

F R A M A ■
O F F I C E M A I L

ELECTRONIC FRANKING SYSTEM

Operating Instructions

SISTEMA ELECTRÓNICO DE FRANQUEO

Instrucciones de uso

ELEKTRONISK FRANKERINGSMASKINE

Brugsanvisning

ELEKTRONISKT FRANKERINGSSYSTEM

Instruktionsbok

Attention!

When franking, the envelope printing area must be free of hard objects (paper clips, staples, etc.) that can mechanically damage the print head. Frama cannot accept any guarantee claims or product liability for print head damage resulting from failure to observe this operating instruction.

¡Atención!

Al franquear, no se deben encontrar objetos duros (clips, grapas, etc.) en la zona de impresión del sobre. El cabezal de impresión puede dañarse mecánicamente por elementos duros. En caso de daños en el cabezal de impresión causados por el incumplimiento de esta norma, quedarán excluidos los eventuales derechos de garantía, así como cualquier responsabilidad por productos defectuosos.

Vigtigt!

Under frankeringen må der ikke befinde sig hårde genstande (clips, hæft eklammer o.s.v.) i det område af kuverten, hvor frankeringstrykket påføres. Trykhovedet kan tage uoprettelig skade af hårde genstande. Skader på trykhoved, forårsaget ved tilsidesættelse af ovenstående betjeningsforskrift, dækkes ikke af garantien.

Viktigt!

Vid frankering måste hela tryckytan vara fri från hårda objekt (som t.ex häftklammer, gem etc.). Dessa kan förstöra tryckhuvudet. Frama frångår sig all garantiåtagande och produktansvar för skador på tryckhuvudet som är ett resultat av att inte observerat detta i bruksanvisningen

F R A M A ■
S M A R T M A I L I N G

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SYSTEM FIGURE REFERENCES

1	Mains connection
2	Fuse holder
3	Mains switch
4	CE conformity symbol
5	Reserve interface
6	9-pole scale interface
7	Nameplate
8	Post lock cover
9	25-pole interface for connecting loading boxes and PC/laptop
10	Touch-Screen (ComTouch™)
11	Ink ribbon cassette
12	Door lock
13	Letter feed table
14	Table guide
15	Light barrier for letter safety release
16	Light barrier for short letter block
17	Printing mechanism
18	Slit for Short Form Instructions
19	Ink ribbon cassette *
20	Cassette grip *
21	Axle head *
22	Axles *
23	Coil opening *

* See detail drawing, page 13

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ENGLISH

ESPAÑOL

DANSK

SVENSKA

1. BASIC MODEL AND OPTIONS

The Frama OfficeMail Franking System is available in white-grey or anthracite-black housings. It can be equipped with additional software, hardware and peripheral options as required. Depending on country-specific postal regulations, credit loading can be carried out using the electronic FramaLink remote postage resetting system (see section 5.9.20).

1.1 Basic specifications

The basic model includes:

- Franking speeds up to 3000 letters per hour
- Franking of letters of thickness up to 6 mm
- User interface touch screen
- Fully automatic date change
- Two password protected account numbers
- Printing account number details on data cards
- Nine programmable fixed values
- 10-key keypad
- Resettable / non-resettable item counters
- Programmable “High Value” block

1.2 Software options

- **“Tariff Module” option T** for automatic postage calculation of inland and foreign mail (section 5.2.4).
- **“Account number Module” option C** for booking franked mail in, for example, 10 (Module C10), 20 (C20) or 50 (C50) account numbers (section 5.1).
- **“Print Selection” option P** (up to eight additional print clichés). Depending on country-specific regulations certain additional frankings belong to the basic equipment.
- **“Ad Cliché” option A.** Up to eight different ad clichés can be permanently stored in the system using the ad cliché loading box (section 6).

1.3 Hardware options

- **“Scale Interface” option 10** for connecting a Frama Scale/Weighing platform for automatic weight transmission (only possible in connection with the **“Tariff Module” option T**) (section 5.3.4).
- **“PC Interface” option 20** for connecting a PC/laptop (in connection with Tariff Module T). This option is possible only for certain special applications and requires a special factory-prepared model.
- **“PC Interface” option 22** for connecting a PC/laptop (without Tariff Module T). This

option is possible only for certain special applications and requires a special factory-prepared model.

1.4 Peripheral options

- Frama Scales/Weighing platforms
- Tariff loading box
- Franking statistics software on-line, i.e. direct connection to PC or laptop (requires a special factory-prepared model)
- Statistics software off-line, i.e. no directly connected PC or laptop (requires a special factory-prepared model)

This document describes all functions and options possible with the OfficeMail Franking System (fully configured model). Described functions not belonging to the basic equipment are indicated with an “*” symbol in the footnote meaning: If so equipped.

2. SAFETY INSTRUCTIONS / ACCIDENT PROTECTION

- Please read through these operating instructions carefully and follow the directions contained herein.
- Before operating your franking machine for the first time, it must be properly licensed with your postal authority and sealed under the post lock cover (8). Please follow the instructions of your local Frama representative.
- Under no circumstances remove the seal under the post lock cover (8)! Report any damage to it to your local Frama representative immediately.
- In Germany buildings must have an over-voltage protection installed on the mains line where the franking system is connected.
- Check the cable and plug before each installation. Have any damage immediately repaired by a specialist.
- Always switch off the franking machine (mains switch (3) on the rear of the unit) to position “0” before connecting the mains plug to the mains.
- Always position the mains cable behind the machine and ensure that it cannot be damaged or cause anyone to trip over it.
- Grip the plug to remove it. Never pull on the cable to remove the plug.
- To avoid damage, never place foreign objects in the vicinity of the printing mechanism (17).
- To avoid injury to your fingers, never place

them in the vicinity of the printing mechanism (17). Be careful with ties, scarves, long hair, etc.

- Keep children away from the system.
- Have repairs made exclusively through your local Frama representative. Under no circumstances open the franking system by yourself!

3. INSTALLATION / MAINS CONNECTION

Place the franking system on a horizontal surface. Leave sufficient space for the ejection of the franked letters to the left of the machine.

Ensure that the mains switch (3) on the rear of the machine is set to the "0" position. Connect the mains cable to the mains connection (1) and then connect the other end to a suitable mains source. (Overvoltage protection is required in Germany.)

4. PREPARING FOR OPERATION

Switch the mains switch (3) on the rear of the machine to the "1" position. The following then appears on the touch screen (10): the Frama logo, the version number of the software used, and, if electronic remote postage resetting is included, a bar graph indicating the remaining franking value as a percentage of the value available immediately after the last credit loaded. (For more information on loading, see section 5.9.20.) A menu field then appears for entering your account number and the associated password.

5. OPERATION

5.1 Entering account number and password

To the top right of the menu field you can see the system data listed below. You cannot edit this data.

- Total value counter
- Total items counter
- Total zero frank counter
- Remaining credit (franking amount still available)
- Total amount loaded *

The account number and the associated password can now be entered as follows (the entries requested by the system are always

shown in inverted text, that is, with dark background):

- Enter the requested one or two-digit account number (the number of digits depends on your account number module). Confirm with the "OK" button.
- If the password protection was switched on in the Setup menu (section 5.9.13), then you must enter the programmed one to maximum six-place password number. After entering, confirm with the "OK" button.

Important: The highest possible password number is reserved for the person responsible for the system. It allows the use of certain special functions in the Setup menu (section 5.9). Thus for this account number, entry of the programmed password is always required.

Following successful entries of the above information, the system moves on to one of the three main working menus.

5.2 Working menu selection

Depending on the options selected and the programming in the Setup menu (section 5.9.21), and after you have entered the account number and, if enabled, the password, one of the following three working menus appears:

- Pre-programmed **Fixed values**
- **10-key Keypad**
- **Automatic tariff calculation ***

5.2.1 Working menu information

The following information appears in the upper part of each working menu:

- Value indicator with a set franking value (possible additional information: "HIGH VALUE"/"ATTN CREDIT")
- Date indicator with the set date, or simply "OFF" if the date is switched off (country-specific)
- Selected account number
- Set additional print cliché (dependent on system configuration / country-specific)
- Ad cliché status, e.g. Advertisement 2 (for switched-on cliché no. 2) / Advertisement switched off

If you touch the value indicator display in the button field (upper right) when it is not in inverse type, you can move from one working menu to the next in the sequence given above.

5.2.2 “Fixed values” working menu

You can program your nine most-used postage values in the fixed value menu. Then, by pressing a button as described below, you can select the franking value needed. (To program, see section 5.9.18.)

Procedure:

- Select the desired fixed value button.
 - The franking value is displayed in the value indicator field at the upper right.
 - The franking machine is ready to frank.
- Franking the mail (section 5.3).

Important: If you wish to print a sender message (Registered Letter, Express, “A”, “B” etc., depending on system configuration) on the mail item along with the fixed value selected, then make the relevant settings using the two button-fields at the upper left (section 5.8.3).

5.2.3 “Keypad” working menu

You can freely enter any franking value in the “Keypad” menu.

Procedure:

- Enter the value desired digit by digit. After you have entered the last possible digit, you can only change the last digit.
 - Inverse value displayed in the value indicator field.
- Confirm the value entered using the value indicator field (inverse display extinguishes).
- Franking the mail (section 5.3).

Important: If you wish to print an additional print cliché (Registered Letter, Express, Printed Matter, etc., depending on system configuration) on the mail item along with the value selected using the keypad, then make the relevant settings using the two button fields at the upper left (see section 5.8.3).

The “CE” button must be pressed before setting a new franking value in order to automatically switch off any previously used print cliché. Alternately, the new value can be entered directly (previously set print cliché remains active).

5.2.4 “Automatic tariff calculation” working menu *

If the automatic postage calculation is in its basic setting, the franking value displayed is for a standard inland letter without additional services, and for the lowest weight category. The postage needed for a mail item can be

set to either “menu guided” or “free”. Proceed as follows for the **menu guided mode:**

- Press the “MENU GUIDED” button.
 - The menu field with all programmed mail types (letter, packet, printed matter, etc.) appears.
- Select the desired mail type button.
 - “Destination” menu field appears.
- Select the Destination button desired.
 - If needed, “Format” menu field appears.
- Press the Format button desired.
 - “Additional services” menu field appears.
 - An inverse display of the calculated postage value appears in the value indicator field.
- Select the additional services desired. (You can correct your entries by pressing the “CE” button.)

Special case: Upon selecting the additional service which demands a value entry (e.g. for an insured mail item), a sub-menu field appears automatically for the value entry. After confirming the value with “OK”, the menu field for the additional service reappears.

- Confirm the selected additional services with the “OK” button.
 - “Enter weight” menu field appears.
- Select the relevant weight button or, in case of a connected scale, press “STANDARD SCALE” or “STACK SCALE” (see section 5.4.1/5.4.2). Using the “ENTER WEIGHT” button, you can also enter the value using a keypad field. (Confirm with the “OK” button.)

Special case: For those mail types where the postage changes with very small weight changes, no weight buttons appear. In these cases you must use the “ENTER WEIGHT” button or a connected scale.

- Automatic switch back to the main menu field and display of the selected combination in the large main field.
- Inverse display of the postage calculated in the value indicator field.
- Inverse display of the automatically selected print cliché (dependent on system configuration) in both upper left fields.
- Confirm the postage calculated using the value indicator field (inverse display extinguishes).
- Franking the mail (section 5.4).
- For a new setting press the “CE” button to revert to the basic setting (standard letter / inland / no additional services / lowest weight category).

For “free” calculation of tariffs, you can directly select the individual settings for the mail categories, destination, additional services, etc., as follows:

- Mail type: “MAIL TYPE” button
- Destination: “DEST.” button
- Format: “FORMAT” button
- Additional services: “ADD SERVICES” button
- Weight entry: “WEIGHT” button

To set the parameters selected, use the same procedure as for the menu guided determination. A completed setting procedure is displayed on the associated button (e.g. the “DEST.” button is replaced by “EUROPE”). If you press this button again, you can change the destination.

Set additional services are displayed in the large main field. You can also change settings here. If no setting has been selected, “No Additional Services” is displayed.

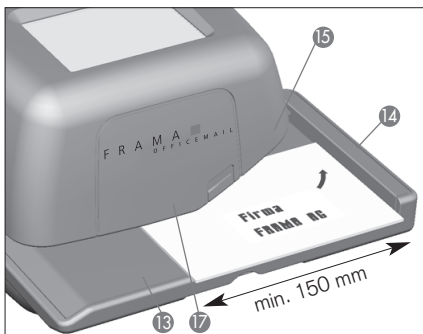
Important: If you select another type of mailing, all other settings revert to the basic setting (inland / smallest format / no additional services / lowest weight category). Any print clichés set are cancelled. If you select another destination, the setting for the mail type remains unchanged, but the other settings are reset. Changes in format, additional services and weight do not change previously made settings for mail type and destination.

5.3 Franking the mail

Using the Frama OfficeMail, you can frank as follows:

5.3.1 Franking directly

All current letter formats to a maximum thickness of **6 mm** as well as post cards can be franked as follows:



- Place the mail item on the feed table (13) and slide it along the table guide (14) up against the safety release (15).
→ The mail item is automatically pulled under the printer mechanism (17), franked and ejected.

5.3.2 Franking self-adhesive labels

For mail items thicker than 6 mm or letters having uneven surfaces owing to uneven letter contents, you can frank self-adhesive labels on special paper.

5.4 Weight transfer from connected weighing platform

If a Frama Scale or Weighing platform is connected, the weight value for the postage calculation and settings can be transferred from the scale to the franking machine as follows:

5.4.1 Weighings:

- Place the mail item on the scale.
- Press the “WEIGHT” button.
→ The Enter weight menu field appears.
- Press the “STANDARD SCALE” button.
→ Switches back to the working menu.
→ Displays “SCALE” and the weight in the weight button field.
→ Postage displayed in inverse type.
- Confirm value and frank (section 5.3).
- Place the next mail item on the scale and press the weight button, etc.

5.4.2 Checking the zero point of an Weighing platform S/SP

You can check for correct zeroing of a connected weighing platform as follows:

- Remove everything from the weighing platform.
 - Press the weight button.
→ “SCALE 0 g” is displayed.
 - The zero is correct.
- or:
- Go to menu for weight entry.
 - Press the “STANDARD SCALE” button.
→ “SCALE 0 g” is displayed in the weight button field.

The zero is correct.

In order to avoid incorrect weighings and thus incorrect postages, any possible zero point error ($\neq 0$) must be corrected (section 5.9.7).

5.5 Blocking “High Values”

You can program an upper postage limit in the Info/Setup menu (section 5.9.17). This

prevents franking at excessive values. If the programmed limit is reached or exceeded during a postage calculation or a value setting, a "HIGH VALUE" warning appears in the value indicator field. The system then remains blocked for franking until the warning is acknowledged by pressing the value indicator field. Following the next franking, the system is again blocked. Press again after each franking to override.

5.6 "ATTN CREDIT" display *

If the remaining credit falls below 25% of the total available credit after the last credit loading, an "ATTN CREDIT" warning signal appears in the value indicator field (only for countries having remote postage resetting). See section 5.9.20 to carry out a credit loading.

5.7 No credit loaded *

If a franking value is set and there is insufficient credit (for countries having remote postage resetting), you will not be able to frank. This condition is shown on the display with "No Credit Loaded". To reload, see section 5.9.20.

5.8 Stamping die switch-on, switch-off * 5.8.1 Date switch-on/off *

In some countries switching off the date and location stamp when franking is permitted. Procedure:

- Press the date stamp field.
 - The date stamp is switched off.
 - Instead of the date, "OFF" appears.
- Again press the date stamp field.
 - The date stamp is switched on again.
 - The current date is again displayed.

5.8.2 Clichés switch-on/off *

Where permitted, the advertising cliché can be switched off as follows:

- Press the "ADVERT. 2" button (2, for example, stands for an ad cliché number).
 - Advertising message is switched off.
 - "OFF" appears instead of "2".
- Press the "ADVERT. OFF" button.
 - Advertising message is switched on again.
 - "2" appears instead of "OFF".

See section 6 for selecting another advertising cliché stored in the system.

5.8.3 Additional Print Clichés switch-on/off *

Depending on the country-specific postal regulations and system configuration, additional print clichés such as "Registered", "Express", "Printed matter", etc., can be selected. When franking with the "Automatic tariff calculation" menu, the additional print clichés required are automatically set and displayed in both button fields at the upper left (country-dependent). When using the "Fixed values" and "Keypad" working programs, switch the additional clichés on or off using the upper left button fields. Depending on the configuration, you can select among a maximum of eight different print clichés by repeatedly pressing the "PRINT" button. The print cliché selected is printed to the left of the advertising message on the mail items. You can select one additional print cliché using the button to the right. The button is labelled appropriately, (e.g. "A"). This stamp is positioned on the mail item between the value and the date/location stamp.

5.9 System settings

Three Info/Setup menus are available to help you carry out certain system settings and understand the system information you need. The first two menus are available to all account numbers. The third menu allows special functions and thus can only be called up from the highest account number by the person responsible for the system. This also applies to certain functions of the second menu, which can also be selected only via the highest account number.

5.9.1 Entering/exiting menus

The three Info/Setup menus can be called up and exited from a working menu as follows:

- Press the "INFO/SETUP 1" button.
 - Page 1 of the Info/Setup menu.
- Press the "INFO/SETUP 2" button.
 - Page 2 of the Info/Setup menu.
- If you have used the highest account number, press the "INFO/SETUP 3" button.
 - Page 3 of the Info/Setup menu.

By repeatedly pressing the "CE" button you can switch among the three pages within the Setup menu, to page 3, to page 2, and back to page 1, etc.

You can exit the Setup menu from any page by pressing the "START UP" button and return to the "Start" menu for entry of the account number and password.

5.9.2 Setup menu information

The following information is displayed in the upper part of the three Setup/Info menus:

– Date and time

System information (in upper case letters at the left side):

– TOTAL: Total amount franked (non-resettable counter)

– T-PCS: Number of frankings (non-resettable counter without zero franking)

– R-PCS: Number of frankings (resettable counter without zero franking)

– CREDIT: Franking credit remaining (country-specific)

Account number information (in lower case letters at the right side):

– Selected account number

– Value: Total amount franked (non-resettable counter)

– Rvalue: Resettable value counter

– R-Pcs: Number of frankings (resettable counter without zero franking)

You can read information and make the following system settings on **page 1 of the Setup menu**:

5.9.3 Setting screen contrast

The screen contrast can be adjusted to the ambient light conditions as follows:

- Press the “SET CONTRAST” button.
 - Menu field for contrast settings.
- Press the “+” and “-” buttons as required.
 - The contrast increases or decreases. The setting is displayed in steps of 25 units.
- Confirm the setting with the “OK” button or abort using the “CE” button. In the latter case, the old setting will return when the system is switched off and then on again.

5.9.4 Button signal switch-on, switch-off

The acoustic signal you hear when you press a button can be switched on or off as follows:

- Press the “SIGNAL ON” or the “SIGNAL OFF” button.
 - The button field will indicate the current state.

5.9.5 Setting the printed date

For OfficeMail systems, the date and time are automatically updated each time the system is switched on. To pre-frank bulk mail items, you can set the date in advance as follows (sequence is: day-month-year):

- Press the “CLOCK DATE” button.
 - The date appears.
- Set the date desired using the keypad (you can correct entry errors with the “CE” button). Confirm with the “OK” button.
 - The selected date is set and displayed in the Info/Setup menu as well as in the working menu.

Important: If you press the “CE” button twice after you have entered the date, the system returns to the Info/Setup menu with the previously set date.

Don't forget to change back to the current date after you have finished using this changed date!

5.9.6 Setting the time

The time can be adjusted as follows (e.g. for summer/winter time changeover):

- Press the “CLOCK TIME” button.
 - The time appears.
- Set the time desired using the keypad (you can correct entry errors with the “CE” button). Confirm with the “OK” button.
 - The selected time is set and displayed in the Info/Setup menu.

Important: If you press the “CE” button twice after you have entered the time, the system returns to the Info/Setup menu with the previously set time.

5.9.7 Taring, zeroing and calibrating weighing platform S/SP

Taring

To tare a weight proceed as follows:

Place the weight on the scale.

- Press the “INFO/SETUP 1” button.
- Press the “TARE SCALE” button.
 - The weight is displayed, e.g. “WEIGHT IN GRAMS: 235”
- Press the “TARE SCALE” button.
 - “WEIGHT IN GRAMS: 0” is displayed.
- Press the “CE” button.
 - Returns to the working menu.
 - The display is “WEIGHT 235 g”.
- Press the Weight button field.
- Press the “STANDARD SCALE” BUTTON.
 - Returns to the working menu.
 - The display is “WEIGHT 0 g”.

The weight is now tared. Note that the remaining weighing capacity is now reduced by the weight tared.

Important: If you later remove the tared weight, you must re-tare, that is, re-zero in accordance with the above instructions before doing any further weighing.

Correcting the zero

If the weighing platform is empty and, for example, “2 g” or “-3 g” is displayed rather than “0 g”, then correct the zero as follows:

- Press the “TARE SCALE” button.
 - The display is “WEIGHT IN GRAMS: 2 g” (or “-3 g” for negative weight).
- Press the “TARE SCALE” button.
 - The display is “WEIGHT IN GRAMS: 0”.
- Press the “CE” button.
 - Returns to the working menu.
 - The display is “WEIGHT 2 g” or (“-3 g”).
- Press the Weight button.
- Press the “STANDARD SCALE” button.
 - Returns to the working menu.
 - The display is “WEIGHT 0 g”.

The zero has been corrected.

Calibration

In order to avoid inaccurate weighing and thus possibly incorrect postage calculations, you should check the measuring accuracy of the weighing platform S/SP from time to time by using a sufficiently accurate reference weight. If the displayed weight does not agree with the weight of the reference, then you have to recalibrate the scale as described below. (This procedure may only be carried out by the person responsible for the system.):

- Remove everything from the weighing platform.
- Select the “TARE SCALE” button.
 - The display is “WEIGHT IN GRAMS: 0”.
- Press the “CALIBRATION” button.
 - You are requested to “Place calibration weight on scale”.
- Place the requested weight on the scale, e.g. 5000 g.
- Press the “CALIBRATION” button.
 - The display is “WEIGHT IN GRAMS: 5000”.
- Press the “CE” button.
 - Returns to the working menu.

The weighing platform is newly calibrated.

5.9.8 Viewing the error list

OfficeMail franking systems have a self-diagnostic system where system or user errors are internally stored. Using the “ERROR LIST” button, you can view all the error codes on the

screen. This allows service technicians to localise faults quickly, an aid in guaranteeing efficient maintenance service.

Touching the menu field containing the error list returns the system to the Info/Setup menu.

You can make the following system settings on **page 2 of the Info/Setup menu:**

5.9.9 Changing the ad cliché

Up to eight ad clichés can be permanently stored in the OfficeMail (see section 6). The ad cliché needed for franking can be activated as follows:

- Press the “CHANGE CLICHÉ” button.
 - Display of the first four clichés stored.
- To display further clichés, press the “NEXT PAGE” button.
- Touch the desired ad cliché and confirm by pressing the “OK” button.
 - Returns to the working menu.
 - The selected and activated ad cliché is displayed with its number (e.g. “AD 3”).

5.9.10 Changing the password

If the password entry is activated (see section 5.9.13), the password (a maximum 6-digit number code) can be changed after system switch-on and selection of the account number as follows:

- Press the “CHANGE PASSWORD” button.
 - Information concerning the relevant account number.
 - Request for new password.
- Use the keypad to enter the one to maximum six-digit password, correct any entry errors with the “CE” button, and finally confirm with the “OK” button.
 - The new password is stored.

Important: If you press the “CE” button twice after you have entered the password, the system returns to the Info/Setup menu with the previously set password.

Using the highest account number of the person responsible for the system, the passwords of all account numbers can be changed. The relevant account number must have previously been selected, however, and verified with the “OK” button, whereupon the code stored up until now will be displayed. The code displayed can then be overwritten and confirmed with the “CE” button.

5.9.11 Zeroing account numbers

Value and unit counter of a cost centre selected in the Start menu can be reset to zero as follows—providing zeroing has been released (see Point 5.9.16):

- Press the “ZERO ACCOUNT” button.
 - Menu with information about the account number to be zeroed appears.
- Press “OK” to confirm the zeroing.
 - Zeroing is carried out.

Important: Using the highest account number for the person responsible for the system, several account numbers can be reset to zero simultaneously. The procedure after selecting the “ZERO ACCOUNT” button:

- Enter the lowest of the account numbers that are to be reset to zero. (Correct entry errors with the “CE” button.) Confirm with the “OK” button.
 - The account number entered is displayed.
 - The highest possible account number is displayed.
- Enter the highest number that should be reset to zero and confirm by pressing the “OK” button.
 - The selected account numbers are reset to zero.

5.9.12 Printing account number data on receipt cards

The following system and account number data can be printed on pre-printed data cards: Date and time

System data:

- TOTAL: Total amount franked (not resettable)
- CREDIT: Remaining franking amount (country-specific)
- T-PCS: Number of franks (non-resettable item counter)
- R-PCS: Number of franks (resettable item counter)

Account number data:

- ACC-NO.: Account number
- T-Val: Total amount franked (non-resettable)
- R-Val: Total amount franked (resettable)
- R-Pcs: Number of franks (resettable item counter)

Proceed as follows to print the data:

- Select the “ACCOUNTS REPORT” button.
 - The menu for the account number selection appears.
 - Enter the lowest account number whose data should be printed out. (Correct entry errors with the “CE” button.) Confirm with the “OK” button.
 - The account number entered is displayed.
 - The highest possible account number is displayed.
 - Enter the highest account number whose data should be printed out. Confirm with the “OK” button.
 - The account number entered is displayed.
 - Place a receipt card on the letter feed table.
 - The data is printed on the card.
 - Place further card on the table if needed.
 - The same account number data is printed on the second card.
- or:
- Press the “CE” button.
 - Returns to the menu for selecting additional account numbers.

Important: The data of a maximum of 12 account numbers can be printed on a receipt card. If the information of more than 12 is to be printed, the above procedure has to be divided into two steps (e.g. first card for account numbers 3 to 14 and the second card for account numbers 15 to 18).

The following system settings can only be carried out using the highest account number of the person responsible for the system because they involve special functions.

5.9.13 Switching the password entry on/off

Depending on your requirements, you can switch the password for account number access on or off as follows (does not apply to the highest account number of the person responsible for the system):

- Press either the “PASSWORD ON” or the “PASSWORD OFF” button.
 - Password number entry is switched off or on, respectively.

5.9.14 Switching the idle time on/off

If the idle time is switched on, and there is no user activity on the system for two minutes, the system automatically switches back to the start menu for the account number entry. This

is done for security purposes, to prevent franking with an incorrect account number.

If the idle time is switched off, and there is no user activity on the system for two minutes, the screen automatically goes dark to save energy. Touch the screen to reactivate it.

Procedure:

- Press either the "IDLE TIME ON" or the "IDLE TIME OFF" button.
→ The idle time is switched off or on, respectively.

The following **special functions** can only be carried out at the highest account number on **page 3 of the Info/Setup menu**.

5.9.15 Zeroing the main item counter

You can reset the main, i.e. system item counter to zero as follows:

- Press the "ZERO R-PCS" button.
→ Menu field for zeroing the system item counter appears.
- Reset it to zero by pressing the "OK" button.
→ Reset takes place.

Important: Use the "CE" button to exit the menu without performing the reset.

5.9.16 Releasing the zeroing of cost centres

The zeroing of individual cost centres can be released/blocked via the "CC clear" key (see Point 5.9.11) as follows:

- "CC clear" key in "ON" position.
→ Cost centres can be reset to zero in accordance with Point 5.9.11.
- "CC clear" key in "OFF" position.
→ Cost centres cannot be reset to zero ("CLEAR CC" is not displayed).

5.9.17 Changing the "High Value" limit

The limit value for the "HIGH VALUE" warning can be arbitrarily programmed as follows:

- Press the "CHANGE HI VALUE" button.
→ The current value appears.
- Enter the desired limit value using the keypad. (Use the "CE" button to make corrections to your entry.)
→ Entered value is displayed.
- Confirm by pressing the "OK" button.
→ Returns to the Info/Setup menu.
→ The new limit is programmed.

If you **do not** wish to have any limit programmed, then enter "0.00".

5.9.18 Changing fixed values

You can reprogram in the "Fixed values" working menu (section 5.2.2) the nine fixed values available for franking as follows:

- Press the "CHANGE FIX VAL." button.
→ The fixed value programming menu field appears.
- Enter the desired button number 1 to 9. (Correct entry errors with the "CE" button.) Confirm with the "OK" button.)
→ The currently programmed fixed value associated with the entered number appears.
- Enter the new fixed value desired and confirm with the "OK" button.
→ Returns to the Info/Setup menu.
→ The new fixed value is stored.
- Repeat the above sequence if you wish to reprogram other fixed values.

5.9.19 Changing the programmed postal tariffs *

Postal tariffs can be read into the system in the following two ways for the automatically configured OfficeMail System:

- a) **Automatic read** using the special tariff loading box.
- b) **Manual programming** using the Info/Setup menu.

Procedure for the automatic read:

- Switch off the franking system by switching off the mains switch (3) on the rear of the unit (position "0").
- Connect the tariff loading box to the 25-pole interface (9).
- Switch on the system again.
→ Read sequence runs.
→ "Test box", "Copy box" as well as the percent data for the read tariff part is displayed.
- Wait until the menu field for the account numbers appears.
- Switch off the system again.
- Disconnect the tariff loading box.

Procedure for manual programming:

- Press the "CHANGE TARIFF" button:
→ The "Tariff table" menu field appears displaying:
 - row 1 / column 1
 - tariff value for row 1 / column 1
 - weight level for row 1 / column 1
 - arrow button for selecting rows and column numbers
 - keypad for value entries.

- Using the “↓” button, select the desired table row (e.g. row 3).
→ Tariff value and weight level for row 3 / column 1 appear.
- Using the “→” button, select the desired column (e.g. column 2).
→ Tariff value and weight level for row 3 / column 2 appear.
- Enter the newly valid tariff value for row 3 / column 2 using the keypad.
→ Inverse display of the tariff value entered appears.
- Confirm the tariff value by pressing the “OK” button.
→ The entered tariff value is programmed.
- Select the next line and column number, etc.

Important:

- You can cancel an incorrect value (before confirming it with the “OK” button) by pressing the “CE” button (inverse display 0.00). You can then re-enter the value correctly. If, instead, you press the “CE” button a second time, the currently valid value (not inverse) remains.
- Use the “←” arrow to decrement the column counter one column at a time.
- Use the “↑” arrow to decrement the lines counter one line at a time. In this way you can automatically reset the column counter to “1”.
- If you press the “CE” button after confirming a value using the “OK” button, not only the line, but also the column counter, is reset to “1”.
- If you press the “CE” button in position “1” for the line and column counters, the system returns to the Info/Setup menu.
- After you press the button field with the display for the set tariff value and the programmed weight level, the system switches to weight-level changes (“Weight” displayed inverse). This allows implementing changes in the weight levels (same procedure as for tariff changes). Pressing again on the display field initiates a switch to tariff value programming (“Tariff” displayed inverse).

5.9.20 Loading credit *

Where permitted by the postal authorities, OfficeMail franking systems can be reloaded with “Credit” via the Frama remote postage re-setting system. This is an off-line system that works with “Return codes” and “Reset codes”. Eight different loading amounts are available. For the exact procedure, please follow your

post office regulations as well as the instructions of your country’s Frama organisation.

The return code to be sent to the loading and control centre for re-crediting the system can be established as follows:

- Press the “LOAD CREDIT” button.
→ 8-place return code appears.

If sufficient credit is available, you can continue franking with the system until receipt of the reset code containing the loading amount required. Programming the reset code into the franking system is carried out as follows:

- Press the “LOAD CREDIT” button.
- Using the keypad, enter the reset code received. (Use the “CE” button to correct incorrect numerals.)
→ Displays the numerals entered.
→ Following the correct reset of all eight numerals, the display shows:
 - next return code
 - loaded value.
- Automatic switchover to the last-used working menu.
- When the franking machine is again switched on, the bar graph in the logo field (see section 4) displays “100%” credit available (= loaded value + the previously remaining credit).

Important: If an incorrect code is entered, the display shows “Incorrect reset code”. After touching the screen to acknowledge this message, the reset code menu field reappears. Following each incorrect entry, the waiting time doubles for security reasons before a new entry code can be entered.

5.9.21 Saving the start menu

The sequence of the three working menus is fixed (section 5.2). You can, however, re-program which working menu should be automatically selected following switch-on of the franking system and entry of the account number and possibly password. Procedure:

- Select the desired starting menu.
- Select page 3 of the Info/Setup menu.
- Press the “SAVE H.-MENU” button.
→ Programming is complete.

5.9.22 Selecting the language *

In multilingual countries, the language for the screen text and button labels can be selected, for example as follows:

- Press the “DEUTSCH” button.
→ The button label becomes “FRANÇAIS”.
→ French is now set.
- Press the “FRANÇAIS” button.
→ The button label becomes “ITALIANO”.
→ Italian is now set.
- Press the “ITALIANO” button.
→ The button label becomes “DEUTSCH”.
→ German is again set.

6. PROGRAMMING AD CLICHÉS *

Up to eight different ad clichés can be stored in the OfficeMail using a special **Ad Cliché Loading Box** (see section 5.8.2). To program cliché pictures in a loading box, please contact your local Frama sales organisation. Cliché pictures can be copied from a loading box to a franking system as follows:

- Switch off the franking system using mains switch (3).
- Connect the loading box to the 25-pole interface (9).
- Switch on the franking system.
→ The copy procedure runs (“Test Box” → “Copy Box”).
→ The start mask for the account number entry is displayed.
- Switch off the franking system mains switch (3).
- Remove the loading box.

Important: If more than eight ad clichés are required, then two loading boxes (e.g. each with eight clichés) can be used. However, only the clichés of one box can be stored in the franking system at a time (each box overwrites the previous cliché memory).

7. MAINTENANCE

7.1 Changing the Colour Cartridge

Your OfficeMail Franking System is equipped with an ink ribbon cassette having **variable ribbon advancement**. This variable ribbon advancement **optimises consumption of the roll** if you do not use the date and/or ad cliché (where permitted by postal authorities) or additional print clichés. When you reach the end of the roll, the franking system stops automatically (no further franking possible). This operational state is indicated on the touch screen by “ribbon end – change cassette” to-

gether with an alternating bright/dark screen background. A repetitive, short audible signal also indicates this condition. To change the cartridge for a **switched-on** system (do **not** switch off!), proceed as follows:

Remove cassette:

- Press door lock (12) up and open door (11).
- Turn cassette grip (20) to the right and down to the stop.
- Remove the ink ribbon cassette (19).

Install new cartridge:

- For the new cassette, remove the transport protection in accordance with the included instructions.
- Ensure that the cassette grip (20) is at the stop position, right and down (the ribbon must be tensioned).
- Carefully guide the cassette into the system with the coil openings (23) over axles (22).
- Turn cassette grip (20) to the upper left behind and past axle head (21) to the stop.
- Press door lock (12) up and close door (11).
- Touch the touch screen.
→ Question: “New cassette inserted?”
- Press the “YES” button.
→ Colour ribbon is tensioned.
→ Returns to the last-used working menu.

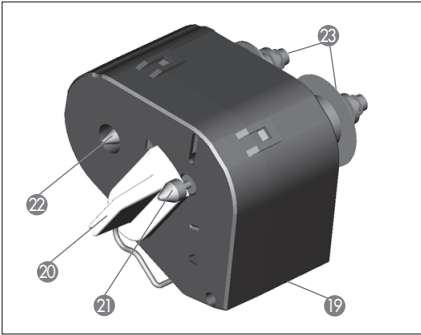
7.2 Option: Rechargeable Thermal Ink Ribbon Cassette

7.2.1 Inserting/removing the RTIR cassette

The procedure for removing/inserting the RTIR cassette from/in your OfficeMail franking system is the same as for the non-rechargeable cassette type. Please refer to point 7.1.

7.2.2 Inserting new ink ribbon

- Ensure that the locking pin (1) is disengaged in the forward i.e. outer position. If not, push the pin outwards until it disengages, simultaneously pressing it down lightly.
- Insert empty ink ribbon spool (2).
- Insert spool with ink ribbon (3).
- Push locking pin gently forwards and simultaneously upwards.
→ Locking pin engages.
→ Both spools are secured.
- Use the cassette grip (4) to turn the ink ribbon tension frame towards the cassette.
- Insert the start of the ribbon over the guide



roller (6) and the tension frame (5) then beneath the second guide roller (7) and attach it firmly to the ink ribbon spool by pressing down lightly.

- Turn the spool knob (8) on the ink ribbon spool in a clockwise direction until the red start of the ink ribbon is positioned beneath the second guide roller (7).
- Use the cassette grip (4) to turn the ink ribbon tension frame (5) away from the cassette again.
- Insert the cassette into the OfficeMail franking system (see Instructions for Use).

7.2.3 Removing used ink ribbon

- Remove the cassette from the OfficeMail franking system (see Instructions for Use).
- To disengage the two spools (2 and 3), push the locking pin (1) forwards i.e. outwards until it disengages, simultaneously pressing it down lightly.
- Remove spool with ink ribbon and empty spool.

7.3 Changing the fuse

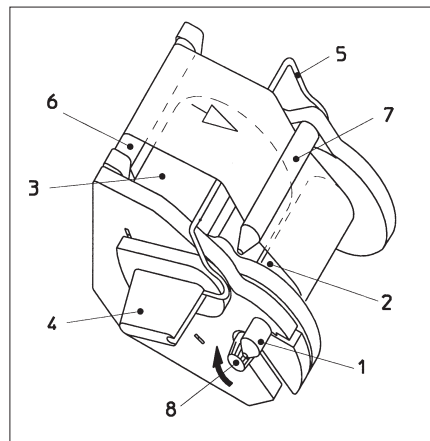
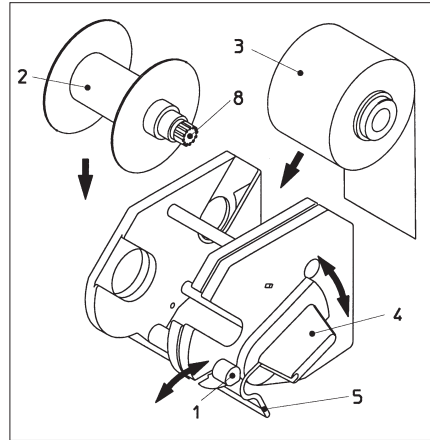
If the franking system does not operate even though it is properly connected to the mains, and mains switch (3) is set to position "1", the first step to take is to change the fuse as follows:

- Switch off the franking system by switching mains switch (3) on the rear of the unit to the "0" position.
- Disconnect the power cable from the mains connection (1).
- Press the release on fuse holder (2) and pull out the fuse holder.
- Remove the defective fuse from the holder and replace it with an equivalent fuse (see section 15 for the fuse types).
- Reinsert fuse holder (2) until it engages.
- Power up your franking system.

Important: If your franking system still does not function, contact the service technician of your local Frama office. Under no circumstances attempt to open the unit yourself. We cannot accept any responsibility for improper handling.

8. USER ERROR MESSAGES

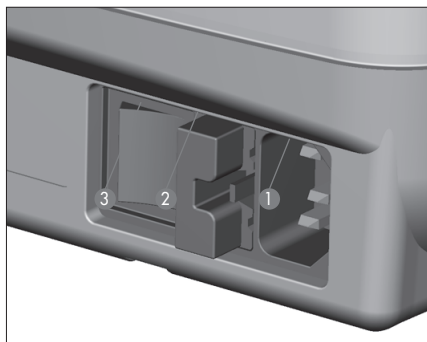
You will see special messages on the screen for certain user errors. Before you can correct



the error, you have to acknowledge it by touching the screen. The numbers in brackets that follow refer to section numbers in this document.

- "High value not confirmed"
→ Acknowledge by pressing the value indicator field (5.5).

- “Value in head and display unequal”, i.e. you attempted to initiate franking without first confirming the inverse value displayed in the value indicator field.
→ Confirm the value by pressing the value indicator field (5.2.3/4).
- “Final number zero necessary”, i.e. the last digit of the franking value must be “0” (country-specific requirement).
→ Enter a valid value with a “0” as the last digit (e.g. in the “Keypad” working menu).
- “Final number 00,25,50,75 necessary” for the last two digits of the franking value (country-specific requirement).
→ Enter a valid value with the correct trailing digits.
- “No credit loaded” (in countries with remote postage resetting), i.e. you have attempted to frank a value that exceeds the amount



remaining in the machine.

- Load credit (5.9.19).
- “Wrong reset code” upon loading the system (in countries with remote postage resetting).
→ Enter the correct reset code (5.9.19).
- “Letter too small”, i.e. the mail item does not meet the minimum postal requirements for size (does not interrupt the photocell under the printing mechanism).
→ Use the correct letter format.
- “Short letter block covered”, e.g. a letter is already on the feed table when the system is switched on.
→ Remove the letter.
- “Scale overload”, i.e. the capacity of the connected weighing platform was exceeded.
→ Remove the item to be posted from the platform.
- “Scale underload”, i.e. the connected weighing platform is in the negative range without anything on the scale.
→ Correct the zero (5.9.7).
- “Tare error”, i.e. there is an error while taring a letter holder on the connected weighing platform.
→ Remove the letter holder from the platform and repeat the taring procedure (5.9.7).
- “Incorrect calibration weight” used when attempting to calibrate the connected weighing platform.
→ Recalibrate with a correct calibration weight (in accordance with the display) (5.9.7).
- “Scale not showing zero” appears while attempting to calibrate the connected weighing platform.
→ Remove everything from the scale and repeat the calibration (5.9.7).
- “Scale communication error”, i.e. interference during transfer of the weight from a connected weighing platform.
→ Repeat the weight transmission.
- “No character received from scale” or “Scale does not answer”, e.g. when attempting to transfer a weight from a switched-off scale.
→ Switch on the scale.
→ Check the cable connections.
- “No valid weight”, e.g. when attempting to receive a negative weight from the scale.
→ Repeat the weighing.
- “No scale standstill” when trying to transfer a weight.
→ Check the scale and investigate the reason for the instability.
- “COM not in protocol mode”, i.e. the connection between the franking system and the scale or PC/laptop is faulty.
→ Switch off all units, check all cable connections and switch on again.
- “Error statistics box”, i.e. data memory box is not connected while using the off-line franking statistics program.
→ Switch off the system, connect the data memory box and switch on the system again.
- “Please read out statistics box”, i.e. the data memory box is full (cannot store additional data).
→ Switch off the system. Remove the data memory box and download it to a data receiver via a PC adapter. Reconnect the box to the franking system and restart.
- Pixel control display, i.e. rectangle with crosses and, after touching the screen, message “Error 405/406 – System Stop” appears, i.e. print quality has fallen below the internally programmed quality limit.

→ Switch off the system and contact your local service representative.

Important: If you cannot eliminate the fault after carrying out the procedures recommended above, please contact your local Frama representative.

9. DISPOSAL / ENVIRONMENTAL PROTECTION

Packing, accessories and unit should be recycled in an environment-friendly manner. Please follow the relevant regulations in your country.

To aid in recycling plastic components, they have been specially marked.

Please ensure that you have properly notified the relevant authorities before disposing of your equipment. Abide by the regulations of your postal authorities and your local Frama sales organisation.

10. SPECIFICATIONS / ACCESSORIES

- Capacity: Up to 3000 franks per hour
- Max. letter thickness: 6 mm
- Screen: Touch screen (9.5×7.3 cm)
- Printing technology: Thermotransfer
- Ink ribbon cassette: 1200–3600 franks dependent on postal requirements and the number of clichés used.

Electronics: Microprocessor controlled

- Electrical data
Voltage: 230 V/50 Hz 110 V/60 Hz
Nominal current: 0.6 A 1.2 A
Consumption: 140 W 140 W
Fusing: 1.25 A 2.0 A
slow blow slow blow

(In Germany ensure that overvoltage protection exists.)

- Dimensions
Depth: 330 mm
Width: 257 mm
Height: 175 mm

- Weight: 6 kg
- Accessories:
 - Mains cable
 - Ink ribbon cassette
 - Operating Instructions

Attention:

Envelopes made from laid or similar type of paper are not suitable for franking. If you do use these types of envelope please print your postage on a label and not directly on the envelope.

Right to make changes in this document reserved.

*** If so equipped**

11. EC-DECLARATION OF CONFORMITY

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

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

Manufacturer:

Frama AG
Dorfstrasse 6
CH-3438 Lauperswil

Description of the electrical equipment:

Product name: EcoMail / OfficeMail
Type: Franking System

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

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

Reference to the harmonised standards:

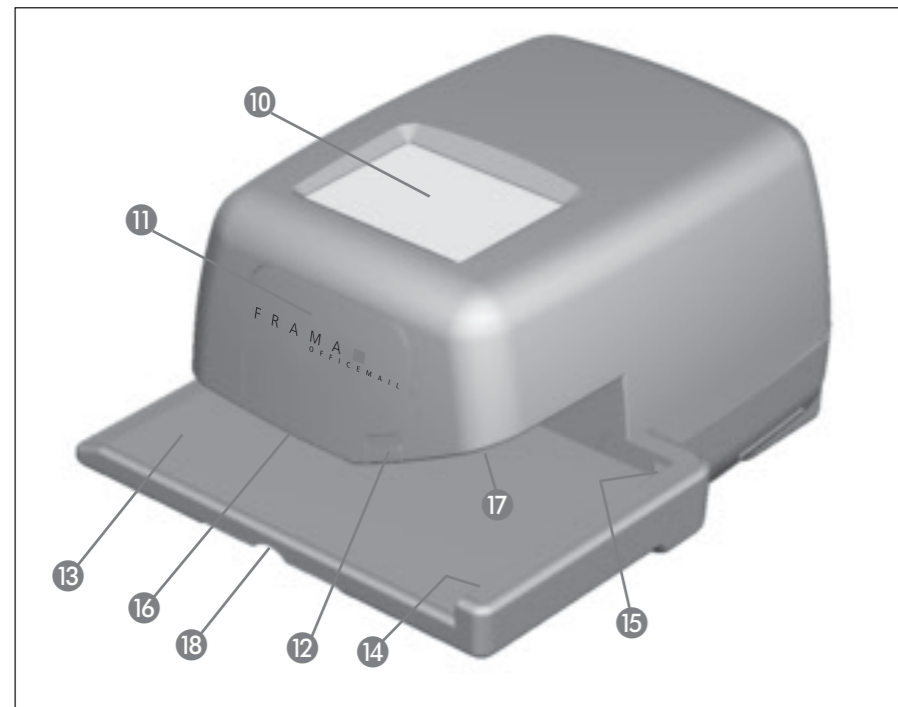
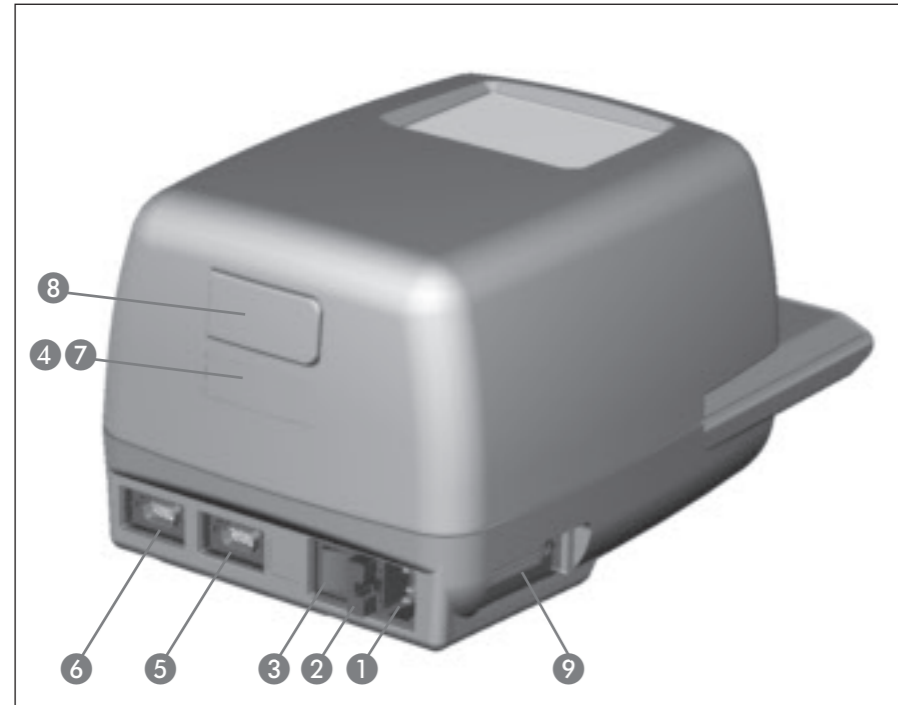
EN 60950-1:2006/AC:2011

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

Lauperswil, 01/03/2014



Thomas P. Haug
CEO



FRAMA ■
SMART MAILING

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Venta y servicio:
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