



User Guide

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eFax User Guide

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A note about eFax features

Some eFax features may or may not be available with your particular eFax account. In general, an eFax Free account allows receiving a limited number of fax pages each month, delivered as EFX fax files, which you can view online with eFax® MyAccount. eFax Plus and eFax Pro accounts provide greater functionality, including increased incoming fax limits, the ability to send faxes and the choice of a local or toll-free fax number. Terms and conditions of each service may change. Please visit www.efax.com for complete details.

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Getting Started

Welcome to eFax®! This eFax User Guide provides comprehensive information about using your eFax service. Your membership includes access to sophisticated fax management tools allowing you to easily view faxes. With your eFax Plus or Pro account, these tools also provide advanced features such as fax sending, fax forwarding, custom cover pages, digital signatures, digital fax markup, address book integration, and advanced fax-image editing tools, all to help you get the most out of your eFax account. There are three ways to access and use your eFax account. Pick the method that fits you best:

Email	The most basic way to use your eFax account, email offers a quick and easy way to receive and send faxes. Any email account will work. To set account preferences and manage your account, you'll need to log in to the eFax website.
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My Account	eFax My Account is a full-featured online interface that offers the ability to view and send faxes, along with a suite of advanced editing tools. Log in at www.efax.com/login and you'll also have access to the Message Center, an online Inbox where you can view and manage your faxes.
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eFax Customer Support

eFax Customer Support is available by email at help@mail.efax.com. Or, you can contact Customer Support at <https://www.efax.com/help/contactSupport>.

eFax Plus and Pro customers may speak with a Customer Service Representative 24/7.

Logging In

eFax My Account is an online source for tools to view faxes, manage your account, and update billing information. Log in any time, day or night, to take advantage of all that eFax has to offer. If this is your first time using eFax, be sure to read Getting Started.

To log in to eFax My Account:

1. Open a web browser and go to www.efax.com
2. Click **My Account** in the top navigation bar
3. Enter your **eFax Number** and **PIN** in the boxes provided

For Example:

To log in using the US/Canada number +1 323 555 1234, type **13235551234**

To log in using the UK number +44 (0)20 7555 1234, type **442075551234**

If you have trouble logging in, click the **FORGOT NUMBER** or **FORGOT PIN** tab for help.

Receiving Faxes

When someone sends a fax to your eFax number, it will arrive in your email inbox attached to an email from eFax. eFax Plus and eFax Pro users can choose to receive faxes delivered in one of three file formats:

- PDF, which can be viewed with free Adobe Reader software, available for download at <http://get.adobe.com/reader/otherversions>
- TIF, which supports multi-page images and can be opened in many programs, including Imaging (the default Windows TIF viewer)

Your faxes will also be delivered to your Message Center so you can access your faxes online, even when you can't access your email. eFax Plus and eFax Pro customers receive unlimited fax storage in Message Center; your faxes will be available until you delete them. eFax Free membership provides 30 days of fax storage in Message Center.

NOTE: If you have activated the optional eFax Enhanced Security feature for your account, you will only be able to view your faxes online in your Message Center. For more information, see *eFax Enhanced Security* on page 1.

To view a fax received by email:

1. Log in to your email account
2. Find and open the email message from **eFax [message@inbound.efax.com]**

TIP: Add eFax to your Contact list

3. Click on the attachment to open the fax

To view a fax in Message Center:

You may view your faxes online by logging in to your eFax Message Center.

1. Log in to eFax My Account at www.efax.com/login
2. Click **View Faxes**
Message Center opens and displays the faxes in your **Inbox** folder
3. To preview only the first page, single-click the **Subject** of a fax in the list
4. To view full-screen in a tab, double-click the **Subject** of a fax in the list
5. To view faxes received by another fax number on your account, select that number from the list in the top right corner of Message Center

Changing your Fax File Format Preference

eFax Plus and eFax Pro customers can select their preferred file format for inbound fax delivery. eFax Free users always receive faxes in EFX format.

To change your fax file format preference:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. On the **Preferences** tab, in the **Receive Fax Options** section, click **Edit**
4. From the **Fax File Format** list, choose the format in which to receive faxes: **EFX**, **TIF**, or **PDF**
5. Click **Update**

Viewing faxes received as TIF or PDF files

(eFax Plus and eFax Pro)

TIF fax files can be viewed by most image viewing programs for Windows and Mac OS computers. For PDF fax files, you will need to download and install the free Adobe Reader. Many computers come with Adobe Reader already installed.

Changing your eFax Password (PIN)

The Password (PIN) is a 4-digit number you'll use when you log in to eFax. eFax automatically creates a PIN for your account during signup, but for security purposes, you should change it after your first login.

NOTE: Your Password is shared by all fax numbers on your account.

To change your Password:

1. Log in to eFax My Account. at www.efax.com/login
2. Click **UPDATE ACCOUNT**.
3. Click the **Profile** tab.
4. In the **Password** section, click **Edit**.
5. Enter your **Current Password**, the **New Password**, and **Confirm Password**, then click **Update**.

About Message Center (Your Inbox)

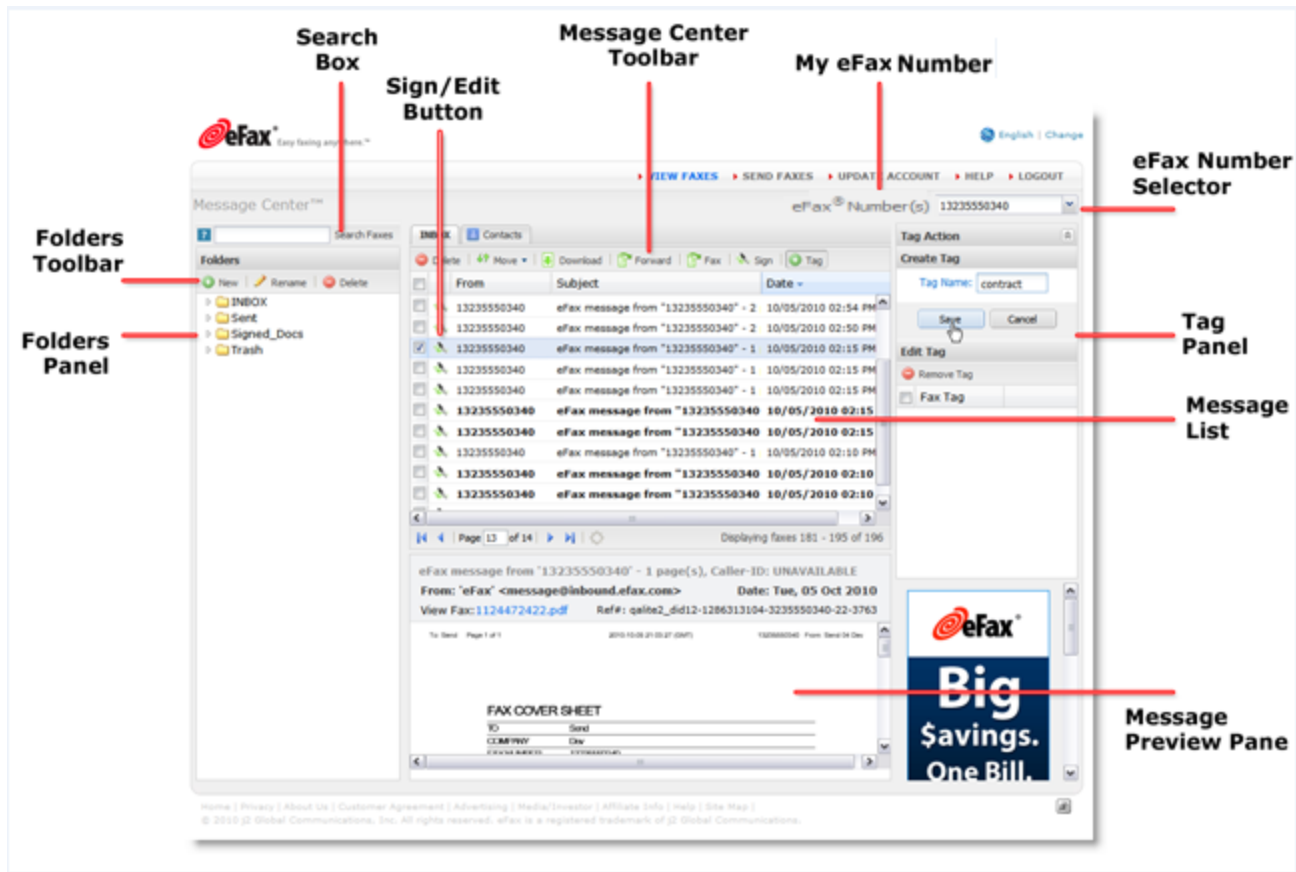
Message Center is an online Inbox in My Account where you can access your stored faxes that you've sent and received. From Message Center, you can view, forward, and resend your stored faxes - you can even add a digitized signature to a fax. Message Center also offers an extensive set of tools to help manage your stored faxes. Since Message Center is online, you can access your faxes anytime, anywhere you have a connection to the internet.

From Message Center, you can:

- View faxes you've sent or received
- Forward a fax via email
- Resend a fax
- Download a fax
- Sign a fax
- Add a comment to a fax
- Organize your faxes
- Search for faxes
- Work with your Contact list

The Message Center Interface

Message Center is divided into different panels, each with a specific purpose. Some panels also include a toolbar that provides access to additional Message Center tools. The image below identifies the elements of the Message Center interface:



Here's a summary describing what each part of Message Center does:

Folders Panel	Displays a list of folders associated with your eFax account
Folders Toolbar	Contains tools that help you manage your Message Center folders
Search Box	Allows you to search your faxes
Message List	Displays a list of messages in a folder selected in the Folders Panel
Message Preview Pane	Displays the first page of the fax selected in the Message List
Sign/Edit Button	Opens the Digitized Signatures window

Message Center Toolbar	Contains tools for organizing and working with faxes
Tag Panel	Allows you to add or edit tags applied to a fax
eFax Number Selector	Allows you to display faxes from other fax numbers on your eFax account
My eFax email	Connects to the free My eFax Email service

Sending Faxes

eFax Plus and eFax Pro customers can send faxes in several convenient ways, including:

- Send faxes by email
- Send faxes by logging in to the eFax My Account website
- Send faxes using your mobile device (see *Mobile Faxing* on page 14)

After sending your fax, you'll receive a delivery receipt via email indicating either the successful delivery of your fax, or the reason for failure. A copy of each fax you send is saved in the **Sent** folder in Message Center, allowing you to review or resend faxes any time the need arises.

NOTE: Sending faxes is not available for eFax Free users.

Sending a Fax by Email

Sending a fax is as easy as email. You can send a fax from any standard email program, or using a web-based email service like Yahoo or Gmail. Just create an email and then attach up to 10 files (18MB max) you want to fax. If you attach multiple files, eFax will combine the files into one fax in the order they were attached to the email.

To send a fax by email:

1. Open your email program and create a new email message

NOTE: You must send the email from an email address in your Send Email Addresses account preference

2. In the **To** field, enter the recipient's fax number followed by **@efaxsend.com**

For example:

To send to the US fax number +1 323 555 1234, type **13235551234@efaxsend.com**, where **1** equals the Country Code, **323** the Area Code, and **5551234** equals the fax number

To send to the UK number +44 (0)20 7555 1234, type **442075551234@efaxsend.com**, where **44** equals the Country Code, **207** the Area Code, and **5551234** equals the fax number

TIP: You can find a full list of Country Codes online at <http://home.efax.com/s/r/DialingCodes>

3. Attach up to 10 files you want to fax to your outgoing email message (maximum 18MB)
4. To include a cover page, type the cover page text in the body of the email message
5. Send the email

Sending a Fax Online Using Websend in eFax My Account

Don't have email access? You can also send faxes using Websend in eFax My Account.

To send a fax using Websend:

1. Log in to eFax My Account at www.efax.com/login
2. Click **SEND FAXES**

The screenshot shows the Websend interface with the following fields and options:

- To:** Includes a "Choose From Contacts" button and a dropdown menu.
- Recipient Name: Robert Hudson
- Country: United States (dropdown)
- Address: Hudson, RE
- Phone Number: 13235551212
- Include Cover Page**
- Cover Page Content: Release Form, Mr. Hudson, Please sign and return. Thanks!
- Attachments:** Includes a "Browse..." button and a list of attachments (e.g., release.doc with a "Remove" link).
- Reference ID: [input field]
- Send Receipt: [dropdown menu]
- Quality: Fine(Better Q) [dropdown menu]
- Send Fax** [button]

3. In the Websend popup, type the **Name** and **Company Name** of the recipient
If you've added Contacts to your Message Center Address Book, a list of matching Contacts appears as you type
Select a Contact and eFax automatically fills out the recipient information using the Contact details
4. To access your Message Center Contacts directly, hold the pointer over **Choose From Contacts** until the list of contacts appears
Select a Contact and eFax automatically fills out the recipient information using the Contact details
5. In the **Select Fax To Country** list, select the destination country

6. If you didn't select a Contact, type the **Fax Number** of the recipient
When sending to international numbers using eFax, it isn't necessary to include the "0" before the fax number
For example, if you wanted to send a fax to the UK number (0) 20 7555 1234, you would select **UK (44)** from the **Select Fax To Country** list and type **2075551234** in the **Fax Number** box
7. To include a cover page, check the **Include Cover Page** box, then type the **Subject** and **Message** in the boxes provided
8. To select a document to fax, click **Browse**, select a file on your PC, and then click **OK**
The name of your document appears in the **Attachments** box (Repeat to add up to 10 documents/18MB max)
9. Optional: type a **Reference ID**
10. Optional: from the **Send Receipt** list, select the email address for send receipt delivery (otherwise, the receipt will be sent to the **Default Send Address** set in your Account Preferences)
11. From the **Select Quality** list, select a resolution for your fax
12. Click **Send Fax**

Adding Another Fax Number

Adding another fax number to your eFax account is convenient and affordable. With multiple fax numbers on the same account, you can manage your personal and business life in one place.

Note: Applies only to eFax Plus and eFax Pro users.

To add another fax number:

1. Log in to eFax My Account at www.efax.com/login.
2. Click **UPDATE ACCOUNT**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click the **Add a Number** option.
5. Search for and select the area code for your new eFax number, then click **Continue**.
6. Click **ADD A NUMBER**.

Upgrading Your Service Plan

Upgrade your eFax service plan to get more value and save more money!

To upgrade your service plan:

1. Log in to eFax My Account at www.efax.com/login.
2. Click **UPDATE ACCOUNT**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click **Upgrade Plan**.
5. Select an upgrade option, then click **Yes. Switch me to the above plan now!**

Mobile Faxing

The eFax Mobile App for iPhone lets you view faxes right from your iPhone and iPad, and send faxes from your iPhone. eFax also lets you send and receive faxes through eFax using other PDAs or smartphones, provided your mobile device allows access to your personal email account, or your device provides its own email service (for example, a Blackberry email address).

Using the eFax iPhone App

The eFax iPhone App provides a quick and easy way for iPhone users to view and send faxes while on the go.

Downloading the eFax iPhone App

Download the eFax app at <http://itunes.apple.com/us/app/efax/id399922064?mt=8> or log in to your iTunes account and search for eFax in the App Store.

Viewing Faxes with the eFax iPhone App

Use the eFax App to view and manage your faxes directly from your iPhone or iPad.

To view a fax:

1. Start the eFax app and log in to your eFax account
2. At the **Home** screen, tap **View Faxes**
3. At your **Inbox**, tap an item to view the fax

To view faxes for another fax number:

If you have multiple fax numbers linked to your account, you can switch between numbers to view received faxes.

1. Start the eFax app and log in to your eFax account
2. At the **Home** screen, tap **View Faxes**
3. At the **Inbox**, tap **Folders**, then tap **Fax Numbers**
4. Tap the desired fax number to view faxes

To move a fax to another folder:

1. Start the eFax app and log in to your eFax account
2. At the **Home** screen, tap **View Faxes**
3. In the folder containing the fax you'd like to move, tap **Edit**
4. Tap the fax(es) you'd like to move, then tap **Move**
5. At the list of folders, tap the new folder

To delete a fax:

1. Start the eFax app and log in to your eFax account
2. At the **Home** screen, tap **View Faxes**
3. In the folder containing the fax you'd like to delete, tap **Edit**
4. Tap the fax(es) you'd like to delete, then tap **Delete**

NOTE: Faxes deleted from any folder in the Message Center except for the Trash folder are placed in the **Trash** folder and can be recovered. However, deleting messages from the **Trash** folder, permanently removes them and they can no longer be recovered.

To send a fax from the eFax iPhone App:

1. Select **Send a Fax** from the eFax[®] Menu.
2. In the **Cover Page** field, select **On** or **Off**.
3. If **On**, enter cover page details including **Number**, **Attention** name, **Company**, **Subject**, and **Comments**. If **Off**, enter the **Number** only.
4. To send to a contact in either the iOS or eFax[®] **Contacts**, tap the Contacts **(+)** button and select contact from your list.

To add files to the fax:

1. Tap **Add a File**.
2. Choose **Camera** to use the phone's camera to photograph a document to send. Choose **Camera Roll** to select an image already stored on the phone. Or, choose **Documents** for directions on how to add other file types.
3. Before sending, fax pages may be rearranged or removed from the fax.

4. To rearrange the file order, drag pages into desired order. To remove pages from the fax, swipe across the file name of the page to be deleted and tap **Delete**.
5. Tap **Send**. A notification will appear on screen once the fax has been sent.

Searching for Faxes

Using the eFax iPhone App, you can search for faxes by entering keywords contained in the fax text, or for tags you've applied to your faxes. Each time you receive a fax, eFax scans the fax and identifies keywords. eFax then indexes those keywords for later use in searching.

Note: You can also tag faxes from within the iPhone App.

Your faxes are indexed automatically upon arrival, and should be available for search within five minutes after receipt. eFax scans and indexes your fax content and your fax headers (To, From, Date, Subject, Caller ID). Search for any fax stored in your eFax account. The Search function is not available if eFax Enhanced Security is activated on your account.

To search for faxes using the eFax iPhone App:

1. Start the eFax app and log in to your eFax account
2. At the **Home** screen, tap **Search Faxes**
3. At the **Search** screen, type the search text and then tap **Search**

Using eFax with a Mobile Device

(Requires an eFax Plus or eFax Pro account) Before you can begin viewing and sending faxes with your mobile device, you'll need to register the email account with eFax.

To register your Mobile email address:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Preferences** tab
4. In the **Receive Email Addresses** section, click **Edit**
5. Type your mobile device email address in an available box and click **Update**
6. Back at the **Preferences** tab, in the **Send Email Addresses** section, click **Edit**
7. Type your mobile device email address in an available box and click **Update**

To view a received fax:

1. Log in to your email Inbox on your mobile device
2. Find and open the email message from **eFax [message@inbound.efax.com]**
3. Open the attachment to view the fax

If you have trouble, make sure your mobile device is able to open and display PDF or TIF files (EFX files are not compatible with mobile devices). You may also need to update your eFax account preferences so that you receive faxes in either TIF or PDF format.

To send a fax:

1. Log in to your email account on your mobile device and create a new email message
2. In the **To** field, enter the recipient's fax number followed by **@efaxsend.com**

For example:

To send to the US fax number +1 323 555 1234, type **13235551234@efaxsend.com**, where **1** equals the Country Code, **323** the Area Code, and **5551234** equals the fax number

To send to the UK number +44 (0)20 7555 1234, type **442075551234@efaxsend.com**, where **44** equals the Country Code, **207** the Area Code, and **5551234** equals the fax number

3. Attach the file(s) you want to fax to your outgoing email message (maximum 10)
4. To include a cover page, type the cover page text in the body of the email message
5. Send the email

Getting Help

eFax is committed to providing a variety of helpful resources to support your needs.

Online Help

Go to <http://www.efax.com/login> and log in to My Account. Click **Help** to browse our Online Help Center, where you'll find a list of Frequently Asked Questions (FAQs) for quick answers to common questions. Click **Contact** for a list of customer support numbers in the U.S. and around the world.

Phone Support

eFax Plus and eFax Pro membership includes 24/7 phone support.

You may also contact eFax by mail at:

eFax Customer Relations
j2 Global, Inc.
6922 Hollywood Blvd., 5th floor
Los Angeles, CA 90028
USA

Appendix A:

Supported File Types

eFax works with just about any major computer application file, which means that you can send all the file types listed below from your computer to any fax machine.

Document Type	Versions	Extensions
Adobe Portable Document Format (PDF)	All Versions	PDF
Adobe Postscript	All Versions	PS
Adobe Photoshop	v. 3.0 and above	PSD
Amiga Interchange File Format (IFF)	Raster Bitmap only	IFF
Comma Separated Values Format	All Versions	CSV
Compuserve Graphics Interchange Format	GIF87a, GIF89a	GIF
Corel Presentationsa Slide Show	V. 96 and above	SHW
Corel Word Perfect	v 5.x. 6, 7, 8, 9	WPD, WP5, WP6
Encapsulated Postscript	All Versions	EPS
Hypertext Markup Language	HTML only with base href tag required	HTML
JPEG Joint Photography Experts Group	All Versions	JPG, JPEG
Lotus 1-2-3	v 2, 3, 4, 5, 96, 97, 9.x	123, WK1, WK3, WK4
Lotus Word Pro	v. 96, 97, 9.x	LWP
Microsoft Excel	v 5, 95, 97, 2000	XLS
Microsoft PowerPoint	v. 4 and above	PPT
Microsoft Publisher	v. 98, 2000	PUB
Microsoft Word	2003 Mac: v. 4, 5.x, 95, 98	DOC
OpenDocument Drawing	All Versions	ODG
OpenDocument Presentation	All Versions	ODP
OpenDocument Spreadsheet	All Versions	ODS
OpenDocument Text	All Versions	ODT
PC Paintbrush Graphics (PCX)	All Versions	PCX

Plain Text	All Versions	TXT, DOC, LOG, ERR, C, CPP, H
Portable Network Graphics (PNG)	All Versions	PNG
Quattro Pro	v.6 and above	QPW, WB1, WB2, WB3
Rich Text Format	All Versions	RTF
StarOffice Drawing	v. 8	SXD
StarOffice Presentation	v. 8	SXI
StarOffice Spreadsheets	v. 8	SXC
StarOffice Text Documents	v. 8	SXW
Tagged Image File Format (TIFF)	All Versions	TIF, TIFF
Truevision Targa Format	All Versions	TGA
Visio Drawing	v .3 and above	VSD
Windows Bitmap	All Versions	BMP
Word Perfect Graphics	2.0 and above	WPG

If you experience problems with a file that is supported, please try one of the following:

- Instead of sending the fax by email, log in to My Account at www.efax.com/login and click **SEND FAXES** to use Websend
- Open the file and click **File > Print > eFax** to send the fax
- For more fax options, see *Sending Faxes* on page 9

Notes for Outlook users

- When sending mail with using Microsoft Outlook on an Exchange server, a file named **winmail.dat** may be attached to the message. This is not a supported file format. For instructions on preventing this file from being automatically attached, please visit the Microsoft Help section at <http://support.microsoft.com/support/kb/articles/Q149/2/03.asp>.
- If you are sending a fax with Outlook using an Exchange Server, ask your mail administrator to stop the Exchange Server from sending mail in RTF format for the following domains: j2send.com, jfaxsend.com and efaxsend.com. To set the domains in Exchange, on the **Internet Mail** tab, click **Email Domain > Advanced** and check **Never send RTF information**.
- In addition, your administrator can implement the fix available at the Microsoft Support section: <http://support.microsoft.com/support/kb/articles/Q152/9/37.asp>. This is a Microsoft Knowledge Base article that describes how to force Exchange to preclude sending the MS-TNEF format to specific domains. Have your administrator apply this fix for sending to the j2send.com, jfaxsend.com and efaxsend.com domains. Also, have your mail administrator ensure that Exchange has been upgraded to Service Pack 4 or newer.

- If problems persist, use an alternate email provider that does not utilize the Outlook/Exchange platform for sending emails.

Note: Even though you may not be on an Exchange Server directly, your ISP may utilize the Exchange platform and it will reflect in the way the email is handled. Yahoo!, Mail.com, Gmail and most other free email providers (except Hotmail) should work fine.