have access to all cost centres and can thus name, change or issue new PINs as well as print out the counter readings for these and let them be displayed as well as, of course, reset them.

Choose "Admin" in the cost centre selection.

Enter your PIN. Then, press the OK key to get into the administration mode.

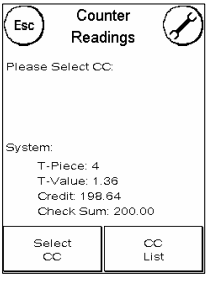
Press "i".

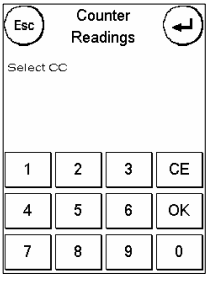




You can have the counter readings of every cost centre shown to you in this menu. In this respect, you can fetch one cost centre or a list of cost centres.

Select CC: Press the key to fetch the cost centre selection menu. Select the cost centre.

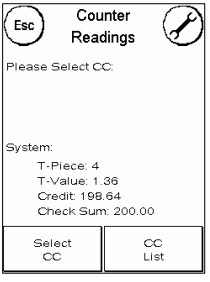


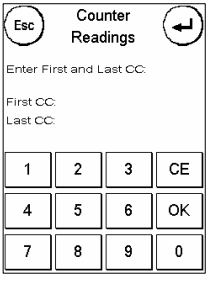


CC list: In this case, you can define a range of cost centres for the display of cost centre data.

First enter the number of the cost centre from which the data should be shown. Press OK. Afterwards, select the number of the cost centre which should be shown last.

Advance in the counter reading menu using the arrow key. Press ESC to quit the display.





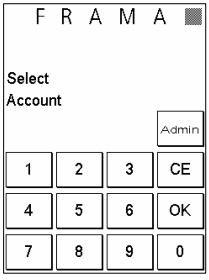
6.2.2. Deleting cost centre data in administration mode

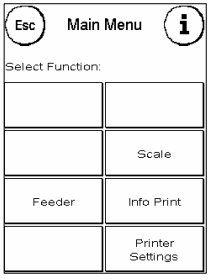
In the administration mode, you have flexible acess to all cost centres.

Choose "Admin" in the cost centre selection.

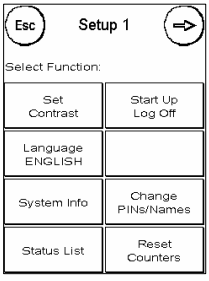
Enter your PIN. Then, press the OK key to get into the administration mode.

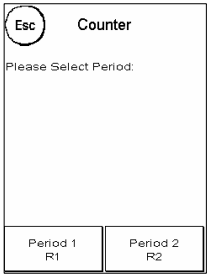
Press "i" and then the "Tool key" to go into Set-up menu 1.





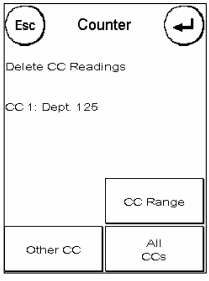
Press "Reset Counters" and select the period to be deleted. Deleting period 2 automatically deletes period 1.





Select the counters to be deleted of a cost centre ("Other CC") or a range of cost centres ("CC Range"). With the key "All CCs", you can delete the selected period of all cost centres.

Acknowledge the security queries to delete the desired cost centres.



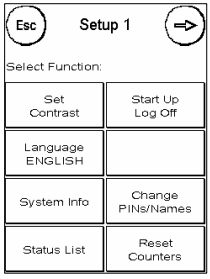
6.3. Renaming cost centres and changing PIN

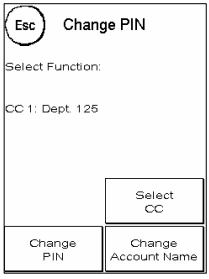
6.3.1. Changing cost centre PIN

As standard, a PIN protects the cost centre. 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 8 digits.

To change a cost centre PIN, proceed as follows:

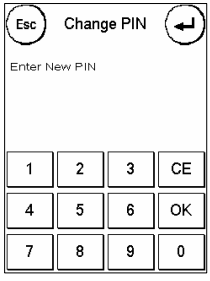
Press the key "Change PINs/Names". In the administration mode, you can now select the cost centre to be changed. In cost centre mode you can only change the setting of the current cost centre.



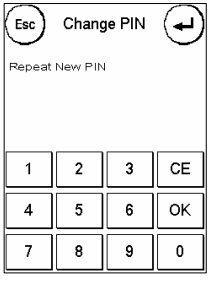


Press "Change PIN"

Enter the new PIN.



Enter the new PIN again.



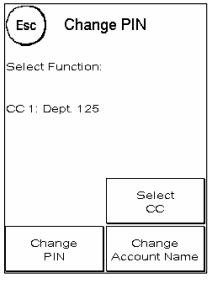
The PIN of the selected or current cost centre has thus been changed.

In the administration mode, you have acess to all cost centres.

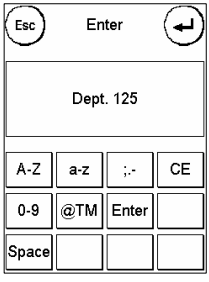
6.4. Changing cost centre name

Your Frama Matrix franking system offers you the possibility of assigning an individual name to each cost centre. It is already shown in the cost centre selection and simplifies your work.

Select "Change Account Name".



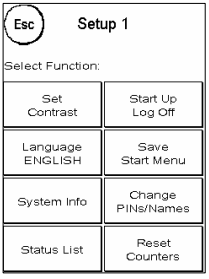
Proceed further as described in chapter 5. Refer to the section "Enter text".



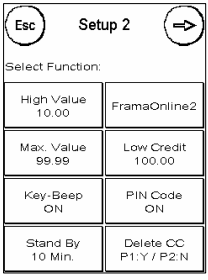
7. Set-up (settings)

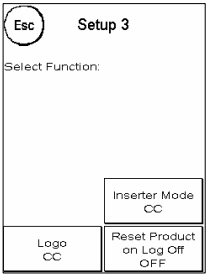
In the Set-up menu, you can make various settings for your Frama MATRIX franking system.

The Setup 1 menu is available in both, the cost centre and the administration mode. Setup 2 and Setup 3 are only available in administration mode.



Use the arrow key to shift to two further Set-up menus in the administration mode. Press ESC to return.

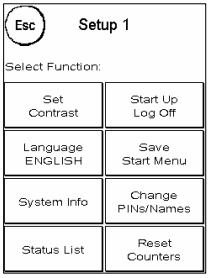


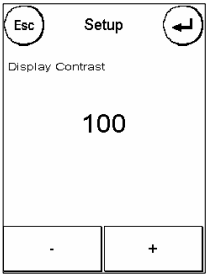


7.1. Set-up menu 1

7.1.1. Adjusting display

Using the function "Set Contrast", you can adjust the contrast to suit your needs. Simply press this key and use "+" or "-" to obtain the desired contrast. Acknowledge this setting by pressing Enter.





7.1.2. Language

Several languages are incorporated in your Frama Matrix franking system. Shift to the desired language using this function. Your current setting is shown in the key. When the administration language is specified, texts are reloaded that are needed for the postal rate module.
This key has no function in the United Kingdom.

7.1.3. System Info

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

7.1.4. Status List

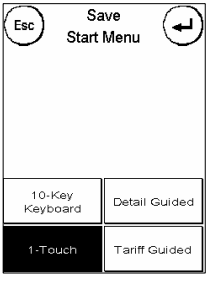
This key fades in a status list. This data and the data in the system information provide important input for our customer service.

7.1.5. Start-up / Log-off

With this key, you can restart the system after you have made settings. Pressing "Start-up / Log-off", takes you straight to the cost centre selection.

7.1.6. Save Start Menu

Here, you can define and save a specific start menu. Possible selections are 1-Touch, 10-Key Keyboard, Detail Guided or Tariff Guided. In this way, you make sure that the chosen franking mask is displayed as standard when the cost centre is selected.



7.1.7. Changing PINs

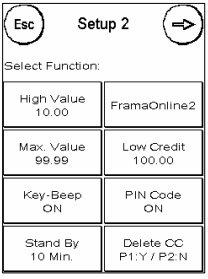
This serves the setting up of all cost centres in the administration mode or the alteration of the PIN and name of the current cost centre. Please read chapter 6 "Cost centres and counters" for more detailed information.

7.1.8. Deleting counters

Please read chapter 6 "Cost centres and counters" for more detailed information.

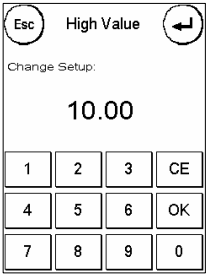
7.2. Set-up menu 2

Set-up menu 2 can be fetched only in the administration mode.



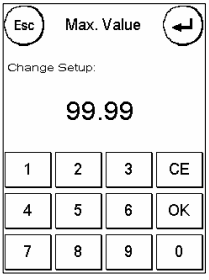
7.2.1. High Value

This setting stipulates that amount from which you have to acknowledge the postage value for security reasons before this amount can be franked. The standard amount is £ 10.00. If you wish to change this setting, simply enter the new, desired value and acknowledge your entry by pressing ENTER.



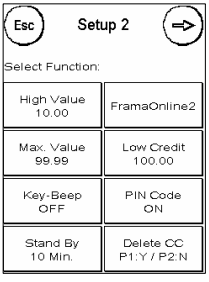
7.2.2. Max. Value

Stipulate the max. Permissible value that may be franked with this setting. Press the key, enter the value and acknowledge by pressing OK or ENTER. The standard setting is £ 99.99.



7.2.3. Key beep

This serves to switch the key beep on and off. Press the key to switch the beep ON or OFF.



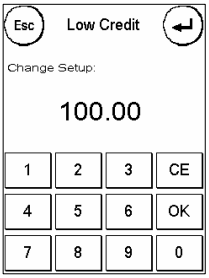
7.2.4. Stand-by

Use this function to define the time until the system switches itself off to save power. If “0 minutes” is entered, this function switches off.

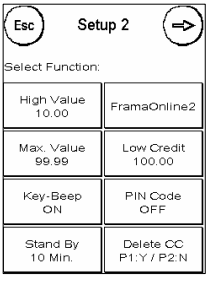
7.2.5. FramaOnline2

The FramaOnline2 functions are explained in detail in chapter 8.

This setting checks the amount of postage available and warns you in good time that the level is getting too low. To change this setting, press "Low Credit". Enter the new value. Acknowledge what you have changed by pressing OK.
The standard setting is £ 200.00.



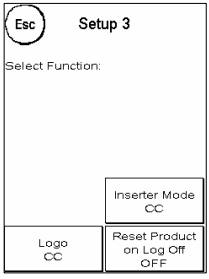
This serves to switch the PIN entry on or off. If you have the setting "PIN code ON", a PIN must be entered in the cost centre selection. If you have the setting "PIN code OFF", a PIN doesn't have to be entered. The administration mode is not affected by this.



This serves to define the recording periods. Please read chapter 6 "Cost centres and counters" for more detailed information.

7.3. Set-up menu 3

Set-up menu 3 can be fetched only in the administration mode.



7.3.1. Logo

This is a setting which stipulates whether all cost centres have to work with the same advertising or whether each cost centre may use individual advertising.

Logo SYSTEM: All cost centres automatically use the advertising defined in the administration mode. To enable you to stipulate the advertising, the administration mode has a corresponding function in the main menu.

Logo CC: Each cost centre can use individual advertising. Whenever a cost centre is refetched, the advertising is set appropriately.

7.3.2. Inserter Mode

Using this setting, the inserter mode can be predetermined.

Inserter Mode CC: The enveloping mode can be selected for each cost centre.

Inserter Mode SYSTEM: The enveloping mode is predetermined by the system.

7.3.3. Reset Product on Log Off

This setting defines the response of the postal rate module when a cost centre is changed.

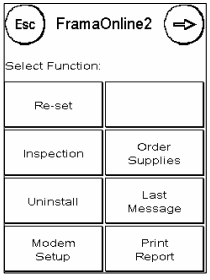
Setting ON: The current product is reset and has to be re-entered if a cost centre is changed.

Setting OFF: The current product is kept if a cost centre has been changed.

8. FramaOnline2 settings

8.1. Loading credit

The procedure for loading credit has already been described in depth under point 2.2.

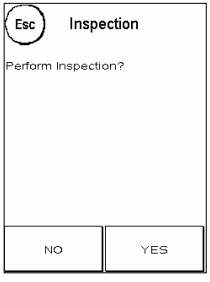


8.2. Inspection

You can carry out so-called inspection loadings with your Frama Matrix franking system. You use them to transmit the counter readings, to check the postal rate tables and to balance / compare data with the post office.

The inspection loading must be carried out whenever the franking system requests a connection with the FramaOnline2 data centre, even if you need no new postage credit. As a rule, this will be at least once a month (according to current Royal Mail regulations) unless you requested new credit beforehand.

To carry out an inspection loading, press "Inspection" in the FramaOnline2 menu and follow the displayed instructions.



8.3. Activation code

The activation code is required only when loading the first time. The procedure has already been described in detail under point 2.1. When your franking system has been activated satisfactorily, the key will fade out.

8.4. Last Message

On pressing this key, you will see the last report transmitted from the FramaOnline2 data centre. Touch the display to return.

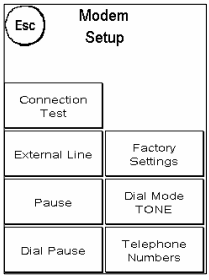
8.5. Print report

On pressing this key, you will print out the last report transmitted from the FramaOnline2 data centre (see print information "FramaOnline2"). Put an envelope or something similar in the franking system to print out the report.

8.6 Uninstall

This calls a function to uninstall your franking system from the FramaOnline2 data centre. This function can only be used if your FramaOnline2 account has been prepared for uninstallation.

8.7. Modem Setup

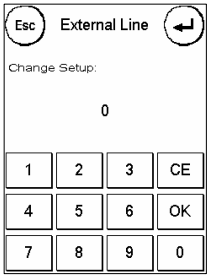


Press "Modem Setup" to fetch the menu on the right. Here, you can adapt the built-in modem to suit your telephone equipment if you do not obtain a connection with the settings made at the factory.

Before you begin to change the standard settings, you should print them out. In this respect, please read point 5.5. "Info Print".

The individual points and their effects are described in detail in the following.

8.7.1. External Line

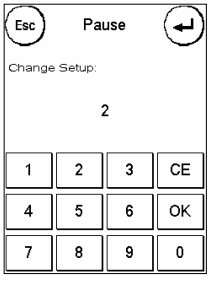


When using a franking system connected with telephone equipment, an exchange code often has to be preselected, e.g. "0" or "9", to obtain a free telephone line.

To enter the required exchange code, press "External Line". At the same time, this will show your current setting.

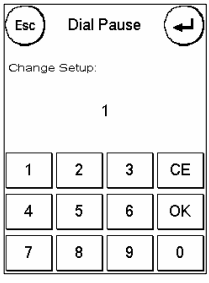
Enter the required exchange code and acknowledge your entry by pressing OK. To delete any wrongly entered or unnecessary exchange code, press CE and quit the display by pressing ENTER.

8.7.2. Pause



Some not-so-new telephone systems need a little time to send a call-connected signal to the franking system. Using the function "Pause", you can adjust the desired time lag between "Picking up modem" and dialling the exchange code. This adjustment is carried out as described in the procedure under point 9.6.1. "External Line".

8.7.3. Dial Pause



Adjusting the dial pause supports the reliable dialling of telephone numbers, especially in the case of not-so-new telephone systems. Using the function "Dial Pause", you can adjust the desired time lag between sending the exchange code and dialling the FramaOnline2 telephone number. This adjustment is carried out as described in the procedure under point 9.6.1. "External Line".

8.7.4. Dial Mode

Your Frama Matrix franking system supports two different methods of dialling telephone numbers. In case of doubt, please read the documation on your telecommunication system. Press "Dial Mode" to shift between the two possibilities.

Dial Mode TONE (standard): The modem uses tone dialling for calling telephone numbers.
Dial Mode PULSE: The modem uses pulse dialling for calling telephone numbers. This setting is intended for not-so-new telephone systems.

8.7.5. Telephone numbers

Two different numbers are saved under the point "Telephone Numbers". One of them is the FramaOnline2 telephone number: 0080037262665 (00800FRAMAONL). Please note the double "00" at the beginning of the number representing an international free-phone number.

You can delete the number by pressing CE. Enter the new telephone number using the 1-to-10 numeric keypad and confirm your entry by pressing OK.

After entering the FramaOnline2 telephone number, you will see the hotline number of the FramaOnline2 data centre. Proceed here in the same way.

8.7.6. Factory settings

By pressing "Factory Settings", you reset all modem settings to the factory settings.

8.8. FramaOnline2 notes on connection problems

Wrong activation PIN
Your Frama Matrix franking system 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 PIN is required only once.

Connection interruption
This message appears if the connection between the FramaOnline2 data centre and your franking system is suddenly interrupted. Try to make the connection again and repeat the procedure.

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 franking system 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.

9. Display messages and technical data

In the event of a malfunction, a message will appear in the display of your Frama Matrix F4 or F6. 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 Init error; Modem error: Dialing; Wrong command;	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 PIN	You didn't enter the FramaOnline2 activation PIN correctly.	Repeat the procedure. Enter the FramaOnline2 activation PIN carefully.
No telephone number	The telephone number required for dialling the modem is missing.	Enter the required telephone number. In this respect, read the section "Modem set-up".
Line busy	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 lost! Try again.	Your existing connection with the FramaOnline2 data centre was suddenly terminated.	Try again. Perhaps wait a few minutes and then try again.
Connection lost! Reconnect!	Your existing connection with the FramaOnline2 data centre was suddenly terminated.	Press the key "Reconnect" to continue the loading process. Don't disconnect your system from the main power supply.
No dialling tone	No dialling tone can be identified.	Check that the telephone cable is plugged in properly.
Inspection required	Your franking system requires a connection to FramaOnline2. According to the current Royal Mail regulations (January 2009) the franking system needs to connect once a month.	Perform an inspection.
Franking system locked	The franking system cannot continue to frank because a data record required for franking wasn't updated or the time period given by Royal Mail for uploading the statistics has been passed.	Select "Inspection" to allow a connection to be made with the FramaOnline2 service. The data record will be updated during the inspection.

9.2. Frama Matrix F4 / F6 scales messages

Display message	Cause	Elimination
Scales communication error	Interfered communication between Frama Matrix F4 / F6 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 hot-line.
No valid weight	Interfered communication between Frama Matrix F4 / F6 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 hot-line.
The scales don't come to a standstill	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.
Scale Overload	The weight put on the plat-form exceeds the capacity of the scales.	Please remember: The maximum capacity of the Frama S2 scales is 2 kg and 5 kg for the Frama S5 scales. Avoid using the scales platform as a place to keep things.
Scale Underload	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 F4 / F6 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 post-age limit that activates the message in. Set-up menu 2 in the administration mode.
Max. postage value exceeded!	Security query. The value ex-ceeds the max. postage value.	You can change the postage limit that activates the message in Set-up menu 2 in the administration mode.
Low Credit	The credit available in your F4 / F6 has dropped below the set limit of £200.00 (standard amount).	Re-set postage credit. If necessary, change the warning 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 F4 / F6, Ink system messages

Display message	Cause	Elimination
Perform Calibration of Ink-Jet Cassette?	You have put in a inkjet cassette that was already installed in your Matrix F4 or F6.	Select "YES" if you wish to recalibrate the inkjet cassette or "NO" if you wish to take over the existing calibration data.
Please put in an original Frama cartridge.	Wrong type of cartridge.	Please use only original Frama inkjet cassettes.
Unknown Ink-Jet Cassette. Please use only Frama ink cartridges which suit your system.	The cartridge used by you is for use in another country.	Put in a new inkjet cassette.
Inkjet cassette is nearly empty. Please order a new ink-jet cassette.	The ink available in the cartridge is almost finished. (This message appears when 20% and less ink remains.)	Please order a new inkjet cassette.
Ink-Jet Cassette is empty. Put in a new inkjet cassette.		Put in a new inkjet cassette.
Ink-Jet Cassette has reached the Expiry Date. Please install a new Ink-Jet Cassette.	The shelf life of the cartridge has been exceeded.	Put in a new inkjet cassette. The date is shown on the cartridge packaging.
Warning! Missing or Defective Ink-Jet Cassette. Please Install a New Cassette and Restart the Franking System.	Cartridge changed without using the appropriate menu or the cartridge is defective.	Always use the respective point in the menu in the printing system domain when changing a cartridge.

9.5. Frama Matrix F4 / F6 mail item transport

Display message	Cause	Elimination
Feeder Error Letter Feeding Error. Please Adjust Side Guide.	The letter was angulated and thus not franked.	Feed in the letter again.
Warning! Current print settings (Logo and Text) Are Not Suitable for Short Letters.	The printing mark does not fit onto a short letter or a franking label.	Temporarily switch off the text or advertising using the selection function.
Warning! Current print settings (Logo and Text) Are Not Suitable for Labels		
Please Remove Paper Jam.	Paper jam	Remove paper jam (see chapter 4.8).
Please insert New Label Box		Please insert a new label box
Label dispenser paper jam	Label box not put in place properly.	Please check it for a correct seating.
Paper jam at feed	You are trying to reseal already sealed envelopes. Pieces of paper are in the transport path.	Remove paper jam (see chapter 4.8).
The water tank is missing		Put the water tank in place.
The water level is low		Top up the water tank.
The letter is too short	A letter of this length is not suitable for the AF6 (min. format A6).	Please use only envelopes of the A6 format and above.
No display message, but the letter was not franked and the franking system beeped three times.	The letter could not be identified.	Put the letter in place again.

10. Technical data

10.1. Miscellaneous

Speed (handling rate):	4,000 letters per hour using manual feeder MF4 5,500 letters per hour using automatic feeder AF6
Max. letter thickness:	10 mm
Display:	graphical, touch keypad/screen
Preselect/default process:	FramaOnline2
Number of integrated advertising messages:	3
Number of customer-specific advertising messages:	5
Number of freely definable texts:	3
Dimensions of advertising message:	56 x 25 mm

10.2. Nominal data of power supply

Matrix F4:	24V DC, 1.5 A
Matrix F6:	24V DC, 1.5 A
Manual feeder MF4:	90 - 264 V AC, 47-62 Hz, 0.75 A, T2A fused
Automatic feeder AF6:	90 - 264 V AC, 47-62 Hz, 0.75 A, T2A fused

10.3. Dimensions and weight

Matrix F4	
Dimensions (W x H x D):	303 x 217 x 205 mm
Weight:	9.4 kg
Manual feeder MF4	
Dimensions (W x H x D):	260 x 144 x 205 mm
Weight:	2.3 kg
Matrix F6	
Dimensions (W x H x D):	303 x 217 x 205 mm
Weight:	9.4 kg
Automatic feeder AF6	
Dimensions (W x H x D):	515 x 217 x 205 mm
Weight:	9.0 kg

10.4. Accessories

Inkjet cassette:	Frama ordering number: SU-004-07-000011
Labels (100 pieces):	Frama ordering number: SU-000-00-000014

10.5. Storage and operating conditions

Matrix F4 / Frama Matrix F6 operating conditions:
Temperature range: 10°C – 40°C
Relative air humidity: 10% – 80% (not condensing)
Approved for use only in inside rooms up to max. 2,000 metres above sea level
Overvoltage category II
Pollution degree 2 2

SU 002-02-00000 inkjet cassette operating conditions:
Temperature range: 10°C – 40°C
Relative air humidity: 10% – 80%

SU 002-02-00000 inkjet cassette storage conditions:
Temperature range: 10°C – 30°C
Relative air humidity: 5% – 80%

10.6. 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 specialised dealer / supplier.
Specialised dealers / suppliers have the obligation to take back old products in accordance with the WEEE directive.

DECLARATION OF CONFORMITY

We, Frama AG, Unterdorf, CH-3438 Lauperswil, herewith declare that this product complies with the following standards or normative documents:

Electromagnetic compatibility

EN 55022:1998 A1:2000 and A2:2003
EN 55024:1998 A1:2000 and A2:2003
EN 55014-1:2000 A1:2001 and A2:2002 part 1: Emission
EN 55014-2:1997 A1:2001 part 2: Immunity — Product family standard
EN 61000-3-2:2000 A2:20051
EN 61000-3-2:2000 and A2:2005

Safety and noise

EN 60950-1:2001, First Edition A11:2004
EN ISO 7779

RoHS

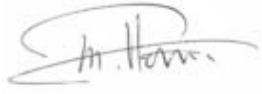
Directive 2002/95/EC of the European Union "Restriction of the use of certain hazardous substances in electrical and electronic equipment":
Lead (Pb) / cadmium (Cd) / hexavalent chromium (Cr^{VI}) / polybrominated biphenyl (PBB) / Polybrominated diphenyl ether (PBDE) / mercury (Hg)

Environmental tests

EN 60721-3-2 Classification of groups of environmental parameters and their severities Part 2: Transportation
EN 60721-3-3 Classification of environmental parameters and their severities Part 3: Stationary use at weatherprotected locations, with reference to the environmental assessment: standards
EN 60068-2-1 (cold), EN 60068-2-2 (dry heat), EN 60068-2-6 (vibration, sinusoidal),
EN 60068-2-14 (temperature fluctuation), EN 60068-2-27 (shock), EN 60068-2-30 (damp heat)

CE

Thomas P. Haug



Frama AG, CH-3438 Lauperswil

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