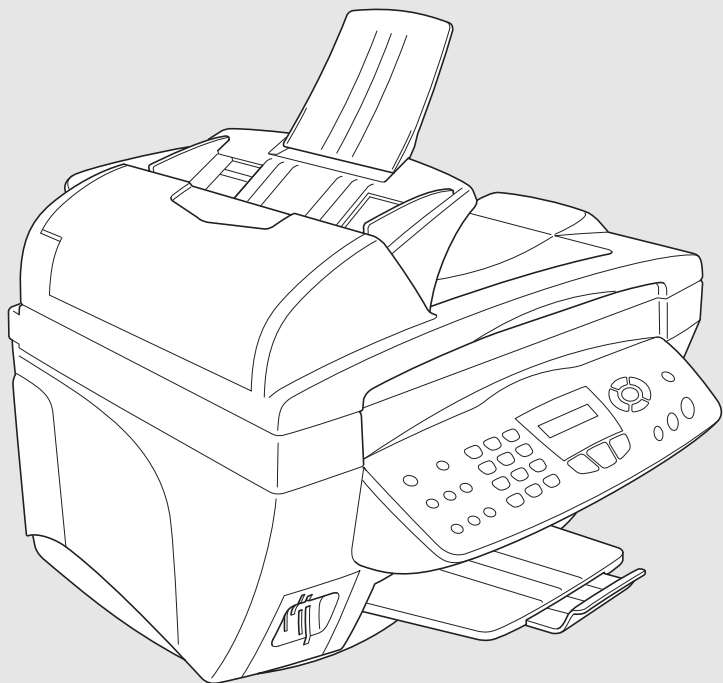


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# MFC-3420C

# MFC-3820CN

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brother.

## If you need to call Customer Service

Please complete the following information for future reference:

**Model Number: MFC-3420C and MFC-3820CN**  
(Circle your model number)

**Serial Number:**\* \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Place of Purchase:** \_\_\_\_\_

\* The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

**Register your product on-line at**

[www.registermybrother.com](http://www.registermybrother.com)

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is on-line at [www.registermybrother.com](http://www.registermybrother.com)

# Brother numbers

## IMPORTANT

For technical help, you must call the country where you bought the MFC. Calls must be made **from within** that country.

## Register your product

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By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration And Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

[www.registermybrother.com](http://www.registermybrother.com)

## Frequently asked questions (FAQs)

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The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software and utilities, read FAQs and troubleshooting tips, and go to the “Solutions” section to learn how to get the most from your Brother product.

<http://solutions.brother.com>



You can check here for Brother driver updates.

## For Customer Service

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- In USA:** 1-800-284-4329 (voice)  
1-901-379-1215 (fax)  
1-800-284-3238 (TTY service for the hearing-impaired)
- In Canada:** 1-877-BROTHER (voice)  
(514) 685-4898 (fax)  
(514) 685-6464 (voice) **In Montreal**

### Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-800-284-4357.

### Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

## Brother fax back system (USA only)

Brother has installed an easy-to-use fax back system, so you can get instant answers to common technical questions and product information for all Brother products. This system is available 24 hours a day, 7 days a week. You can use the system to receive faxed instructions and an Index of fax back subjects.

**In USA only:** 1-800-521-2846

The Brother fax back system number has been pre-programmed on Speed dial #01.

## Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (In the USA, you can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

**In USA:** 1-888-879-3232 (voice)  
1-800-947-1445 (fax)

<http://www.brothermall.com>

**In Canada:** 1-877-BROTHER (voice)

Description	Item
Ink Cartridge<black>	LC31BK (Prints up to 500 pages)
Ink Cartridge<cyan>(blue)	LC31C (Prints up to 400 pages)
Ink Cartridge<magenta>(red)	LC31M (Prints up to 400 pages)
Ink Cartridge<yellow>	LC31Y (Prints up to 400 pages)
Telephone Line Cord	LG3077001
ADF Document Support	LE6250003
Output Paper Support	LE9840001
Power Protector for A/C Power Telephone Line Surges and Voltage Spikes (2 outlets)	QPD120
Power Protector for A/C Power Telephone Line Surges and Voltage Spikes (8 outlets)	FX120
User's Guide	LE9875001 (English for USA and Canada) XXXXXXX (French For Canada)

## **Notice - Disclaimer of Warranties (USA and Canada)**

BROTHER'S LICENSOR(S), AND THEIR DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS (COLLECTIVELY BROTHER'S LICENSOR) MAKE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REGARDING THE SOFTWARE. BROTHER'S LICENSOR(S) DOES NOT WARRANT, GUARANTEE OR MAKE ANY REPRESENTATIONS REGARDING THE USE OR THE RESULTS OF THE USE OF THE SOFTWARE IN TERMS OF ITS CORRECTNESS, ACCURACY, RELIABILITY, CURRENTNESS OR OTHERWISE. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE SOFTWARE IS ASSUMED BY YOU. THE EXCLUSION OF IMPLIED WARRANTIES IS NOT PERMITTED BY SOME STATES IN THE USA AND SOME PROVINCES IN CANADA. THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

IN NO EVENT WILL BROTHER'S LICENSOR(S) BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF BROTHER'S LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME STATES IN THE USA AND SOME PROVINCES IN CANADA DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY EVENT BROTHER'S LICENSOR'S LIABILITY TO YOU FOR ACTUAL DAMAGES FROM ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF THE ACTION (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE), WILL BE LIMITED TO \$50.

### **Compilation and Publication Notice**

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

# Brother® One Year Limited Warranty and Replacement Service (USA only)

## Who is covered:

- This limited warranty (“warranty”) is given only to the original end-use/retail purchaser (referred to in this warranty as “Original Purchaser”) of the accompanying product, consumables and accessories (collectively referred to in this warranty as “this Product”).
- If you purchased a product from someone other than an authorized Brother reseller in the United States or if the product was used (including but not limited to floor models or refurbished product), prior to your purchase you are not the Original Purchaser and the product that you purchased is not covered by this warranty.

## What is covered:

- This Product includes a Machine and Consumable and Accessory Items. Consumable and Accessory Items include but are not limited to print heads, toner, drums, ink cartridges, print cartridges, refill ribbons, therma PLUS paper and thermal paper.
- Except as otherwise provided herein, Brother warrants that the Machine and the accompanying Consumable and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.
- This warranty applies only to products purchased and used in the United States. For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

## What is the length of the Warranty Periods:

- Machines: one year from the original purchase date.
- Accompanying Consumable and Accessory Items: 90 days from the original purchase date or the rated life of consumable, whichever comes first.

## What is NOT covered:

### This warranty does not cover:

- (1) Physical damage to this Product;
- (2) Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Product without the proper preparation and/or packaging);
- (3) Damage caused by another device or software used with this Product (including

but not limited to damage resulting from use of non Brother®-brand parts and Consumable and Accessory Items);

- (4) Consumable and Accessory Items that expired in accordance with a rated life; and,
- (5) Problems arising from other than defects in materials or workmanship.

This limited warranty is VOID if this Product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Brother and/or alteration/removal of the serial number).

## What to do if you think your Product is eligible for warranty service:

Report your issue to either our Customer Service Hotline at 1-800-284-4329 or a Brother Authorized Service Center within the applicable warranty period. Supply Brother or the Brother Authorized Service Center with a copy of your dated bill of sale showing that this Product was purchased within the U.S. For the name of local Brother Authorized Service Center(s), call 1-800-521-2846.

## What Brother will ask you to do:

After contacting Brother or a Brother Authorized Service Center, you may be required to deliver (by hand if you prefer) or send the Product properly packaged, freight prepaid, to the Authorized Service Center together with a photocopy of your bill of sale. **You are responsible for the cost of shipping, packing product, and insurance (if you desire). You are also responsible for loss or damage to this Product in shipping.**

## What Brother will do:

If the problem reported concerning your Machine and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother or an Authorized Service Center within the applicable warranty period, Brother or its Authorized Service Center will repair or replace the Machine and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. The decision as to whether to repair or replace the Machine and/or accompanying Consumable and Accessory Items is made by Brother in its sole discretion. Brother reserves the right to supply a refurbished or remanufactured replacement Machine and/or accompanying Consumable and Accessory Items and use refurbished parts

## Brother® One Year Limited Warranty and Replacement Service (USA only)

provided such replacement products conform to the manufacturer's specifications for new product/parts. The repaired or replacement Machine and/or accompanying Consumable and Accessory Items will be returned to you freight prepaid or made available for you to pick up at a conveniently located Authorized Service Center.

If the Machine and/or accompanying Consumable and Accessory Items are not covered by this warranty (either stage), you will be charged for shipping the Machine and/or accompanying Consumable and Accessory Items back to you.

**The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.**

**What happens when Brother elects to replace your Machine:**

When a replacement Machine is authorized by Brother, and you have delivered the Machine to an Authorized Service Center, the Authorized Service Center will provide you with a replacement Machine after receiving one from Brother. If you are dealing directly with Brother, Brother will send to you a replacement Machine with the understanding that you will, after receipt of the replacement Machine, supply the required proof of purchase information, together with the Machine that Brother agreed to replace. You are then expected to pack the Machine that Brother agreed to replace in the package from the replacement Machine and return it to Brother using the pre-paid freight bill supplied by Brother in accordance with the instructions provided by Brother. Since you will be in possession of two machines, Brother will require that you provide a valid major credit card number. Brother will issue a hold against the credit card account number that you provide until Brother receives your original Product and determines that your original Product is entitled to warranty coverage. Your credit card will be charged up to the cost of a new Product only if: (i) you do not return your original Product to Brother within five (5) business days; (ii) the problems with your original Product are not covered by the limited warranty; (iii) the proper packaging instructions are not followed and has caused damage to the product; or (iv) the warranty period on your original Product has expired or has not been sufficiently validated with a copy of the proof of purchase (bill of sale). The replacement Machine you receive (even if refurbished or remanufactured) will be

covered by the balance of the limited warranty period remaining on the original Product, plus an additional thirty (30) days. You will keep the replacement Machine that is sent to you and your original Machine shall become the property of Brother. **Retain your original Accessory Items and a copy of the return freight bill, signed by the courier.**

**Limitations:**

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product. Except for that repair or replacement as described above, Brother shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

- This Limited Warranty is the only warranty that Brother is giving for this Product. It is the *final expression and the exclusive and only statement* of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives.
- This warranty gives you certain rights and you may also have other rights that may vary from state to state.
- This Limited Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother sign the same piece of paper in which we (1) refer to this Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

**Important:** We recommend that you keep all original packing materials, in the event that you ship this product.

## **BROTHER MULTIFUNCTION CENTER/FACSIMILE MACHINE LIMITED WARRANTY (Canada only)**

Pursuant to this limited warranty of 1 year from the date of purchase for labour and parts, Brother International Corporation (Canada) Ltd. ("Brother"), or its Authorized Service Centers, will repair this MFC/Facsimile machine free of charge if defective in material or workmanship. This Limited Warranty does not include cleaning, consumables (including, without limitation, print cartridges, print head, toner and drum) or damage caused by accident, neglect, misuse or improper installation or operation, any damage caused from service, maintenance, modifications, or tampering by anyone other than a Brother Authorized Service Representative, or from the use of supplies or consumable items that are non-Brother products. Operation of the MFC/Facsimile machine in excess of the specifications or with the Serial Number or Rating Label removed shall be deemed abuse and all repairs thereafter shall be the sole liability of the end-user/purchaser. In order to obtain warranty service, the MFC/Facsimile machine must be delivered or shipped freight prepaid by the end user/purchaser to a "Brother" Authorized Service Center, together with your Proof of Purchase in the form of a Sales Receipt.

For laser products: Failure to remove the Toner Cartridge (and Toner Drum Unit on applicable models) during shipping will cause severe damage to the MFC/Facsimile and will VOID the Warranty. (Refer to your User's Guide for proper packaging.)

For ink-jet products: Do not remove the ink cartridges during shipping. Damage to your print head resulting from packing without the ink cartridges will VOID your warranty. (Refer to your User's Guide for proper packaging.)

**BROTHER DISCLAIMS ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED.**

No oral or written information, advice or representation provided by Brother, its Authorized Service Centers, Distributors, Dealers, Agents or employees, shall create another warranty or modify this warranty. This warranty states Brother's entire liability and your exclusive remedy against Brother for any failure of the MFC/Facsimile machine to operate properly.

Neither Brother nor anyone else involved in the development, production, or delivery of this MFC/Facsimile machine shall be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, arising from the use of or inability to use the product, even if advised by the end user/purchaser of the possibility of such damages. Since some Provinces do not allow the above limitation of liability, such limitation may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from Providence to Providence.

**Warranty Service is available at Brother Authorized Service Centers throughout Canada. For Technical Support or for the name and location of your nearest Authorized Service Center call 1-877-BROTHER. Within Montreal, please call (514) 685-6464.**

**Internet support: [support@brother.ca](mailto:support@brother.ca) or browse**

**Brother's Web Site: [www.brother.com](http://www.brother.com)**

Brother International Corporation (Canada) Ltd.

1 Rue Hôtel de Ville

Dollard-Des-Ormeaux, QC H9B 3H6

At your side.  
**brother**®


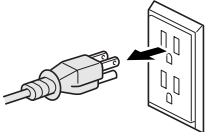

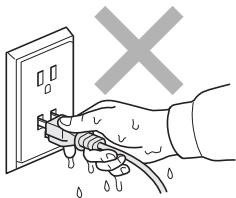

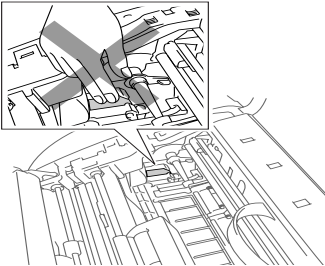

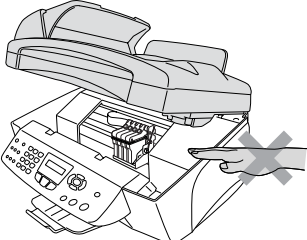

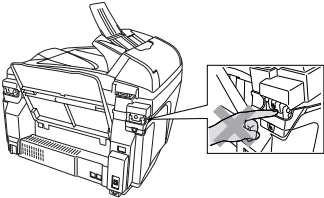



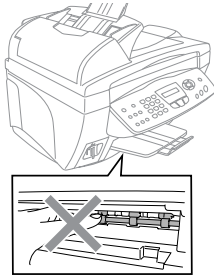

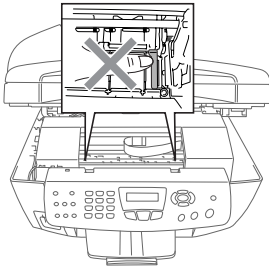

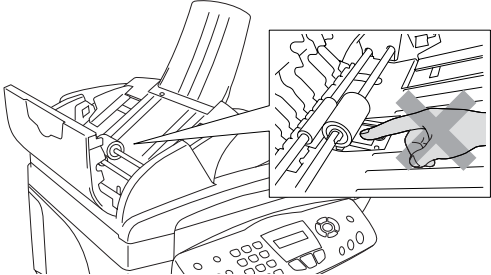
# Safety precautions

## To use the MFC safely

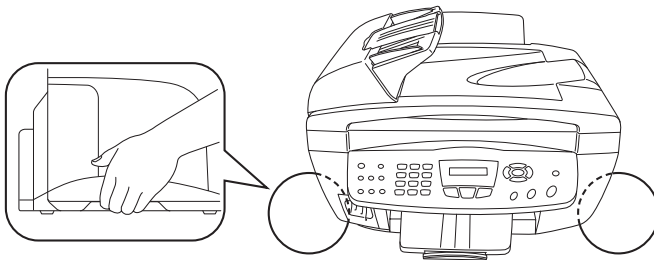
Please refer to these instructions for later reference and before attempting any maintenance.

### WARNING

	<p>There are high voltage electrodes inside the MFC. Before you clean the MFC or clear a paper jam, make sure you have unplugged the power cord from the AC power outlet.</p> 		<p>Do not handle the plug with wet hands. Doing this might cause an electrical shock.</p> 
	<p>After you use your MFC, the area shown in the illustrations is extremely HOT! To prevent injuries, be careful not to put your fingers in the area shown.</p>		
	<p>To prevent injuries, be careful not to put your hands on the edge of the MFC under the scanner cover.</p> 		<p>To prevent injuries, be careful not to put your fingers in the area shown in the illustration.</p> 

	<p>To prevent injuries, be careful not to touch the area shaded in the illustration.</p> 		<p>To prevent injuries, be careful not to touch the edge of the metallic part shown in the illustration.</p> 
	<p>To prevent injuries, be careful not to put your fingers in the area shown in the illustration.</p> 		

**⚠ WARNING**



- When you move the MFC, grasp the side handholds as shown above. Do NOT carry the MFC by holding it at the bottom.
- Use caution when installing or modifying telephone lines. Never touch telephone wires or terminals that are not insulated unless the telephone line has been disconnected at the wall jack. Never install telephone wiring during a lightning storm. Never install a telephone wall jack in a wet location.

- This product must be installed near an AC power outlet that is easily accessible. In case of emergencies, you must disconnect the power cord from the AC power outlet in order to shut off power completely.
- To reduce the risk of shock or fire, use only a No. 26 AWG or larger telecommunication line cord.

 **Caution**

- Lightning and power surges can damage this product! We recommend that you use a quality surge protection device on the AC power line and on the telephone line, or unplug the cords during a lightning storm.

**IMPORTANT SAFETY INSTRUCTIONS**

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this guide. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

**SAVE THESE INSTRUCTIONS**

# Choosing a location

Place your MFC on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the MFC near a telephone wall jack and a standard, grounded AC power outlet. Choose a location where the temperature remains between 50°F and 95°F (10°-35°C).

## ! Caution


- Avoid placing your MFC in a high-traffic area.
- Avoid placing your MFC on the carpet.
- Do not place near heaters, air conditioners, water, chemicals, or refrigerators.
- Do not expose the MFC to direct sunlight, excessive heat, moisture, or dust.
- Do not connect your MFC to electrical outlets controlled by wall switches or automatic timers.
- Disruption of power can wipe out information in the MFC's memory.
- Do not connect your MFC to electrical outlets on the same circuit as large appliances or other equipment that might disrupt the power supply.
- Avoid interference sources, such as speakers or the base units of cordless phones.



# Quick Reference Guide



## Sending faxes

### Automatic Transmission

- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Enter the fax number using Speed-Dial, Search or the dial pad.
- 4 Press **Black Start** or **Color Start**.

## Receiving faxes

### Select Receive Mode

- 1 Press **Menu/Set**, **0,1**.
- 2 Press  or  to select Fax Only, Manual, Fax/Tel or External TAD, and then press **Menu/Set**.


## Storing numbers

### Storing Speed-Dial numbers




- 1 Press **Menu/Set**, **2, 3, 2**.
- 2 Using the dial pad, enter a two-digit Speed-Dial location number, and then press **Menu/Set**.
- 3 Enter a number (up to 20 digits), and then press **Menu/Set**.
- 4 Enter a name up to 15 characters (or leave it blank), and then press **Menu/Set**.
- 5 Press **Stop/Exit**.

## Dialing operations

### Speed-Dialing


- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Press **Search/Speed Dial**, press #, and then press the two-digit Speed-Dial number.
- 4 Press **Black Start** or **Color Start**.

### Using Search






- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Press **Search/Speed Dial**, and then enter the first letter of the name you're looking for.
- 3 Press  or  search the memory.
- 4 Press **Black Start** or **Color Start**.

## Making copies

### Single copy

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Press **Black Start** or **Color Start**.

### Sorting multiple copies (Using the ADF)

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original in the ADF.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options**.
- 5 Press  or  select **Stack/Sort**, and then press **Menu/Set**.
- 6 Press  or  select **Sort**, and then press **Menu/Set**.
- 7 Press **Black Start** or **Color Start**.

Brother fax back system:

**In USA:** 1-800-521-2846

Brother Global Web Site:

<http://www.brother.com>

Frequently Asked Questions (FAQs) and Product Support

<http://solutions.brother.com>

Brother Accessories & Supplies:

**In USA:** 1-888-879-3232 (voice)

1-800-947-1445 (fax)

<http://www.brothermall.com>

**In Canada:** 1-877-BROTHER  
(voice)

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# 1 Introduction

## Using this Guide

Thank you for buying a Brother Multi-Function Center (MFC). Your MFC is simple to use, with LCD screen instructions to guide you through programming it. You can make the most of your MFC by viewing through this Guide.

## Finding information

---





All the chapter headings and subheadings are listed in the Table of Contents. You will be able to find information about a specific feature or operation by checking the Index at the back of this Guide.

## Symbols used in this Guide

---

Throughout this Guide you'll see special symbols alerting you to important warnings, notes and actions. To make things clearer and to help you press the correct keys, we used special fonts and added some of the messages that will appear in the LCD.

- |                    |                                                                                     |
|--------------------|-------------------------------------------------------------------------------------|
| <b>Bold</b>        | Bold typeface identifies specific keys on the MFC control panel.                    |
| <i>Italics</i>     | Italicized typeface emphasizes an important point or refers you to a related topic. |
| <i>Courier New</i> | Courier New type face identifies the messages on the LCD of the MFC.                |

-  Warnings inform you what to do to avoid possible personal injury.
-  Cautions specify procedures you must follow or avoid to prevent possible damage to the MFC.
-  Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.
-  Improper Setup alerts you to devices and operations that are not compatible with the MFC.

## **Fax Test Sheet and Product Registration (USA only)**

---

After setting your Station ID, please fill in the Test Sheet included with your MFC and fax it to Brother's Automated Fax Response System as your first transmission. This will check that your MFC is working properly.

To get a response, you must have set up your Station ID.  
(See *Setting the Station ID* on page 4-2.)

**In USA Only:** 1-877-268-9575

When your Test Sheet is received, a Confirmation Sheet and Product Registration form will be sent back to your MFC. Please fill in the form and return it to complete your registration.

### **On-Line Registration (USA and Canada)**

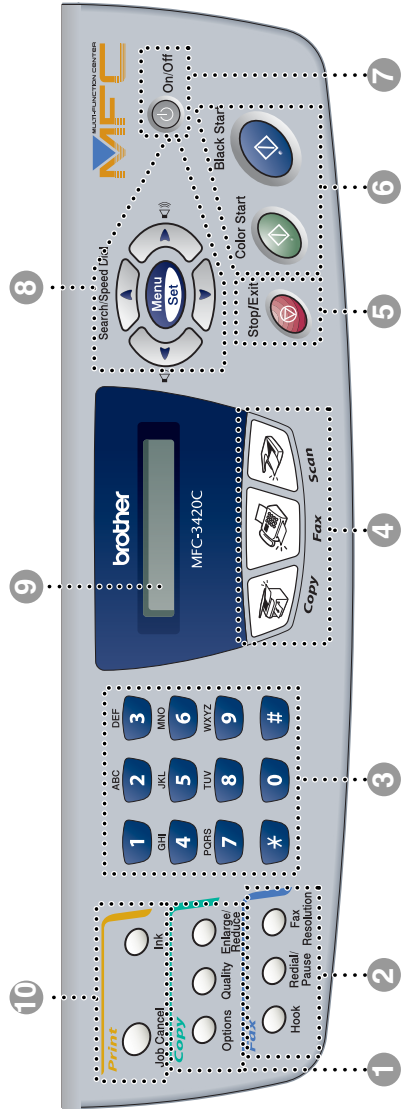
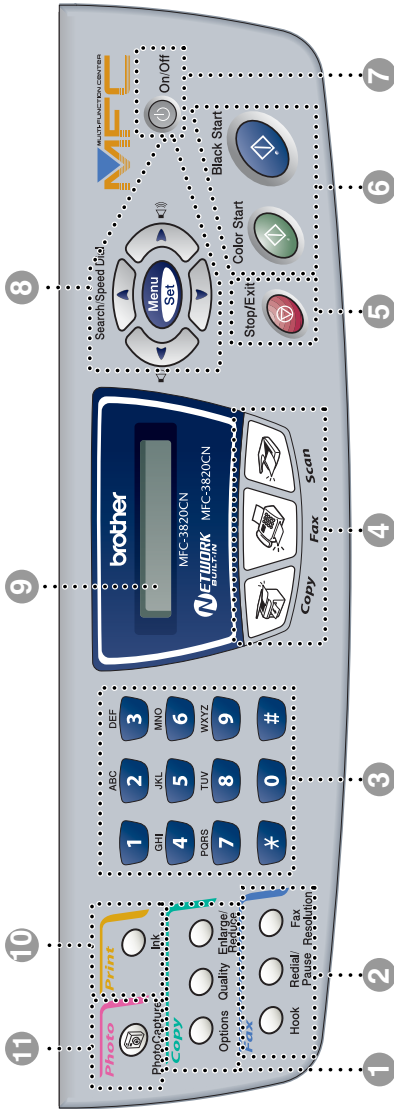
---

- 1** Insert the MFL-Pro Suite CD-ROM into your CD-ROM drive.
- 2** Click **Online Registration** to register your product.

# Control panel overview

MFC-3820CN

MFC-3420C





## 1 Copy keys

### (Temporary settings):

#### Options

You can quickly and easily select temporary settings for copying.

#### Quality

Use this key to temporarily change the quality for Copying.

#### Enlarge/Reduce

Lets you enlarge or reduce copies depending on the ratio you select.

## 2 Fax and telephone keys:

#### Hook

Press before dialing if you want to make sure a fax MFC will answers, and then press **Black Start** or **Color Start**.

#### Fax Resolution

Sets the resolution when you send a fax.

#### Redial/Pause

Redials the last number you called. It also inserts a pause in auto dial numbers.

## 3 Dial Pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the MFC.

The # key lets you temporarily switch the dialing mode during a telephone call from Pulse to Tone.

## 4 Mode keys:



### Fax

Lets you access Fax mode.



### Copy

Lets you access Copy mode.



### Scan

Lets you access Scan mode.

## 5 Stop/Exit



Stops an operation or exits from the menu.

## 6 Black Start



Lets you start sending faxes or making copies in black and white.

Also lets you start a scanning operation. (Color or mono, depending on the scanning setting on your PC)



## Color Start

Lets you start sending faxes or making copies in full color.

Also lets you start a scanning operation. (Color or mono, depending on the scanning setting on your PC)

## 7 On/Off

You can turn the MFC on or off.

## 8 Navigation keys:

### **Menu/Set**

Lets you access the Menu to program and store your settings in the MFC.

### **Volume**

When using the speaker or during ringing in fax mode, you can press these keys to adjust the volume.

### **Search/Speed Dial**

Lets you look up numbers that are stored in the dialing memory. It also lets you dial stored numbers by pressing # and a two-digit number.



Press to scroll backward to a menu selection.



Press to scroll through the menus and options.

Also, you can use these keys to do a numeral search for the names of stored numbers in fax mode.

## 9 Liquid Crystal Display (LCD)

Displays messages on the screen to help you set up and use your MFC.

## 10 Print keys

### **Job Cancel (MFC-3420C only)**

Clears data from the printer memory.

### **Ink**

Lets you clean the print heads, replace an ink cartridge and check the available ink volume.

## 11 Photo Key: (MFC-3820CN only)

### **PhotoCapture**

Lets you access the PhotoCapture Center.

## Turning the MFC on and off

When the MFC is idle, you can turn it on and off by pressing the **On/Off** key. In OFF mode, no MFC operations will be available. Even if you turned the MFC off, it will periodically clean the print head to preserve print quality.

### Turning the MFC off

Press and hold down the **On/Off** key until the LCD shows:

Shutting Down

The LCD light will go off.

### Turning the MFC on

Press and hold down the **On/Off** key until the LCD shows:

Please Wait

The LCD will show the date and time (Fax mode).



Even in OFF mode, you can receive fax and telephone calls by customizing the **On/Off** key as explained below. (See *On/Off Setting* on page 4-9.)

On/Off Setting	Receive Mode	Available Operations
Fax Receive:Off (default)	—	No machine operations will be available.
Fax Receive:On	Fax Only Fax/Tel External TAD	Fax Receive, Easy Receive, Delayed Fax, Remote Fax Options, Remote Retrieval. <ul style="list-style-type: none"><li>■ You cannot receive a fax with <b>Black Start</b> or <b>Color Start</b>.</li><li>■ Delayed Fax and Remote Fax Options should be set before you switch off the machine.</li></ul>
	Manual	Delayed Fax, Easy Receive <ul style="list-style-type: none"><li>■ You cannot receive a fax with <b>Black Start</b> or <b>Color Start</b>.</li><li>■ Delayed Fax and Remote Fax Options should be set before you switch off the MFC.</li></ul>

# About fax machines

## Custom features

---

### **Do you have Voice Mail on the phone line?**

If you have Voice Mail on the phone line where you will install your new MFC, *there is a strong possibility that Voice Mail and the MFC may conflict with each other while receiving incoming calls.*

### **Why should there be problems?**

Since both the MFC and Voice Mail will pick up the call, after the number of rings you have set, each of them has the ability to keep the other from receiving calls.

For example, if your Voice Mail is set to answer after two rings and your MFC is set to answer after four, your Voice Mail will stop your MFC from receiving faxes.

If you set Voice Mail and the Brother MFC to answer after the same number of rings, there is no way of knowing which one will answer first. It is important to remember that neither Voice Mail nor the MFC can pass the call back to the other after the call has been answered.

### **How can you avoid possible problems?**

A very good way to avoid problems like the one mentioned, *is to get a second phone number on your present phone line.*

Many people with Voice Mail choose an alternative service, which is called “Distinctive Ring”, and they are very satisfied with it. (See *Distinctive Ring* on page 5-9.)

Another way to avoid possible problems is to replace your Voice Mail with an answering machine. Your Brother MFC is designed to work with an answering machine or TAD (telephone answering device).

(See *Connecting an external telephone answering device (TAD)* on page 1-10.)

## Fax tones and handshake

---

When someone is sending a fax, the MFC sends fax calling tones (CNG tones). These are quiet, intermittent beeps every 4-seconds. You'll hear them after you dial and press **Black Start** or **Color Start** and they will continue for about 60 seconds after dialing. During that time, the sending machine must begin the "handshake", or connection, with the receiving machine.

Each time you use automatic procedures to send a fax, you are sending CNG tones over the phone line. You'll soon learn to listen for these quiet beeps each time you answer a phone on your fax line, so you will know if you are receiving a fax message.

The receiving fax responds with fax receiving tones, which are loud, chirping sounds. A receiving fax chirps for about 40 seconds over the phone line, and the LCD shows *Receiving*.

If your MFC is set to the *Fax Only* mode, it will answer every call automatically with fax receiving tones. If the other person hangs up, your MFC will continue to send the "chirps" for about 40 seconds, and the LCD continues to show *Receiving*. To cancel receiving, press **Stop/Exit**.

The fax 'handshake' is the time in which the sending machine's CNG tones and the receiving machine's "chirps" overlap. This must be for at least 2 to 4 seconds, so both machines can understand how each is sending and receiving the fax. The handshake cannot begin until the call is answered, and the CNG tones only last for about 60 seconds after the number is dialed. So it is important for the receiving machine to answer the call in as few rings as possible.



When you have an external Telephone Answering Device (TAD) on your fax line, your TAD will decide the number of rings before the call is answered.

Pay special attention to the directions for connecting a TAD in this chapter. (See *Connecting an external telephone answering device (TAD)* on page 1-10.)

## ECM (Error Correction Mode)

---

The Error Correction Mode (ECM) is a way for the MFC to check a fax transmission while it is in progress. If the MFC detects errors during fax transmission, it resends the pages of the fax that had an error. ECM transmissions are only possible between fax machines that both have this feature. If they do, you may send and receive fax messages that are continuously being checked by the MFC.

Your MFC must have enough memory for this feature to work.

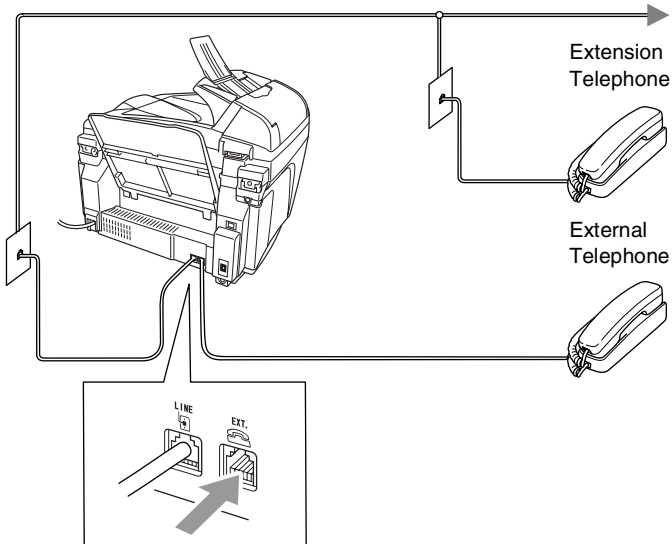
## Connecting the MFC

### Connecting an external telephone

---

If your MFC does not have a handset, you can connect a separate telephone (or telephone answering device) directly to your MFC as shown in the diagram below.

Connect the modular plug on the telephone line cord to the jack labeled EXT. in the back of the MFC.



When this phone (or TAD) is in use, the LCD shows `Telephone`.

# Connecting an external telephone answering device (TAD)

---

## Sequence

You may choose to connect an answering device. However, when you have an **external** TAD on the same telephone line as the MFC, the TAD answers all calls and the MFC “listens” for fax calling (CNG) tones. If it hears them, the MFC takes over the call and receives the fax. If it doesn’t hear CNG tones, the MFC lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

The TAD must answer within four rings (the recommended setting is two rings). The MFC cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax “handshake”. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.



If you do not receive all your faxes, reduce the Ring Delay setting on your external TAD.



*If You Subscribe to your Telephone Company’s Distinctive Ring Service:*

You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company’s Distinctive Ring service, have registered the distinctive ring pattern on your MFC, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company’s Distinctive Ring Service. You cannot use the Toll Saver setting.

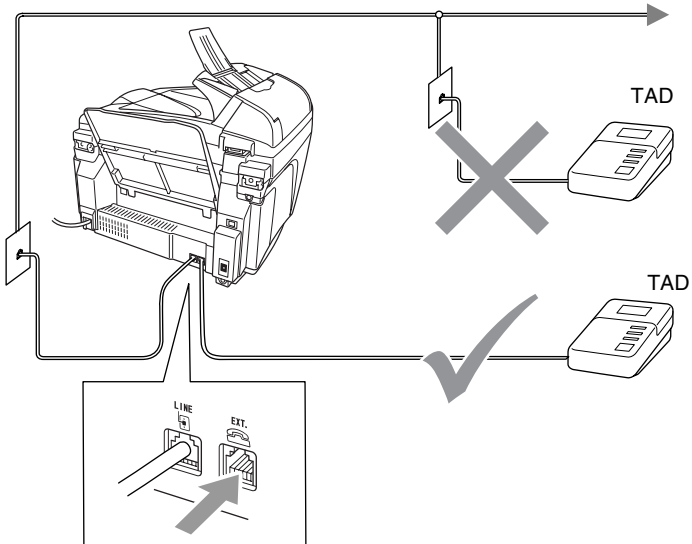


**If You Do Not Subscribe to Distinctive Ring Service:**

You must plug your TAD into the EXT. jack of your MFC. If your TAD is plugged into a wall jack, both your MFC and the TAD will try to control the phone line. (See illustration below.)



**Unless you are using Distinctive Ring, do not connect a TAD elsewhere on the same phone line.**



When the TAD is in use, the LCD shows *Telephone*.



## Connections

The external TAD must be plugged into the back of the MFC, into the jack labeled EXT. Your MFC cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1** Plug the telephone line cord from the telephone wall jack into the back of the MFC, in the jack labeled LINE.
- 2** Plug the telephone line cord from your external TAD into the back of the MFC, in the jack labeled EXT. (Make sure this cord is connected to the TAD at the TAD's telephone *line* jack, and not its telephone jack.)
- 3** Set your external TAD to four rings or less. (The MFC's Ring Delay setting does not apply.)
- 4** Record the outgoing message on your external TAD.
- 5** Set the TAD to answer calls.
- 6** Set the Receive Mode to `External TAD`.  
(See *Choosing the Receive Mode* on page 5-1.)

## Recording outgoing message (OGM) on an external TAD

Timing is important in recording this message. The message sets up the ways to handle both manual and automatic fax reception.

- 1** Record 5 seconds of silence at the beginning of your message. (This allows your MFC time to listen for the fax CNG tones of automatic transmissions before they stop.)
- 2** Limit your speaking to 20 seconds.
- 3** End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example:  
*"After the beep, leave a message or send a fax by pressing \* 51 and Start."*



We recommend beginning your OGM with an initial 5-second silence because the MFC cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your MFC has trouble receiving, then you must re-record the OGM to include it.

## Special line considerations

---

### Roll over phone lines

A roll over phone system is a group of two or more separate telephone lines that pass incoming calls to each other if they are busy. The calls are usually passed down or “rolled over” to the next available phone line in a preset order.

Your MFC can work in a roll over system as long as it is the last number in the sequence, so the call cannot roll away. Do not put the MFC on any of the other numbers; when the other lines are busy and a second fax call is received, the fax call would be transferred to a line that does not have a fax machine. **Your MFC will work best on a dedicated line.**

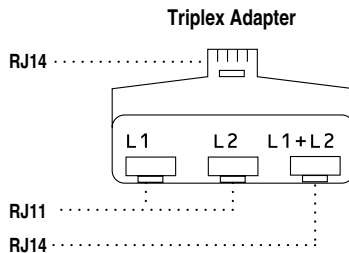
### Two-line phone system

A two-line phone system is nothing more than two separate phone numbers on the same wall outlet. The two phone numbers can be on separate jacks (RJ11) or combined into one jack (RJ14). Your MFC must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line phone and see if it can access both lines. If it can, you must separate the line for your MFC. (See *Easy Receive* on page 5-4.)

## Converting telephone wall outlets

There are three ways to convert to an RJ11 jack. The first two ways may require assistance from the telephone company. You can change the wall outlets from one RJ14 jack to two RJ11 jacks. Or, you can have an RJ11 wall outlet installed and slave or jump one of the phone numbers to it.

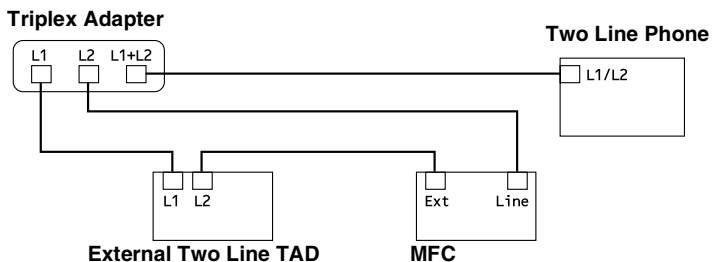
The third way is the easiest: Buy a triplex adapter. You can plug a triplex adapter into an RJ14 outlet. It separates the wires into two separate RJ11 jacks (Line 1, Line 2) and a third RJ14 jack (Lines 1 and 2). If your MFC is on Line 1, plug the MFC into L1 of the triplex adapter. If your MFC is on Line 2, plug it into L2 of the triple adapter.



## Installing MFC, external two-line TAD and two-line telephone

When you are installing an external two-line telephone answering device (TAD) and a two-line telephone, your MFC must be isolated on one line at both the wall jack and at the TAD. The most common connection is to put the MFC on Line 2, which is explained in the following steps. The back of the two-line TAD must have two telephone jacks: one labeled L1 or L1/L2, and the other labeled L2. You will need at least three telephone line cords, the one that came with your MFC and two for your external two-line TAD. You will need a fourth line cord if you add a two-line telephone.

- 1** Place the two-line TAD and the two-line telephone next to your MFC.
- 2** Plug one end of the telephone line cord for your MFC into the L2 jack of the triplex adapter. Plug the other end into the LINE jack on the back of the MFC.
- 3** Plug one end of the first telephone line cord for your TAD into the L1 jack of the triplex adapter. Plug the other end into the L1 or L1/L2 jack of the two-line TAD.
- 4** Plug one end of the second telephone line cord for your TAD into the L2 jack of the two-line TAD. Plug the other end into the EXT. jack on the left side of the MFC.



You can keep two-line telephones on other wall outlets as always. There are two ways to add a two-line telephone to the MFC's wall outlet. You can plug the telephone line cord from the two-line telephone into the L1+L2 jack of the triplex adapter. Or, you can plug the two-line telephone into the TEL jack of the two-line TAD.

## Multi-line connections (PBX)

---

Most offices use a central telephone system. While it is often relatively simple to connect the MFC to a key system or a PBX (Private Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the MFC for you. It is advisable to have a separate line for the MFC. You can then leave the Receive Mode set to Fax Only to receive faxes any time of the day or night.

If the MFC is to be connected to a multi-line system, ask your installer to connect the unit to the last line on the system. This prevents the unit from being activated each time a telephone call is received.

### If you are installing the MFC to work with a PBX

- 1** It is not guaranteed that the unit will operate properly under all circumstances with a PBX. Any cases of difficulty should be reported first to the company that handles your PBX.
- 2** If all incoming calls will be answered by a switchboard operator, it is recommended that the Receive Mode be set to *Manual*. All incoming calls should initially be regarded as telephone calls.

## Custom features on your phone line

---

If you have Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, an answering service, an alarm system or other custom feature on one phone line it may create a problem with the operation of your MFC. (See *Custom features* on page 1-7 and *Custom features on a single line* on page 13-9.)

# 2

## Loading originals and paper

### Load originals

You can copy and scan from the ADF (automatic document feeder) or from the scanner glass.

### Using the automatic document feeder (ADF)

---

The ADF can hold up to 20 pages and feeds each sheet individually. Use standard (20 lb or 80 g/m<sup>2</sup>) paper and always fan the pages before putting them in the ADF.

#### Recommended environment

Temperature: 68° F - 86° F

Humidity: 50% - 70%

Paper: 20 lb LTR

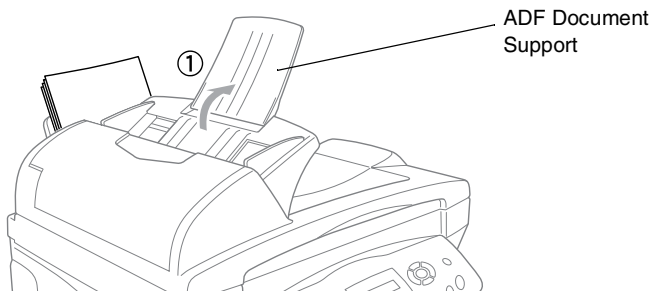
⊘ DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.

DO NOT use cardboard, newspaper or fabric. (To fax or scan this kind of original, see *Faxing from the scanner glass* on page 6-3)

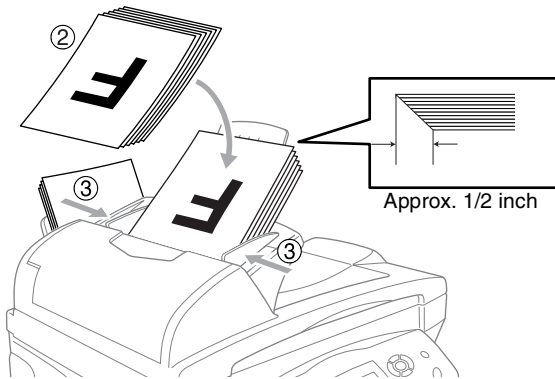
■ Make sure originals written with ink are completely dry.

■ Originals to be faxed must be from 5.8 to 8.5 inches wide and 5.8 to 14 inches long.

1 Unfold the ADF Document Support.



- 2 Fan the pages well and stagger them at an angle. Make sure you put the originals **face up, top edge first** in the ADF until you feel them touch the feed roller.
- 3 Adjust the paper guides to fit the width of your originals.



- ⊘ **DO NOT** pull on the original while it is feeding.
- ⊘ To use the ADF, the scanner glass must be empty.

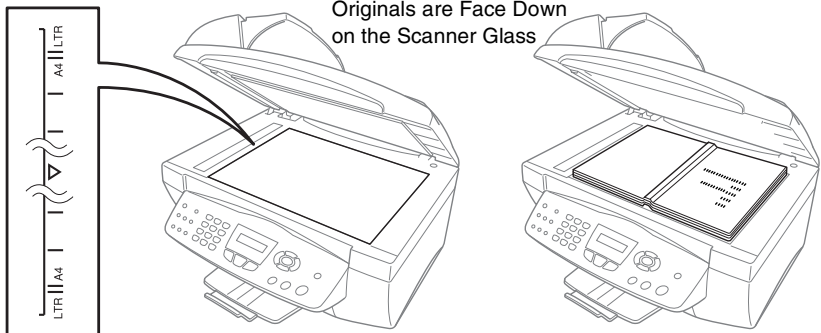
## Using the scanner glass

---

You can use the scanner glass to fax pages of a book or one page at a time. Original must be letter size (8.5 inches to 11 inches).

**!** To use the scanner glass, the ADF must be empty.

**1** Lift the document cover.



**2** Using the document guidelines on the left, center the original face down on the scanner glass.

**3** Close the document cover.

**!** If the original is a book or is thick, do not slam the cover or press on it.



# About paper

The print quality of your original can be affected by the kind of paper you use in the MFC.

To get the best print quality for the settings you've chosen, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before purchasing large quantities.

For best results, use the recommended paper.



When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to select the proper media in the “Basic” tab in the printer driver.

Also avoid stacking by removing each page after it exits the MFC to avoid smudging.

## Handling and using special paper

---

- Store paper in its original packaging, and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- The coated side of glossy paper is shiny. Avoid touching the shiny (coated) side. Load glossy paper with the shiny side facing up toward you.
- Avoid touching either side of transparencies, because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next original. Use only transparencies recommended for inkjet printing.

## Recommended paper



The output quality depends on the paper type and paper brand. Visit us at <http://solutions.brother.com> and check the latest recommendations for paper that can be used with your MFC.

## Paper capacity of the paper tray

Paper Type	Paper Size	Number of sheets
Plain Paper (Cut Sheet)	Letter, Executive, A5, A6, B5 (JIS)	100 of 20 lb up to 0.39 in.
	Legal	50 of 20 lb
Inkjet Paper	Letter	20
Glossy Paper	Letter	20
Transparencies	Letter	10
Envelopes	DL, COM-10, C5, Monarch, JE4	10
Photo Card	4" x 6", L (3.5" x 5"), 2L (5" x 7")	30
Index Card	5" x 8"	30

\* You can copy only on Letter, Legal and Photo Card (4"(W) x 6"(H)) paper.

\* You can receive faxes only on Letter or Legal paper.

## Paper specifications for the paper tray

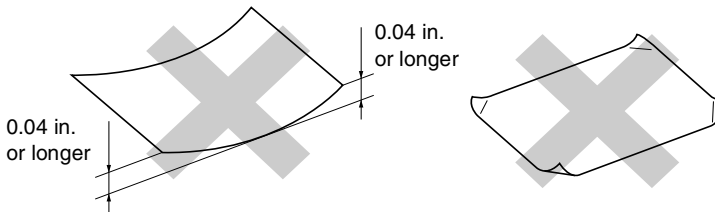
Cut Sheet Paper Weight	Plain Paper: 17 to 32 lb Inkjet Paper: 17 to 53 lb Glossy Paper: Up to 58 lb Index card: Up to 32 lb
Thickness	Plain Paper: 0.003 to 0.006 in. Inkjet Paper: 0.003 to 0.01 in. Glossy Paper: Up to 0.01 in. Envelopes: Up to 0.02 in. Photo Card: Up to 0.017 in. Index card: Up to 0.006 in.

## Paper capacity of the output paper support

Output Paper Support	<p>Up to 50 sheets of 20 lb (Letter)</p> <ul style="list-style-type: none"><li>■ Transparencies and glossy paper must be picked up from the output paper support one page at a time to avoid smudging.</li><li>■ Legal cannot be stacked on the output paper support.</li></ul>
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⊘ Do not use paper or envelopes:

- that are damaged, curled, wrinkled, or irregularly shaped



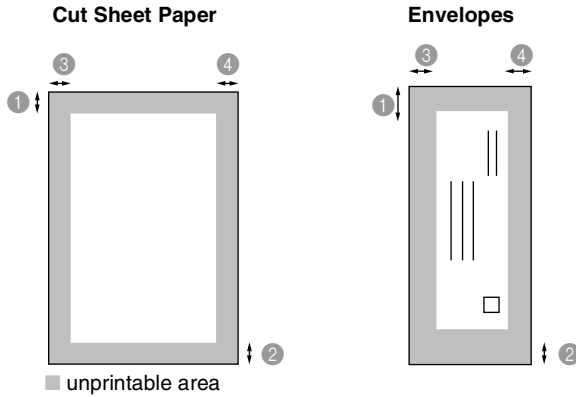
- that are extremely shiny or highly textured
- that were previously printed by a printer
- that cannot be arranged uniformly when stacked
- that are made with a short grain

⊘ Do not use envelopes:

- that are of a baggy construction
- that are embossed (have raised writing on them)
- that have clasps on them
- that are not sharply creased
- that are preprinted on the inside

# Printable area

The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut sheet paper and envelopes.



Paper	Paper Size		① Top	② Bottom	③ Left	④ Right
Cut Sheet	Letter, Legal	Fax	0.12 in.	0.47 in.	0.23 in.	0.23 in.
		Copy	0.12 in.	0.12 in.	0.12 in.	0.12 in.
		Printer	0.12 in.	0.12 in.	0.23 in.	0.23 in.
	A5, A6, JIS_B5 Executive	Printer	0.12 in.	0.12 in.	0.12 in.	0.12 in.
Photo Card	4" x 6"	Printer	0.12 in.	0.12 in.	0.12 in.	0.12 in.
		Copy	0.12 in.	0.12 in.	0.12 in.	0.12 in.
	L (3.5" x 5"), 2L (5" x 7")	Printer	0.12 in.	0.12 in.	0.12 in.	0.12 in.
Index Card	5" x 8"	Printer	0.12 in.	0.12 in.	0.12 in.	0.12 in.
Envelopes	DL,C5, COM10, Monarch, JE4	Printer	0.39 in.	0.79 in.	0.12 in.	0.12 in.



Printable area depends on the Printer driver settings.

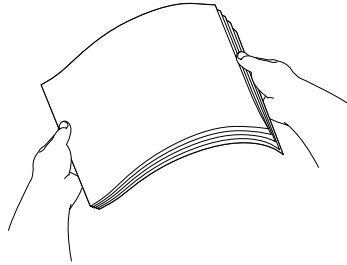
The figures above are approximate and the printable area may vary depending on the type of cut sheet paper you are using.

# How to load paper and envelopes

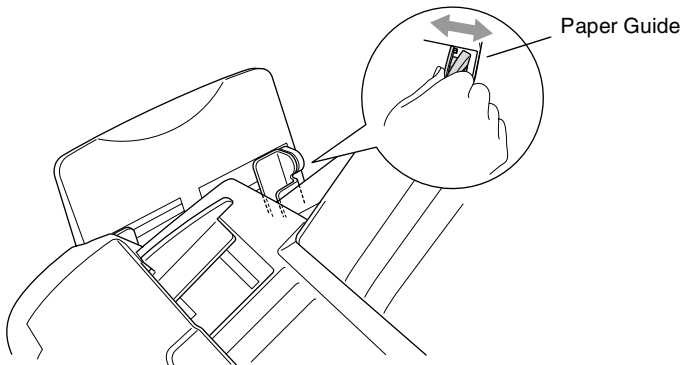
---

## To load paper or other media

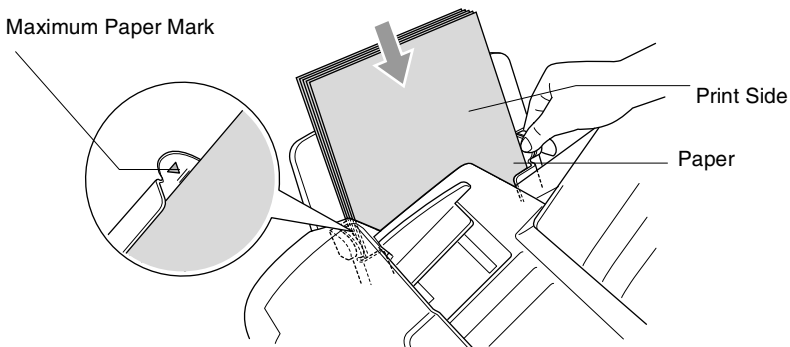
- 1 Fan the stack of paper well to avoid paper jams and mis-feeds.



- 2 Press and slide the paper guide to fit the paper width.



- 3 Gently insert the paper. Make sure the print side is towards you and the paper is below the maximum paper mark.



## To load glossy paper

- 1 Fan the stack of glossy paper well.
- 2 Put a sheet of plain paper in the paper tray first, and then put the stack of glossy paper on top of it.



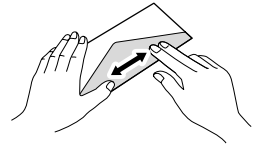
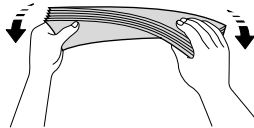
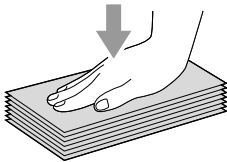
If the glossy sheets are 'double-feeding', put one sheet in the paper tray at a time.

## To load envelopes

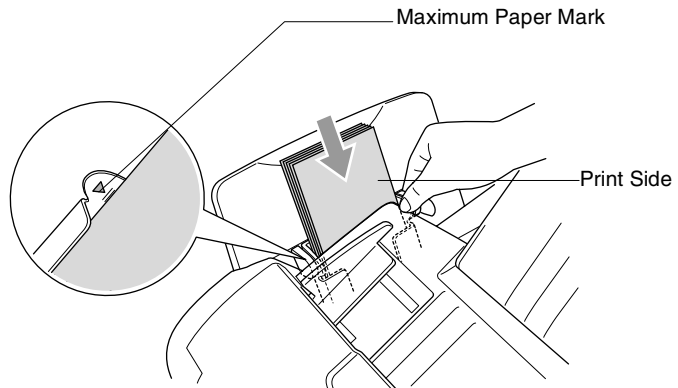
- 1 Before loading, press the corners and sides of the envelopes to make them as flat as possible.



If the envelopes are 'double-feeding', put one envelope in the paper tray at a time.



- 2 Press and slide the paper guide to fit the width of the envelopes. Insert them into the paper tray with the address side toward you and pointed in the direction below.



# 3 On-screen programming

## User-friendly programming

Your MFC is designed to be easy to use with LCD on-screen programming using the navigation keys. User-friendly programming helps you take full advantage of all the menu selections your MFC has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your MFC. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

## Menu table

---

You can probably program your MFC without the User's Guide if you use the Menu table that begins on page 3-3. These pages will help you understand the menu selections and options that are found in the MFC's programs.



You can program your MFC by pressing **Menu/Set**, followed by the menu numbers.

For example to set Fax Resolution to Fine:

Press **Menu/Set**, **2**, **2**, **2** and  or  to select Fine.

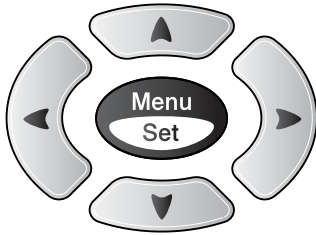
Press **Menu/Set**.

## Memory storage

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If there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings (such as Contrast, Overseas Mode, and so on) will be lost. You may also have to reset the date and time.

# Navigation keys



- \* Access the menu
- \* Go to the next menu level



- \* Accept an option
- \* Scroll through the current menu level



- \* Go back to the previous menu level



- \* Exit the menu

You can access the menu mode by pressing **Menu/Set**.  
When you enter the menu, the LCD scrolls.

Press **1** for General Setup menu

1.General Setup

—OR—

Press **2** for Fax menu

2.Fax

—OR—



Press **3** for Copy menu

3.Copy

⋮



Press **0** for Initial Setup

0.Initial Setup

You can scroll more quickly through each menu level by pressing the arrow for the direction you want:  or .

Then set an option by pressing **Menu/Set** when that option appears on the LCD.


The LCD will then show the next menu level.

Press  or  to scroll to your next menu selection.

Press **Menu/Set**.

When you finish setting an option, the LCD shows *Accepted*.

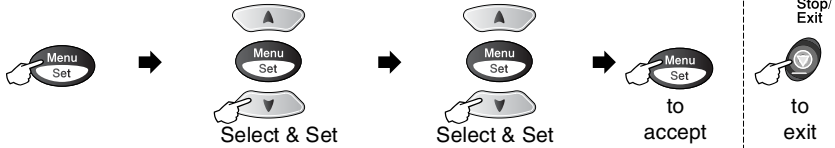


Use  to scroll backward if you passed your choices or want to save keystrokes.



Press the Menu numbers.  
(ex. Press **1**, **2** for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page	
1.General Setup	1.Mode Timer	—	5 Mins <b>2 Mins</b> 1 Min 30 Secs 0 Sec Off	Sets the time to return to Fax mode.	4-5	
	2.Paper Type	—	<b>Plain</b> Inkjet Glossy (4-Color or 3-Color) Transprncy	Sets the type of paper in the paper tray.	4-5	
	3.Paper Size	—	<b>Letter</b> Legal	Sets the size of the paper in the paper tray.	4-6	
	4.Volume	1.Ring	—	High <b>Med</b> Low Off	Adjusts the ring volume.	4-7
		2.Beeper	—	High Med <b>Low</b> Off	Adjusts the volume level of the beeper.	4-7
		3.Speaker	—	High <b>Med</b> Low Off	Adjusts the speaker volume.	4-8
5.Auto Daylight	—	On <b>Off</b>	Changes for Daylight Savings Time automatically.	4-8		
6.On/Off Setting	—	Fax Receive: On <b>Off</b>	Customizes the On/Off key to receive faxes even in OFF mode.	4-9		



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax	1.Setup Receive (In Fax mode only)	1.Ring Delay	<b>04</b> 03 02 01 00	Sets the number of rings before the MFC answers in Fax or Fax/Tel mode.	5-2
		2.F/T Ring Time	70 Sec 40 Sec 30 Sec 20 Sec	Sets the pseudo/double-ring time in Fax/Tel mode.	5-3
		3.Easy Receive	On Off	Receives fax messages without pressing the <b>Black Start</b> or <b>Color Start</b> key.	5-4
		4.Remote Code	On (* 51, #51) Off	You can answer all calls at an extension or external phone and use codes to turn the MFC on or off. You can personalize these codes.	5-7
		5.Auto Reduction	On Off	Reduces the size of incoming faxes.	5-5
		6.Polling RX		Sets up your MFC to poll another fax machine.	5-8
	2.Setup Send (In Fax mode only)	1.Contrast	<b>Auto</b> Light Dark	Changes the lightness or darkness of faxes you send.	6-6
		2.Fax Resolution	<b>Standard</b> Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	6-7
		3.Delayed Fax	—	Set the time of day in 24 hour format that the delayed faxes will be sent.	6-14



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	2.Setup Send (In Fax mode only) (Continued)	4.Batch TX	On <b>Off</b>	Combines delayed faxes to the same fax number at the same time of day into one transmission.	6-16
		5.Real Time TX	<b>Off</b> On Next Fax Only	You can send a fax without using the memory.	6-9
		6.Polled TX	On <b>Off</b>	Sets up your MFC with an original to be retrieved by another fax machine.	6-15
		7.Overseas Mode	On <b>Off</b>	Adjusts for overseas transmissions, which can sometimes cause problems.	6-13
	3.Set Quick-Dial	1.Speed-Dial	—	Stores Speed-Dial numbers, so you can dial by pressing only a few keys (and Start).	7-1
		2.Setup Groups	—	Sets up a Group number for Broadcasting.	7-3
	4.Report Setting	1.Transmission	On On+Image <b>Off</b> Off+Image	Initial setup for Transmission Verification Report and Fax Journal Report.	9-1
		2.Journal Period	Every 7 Days Every 2 Days Every 24 Hours Every 12 Hours Every 6 Hours <b>Every 50 Faxes</b> Interval: Off		9-2
	5.Remote Fax Opt	1.Fax Fwd/Paging	<b>Off</b>	Sets the MFC to forward fax messages or to call your pager.	8-1
			Fax Forward Paging		8-2



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press **1, 2** for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	5.Remote Fax Opt (Continued)	2.Fax Storage	On Off	Stores incoming faxes in the memory so you can retrieve them while you are away from your MFC.	8-3
		3.Remote Access	---*	You must set your own code for Remote Retrieval.	8-4
		4.Print Fax (Backup Print)	—	Prints incoming faxes stored in the memory.	5-5 8-3
	6.Remaining Jobs	—	—	Checks which jobs are in the memory or cancels a delayed fax or polling job.	6-10
	0.Miscellaneous	1.Distinctive	Off Set (On)	Uses the Telephone Company's Distinctive Ring subscriber service to register the ring pattern with the MFC.	5-9
		2.Caller ID	Display # Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	5-12
3.Copy	1.Quality		Best <b>Normal</b> Fast	Selects the Copy resolution for your type of original.	10-13
	2.Brightness	—	- □□□■ + - □□□□ + - □□□□ + - □□□□ + - ■□□□ +	Adjusts the brightness.	10-13
	3.Contrast	—	- □□□■ + - □□□□ + - □□□□ + - □□□□ + - ■□□□ +	Adjusts the contrast for copies.	10-13



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
3.Copy (Continued)	4.Color Adjust	1.Red	R:-○○○○■+ R:-○○○○□+ <b>R:-○○○○○+</b> R:-○●○○○+ R:-■○○○○+	Adjusts the amount of Red in copies.	10-14
		2.Green	G:-○○○○■+ G:-○○○○□+ <b>G:-○○○○○+</b> G:-○●○○○+ G:-■○○○○+	Adjusts the amount of Green in copies.	
		3.Blue	B:-○○○○■+ B:-○○○○□+ <b>B:-○○○○○+</b> B:-○●○○○+ B:-■○○○○+	Adjusts the amount of Blue in copies.	
4.PhotoCapture (MFC-3820CN only)	1.Print Quality	—	Normal <b>Fine</b> Photo	Selects the print quality.	11-9
	2.Paper & Size	—	<b>Letter Glossy</b> 4" x 6" Glossy Letter Plain Letter Inkjet 4" x 6" Inkjet	Selects the paper and print size.	11-9
	3.Brightness	—	-○○○○■+ -○○○○□+ -○○○○○+ -○●○○○+ -■○○○○+	Adjusts the brightness.	11-10
	4.Contrast	—	-○○○○■+ -○○○○□+ -○○○○○+ -○●○○○+ -■○○○○+	Adjusts the contrast.	11-10

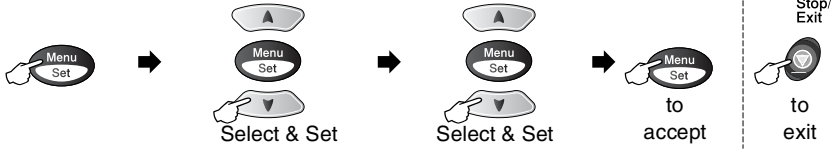


The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
4.PhotoCapture (MFC-3820CN only) (Continued)	5.True2Life	True2Life:On True2Life:Off	1.White Balance - o o o o ■ + - o o o ■ + - o o ■ + - ■ + - +	Adjusts the hue of the white areas.	11-11 11-11
			2.Sharpness - o o o o ■ + - o o o ■ + - o o ■ + - ■ + - +	Enhances the detail of the image.	
			3.Color Density - o o o o ■ + - o o o ■ + - o o ■ + - ■ + - +	Adjusts the total amount of color in the image.	
	6.Cropping		<b>Cropping:On</b> Cropping:Off	Lets your photos fit inside page without any space.	11-12
	7.Scan to Card	1.Quality	<b>B/W 200 x 100 dpi</b> <b>B/W 200 dpi</b> <b>Color 150 dpi</b> Color 300 dpi Color 600 dpi	<b>Selects the Scan resolution for your type of original.</b>	2-23 <sup>*1</sup>
		2.B/W File Type	<b>TIFF</b> PDF	<b>Selects the default file format for black and white scanning.</b>	2-23 <sup>*1</sup>
3.ColorFile Type		<b>PDF</b> JPEG	<b>Selects the default file format for color scanning.</b>	2-23 <sup>*1</sup>	



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
4. <b>Test Print</b> (MFC-3420C only) 6. <b>Test Print</b> (MFC-3820CN only)				You can print a test sample page to check the print quality and adjust the Vertical Alignment.	13-11
5. <b>LAN</b> (MFC-3820CN only)	1. <b>Setup TCP/IP</b>	1. <b>BOOT Method</b>	<b>Auto</b> Static RARP BOOTP DHCP	You can choose the BOOT method that best suits you needs.	See Network User's Guide on the CD-ROM
		2. <b>IP Address</b>	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
		3. <b>Subnet Mask</b>	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
		4. <b>Gateway</b>	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
		5. <b>Host Name</b>	BRN_XXXXXX	Enter the Host name.	
		6. <b>WINS Config</b>	<b>Auto</b> Static	You can choose the WINS configuration mode.	
		7. <b>WINS Server</b>	(Primary) 000.000.000.000	Specifies the IP address of the primary or secondary server.	
		8. <b>DNS Server</b>	(Primary) 000.000.000.000	Specifies the IP address of the primary or secondary server.	



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
5.LAN (MFC-3820CN only) (Continued)	1.Setup TCP/IP (Continued)	9.APIPA	On Off	Automatically allocates the IP address from the link-local address range.	See Network User's Guide on the CD-ROM
		2.Setup Internet	1.Mail Address	(60 characters)	
	2.SMTP Server		[000-255].[000- 255].[000-255]. [000-255]	Enter the SMTP server address.	
	3.POP3 Server		[000-255].[000- 255].[000-255]. [000-255]	Enter the POP3 server address.	
	4.Mailbox Name		(up to 20 characters)	Enter the mail box name.	
	5.Mailbox Pwd		Password:*****	Enter the password to login to the POP3 server.	
	3.Setup Mail RX	1.Auto Polling	On Off	Automatically checks the POP3 server for new messages.	
		2.Poll Frequency	10 Min	Sets the interval for checking for new messages on the POP3 server.	
		3.Header	All Subject+From+To None	Selects the contents of the mail header to be printed.	
		4.Del Error Mail	On Off	Deletes error mails automatically.	
		5.Notification	On MDN off	Sends notification messages.	



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.



Press the Menu numbers.  
(ex. Press **1, 2** for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
5. LAN (MFC-3820CN only) (Continued)	4. Setup Mail tx	1. Sender Subject	—	Displays the subject that is attached to the Internet Fax data.	See Network User's Guide on the CD-ROM
		2. Size Limit	On Off	Limits the size of E-mail documents.	
		3. Notification	On Off	Sends notification messages.	
	5. Setup Relay	1. Rly Broadcast	On Off	Relays a document to another fax machine.	
		2. Relay Domain	RelayXX:	Registers the Domain name.	
		3. Relay Report	On Off	Prints the Relay Broadcast Report.	
	6. Setup Misc.	1. Ethernet	<b>Auto</b> 100B-FD 100B-HD 10B-FD 10B-HD	Selects Ethernet link mode.	
		2. Time Zone	GMT-XX:XX	Sets the time zone for your country.	
	7. Scan to E-mail	1. Quality	B/W 200 x 100 dpi B/W 200 dpi <b>Color 150 dpi</b> Color 300 dpi Color 600 dpi	Selects the scan quality.	
		2. B&W File Type	<b>TIFF</b> PDF	Selects the B&W file type.	
		3. ColorFile Type	<b>PDF</b> JPEG	Selects the color file type.	



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

Press the Menu numbers.  
(ex. Press 1, 2 for Paper Type)

—OR—



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
5.Print Reports (MFC-3420C only) 7.Print Reports (MFC-3820CN only)	1.Help List	—	—	You can print these lists and reports.	9-3
	2.Quick-Dial	—	—		
	3.Fax Journal	—	—		
	4.Transmission	—	—		
	5.User Settings	—	—		
	6.Network Config (MFC-3820CN only)	—	—		
0.Initial Setup	1.Receive Mode	—	<b>Fax Only</b> Fax/Tel External TAD Manual	You can choose the receive mode that best suits your needs.	5-1 5-2
	2.Date/Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	4-1
	3.Station ID	—	Fax Name	Program your name and fax number to appear on each page you fax.	4-2
	4.Tone/Pulse	—	<b>Tone</b> Pulse	Selects the dialing mode.	4-4
	0.Local Language (Canada only)	—	<b>English</b> French	Allows you to change the LCD Language for your country.	See Quick Setup Guide



The factory settings are shown in Bold.

\*1 See the complete Software User's Guide on the CD-ROM.

# 4 Getting started

## Initial Setup

### Setting the Date and Time

---

Your MFC displays the date and time and if you set up the Station ID it prints on every fax you send. If there is a power failure, you may have to reset the date and time. All other settings will not be affected.

- 1 Press **Menu/Set**, **0**, **2**.
- 2 Enter the last two digits of the year.   
Press **Menu/Set**.
- 3 Enter two digits for the month.   
Press **Menu/Set**.  
(For example, enter 09 for September, or 10 for October.)
- 4 Enter two digits for the day.   
Press **Menu/Set**.  
(For example, enter 06 for 6th.)
- 5 Enter the time in 24-Hour format.   
Press **Menu/Set**.  
(For example, enter 15:25 for 3:25 P.M.)
- 6 Press **Stop/Exit**.  
The LCD now shows the date and time whenever the MFC is in Fax mode.

## Setting the Station ID

---

You should store your name or company name and fax number on all fax pages that you send.

**1** Press **Menu/Set, 0, 3**.

3.Station ID

**2** Enter your fax number (up to 20 digits).

Fax:

Press **Menu/Set**.



You cannot enter a hyphen.

**3** Use the dial pad to enter your name (up to 20 characters).

Name:

Press **Menu/Set**.

**4** Press **Stop/Exit**.

The LCD will go back standby mode automatically.



If the Station ID has already been programmed, the LCD will ask you to press **1** to make a change or **2** to exit without changing.


## Entering text

When you are setting certain menu selections, such as the Station ID, you may need to type text into the MFC. Most number keys have three or four letters printed above them. The keys for **0**, **#** and **\*** do not have printed letters because they are used for special characters.


By pressing the appropriate number key repeatedly, you can access the character you want.

Press Key	one time	two times	three times	four times
<b>2</b>	A	B	C	2
<b>3</b>	D	E	F	3
<b>4</b>	G	H	I	4
<b>5</b>	J	K	L	5
<b>6</b>	M	N	O	6
<b>7</b>	P	Q	R	S
<b>8</b>	T	U	V	8
<b>9</b>	W	X	Y	Z


## Inserting spaces

To enter a space, press  once between numbers and twice between characters.



## Making corrections

If you entered a letter incorrectly and want to change it, press  to move the cursor under the incorrect character. Then press **Stop/Exit**. All letters above and to the right of the cursor will be deleted. Re-enter the correct character. You can also back up and type over incorrect letters.

## Repeating letters

If you need to enter a character that is on the same key as the previous character, press  to move the cursor to the right before you press the key again.

## Special characters and symbols

Press **\***, **#** or **0**, and then press  or  to move the cursor under the special character or symbol you want. Then press **Menu/Set** to select it.



Press <b>*</b>	for	(space) ! " # \$ % & ' ( ) * + , - . / €
Press <b>#</b>	for	: ; < = > ? @ [ ] ^ _
Press <b>0</b>	for	É À È Ê Î Ç Ë Ö 0

### NOTICE (For USA)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or electronic device to send any message via a telephone fax machine unless such messages clearly contain, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity or other individual sending the message and the telephone number of the sending machines or such business, other entity or individual.

In order to program this information into your MFC, complete the steps described on page 4-2.

## Setting Tone and Pulse dialing mode

- 1 Press **Menu/Set**, **0**, **4**.
- 2 Press  or  to select **Pulse** (or **Tone**).  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

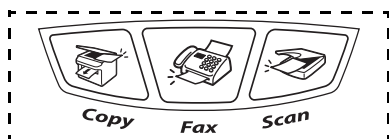
4. Tone/Pulse



# General Setup

## Setting the Mode Timer

---

The MFC has three temporary mode keys on the control panel: Fax, Copy and Scan. You can change the number of seconds or minutes the MFC takes after the last Copy or Scan operation before it returns to Fax mode. If you select **Off**, the MFC stays in the mode you used last.







- 1 Press **Menu/Set**, **1**, **1**. 1.Mode Timer
- 2 Press  or  to select 0 Sec, 30 Secs, 1 Min, 2 Mins, 5 Mins or Off.
- 3 Press **Menu/Set**.

## Setting the Paper Type

---

To get the best print quality, set the MFC for the type of paper you are using.

- 1 Press **Menu/Set**, **1**, **2**. 2.Paper Type
- 2 Press  or  to select Plain, Inkjet, Glossy or Transprncy. Press **Menu/Set**.
- 3 If you selected Glossy, press  or  to select Glossy : 4-Color or Glossy : 3-Color. Press **Menu/Set**.



The print quality of black ink varies depending on the kind of glossy paper you are using. Black ink is used when you select Glossy : 4-Color. If the glossy paper you are using repels the black ink, select Glossy : 3-Color, which simulates black ink by combining the three ink colors.

- 4 Press **Stop/Exit**.



The MFC ejects paper with printed surfaces face up onto the paper tray in the front of the machine. When you use transparencies or glossy paper, remove each sheet immediately to prevent smudging or paper jams.

## Setting the Paper Size (MFC-3420C only)

---

You can use two sizes of paper for printing your faxes and copies: letter and legal. When you change the type of paper you load in the MFC, you will need to change the setting for Paper Size at the same time so your MFC can fit an incoming fax on the page.

**1** Press **Menu/Set, 1, 3.**

3.Paper Size

**2** Press  or  to select  
Letter or Legal.

Press **Menu/Set.**

**3** Press **Stop/Exit.**



For Copy Options, you can also change the paper size to photo card size (4" × 6") for the next copy only.  
(See *Paper Size* on page 10-8.)

## Setting the Paper Size (MFC-3820CN only)

---

You can use two sizes of paper for printing your faxes and copies: letter and legal. When you change the type of paper you load in the MFC, you will need to change the setting for Paper Size at the same time so your MFC can fit an incoming fax on the page.

**1** Press **Menu/Set, 1, 3.**

3.Paper Size

**2** Press  or  to select  
Letter or Legal.

Press **Menu/Set.**

**3** Press **Stop/Exit.**



For PhotoCapture Center and Copy Options, you can also change the paper size to photo card size (4" × 6") for the next copy or printout only.  
(See *Paper Size* on page 10-8 and *Paper & Size* on page 11-9.)





## Setting the Ring Volume

---

You can adjust the ring volume when your MFC is idle (not being used). You can turn the ring **Off** or you can select the ring volume level.

**1** Press **Menu/Set, 1, 4, 1.**



1.Ring

**2** Press  or  to select (Low, Med, High or Off).

Press **Menu/Set.**

**3** Press **Stop/Exit.**

—OR—

In Fax mode, press  or  to adjust the volume level. Every time you press these keys, the MFC will ring so you can hear the active setting as the LCD shows it. The volume changes with each key press. The new setting will stay until you change it again.

## Setting the Beeper Volume

---

You can change the beeper volume. The default (factory) setting is **Low**. When the beeper is on, the MFC beeps every time you press a key or make a mistake and after a fax is sent or received.

**1** Press **Menu/Set, 1, 4, 2.**

2.Beeper

**2** Press  or  to select your option.

(Low, Med, High or Off)

Press **Menu/Set.**

**3** Press **Stop/Exit.**



## Setting the Speaker Volume

---

You can adjust the MFC's one-way speaker volume.

**1** Press **Menu/Set, 1, 4, 3.**

3.Speaker



**2** Press  or  to select  
(Low, Med, High or Off).

Press **Menu/Set.**

**3** Press **Stop/Exit.**

—OR—

In Fax mode, you can adjust the speaker volume by pressing **Hook**, and then selecting a speaker volume level.

Press  or  to adjust the volume level. The LCD shows the setting you are choosing. Each key press changes the volume to the next setting. The new setting will remain until you change it again.

## Turning on Automatic Daylight Savings Time

---

You can set the MFC to change automatically for Daylight Savings Time. It will reset itself forward one hour in the Spring and backward one hour in the Fall. Make sure you have set the correct day and time in the `Date/Time` setting.

**1** Press **Menu/Set, 1, 5.**

5.Auto Daylight

**2** Press  or  to select On (or Off).

Press **Menu/Set.**

**3** Press **Stop/Exit.**

## On/Off Setting

---

You can customize machine's **On/Off** key. The default setting is **Off**. Your MFC will not work when it is switched **Off**, but it will purge the ink head periodically. If you turn this setting to **On**, you can receive faxes or calls even when the MFC is switched **Off**.

**1** Press **Menu/Set, 1, 6**.

6.On/Off Setting

**2** Press  or  to select **On** (or **Off**).

**3** Press **Menu/Set**.

**4** Press **Stop/Exit**.

# 5 Setup Receive

## Basic receiving operations

### Choosing the Receive Mode


---

There are four different Receive Modes for your MFC. You can choose the mode that best suits your needs.

LCD	How it works	When to use it
Fax Only (automatic receive)	The MFC automatically answers every call as a fax.	For dedicated fax lines.
Fax/Tel* (fax and telephone)  (with an external or extension telephone)	The MFC controls the line and automatically answers every call. If the call is a fax it will receive the fax. If the call is not a fax it will ring (pseudo/double ring) for you to pick up the call.	Use this mode if you expect to receive lots of fax messages and few telephone calls. You cannot have an answering machine on the same line, even if it is on a separate wall jack on the same line. You cannot use the telephone company's Voice Mail in this mode.
External TAD (with an external answering device)	The external answering device (TAD) automatically answers every call. Voice messages are stored on the external TAD. Fax messages are printed.	Use this mode if you have connected an answering machine on your phone line. The TAD setting works only with an external answering machine. Ring Delay and F/T Ring Time do not work in this setting.
Manual (manual receive)  (with an external or extension telephone or with Distinctive Ring)	You control the phone line and must answer every call yourself.	Use this mode when you are using a computer modem on the same line or if you don't receive many fax messages or with Distinctive Ring. If you answer and hear fax tones, wait until the MFC takes over the call, then hang up.



\* In Fax/Tel mode you must set the Ring Delay and F/T Ring Time.

## To select or change your Receive Mode

**1** If it is not illuminated in green, press  **(Fax)**.

**2** Press **Menu/Set, 0, 1**.


1.Receive Mode

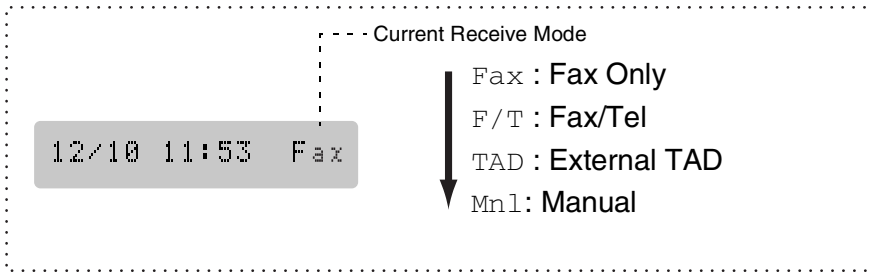
**3** Press  or  to select

Fax Only, Fax/Tel, External TAD or Manual.

Press **Menu/Set**.

**4** Press **Stop/Exit**.


 If you are changing the Receive Mode while in another operation, the LCD will return to that operation.



## Setting the Ring Delay

The Ring Delay sets the number of times the MFC rings before it answers in *Fax only* or *Fax/Tel* mode. If you have extension phones on the same line as the MFC or subscribe to the telephone company's Distinctive Ring service, keep the Ring Delay setting of 4.

(See *Easy Receive* on page 5-4 and *Operation from extension telephones* on page 5-6.)

**1** If it is not illuminated in green, press  **(Fax)**.

**2** Press **Menu/Set, 2, 1, 1**.

1.Ring Delay

**3** Press  or  to select how

many times the line rings before the MFC answers (00, 01, 02, 03 or 04).

Press **Menu/Set**.

(If you select 00, the line won't ring at all.)




**4** Press **Stop/Exit**.


## Setting the F/T Ring Time (Fax/Tel mode only)

---

If you set the Receive Mode to Fax/Tel, you'll need to decide how long the MFC will signal you with its special pseudo/double-ring when you have a *voice* call. (If it's a fax call, the MFC prints the fax.)

This pseudo/double-ring happens after the initial ringing from the phone company. Only the MFC rings and no other phones on the same line will ring with the special pseudo/double-ring. However, you can still answer the call on any extension phone (in a separate wall jack) on the same line as the MFC. (See *Operation from extension telephones* on page 5-6.)

- 1** If it is not illuminated in green, press  **(Fax)**.
- 2** Press **Menu/Set, 2, 1, 2**. 2.F/T Ring Time
- 3** Press  or  to select how long the MFC will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).  
Press **Menu/Set**.
- 4** Press **Stop/Exit**.

 Even if the caller hangs up during the pseudo/double-ringing, the MFC will continue to ring for the set time.

## Easy Receive




---

When you use this feature, you don't have to press **Black Start**, **Color Start**, or the Fax Receive Code \*51 when you answer a fax call. Selecting **On** allows the MFC to receive fax calls automatically, even if you lift the handset of an extension or external phone. When you see **Receiving** on the LCD or when you hear 'chirps' through the handset of an extension phone connected to another telephone wall jack, just replace the handset and your MFC will do the rest. Selecting **Off** means you'll have to activate the MFC yourself by lifting the handset of an external or extension phone, and then press **Black Start** or **Color Start** on the MFC—**OR**—by pressing \*51 if you are not at your MFC. (See *Operation from extension telephones* on page 5-6.)



If this feature is set to **On**, but your MFC doesn't connect a fax call when you lift an extension or external phone handset, press the Fax Receive Code \*51.

If you send faxes from a computer on the same phone line and the MFC intercepts them, set Easy Receive to **Off**.


- 1 If it is not illuminated in green, press  **(Fax)**.
- 2 Press **Menu/Set**, **2**, **1**, **3**.
- 3 Use  or  to select **On** (or **Off**).  
Press **Menu/Set**.
- 4 Press **Stop/Exit**.

3.Easy Receive

## Printing a reduced incoming fax (Auto Reduction)

---

If you choose **On**, the MFC automatically reduces an incoming fax to fit on one page of letter or legal size paper. The MFC calculates the reduction ratio by using the page size of the original and your Paper Size setting (**Menu/Set, 1, 3**).

**1** If it is not illuminated in green, press  (**Fax**).


**2** Press **Menu/Set, 2, 1, 5**.

5.Auto Reduction

**3** Use  or  to select **On** (or **Off**).

Press **Menu/Set**.

**4** Press **Stop/Exit**.

 If you receive faxes that are split on two pages, turn on this setting. But if the original is too long, the MFC may print it on two pages.

## Printing a fax from the memory

---

If you set Fax Storage to **ON** for Remote Retrieval, you can still print a fax from the memory when you are at your MFC. (See *Setting Fax Storage* on page 8-3.)

**1** Press **Menu/Set, 2, 5, 4**.

4.Print Fax

**2** Press **Black Start** or **Color Start**.

**3** After printing has finished, press **Stop/Exit**.



# Advanced receiving operations

## Operation from extension telephones

---

If you answer a fax call on an extension telephone, or an external telephone in the EXT. jack of the MFC, you can make your MFC take the call by using the Fax Receive Code. When you press the Fax Receive Code \***51**, the MFC starts to receive a fax. (See *Easy Receive* on page 5-4.)

If the MFC answers a voice call and pseudo/double-rings for you to take over, use the Telephone Answer Code **#51** to take the call at an extension phone. (See *Setting the F/T Ring Time (Fax/Tel mode only)* on page 5-3.)

If you answer a call and no one is on the line, you should assume that you're receiving a manual fax.

- Press \***51** and wait for the chirp or until the MFC's LCD displays Receiving, and then hang up.

Your caller will have to press **Start** to send the fax.

## For Fax/Tel mode only

---

When the MFC is in Fax/Tel mode, it will use the F/T Ring Time (pseudo/double-ringing) to alert you to pick up a voice call.

If you're at the MFC, you can lift the handset to answer.

Lift the external telephone's handset, and then press **Hook** to answer.

If you're at an extension phone, you'll need to lift the handset during the F/T Ring Time and then press **#51** between the pseudo/double rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the MFC by pressing \***51**.

## Using a cordless external handset

---

If your cordless telephone is connected to the EXT. jack on the MFC and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay. If you let the MFC answer first, you will have to go to the MFC so you can press **Hook** to transfer the call to the cordless handset.


## Changing the remote codes

---

Remote Codes might not work with some telephone systems. The preset Fax Receive Code is \***51**. The preset Telephone Answer Code is **#51**.



If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as **###** and **999**).

**1** If it is not illuminated in green, press  (**Fax**).

**2** Press **Menu/Set, 2, 1, 4**.

4.Remote Code

**3** Press  or  to select On (or Off).

Press **Menu/Set**.

**4** If you want to, enter a new Fax Receive Code.

Press **Menu/Set**.

**5** If you want to, enter a new Telephone Answer Code.

Press **Menu/Set**.

**6** Press **Stop/Exit**.

## Polling

---

Polling is the process of retrieving faxes from another fax machine. You can use your MFC to 'poll' other machines, or you can have someone poll your MFC.


Everyone who is involved in Polling needs to set up their fax machines for Polling. When someone polls your MFC to receive a fax, they pay for the call. If you poll someone's fax machine to receive a fax, you pay for the call.



Some fax machines do not respond to the Polling feature.

### Setting up Polling Receive

Polling Receive is when you call another fax machine to receive a fax from it.

**1** If it is not illuminated in green, press  **(Fax)**.

**2** Press **Menu/Set, 2, 1, 6**.

6.Polling RX


**3** Enter the fax number you are polling.

**4** Press **Black Start** or **Color Start**.

The LCD shows *Dialing*.

### Setting up Sequential Polling Receive

Your MFC can ask for faxes from several fax units in a single operation (Sequential Polling Receive). Afterwards, a Sequential Polling Report will be printed.

**1** If it is not illuminated in green, press  **(Fax)**.

**2** Press **Menu/Set, 2, 1, 6**.

6.Polling RX

**3** Enter the fax machines you want to poll using Speed-Dial, a Group or the dial pad. You must press **Menu/Set** between each fax number.

**4** Press **Black Start** or **Color Start**. Your MFC will poll each number or Group number in turn to receive a fax.

# Telephone services

Your MFC supports the Distinctive Ring and Caller ID subscriber telephone services that some telephone companies offer.



If you have Voice Mail, RingMaster, an answering service, an alarm system or other custom features on your telephone line, it may affect the way your MFC works. (See *Custom features* on page 1-7 and *Custom features on a single line.* on page 13-9.) If you have Voice Mail on your phone line, please read the following carefully.

## Distinctive Ring

---

Brother uses the term 'Distinctive Ring' but different telephone companies have other names for this service such as SmartRing, RingMaster, Teen-Ring, Indent-a-Call or Indent-a-Ring.

### What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same phone line. **If you need more than one phone number, it is cheaper than paying for an extra line.** Each phone number has its own distinctive ring pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your MFC.



Please call your telephone company for availability and rates.

### What does Brother's 'Distinctive Ring' do?

The Brother MFC has a Distinctive Ring feature that allows you to use your MFC to take full advantage of the telephone company's Distinctive Ring service. The new phone number on your line can just receive faxes.



You must pay for your telephone company's Distinctive Ring service before you program the MFC to work with it.

## Do you have Voice Mail?

If you have Voice Mail on the phone line that you will install your new MFC on, *there is a strong possibility that Voice Mail and the MFC will conflict with each other while receiving incoming calls.* **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the MFC can work together without any problems.** If each one has a separate phone number, neither will interfere with the other's operations.





If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions below to 'register' the new Distinctive Ring pattern they give you. This is so your MFC can recognize its incoming calls.



You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

## Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the MFC. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother MFC. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	



If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown.**





- The MFC will only answer calls to its registered number.
- The first two rings are silent on the MFC. This is because the fax must «listen» to the ring pattern (to compare it to the pattern that was ‘registered’). (Other telephones on the same line will ring.)
- If you program the MFC properly, it will recognize the registered ring pattern of the ‘fax number’ within 2 ring patterns and then answer with a fax tone. When the ‘voice number’ is called, the MFC will not answer.

## Registering the Distinctive Ring pattern



---


### Very important!

After you have set the Distinctive Ring feature to ON, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, `Manual` mode means you must answer all the calls yourself. You can not change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press **Menu/Set**, **2, 0, 1**. 1.Distinctive
- 2 Press  or  to select `Set`.  
Press **Menu/Set**.
- 3 Press  or  to select the stored ring pattern you want to use.  
Press **Menu/Set**.  
(You will hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)
- 4 Press **Stop/Exit**. Distinctive Ring is now set to on.

### Turning off the Distinctive Ring

- 1 Press **Menu/Set**, **2, 0, 1**. 1.Distinctive
- 2 Press  or  to select `Off`.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

 If you turn off Distinctive Ring, the MFC will stay in `Manual` receive mode. You will need to set the Receive Mode again. (See *To select or change your Receive Mode* on page 5-2.)

# Caller ID



The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. This service displays the telephone number, or name if it is available, of your caller as the line rings.

After a few rings, the LCD shows the telephone number of your caller (or name, if available). Once you pick up the handset, the Caller ID information disappears from the LCD, but the call information remains stored in the Caller ID memory.

- You will see the first 16 characters of the number (or name).
- `Out of Area` display means call originated outside your Caller ID service area.
- `Private Call` display means the caller has intentionally blocked transmission of information.

If both the name and number are received, the LCD shows only the name. You can print a list of Caller ID information received by your MFC. (See *Printing Caller ID List* on page 5-13.)

Caller ID service varies with different carriers. Call your local telephone company to determine the kind of service available in your area.



## Viewing Caller ID List

---

Caller ID memory stores information for up to thirty calls. When the thirty-first call comes in, information about the first call is erased. You can scroll through Caller ID information to review those calls made to your MFC.



**1** Press **Menu/Set, 2, 0, 2.**



2.Caller ID

**2** Press  or  to select  
Display #.

Press **Menu/Set.**

If the name was not received, it will not be displayed.

**3** Press  or  to scroll through the Caller ID memory to select the Caller ID you want to view, and then press **Menu/Set.** The LCD shows the caller's name and number and the date and time of the call.

**4** Press  or  to return to the Caller ID listing.

—OR—

Press **Stop/Exit.**

## Printing Caller ID List

---

**1** Press **Menu/Set, 2, 0, 2.**

2.Caller ID

**2** Press  or  to select  
Print Report.

Press **Menu/Set.**

**3** Press **Black Start** or **Color Start.**

**4** After printing has finished, press **Stop/Exit.**





# 6 Setup Send

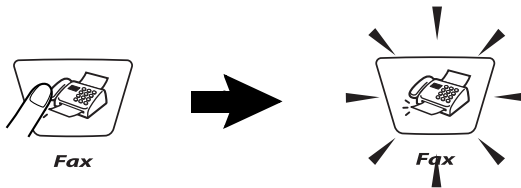
## How to fax

You can send faxes from the ADF (automatic document feeder) or from the scanner glass.

### Enter Fax mode

---

Before sending faxes, make sure  (**Fax**) is illuminated in green. If not, press  (**Fax**) to enter Fax mode. The default setting is Fax.



## How to dial

There are three ways to dial.

### Manual dialing

---

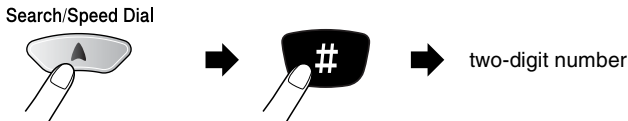
Press all of the digits of the phone or fax number.




## Speed-Dialing

---

Press **Search/Speed Dial**, **#**, and then the two digit Speed-Dial number. (See *Storing Speed-Dial numbers* on page 7-1.)

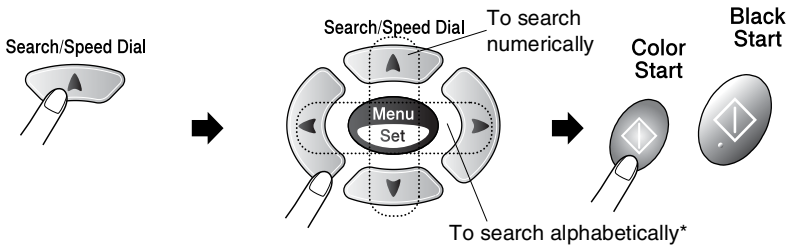


 If the LCD shows **Not Registered** when you enter the Speed-Dial number, a number has not been stored for it.

## Search

---

You can search for names you have stored in the Speed-Dial memories. Press **Search/Speed Dial** and the navigation keys to search. (See *Storing Speed-Dial numbers* on page 7-1.)




\* To search alphabetically, you can use dial pad to enter the first letter of the name you are looking for.

## Faxing from the automatic document feeder (ADF)

---


### Faxing from the ADF

- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Dial the fax number.  
Press **Black Start** or **Color Start**. The MFC starts scanning the first page.

### Faxing from the scanner glass

---

You can use the scanner glass to fax pages of a book or one page at a time. The originals can be up to letter size. To cancel, press **Stop/Exit**.

- 1 If it is not illuminated in green, press  (**Fax**).
  - 2 Load your original on the scanner glass. (See *Using the scanner glass* on page 2-3.)
  - 3 Dial the fax number.  
Press **Black Start** or **Color Start**.  
The MFC starts scanning the first page.  
If you press **Color Start**, the machine starts sending.
  - 4 To send a single page, press **2** (or press **Black Start** again).  
The MFC starts sending the original.  
—OR—  
To send more than one page, press **1** and go to Step 5.
  - 5 Place the next page on the scanner glass.  
Press **Menu/Set**.
- The MFC starts scanning. (Repeat Steps 4 and 5 for each additional page.)



- If the memory is full and you are faxing a single page, it will be sent in real time.
- If you need to cancel before the fax is sent, press **Stop/Exit**. You cannot send multiple pages for color faxes.

## Out of Memory message

If you get an *Out of Memory* message while scanning the first page of a fax, press **Stop/Exit** to cancel the scan. If you get an *Out of Memory* message while scanning a subsequent page, you will have the option to press **Black Start** to send the pages scanned so far, or to press **Stop/Exit** to cancel the operation.



- If the memory is full and you are faxing a single page, it will be sent in real time.

## Automatic transmission

---

### This is the easiest way to send a fax.



- Do not pick up the hand set of the external phone or press **Hook** to listen for a dial tone.

1

If it is not illuminated in green, press  (**Fax**).

2

Load your original. (See *Load originals* on page 2-1.)

3

Enter the fax number using the dial pad, Speed-Dial or Search. (See *How to dial* on page 6-1.)


3

Press **Black Start** or **Color Start**.

## Manual transmission

---

Manual transmission lets you hear the dialing, ringing and fax-receiving tones while sending a fax.



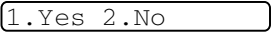
- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Pick up the handset of the external phone and listen for a dial tone.  
—OR—  
Press **Hook** and listen for a dial tone.
- 4 On the external phone, dial the fax number you want to call.  
—OR—  
If you pressed **Hook**, dial using the MFC's control panel.
- 5 When you hear the fax tone, press **Black Start** or **Color Start**.
- 6 If you picked up the handset of the external phone, replace it.

# Basic sending operations

## Sending faxes using multiple settings

---

When you send a fax you can choose any combination of these settings: contrast, resolution, overseas mode, delayed fax timer, polling transmission or real time transmission.

- 1 If it is not illuminated in green, press  (**Fax**) before pressing **Menu/Set**. After each setting is accepted, the LCD will ask if you want to enter more settings:
- 2 Press **1** to select more settings. The LCD will return to the `Setup Send` menu.   
  
—OR—  
Press **2** if you have finished choosing settings and go to the next step.


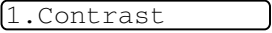


## Contrast

---

If your original is very light or very dark, you may want to set the contrast.



Use `Light` to send a light document or make the fax darker.

Use `Dark` to send a dark document or make the fax lighter.

- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Press **Menu/Set, 2, 2, 1**. 
- 4 Press  or  to select `Auto`, `Light` or `Dark`.  
Press **Menu/Set**.
- 5 Press **1** if you want to choose more settings and the LCD will return to the `Setup Send` menu.  
—OR—  
Press **2** if you have finished choosing settings.
- 6 Enter a fax number.  
Press **Black Start** or **Color Start**.


## Fax Resolution

---

You can use the **Fax Resolution** key to change the setting temporarily (for this fax only). Press **Fax Resolution** and  or  to select the setting you want, and then press **Menu/Set**.

—OR—



You can change the default setting:

**1** If it is not illuminated in green, press  (**Fax**).

**2** Load your original. (See *Load originals* on page 2-1.)

**3** Press **Menu/Set, 2, 2, 2**.

2.Fax Resolution

**4** Press  or  to select the resolution you want.

Press **Menu/Set**.

**5** Press **Stop/Exit**.

Standard	Suitable for most typed originals.
Fine	Good for small print and transmits a little slower than Standard resolution.
S. Fine	Good for small print or artwork and transmits slower than Fine resolution.
Photo	Use when the original has varying shades of gray. This has the slowest transmission time.

## Manual and automatic fax Redial

---

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Black Start** or **Color Start** to try again. If you want to make a second call to the last number dialed, you can save time by pressing **Redial/Pause** and **Black Start** or **Color Start**.


**Redial/Pause** only works if you dialed from the control panel.


*If you are sending a fax automatically* and the line is busy, the MFC will automatically redial one time after five minutes.


## Color fax transmission

---

Your MFC can send a color fax to machines that support this feature. However, color faxes cannot be stored in the memory, so Delayed fax and Polling Transmit features are not available.

- 1** If it is not illuminated in green, press  **(Fax)**.
- 2** Load your original. (See *Load originals* on page 2-1.)
- 3** Enter the fax number using the dial pad, Speed-Dial or Search.
- 4** Press **Color Start**.

 When you send a color fax, the MFC will send it in real time (even if **Real Time TX** is set to **Off**).


 You can not send multiple pages from the scanner glass.




## Dual Access (Not available for color faxes)

---

You can dial a number, and begin scanning the fax into memory—even when the MFC is sending from memory or receiving faxes. The LCD shows the new job number and available memory.

 Your MFC normally uses Dual Access. However, to send a color fax, the MFC will send the original in real time (even if `Real Time TX` is Off).

The number of pages you can scan into the memory will vary depending on the data that is printed on them.

 If you get a `Out of Memory` message while scanning the first page of a fax, press **Stop/Exit** to cancel scanning. If you get a `Out of Memory` message while scanning a subsequent page, you can press **Black Start** to send the pages scanned so far, or press **Stop/Exit** to cancel the operation.

## Real Time Transmission

---


When you are sending a fax, the MFC will scan the originals into the memory before sending. Then, as soon as the phone line is free, the MFC will start dialing and sending.

If the memory becomes full, the MFC will send the original in real time (even if `Real Time TX` is set to Off).

Sometimes, you may want to send an important original immediately, without waiting for memory transmission. You can set `Real Time TX` to On for all documents or for the next fax only.

If you want to fax multiple pages, use Dual Access.



(See *Dual Access (Not available for color faxes)* on page 6-9.)

**1** If it is not illuminated in green, press  (**Fax**).

**2** Load your original. (See *Load originals* on page 2-1.)

**3** Press **Menu/Set, 2, 2, 5**.



5.Real Time TX

- 4** To change the default setting, press  or  to select On (or Off).



Press **Menu/Set**.

Go to Step 6.

—OR—

For the next fax transmission only, press  or  to select Next Fax Only.

Press **Menu/Set**.

- 5** Press  or  to select Next Fax:On (or Next Fax:Off).

Press **Menu/Set**.

- 6** Press **1** if you want to choose more settings and the LCD will return to the Setup Send menu.

—OR—

Press **2** if you have finished choosing settings.

- 7** Enter a fax number.

Press **Black Start** or **Color Start**.



In Real Time Transmission, the redial feature doesn't work.



If you are sending a color Fax, the MFC will send it in real time (even if Real Time TX is set to Off).



## Checking job status

---

Check which jobs are still waiting in the memory to be sent. (If there are no jobs, the LCD shows No Jobs Waiting.)

- 1** Press **Menu/Set, 2, 6**.

6.Remaining Jobs

- 2** If you have more than one job waiting, press  or  to scroll through the list.

- 3** Press **Stop/Exit**.

## Canceling a job while scanning, dialing and sending the original

---

You can cancel a job while you are scanning it into memory by pressing **Stop/Exit**.

You can also cancel a job while the MFC is dialing or sending the original by pressing **Stop/Exit**.

## Canceling a scheduled job



---

You can cancel a fax job that is stored and waiting in memory.

- 1 Press **Menu/Set**, **2**, **6**.

6.Remaining Jobs

Any jobs that are waiting will appear on the LCD.

- 2 If you have more than two jobs waiting, press  or  to select the job you want to cancel.

Press **Menu/Set**.

—OR—

If you only have one job waiting, go to Step 3.

- 3 Press **1** to cancel.

—OR—

Press **2** to exit without canceling.

To cancel another job go to Step 2.

- 4 Press **Stop/Exit**.

# Advanced sending operations

## Broadcasting (Not available for color faxes)

---


Broadcasting is when the same fax message is automatically sent to more than one fax number. Using the **Menu/Set** key, you can include Groups, Speed-Dial numbers and up to 50 manually dialed numbers. If you did not use up any of the numbers for Groups, access codes or credit card numbers, you can 'broadcast' faxes to as many as 90 (MFC-3420C only) or 150 (MFC-3820CN only) different numbers. However, the available memory will vary depending on the types of jobs in the memory and the number of locations used for broadcasting. If you broadcast to the maximum numbers available, you will not be able to use Dual Access and Delayed fax.

To include Speed-Dial numbers and manually dialed numbers in the same broadcast, you must press **Menu/Set** between each of the numbers. Use **Search/Speed Dial** to help you choose the numbers easily.

(See *Setting up Groups for Broadcasting* on page 7-3.)

After the broadcast is finished, a Broadcast Report will be printed to let you know the results.

- Enter the long dialing sequence numbers as you would normally, but remember that each Speed-Dial number counts as one number, so the number of locations you can store becomes limited.
- If the memory is full, press **Stop/Exit** to stop the job or if more than one page has been scanned, press **Black Start** to send the portion that is in the memory.

- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Enter a number using Speed-Dial, a Group number, Search or manual dialing using the dial pad.  
(Example: Group number)
- 4 When the LCD displays the fax number or name of the other party, press **Menu/Set**.




You will be asked to press the next number.

- 5 Enter the next number.  
(Example: Speed-Dial number)
- 6 When the LCD displays the fax number or name of the other party,  
press **Menu/Set**.
- 7 Enter another fax number.  
(Example: Manual dialing using the dial pad.)
- 8 Press **Black Start**.

## Overseas Mode

---


If you are having difficulty sending a fax overseas due to possible interference on the phone line, we recommend that you turn on the Overseas Mode. After you send a fax using this feature, the feature will turn itself off.

- 1 If it is not illuminated in green, press  (**Fax**).
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Press **Menu/Set, 2, 2, 7**. 7.Overseas Mode
- 4 Press  or  to select On (or Off).  
Press **Menu/Set**.
- 5 Press **1** if you want to choose more settings and the LCD will return to the *Setup Send* menu.  
—OR—  
Press **2** if you have finished choosing settings.
- 6 Enter a fax number.  
Press **Black Start** or **Color Start**.

## Delayed Fax (Not available for color faxes)

---

During the day you can store up to 50 faxes in the memory to be sent within 24 hours. These faxes will be sent at the time of day you enter in Step 4. Press **Menu/Set** to accept it, or enter another time for the faxes to be sent.

**1** If it is not illuminated in green, press  (**Fax**).

**2** Load your original. (See *Load originals* on page 2-1.)

**3** Press **Menu/Set, 2, 2, 3**.

3.Delayed Fax

**4** Enter the time you want the fax to be sent (in 24-hour format).

Press **Menu/Set**.

(For example, enter 19:45 for 7:45 PM.)

**5** Press **1** if you want to choose more settings and the LCD will return to the *Setup Send* menu.

—OR—

Press **2** if you have finished choosing settings.

**6** Enter a fax number.

Press **Black Start**.




*The number of pages you can scan into the memory depends on the amount of data that is printed on each page.*

## Setting up Polled Transmit (Not available for color faxes)

---

Polled Transmit is when you set up your MFC to wait with a paper original so another fax machine can call and retrieve it.

**1** If it is not illuminated in green, press  (**Fax**).

**2** Load your original. (See *Load originals* on page 2-1.)

**3** Press **Menu/Set, 2, 2, 6**.

6.Polled TX

**4** Press  or  to choose On (or Off).

Press **Menu/Set**.

**5** Press **1** if you want to choose more settings and the LCD will return to the *Setup Send* menu.

—OR—

Press **2** if you have finished choosing settings, and go to Step 6.

**6** Press **Black Start**.

The MFC starts scanning the original.






The document will be stored and can be retrieved from any other fax machine until you delete the fax in memory by using the *Canceling a Job* menu setting. (See *Canceling a scheduled job* on page 6-11.)

## Delayed Batch Transmission (Not available for color faxes)

---

Before sending the delayed faxes, your MFC will help you economize by sorting all the faxes in the memory by destination and scheduled time. All delayed faxes that are scheduled to be sent at the same time to the same fax number will be sent as one fax to save transmission time.

- 1** If it is not illuminated in green, press  (**Fax**).
- 2** Load your original. (See *Load originals* on page 2-1.)
- 3** Press **Menu/Set, 2, 2, 4**.
- 4** Press  or  to select On (or Off).  
Press **Menu/Set**.
- 5** Press **Stop/Exit**.

4.Batch TX



# 7

# Quick-Dial numbers and dialing options

## Storing numbers for easy dialing

You can set up your MFC to do two types of easy dialing: Speed-Dial and Groups for Broadcasting faxes.



*If you lose electrical power, the quick-dial numbers that are in the memory will not be lost.*

## Storing Speed-Dial numbers

---

You can store Speed-Dial numbers, so that when you dial you will only have to press a few keys (**Search/Speed Dial**, #, the two-digit number, and **Black Start** or **Color Start**). The MFC-3420C can store 40 Speed-Dial numbers and the MFC-3820CN can store 100 numbers.



(For USA only) The Brother fax back system number has been preprogrammed in Speed-Dial location **1**.



**1** Press **Menu/Set**, **2**, **3**, **1**.

2.Speed-Dial

**2** Use the dial pad to enter a two-digit Speed-Dial location number (01-40 for MFC-3420C, 00-99 for MFC-3820CN). (For example, press **05**.) Press **Menu/Set**.



The MFC-3820CN will ask you if the Speed-Dial is for a fax/telephone number or an e-mail address.

**3** For MFC-3820CN, press  or  to select **Type: Fax/Tel** (or **E-Address**). Press **Menu/Set**.



For information on using an E-mail address, see Chapter 6 Internet Fax in the Network User's Guide. (MFC-3820CN only)

**4** Enter the phone or fax number (up to 20 digits). Press **Menu/Set**.

- 5** Use the dial pad to enter the name (up to 15 characters).  
Press **Menu/Set**.  
(You can use the chart on page 4-3 to help you enter letters.)  
—OR—  
Press **Menu/Set** to store the number without a name.
- 6** Go to Step 2 to store another Speed-Dial number.  
—OR—  
Press **Stop/Exit**.

## Changing Speed-Dial numbers

---

If you try to store a Speed-Dial number where a number is already stored, the LCD will show the name stored there (or number) and will ask you to do one of the following:



- 1** Press **1** to change the stored number.

1.Change 2.Exit

—OR—

Press **2** to exit without making a change.

*How to change the stored number:*

- If you want to erase the whole number or whole name, press **Stop/Exit** when the cursor is under the first the digits or letters. The characters above and to the right of the cursor will be deleted.
  - If you want to change a character, use  or  to position the cursor under the character you want to change, and then type over it.
- 2** Enter a new number.  
Press **Menu/Set**.
- 3** Follow the directions beginning at Step 5 in Storing Speed-Dial numbers on the previous page.

## Setting up Groups for Broadcasting

---

Groups allow you to send the same fax message to many fax numbers by pressing only a few keys (**Search/Speed Dial**, #, the two-digit number, and **Black Start**). First, you'll need to store each fax number as a Speed-Dial number.

Then, you can combine them into a Group. Each Group uses up a Speed-Dial number. You can have up to six Groups, or you can assign up to 39 numbers (MFC-3420C) or up to 99 numbers (MFC-3820CN) to one large Group.

(See *Storing Speed-Dial numbers* on page 7-1 and *Broadcasting* (Not available for color faxes) on page 6-12.)

**1** Press **Menu/Set**, **2**, **3**, **2**.

2.Setup Groups

**2** Use the dial pad to enter the two-digit Speed-Dial number where you want to store the Group.

Speed-Dial? #

Press **Menu/Set**.

Speed-Dial? #07

(For example, press **07** and **Menu/Set**.)

**3** Use the dial pad to enter the Group number.

Setup Group:G01

Press **Menu/Set**.

(For example, press **1** for Group 1.)



The Group number must be between 1 and 6.

**4** To include Speed-Dial numbers in the Group, press them as follows:

G01:#01#09

For example, for Speed-Dial numbers 05 and 09. Press **Search/Speed Dial**, **05**, **Search/Speed Dial**, **09**. The LCD shows: #05#09.

**5** Press **Menu/Set** to accept the Speed-Dial numbers for this Group.


**6** Use the dial pad and the chart on page 4-3 to enter a name for the Group.

Name:

Press **Menu/Set**.

(For example, type NEW CLIENTS).

**7** Press **Stop/Exit**.

 You can print a list of all the Speed-Dial numbers. Group numbers will be marked in the column of "GROUP".  
(See *Printing reports* on page 9-3.)

# Dialing options



There are three ways to dial. (See *How to dial* on page 6-1.)

## Access codes and credit card numbers

---

Sometimes you may want to choose from several long distance carriers when you make a call. Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes or long-distance carriers and credit card numbers as Speed-Dial numbers. You can store these long dialing sequences by dividing them and setting them up on separate keys in any combination. You can even include manual dialing using the dial pad. The combined number will be dialed in the order that you entered it as soon as you press **Black Start** or **Color Start**.

(See *Storing Speed-Dial numbers* on page 7-1.)

For example, you can store '555' on Speed-Dial #03 and '7000' on Speed-Dial #02. If you press **Search/Speed Dial, #03, Search/Speed Dial, #02, and Black Start or Color Start**, you will dial '555-7000'.

To temporarily change a number, you can substitute part of the number with manual dialing using the dial pad.

For example, to change the number to 555-7001 you could press **Search/Speed Dial, #03** and then press **7001** using the dialing pad.



If you must wait for another dial tone or signal at any point in the dialing sequence, store a pause there in the number by pressing **Redial/Pause**. Each key press adds a 3.5-second delay.

## Pause

---

Press **Redial/Pause** to insert a 3.5-second pause between numbers. If you are dialing overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

## Fax Redial

---

If you're sending a fax manually and the line is busy, press **Redial/Pause** to try again. Any time you want to make a second call to the last number dialed, press **Redial/Pause** to save time.

If you're sending a fax automatically and the line is busy, the MFC will automatically redial one time five minutes after the transmission.

## Tone or Pulse

---

If you have a Pulse dialing service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

- 1** Lift the handset of the external phone.
- 2** Press **#** on the control panel of your MFC. Any digits dialed after this will send tone signals.
- 3** When you hang up, the MFC will return to the Pulse dialing service.

# 8

# Remote Fax Options

## Fax Forwarding/Paging



*You cannot use Paging and Fax Forwarding at the same time. After you have selected the Paging or Fax Forwarding feature, Fax Storage is set to On automatically. If you bring the Paging or Fax Forwarding feature back to Off, Fax Storage stays on.*



## Programming a Fax Forwarding number

---

When Fax Forwarding is set to On, your MFC stores the received fax in the memory. Then it dials the fax number you've programmed and forwards the fax message.

**1** Press **Menu/Set, 2, 5, 1**.

1.Fax Fwd/Paging

**2** Press  or  to select Fax Forward.

Press **Menu/Set**.

The LCD will ask you to enter the fax number to which faxes will be forwarded.

Fwd#:

**3** Enter the forwarding number (up to 20 digits).

Press **Menu/Set**.

**4** Press **Stop/Exit**.



## Programming your pager number

---

When Paging is selected, your MFC dials the pager number you've programmed, and then dials your Personal Identification Number (PIN). This activates your pager so you will know that you have a fax message in the memory.

**1** Press **Menu/Set, 2, 5, 1.**

1.Fax Fwd/Paging

**2** Press  or  to select  
Paging.

Press **Menu/Set.**

**3** Enter your pager phone number followed by # # (up to 20 digits).  
Press **Menu/Set.**

Do not include the area code if it is the same as that of your MFC.  
For example, press **1 8 0 0 5 5 5 1 2 1 2 # #.**

**4** If your pager needs a PIN, enter the PIN, press #, press  
**Redial/Pause**, enter your fax number followed by # #.

Press **Menu/Set.**

(For example, press **1 2 3 4 5 # Redial/Pause 1 8 0 0 5 5 5 1 2 1 2 # #**)

—OR—

If you do not need a PIN, press **Redial/Pause**, enter your fax  
number followed by # #.

Press **Menu/Set.**

(For example, press **Redial/Pause 1 8 0 0 5 5 5 1 2 1 2 # #**)

**5** Press **Stop/Exit.**



You cannot change a Paging number or PIN remotely.



# Setting Fax Storage

If you set Fax Storage to ON, you will be able to retrieve fax messages from another location using Fax Forwarding, Paging, or Remote Retrieval operations. (See *Remote commands* on page 8-6.) If there is paper in your MFC, a back-up copy of each fax will be printed. The LCD will show when you have a fax stored in memory.

**1** Press **Menu/Set, 2, 5, 2**.

2.Fax Storage

The LCD will ask you to choose a fax setting.

**2** Press  or  to select On (or Off).

Press **Menu/Set**.

**3** Press **Stop/Exit**.



If there are faxes in the memory when you turn Fax Storage OFF, the LCD will ask if you want to erase the faxes in the memory.

Erase All Fax?

1.Yes 2.No

If you press **1**, all fax data is erased and Fax Storage is turned off.

If you press **2**, faxes are not erased and Fax Storage stays on. (See *Printing a fax from the memory* on page 5-5.)



■ After you have selected the Paging or Fax Forwarding feature, Fax Storage is set to **On** automatically. If you turn the Paging or Fax Forwarding feature back to **Off**, Fax Storage stays on.

## Backup Print

---

If you've set Fax Storage to **On**, your MFC automatically prints faxes as they are received into the memory.

This is a safety feature in case the power goes off so you won't lose your messages.

# Setting your Remote Access Code

The remote access code lets you access the Remote Retrieval features when you are away from your MFC. Before you use the remote access and retrieval features, you have to set up your own code. The default code is inactive code (--- \*).

**1** Press **Menu/Set, 2, 5, 3**.

3.Remote Access

**2** Enter a three-digit code using numbers **0-9, \*** or **#**.

Press **Menu/Set**. (The preset ‘\*’ cannot be changed.)



Do not use the same digits that appear in your Fax Receive Code (**\* 51**) or Telephone Answer Code (**#51**).

(See *Operation from extension telephones* on page 5-6.)

**3** Press **Stop/Exit**.




You can change your code at any time by entering a new one. If you want to make your code inactive, press **Stop/Exit** in Step 2 to restore the inactive setting (--- \*).

# Remote Retrieval

You can call your MFC from any touch tone telephone or fax machine, then use the Remote Access Code and remote commands to retrieve fax messages. Be sure to cut out the Remote Retrieval Access Card on the last page and keep it with you at all times.

## Using your Remote Access Code

---

- 1** Dial your fax number from a telephone or another fax machine using touch tone.
  - 2** When your MFC answers, immediately enter your Remote Access Code (3 digits followed by \*).
  - 3** The MFC signals if it has received fax messages:
    - 1 long beep — Fax messages**
    - No beeps — No messages**
  - 4** The MFC gives two short beeps, which tells you to enter a command. The MFC will hang up if you wait longer than 30 seconds to enter a command. The MFC will beep three times, if you enter an invalid command.
  - 5** Press **90** to reset the MFC when you've finished.
  - 6** Hang up.
-  If your MFC is set to `Manual` mode and you want to use the remote retrieval features, you can access your MFC by waiting about 2 minutes after it starts ringing, and then entering the Remote Access Code within 30 seconds.


## Remote commands

Follow the commands below to access features when you are away from the MFC. When you call the MFC and enter your Remote Access Code (3 digits followed by \*), the system will give two short beeps and you must enter a remote command.

Remote commands	Operation details
<b>95 Change the Fax Forwarding or Paging settings</b>	
1 OFF	If you hear one long beep, the change has been accepted. If you hear three short beeps, you cannot change it because the conditions have not been met (for example, registering a fax forwarding or paging number). You can register your Fax Forwarding number by entering 4. (See <i>Changing your Fax Forwarding number</i> on page 8-7). Once you have registered the number, Fax Forwarding will be set to On.
2 Fax Forwarding	
3 Paging	
4 Fax Forwarding number	
6 Fax Storage ON	You can turn Fax Storage to On (or Off after you have retrieved or erased all your messages).
7 Fax Storage OFF	
<b>96 Retrieve a fax</b>	
2 Retrieve all faxes	Enter the number of a remote fax machine to receive stored fax message(s). (See page 8-7.)
3 Erase faxes from the memory	If you hear one long beep, you can erase fax messages from the memory.
<b>97 Check the receiving status</b>	
1 Fax	You can check whether your MFC has received any faxes. If yes, you will hear one long beep. If no, you will hear three short beeps.
<b>98 Change the Receive Mode</b>	
1 External TAD	If you hear one long beep, you can change the Receive Mode.
2 Fax/Tel	
3 Fax Only	
<b>90 Exit</b>	After a long beep, you can exit Remote Retrieval.

## Retrieving fax messages


---

- 1 Dial your fax number.
  - 2 When your MFC answers, immediately enter your Remote Access Code (3 digits followed by \* ). If you hear one long beep, you have messages.
  - 3 As soon as you hear two short beeps, use the dial pad to press **962**.
  - 4 Wait for the long beep, and then use the dial pad to enter the number of the remote fax machine where you want your fax messages sent to followed by ## (up to 20 digits).
-  You cannot use \* and # as dial numbers. However, press # if you want to store a pause.
- 5 Hang up after you hear your MFC beep. Your MFC will call the other machine, which will then print your fax messages.

## Changing your Fax Forwarding number

---

You can change the default setting of your fax forwarding number from another telephone or fax machine using Touch Tone.

- 1 Dial your fax number.
  - 2 When your MFC answers, immediately enter your Remote Access Code (3 digits followed by \* ). If you hear one long beep, you have messages.
  - 3 When you hear two short beeps, use the dial pad to press **954**.
  - 4 Wait for the long beep, and then use the dial pad to enter the new number of the remote fax machine where you want your fax messages forwarded followed by ## (up to 20 digits).
-  You cannot use \* and # as dial numbers. However, press # if you want to store a pause.
- 5 Hang up after you hear your MFC beep.

# 9 Printing reports

## MFC settings and activity

You need to set up the Transmission Verification Report and Journal Period in the menu table.

Press **Menu/Set, 2, 4, 1.**

1.Transmission

—OR—

Press **Menu/Set, 2, 4, 2.**

2.Journal Period

## Customizing the Transmission Verification Report

---

You can use the Transmission Report as proof that you sent a fax. This report lists the time and date of transmission and whether the transmission was successful (OK). If you select **On** or **On+Image**, the report will print for every fax you send.

If you send a lot of faxes to the same place, you may need more than the job numbers to know which faxes you must send again. Selecting **On+Image** or **Off+Image** will print a section of the fax's first page on the report to help you remember.



When the Verification Report is turned **Off**, the Report will only print it there is a transmission error, and in the **RESULT** column it will show **NG**.

**1** Press **Menu/Set, 2, 4, 1.**

1.Transmission

**2** Press  or  to select **Off**, **Off+Image**, **On** or **On+Image**.

Press **Menu/Set.**

**3** Press **Stop/Exit.**

## Setting the Journal Period



---

You can set the MFC to print a journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days). If you set the interval to **Off**, you can print the report by following the Steps on the next page.

The default setting is **Every 50 Faxes**.

**1** Press **Menu/Set, 2, 4, 2**.

2.Journal Period

**2** Press  or  to choose an interval.

Press **Menu/Set**.

(If you choose 7 days, the LCD will ask you to choose a day on which to begin the 7-day countdown.)

**3** Enter the time to begin printing in 24-hour format.

Press **Menu/Set**.

(For example: enter 19:45 for 7:45 PM.)

**4** Press **Stop/Exit**.



If you select 6, 12, 24 hours, 2 or 7 days, the MFC will print the report at the selected time and then erase all jobs from its memory. If the MFC's memory becomes full with 200 jobs before the time you selected has passed, the MFC will print the Journal early and then erase all jobs from memory. If you want an extra report before it is due to print, you can print it without erasing the jobs from memory.





If you select **Every 50 Faxes**, the MFC will print the Journal when the MFC has stored 50 jobs.

# Printing reports

---

1.Help List	Prints the Help List so you can see at-a-glance how to quickly program your MFC.
2.Quick-Dial	Lists names and numbers stored in the Speed-Dial memory, in numerical order.
3.Fax Journal	Lists information about the last incoming and outgoing faxes. (TX means Transmit.) (RX means Receive.)
4.Transmission	Prints a Transmission Verification Report for your last transmission.
5.User Settings	Lists your settings.
6.Network Config (MFC-3820CN only)	Lists your Network settings.

## To print a report

- 1** For MFC-3420C, press **Menu/Set, 5**.  
For MFC-3820CN, press **Menu/Set, 7**.
- 2** Press  or  to select the report you want.  
Press **Menu/Set**.  
—OR—  
Enter the number of the report you want to print.  
For example, press **1** to print the Help List.
- 3** Press **Black Start**.




# 10 Making copies


## Using the MFC as a copier

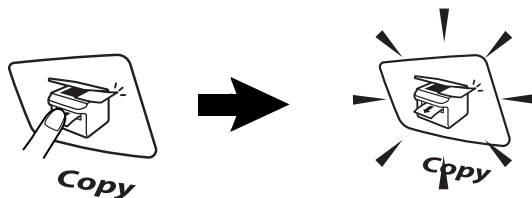
You can use your MFC as a copier, making up to 99 copies at a time.

### Enter Copy mode

---

Before making copies, make sure that  (**Copy**) is illuminated

in green. If it is not, press  (**Copy**) to enter **Copy** mode. The default setting is Fax. You can change the number of seconds or minutes that the MFC stays in Copy mode. (See *Setting the Mode Timer* on page 4-5.)



The LCD shows the default copy setting

100% Normal 01


Copy Ratio


Quality

No of Copies

## Making a single copy


---

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Press **Black Start** or **Color Start**.

 To stop copying, press **Stop/Exit**.

## Making multiple copies

---

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Black Start** or **Color Start**.

 To sort the copies, press the **Options** key. (See *Using the Copy keys (Temporary settings)* on page 10-3.)


## Out of Memory message

---

If the memory becomes full while you are making copies, the LCD message will guide you through the next step.

Out of Memory

If the `Out of Memory` message appears, press **Stop/Exit** to cancel or **Black Start** or **Color Start** to copy scanned pages. You will need to clear some jobs from the memory before you can continue.

 To gain extra memory, you can turn off Fax Storage. (See *Setting Fax Storage* on page 8-3.)

—OR—

Print the faxes that are in the memory. (See *Printing a fax from the memory* on page 5-5.)

When you get an `Out of Memory` message, you may be able to make copies if you first print incoming faxes in the memory to restore the memory to 100%.

# Using the Copy keys (Temporary settings)

When you want to change the settings only for the next copy, use the Temporary Copy keys. You can use different combinations.


These settings are temporary, and the MFC returns to its default settings 60 seconds after it finishes copying. If you want to use these temporary settings again, place the next original in the ADF within that time. However, if you have set the Mode Timer for copy and Scan modes to 0 or 30 seconds, the MFC returns to the default settings after the number of seconds that has been set for mode timer. (See *Setting the Mode Timer* on page 4-5.)






## Enlarge/Reduce

You can select the following enlargement or reduction ratios.

**Auto** sets the MFC to calculate the ratio that fits the size of your paper. **Custom** allows you to enter a ratio from 25% to 400%.

 Enlarge/ Reduce	100%
	104% : EXE → LTR
	186% : 4" × 6" → LTR
	200%
	Custom (25-400%)
	93% : A4 → LTR
	78% : LGL → LTR
	50%

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Enlarge/Reduce**.
- 5 Press  or  to select the enlargement or reduction ratio you want.

Press **Menu/Set**.

—OR—

You can select **Custom** and press **Menu/Set**.

Use the dial pad to enter an enlargement or reduction ratio from 25% to 400%.

Press **Menu/Set**. (For example, press **5 3** to enter 53%.)

- 6 Press **Black Start** or **Color Copy**.

—OR—




Press other temporary copy keys for more settings.






Special Copy Options (2in1, 4in1 or Poster) are not available with **Enlarge/Reduce**.

## Quality






You can select the copy quality. The default setting is *Normal*.

<p>Press <b>Quality</b></p>  <p>Quality</p> <p>and  or </p>	Normal	Recommended mode for ordinary printouts. Good copy quality with adequate copy speed.
	Fast	Fast copy speed and lowest ink consumption. Use FAST to save time (original to be proof-read, large originals or many copies).
	Best	Use this mode to copy precise images such as photographs. BEST uses the highest resolution and slowest speed.

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Quality**.
- 5 Press  or  to choose the copy quality (*Fast*, *Normal* or *Best*).  
Press **Menu/Set**.
- 6 Press **Black Start** or **Color Start**.  
—OR—  
Press other Temporary Copy keys for more settings.

# Options



Use the **Options** key to set the following copy settings only for the next copy.

Press Copy Options	Menu Selections  +  select Menu/Set	Options  +  select Menu/Set	Factory Setting	Page
 Options	Paper Type	Plain/Inkjet/ Glossy (4-Color or 3-Color)/ Transparency	Plain	10-7
	Paper Size	Letter/Legal/ 4" (W)x6" (H)	Letter	10-8
	Brightness	- ■■■■ +	- ■■■■ +	10-8
	Contrast	- ■■■■ +	- ■■■■ +	10-9
	Stack/Sort	Stack/Sort	Stack	10-9
	Page Layout	Off(1 in 1)/ 2 in 1/4 in 1(P)/ 4 in 1(L)/ Poster(3x3)	Off (1 in 1)	10-10
	No. of Copies	No. of Copies:01 (01-99)	01	

After you finish choosing settings using the **Options** key, the LCD shows `Press Start` and then returns to Menu selections.








Press **Black Start** or **Color Start** if you're finished choosing settings.


—OR—

Press  or  to select more settings.

## Paper Type

You can change the paper type only for the next copy. Select the type of media that you are using to get the best print quality.


- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and  or  to select **Paper Type**.  
Press **Menu/Set**.
- 5 Press  or  to select the type of paper you are using (Plain, Inkjet, Glossy or Transparency).  
Press **Menu/Set**.
- 6 If you selected Glossy, press  or  to select Glossy: 4-Color or Glossy: 3-Color.  
Press **Menu/Set**.

 The print quality of black ink depends on the type of glossy paper you are using. Black ink is used when you select Glossy: 4-Color. If the glossy paper you are using repels the black ink, select Glossy: 3-Color, which simulates black ink by combining the three ink colors.

- 7 Press **Color Start** or **Black Start**.

—OR—

Press  or  for more settings.








 You can change the default Paper Type setting at any time. (See *Setting the Paper Type* on page 4-5.)

## Paper Size

You can change the paper size setting only for the next copy.











You can copy only on Letter, Legal and Photo Card (4"(W)X6"(H)) paper.

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and  or  to select Paper Size. Press **Menu/Set**.
- 5 Press  or  to select the size of paper you are using (Letter, Legal or 4" (W)X6" (H)). Press **Menu/Set**.
- 6 Press **Black Start** or **Color Start**.  
—OR—  
Press  or  for more settings.

## Brightness

You can adjust the copy brightness to make copies darker or lighter.









- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and  or  to select Brightness. Press **Menu/Set**.  

- 5 Press  to make a lighter copy.  
—OR—  
Press  to make a darker copy. Press **Menu/Set**.
- 6 Press **Black Start** or **Color Start**.  
—OR—  
Press  or  for more settings.



## Contrast

---








You can adjust the copy contrast to help an image look sharper and more vivid.

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and  or  to select **Contrast**.  
Press **Menu/Set**. 
- 5 Press  to decrease the contrast.  
—OR—  
Press  to increase the contrast.  
Press **Menu/Set**.
- 6 Press **Black Start** or **Color Start**.  
—OR—  
Press  or  for more settings.

## Sorting copies using the ADF

---






You can sort multiple copies. Pages will be stacked in the order 123, 123, 123, and so on.

- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and  or  to select **Stack/Sort**.  
Press **Menu/Set**.
- 5 Press  or  to select **Sort**.  
Press **Menu/Set**.
- 6 Press **Black Start** or **Color Start**.  
—OR—  
Press  or  for more settings.

## N in 1 copy (Page Layout)


---


You can save paper by copying either two or four pages on one page. If you want to print a poster, use the scanner glass.


- 1 Press  (**Copy**) to illuminate it in green.
- 2 Load your original. (See *Load originals* on page 2-1.)
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and  or  to select **Page Layout**. Press **Menu/Set**.
- 5 Press  or  to select **2 in 1**, **4 in 1 (P)**, **4 in 1 (L)**, **Poster (3X3)** (or **Off (1 in 1)**). Press **Menu/Set**.
- 6 Press **Black Start** or **Color Start** to scan the original. If you placed the original in the ADF, the MFC starts printing.


*If you are using the scanner glass:*


- 7 After the MFC scans the page, the LCD shows;   
Press **1** to scan next page.
  - 8 Put the next original on the scanner glass.   
Press **Menu/Set**.
- Repeat Steps 7 and 8 for each page of the layout.
- 9 After all the pages of the original have been scanned, press **2** to end.

 (P) means Portrait and (L) means Landscape.

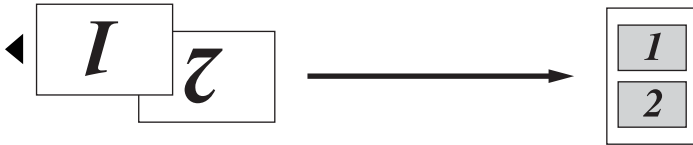
 For **2 in 1**, **4 in 1 (P)**, **4 in 1 (L)** or **Poster (3X3)**, you can not use the **Enlarge/Reduce** setting.

 If **2 in 1** or **4 in 1** copies are in color, you must use letter or A4 paper. For the other **Special Copies**, you must use letter, legal or A4 paper.

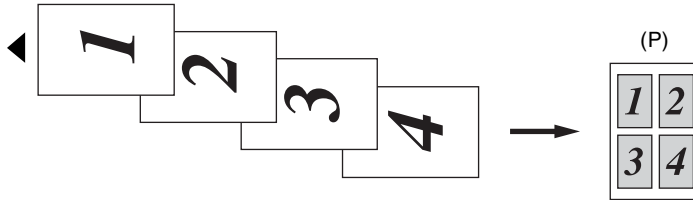
 If you selected **Glossy** in the Paper Type setting, 2 in 1 and 4 in 1 copies are not available.

 2 in 1 or 4 in 1 copies in color are not available with **Multiple Copies**.

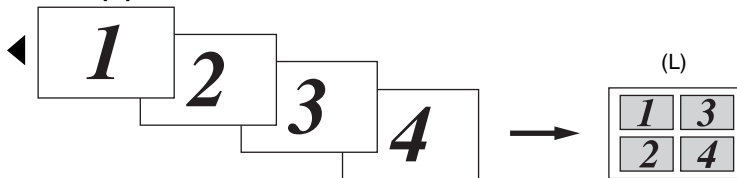
**2 in 1**



**4 in 1 (P)**

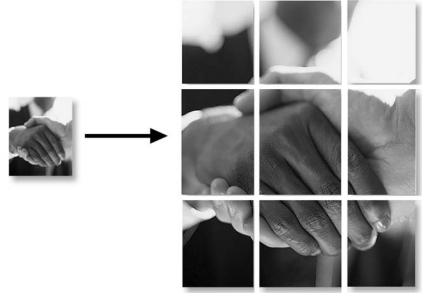


**4 in 1 (L)**



### Poster (3X3)

You can make a poster size copy of a photograph.





For Poster copies, you cannot make more than one copy.

# Changing the default copy settings

You can change the default copy settings. These settings will stay until you change them again.

## Copy Quality



---

- 1 Press **Menu/Set**, **3**, **1**.
- 2 Press  or  to select Normal, Best or Fast.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

1.Quality

## Brightness

---



- 1 Press **Menu/Set**, **3**, **2**.
- 2 Press  to make a lighter copy.  
—OR—  
Press  to make a darker copy.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

2.Brightness

## Contrast

---

You can change the contrast to help an image look sharper and more vivid.

- 1 Press **Menu/Set**, **3**, **3**.
- 2 Press  to increase the contrast.  
—OR—  
Press  to decrease the contrast.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

3.Contrast

## Color Adjustment


---

**1** Press **Menu/Set**, **3**, **4**.

4.Color Adjust

**2** Press  or  to select Red, Green or Blue.

Press **Menu/Set**.

**3** Press  to increase the color saturation.

—OR—

Press  to decrease the color saturation.

Press **Menu/Set**.

**4** Return to Step 2 to select the next color.

—OR—

Press **Stop/Exit**.

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- Checks or drafts drawn by Governmental agencies
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# 11 Walk-Up PhotoCapture Center™ (MFC-3820CN only)

## Introduction

Your Brother MFC includes four media drives (slots) for use with popular digital camera media: CompactFlash®, SmartMedia®, Memory Stick® and SD (Secure Digital) Memory card.



CompactFlash®



SmartMedia®



Memory Stick®



SD Card

The PhotoCapture Center™ feature lets you print digital photos from your digital camera at high resolution to get photo quality printing.

### PhotoCapture Center™ requirements

To avoid error conditions, please remember:

- The DPOF file on the media card must be in a valid format.
- The image file extension must be .JPG (Other image file extensions .JPEG, .TIF, .GIF and so on will not be recognized).
- Walk-up PhotoCapture Center™ printing must be performed separately from PhotoCapture Center™ operations using the PC. (Simultaneous operation is not available.)
- IBM Microdrive™ is not compatible with the MFC.
- The MFC can read up to 999 files in a media card.
- Use only Smart media cards with a 3.3v voltage rating.



When printing the INDEX or IMAGE, the PhotoCapture Center™ will print all the valid images, even if one or more images have been corrupted. A portion of the corrupted image may be printed.



# Basic flow



Even if your machine is not connected to your computer, you can print photo directly from the digital camera media. This is the basic flow of the direct printing operation. For more details information, please read this chapter from the next page.

**1** Insert the media card firmly into the media drive (slot).  
**PhotoCapture** key lights. (See *Getting started* on page 11-3.)

**2** Press **PhotoCapture**.

If your digital camera supports DPOF printing, see *DPOF printing* on page 11-8.

**3** Print the index which shows thumbnails views of photos stored on your media card. Even if the machine is not connected to the computer, you can know the individual image number on the media card.

Press  or  to select `Print Index` and then press **Menu/Set**.

Press **Color Start** to start printing index sheet.

(See *Printing the Index (Thumbnails)* on page 11-5.)

**4** To print the images, press  or  to select `Print Images` and then press **Menu/Set**.


Enter image number and press **Menu/Set**.

Press **Color Start** to start printing.

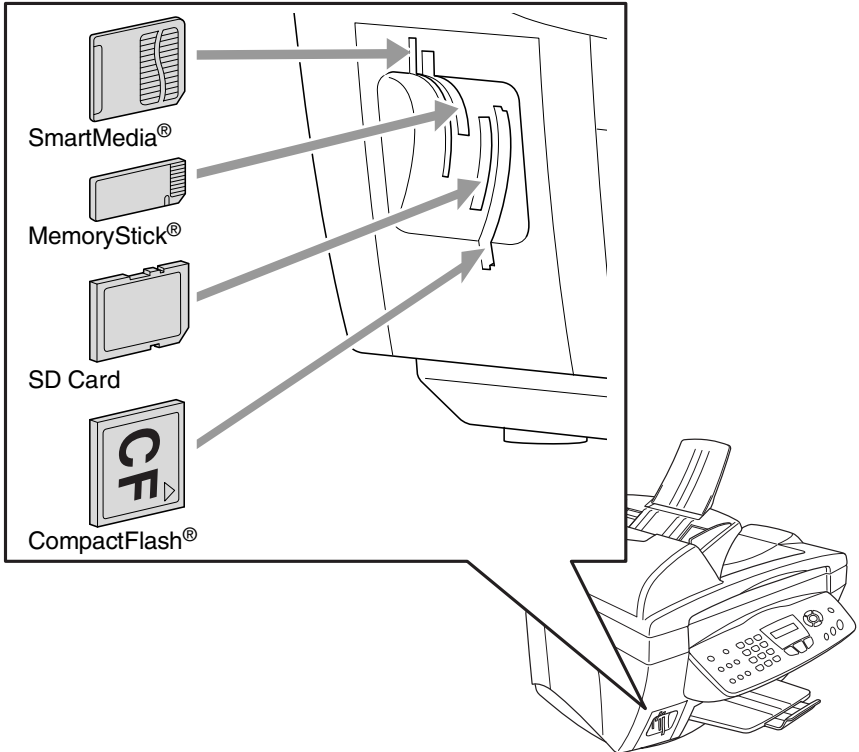
(See *Printing images* on page 11-6.)

You can change the settings for printing images, such as the number of Copies, Paper Type, Paper & Print Size, Print Quality, Brightness and True2Life®. (See *Changing the default settings* on page 11-9.)

# Getting started

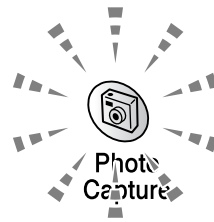
-  There are separate slots on your MFC, for a CompactFlash<sup>®</sup> card, a SmartMedia<sup>®</sup> card, Memory Stick<sup>®</sup> and SD Card. Use only Smart media cards with a 3.3v voltage rating.

Firmly insert the card into the appropriate slot.



## PhotoCapture key Lights:

- **PhotoCapture** light is ON, the media card is inserted properly.
- **PhotoCapture** light is OFF, the media card is not properly inserted.
- **PhotoCapture** light is BLINKING, the media card is being read or written to.



**⚠** Do NOT unplug the power cord or remove the media card from the media drive (slot) while the MFC is reading or writing to the card (the **PhotoCapture** key is blinking). **You will lose your data or damage the card.**

The MFC can only read one Media card at a time so do not insert more than one card. The settings that you want to use with the card will be kept until you take out the media card from the drive (slot), print images or press **Stop/Exit**.

**1** Insert the media card firmly into the media drive (slot).

**2** When you insert your media card into the proper slot, the LCD shows.

C.Flash Active

Press PhotoCapture key...



The media active message will be shown for 60 seconds and then disappear. Even in that case, you can enter the PhotoCapture mode by pressing **PhotoCapture**.

**3** Press **PhotoCapture**.

The LCD shows:

Photo:Select ▲▼



Print Index ▲▼

(See *Printing images* on page 11-6.)



Select

Print Images ▲▼

(See *Printing images* on page 11-6.)

# Printing the Index (Thumbnails)

The PhotoCapture Center™ assigns numbers for images (such as No.1, No.2, No.3, and so on).



→ [No.1]  
DEI.JPG

01.01.2003  
100KB



It does not recognize any other numbers or file names that your digital camera or PC have used to identify the pictures. You can print a thumbnail page (Index page with 6 or 4 images per line). This will show all the pictures on the media card.

**1** Make sure you inserted the media card.  
Press **PhotoCapture**. (See page 11-3.)

**2** Press  or  to select  
Print Index.

Print Index ▾

Press **Menu/Set**.

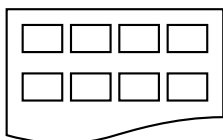
**3** Press  or  to select  
6 Images/Line or  
4 Images/Line.

6 Images/Line ▾

Press **Menu/Set**.

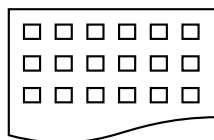


Index



4 Images/line

Index



6 Images/line

**4** Press **Color Start** to start printing.



Print time for 4 Images/line will be slower than 6 Images/line, but the quality is better. To print an image, see the next page.

# Printing images

Before you can print an individual image, you have to know the image number.



Print the Index first.

(See *Printing the Index (Thumbnails)* on page 11-5.)

**1** Make sure you inserted the media card.  
Press **PhotoCapture**. (See page 11-3.)

**2** Press  or  to choose  
Print Images.

Print Images ▾

Press **Menu/Set**.



If your media card is with DPOF information, the LCD shows  
DPOF Print:Yes, please go to *DPOF printing* on page 11-8.

**3** Use the dial pad to enter the image  
number that you want to be printed  
from the Index page (Thumbnails).

No. : 1, 3, 6

Press **Menu/Set**.

Repeat this step until you have entered all the image numbers  
that you want to print.



You can enter all the numbers at one time by using the **\*** key for  
a comma or the **#** key for hyphen.

(For example, Enter **1 \* 3 \* 6** - to print images No.1, No.3 and  
No.6. Enter **1#5** to print images No.1 to No.5).



**4** After you have selected all the image numbers.

Press **Menu/Set** again, and go to Step 5.

—OR—

To print without changing any settings, press **Color Start**.

## Paper Type & Paper Size

- 5** Press  or  to select the type of paper you are using, (Letter Glossy, 4"X 6" Glossy, Letter Plain, Letter Inkjet or 4"X 6" Inkjet).

Press **Menu/Set**.

If you selected Letter, go to Step 6.

If you selected another size, go to Step 7.

—OR—

To print without changing settings, press **Color Start**.

## Print Size

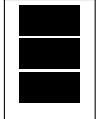
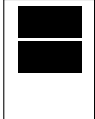
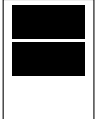
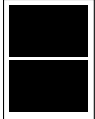

- 6** If you selected Letter, press  or  to select the print size (4"X 3", 5"X 3.5", 6"X 4", 7"X 5" or 8"X 6").

Press **Menu/Set**, and go to Step 7.

—OR—

To print without changing settings, press **Color Start**.

Printed Position

① 4"X 3"	② 5"X 3.5"	③ 6"X 4"	④ 7"X 5"	⑤ 8"X 6"
				

## Number of Copies

- 7** Use the dial pad to enter the number of copies you want.

Press **Menu/Set**.

- 8** Press **Color Start** to print.

## DPOF printing

---

DPOF stands for Digital Print Order Format.

Major Digital Camera manufacturers (Canon Inc., Eastman Kodak Company, Fuji Photo Film Co. Ltd. and Matsushita Electric Industrial Co., Ltd. and Sony Corporation.) created this standard to make it easier to print images from a digital camera.

If your digital camera supports DPOF printing, you will be able to select on the Digital Camera display the images and number of copies you want to print.

When the memory card (CompactFlash®, SmartMedia® or Memory Stick® or SecureDigital) with DPOF information is put into your MFC, you can print the selected image easily.



- 1 Insert your media card into the proper drive (slot).

C.Flash Active



The media active message will be shown for 60 seconds and then disappear. Even in that case, you can enter the PhotoCapture mode by pressing **PhotoCapture**.

- 2 Press **PhotoCapture**.

- 3 Press  or  to select **Print Images** to select individual images.

Press **Menu/Set**.

- 4 If there is a DPOF file on the card, the LCD shows:

DPOF Print:Yes ↕

- 5 Press  or  to select **DPOF Print:Yes**.

DPOF Print:No ↕

Press **Menu/Set**.



If you want to print an Index (thumbnails) or choose the images and their print options now, select **DPOF Print:No**.

- 6 Press **Color Start** to print.

# Changing the default settings

You can adjust the Print Quality, Paper & Print Size, Brightness, Contrast, True2Life® and Cropping settings, that are shown in the chart. These settings will remain set until you change them again.

Press **Menu/Set, 4**, followed by the number of the setting you want to change. (See details on the following pages.)

## Print Quality

---

**1** Press **Menu/Set, 4, 1**.

1.Print Quality

**2** Press  or  to select Normal, Fine or Photo.

Press **Menu/Set**.



**3** Press **Stop/Exit**.

## Paper & Size

---

**1** Press **Menu/Set, 4, 2**.

2.Paper & Size

**2** Press  or  to select

Letter Glossy, 4"X 6" Glossy, Letter Plain, Letter Inkjet or 4"X 6" Inkjet.

Press **Menu/Set**.

**3** If you selected Letter, press  or  to select the print size (4"X 3", 5"X 3.5", 6"X 4", 7"X 5" or 8"X 6").

Press **Menu/Set**.

**4** Press **Stop/Exit**.




## Brightness

---

**1** Press **Menu/Set, 4, 3.**

3.Brightness

**2** Press  to make a lighter print.

—OR—

Press  to make a darker print.

Press **Menu/Set.**

**3** Press **Stop/Exit.**

## Contrast

---

You can choose the contrast setting. More Contrast will make an image look sharper and more vivid.

**1** Press **Menu/Set, 4, 4.**

4.Contrast

**2** Press  to increase the contrast.

—OR—

Press  to decrease the contrast.

Press **Menu/Set.**

**3** Press **Stop/Exit.**

## Color enhancement (True2Life®)

---


You can turn on the color enhancement (True2Life®) feature to print more vivid images.

**1** Press **Menu/Set**, **4**, **5**.

5.True2Life

**2** Press  or  to select **On** (or **Off**).

Press **Menu/Set**.

 If you select **On**, you can customize the **White Balance**, **Sharpness** or **Color Density**.

**3** If you selected **On**,



Press  or  to select **White Balance**.

Press **Menu/Set**.

—OR—

To skip the **White Balance**.

Press  or  to select **Sharpness** or **Color Density**.

**4** Press  or  to adjust the degree of **White Balance**.

Press **Menu/Set**.

**5** Repeat Step 4 and Step 5 to adjust the degree of **Sharpness** and **Color Density**.

—OR—

Press **Stop/Exit**.

### ■ **White Balance**

This setting adjusts the hue of the white areas of an image. Lighting, Camera settings and other influences will effect the appearance of white. The white areas of a picture may be slightly pink, yellow or some other color. By using this adjustment you can correct this effect and bring the white areas back to pure white.

## ■ Sharpness

This setting enhances the detail of an image. It is similar to adjusting the fine focus on a camera. If the image is not in true focus and you cannot see the fine details of the picture, then adjust the sharpness.

## ■ Color Density

This setting adjusts the total amount of color in the image. You can increase or decrease the amount of color in an image to improve a washed out or weak picture.

## Cropping

---

If your photo is too long or wide to fit the available space on your selected layout, part of the image will be automatically cropped.

The default setting is **On**. If you want to print whole image, turn this setting to **Off**.

**1** Press **Menu/Set**, **4**, **6**.

**2** Press  or  to select **Off** (or **On**).

Press **Menu/Set**.

## Understanding the Error Messages

---

Once you are familiar with the types of errors that can occur while you're using the PhotoCapture Center™, you can easily identify and troubleshoot any difficulties.

When an error message appears on the LCD, the MFC will beep to get your attention.

**Media Error**—This message will appear if you insert a media card that is either bad or not formatted, or when there is a problem with the media drive. To clear this error, take out the media card.

**No File**—This message will appear if you try to access the media card in the drive (slot) does not contain a .JPG file.

**Out Of Memory**—This message will appear if you are working with images that are too large for the MFC's memory.

**Unsupported Card**—This message will appear if you insert a media card that is not supported.

# Using PhotoCapture Center™ from your PC

You can access the media card that is in the media drive (slot) of the MFC from your PC.

See Using PhotoCapture Center™ from your PC. (See *Using the PhotoCapture Center™ from your PC* on page 7-1 in Software User's Guide on the CD-ROM or *Using the PhotoCapture Center™ from a Macintosh® (MFC-3320CN and MFC-3820CN only)* on page 9-23 in the Software User's Guide on the CD-ROM.)

# Using PhotoCapture Center™ for scanning originals

You can scan the originals into a media card. (See *Scan to Card (MFC-3320CN and MFC-3820CN only)* on page 2-22 in Software User's Guide on the CD-ROM.)

# 12 Important information

## Standard telephone and FCC Notices

**These notices are in effect on models sold and used in the United States only.**

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### **When programming emergency numbers or making test calls to emergency numbers:**

- Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- Perform these activities in the off-peak hours, such as early morning or late evening.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the backside of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

You may safely connect this equipment to the telephone line by means of a standard modular jack, USOC RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 06 is a REN of 0.6). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact Brother Customer Service. (See *Brother numbers* on page i.) If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, call your telephone company or a qualified installer.

If you are not able to solve a problem with your MFC, call Brother Customer Service. (See *Brother numbers* on page i.)

### **WARNING**

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment.

This equipment may not be used on coin service lines provided by the telephone company or connected to party lines.

Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this original.

**⚠ WARNING**

This MFC has been certified to comply with FCC standards, which are applied to the USA only. A grounded plug should be plugged into a grounded AC outlet after checking the rating of the local power supply for the MFC to operate properly and safely.

## **Federal Communications Commission (FCC) Declaration of Conformity (USA only)**

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Responsible Party: Brother International Corporation  
100 Somerset Corporate Boulevard  
Bridgewater, NJ 08807-0911 USA  
TEL: (908) 704-1700

declares, that the products

Product Name: MFC-3420C and MFC-3820CN

comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Call the dealer or an experienced radio/TV technician for help.

## Important

Changes or modifications not expressly approved by Brother Industries, Ltd. could void the user's authority to operate the equipment.

## Industry Canada Compliance Statement (Canada only)

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This Class B digital apparatus complies with Canadian ICES-003.  
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## LAN connection

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### Caution

Do not connect this product to a LAN connection that is subject to over-voltages.

## International ENERGY STAR® Compliance Statement

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The purpose of the International ENERGY STAR® Program is to promote the development and popularization of energy-efficient office equipment.

As an ENERGY STAR® Partner, Brother Industries, Ltd. has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.





## Important safety instructions

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- 1** Read all of these instructions.
- 2** Save them for later reference.
- 3** Follow all warnings and instructions marked on the product.
- 4** Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5** Do not use this product near water.
- 6** Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 7** Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless proper ventilation is provided.
- 8** This product should be operated from the type of power source indicated on the label. If you are not sure of the type of power available, call your dealer or local power company.  
Use only the power cord supplied with this MFC.
- 9** This product is equipped with a 3-wire grounded plug, a plug having a third (grounded) pin. This plug will only fit into a grounded power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, call your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounded plug.
- 10** Do not allow anything to rest on the power cord. Do not place this product where people can walk on the cord.
- 11** If an extension cord is used with this product, make sure that the total ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the AC power outlet does not exceed 15 amperes (USA only).

- 12** Do not place anything in front of the MFC that will block received faxes. Do not place anything in the path of received faxes.
- 13** Wait until pages have exited the MFC before picking them up.
- 14** Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in the risk of fire or electric shock. Never spill liquid of any kind on the product. Do not attempt to service this product yourself because opening or removing covers may expose you to dangerous voltage points and other risks and may void your warranty. Refer all servicing to a Brother Authorized Service Center. For the location of your nearest Brother Authorized Service Center, please call **In USA:** 1-800-284-4357 or **In Canada:** 1-877-BROTHER. (See *Brother numbers* on page i.)
- 15** Unplug this product from the AC power outlet and refer servicing to Authorized Service Personnel under the following conditions:
- When the power cord is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance, indicating a need for service.
- 16** To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

## Trademarks

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Memory Stick is a registered trademark of Sony Corporation.

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**All other brand and product names mentioned in this User's Guide, the Software User's Guide, and the Network User's Guide are registered trademarks of their respective companies.**

# 13 Troubleshooting and routine maintenance

## Troubleshooting

### IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

### Error messages

As with any sophisticated office product, errors may occur. If this happens, your MFC identifies the problem and displays an error message. The most common error messages are shown below.

You can correct most problems by yourself. If you need additional help, call the Brother fax back system (USA only).

**In USA only: 1-800-521-2846**

ERROR MESSAGES		
ERROR MESSAGE	CAUSE	ACTION
Check Cartridge	An ink cartridge is not properly installed.	Take out the ink cartridge and put it in again seating it properly. (See <i>Replacing the ink cartridges</i> on page 13-20.)
Check Original	The original scanned from ADF was longer than about 35.4inches.	See <i>Using the automatic document feeder (ADF)</i> on page 2-1.
Check Paper Size	Paper is not the correct size.	Reload the correct size of paper (Letter or Legal), and then press <b>Black Start</b> or <b>Color Start</b> .
Check Paper	The machine is out of paper.	Add paper, and then press <b>Black Start</b> or <b>Color Start</b> .
	The paper is jammed in the machine.	See <i>Printer jam or paper jam</i> on page 13-5.
Comm. Error	Poor phone line quality caused a communication error.	Try the call again. If the problem continues, call the telephone company and ask them to check your phone line.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cover Open	The scanner cover is not closed completely.	Lift the scanner cover and then close it again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.

ERROR MESSAGES		
ERROR MESSAGE	CAUSE	ACTION
Data Remains	Print data remains in the machine's memory.	Re-start printing from your computer.
	Print data remains in the machine's memory. The USB cable was unplugged while the computer was sending the data to the machine.	Press <b>Stop/Exit</b> . The machine will cancel the job and eject the page that is being printed.
DR Mode in Use	The machine is set to Distinctive Ring mode. You can not change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off. (See <i>Turning off the Distinctive Ring</i> on page 5-11.)
High Temperature	The print heads are too warm.	Allow the machine to cool down.
Ink Empty	One or more of the ink cartridges is empty. The machine will stop all print operations. While memory is available, black and white faxes will be received into memory. If a sending machine has a color fax, the machine's 'handshake' will request that the fax be sent as black and white. If the sending machine has the ability to convert it, the color fax will be received into memory as a black and white fax.	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 13-20.)
Low Temperature	The print heads are too cold.	Allow the machine to warm up.
Machine Error XX	The machine has a mechanical problem.	Call Brother Customer Service. <b>In USA: 1-800-284-4329</b> <b>In Canada: 1-877-BROTHER</b> <b>In Montreal: (514) 685-6464</b>
Media Error (MFC-3820CN only)	The media card is either bad or not formatted.	Reinsert the correct media card.
Near Empty	One or more of the ink cartridges are running out of ink. If a sending machine has a color fax, the machine's 'handshake' will request that the fax be sent as black and white. If the sending machine has the ability to convert it, the color fax will be received into memory as a black and white fax.	Order a new ink cartridge. (See <i>Ordering accessories and supplies</i> on page ii.)
No File	The media card in the media drive does not contain a .JPG file.	Reinsert the correct media card.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See <i>Storing Speed-Dial numbers</i> on page 7-1.)

ERROR MESSAGES		
ERROR MESSAGE	CAUSE	ACTION
Out of Memory (May occur when the MFC's used as a printer)	You can't store data in the memory.	(Fax sending or copy operation in process) Press <b>Stop/Exit</b> and wait until the other operations in progress finish and then try again. —OR— Clear the data in the memory. (See <i>Out of Memory message</i> on page 10-2.) (Printing operation in process) Reduce print resolution. —OR— Clear the data in the memory. (See <i>Out of Memory message</i> on page 10-2.)
Paper Jam	The paper is jammed in the machine.	(See <i>Printer jam or paper jam</i> on page 13-5.)
Unsupported Card (MFC-3820CN only)	You inserted a media card that can not be used.	Reinsert the correct media card.

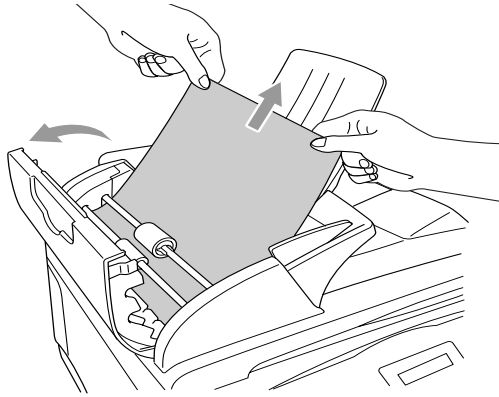
## Original jams

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If the original is jammed, follow the steps below.

### Original is jammed in the top of the ADF unit.

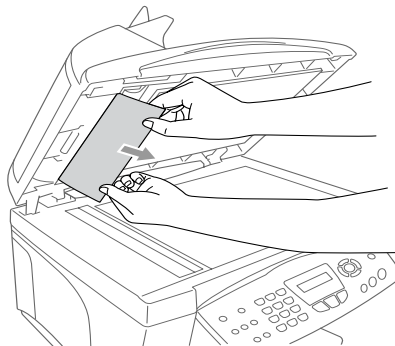
- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the ADF cover.
- 3 Pull the jammed original out to the right.



- 4 Close the ADF cover.
- 5 Press **Stop/Exit**.

### Original is jammed inside the ADF unit.

- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed original out to the right.



- 4 Close the document cover. Press **Stop/Exit**.

## Printer jam or paper jam

---

Remove the jammed paper depending on where it is jammed in the MFC.

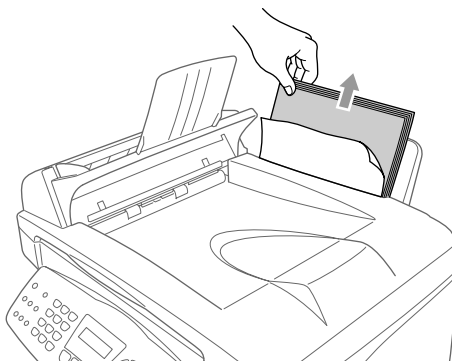
### Paper is jammed inside the front of the MFC.

Pull the jammed paper toward you.




### Paper is jammed in the paper tray.

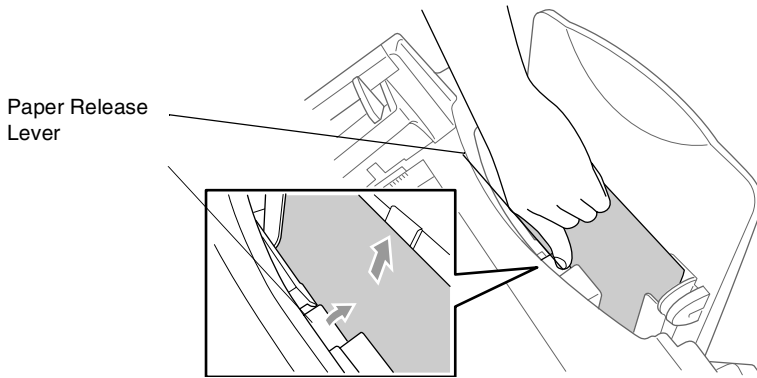
- 1 Remove any paper from the paper tray that is not jammed.





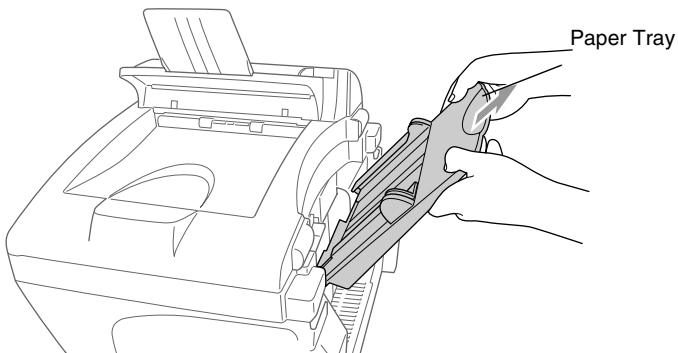
**2** Pull up the jammed paper to remove it.

 If you have difficulty removing the jammed paper, press and hold the paper release lever as you pull out the page.

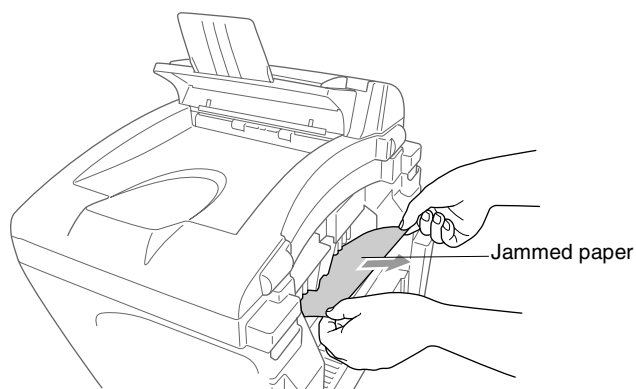


### **Paper is jammed inside the paper tray**

**1** Pull the paper tray out of the MFC.

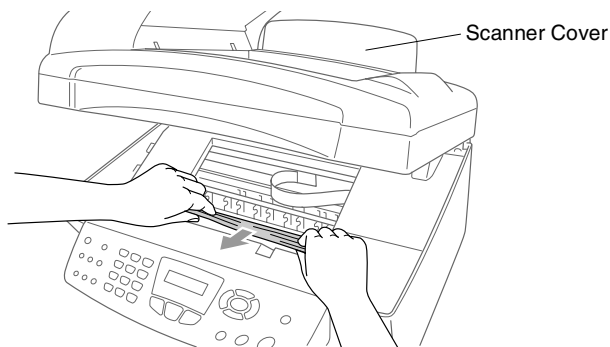



- 2** Pull up the jammed paper to remove it.



### **Paper is jammed inside the machine.**

- 1** Open the scanner cover by releasing the scanner cover release lever and lifting the scanner cover.
- 2** Remove the jammed paper.



 If the jammed paper is under the print heads, unplug the MFC, and then you can move the print heads to take out the paper.

- 3** Close the scanner cover.

## If you are having difficulty with your machine

If you think there is a problem with your MFC or the way your faxes look, *make a copy first*. If the copy looks good, the problem is probably not your MFC. Check the chart below and follow the troubleshooting tips.

DIFFICULTY	SUGGESTIONS
<b>Printing or Receiving Faxes</b>	
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	This can be caused by static or interference on the telephone line. You can make a copy using the <b>Black Start</b> key to see if the same problem occurs. If the copy looks bad, call Brother Customer Service at 1-800-284-4329 (in USA), 1-877-BROTHER (in Canada) or (514) 685-6464 (in Montreal).
Poor quality print.	Make sure the Printer Driver or Paper Type setting in the menu matches the type of paper you are using. (See <i>Media Type</i> on page 1-6 in Software User's Guide on the CD-ROM and <i>Setting the Paper Type</i> on page 4-5.) If you are using plain paper, try using the types of recommended paper. (See <i>About paper</i> on page 2-4.) Don't handle the paper until the ink is dry. Adjust the Vertical Alignment. (See <i>Print quality check</i> on page 13-11.)
Smudged stain at the top center of the printed page.	Make sure the paper is not too thick or not curled. (See <i>About paper</i> on page 2-4.)
Printing is too dark or too light.	Make sure your ink cartridges are fresh. Cartridges are good for up to two years, after that the ink may become clogged. Cartridge expiration dates are printed on the package. Make sure the Printer Driver matches the type of paper you are using. (See <i>Media Type</i> on page 1-6 in Software User's Guide on the CD-ROM.) Try using the recommended types of paper. (See <i>About paper</i> on page 2-4.) The recommended environment for your MFC is between 68°F to 91°F.
Printing appears dirty or ink seems to run.	Make sure you are using the proper types of paper. (See <i>About paper</i> on page 2-4.) Don't handle the paper until the ink is dry. The recommended environment for your machine is between 68°F to 91°F.
White horizontal lines appear in text or graphics.	Clean the print heads. (See <i>Cleaning the print head</i> on page 13-11.)
Stains appear on the reverse side or at the bottom of the page	Make sure the Printer Platen is not dirty with ink. (See <i>Cleaning the MFC printer platen</i> on page 13-19).
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is on with the sending machine. Try receiving from another fax machine. If the problem continues, call Brother Customer Service at 1-800-284-4329 (in USA), 1-877-BROTHER (in Canada) or (514) 685-6464 (in Montreal).
Received color fax prints only in black and white.	Replace the color ink cartridges that are empty or nearly empty, and then ask the other person to send the color fax again. (See <i>Replacing the ink cartridges</i> on page 13-20.) Check that Fax Storage is set to OFF. (See <i>Setting Fax Storage</i> on page 8-3.)
Left and Right margins are cut off.	Turn on Auto Reduction. (See <i>Printing a reduced incoming fax (Auto Reduction)</i> on page 5-5.)

DIFFICULTY	SUGGESTIONS
<b>Phone Line or Connections</b>	
The machine does not answer when called.	Make sure the machine is in the correct receiving mode for your setup. (See <i>Basic receiving operations</i> on page 5-1.) Check for a dial tone. If possible, call your MFC to hear it answer. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your MFC, ask your telephone company to check the line.
<b>Sending Faxes</b>	
Poor sending quality.	Try changing your resolution to <i>Fine</i> or <i>S.Fine</i> . Make a copy to check your machine's scanner operation.
Transmission Verification Report says 'Result:NG' or 'Result:ERROR'.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get 'Result:NG' or, on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can turn off Fax Storage (see <i>Setting Fax Storage</i> on page 8-3), print fax messages in memory (see <i>Printing a fax from the memory</i> on page 5-5) or cancel a Delayed Fax or Polling Job (See <i>Canceling a scheduled job</i> on page 6-11). If the problem continues, ask the telephone company to check your phone line.
Vertical black lines when sending.	If the copy you made shows the same problem, your scanner is dirty. (See <i>Cleaning the scanner</i> on page 13-18.)
<b>Handling Incoming Calls</b>	
machine 'Hears' Voice as CNG Tone.	If your machine is set to Easy Receive ON, it is more sensitive to sounds. Your MFC may mistakenly interpret certain voices or music on the line as a calling fax machine and respond with fax receiving tones. Deactivate the fax by pressing <b>Stop/Exit</b> . Try avoiding this problem by turning Easy Receive to OFF. (See <i>Easy Receive</i> on page 5-4.)
Sending a Fax Call to the machine.	If you answered at the machine, press <b>Black Start</b> and hang up immediately. If you answered on an extension phone, press your Fax Receive Code (default setting is ✕51). When your MFC answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Ring Master, Voice Mail, an alarm system or any other custom feature on a single phone line with your machine, it may create a problem sending or receiving fax data. For example: If you are sending or receiving a fax message while a custom feature signal comes through on the line, the signal can temporarily interrupt or disrupt the fax data. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive data on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, we recommend a separate phone line with no custom features.
<b>Printer Difficulties</b>	
Horizontal lines appear in text or graphics.	Clean the print head. (See <i>Cleaning the print head</i> on page 13-11.) If you clean the print heads five times and the print has not improved, call Brother Customer Service at 1-800-284-4329 (in USA), 1-877-BROTHER (in Canada) or (514) 685-6464 (in Montreal).
<b>Scanning Difficulties</b>	
TWAIN errors appear while scanning.	Make sure the Brother TWAIN driver is selected as the primary source. In PaperPort, click Scan in the File menu and select the Brother TWAIN driver.

DIFFICULTY	SUGGESTIONS
<b>Software Difficulties</b>	
Cannot perform '2 in 1 or 4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Cannot print when using Paint Brush.	Try setting the Display setting to '256 colors.'
Cannot print when using Adobe Illustrator.	Try to reduce the print resolution.
Thick lines and thin lines appear alternately. (banding)	<ol style="list-style-type: none"> <li>1. Open the 'Basic' tab in the printer driver.</li> <li>2. Click 'Setting' in the Basic tab of the printer driver.</li> <li>3. Turn OFF 'Bi-Directional Printing' by un-checking it.</li> </ol> (See <i>Bi-Directional Printing</i> on page 1-7 in Software User's Guide on the CD-ROM.)
There are some dense lines.	Check 'Reverse Order' in the Basic tab of the printer driver.
Printing is slow.	In the 'Color' tab from the 'Advanced' tab in the printer driver, uncheck the Color Enhancement.
True2Life® is not working properly.	If the image data is not full color in your application (Such as 256 color), True2Life® will not work. Please use at least 24 bit color data with the True2Life® feature.
'MFC is Busy' or 'MFC Connect Failure' Error Message appears.	Make sure the machine is not showing an error message on the LCD.
'MFC Connect Failure'	<p>If the MFC is not connected to your PC and you have loaded the Brother software, the PC will show 'MFC Connect Failure' each time you restart Windows®. You can ignore this message or you can turn it off as follows. Double-click "\\tool\warnOff.REG" from the supplied CD-ROM.</p> <p>The Scan key on the MFC's control panel will not work unless you restart your PC with the MFC connected. To turn it back on, Double-click "\\tool\WarnOn.REG" from the supplied CD-ROM.</p>
<b>PhotoCapture Center™ Difficulties (MFC-3820CN only)</b>	
Removable Disk does not work properly.	<ol style="list-style-type: none"> <li>a) Have you installed the Windows® 2000 update? If not, do the following:               <ol style="list-style-type: none"> <li>1. Disconnect the USB cable.</li> <li>2. Install the Windows 2000® update. Please see the Quick Setup Guide. After the installation the PC will be automatically restarted.</li> <li>3. Wait about 1 minute after you reboot the PC, and then connect the USB cable.</li> </ol> </li> <li>b) Take out the media card and put it back in again.</li> <li>c) If you have tried "Eject", you must take out the media card before you continue.</li> <li>d) If an error message appears when you try to eject the media card, it means the card is being accessed. Wait a while and then try again.</li> <li>e) If all of the above do not work, please turn off your PC and machine, and then turn them on again. (You will have to unplug the power cord of the machine to turn it off.)</li> </ol>
<b>Network Difficulties (MFC-3820CN only)</b>	
I cannot print over the Network	Make sure that your MFC is powered on and is On Line and in Ready mode. Press the Test switch. Then the current settings of the network are printed. Verify that the cabling and Network connections are good. If possible, try connecting the MFC to a different port on your hub using a different cable.

# How to improve print quality

## Cleaning the print head

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To ensure good print quality, the machine will regularly clean the print head. You can start the cleaning process when needed.

Clean the print head and ink cartridges if you get a horizontal line in the text or graphics on your printed pages. You can clean two colors at a time (Black/Cyan, Yellow/Magenta), or all four colors at once.

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

### **WARNING**

**Do NOT clean the print head by touching it with your hand or a cloth.**

- 1** Press **Ink**.
- 2** Press  or  to select **Cleaning**.  
Press **Menu/Set**.
- 3** Press  or  to select the color you want to clean.  
Press **Menu/Set**.

The MFC will clean the print head. When cleaning is finished, the MFC will go back standby mode automatically.



If you clean the print head at least five times and the print has not improved, call Brother your dealer for service.

## Print quality check

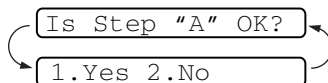
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If the print quality is not good, you can print a Print Quality Check Sheet to help you find the settings you may need to change.

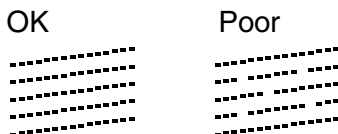
- 1** For MFC-3420C, press **Menu/Set**, **4**.  
For MFC-3820CN, press **Menu/Set**, **6**.
- 2** Press **Color Start**.  
The MFC begins printing the Print Quality Check Sheet.
- 3** Check the sheet to see if the quality and alignment are OK by following STEPs A and B.

## STEP A: Color block quality check

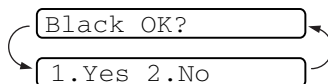
The LCD shows:



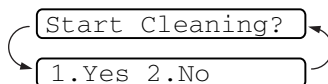
- 4 Check the quality of the four color blocks on the sheet. (Black/Cyan/Yellow/Magenta).
- 5 If all lines are clear and visible, press **1** (Yes) to go to **STEP B**.  
—OR—  
If you can see missing short lines as shown below, press **2** (No).



The LCD will ask you if the print quality is OK for each color.



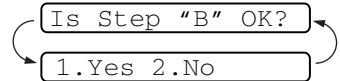
- 6 Press **2** (No) for any color with a problem.  
The LCD shows:  
Press **1** (Yes). The MFC will start cleaning the colors.



- 7 After cleaning is finished, press **Black Start** or **Color Start**. The MFC will start printing the Print Quality Check Sheet again and then return to **STEP A**.
- 8 If **STEP A** is OK, press **1** to proceed to **STEP B**.

## STEP B: Alignment Check

The LCD shows:



- 9** Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0. If the number 5 sample of both the 600 dpi and 1200 dpi are the best matches, press **1** (Yes) to finish **STEP B**.

—OR—

If another test print number is a better match for either 600 dpi or 1200 dpi, press **2** (No) to select it.

- 10** For 600 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

600dpi Adjust

Select Best #

- 11** For 1200 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

1200dpi Adjust

Select Best #

- 12** Repeat Steps 1 and 2 (in *Print Quality Check*) to print another sample Print Quality Check Sheet and then check it.

- 13** Press **Stop/Exit**.



When an ink head nozzle is clogged the printed sample looks like this.



After the ink head nozzle is cleaned, the horizontal lines are gone.



If you still see missing ink in this Print Quality Check Sheet, repeat the cleaning and test print procedures at least five times. If ink is still missing after the fifth cleaning and test print, replace the ink cartridge for the clogged color. (Perhaps the ink cartridge was in your MFC over six months or the expiration date written on the cartridge package has passed. Or, the ink may not have been stored properly before use.)

After replacing the ink cartridge, check it by printing another Print Quality Check Sheet. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call Brother Customer Service (see *Brother numbers* on page i).



### **Caution**

Do NOT touch the print head. Touching the print heads may cause permanent damage and may void the print head's warranty.

## Checking the ink volume



You can check the ink that is left in the cartridge.

**1** Press **Ink**.

**2** Press  or  to select Ink Volume.

Ink Volume ▾

Press **Menu/Set**.

**3** Press  or  to select the color you want to check..

Bk: -□□□■□□□+ ▾

The LCD shows the ink volume.

**4** Press **Stop/Exit**.



You can check the ink volume from your computer. (See *MFC Remote Setup* on page 5-1 in Software User's Guide on the CD-ROM or *MFC Remote Setup (Mac OS® X)* on page 9-21 in Software User's Guide on the CD-ROM.)

## Packing and shipping the MFC

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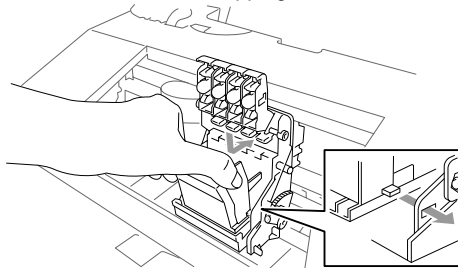
Whenever you transport the MFC, use the packing materials that came with your MFC. If you do not pack the MFC properly, you could void your warranty.

### ! Caution

Do NOT unplug the MFC after a print job until you hear the final click.

- 1 First, remove all the ink cartridges and attach the white shipping cover. (See *Replacing the ink cartridges* on page 13-20.) After attaching the white shipping cover, press all the ink cartridge covers down.

To attach the white shipping cover

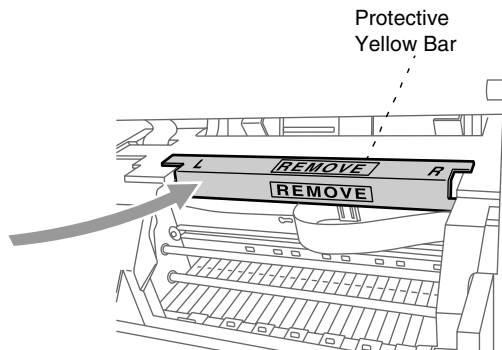


### ! Caution


If you are not able to find the shipping cover, do NOT remove the ink cartridges before shipping. It is essential that the MFC be shipped with either the shipping cover or the ink cartridges in position. Shipping without them will cause damage to your MFC and may void your warranty.

- 2 Unplug the MFC from the telephone wall jack and remove the telephone line cord from machine.
- 3 Unplug the MFC from the AC outlet.
- 4 Unplug the USB cable from the MFC, if it is connected.

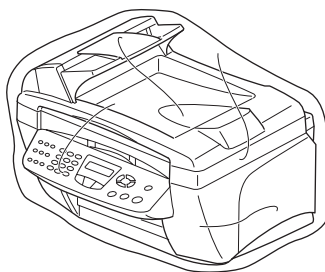
**5** Attach the yellow protective bar.



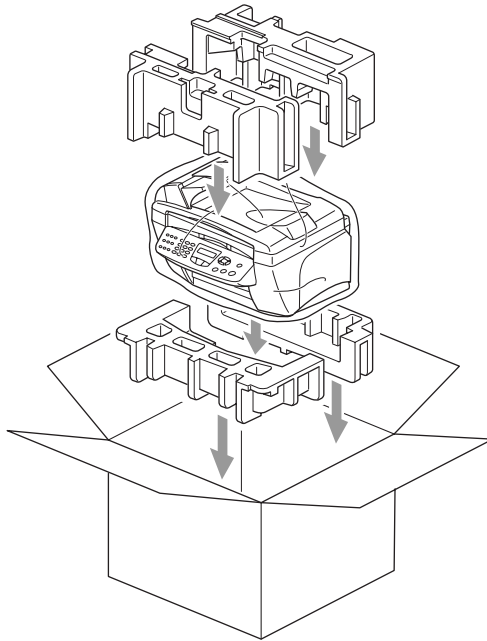
**6** Remove the paper tray and output paper support.


 If you are packing the MFC for the Brother Exchange Service, keep these items and return only the machine.

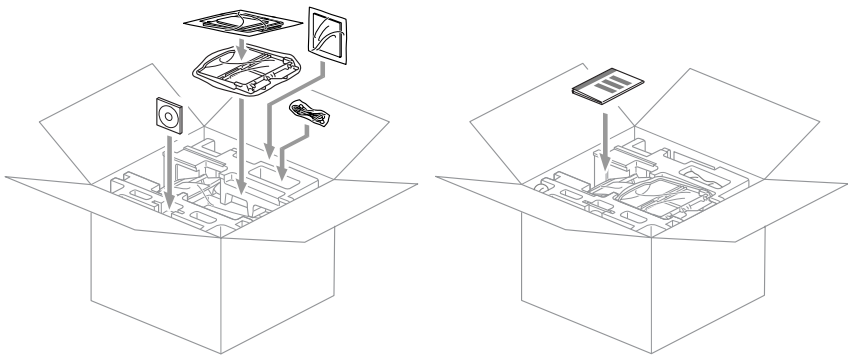
**7** Wrap the MFC in the bag and place it in the original carton with the original packing material.



- 8** Pack the printed materials in the original carton as shown below. Do not pack the used ink cartridges in the carton.



-  If you are returning your machine to Brother as part of the Exchange Service, pack *only* the MFC. Keep all separate parts and printed materials to use with your “Exchange” machine.



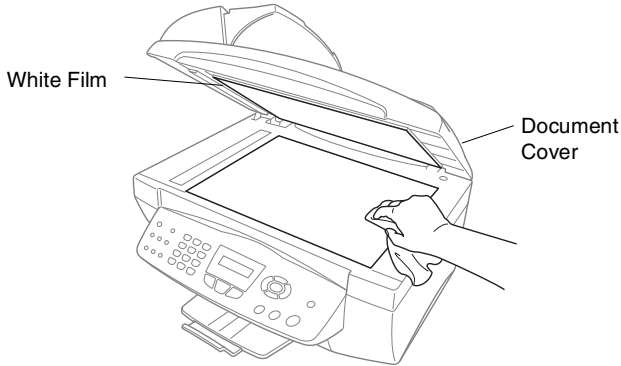
- 9** Close the carton.

# Routine maintenance

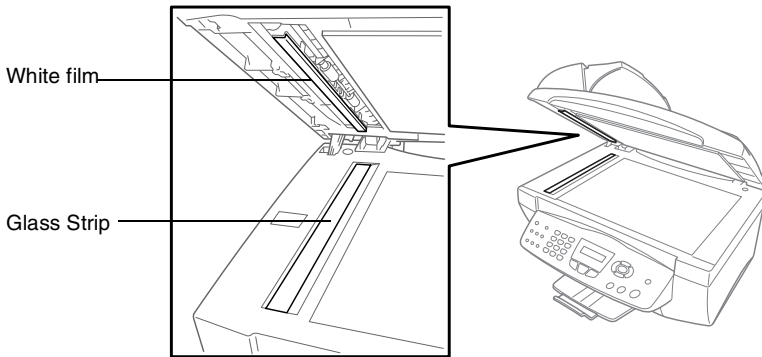
## Cleaning the scanner

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Unplug the MFC and lift the document cover. Clean the scanner glass and the white film with isopropyl alcohol on a soft lint-free cloth.

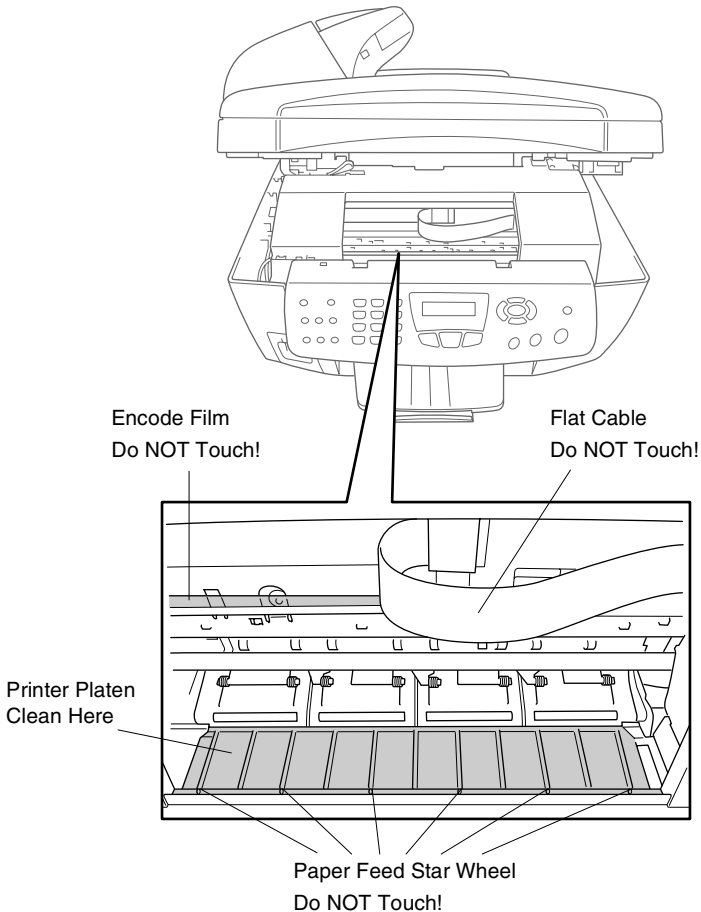


Open the document cover. Clean the white film and the glass strip under the film with isopropyl alcohol on a lint-free cloth.



## Cleaning the MFC printer platen

- Be careful not to touch the paper feed star wheels and flat cable, and encoding film.
- Be sure to unplug the MFC from the AC power outlet before cleaning the printer platen.  
To clean your MFC printer platen, wipe it with a soft lint free cloth that is dry.





## Replacing the ink cartridges


---

Your MFC is equipped with an ink dot counter that automatically monitors the ink level in each color cartridge. When the counter detects an ink cartridge is running out of ink, the MFC will notify you with a message on the LCD.

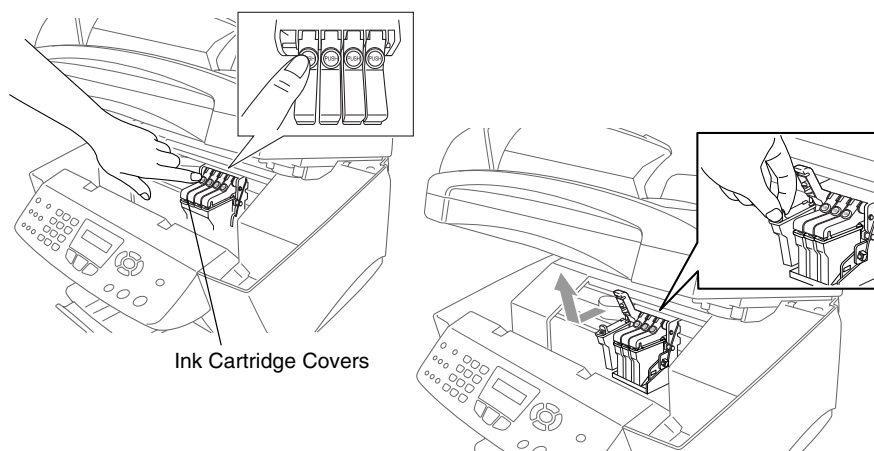
The LCD shows you which color cartridges are low or empty. Be sure to follow the LCD prompts so you replace the color cartridges in the appropriate order.

**When the ink cartridges are running low, you must use the Ink key to begin the cartridge replacement (Steps 1 to 3). If the ink is empty, skip to Step 3.**

- 1 Press **Ink**.
- 2 Press  or  to select **Replace Ink**.  
Press **Menu/Set**.

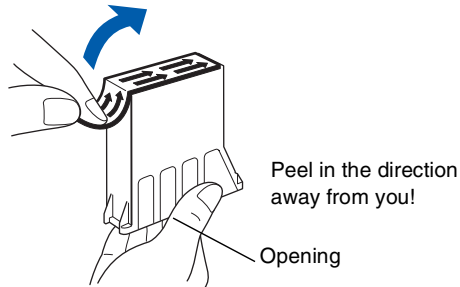
 If one or more ink cartridges are empty, for example Black, the LCD shows **Pls Open Cover**.


- 3 Lift the scanner cover.
- 4 Push the appropriate colored ink cartridge covers and remove the used ink cartridge.



- 5 Open the new ink cartridge bag for the color shown on the LCD, and then take out the ink cartridge.

- 6** Hold the new ink cartridge as shown in the illustration, and then peel the sealing tape from the side of the ink cartridge. Carefully peel the tape in the direction away from you.



-  To prevent spilling ink and staining your hands and clothing, remove the sealing tape gently.
- 7** Each color has its own correct position. Insert each new ink cartridge into the carriage.
- 8** After installing the ink cartridge, close the scanner cover. Your MFC prepares for a “head cleaning” and goes online. The LCD prompts you to verify that you removed the ink cartridge for each color. Example: Have you removed Bkck? 1.Yes 2.No.
- 9** If you removed the ink cartridge, press **1**  
—OR—  
If you did not remove the ink cartridge, press **2**.  
The LCD prompts you to verify that the ink cartridge was a *new* one. Example: Changed to new Bkck? 1.Yes 2.No.
- 10** If the ink cartridge you installed is not a brand new one, please be sure to press **2**.  
—OR—  
For each *new* cartridge, press **1** on the dial pad to automatically reset the ink dot counter for that color. (The ink dot counter enables the MFC to notify you when a color is running low.) The MFC will enter a cleaning cycle for approximately 3 minutes for each replaced cartridge. The LCD alternately shows *Cleaning* and *Please Wait*.  
When the MFC completes the cleaning cycle, the LCD returns to Standby mode condition.



## **WARNING**

If ink gets in your eyes, irrigate them with water immediately and call a doctor if you are concerned.

## **Caution**

- DO NOT remove ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the printer will not know the quantity of ink left in the cartridge.
- DO NOT shake the ink cartridges, because the ink may spill when you take off the sealing tape.
- If ink stains your body or clothing, wash with soap or detergent immediately.
- If you install an ink cartridge in the wrong color position, you must clean the print head several times before you start printing (after correcting the cartridge installation) because the colors were mixed.
- Once you open an ink cartridge, install it in the MFC and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.
- Brother strongly recommends that you do not refill the ink cartridges provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement ink cartridges. Using or attempting to use potentially incompatible inks and/or cartridges in your machine may cause damage to the machine itself and/or it may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that was caused by the use of unauthorized third party ink and/or cartridges. To protect your investment and guarantee your print quality please continue to replace consumed ink cartridges with only Genuine Brother Branded Supplies.



If the **Ink Empty** message is on the display after you have installed ink cartridges, check that the ink cartridges are installed properly.

If you still cannot solve a problem with your MFC, call Brother Customer Service. (See *Brother numbers* on page i.)

# G Glossary

**ADF (automatic document feeder)** The original can be placed in the ADF and scanned one page at a time automatically.

**Auto Reduction** Reduces the size of incoming faxes.

**Automatic fax transmission** Sending a fax without picking up the handset of an external phone.

**Automatic Redial** A feature that enables your MFC to redial the last fax number after five minutes if the fax did not go through because the line was busy.

**Backup Print** Your MFC prints a copy of every fax that is received and stored in memory. This is a safety feature so you will not lose messages during a power failure.

**Batch Transmission** (Black and white faxes only) As a cost savings feature, all delayed faxes to the same fax number will be sent as one transmission.

**Brightness** Changing the Brightness makes the whole image lighter or darker.

**Beeper Volume** Volume setting for the beep when you press a key or make an error.

**Broadcasting** The ability to send the same fax message to more than one location.

**Cancel Job** Cancels a programmed job, like Delayed Fax or Polling.

**CNG tones** The special tones (beeps) sent by fax machines during automatic transmission to tell the receiving machine that a fax machine is calling.

**Coding method** Method of coding the information contained in the original. All fax machines must use a minimum standard of Modified Huffman (MH). Your MFC is capable of greater compression methods, Modified Read (MR), Modified Modified Read (MMR) and JPEG, if the receiving machine has the same capability.

**Communication error (or Comm. Error)** An error during fax sending or receiving, usually caused by line noise or static.

- Compatibility group** The ability of one fax unit to communicate with another. Compatibility is assured between ITU-T Groups.
- Contrast** Setting to compensate for dark or light originals, by making faxes or copies of dark originals lighter and light originals darker.
- Delayed Fax** Sends your fax at a specified later time that day.
- Distinctive Ring** A subscriber service purchased from the telephone company that gives you another phone number on an existing phone line. The Brother MFC uses the new number to simulate a dedicated fax line.
- Dual Access** Your MFC can scan outgoing faxes or scheduled jobs into memory at the same time it is sending a fax or receiving or printing an incoming fax.
- Easy Receive** Enables your MFC to respond to CNG tones if you interrupt a fax call by answering it.
- ECM (Error Correction Mode)** Detects errors during fax transmission and resends the pages of the fax that had an error.
- Extension phone** A telephone on the fax number that is plugged into a separate wall jack.
- External phone** A TAD (telephone answering device) or telephone that is plugged into the EXT jack of the MFC.
- F/T Ring Time** The length of time that the Brother MFC rings (when the Receive Mode setting is Fax/Tel) to notify you to pick up a voice call that it answered.
- Fax Forwarding** Sends a fax received into the memory to another pre-programmed fax number.
- Fax Receive Code** Press this code (✕ **5 1**) when you answer a fax call on an extension or external phone.
- Fax Storage** You can print stored faxes later or retrieve them from another location using Fax Forwarding or Remote Retrieval operations.
- Fax tones** The signals sent by sending and receiving fax machines while communicating information.
- Fax/Tel** You can receive faxes and telephone calls. Do not use this mode if you are using a telephone answering device (TAD).

- Fine resolution** Resolution is 203 × 196 dpi. It is used for small print and graphs.
- Gray scale** The shades of gray available for copying and faxing photographs.
- Group number** A combination of Speed-Dial numbers that are stored in a Speed-Dial location for Broadcasting.
- Help list** A printout of the complete Menu table that you can use to program your MFC when you do not have the User's Guide with you.
- Fax Journal** Lists information about the last 200 incoming and outgoing faxes. TX means Transmit. RX means Receive.
- Journal Period** The pre-programmed time period between automatically printed Fax Journal Reports. You can print the Fax Journal on demand without interrupting the cycle.
- LCD (liquid crystal display)** The display screen on the MFC that shows interactive messages during On-Screen Programming and shows the date and time when the MFC is idle.
- Manual fax** When you lift the handset of your external telephone or press **Hook** so you can hear the receiving fax machine answer before you press **Black Start** or **Color Start** to begin transmission.
- Menu mode** Programming mode for changing your MFC's settings.
- MFL-Pro Suite (MFC-3820CN only)** Turns your MFC into a printer and a scanner and enables PC faxing using the MFC.
- MFL-Pro Suite (MFC-3420C only)** Turns your MFC into a printer and a scanner and enables PC fax (sending) using the MFC.
- OCR (optical character recognition)** The bundled ScanSoft® TextBridge® software application converts an image of text to text you can edit.
- Out of Paper Reception** Receives faxes into the MFC's memory when the MFC is out of paper.

- Overseas Mode** Makes temporary changes to the fax tones to accommodate noise and static on overseas phone lines.
- Paging** Feature enables your MFC to call your pager when a fax is received into its memory.
- Pause** Allows you to place a 3.5 second delay in the dialing sequence stored on Speed-Dial numbers. Press **Redial/Pause** as many times as needed for longer pauses.
- PhotoCapture Center™ (MFC-3820CN only)** Allows you to print digital photos from your digital camera at high resolution for photo quality printing.
- Photo resolution** A resolution setting that uses varying shades of gray for the best representation of photographs.
- Polling** The process of a fax machine calling another fax machine to retrieve waiting fax messages.
- Pulse** A form of rotary dialing on a telephone line.
- Quick Dial List** A listing of names and numbers stored in Speed-Dial memory, in numerical order.
- Real Time Transmission** When memory is full, you can send faxes in real time.
- Remaining jobs** You can check which jobs are waiting in memory and cancel jobs individually.
- Remote Access Code** Your own four-digit code (--- ✱ ) that allows you to call and access your MFC from a remote location.
- Remote Retrieval Access** The ability to access your MFC remotely from a touch tone phone.
- Resolution** The number of vertical and horizontal lines per inch.  
See: Standard, Fine, Super Fine and Photo.
- Ring Delay** The number of rings before the MFC answers in Fax Only mode.
- Ring Volume** Volume setting for the MFC's ring.

- Scanning** The process of sending an electronic image of a paper original into your computer.
- Scan to Card (MFC-3820CN only)** You can scan a black and white or color original into a Media Card. Black and white images will be in TIFF file format and color images may be in PDF or JPEG file format.
- Search** An electronic, alphabetical listing of stored Speed-Dial and Group numbers.
- Speed-Dial** A pre-programmed number for easy dialing. You must press the **Search/Speed Dial** key and then #, and the two digit code to start the dialing process.
- Standard resolution** 203 x 97 dpi. It is used for regular size text and quickest transmission.
- Station ID** The stored information that appears on the top of faxed pages. It includes the sender's name and fax number.
- Super Fine resolution** 392 x 203 dpi. Best for very small print and line art.
- TAD (telephone answering device)** You can connect an external device or answering machine to the EXT. jack of the MFC.
- Telephone Answer Code (Fax/Tel mode only)** When the MFC answers a voice call, it pseudo/double-rings. You can pick up at an extension phone by pressing this code (**# 5 1**).
- Temporary settings** You can select certain options for each fax transmission and copy without changing the default settings.
- Tone** A form of dialing on the telephone line used for Touch Tone telephones.
- Transmission** The process of sending faxes over the phone lines from your MFC to the receiving fax machine.
- Transmission Verification Report** A listing of each transmission, that shows its date, time and number.
- True2Life® (MFC-3820CN only)** Adjusts the color in the image for better print quality by improving sharpness, white balance and color density.
- User Settings** A printed report that shows the current settings of the MFC.

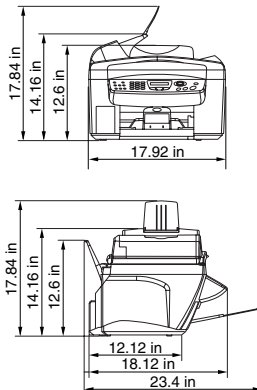
# S Specifications

## Product description

### General

<b>Memory Capacity</b>	8 MB (MFC-3420C) 16 MB (MFC-3820CN)
<b>Automatic Document Feeder (ADF)</b>	Up to 20 pages Temperature: 68°F - 86°F (20°C - 30°C) Humidity: 50% - 70% Paper: 20 lb Letter size
<b>Paper Tray</b>	100 Sheets (20 lb)
<b>Printer Type</b>	Ink Jet
<b>Print Method</b>	Piezo with 75 × 4 nozzles
<b>LCD (Liquid Crystal Display)</b>	16 characters × 1 line
<b>Power Source</b>	120V AC 50/60Hz
<b>Power Consumption</b>	(MFC-3420C) Minimum Under 5 watts Standby: 8.1 Wh or less (25°C) Peak: 24 Wh or less (MFC-3820CN) Minimum Under 4 watts Standby: 8.5 Wh or less (25°C) Peak: 26 Wh or less

### Dimensions



<b>Weight</b>	22 lb (MFC-3420C) 23.1lb (MFC-3820CN)
<b>Noise</b>	Operating: 48 dB A or less Standby: 35 dB A or less
<b>Temperature</b>	Operating: 50°F - 95°F Best Print Quality: 68°F - 91°F
<b>Humidity</b>	Operating: 20 to 80% (without condensation) Best Print Quality: 20 to 80% (without condensation)

## Print media

### Paper Input

### Paper Tray

- Paper type:  
Plain paper, recycled paper, inkjet paper (coated paper), glossy paper, transparencies\* and envelopes
  - Paper size:  
Letter, Legal, Executive, A4, A5, A6, JIS\_B5, envelopes (commercial No.10, DL, C5, Monarch, JE4), Photo card, Index card.  
For more details, see *Paper specifications for the paper tray* on page 2-5.
  - Maximum paper tray capacity: Approx. 100 sheets of 20 lb plain paper
- \* Use only transparencies recommended for inkjet printing.

### Paper Output

Up to 50 sheets of Letter plain paper (Face up print delivery to the output paper support)

For inkjet (coated paper) and transparency, we recommend removing printed pages from the output paper support immediately after they exit the machine to avoid smudging.

Legal paper cannot be stacked on the output paper support.



# Copy

<b>Color/Black</b>	Color/Black
<b>Copy Speed</b>	Mono Up to 12 pages/minute (Letter paper) Color Up to 10 pages/minute (Letter paper) Does not include the time it takes to feed the paper. Based on Brother standard pattern. Fast mode
<b>Multiple Copies</b>	Stacks or Sorts up to 99 pages
<b>Enlarge/Reduce</b>	25% to 400% (in increments of 1%)
<b>Resolution</b>	Max. 1200 x 1200 dpi

# PhotoCapture Center (MFC-3820CN only)

<b>Available Media</b>	CompactFlash® (Microdrive™ is not compatible) (Compact I/O card such as Compact LAN card and Compact Modem card are not supported.) SmartMedia® (3.3V) (Not available for use with ID) Memory Stick® (Not available for music data with MagicGate) SD (Secure Digital) Memory Card
<b>File Extension</b> (Media Format) (Image Format)	DPOF, EXIF, DCF Photo Print: JPEG*, TIFF Scan to Card: JPEG, PDF (Color) TIFF, PDF (Black)  * Progressive JPEG format is not available.
<b>Color Enhancement</b>	True2Life
<b>Number of Files</b>	Up to 999 files in the media card
<b>Folder</b>	File must be in the 3rd stratum of the folder of Media Card

# Fax


<b>Compatibility</b>	ITU-T Group 3
<b>Coding System</b>	MH/MR/MMR/JPEG
<b>Modem Speed</b>	Automatic Fallback 14400 bps: (MFC-3420C) 33600 bps: (MFC-3820CN)
<b>Original Size</b>	ADF Width: 5.8" to 8.5" ADF Height: 5.8" to 14" Scanner Glass Width: Max. 8.5 in. Scanner Glass Height: Max. 11.7 in.
<b>Scanning Width</b>	8.2 in.
<b>Printing Width</b>	8.03 in.
<b>Gray Scale</b>	256 levels
<b>Polling Types</b>	Standard, Sequential: (Black only)
<b>Contrast Control</b>	Automatic/Light/Dark (manual setting)
<b>Resolution</b>	<ul style="list-style-type: none"><li>• Horizontal 203 dot/inch (8 dot/mm)</li><li>• Vertical Standard -<ul style="list-style-type: none"><li>98 line/inch (Black)</li><li>196 line/inch (Color)</li><li>Fine - 196 line/inch (Black/Color)</li><li>Photo - 196 line/inch (Black)</li><li>Superfine - 392 line/inch (Black)</li></ul></li></ul>
<b>Speed-Dial</b>	40 stations (MFC-3420C) 100 stations (MFC-3820CN)
<b>Broadcasting</b>	90 stations (MFC-3420C) 150 stations (MFC-3820CN)
<b>Automatic Redial</b>	1 time in 5 minutes
<b>Auto Answer</b>	0, 1, 2, 3 or 4 rings
<b>Communication Source</b>	Public switched telephone network.
<b>Memory Transmission</b>	Up to 200*1/170*2 pages (MFC-3420C) Up to 480*1/400*2 pages (MFC-3820CN)
<b>Out of Paper Reception</b>	Up to 200*1/170*2 pages (MFC-3420C) Up to 480*1/400*2 pages (MFC-3820CN)

\*1 "Pages" refers to the "Brother Standard Chart No. 1" (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

\*2 "Pages" refers to the "ITU-T Test Chart #1" (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

## Scanner

<b>Color/Monochrome</b>	Color/Monochrome
<b>TWAIN Compliant</b>	Yes (Windows® 98/98SE/Me/2000 Professional) Mac OS® 8.6-9.2/Mac OS® X 10.2.1 or greater
<b>WIA Compliant</b>	Yes (Windows® XP)
<b>Resolution</b>	Up to 9,600 × 9,600 dpi (interpolated)* Up to 600 × 2,400 dpi (optical) * Maximum 1200 x 1200 dpi scanning with Windows® XP (resolution up to 9,600 x 9,600 dpi can be selected by using the Brother scanner utility)
<b>Scanning Speed</b>	Color: up to 5 sec. Mono: up to 3 sec. (Letter size in 100 × 100 dpi)
<b>Original Size</b>	ADF Width: 5.8" to 8.5" ADF Height: 5.8" to 14" Scanner Glass Width: Max. 8.5" Scanner Glass Height: Max. 11.7"
<b>Scanning Width</b>	8.26 in.
<b>Gray Scale</b>	256 levels

 Mac OS® X scanning is supported in Mac OS® X 10.2.1 or greater.

# Printer

<b>Printer Driver</b>	Windows® 98/98SE/Me/2000 Professional and XP driver supporting Brother Native Compression mode and bi-directional capability Apple® Macintosh® QuickDraw® Driver For Mac OS® 8.6-9.2/Mac OS® X 10.1/10.2.1 or greater
<b>Resolution</b>	Up to 4800 x 1200 optimized dots per inch (dpi)* 1200 x 1200 dots per inch (dpi) 600 x 600 dots per inch (dpi) 600 x 300 dots per inch (dpi) 600 x 150 dots per inch (dpi)  * <i>Black and White Printing:</i> The MFC prints using black ink up to 4800 x 1200 optimized dpi when Photo mode is selected in the printer driver.  * <i>Color Printing:</i> The MFC uses Brother's OP Technology to automatically vary the printing resolution for producing the highest quality output. Brother's OP Technology is automatically activated during color printing using Photo mode and selects the print resolution appropriate for the printing task up to 4800 x 1200 optimized dpi when printing on photo quality paper.  * Output image quality varies based upon many factors including but not limited to input image resolution and quality and print media.
<b>Print Speed</b>	up to 14 pages/minute (Mono)* up to 12 pages/minute (Color)* * Based on Brother standard pattern. * Letter size in draft mode. * Does not include the time it takes to feed the paper.
<b>Printing Width</b>	8.03 inches (204 mm)
<b>Disk-Based Fonts</b>	35 TrueType

## Interfaces

<b>USB</b>	A Standard Universal Serial Bus cable that is not longer than 6 feet (2.0m).
------------	------------------------------------------------------------------------------

# Computer requirements

Minimum System Requirements						
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Available Hard Disk Space	
					Driver	Application Software* <sup>1</sup>
Windows® Operating System	98, 98SE	Pentium 75MHz	24 MB	32 MB	80 MB (MFC-3420C) 160 MB (MFC-3820CN)	100 MB
	Me	Pentium 150MHz	32 MB	64 MB		
	2000 Professional	Pentium 133MHz	64 MB	128 MB		
	XP* <sup>3</sup>	Pentium 233MHz			180 MB	
Apple® Macintosh® Operating System	Mac OS® 8.6 - 9.2 (Printing, Scanning* <sup>4</sup> and PC-FAX Send Only)	All base models meet minimum Requirements	32 MB	64 MB	80 MB	200 MB
	Mac OS® X 10.1/10.2.1 or greater (Printing* <sup>5</sup> , Scanning* <sup>2,4</sup> , PC-FAX Send and Remote Setup* <sup>6</sup> Only)		128 MB	160 MB		
<b>NOTE:</b> All registered trademarks referenced herein are the property of their respective companies.						
For the latest drivers, go to the Brother Solutions Center at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>						



\*<sup>1</sup> Application Software is different for Windows® and Macintosh®

\*<sup>2</sup> Scanning is supported in 10.2.1 or greater.

\*<sup>3</sup> Maximum 1200 x 1200 dpi scanning with Windows® XP. (Resolutions up to 2400 x 2400 dpi can be selected using the Brother Utility.)

\*<sup>4</sup> Dedicated “Scan” key and direct Network Scanning not supported in Mac® Operation System. (MFC-3820CN)

\*<sup>5</sup> Network printing and PC-FAX sending supported in Mac OS® X 10.2.4 or greater. (MFC-3820CN)

\*<sup>6</sup> Network Remote Setup not supported in Mac® Operating System. (MFC-3820CN)

# Consumable items

## Ink

Black and 3 individual color ink cartridges separate from the print heads.

## Service Life of Ink Cartridge

Approximately 500 page/Black cartridge at 5% coverage

Approximately 400 page/Color cartridge at 5% coverage with 600 x 150 dpi resolution (Fast).

These numbers are based on consecutive printing; the numbers will vary based on print frequency and number of pages.

The MFC periodically cleans the print head to maintain print quality. This process consumes a small amount of ink.

# Network (LAN) (MFC-3820CN only)

You can connect your machine to a network for Network Printing, Network Scanning and Internet Fax. Also included is Brother BRAdmin Professional Network Management software.

Support for:

Windows® 98/Me/2000/XP

Mac OS® 8.6 - 9.2, Mac OS® X 10.1/10.2.4 or greater\*

Ethernet 10/100 BASE-TX Auto Negotiation  
TCP/IP

RARP, BOOTP, DHCP, APIPA, NetBIOS, WINS  
LPR/LPD, Port9100, SMTP/POP3

SSDP, Rendezvous, FTP

Internet Fax-T37 Simple Mode



SMTP/POP3 E-mail Services are required for Internet Fax.

\* Network Printing and PC-FAX are available for Mac OS® 8.6-9.2, Mac OS® 10.2.4 or greater.

\* Mac OS® 8.6-9.2 (Quick Draw over TCPIP)

\* Mac OS® X 10.2.4 or greater (Rendezvous)

\* Network Scanning and Remote Setup are not available for Mac.

\* Media drive is not available for Mac.

Included Utilities:

BRAdmin Professional (Windows®)



BRAdmin Professional is not supported in Mac OS®.

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# Remote Retrieval Access card

If you plan to receive fax messages while away from your machine, carrying the Remote Retrieval Access Card printed below will serve as a convenient reminder of the retrieval procedures. Simply cut out the card and fold it to fit your wallet or organizer. Keeping it handy will help you derive the full benefit of your MFC's Paging, Fax Forwarding, and Remote Retrieval features.

**REMOTE RETRIEVAL ACCESS CARD**

**Using Remote Access Code**

- 1 Dial your fax number from a telephone or fax machine using touch tone.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*).
- 3 Your machine signals the kinds of messages it received:  
1 long beep — Fax messages  
No beeps — No messages.
- 4 After 2 short beeps, enter a command.
- 5 Press **90** to reset your machine when you finish.
- 6 Hang up.

**CHECK RECEIVING STATUS**  
Press **971**  
1 long beep — Fax messages  
3 short beeps — No messages

**CHANGE RECEIVE MODE**  
Press **98**  
then for External TAD, press **1**.  
Fax/Tel, press **2**.  
Fax Only, press **3**.

**EXIT REMOTE OPERATION**  
Press **90**.

### Changing Remote Access Code

When you are at the machine:

- 1 Press **Menu/Set**, 2, 5, 3.
- 2 Enter a three-digit number from 000 to 999.  
The \* cannot be changed.
- 3 Press **Menu/Set**.
- 4 Press **Stop/Exit**.

### Remote Commands

#### CHANGE PAGING/FAX FORWARDING SETTING

Press 95.

*Then to* Turn feature Off, press 1.

Select Fax Forwarding, press 2.

Select Paging, press 3.

Fold →

**Program Fax Forwarding Number**, press 4. Enter the new fax number where you want your fax messages forwarded followed by **##**.

**Turn Fax Storage On**, press 6.

**Turn Fax Storage Off**, press 7.

### RETRIEVE A FAX

Press 96.

*Then to*

Retrieve all faxes, press 2.

then enter the number of remote fax machine followed by **##**.

After the beep, hang up and wait.

Erase all fax messages, press 3.

← Fold

## **EQUIPMENT ATTACHMENT LIMITATIONS (Canada only)**

### **NOTICE**

This product meets the applicable Industry Canada technical specifications.

### **NOTICE**

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

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**Visit us on the World Wide Web  
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These machines are made for use in the USA and CANADA only. We cannot recommend using them overseas because it may violate the Telecommunications Regulations of that country and the power requirements of your multi-function center may not be compatible with the power available in foreign countries. **Using USA or CANADA models overseas is at your own risk and may void your warranty.**