

# MATRIX F10 / F12

Operating manual GB

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**Operating manual for**

**Frama Matrix F10**

**Frama Matrix F12**

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Dear Customer,

Thank you for choosing the innovative, forward-looking Frama Matrix F10 / F12 franking solution which meets all standards and therefore guarantees long-term protection of your investment. The information below in this operating manual is intended to assist you in installing and operating your Frama Matrix F10 / F12 franking system. It also shows how you can easily make settings yourself. We have summarised the most important points briefly here for you.

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

LOADING POSTAGE CREDIT .....	16
INSPECTION/AUTOCONNECT .....	18
INSERTING/CHANGING INK JET CASSETTE .....	26
CHANGING FRANKING DATE (PRINT DATE) .....	33
DISPLAY MESSAGES AND TECHNICAL DATA .....	47

You can get quick competent support from our **Help Line** 01992 451125.

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

## Safety information and warnings

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

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

This franking system meets current safety requirements. Incorrect use can, however, lead to injury and damage. With this in mind, please read this guide before you start using your Frama Matrix F10 / F12 franking system. This will help you to avoid injury and prevent damage to your franking system. Keep this guide in a safe place and pass it on to the new user should you dispose of the machine.

## Symbols used

This operating manual uses the following symbols:



### **Danger**

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



### **Information**

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



### **Tip**

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

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## 1. System presentation

### 1.1. Safety instructions/Notes on use



**Danger**

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

#### 1.1.1. Correct use



**Danger**

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

#### 1.1.2. Installation notes



**Information**

Your Frama Matrix F10 / F12 franking system was manufactured for use in normal conditions. Please remember: Today's furniture is coated with a confusing variety of paints, lacquers and synthetic materials. In view of this, it is quite possible that some of these materials contain constituents which can attack or soften the plastic feet of our equipment. The feet of our equipment, if affected by foreign substances, can stain your furniture. Frama is unable to accept any liability in this respect for obvious reasons. With this in mind, use a non-slip underlay. Avoid exposing directly to sunlight.

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

The following notes are intended to support you in achieving a sharp, professional print with your Frama Matrix F10 / F12 franking system, so as not to jeopardise the delivery of your franked mail. As the user, you are responsible for the legibility of your franking.



### Information

1. Your franking machine must be properly registered with the Royal Mail before you use it for the first time. Follow the instructions given by your local Frama Sales and Service organisation when you do this.
2. Each franking mark may be used only once. The Royal Mail (Specific Country Post) regards repeated use as a punishable offence and a violation of the general terms and conditions of business.
3. Test franking marks or sample franking impressions are not regarded as valid by the Royal Mail and items bearing them may not, therefore, be mailed.
4. The use of fibrous and other unsuitable envelopes can result in the marks blurring or smearing marks and thus to the franking marks being illegible. In view of this, you are urgently advised not to use envelopes of this kind. Do not use very absorbent or fibrous envelopes for this reason. This could invalidate your franking.
5. The use of high gloss envelopes, which could offer insufficient contrast with the franking mark, is not permitted.
6. Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. You should therefore always use Frama Matrix F10 / F12 franking labels for thick letters and packets.
7. Please make sure that no sharp objects, such as paper clips, are near the franking zone. Such objects can damage the franking system.
8. Ink jet cassettes must be checked regularly to ensure high-quality printing. After a certain time the printing head is sealed to prevent the individual nozzles from drying. Do not, therefore, switch the franking system off immediately, but wait until the print head is sealed, or use the Log off button.
9. Please run a print head test and clean the print head using the Nozzle Cleaning function (section 5.6.2. Nozzle cleaning on page 36) should you have the impression that there are lines missing from the franked mark.

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



### Information

1. The franking system is connected to the user's local area network by Ethernet and by the user's internet access correspondingly provided to exchange data with the FramaOnline2 data centre.
2. Frama guarantees that no other data that are not relevant for the franking system from the user's network will be used, transmitted or read.
3. The user must take measures to ensure the integrity and security of the network at all times when operating the franking system on the company network.
4. The PC interface is not active.
5. Consult the quick IP installation file for further information on connecting the franking system. Please click link below to download the guide.  
[https://www.frama.co.uk/fileadmin/user\\_upload/frama\\_global/documents/Manuals/Frinking/Quick\\_IP\\_Installation\\_Guide\\_for\\_LAN.pdf](https://www.frama.co.uk/fileadmin/user_upload/frama_global/documents/Manuals/Frinking/Quick_IP_Installation_Guide_for_LAN.pdf)



## 1.4. Recycling and disposal



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

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

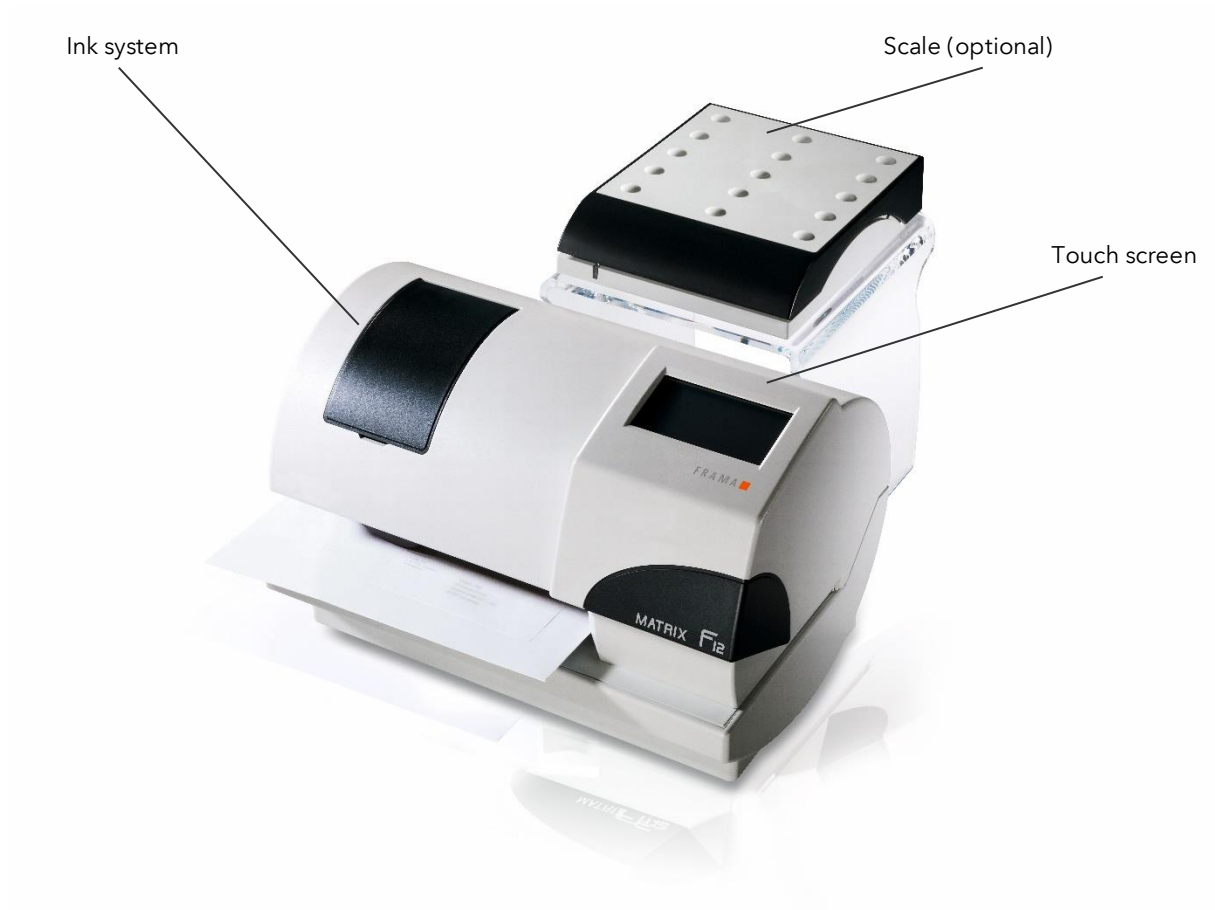
Please find out about local collection points for electrical and electronic waste products which are marked accordingly.

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

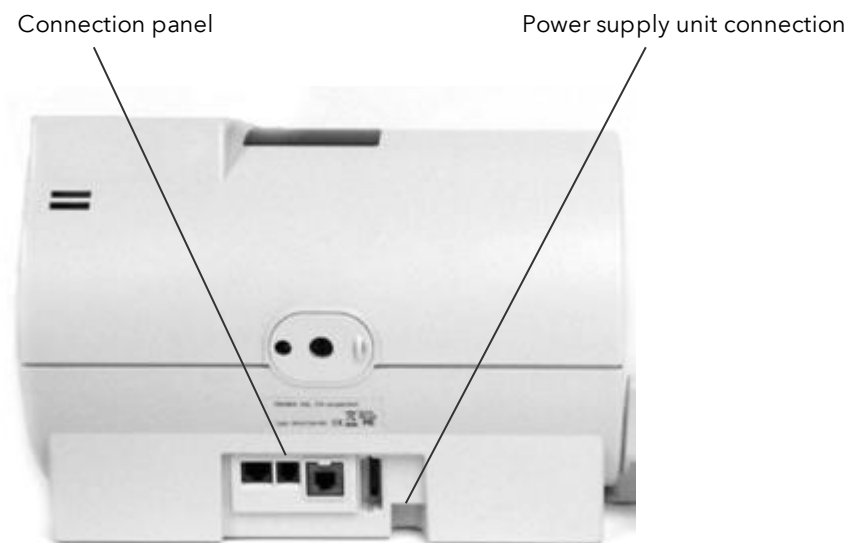
### 1.5. The Frama Matrix machine

The illustrations below show the principal components of the Matrix F10 / F12 franking system. Please familiarise yourself with the location of the components.

**Fig. Matrix F10 and Matrix F12 , front view:**



**Fig. Matrix F10 and Matrix F12, front view:**



## 1.6. Basic screen layout

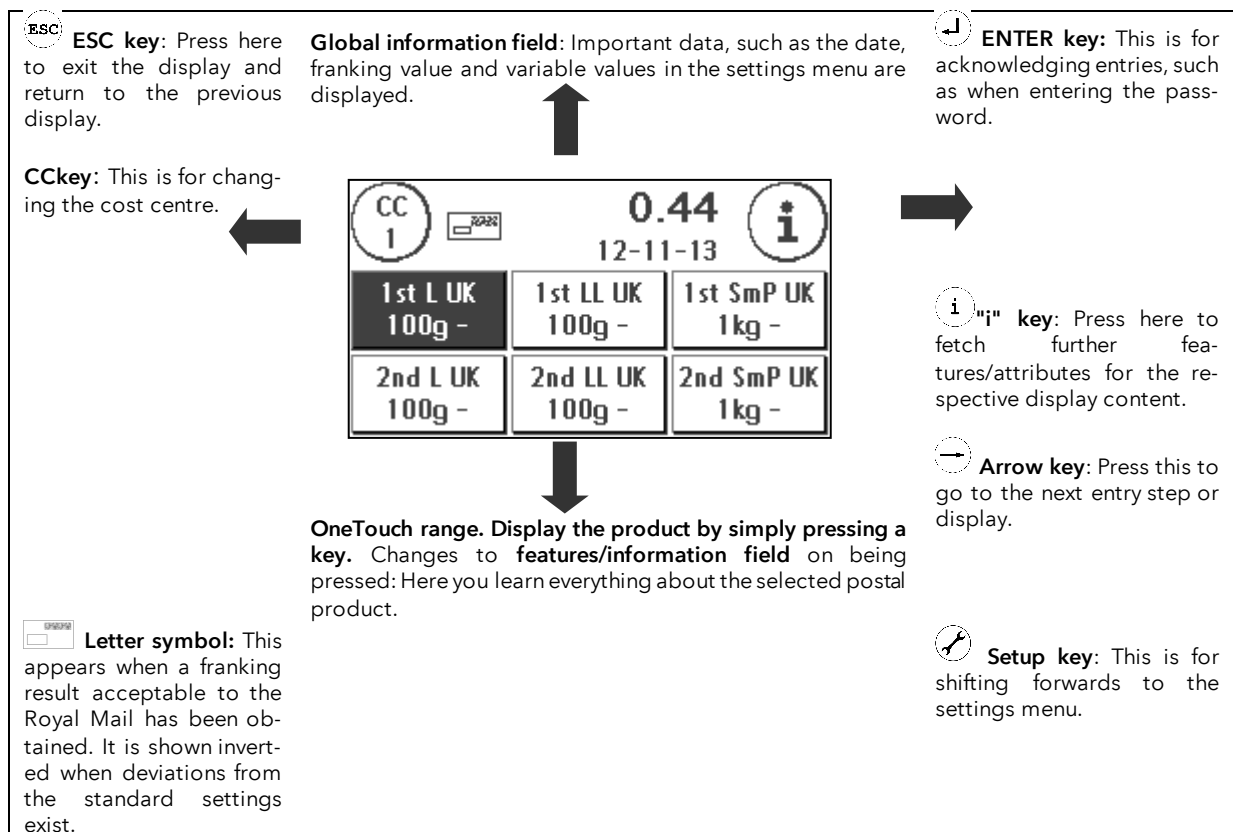
The Frama Matrix F10 / F12 franking system uses a touch screen for operation and navigation through the menus.



Detailed information concerning the tariff control system screens is available in section 4.3. Determining postage value on page 22.

All the functions that are not available are hidden as a rule. This means that there are differences in the screens between the Admin mode and the Cost Centre mode. All inputs are made via the touch screen. There are no other keys for operating the machine.

Fig.: One touch start menu layout



### General notes

The following notes are intended to support you in achieving a sharp, professional postage mark with your Frama Matrix F10 / F12 franking system.



#### Information

- Information: Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. With this in mind, always use original Frama Matrix F10 / F12 franking labels for thick mail items and small parcels.
- Please make sure that no sharp objects, such as paper clips, are near the franking zone.
- If you have the impression that lines are missing in the franked mark, please carry out a printing head test.
- Do not use very absorbent or fibrous envelopes which could prevent a cleanly printed mark. This could invalidate your franking

## 2. Installation

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

There are four steps to installation:

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

### 2.1. General notes and safety information

Select a position near a mains socket and an Ethernet connection for your Frama Matrix F10 / F12 franking system. Avoid direct sunlight and severe vibration.

Draughts can affect the accuracy of the scales.

Your Frama Matrix F10 / F12 franking system was manufactured for use in normal conditions. Remember: Today's furniture is coated with a confusing variety of paints, lacquers and synthetic materials. In view of this, it is quite possible that some of these materials contain constituents which can attack or soften the plastic feet of our equipment. The feet of our equipment, if affected by foreign substances, can stain your furniture. Frama is unable to accept any liability in this respect for obvious reasons.

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

### 2.2. Making connections

The illustration below shows the location of the interfaces and the plug for the plug-in power supply unit on the rear of the Matrix F10 / F12 franking system's housing (connection panel).



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

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

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

### 2.2.2. Connecting the scales (optional)

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

## 2.3. Connecting to the mains electric supply



**Danger**

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



Take the power supply unit.

Then connect the cable with the small right-angled round plug to the Frama Matrix F10 / F12 (see photograph).

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

Make sure that you have closed the top flap on the Frama Matrix F10 / F12. Check whether the scales are free to move.



**Information**

Information: The switch-on routines may take some time. During this time, the Frama Matrix F10 / F12 franking system will not accept any input from you.

## 2.4. First use

Insert the power supply unit into a suitable mains socket. You will hear various sounds during the switch-on routines. All the motors and sensors are being checked.



Information: The switch-on routines may take some time. During this time, the Frama Matrix F10 / F12 franking system will not accept any input from you.

### Information

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

## 2.5. FramaOnline2 installation

Installation on the FramaOnline2 data centre establishes the full functionality of your franking system and is indispensable for the correct operation of the system.



Information: It may be necessary to configure your franking system to ensure that it connects successfully with your network. Follow the instructions on page 44 to make the necessary settings.

### Information



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

### Information

A note on installation appears once the system has been started successfully.

1. Acknowledge the note on installation.
2. Select FramaOnline2.
3. Enter the admin PIN. The default value for this PIN is 1234. Press the OK key.
4. Press the ";" key at the top right of the screen.
5. Press the Spanner key at the top right of the screen.
6. Press the "arrow" at the top right of the screen.
7. Select FramaOnline2.
8. Press the Activation PIN key and enter the activation PIN.
9. Press "arrow" symbol) in the top right-hand corner. On the FramaOnline2 screen, select the Installation key. Press the YES key to begin installation.

The franking system contacts FramaOnline2.

Once FramaOnline2 installation is complete, you will be prompted to install the ink jet cassette.

## **2.6. Installing the ink jet cassette**

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

## **2.7. Loading credit from FramaOnline2**

You must load postage credit into the franking system before you can frank mail with your Frama Matrix F10 / F12 franking system.

Follow the instructions on page 16. This concludes the installation.

### 3. FramaOnline2

#### 3.1. General notes

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

Your franking system must set up a connection with the data centre to allow use of FramaOnline2. Refer to section 9.4. Connection on page 44 for this.

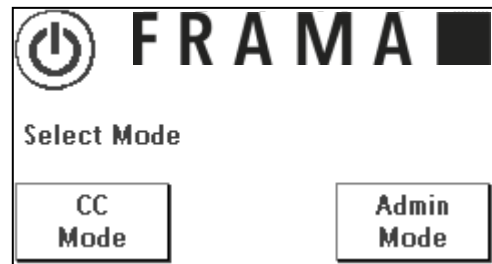


It is only possible to call up postage and communicate with FramaOnline2 in Admin mode. Tip: The Admin mode is password (PIN) protected. Keep your PIN in a safe place. The PIN can only be reset in a chargeable call-out of a service technician to your premises or in the central workshop.

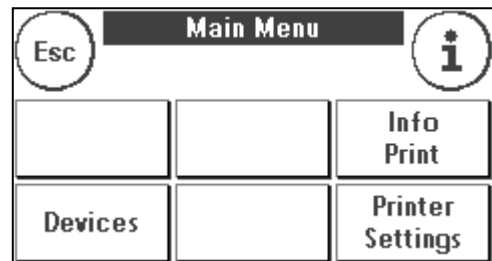
#### 3.2. Loading postage credit

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

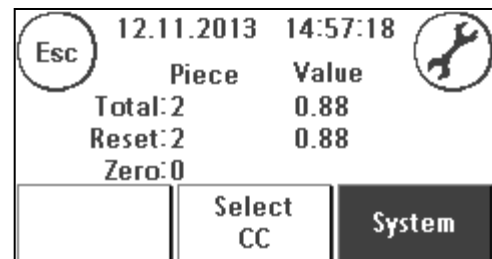
1. Press the Admin key in Selection mode.
2. Enter your PIN (default: 1234). Then press the ENTER key to access Admin mode.



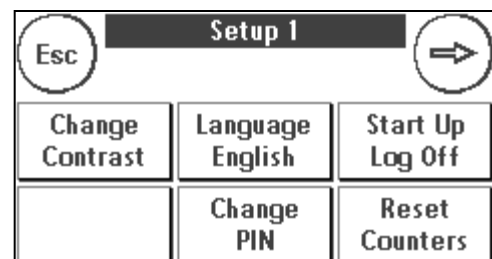
3. Press the "i" key.



4. Press the Spanner.



5. Press the arrow.





6. Select FramaOnline2.

<b>Setup 2</b>		
Esc		→
System Info	Status List	CreditWarn. 100.00
High Value 10.00	Max. Val. 99.99	Frama Online2

7. Select Re-set.

<b>FramaOnline2</b>		
Esc		→
Re-set	Inspection	Order Supplies
Connection		Last Message

8. Enter the desired credit amount without using a decimal point. Please observe any provisions in your contract with the Royal Mail.

Acknowledge this amount by pressing ENTER.

<b>Re-set</b>		
Esc		
25.00	50.00	100.00
		Other Amount

9. Your Frama F10 / F12 franking system establishes a link with the FramaOnline2 data centre and keeps you informed as to the progress of the connection.

<b>Transferring Data ...</b>	
Step:	Initialisation
Block:	
Transfer:	<div style="border: 1px solid black; width: 100px; height: 10px; background-color: black; margin: 0 auto;"></div>



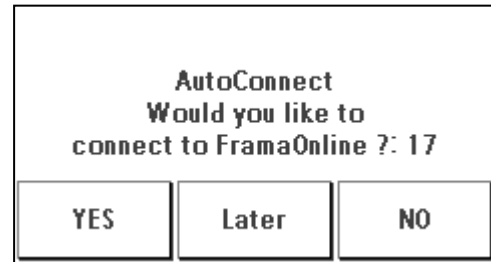
The connection can last several minutes depending on the amount of data to be transferred (postage rates update, etc.).

The transaction data is displayed once the connection is completed.

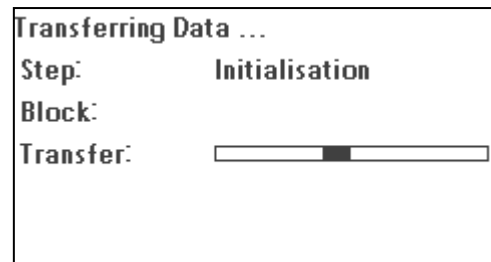
### 3.3. Inspection/AutoConnect

Your Matrix franking system has an autoconnect function as a convenience. This is used to transmit the counter readings, to check the postage rate tables and to synchronize data with the Royal Mail.

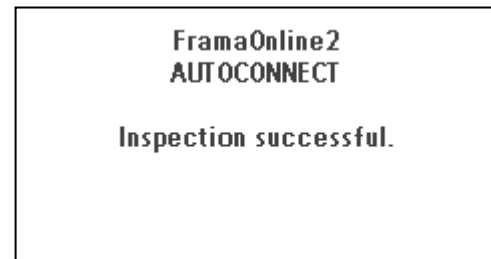
You may see the AutoConnect message while you are changing the cost centre. You can also run this later if you do not wish to make the connection now.



AutoConnect or delivery of the Mailmark™ data is executed in accordance with your agreement with the Royal Mail. If you see the AUTOCONNECT Inspection loading successful message, the connection has been made and you can simply carry on by touching the screen.



It is important that your franking system is permanently connected through the network for the Inspection/AutoConnect function.



## 4. Operation

### 4.1. Switching on and off

Always keep your machine connected to the mains.

#### 4.1.1. Switching the machine on

Touching the dark, empty screen switches the machine on. The machine can also be turned on automatically by plugging in the power supply unit.

#### 4.1.2. Switching the machine off

On the Mode Selection screen shown below, press the Switch Off key. Touch the screen to wake the machine up again.



Always wait for two minutes between operating the franking system and disconnecting the plug. This procedure ensures that the print head is properly sealed and cannot dry out.

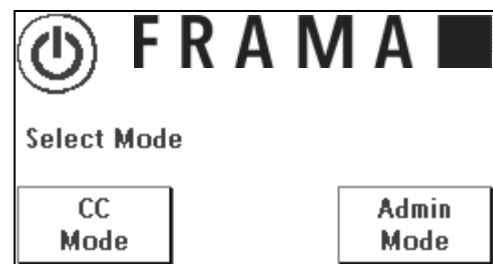
#### Information

#### 4.1.3. Selecting a mode

After switching on, the operating mode selection screen appears.

CC mode: Select CC mode to frank mail items. Settings made in CC mode will only ever apply to the cost centre currently selected.

Admin mode: Select Admin mode to adjust global and FramaOnline2 settings, to carry out inspections and to load postage credit. Settings made in Admin mode always apply to all cost centres.



## 4.2. Accounts

### 4.2.1. General comments on cost centres

Your Frama Matrix F10 / F12 franking system is equipped with various counters which allow you to monitor postage consumption and the number of mail items franked.


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

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

The data for a cost centre is displayed as follows:

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

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

Esc	12.11.2013	15:16:38	
	Piece	Value	
	Total: 2	0.88	
	Reset: 2	0.88	
	Credit Left:	199.12	
CC 1			System

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

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

### 4.2.3. Selecting a cost centre

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

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

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

#### 4.2.4. Changing the cost centre PIN

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

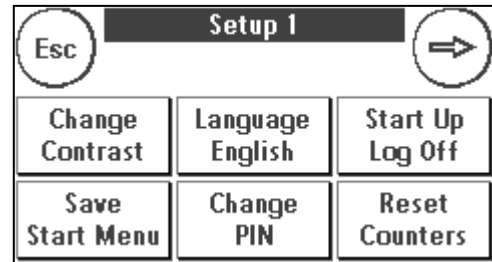
Proceed as follows to change the PIN for the current cost centre:

Press the Change PIN key (in Setup 1).

Enter the old PIN. Press OK to confirm.

Enter the new PIN. Press OK to confirm.

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



You have access to all cost centres in Admin mode (see from page 42).

#### 4.2.5. Changing the cost centre name

Your Frama Matrix F10 / F12 franking system offers you the option of assigning an individual name to each cost centre. It is supplied by default to the Select Cost Centre screen and simplifies your work.

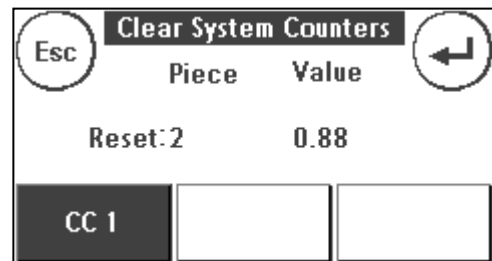
Press the Change PIN key (in Setup 1).

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

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

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

Confirm deletion by pressing ENTER.



### 4.3. Determining postage value



Your franking system protects you against unintentionally franking at high postage rates (see Settings section). By default, all franking valued over £10.00 must be approved by touching the postage value displayed (it is initially displayed inverted). This value can be changed in Setup 2 (section 7.2. Setup 2 menu on page 40).

Various start menus are available to you for efficient franking. You can set your preferred start menu in Setup 1. The default menu is OneTouch.

#### 4.3.1. OneTouch start menu

It is not necessary to enter postage values if you use the OneTouch keys. Instead, the mail product concerned is selected by pressing a key. Your Frama Matrix F10 / F12 franking system has already been pre-programmed with the most important mail products.

CC 1		0.44 13-11-13		i	
1st L UK 100g -	1st LL UK 100g -	1st SmP UK 1kg -			
2nd L UK 100g -	2nd LL UK 100g -	2nd SmP UK 1kg -			

The respective postal products are written on the OneTouch keys. The type of mailing and the format are defined in the first line. The destination and the weight are shown in the second line. Pressing the display allows you to call up additional screens with pre-defined products.

Each one of these so-called OneTouch keys can be reprogrammed to suit your needs. You can call up further product screens with the OneTouch capability by touching the postage value:

Products 1 - 6  Products 7 - 12  Products 13 - 18  Postal rate guide

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

#### 4.3.2 Detail-guided start menu

If you press an already selected OneTouch key again, you can modify specific features of the postal product stored in the system.

Esc		0.44 13-11-13		1-T	
Add. Serv.	1st Class		Letter		
	UK		100g		

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

- Product
- Destination
- Format
- Weight
- Additional services

Press the product key and select the new product. Caution! Additional services also need to be confirmed by pressing the OK key.

You can save your changes to the OneTouch key at any time (1-T function), or return to the OneTouch menu by pressing Esc.

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

### 4.3.3. Tariff-guided

Your Frama Matrix F10 / F12 has an integrated postal rate guide for you to ascertain the postage of all available postal products. You thus also have a clever access capability for mail items that are not used so often.



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

#### Information

1. Select the postal rate guide by pressing the postal rate three times.
2. Select the type of mailing. Press the arrow to show other types of mailing.

Mailtype		
Esc		➔
1st Class	2nd Class	Special Delivery
Airmail Letter	Airmail PPaper	Airmail SPacket

3. Select the destination.

Destination		
Esc		
EU	Europe non EU	
World Zone 1	World Zone 2	

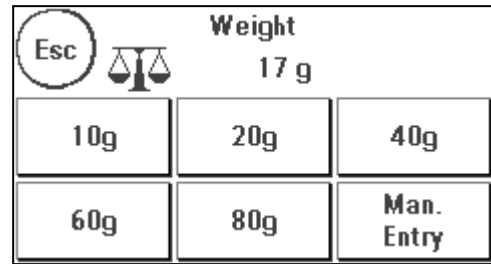
4. Select the format.

Format		
Esc		
Letter	Large Letter	
Small Parcel	Medium Parcel	

5. If available for the product in question, select the additional services and confirm your selection by pressing OK.

Additional Services		
Esc		
Air Sure	Int Signd	
AS-Xtra 500	IS-Xtra 500	OK

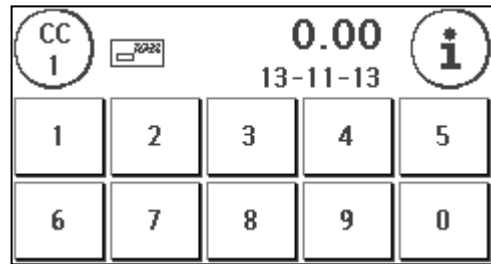
6. Ascertain the weight of the mail item by either:
  - a) Pressing the appropriate weight key (weight limit, for example, 17 g).
  - b) If scales are connected: putting the mail item onto the scales (the weight appears next to the scales symbol) and then pressing the scales symbol.



That's all. The postal rate will appear and you can frank the mail item.

#### 4.3.4. Numeric keypad

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



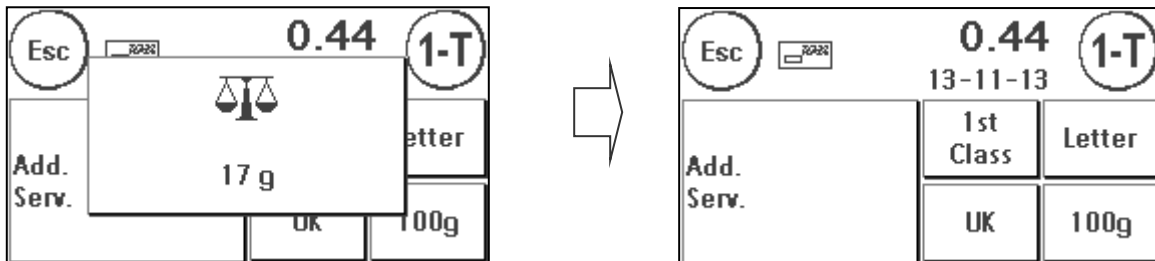
The numeric keypad is included in the Tariff-guided start menu. You reach it by pressing three times to the franking value.

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

The numeric keypad cannot be defined as the start menu.

#### 4.3.5. Postage scales and weight pop-up

There are a number of ways of determining the precise weight of the mail item using S2, S5 or S30 scales.



You can use the scales at any time in the One Touch menu or the detailed overview. Place the item to be weighed on the scales. The weight pop-up appears. Touch the pop-up to use the item weight displayed to calculate the exact postage charge.



If the weight causes an attribute to change, the corresponding key will flash to alert you to the new value.



## 4.4. Franking

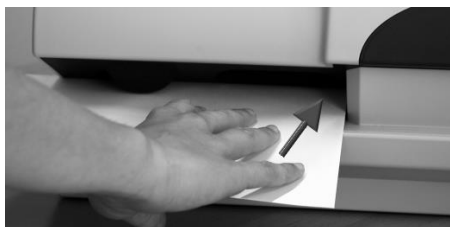


### Danger

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

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

### 4.4.1. Inserting and franking the letter



You can now frank your mail item with the selected postage rate. To do this, place your mail item in your Frama Matrix F10 / F12 franking system so that the right-hand edge is flush against the housing and push the mail item back to the stop.

The letter will be franked.

### 4.4.2. Franking labels

Use only original Frama Matrix F10 / F12 franking labels. Frank labels in the normal way, just like a letter. Frama Matrix F10 / F12 franking labels can be used twice. Turn the label through 180 degrees and frank it again.

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

## 4.5. Fitting the ink jet cassette

### 4.5.1. Fitting/changing ink jet cassette

Your Frama Matrix F10 / F12 franking system uses a double ink jet cassette to frank your mail items. The ink jet cassette also contains the printing head.

You must therefore handle the ink jet cassette very carefully.



#### Information

1. Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. You should therefore always use Frama Matrix F10 / F12 franking labels for thick letters and packets.
2. Make sure that no sharp objects, such as staples, etc., can damage the sensitive surface of the printing head during franking.
3. Do not use very absorbent or fibrous envelopes which could prevent a cleanly printed mark. This could invalidate your franking.
4. The use of coloured envelopes which offer insufficient contrast with the franking mark is not permitted.
5. After a certain time the printing head is sealed to prevent the individual nozzles from drying. Do not, therefore, switch the franking system off immediately, but wait until the print head is sealed, or use the Log off button.
6. Please run a print head test and clean the print head using the Nozzle Cleaning function should you have the impression that there are lines missing from the franked mark.
7. Do not touch the gold contact surfaces in the ink jet cassette. Grease and perspiration on your skin can leave a film which could result in "messy" print marks.

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

Call up the Change Ink Jet Cassette function:

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

Printer Settings		
Esc	Nozzle Test	Nozzle Cleaning
	Change Cassette	Resolution NORMAL
	Print Alignment	Print Head New Calibra

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



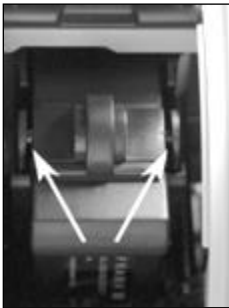
Unpack the new ink jet cassette and remove the two protective strips from the print head.

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



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

Push the new ink jet cassette fully into its guide.



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



#### Information

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

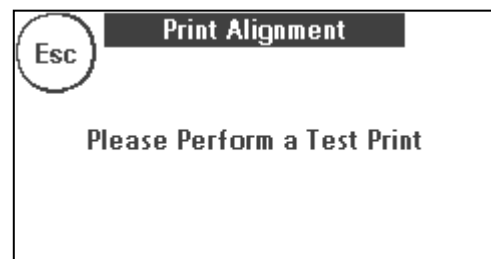
If you have fitted the new cassette properly, you can now press YES on the screen.

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

If the ink jet cassette being used has already been fitted in your Frama Matrix F10 / F12 franking system, you can choose between recalibration and accepting the existing calibration data. Calibrate, are you sure?

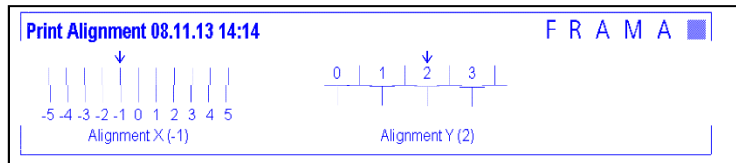
After calibration, you will be prompted to print a test franking mark. Take an envelope. We recommend that you use a filled envelope.

Insert the envelope as for franking. The envelope will be franked with a test mark.



**Example of a test print:**

Alignment X is shown on the left and Alignment Y on the right. Valid alignments are indicated by an arrow. The arrows should point to where the lines appear straightest.

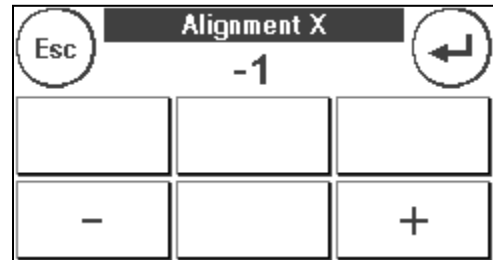


If this is already the case, you only need to confirm the following displays X and Y by pressing the ENTER key. Sometimes, however, it is necessary for you to change the setting to optimize the results. Simply carry out the additional instructions.

This is how you should proceed: Look for the line that appears to be straightest in the Alignment X area to the left of the test mark. Note the number beneath it, e.g. -1.

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

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



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

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

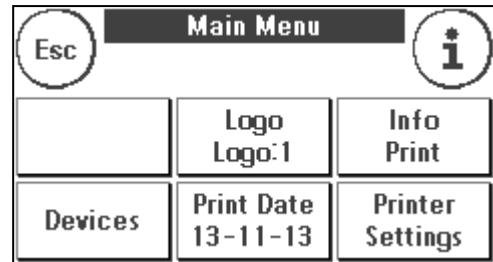
## 5. Main Menu

### 5.1. Overview

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

You can select the following functions in the Main Menu.

- Devices (see page 32)
- Logos (see this page)
- Info Print (see page 34)
- Printer Settings (see page 35)

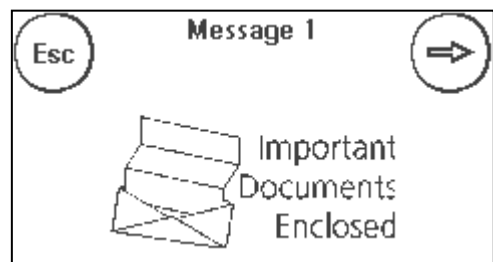
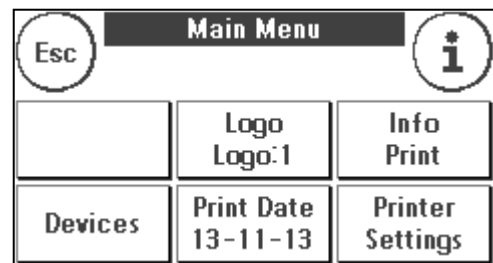


### 5.2. Logo

Your Frama Matrix F10 / F12 franking system already has predefined advertising messages and has been programmed with advertising imprints as you requested. You may also store text messages in the franking system.

Select them as follows:

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



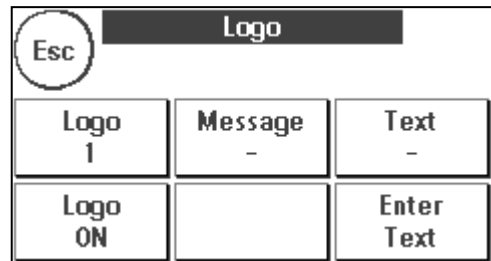
### 5.2.1. Advertising imprint text blocks

Your Frama Matrix F10 / F12 franking system gives you the possibility of producing your own advertising imprint text blocks and thus of drawing attention to holidays, special campaigns and events with your mail.

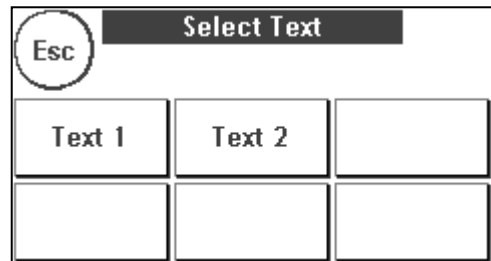
### 5.2.2. Entering an advertising imprint text block

Press the Enter Text key

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

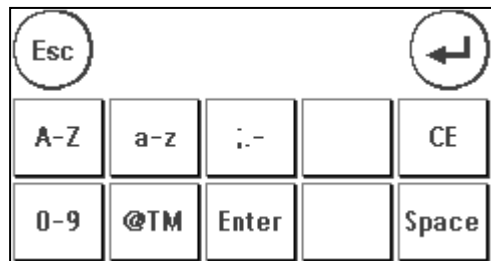


In the text entry screen you can choose upper and lower case, numbers, special characters, punctuation marks and spaces.



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

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



### 5.2.3. Switching the message off

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

Press the key again to switch the function back on.

Esc	Logo	
Logo 1	Message -	Text -
Logo OFF		Enter Text

### 5.3. Devices

The Devices menu item is used to manage connected devices.

<b>Main Menu</b>		
Esc		i
	Logo Logo:1	Info Print
Devices	Print Date 13-11-13	Printer Settings

<b>Devices</b>		
Esc		
Scale		

#### 5.3.1. Scales (optional)

Connecting the S2 or S5 scales automatically extends the functional scope of your Frama Matrix F10 / F12 franking system, i.e. you can use the scales functions described immediately. By using the electronic scales, you are able to calculate postage rates and weigh your letters, small parcels as well as other mail items accurately. You thus automatically avoid incorrect franking.

Your Frama Matrix F10 / F12 franking system has a simple weight display in this menu in addition to the weighing functions in the Start menus already described.

Reset your scales to zero by pressing the Tare key. The Info key shows data pertaining to the software used to control the scales of a purely informative nature.

Esc	Weight:	17 g
Tare		Info



## 5.4. Print date

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

To this end, you can set the date printed in the Frama Matrix F10 / F12 frank and print up to thirty days ahead.

You can bring forward the date using the + key.


You can push back the date you have previously brought forward using the - key.

The Reset key returns you to the current date.

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

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

Esc	<b>Print Date</b>		↩
	<b>13-11-13</b>		
<b>Set Date (-)</b>	<b>Reset</b>	<b>Set Date (+)</b>	

Esc		<b>0.44</b>	<b>1-T</b>
		<b>01-12-13</b>	
<b>Add. Serv.</b>	<b>1st Class</b>	<b>Letter</b>	
	<b>UK</b>	<b>100g</b>	



**Tip**

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

## 5.5. Info Print

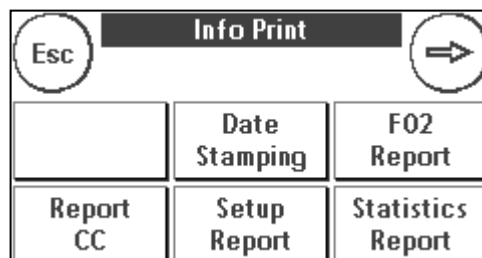
You can set various print modes for your Frama Matrix F10 / F12 franking system using the Info Prints. The reports are particularly important. These allow condensed information to be printed out. These reports help you by providing overviews when you are programming or, for example, they may be used as receipts after loading postage via the FramaOnline2 data centre.

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

### 5.5.1. Printing out reports

Press the key appropriate to the report you want and feed a C5/6 format envelope into your Frama Matrix F10 / F12 franking system to print the report.

You can quit the Info Print menu by pressing ESC.



### 5.5.2. Received stamp

You can convert your Frama Matrix F10 / F12 franking system into a received stamping machine. Select the Date Stamping function in the Info Print menu. This mode changes to a different franking mark. No postage is used.

### 5.5.3. FramaOnline2 report

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

There are also other FramaOnline2 related reports available when you press the arrow key (**Proforma Invoice** and **FO2 Statement**).

### 5.5.4. Logo imprint

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

### 5.5.5. Setup report (setup settings)

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

### 5.5.6. CC report

The cost centre report is a clearly laid out report of the data for the current cost centre or for a selected cost centre (Admin mode). You receive the cost centre data for the periods and the overall counter level (not resettable).

### 5.5.7. Statistics report

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

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

### 5.5.8. Specimen

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

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

## 5.6. Printer Settings



### Information

1. Do not frank mail items thicker than 10 mm. You risk allowing the printing head to touch the surface of the mail item and thus smearing the franked mark. You should therefore always use Frama Matrix F10 / F12 franking labels for thick letters and packets.
2. Please make sure that no sharp objects, such as paper clips, are near the franking zone. This can damage the print head.
3. Do not use very absorbent or fibrous envelopes which could prevent a cleanly printed mark. This could invalidate your franking.
4. The use of coloured envelopes which offer insufficient contrast with the franking mark is not permitted.
5. After a certain time the printing head is sealed to prevent the individual nozzles from drying. Do not, therefore, switch the franking system off immediately, but wait until the print head is sealed, or use the Log off button.
6. Please run a print head test and clean the print head using the Nozzle Cleaning function should you have the impression that there are lines missing from the franked mark.
7. Always use the functions from the Printer Settings menu. Replacing the print head without adjusting the alignment and testing from the Printer Settings menu can lead to inadequate quality of the franking mark.

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

#### 5.6.1. Nozzle test

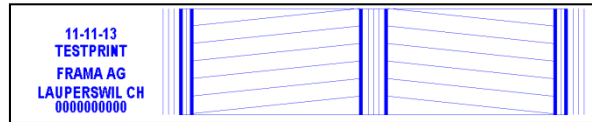
A franking mark test is incorporated in your Frama Matrix F10 / F12 franking system.

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

Printer Settings		
Esc		
Nozzle Test	Nozzle Cleaning	Resolution NORMAL
Change Cassette	Print Alignment	Print Head New Calibra

Press the Nozzle Test key and insert an envelope or similar into the system.

A test franking mark is made. Check whether all lines have printed. Run nozzle cleaning if necessary.



### 5.6.2. Nozzle cleaning

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



#### Information

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

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

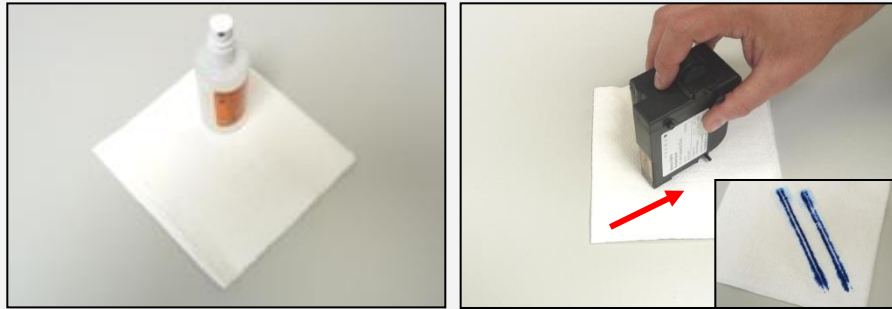
**Nozzle cleaning:** A normal print head cleaning operation is run. The print head and the nozzles are cleaned.

**Thorough cleaning of nozzles:** Intense rinsing and cleaning of the nozzles and print head.

To call up the required program, press the corresponding button. The cleaning program starts automatically. It is recommended that afterwards you perform the "Nozzle test" function to check that the cleaning was successful.

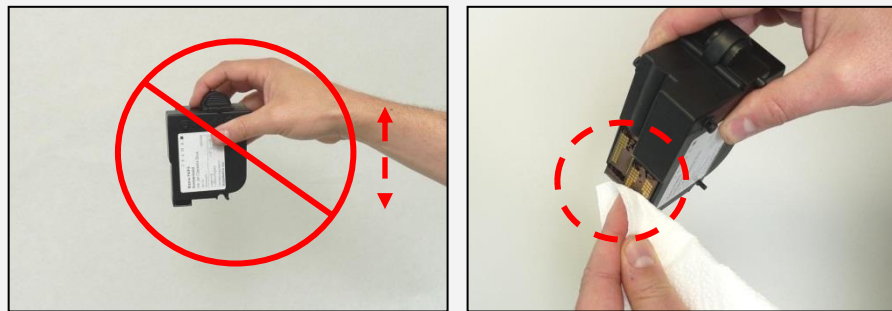
If you have heavily clogged nozzles which you cannot get clean with the "Clean nozzle" function, instead use a liquid print head cleaner\* or alternatively distilled or demineralised water:

1. Remove the ink jet cassette. To do so, use the Change Print Head function (see further below, Chapter 5.6.3. Changing the ink jet cassette).
2. Moisten a lint-free cloth or a paper-based cleaning cloth with print head cleaner or with water.
3. Wipe the print head slowly over the moistened cloth. Repeat this procedure until two continuous blue lines become visible.



Tip!

4. Avoid shaking the ink jet cassette; doing so could destroy it.
5. Clean the contacts on the cassette with a cloth. Use only undiluted alcohol or print head cleaning fluid. NEVER use water!



6. Re-insert the ink jet cassette and follow the instructions on Page 30 to adjust it.
7. If the printed impressions are still not satisfactory, please contact our Customer Support Department.

\* can be purchased in the FramaShop ([www.framashop.co.uk](http://www.framashop.co.uk))

### 5.6.3. Changing the ink jet cassette



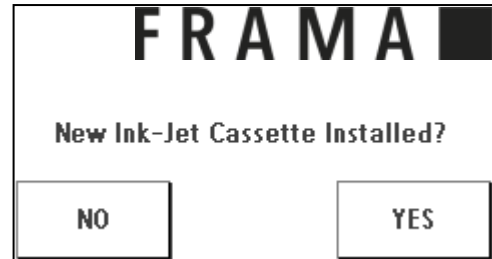
Caution! Make sure that the ink jet cassette has been stored at room temperature for at least three hours before you fit it.

#### Information

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

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

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



### 5.6.4. Print alignment

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

### 5.6.5. Print head new calibration

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

## 6. Counter Readings

The various counters are described in section 4.2.1. General comments on cost centres from page 20 onwards.

## 7. Admin mode (settings)

Settings made in Admin mode always apply to all cost centres. Furthermore, it is only possible for you to link up with the FramaOnline2 data centre when you are in Admin mode. The following explains in detail the individual functions in Admin mode.

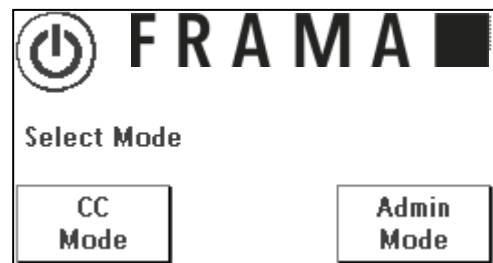


You can also make settings in each cost centre. However, when you do this not all the Admin mode functions are available to you.

### 7.1. Setup 1 menu (CC and Admin)

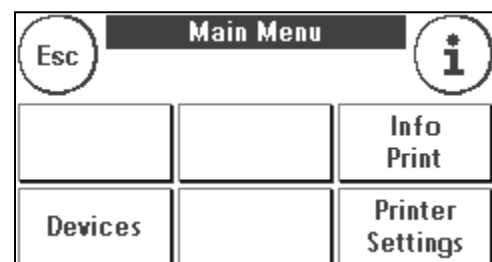
Proceed as follows to change the basic settings of your Frama Matrix F10 / F12 franking system:

1. In mode selection, choose Admin.
2. Enter your PIN. Then press the ENTER key to get access Admin mode.

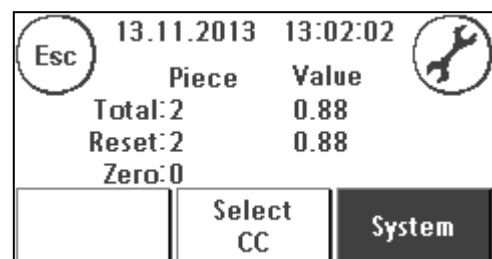


Save the PIN for Admin mode in a safe place. The PIN can only be reset by a service technician at your premises. This service is chargeable.

3. Press the "i" key



4. The total counter readings of each cost centre and the system are displayed in this menu. Press Select CC to choose a cost centre. Pressing System displays overall counter readings.



5. Press the Tool key to obtain the basic settings. The basic settings are divided among four menus. These are designated as Setup 1, Setup 2, Setup 3 and Setup 4.

Pressing the arrow moves you forward, while pressing ESC returns you to where you started.

<b>Setup 1</b>		
Esc		➔
Change Contrast	Language English	Start Up Log Off
	Change PIN	Reset Counters

## 7.2. Setup 2 menu

1. **System Info:** This displays system data that might be useful when you obtain advice on the phone after a system malfunction/breakdown. Touch the screen to quit the display.
2. **Status List:** This shows system messages which might be helpful when you are obtaining advice on the phone. Touching the screen quits the display.

<b>Setup 2</b>		
Esc		➔
System Info	Status List	CreditWarn. 100.00
High Value 10.00	Max. Val. 99.99	Frama Online2

3. **Credit Warning:** Here you can define the level of remaining postage credit which, when it is reached, will trigger a notification. The default value is £100.00.
4. **High Value:** This setting determines that amount from which, for security reasons, you must confirm the postage value before this amount can be franked. The default setting is £10.00. Enter the new desired value and confirm your input by pressing ENTER.
5. **Max. value:** This defines the maximum value which can be franked on a mail item at one time. The default value is £99.99. Enter the desired value and acknowledge your entry by pressing ENTER.

## 7.3. Setup 3 menu

1. **Beep ON:** Used to switch the key beep on and off. Pressing Beep ON switches off the beep. Pressing it again switches the beep back on.
2. **CC Clear ON/OFF:** Using this function, you can define whether the users of the individual cost centres may or may not delete their cost centre contents (counter readings and values). Selecting CC Clear OFF means that only you are allowed to reset counters in Admin mode.

<b>Setup 3</b>		
Esc		➔
Beep ON	CC Clear ON	SmartShop ON
Auto Log off 10 Min.	PIN Code ON	

3. **Auto Log off:** Defines the time in minutes until the current cost centre will be closed and the user logged off. A cost centre must be selected again before work can continue.  
**Auto Log off activation and setting Auto Log off time:** Press the Auto Log off key. Enter the desired time. Entering zero minutes switches the Auto Log off function off. Press ENTER to acknowledge.



4. **PIN Code ON/OFF:** This is used to activate and deactivate PINs for the cost centres. The PIN for Admin mode cannot be deactivated. For safety reasons, always leave the PIN activated.

## 7.4. Setup 4 menu

**1. Product reset on log-off** (Auto Log off: This setting defines how the start menu behaves when switching between cost centres (default = OFF).

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

Setup 4		
Esc	Prod. Reset OFF	Logo CC

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

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

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

### 7.4.1. Restarting the system

For your changes to become effective, you need to restart your Frama Matrix F10 / F12 franking system. To do so, use the Start up/Log off function in the Setup 1 menu.

## 8. Admin mode

Settings made in Admin mode always apply to all cost centres. In Admin mode you also have access to all cost centres and can thus conveniently make settings for these cost centres (counter readings, name and PIN). The additional features demanded by Admin mode are described below (see section 7.1. Setup 1 menu (CC and Admin) on page 39 there are for instructions on calling up Admin mode).



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

### 8.1. Main Menu



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

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

#### 8.1.1. Devices

##### 8.1.1.1. Scales (optional)

There are no special features in Admin mode.

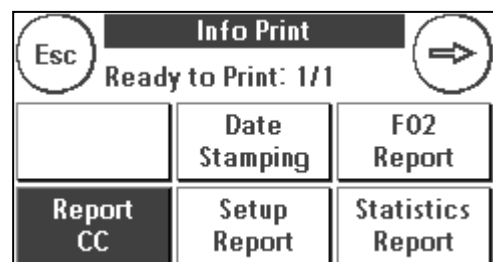
#### 8.1.2. Logo

Specify the logo setting system-wide (to do this, in the Setup 3 menu, activate the Logo: System function).

The other functions in the Logo menu do not differ from the descriptions from page 29.

#### 8.1.3. Info Print

A list of all the cost centres can be printed out using the Report CC key in Admin mode. All other reports and print options correspond to the descriptions given earlier in this operating manual (see section 5.5. Info Print from page 34).



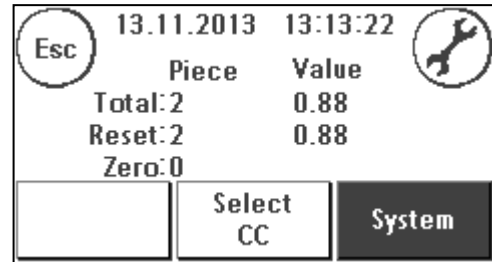
#### 8.1.4. Printer settings

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

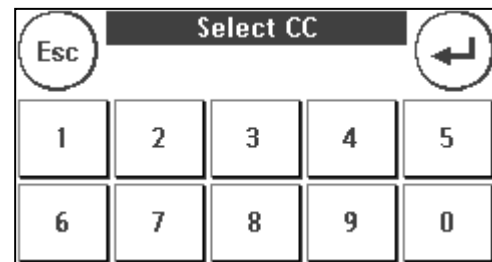
## 8.2. Counter Readings

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

*Select CC:* Press this key to call up the Select CC menu.

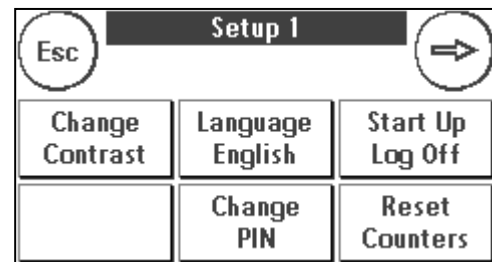


Select the cost centre.



## 8.3. Setup 1

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



### 8.3.1. Change PINs

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

### 8.3.2. Reset Counters

Press Reset Counters and select the cost centre to be deleted.

The All CCs key deletes all cost centres.

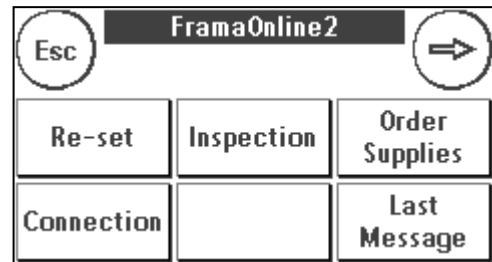
Confirm the security prompts to delete the desired cost centres.

### 8.3.3. Setup 2/Setup 3 /Setup 4

The settings for Setup 2, 3 and 4 have already been described in detail from page 43.

## 9. FramaOnline2

FramaOnline2 is a service provided by Frama which handles postage payment (credit), sends franking data to the Royal Mail, sends advertising imprints electronically and provides the latest postage rates for you.



The FramaOnline2 menu is described below.

### 9.1. Loading postage credit

The procedure for loading credit (postage) has already been described in depth on page 16.

### 9.2. Inspection

You can run inspection loadings with your Frama Matrix F10 / F12 franking system. You use them to transmit the counter readings, to check the postage rate tables and to balance data with the post office.

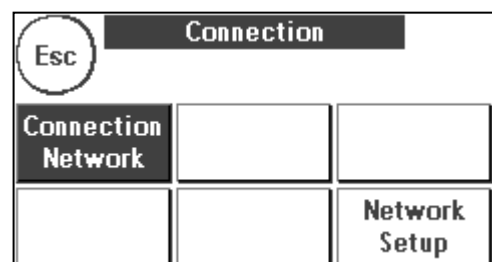
The inspection loading is a manual version of AutoConnect. Detailed information can be found on page 3 in section 3.3. Inspection/AutoConnect

### 9.3. Uninstall

This function is used to uninstall your Frama Matrix F10 / F12 franking system from the FramaOnline2 service. Only use this function when requested to do so by Frama.

### 9.4. Connection

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



### 9.4.1. Network setup

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

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



#### Information

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

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

### 9.5. Last Report

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

### 9.6. Print Report

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

### 9.7. SmartShop

SmartShop allows you to order frequently required accessories directly through your franking system.

Call up the SmartShop by pressing its key.

#### 9.7.1. Order accessories/options

Select the item required by pressing the relevant key. Select the desired quantity of the item using the - and + keys. Press the Order key again to confirm the item selection.

Continue in the same way for further items.

FramaOnline2		
Esc		➔
Re-set	Inspection	Order Supplies
Connection		Last Message

Order		
Esc	Ord. Value: 0.00	
	Shipping costs:	
InkJet casse	Sheet Label	
0	0	

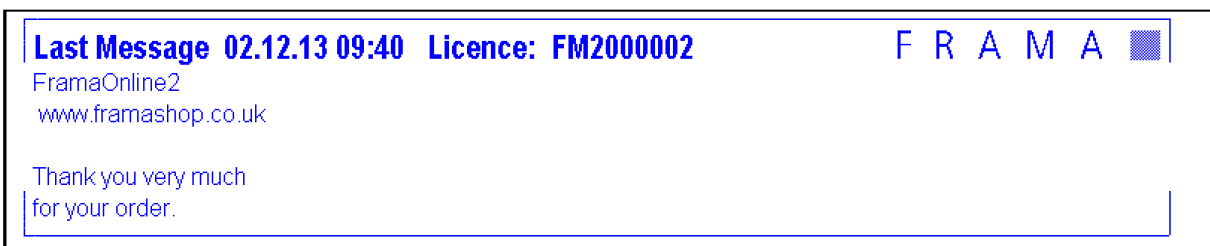
InkJet cassette		
Esc	Select No. of Items: 1	
	Total Value:	
# 1019135		
-	+	

### 9.7.2. Send order

Press the ENTER key to confirm the full order. Press YES in the Send order menu to send a binding order. The franking system contacts the FramaOnline2 data centre.

A successful transmission is indicated in a summary.

You may print out a receipt - while the summary is displayed - by feeding in an envelope or similar:



You will be supplied and invoiced by your local Frama Sales and Service organisation.

## 10. Troubleshooting/Error messages

In the event of a malfunction, a message will appear in the display of your Frama Matrix F10 / F12 franking system. If you are unable to eliminate the problem yourself, you can obtain support on your Frama hotline or from your local Frama dealer. Keep your customer number and franking system number ready to hand.

The Frama Matrix F10 / F12 franking system distinguishes two types of error message:

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

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

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

### 10.1. FramaOnline2

Display message	Cause	Remedy
Welcome. Installation required. See Operating manual.	Your Frama Matrix F10 / F12 franking system has not yet been registered with the FramaOnline2 service.	Run the installation as described in section 2 (page 12).
Connection interrupted.	Your existing connection with the FramaOnline2 data centre was suddenly terminated.	Try again. Perhaps wait a few minutes and then try again. Run an inspection loading.
Franking system locked.	Your system has been locked or unregistered.	
System will soon be locked. Perform inspection?	Your Frama Matrix F10 / F12 franking system must deliver consumption data to FramaOnline2 for forwarding to the Royal Mail. This message appears five days before the franking system is locked.	Run an inspection loading.
Franking system is locked. Perform inspection?	Your Frama Matrix F10 / F12 franking system cannot continue to frank because a data record required for franking was not updated.	Select Inspection to allow a connection to be made with the FramaOnline2 service. The data record will be updated during inspection.

Language changed. Perform an inspection to load missing text.	You have changed the language in Setup 1. The tariff data must be reloaded to match the new language.	Run an inspection loading.
AutoConnect Do you want to connect automatically to FramaOnline2?	Daily data synchronisation with the Royal Mail.	See section 3.3. Inspection/AutoConnect on page 18.

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

Display message	Cause	Remedy
Scales communication error.	Your Frama Matrix F10 / F12 franking system not communicating with scales.	Check that the scales cable is plugged in properly. Switch the franking system off and then on again. Please contact us on our hotline if this does not correct the problem.
The scales do not come to rest.	The scales platform is not at rest. It is therefore not possible to determine the weight.	The scales should be installed in a vibration-free place. Even the draught from fans etc. can cause this message.
Overloaded scales.	The weight put on the platform exceeds the capacity of the scales.	Please remember: The maximum capacity of the Frama S2 scales is 2kg, 5kg for the Frama S5 scales and 30kg for the S30 scales. Do not use the scales platform as a storage place.
Scale Underload	A weight was on the scales when the franking system was switched on.	Always make sure that the scales platform is clear when the franking system is switched on.



### 10.3. Frama Matrix F10 / F12 , franking value/credit

Display message	Cause	Remedy
High value not confirmed.	Security prompt.	Touch the postage value shown in-verse in the display. You can change the postage limit that activates the message in the Setup 2 menu in Admin mode.
Maximum franking value exceeded.	Security prompt. The value exceeds the maximum postage value.	You can change the postage limit that activates the message in the Setup 2 menu in Admin mode.
Low Credit.	The credit available in your Frama Matrix F10 / F12 franking system has dropped below the specified limit of £100.00 (default amount).	Load new postage credit. If necessary, change the warning limit using the relevant function in Admin mode.
Low credit and ink jet cassette is almost empty!	The credit available in your Frama Matrix F10 / F12 franking system has dropped below the specified limit of £100.00 (default amount). At the same time the ink jet cassette is almost empty.	Load new postage credit. If necessary, change the warning limit using the relevant function in Admin mode. Replace the ink jet cassette soon.
No credit.	The remaining value of postage credit is not sufficient for franking.	Load more postage credit onto the system.

## 10.4. Printer messages

Display message	Cause	Remedy
Perform calibration of ink jet cassette?	You have inserted an ink jet cassette that has previously been fitted in your Frama Matrix F10 / F12 franking system.	Select YES if you wish to recalibrate the ink jet cassette or NO if you wish to apply the existing calibration data.
Please insert a suitable cassette.	Incorrect cassette type.	Please use only suitable ink jet cassettes.
Cassette not recognized. Please use only Frama ink cartridges which suit your system.	The cassette you are using is intended for use in a different country.	Insert a new ink jet cassette.
Ink jet cassette is almost empty! Please order a new cassette.	The ink in the cassette is almost finished. (This message appears when 20% or less ink remains).	Please order a new colour cartridge.
Ink jet cassette is empty. Please insert a new ink jet cassette.		Insert a new ink jet cassette.
The expiry date has passed. Please insert a new ink jet cassette.	The shelf life of the cassette has passed.	Insert a new ink jet cassette. The date is shown on the cassette packaging.
No cassette or defective cassette inserted. Please insert a new cassette and switch the system off and then on again.	Cassette changed without using the appropriate menu or the cassette is defective.	Always use the appropriate menu item in the Printer Settings when changing the cassette.

## 11. Technical data

### 11.1. General

Matrix F10 / F12 franking system speed:	1200 letters/hour
Maximum letter thickness:	10 mm
Letter ejection:	yes (F12) no (F10)
Display:	graphical, touch-sensitive screen
Default process:	FramaOnline2
Number of fixed stored advertising messages:	3
Number of customer-specific advertising messages:	5
Number of freely definable texts:	2
Dimensions of advertising message:	52 x 25 mm

### 11.2. Envelope/envelope flap dimensions

Minimum format (length x width)	137 mm x 95 mm
Maximum format (length x width)	353 mm x 353 mm
Minimum thickness of cards	0.1 mm
Minimum thickness of envelopes	0.1 mm
Maximum envelope thickness:	10 mm

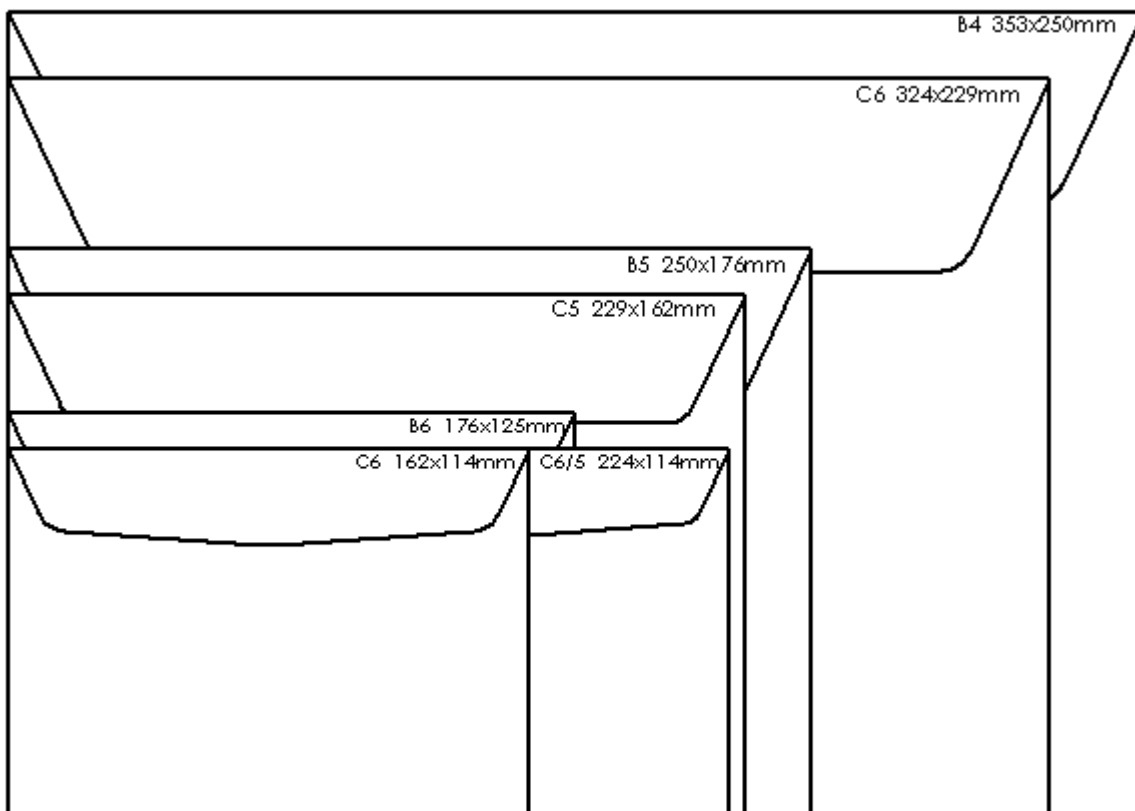


Figure: Formats and dimensions

### 11.3. Power supply rating

Matrix F10 / F12: 24V DC, 200 mA  
PSU: 100 - 240 V, 50&60 Hz, 1.5 A

ENERGY STAR® qualified product: Matrix F10 / F12



### 11.4. Dimensions and weight

Dimensions (L x H x W): 305 x 205 x 210  
Weight: 6.8 kg

### 11.5. Accessories

See [www.framashop.co.uk](http://www.framashop.co.uk) or speak to your local Frama Sales and Service organisation.

## 11.6. Storage and operating conditions

### **Matrix F10 / F12 Operating conditions:**

Temperature range: 10°C - 40°C

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

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

Overvoltage category II

Pollution degree: 2

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

Temperature range: 10°C - 40°C

Relative air humidity: 10% - 80%

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

Temperature range: 10°C - 30°C

Relative air humidity: 5% - 80%

## 12. EC-Declaration of Conformity

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

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

### **Manufacturer:**

Frama AG  
Dorfstrasse 6  
CH-3438 Lauperswil

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

Product name: Matrix F10 / F12  
Type: Franking system

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


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

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

EN62368-1:2020

EN 55014-1:2006 + A1:2009 + A2:2011  
EN 55014-2:1997 + A1:2001 + A2:2008  
EN 55022:2010  
EN 55024:2010  
EN 61000-6-1:2007  
EN 61000-6-3:2007 + A1:2011  
EN 61000-3-2:2006 + A1:2009 + A2:2009  
EN 61000-3-3:2008

Lauperswil, November 1, 2013



Thomas P. Haug  
CEO

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Sales and service centre:  
Frama UK Limited, Hoddesdon

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

**Help line:** 01992 451125

**Ordering consumables:** [www.framashop.co.uk](http://www.framashop.co.uk) or your local Frama Sales and Service organisation.

[www.frama.co.uk](http://www.frama.co.uk)