



faxing simplified. anytime. anywhere.



MyFax User Guide

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Getting Started

MyFax is an email and web based Internet fax service designed for sending and receiving faxes. The fax messages are sent and received using your existing Internet connection. Once a fax is sent, you can check its delivery status using the MyFax online web reporting tools provided within MyFaxCentral, or choose to have confirmation emails delivered to your email inbox.

Setting Up an Account

Before you can begin to use MyFax, you must sign-up for a MyFax account using the secure online form found at MyFaxCentral, located at www.myfax.com.

MyFax Requirements

Email Requirements

To send and receive faxes, you need an email account, a MIME-compliant email application, and Internet access.

Web Browser Requirements

For web-based faxing, the following browsers are officially supported by MyFax:

- Microsoft Internet Explorer 6.x, 7.x, and 8.x
- Firefox 3.x
- Safari 4.x

Other browsers must have the following features enabled in order to access MyFax through the web interface:

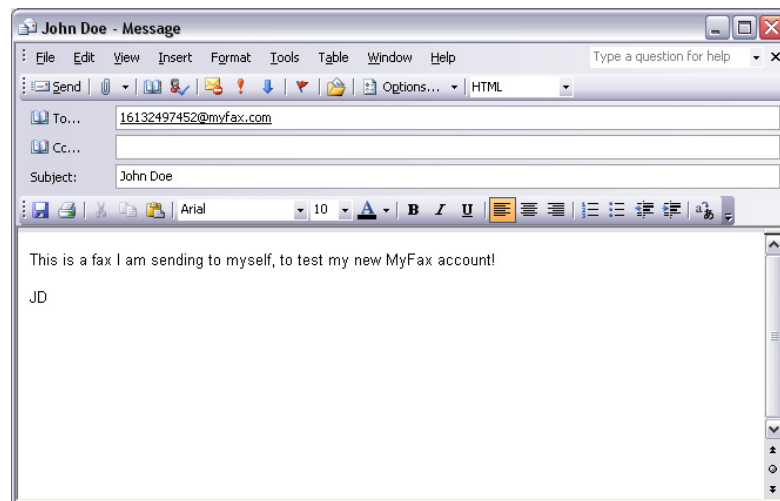
- SSL encryption at the 128-bit level or higher
- Tables
- Cookies
- RFC1867 support for multiple forms and file uploads
- Java Script

Note: If your browser uses Pop-Up blockers, you may need to disable them for MyFax to operate correctly.

Sending your first fax with MyFax

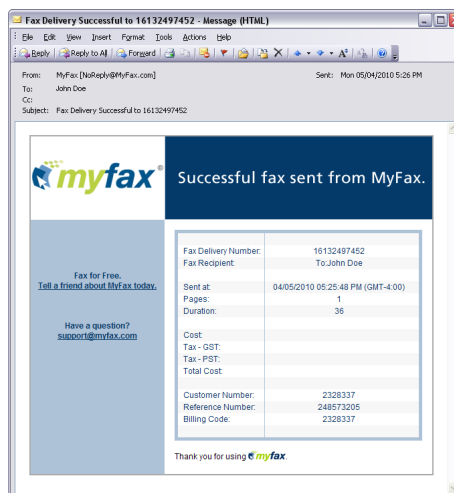
To get you started, let's look at sending your first fax with MyFax. If you don't have someone you want to fax right now, but you'd like to try out MyFax, why not start by sending a fax to yourself? Here's how:

1. Using your current email application of choice, prepare to send a new email.
2. Put the fax number of the person to whom you want to send a fax (in this case, your own MyFax number) in the **To:** field of the email. For example, if your MyFax fax number is (613) 249-7083, enter **16132497083@myfax.com** (the 1 at the beginning is the country code and shows that the fax number is in North America).
3. Put the name of the recipient in the subject line, in this case your own name. You'll see why when you receive the fax.
4. Type a short note in the body of the email. This becomes the content of the fax. (You can also attach documents, but we'll get into that later).
5. Send the email and you are done! Now, wasn't that easy?



In a few minutes, you'll get an email from MyFax, confirming the delivery of the fax you just sent.

For more information on sending faxes using email, refer to the section "Sending and Receiving Faxes Using Email" in this document.



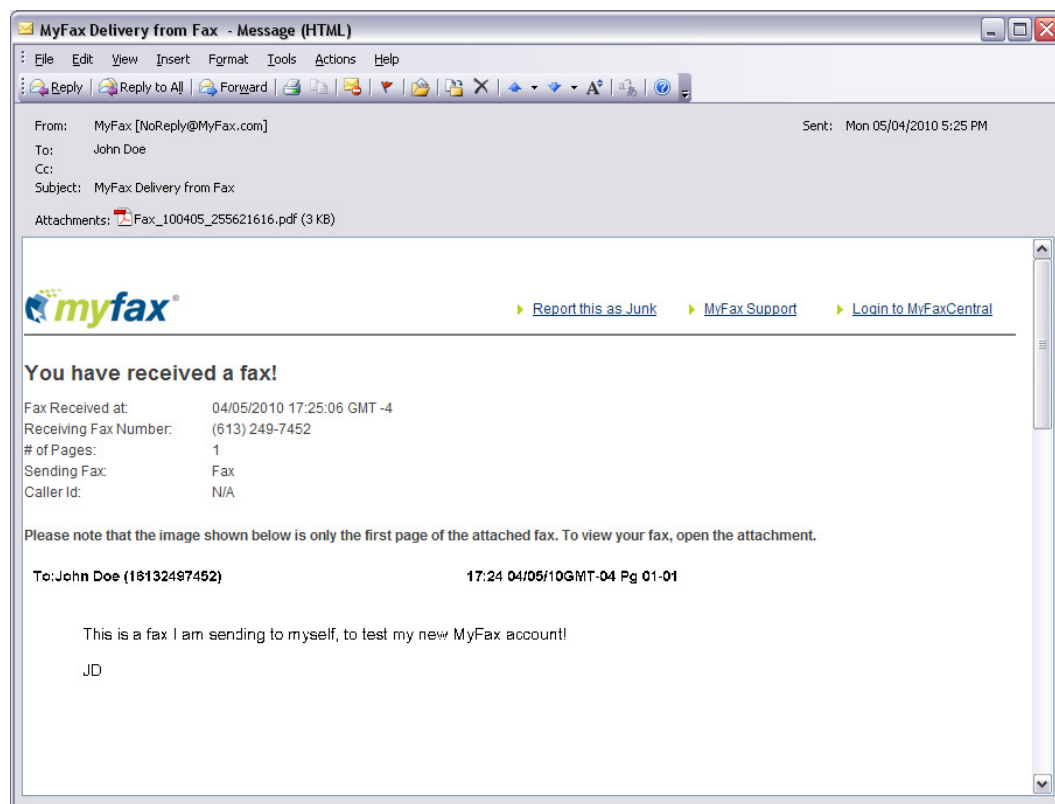
Receiving your first fax with MyFax

Since you just followed the instructions above to send yourself a fax, you'll also be getting an email containing the fax itself. Here's how to receive your fax:

1. If you followed the instructions above, all that's really left to do is wait a few minutes. Your fax will arrive shortly.
2. When you get the email containing the fax, you'll see the first page right in the email body. This is a quick snapshot, to let you know right away what it's about.
3. You'll also see a PDF or TIF attachment – this is the real fax document. If you open it up, you'll see all the pages of the fax. You can view it, print it, or even just delete it.

On the top line of the fax document, you'll see all the usual material that you'd expect, including who the fax is from, who it is to, and the date and time it was delivered. Notice that the **To:** information in the fax header is the same as what you included on the **subject line** of the email, along with the fax number of the recipient.

For more information on receiving faxes using email, refer to the section "Sending and Receiving Faxes Using Email" in this document.



Sending and Receiving Faxes Using Email

The following sections outline how to send and receive a fax, using email.

Sending Faxes

As we've seen, MyFax enables you to send faxes using your email program, as quickly and easily as sending a regular email. Before we get into the details of sending a fax, there are a few items you should look at.

Setting the Send Preferences

You can set the following preferences for sending faxes from your MyFax Account:

- The email address from which faxes are sent.
- The email address to which confirmations are sent.
- The cover page, if any, to be used when a fax is sent.
- The fax header, if any, to be used when a fax is sent.

For more information about setting these preferences, see "Send Preferences" in the "MyFax User Preferences" section of this document.

Sending a Fax – the details

Now that you've got your MyFax account set up exactly as you want, you can follow these easy steps to send a fax using your email.

1. Open your email program and create a new mail message.
2. In the **To:** field, enter the destination fax number, followed by the @myfax.com extension.

The destination fax number must include the country code + area + local number without any spaces between the numbers. For example:

16137330000@myfax.com

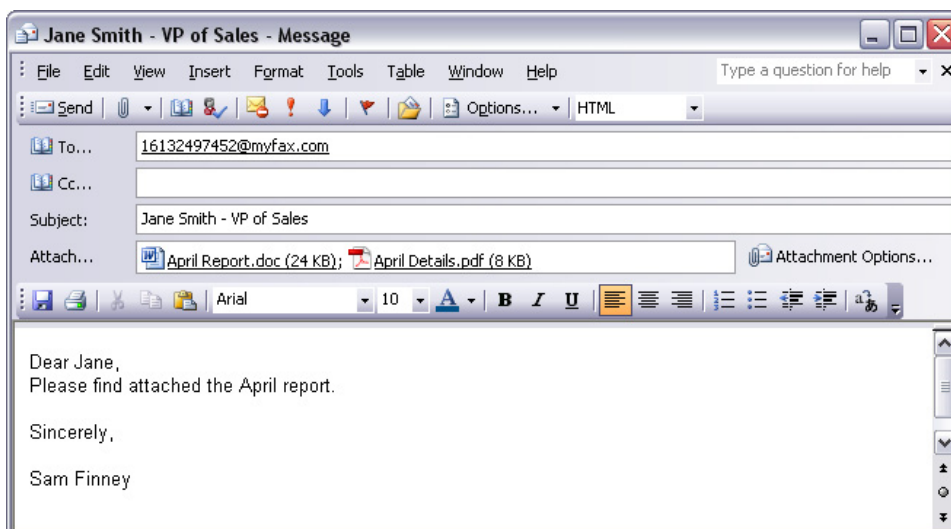
Note: The country code for North America is 1.

For details on setting and using a default country code, see "Appendix A: Using Country Codes".


3. In the Subject field, enter the information that you would like to appear in the fax header. In the example, the recipient's name and title have been entered in the Subject field.
4. In the body of the email, you can enter any additional notes to the recipient you may wish to include to explain your fax. For example, you could write "Here is the fax I promised to send you". The recipient sees this information as the first page when they receive the fax. If a default cover page has been defined on MyFaxCentral and information is included as plain text (not HTML) in the email body, the **Notes** section of the coverpage will include this information to complete the professional appearance of your coverpage.

5. You can also attach one or more files to your email message. See the "MyFax Supported File Formats" document available in the **Support** area at MyFax.com or MyFaxCentral for a complete list of the files supported by MyFax.

Note: Documents that you attach look exactly the same when MyFax converts your email to a fax and will be delivered to the fax recipient in the order which they are attached.




6. Click Send. MyFax converts your email to a fax document, delivers it to your recipient, and emails you a detailed confirmation of your fax transmission with the following information.

**Successful fax sent from MyFax.**

Fax for Free.
[Tell a friend about MyFax today.](#)

Have a question?
support@myfax.com

Fax Delivery Number:	16132497452
Fax Recipient:	To: Jane Smith - VP of Sales
Sent at:	04/06/2010 02:18:31 PM (GMT-4:00)
Pages:	3
Duration:	66
Cost:	
Tax - GST:	
Tax - PST:	
Total Cost:	
Customer Number:	2328337
Reference Number:	248853520
Billing Code:	2328337

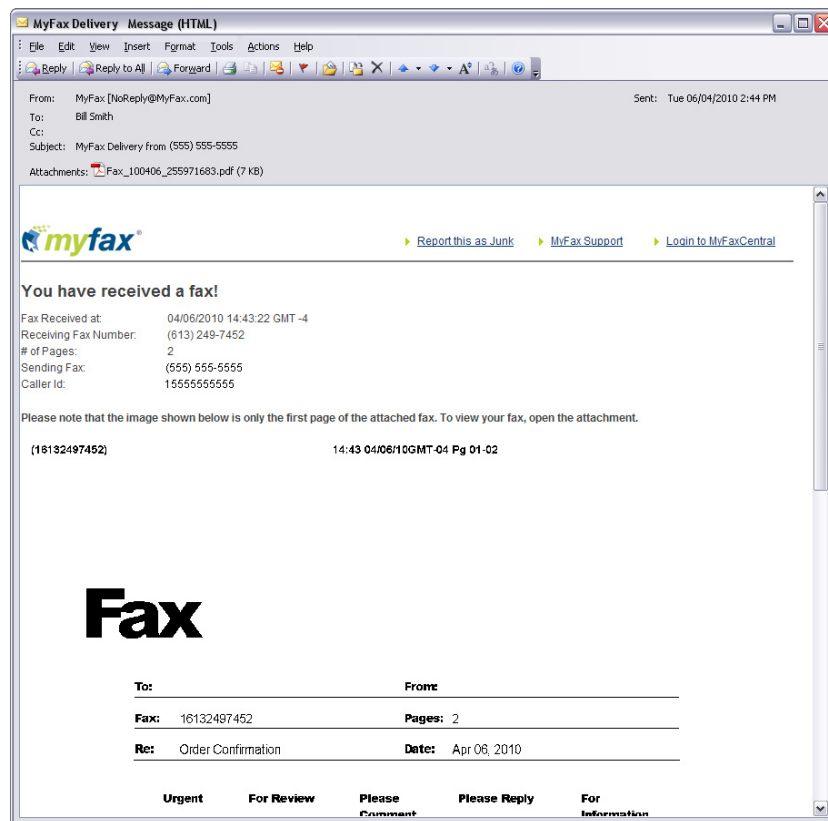
Thank you for using .

Receiving Faxes

As we saw at the beginning of this document, receiving a fax is even easier than sending one, when you use MyFax through your email account.

1. All faxes sent to your personal fax number arrive in your existing email account in the form of a PDF or TIFF attachment. See "Receive Preferences" in the "MyFax User Preferences" section of this document to learn how to select the file attachment type that you want. For easy reference, the filename of the attachment contains the CSID of the sending fax machine, the date the fax was received, and a unique identifier for the fax.

The first page of the fax optionally appears as an in-line image in the email body, for quick reference.



2. Double-click on the attachment to open it. The attachment opens in your image viewing software, where you can read it or print it as a hard copy for your records.

Setting Receive Preferences

You can set the following preferences for receiving faxes in your MyFax Account:

- The delivery options determining how your fax is received.
- The email address at which the fax is received.
- The storage options indicating how long received faxes are kept.

For more information about setting these preferences, see "Receive Preferences" in the "MyFax User Preferences" section in this document.

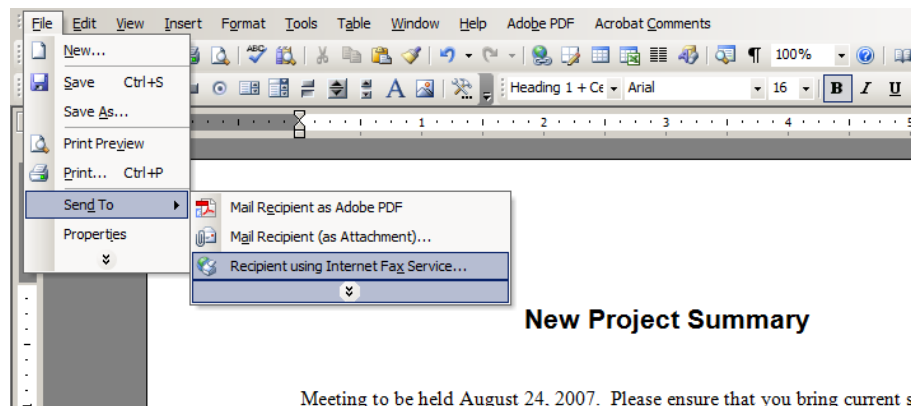
Sending Faxes Using Other Interfaces

Sending faxes through Microsoft Office 2003 or 2007

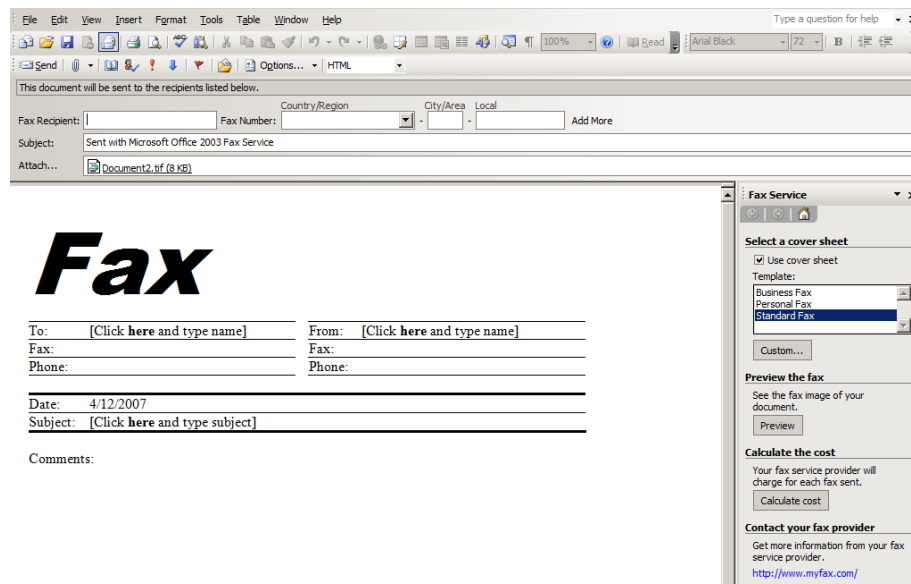
Microsoft Office 2003 and Microsoft Office 2007 offer a way to send faxes directly from many of the Microsoft Office Applications. As an example, here is how to send a Microsoft Word document using MyFax.

Note: These instructions assume that you have already completed the steps to integrate MyFax with Microsoft Office 2003 or 2007. If you have not done this yet, please first follow the instructions for “Microsoft Office Internet Fax Activation” which can be found in **Send Preferences** of MyFaxCentral.

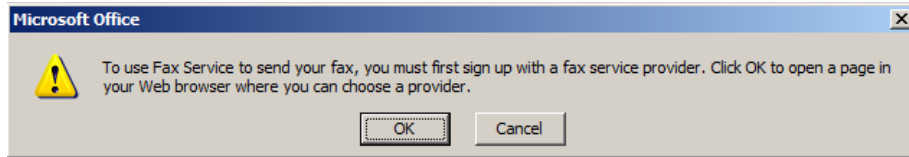
1. Open the Microsoft Word document (or if you already have one open, leave it open).
2. On the Microsoft Word menu bar, click **File, Send To, Recipient using Internet Fax Service**.



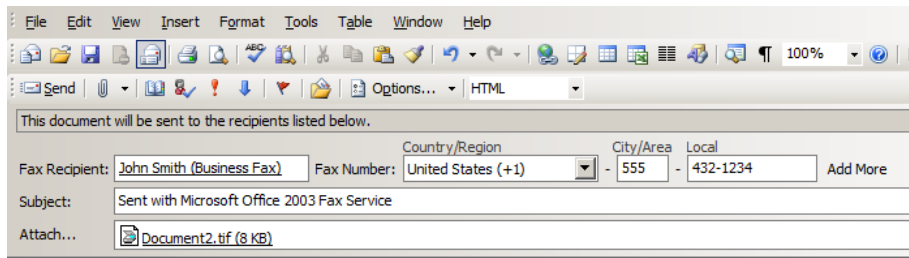
3. Microsoft Office will automatically open a new email window, with your document attached as a TIF file, and the email body laid out as a cover page.



Note: If you see a pop-up window asking you to sign up with a fax service provider, then you still need to complete the integration with MyFax. Click Cancel on the pop-up and follow the instructions for “Microsoft Office Internet Fax Activation” in **Send Preferences** before proceeding.



4. In the email window, you may now enter a fax recipient's name and fax number in the fields provided, or look up the contact in your address book.
5. Fill out the fields in the cover page.



Fax

To: John Smith	From: Jane Doe
Fax:	Fax:
Phone:	Phone:
Date: 4/12/2007	
Subject: This is the Project Summary Meeting details	

Comments:

6. Click Send. Your document will be faxed to its destination, using MyFax.

Note: For further help on using Microsoft Office to send faxes, please consult the Microsoft Office documentation and help files.

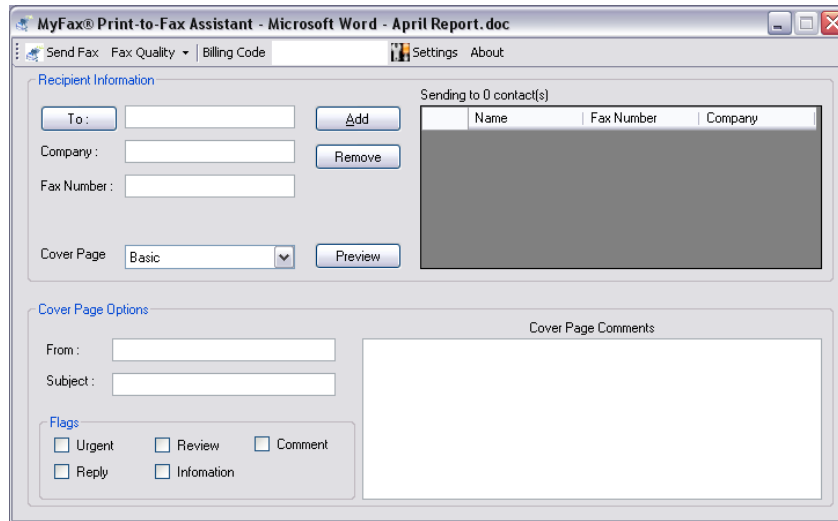
Sending faxes with the MyFax Print-to-Fax Assistant

If you want to use MyFax to fax directly from Windows-based applications that supports standardized print drivers you can download and install the MyFax Print-to-Fax Assistant. This application is installed on your PC and provides an interface which allows you to “Print” documents to your MyFax account, having them delivered as a fax to your desired recipient.

For more information on installing the MyFax Print-to-Fax Assistant, see “MyFax Print-to-Fax Assistant” in the “Send Preferences” of this document.

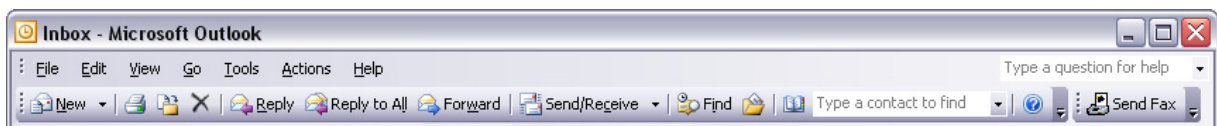
To send a fax using the MyFax Print-to-Fax assistant, perform the following. These steps assume you have already installed the MyFax print driver

1. When printing a document select the **MyFax** printer from your list of available printers
2. Print the document
3. The following assistant will be launched which allows you to populate your fax recipient(s) information (directly or select from your Outlook contacts), select cover pages available in MyFaxCentral and set cover page options.



Sending faxes with the MyFax Outlook Plug-In

MyFax offers an Outlook plug-in which easily allows you to add a MyFax button to Microsoft Outlook for easy email faxing and tap into your existing Outlook address book.



For more information, see “Microsoft Outlook Plug-In User Guide” available in the support resources section of MyFax.com.

Sending faxes with the MyFax for ACT! Plug-In

This plug-in allows you to send and receive faxes directly from ACT!

For more information, see “MyFax for ACT! Quick Reference Guide” in the support resources section of MyFax.com.

Sending faxes with the MyFax for Lotus Notes

Leverage the benefits of sending faxes and maintaining detailed fax logs directly within Lotus Notes.

For more information, see “MyFax for Lotus Notes” in the support resources section of MyFax.com.

MyFaxCentral: MyFax on the Web

You can access MyFax through your web browser by going to MyFaxCentral, located at **<https://secure.myfax.com>**. This is the same web site you accessed to set up your MyFax Account. You might want to bookmark this site, as the more you use MyFax, the more you may be accessing it.

SKIP NAVIGATION LINKS

>> ABOUT >> CONTACT >> SUPPORT >> LOGIN

myfaxcentral

>> MYFAX
RETURN TO SITE

>> MyFax Support
A one-stop destination for MyFax help.

>> MyFax Service Status
Important information on the status of your MyFax service.

Login to MyFax

Welcome!

Login ID:

Password:

☐ Remember my Login ID

☐ Remember my Login ID and Password

Login

Problems logging in?

Forgot your Password?

Don't have a MyFax number yet? Sign up online!

Login anytime, anywhere

Send, receive, view and store your faxes online

Update your account and billing information

Edit your preferences

View real-time statistics

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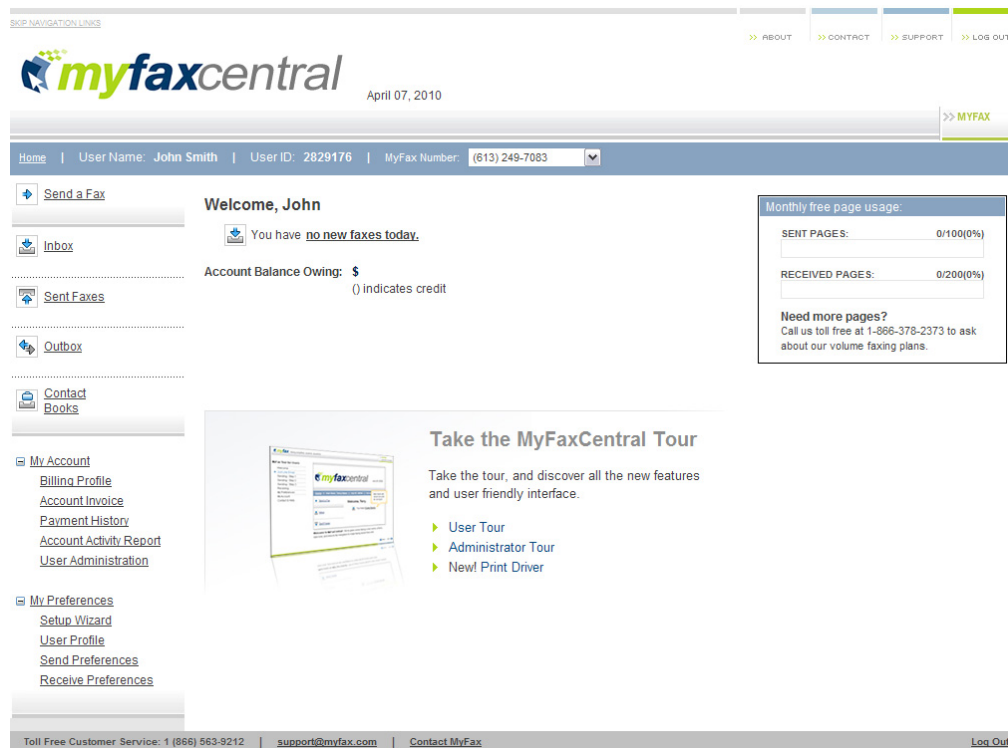
You are prompted to enter your Login ID, and your Password. You can use your email address, your account number, or even your fax number as your Login ID.

You can even set your login preferences so that your Login ID is remembered for the next time you login. If you set your preference to remember your Login ID, you will still need to enter your password in order to access MyFaxCentral.

If you choose to remember both your Login ID and Password, then you will be taken directly into MyFaxCentral the next time you access the login page without having to enter your information. If you ever want to change this setting, just click Logout from MyFaxCentral to be returned to the login screen.

Warning: MyFax uses cookies to keep track of the remembered Login ID and Password. If you are using a shared computer or a computer in a public area, it is not recommended to use the remember Login ID or Password settings. If you do so, you risk unauthorized people gaining access to your MyFax account. You should only use these features on a computer that you control the access to.

Once you have logged in, you are presented with your personal MyFaxCentral interface, as shown below:



The top area contains static buttons and links that appear on most MyFax pages. This includes the following links:

- **About** – Provides a high level introduction to the MyFax Software as a Service (SaaS) and the company it is offered by, Protus.
- **Contact** – Displays the Support Contact Information screen, including how to contact MyFax sales and support.
- **Support** – Takes you to an instructive knowledge base and to answer frequently asked questions, tutorials and other tools to aid you.
- **Logout** – Logs you out and returns you to the Login screen

The top area contains an **Information Bar** that provides basic account information and quick access to specific functionalities related to the service you are using. The Information bar contains the **Home** link, which when clicked returns you directly to your logged in MyFaxCentral. You also find your name, User ID, and fax number in the information bar. If you have more than one fax number associated with your account, the fax number acts as a drop down menu. When you select one of your fax numbers, you have access to information related to that fax number only.

The left-side area contains the **Side-Bar Menu** that provides an easy path to all MyFax functions. This menu is multi-layer and can be expanded by selecting menu items with a "+" sign. For instance, **My Account** and **My Preferences** can be expanded or reduced to show additional menu options. When selected, items which have no second layer take you directly to the corresponding functionality, such as **Send a Fax** or **Inbox**. If you do not see **My Account** preferences, this means you have not been granted administrative access to MyFaxCentral, required to manage users other than yourself. Contact your administrator(s), who will be able to grant these access rights to your account if required.

The bottom-most area provides the MyFax support number, as well as the support email address, and the **Support** contact information screen. You can also choose the **Log Out** option from the bottom area to log out of your MyFax session.

The body area is where the main business of MyFax takes place. When you first log in, you see a Welcome banner and information about your MyFax usage.

This area which is shown first upon login is your MyFaxCentral Home Page. As you access your Inbox, Outbox, and Sent items, you will see these pages displayed in the **Body Area**. This is also where your Preferences and Account information are displayed when you are administering your account.

Note: Anywhere a date and time is displayed in any of the Inbox, Outbox or Sent Faxes pages, that the time is displayed in the time zone that is currently selected in the Online Time Zone Setting (see **User Profile** settings for more details).

Sending a Fax – quick start

Sending a fax with MyFaxCentral is fast and easy. Let's look at a common scenario: You need to send a fax that you have on your computer as a Microsoft® Word document to one recipient.

1. Click on the **Send a Fax** link on MyFaxCentral. You are taken to the **Send a Fax** page.
2. Fill in the Name and Fax Number of the recipient in the boxes provided. Click **Add** to enter the recipient information.
3. Choose the document you wish to send by clicking **Browse**, and locate and select it from your computer. To attach the document to the fax, select **Add**.
4. Click **Send**. That's it. Your fax is being submitted to the MyFax system for delivery. You will receive a confirmation email when it has been delivered, or you can check online by looking in the Outbox or Sent Faxes pages.

Sending a fax – details

Note: These instructions assume that you have not set a default country code for sending faxes (the Country Code drop-down list says "None"). For details on how to set and use a default country code, see "Appendix A: Using Country Codes".

Adding Recipients

You can add recipients in three ways: Entering them manually online, uploading a contact list from your computer, or picking from a contact book. You can add up to a total of 50 recipients per fax submission.

To add recipients manually:

1. Enter the **Name** and **Fax Number** in the boxes provided. Be sure to include the country code at the beginning of the fax number. Click on the **Number Format** link for details.

The screenshot shows the 'Send a Fax' interface. At the top, there are 'Preview' and 'SEND' buttons. Below them is a section titled 'Add Recipient(s)'. This section contains a 'Name:' label with an adjacent text input box. Below the name box is a 'Country Code:' label with a dropdown menu currently set to 'None', followed by a 'Fax Number:' label with an adjacent text input box. To the right of the 'Country Code' dropdown is a '<< Add' link. To the right of the 'Fax Number' input box is a '<< Remove' link. Further to the right is a large rectangular box labeled 'Recipient List (Maximum 50):'. At the bottom of the 'Fax Number' input box, there is a link that says 'Number Format?'.

2. Click **Add** to add this person to the **Recipient's List**.
3. Repeat as needed, if you are faxing the same document to more than one recipient.
4. If you need to take someone off the Recipient List, highlight the recipient by clicking on the entry, and click **Remove**.

To upload a contact list:

Click on the **Browse** button to locate and select a Contact List from your computer.

Contact lists or recipient lists can be created and edited as a **.TXT** file in any text editor such as Notepad. These lists can also be created or edited as a comma-separated values (CSV) file in a spreadsheet application such as Microsoft® Excel.

Make sure that the list is in the correct format (click on the **Contact List Format** link for details).

To pick recipients from a Contact Book:

1. Select the Contact Book you want to use from the drop-down list, and click **Open**.

2. Click the checkbox beside each contact you wish to send to, and then click **Add**. All of the selected contacts will be added to the Recipient List.

My Business Contacts

All of my Business Contacts

Select contacts that you want to send your fax to:

First Name	Last Name	Fax Number	<input type="checkbox"/>
George	Smith	15556543712	<input checked="" type="checkbox"/>
John	Doe	15551234321	<input type="checkbox"/>

Records 1-2 of 2 Display **10** Per Page

Page **1** of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

Add **Cancel**

3. You can repeat this process with your other Contact Books, until you have selected all of your recipients. Note the maximum of 50 recipients per submission.

Attaching Documents

1. First make sure that the paper size selected matches the paper size of the document(s) you are faxing, by clicking the appropriate radio button. Note that all documents in the same submission will be sent at the selected paper size.
2. Click the **Browse** button to find and then choose your document.
3. Select **Add** to attach the document. If you need to attach more documents, browse to the desired file and add the document as previously. All documents to be sent will be listed in the **Attached Documents** and the page will adjust to provide space for up to nine documents. These documents can be reordered at any time by selecting the document and choosing the **move up** or **move down** option.

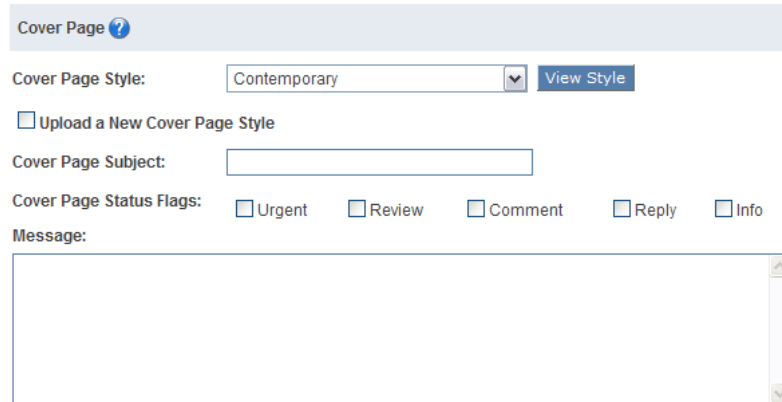
The screenshot shows the 'Attach Document(s)' section of the MyFaxCentral interface. It includes a 'Select Paper Size' section with three radio buttons: 'Letter (8.5" x 11")' (selected), 'Legal (8.5" x 14")', and 'A4 (8.25" x 11.75")'. Below this is a 'Browse for a document' section with a text input field containing 'C:\Documents and Settings\April Report.doc', a 'Browse...' button, and an 'Add' button. A note states: 'To attach a document, browse for it first, then click Add.' Below this is an alternative method with a dropdown menu labeled 'Select a Saved Document...' and an 'Add' button, with a note: 'Select a saved document from the list, then click Add.' The 'Attached Documents (Max 9)' section shows a list with 'April Details.pdf' and a 'Remove' button. To the right of the list are instructions to 'Change the order' with 'move up' and 'move down' options.

MyFaxCentral also allows documents which are commonly used to be stored directly in a users MyFaxCentral account, making them accessible quickly and easily from anywhere. Details on how to upload and store these documents to your MyFaxCentral can be found in **Send Preferences**.

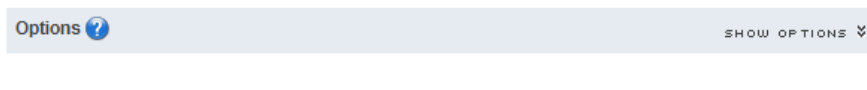
To add a stored document to a fax, select the document from the drop down list and select **Add** to attach the document to the fax.

Adding a Cover Page

You can easily add a cover page to your fax, to deliver any introduction or notice information directed to the recipient in a fax template format. Recipient information is automatically populated by MyFax, all you need to do is select your cover page style and enter your subject and message information directed to your recipients.



Additional options such as **From:** name and **Billing Code:** can be added by expanding the **Show Options** title bar at the bottom of the send a fax page.



To set your cover page:

1. Choose a cover page by making a selection from the drop-down menu. You can preview the selected cover page by clicking on **Preview**. If you always use the same cover page, a default cover page can be selected in **Send Preferences**.
2. Enter a subject line in the **Cover Page Subject** box.
3. Clicking in the boxes, select any Cover Page Status Flags that you want to attach to the fax. This will mark the corresponding boxes on the cover page. The status flags you can select are as follows:
 - Urgent – the fax is urgent and should be read immediately.
 - Review – the fax contains material to be reviewed by the recipients.
 - Info – the fax is informational only.
 - Comment – the fax is a comment on a previously sent document
 - Reply – you wish the recipient to reply to the fax.
4. In the **Message** box, enter the text of any message you want to include in the cover page notes section.

Setting Options

As mentioned, you can also set options for from name, billing code, and delivery schedule. Access these options by clicking on **Show Options** on the Options title bar.

Options ? HIDE OPTIONS ^

From:
John Smith

Billing Code:
 [What's a billing code?](#)

Track fax with an optional billing code

Delivery Schedule

☐ Check here if you would like to schedule your fax for delivery within a range of hours

Deliver Faxes Between: 00 :00 and 23 :59 Hours are given in time zone set in User Profile.

Preview SEND

To set your From name:

Enter the name you wish to show as the sender of the fax, in the **From Name** box. This could be your name, your company's name, or both. Note that this name can be entered as a default setting in **Send Preferences**.

To set a Billing Code:

Enter the billing code you wish to use in the Billing Code box. Entering a Billing Code is optional. Billing codes are used for reporting and are commonly used to track charges to clients. Billing codes:

- are alphanumeric characters
- can be up to 128 characters in length
- appears only in your reports, and not in the fax itself.

For more information about Billing Codes, click on the **What's a billing code?** link.

To set a delivery schedule:

With this feature you can schedule faxes to be delivered at a later time, using this allows you can select a start and end time to control the delivery window of your fax on daily basis. This is used typically when you want to submit a fax now, but you don't want it delivered until sometime later in the day or during a specified period of operation (ie. business hours). Times are shown in the 24 hour clock format, in the time zone currently selected in the **Online Time Zone Setting** in the **User Profile**.

1. Select the start hour in the first drop-down list. Your fax will be held and not delivered before this time.
2. Select the end hour in the second drop-down list. If your fax is still undelivered by this time, for any reason, you can be assured that it will not be sent after the time specified here. Instead, it will wait to be delivered until the next day after the start time specified.

Previewing your Fax

Click on the **Preview** button if you wish to see a preview of your fax before sending it. This allows you to confirm the appearance of the fax before actually sending it.

Note: You must have Adobe Acrobat Reader® installed in order to view the previewed image of the fax.

Sending Your Fax

Click **Send** to submit your fax. Once your fax is submitted, a processing screen is displayed advising you of your reference number. This reference number appears in the on-line reports and confirmation emails.

Note: A success/fail confirmation report is automatically sent to you by email. You can also use the online web reporting feature to get a detailed report of faxes in progress or your fax history for specific days or an entire month.

Using the Outbox – How to view fax delivery progress

Once you click the **SEND** button, MyFax begins to process your fax. As the fax is being processed, it is placed in your **Outbox**. Any fax that appears in your **Outbox** is still being processed and has not yet finished being sent. To view faxes that are still in progress, perform the following steps:

1. If you are not logged in, go to MyFaxCentral and enter your User ID and password.
2. Select **Outbox**. Any item listed in the **Outbox** is still being processed. Once it is finished processing, it moves to the **Sent Faxes** box.

Outbox Export Report

Filter: Fax Number : Search

Reference	Recipient	From	To	Sent	Pages	Status
249589158	16132497083	Fm:John Smith	To:Jane Jones	4/8/2010 1:55:41 PM	1	In Faxing

Faxes 1-1 of 1 Display 10 per page Page 1 of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

Customize Your Outbox View HIDE OPTIONS

☒ Reference ☒ Recipient ☒ From ☒ To ☒ Sent ☒ Pages ☐ Start ☐ End ☐ Retries Left ☐ Billing Code

☒ Status Update

Note: This image shows only the body portion of the **Outbox** screen.

Any report within MyFaxCentral can have its view customized to provided additional fields in the report table which is generated. When the **Show Options** menu is selected a list of fields is presented which can be selected. These fields can then be set and used in the future for the report type you are viewing (Outbox, Inbox, etc.) by clicking **Update**.

Sent Faxes – Viewing your sent fax history

If you want to see the faxes that have completed processing and been sent, perform the following steps:

1. If you are not logged in, go to MyFaxCentral and enter your User ID and password.
2. Select **Sent Faxes**. All sent faxes appear in this list identified by fax number.

Sent Faxes

[Resend](#) [Download Fax](#) [Delete Fax](#) [Export Report](#)

From: To:

Filter: : [Search](#)

Recipient	Sent	Pages	Start	Status	View	<input type="checkbox"/>
16132497452	Mar 25 2010 1:04:38 PM	1	0	Success	View	<input checked="" type="checkbox"/>
16132497452	Mar 25 2010 1:03:06 PM	1	0	Success	View	<input type="checkbox"/>
16132497452	Mar 19 2010 3:23:10 PM	1	0	Success	View	<input type="checkbox"/>
16132497452	Mar 19 2010 3:16:06 PM	1	0	Success	View	<input type="checkbox"/>

Faxes 1-10 of 35 Display per page

Page of 4 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

Note: This image shows only the Body portion of the **Sent Faxes** screen. Also note, as previously done, columns can be customized to show more or less information depending on your requirements.

Resending a Previously Sent Fax

You can resend a fax to the same destination that you previously sent it to. This is useful in those cases when the fax wasn't successfully sent the first time (the receiving fax machine may have been busy), or when the recipient has lost the fax and wants it to be sent again.

Instead of having to upload the document and re-enter the contact information, all you need to do is:

1. Go to Sent Faxes in MyFaxCentral and locate the fax to resend.
2. Select the fax you wish to resend by checking its selection box.
3. Click **Resend**. The fax will be resent to the same destination as previously.

Downloading a Previously Sent Fax

You can download the TIF image of any previously sent fax that has been saved in your Sent Faxes.

1. Go to Sent Faxes in MyFaxCentral and locate the fax to download.
2. Select the fax you wish to download by checking its selection box.
3. Click **Download**. The fax will be downloaded if it is available.

Viewing a Previously Sent Fax

You can view online any previously sent fax that has been saved in your Sent Faxes.

1. Go to Sent Faxes in MyfaxCentral and locate the fax to view.
2. Click on the **View** link for the fax.

Note: If the **View** option is not available (has been greyed out) for any older faxes, check your storage period settings in **Send Preferences** (0-366 days) as fax images are not stored beyond this period. Additionally, if the fax has been deleted it is has been removed and is no longer stored or viewable in MyFaxCentral.

Inbox - Receiving a fax using MyFaxCentral

You can use MyFaxCentral to look at faxes that have been sent to you.

1. From the Home Page, select **Inbox**. You will see the **Inbox** page.

Inbox

[Download Fax](#) [Delete Fax](#) [Forward](#) [Junk](#) [Export Report](#)

Display faxes from: To: List faxes for all fax numbers: ☒

Reference	Sender	Caller ID	Fax Number	Received	Pages	View	<input type="checkbox"/>
256847383	Fax		6132497083	4/8/2010 1:56:19 PM	1	View	<input type="checkbox"/>

Faxes 1-1 of 1 Display per page Page of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

Customize Your Inbox View [SHOW OPTIONS](#)

Once in your Inbox, you can see the sender, the date and the time that the fax was received, and the number of pages contained in the fax. Your faxes are listed 10 per page, with **Previous** and **Next** links available to move from page to page.

Any fax that appears in **bold** has not yet been viewed. Once you have viewed a fax, it appears in normal text.

2. Click on **View** to view the fax.

Note: Faxes are available through the web for 366 days (from the day they are received) before they are removed. You can set the storage period to anything from 0 to 366 days in your **Receive Preferences**.

Downloading Faxes from your Inbox

Beyond simply viewing the faxes, the fax images can also be downloaded singularly or in groups from MyFaxCentral, with the faxes being delivered in a zip file to the location you specify.

1. Select the check boxes next to the faxes you wish to download. Downloading will copy the faxes to your computer
2. Click **Download Fax**.
3. Navigate to the place on your computer where you wish the faxes to be saved.
4. Click **Save** to save the faxes.
5. If you downloaded more than one fax at once, the individual fax files will be contained in a single zip file, whose name consists of your User ID followed by the date and time (EST) that the file was downloaded.
6. For easy reference, the filename of each fax uses the **Reference** number unique identifier for the fax.

Deleting Faxes from your Inbox

1. Select the check boxes next to the faxes you wish to delete.
2. Click **Delete Fax**.

Warning: Once faxes are deleted, they cannot be retrieved later.

Forwarding Received Faxes to another Destination

You can forward received faxes to other fax destinations. This can be useful when you wish to share a fax with someone else. If you are viewing a fax on a mobile device and need to print it out, you can forward it to a nearby fax machine.

1. Select the check boxes next to the faxes you wish to forward.
2. Click **Forward**.
3. The Forward a Fax Window opens, with all of the same Recipient Capabilities as the Send a Fax page.

Forward a Fax

SEND

Add Recipient(s)

Name:

Country Code: Fax Number:

[Add](#) [Remove](#)

[Number Format?](#)

Recipient List (1 of 50):

15556543712, George Smith

☐ Add default country code to entries from contact books and lists.

Add recipient from Contact Book **Add a Contact List:**

My Business Contacts

[Open](#) [Browse...](#) [Add](#)

[Contact List Format?](#)

Forwarded Fax(es)

Options [?](#) [SHOW OPTIONS](#)

SEND

4. Enter the Recipient information. No documents need to be selected, as the Forwarded faxes are already listed.
5. Select any other options, including Cover Page, if desired.
6. Click **Send**.

Creating a Fax Report

The information stored in your online fax reports can be exported from MyFaxCentral and kept on your local system in Comma Separated Value (CSV) format. After generating a report for the desired duration with the appropriate field information:

1. Click the **Export Report** button.
2. You are prompted to save an Excel spreadsheet with details about the faxes contained in your Inbox.
3. Click **Save** and choose a location to save the report.

Marking Faxes as Junk

MyFax now gives you a way to report junk faxes. Myfax collects statistics about the senders you have reported as sending junk faxes to help determine how junk faxes may best be dealt with in the future.

1. Select the check boxes next to the faxes you wish to designate as junk faxes.
2. Click **Junk**. The designated faxes are now marked as Junk Faxes. If you have the Junk Fax column in your Inbox display, you can quickly locate these faxes, by the check mark in the Junk Fax column.

Note: Designating a fax as Junk does not delete it. To delete a fax, follow the instructions provided above for deleting faxes.

Unmarking Faxes Previously Marked as Junk

If you have previously marked a fax as a junk fax, and wish to change that designation, simply follow the same procedure used to mark it.

1. Select the check boxes next to the faxes to wish to unmark as junk faxes.
2. Click **Junk**. Faxes previously designated as junk faxes will now have that designation removed.

Automatically Identifying New Faxes as Junk

MyFax now provides a means to automatically identify new inbound faxes as Junk. For more details see **My Preferences, Receive Preferences, Junk Fax Options**.

My Account - MyFax Account Administration

The settings under the **My Account** link are available only to MyFax Account Administrators. If this is your personal MyFax Account, you are the MyFax Account Administrator. If you do not see **My Account** preferences, this means you have not been granted administrative access to MyFaxCentral, which is required to manage users other than yourself. Contact your administrator(s), who are able to grant these access rights to your account if required.

This menu contains the following options:

- Billing Profile
- Account Invoice
- Payment History
- Account Activity Reports
- User Administration

An administrator can change all these options for any user for which he or she acts as administrator.

Billing Profile

The Billing Profile form enables you to update or change the Account Name and Address, Billing Address, Credit Card Information, or Billing Options as shown below.

Billing Profile

* Required fields ** Only required if country is Canada or USA.

Account Name and Address

First and Last Name: *

Company Name:

Address: *

City: *

Province/State: **

Zip/Postal Code: **

Country: *

Telephone: *

Billing Address and Options

Billing address should be the same as on your credit card statement.

☐ Billing address is the same as the Account address

Address: *

City: *

Province/State: **

Zip/Postal Code: **

Country: *

Telephone: *

Send billing emails to: *

Send monthly statement by email: ☐

Purchase Order ID:

Credit Card Information

Card Type: *

Card Number: *

Expiry Date: * mm yyyy

CVV Code: * [What's a CVV Number?](#)

Name on Card: *

Fields that must be filled in are marked with a red asterisk (*). Fields that are marked with a double asterisk (**) must be filled in if your account is registered in either Canada or the United States.

If your **Billing Address** is the same as your **Account Address**, simply click the designated checkbox, and your Account Address information will be copied to your Billing Address information. If you make changes to your Billing Address, you may be required to reenter your credit card information for re-validation.

Note that you must enter the CVV number associated with the credit card being used to pay the MyFax account. If you are unsure of where to locate the CVV number, you can click on **What's a CVV number?** to help you find it.

Note: You must click the **Update** button for any changes to be saved.

Account Invoice

The Account Statement outlines the charges you incurred in the previous billing period, along with the charges incurred during the current billing period. Your total current charges are shown at the bottom of the statement. If you have any questions or concerns about your account statement, you can find the contact information for the billing department at MyFax at the bottom of the screen.

Payment History

The Payment History form displays your account statement if you have a pre-paid account or your Account Invoice if you do not have a pre-paid account.

Click **Generate Statement** to create an updated Account Statement.

Account Activity Reports

The Account Activity Reports form enables you to view a summary of usage on your MyFax account. You can select a billing month, up to one year ago, for which to view usage. You can select to view usage for all account users, or a specific account user. You can also filter on Billing Code, if you have grouped your account users by Billing Code, using the Fixed Billing Code option in User Administration (see the Myfax User Administration Guide for details.)

User Administration

A MyFax account can have more than one user. The User Administrator controls the creation and deletion of users in the account, and also how the user accesses the MyFax account. See the "MyFaxCentral User Administration Guide" for detailed instructions.

My Preferences – MyFax User Preferences

You can change the following settings for your own MyFax account using the options under the My Preferences link:

- User Profile
- Send Preferences
- Receive Preferences

Setup Wizard

MyFax provides an account setup wizard that puts the most common settings found in **My Preferences** all in one place that you can run at any time by clicking **Setup Wizard** in the menu. For more detailed settings, please go to the appropriate User Profile, Send Preferences, and Receive Preferences pages.

Note: The Setup Wizard will also start automatically the first time you log into MyFaxCentral.

The screenshot shows the 'myfaxcentral' logo and 'Setup Wizard' title. A progress bar at the top has 8 steps, with step 1 highlighted. Step 1 is labeled '1. You can send faxes from:'. Below this is a text input field containing 'john.doe@company.com'. Below the field is a note: 'To add another email address, enter it here and click Add. (maximum 5)'. There is an empty text input field and an 'Add' button. A 'TIP' box states: 'You can change this setting in MyFaxCentral'. Below the tip is a small image showing a menu with 'My Preferences' selected, which has a sub-menu with 'User Profile', 'Send Preferences', and 'Receive Preferences'. A 'Next' button is at the bottom right.

myfaxcentral Setup Wizard

1 2 3 4 5 6 7 8

1. You can send faxes from:

john.doe@company.com

To add another email address, enter it here and click Add. (maximum 5)

Add

TIP: You can change this setting in MyFaxCentral

My Preferences
User Profile
Send Preferences
Receive Preferences

Next

User Profile

The **User Profile** page allows you to view and change general settings in your MyFax account.

User Name and Email Address

You can change your user name and primary email address. Your primary email address is the first email address in the list of addresses that you can send faxes from. It is also the email address that important system messages will be sent to.

User Name and Email Address	
User Name:	<input type="text" value="John Smith"/>
Email Address:	<input type="text" value="jsmith@mycompany.com"/>

Set Password

Here, you can change your MyFax password. Note that you must enter your current password in order to change it. This is to help you protect your account should you accidentally leave it unattended while you are logged in. Always remember to close your browser or log out before leaving your computer, especially if you use a computer in a public location.

Note: There are specific guidelines for the creation of passwords. These guidelines help to protect the security of your password. Follow the link to find out more about these guidelines when changing your MyFax password.

Set Password	
To help protect your account better, all new passwords must follow specific security guidelines. Click here to view these guidelines now.	
Current Password:	<input type="password"/>
New Password:	<input type="password"/>
Retype New Password:	<input type="password"/>

News and Updates

You can also choose to receive important news and updates from MyFax by clicking the box next to that option. Also, if you want to receive training communications from MyFax, you can click the box next to that option. If you selected one or both of these options previously and wish to stop receiving the selected information, you can unclick the appropriate box.

News and Updates	
<input checked="" type="checkbox"/>	Receive important news and updates from MyFax on new product features, pricing and offers.
<input checked="" type="checkbox"/>	Receive training communications from MyFax.

Online Time Zone Setting

The time zone selected here will be used wherever a date and/or time is displayed in the Inbox, Outbox and Send Faxes pages, as well as the time zone used by the Delivery Schedule hours on the Send a Fax page. This time zone will also be used in any fax confirmations sent by email.

The GMT (Greenwich Mean Time) offset in the time zone drop-down list is always shown in Standard Time, but will automatically be adjusted for Daylight Savings Time if necessary when it is displayed.

Note: This setting has no impact on the time zone used in the header line of sent faxes. To change that setting, refer to Send Preferences.

Online Time Zone Setting

Time Zone: (GMT-05:00) Eastern Time (US & Canada) ▼

This determines the time zone used in the Inbox, Outbox, and Sent Faxes pages. The time zone used in the fax header is set independently in Send Preferences.

SMS Mobile Device Settings

You can have MyFax send notifications of your received faxes and delivery notifications of your sent faxes to your mobile device over SMS. To do so, start off by entering the details of your mobile provider and mobile number here. Then turn on or off SMS notifications in your **Send Preferences** and **Receive Preferences**.

SMS Mobile Device Settings

Entering your mobile device (cell phone, etc.) number here will let you receive SMS text notifications of sent and received faxes.

Mobile Provider Country: United States ▼

Mobile Provider Name: Verizon ▼

Mobile Number: (eg. 6135551234)

The country code for the Mobile Number does not need to be included. It will be assumed to be "1". Go to Send Preferences or Receive Preferences to enable sending SMS notifications.

Security Question

For your security, MyFax asks that you choose a security question and type in your answer in the box provided. The next time you need to contact billing or support by telephone, you will be asked the question you selected, and your answer will be used to validate your identity. Please ensure that you have selected a question and answer and saved it to your user profile at your earliest convenience, if you have not already done so.

Security Question

Please select a security question and provide your answer here. You may be asked to provide the answer to this question when you contact MyFax by telephone, in order to help us to confirm your identity.

What city were you born in? ▼

Answer:

Send Preferences

On the **Send Preferences** Page (click on **My Preferences, Send Preferences**), you can view and change the settings that have to do with sending a fax.

Email Addresses Used for Sending Faxes

You can indicate up to five email addresses from which a user can send a fax. To remove an email address, click on the email address to be removed, and click the **Remove** button. To add an email address, enter the address in the box and click the **Add** button.

Note: The email address with an (*) is the primary address for the account and cannot be removed.

Email Addresses Used for Sending Faxes

You can send faxes from up to 5 different email addresses

Send faxes from (max 5):

* john.doe@company.com	Remove
* Default address, cannot remove	

Add new email address to list:

	Add
--	-----

Manage Cover Pages

You can designate a default cover page in the Manage Cover Page section. You can choose to use a default cover page provided by MyFax. There are five to choose from:

- Basic
- Contemporary
- Elegant
- Multiple
- Professional

You can preview the cover page, download it to your computer, or remove the default cover page by selecting the appropriate button. Alternatively, you can add a cover page to the list that you have created. Use the Add New Cover Page section to accomplish this task. Indicate the file to be uploaded (use the browse button to locate it on your computer). You can also give your Cover Pages unique names.

The easiest way to create a custom cover page is to download and rename one of the default cover pages from MyFaxCentral, these files have the information required to populate a cover page correctly. Then make any modification to styles or formatting and upload the new cover page to MyFaxCentral and provide a unique name.

To share your custom cover pages with other users on the same account, select the **Share cover page with all users** option.

Manage Cover Pages ?

Select your default cover page and press Update.

Default Cover Page:

Default Cover Page: * None

* Indicates that it cannot be removed.

Add a New Cover Page

File to Upload:

Cover Page Name:

☐ Share cover page with all users.

Default Paper Size

This setting defines the paper size which is used by default when a fax is sent. As seen previously, it can be changed at the time of sending if desired.

Default Paper Size

Select your default paper size for sending a Fax.

☒ Letter (8.5" x 11") ☐ Legal (8.5" x 14") ☐ A4 (8.25" x 11.75")

Set Default Destination Country Code

Because MyFax is capable of delivering faxes anywhere in the world, MyFax must be provided with a fully specified fax number which includes the country code of the destination, even if the number is local to your location.

If you usually send faxes to destinations within the same country, you can save the country code for that country by selecting it from the drop-down list, and clicking **Update**. Once you have saved a default country code, you no longer need to type the country code when entering a fax number for that country.

For complete details on using a default country code, see "Appendix A: Using Country Codes".

If you have saved a default country code, you can also check the box to independently select whether that default country code should be used when sending faxes by email.

Set Default Destination Country Code

Specify the default destination country code to use when sending faxes. If no default is specified, you need to include the country code with each destination fax number.

Default Country Code:

☐ Also use the default country code when sending faxes by email.

Fax Confirmations

You can indicate the email address to which you would like confirmations of fax delivery sent (be they successful or not). You can also choose to have a copy of the fax document attached to the confirmation email as a TIF attachment. This can be useful in helping to keep track of what faxes were successfully sent.

You can also choose whether to receive confirmations of successful faxes, confirmations of failed faxes, both, or no confirmations at all.

If you have set up a mobile device to receive SMS notifications on (see **User Profile**), here is where you can select whether to receive fax delivery confirmations on it.

Fax Confirmations

Send fax confirmations to this email address:

☐ Attach fax to confirmation email.

Send Fax Delivery Confirmations by email: ☐ Success ☐ Failure ☐ Both ☒ Off

Send Fax Delivery Confirmations by SMS: ☐ Success ☐ Failure ☐ Both ☒ Off

Saved Documents

MyFax allows you upload and store documents which can then be faxed to desired destinations without requiring access to your local computer. These documents are kept private and only accessible to those with access to your MyFaxCentral account. This may be very useful for those users who have a repetitive item or template which often gets faxed, such as a terms and conditions sheet or order form.

To add a saved document:

1. Select a open position in the drop down list (Add document...) to add a new document
2. Browse to the location of the file on your local computer
3. Enter a short name for this file which will be added, this will be used to identify the document within MyFaxCentral from a drop-down list when you are sending a fax
4. Add a detailed description if desired to provide additional information about the file which has been added, to help with the ongoing management of the files.

Saved Documents

Save documents that you send frequently.

Browse for a document

Enter short name for drop-down list

Description

Fax Header Fields

Every fax sent by a MyFax user contains a header line at the top of a page that includes a space to indicate from whom the fax was sent. Use this field to enter text that you want to appear to identify yourself to your recipient, such as your company name. When the user account is created, this field contains the user's name by default.

You can also change the time zone used by the date and time stamp on the fax header. Select the time zone you wish to use from the drop-down list. The GMT (Greenwich Mean Time) offset in the time zone drop-down list is always shown in Standard Time, but will automatically be adjusted for Daylight Savings Time if necessary when it is displayed.

For example, suppose that the time zone selected in Send Preferences is:

(GMT-05:00) Eastern Time (US & Canada)

If a fax is sent at 3:00PM Eastern Time (during Standard Time), then the time displayed in the fax header will be shown as 15:00 GMT-5:00. If a fax is sent at 3:00PM Eastern Time (during Daylight Savings Time), then the time displayed in the fax header will be shown as 15:00 GMT-4:00

Note: This has no impact on the time zone used by the MyFaxCentral Inbox, Outbox, Sent Faxes, or fax confirmations sent by email. To change the time zone for those, refer to Online Time Zone Setting in **User Preferences**.

The Caller ID should be set to the fax number which it is desirable to reference the fax as being delivered from. This may be required in environments where you are required to deliver a fax from a known number. For example, the remote location is expecting that fax to be delivered from a specific fax number, you

would provide them the value which is populated in this field. Generally, it is best practice to populate this with the MyFax account's fax number, or leave the field blank.

TSID is the Transmitting Subscriber ID which is used to identify the fax machine. By default the field is populated with "FAX". The information shown here will be sent to the receiving fax machine as your fax machine identification. This information is interpreted by the receiving machine as your CSID, meaning this information may be displayed on receiving fax machine or fax logs.

Fax Header and Caller ID Settings

Fax header:

Jane Smith

The fax header text will appear in the "From" section of your fax headers.

Time Zone:

(GMT-05:00) Eastern Time (US & Canada)

This determines the time zone used in the fax header. The time zone used in the Inbox, Outbox, and Sent Faxes pages is set independently in the User Profile.

Caller ID:

13062054204

The Caller ID shown here will be displayed, where available, for the fax recipient. If your Caller ID is a toll free number, it will be replaced by an alternate Caller ID when you fax to another toll free number.

TSID:

Company Name

The TSID (Transmitting Subscriber ID) shown here will be sent to the receiving fax machine as your fax machine identification.

Online Sent Fax Storage

MyFax has the capability to save faxes that you send for up to 366 days. You can change this setting if you wish to save faxes for less time. Setting this to 0 will stop saving sent faxes.

Online Sent Fax Storage

You can store faxes online for up to 366 days:

Store faxes for:

366

Days *

* Storage period applies to all fax numbers in your account.

Password Protection (Email Faxing Only)

Finally, you can use, a legacy featured called Password Protection section to password protect your faxes. If this option is selected, you must enter your MyFax account password when sending faxes by email. The only exception is faxes sent from MyFaxCentral. Passwords must be the only information which appears as the first line in the email body and emails must be in plain text only. This password information is stripped away by MyFax before the fax is delivered to the recipient.

If you want to enable this security feature, check the box.

Note: This option applies only to faxes sent using email. It does not apply to faxes sent using MyFaxCentral.

Password Protection (Email Faxing Only)

When checked, your MyFax account password will be required on all faxes sent by email (does not apply to faxes sent from MyFax Central). Passwords must appear as the first line in the email body.

Enable Password Protection:

☐

Microsoft Office Internet Fax Activation

Microsoft Office Internet Fax allows users to send documents as a fax directly from the Microsoft Office Suite. MyFax is a supported internet fax service and can be activated to work with your existing MyFax account. If you want to use MyFax to fax directly from Microsoft Office 2003 or 2007 applications, and you have not yet completed the activation process, please follow these steps.

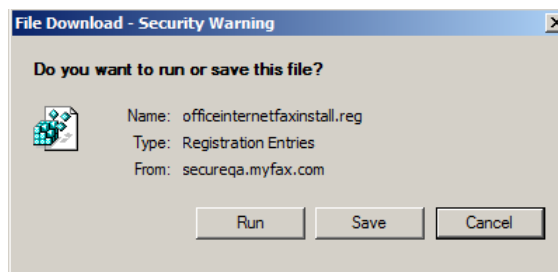
1. Login to MyFax Central using your Login ID and Password.
2. Click on My Preferences, Send Preferences.
3. At the bottom of the Send Preferences page, click on the link **Click here to enable Microsoft Office to send faxes using MyFax.**

Microsoft® Office Internet Fax Activation

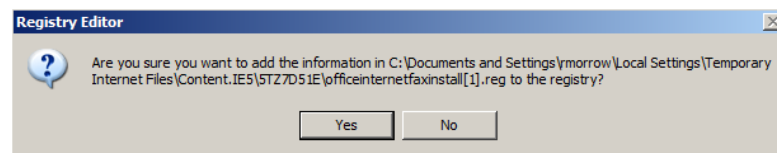
[Click here to enable Microsoft® Office to send faxes using MyFax.](#) This feature is supported for both Microsoft® Office 2003 and Microsoft® Office 2007. When prompted, click the "Run" button. This will set your faxing options. No software will be installed on your computer.

[Click here to disable Microsoft® Office from sending faxes using MyFax.](#)

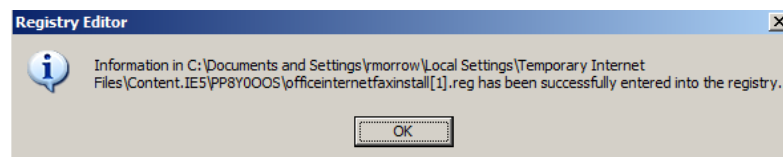
4. A pop-up will appear, asking "Do you want to run or save this file?" Click Run.



5. A second pop-up will appear. Click Yes.



6. Finally, a confirmation pop-up will appear. This pop-up indicates that you successfully completed the integration process. Click OK.



For instructions on faxing from Microsoft Office 2003 or 2007 applications, see "Sending Faxes through Microsoft Office 2003 or 2007", in the section "Sending Faxes Using Other Interfaces".

Note: You may require administrative rights on your PC to complete these steps. Check with your computer system administrator if an installation issue is encountered.

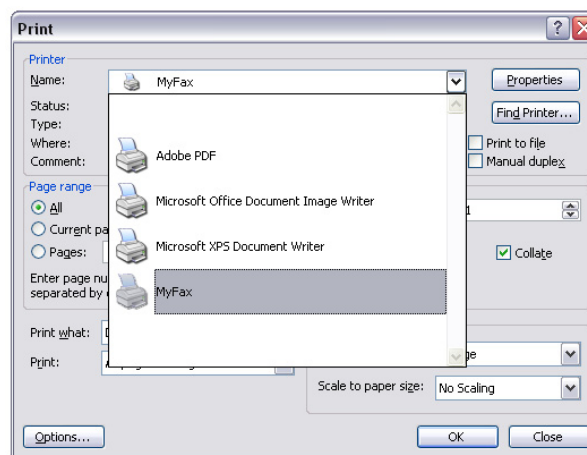
MyFax Print-to-Fax Assistant

If you want to use MyFax to fax directly from Windows-based applications that support standardized print drivers you can download and install the MyFax Print-to-Fax Assistant. This application is installed on your PC and provides an interface which allows you to “Print” documents to your MyFax account, having them delivered as a fax to your desired recipient.

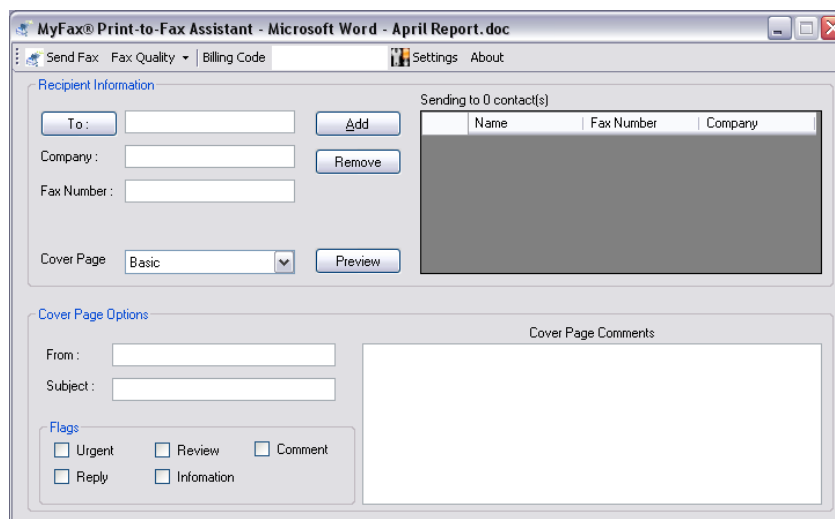
MyFax Print-to-Fax Assistant

[Click here](#) to download the MyFax Print-to-Fax Assistant. This software will add print driver functionality for easy faxing from any application. Just download and Install.

1. Once the MyFax Print Driver is installed a printer call **MyFax** will be listed along with other printers which exist in your Windows environment.



2. When a document is printed with the MyFax printer selected, the following interface is provided



3. To configure your MyFax account information the first time you use the application, select **Settings** and input your MyFax credentials as follows:



The 'Account Settings' dialog box contains the following text and controls:

Enter your MyFax User ID and password. If you don't know your User ID you may get it by logging into [MyFax Central](#) with your fax number or email address. Your UserID is on the information bar next to your name.

User ID:

Password:

Don't have a MyFax account? Get one at www.myfax.com

Buttons:

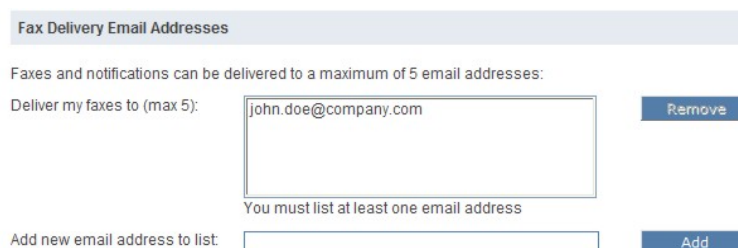
4. You are now ready to send a fax using the Print-to-Fax assistant, simply populate the recipient information to send a fax or choose a contact from your Outlook Contact book to have it populated automatically.

Note: You may require administrative rights on your PC to complete these steps. Check with your computer system administrator if an installation issue is encountered.

Receive Preferences

On the **Receive Preferences** page, you can change the settings for how you receive faxes.

Fax Delivery Email Addresses



The 'Fax Delivery Email Addresses' form includes the following elements:

Fax Delivery Email Addresses

Faxes and notifications can be delivered to a maximum of 5 email addresses:

Deliver my faxes to (max 5):

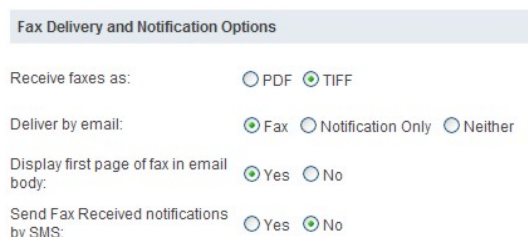
You must list at least one email address

Add new email address to list:

Indicate the email addresses to which faxes should be delivered. You can designate up to five addresses. If you want to remove an address, click on the address to be removed and click on the **Remove** button. To add a new email address to your list, enter it in the box indicated and click the **Add** button.

Fax Delivery Options

From MyFaxCentral you have the ability to control the fax file delivery type and the method of notification using four options within the user account.



The 'Fax Delivery and Notification Options' form contains the following settings:

Fax Delivery and Notification Options

Receive faxes as: ☐ PDF ☒ TIFF

Deliver by email: ☒ Fax ☐ Notification Only ☐ Neither

Display first page of fax in email body: ☒ Yes ☐ No

Send Fax Received notifications by SMS: ☐ Yes ☒ No

Delivery

1. You can indicate if faxes should be received as a PDF or TIFF file, which ever best meets your needs

Notification

1. If a faxes are received as emails, the email has the option to contain:
 - a. The entire fax as an attachment to an email notification
 - b. A notification of receipt only, an email which does not contain the fax but notifies you it is available on MyFaxCentral
 - c. Neither, meaning you do not want to be emailed when a fax is received and will check MyFaxCentral at your convenience
2. Additionally, you can indicate if the first page of the fax should appear in the email body (for quick reference), in addition to part of the attached document. This is available when you have selected to have the fax delivered by email.
3. Finally, if you have set up a mobile device to receive SMS notifications (see **User Profile**), from here you can select whether to receive fax received notifications on the device without change device information.

Online Fax Storage

Online Fax Storage

You can store faxes online for up to 366 days

Store faxes for: Days*

* Storage period applies to all fax numbers in your account.

Indicate how long you would like your faxes to be stored. You can store faxes for up to 366 days. Within these 366 days an unlimited number of faxes can be stored and there are not size restrictions of the size of a fax which will be stored for this period.

Junk Fax Options

MyFax provides the means to help you identify new inbound faxes as Junk, based on what faxes you have previously identified as Junk. There are four ways to tell MyFax to consider a new fax as Junk:

1. When the Caller ID of the new fax is the same as the Caller ID of a fax you had earlier marked as Junk.
2. When the Sender (Fax Machine ID) is the same as the Sender of a fax you had earlier marked as Junk.
3. When the Caller ID is not provided.
4. When the Sender (Fax Machine ID) is not provided.

You can choose any combination of the above options.

Also, you can select to use a separate Junk Fax folder, into which all of your Junk faxes will be placed, so that you don't have to see them in your Inbox.

Note: MyFax never deletes a Junk fax for you, so that in case a Junk Fax is incorrectly identified, you can still look through your Junk faxes to find it, and unmark it as Junk if you need to.

Warning: You should be aware that not all telephone carriers properly transmit Caller ID, so it is possible that you will receive faxes from different sources that appear to have the same Caller ID. **Use these settings with caution, and periodically check your Junk faxes, to ensure that you never accidentally miss an important fax.**

Junk Fax Options

Automatically identify a fax as a junk when:

- ☐ Caller ID matches Caller ID of a previously marked junk fax
- ☒ Sender matches the Sender of a previously marked junk fax
- ☐ No Caller ID is available
- ☒ No Sender is available

Faxes identified as junk will be sent to:

- ☐ Inbox
- ☒ Junk folder

Contact Book Management

Contact Books can be managed by clicking on the **Contact Books** sidebar menu item. This shows a page containing a list of all contact books accessible by the user. The columns shown include:

- Contact Book Name
- # Contacts in Book
- Owner – this is the user ID of the contact book owner. A user ID different from the logged in user indicates a contact book that another user in the account is sharing.
- Delete – a trash can icon indicates a contact book that can be deleted. The default contact book and any contact book owned by another user cannot be deleted.

Contact Books

[Create New](#)

Contact Book Name	# Contacts In Book	Owner	Delete
Default	0	243949	
My Test	1	342831	
Personal Contacts	1	243949	

Records 1-3 of 3 Display Per Page

Page of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

Creating a New Contact Book

1. Click the **Create New** button.
2. Type the name of the new contact book in the **Name** entry box.

Contact Books

Create New Contact Book

* Required fields

Name: *

Description:

[Save](#)

[Cancel](#)

3. Type a description (optional) in the **Description** entry box.
4. Click **Save** to create the new contact book, and go to the Edit Contact Book page for that contact book. Click **Cancel** to abort and return to the Contact Book list.

Deleting a Contact Book

1. Click the **Trashcan** icon for the contact book you wish to delete.
2. Click **OK** on the warning message pop-up to proceed with the deletion, or click **Cancel** to abort.

Editing a Contact Book

Edit a contact book if you wish to change its name or description, or if you wish to view, add, delete, import or export contacts in the contact book.

1. Click on a **Contact Book Name** in order to edit the contact book. If the contact book is shared by another user, you cannot make changes, but you can view the contents.
2. Click **Save** to keep the changes you have made to the Name, Description or sharing options, or **Back to Contact Books** to return to the Contact Books list when done after adding or removing contacts.

Contact Books

Edit Contact Book

[Back to Contact Books](#)

Name: ☒ Share this Contact Book

Description:

First Name	Last Name	Fax Number	Delete
Fred	Flintstone	18665551234	

Records 1-1 of 1 Display Per Page

Page of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

Import Contacts from file:

[File Format](#)

*Maximum File size 10 MB

Editing a Contact Book Name or Description

1. Make any desired changes to the name in the **Name** entry box.
2. Make any desired changes to the description in the **Description** box.
3. You can choose to share your contacts with other users in your MyFax account by select the **Share this Contact Book** option when editing the contact book.
4. Click **Save** to save the changes, or **Cancel** to undo your unsaved changes.

Adding Contacts to a Contact Book

1. Click **Add Contact**.

Contact Books

Add Contact

First Name:



Last Name:

Fax Number: [Number Format](#)

2. Type the first name of the contact in the **First Name** entry box.
3. Type the last name of the contact in the **Last Name** entry box.
4. Type the fax number of the contact in the **Fax Number** entry box. Be sure to follow the **Number Format** specified.
5. Click **Save** to add the contact to the contact book, or **Cancel** to abort.

Deleting Contacts from a Contact Book

1. Click the **trashcan** icon next to the contact you wish to delete.

First Name	Last Name	Fax Number	Delete
George	Smith	15556543712	
Jane	Doe	15551234321	

2. Click **OK** to delete the contact, or **Cancel** to abort.

Editing a Contact in a Contact Book

1. Click on the **First Name**, **Last Name** or **Fax Number** of the contact you wish to edit.

Contact Books

Edit Contact

First Name:

Last Name:

Fax Number: [Number Format](#)

2. Edit the **First Name**, **Last Name**, or **Fax Number** field as desired.
3. Click **Save** to keep your changes, or **Cancel** to return to the contact book without saving any change.

Appendix A: Using Country Codes

Because MyFax is capable of delivering faxes anywhere in the world, MyFax must be provided with a fully specified fax number which includes the country code of the destination, even if the number is local to your location.

Sending a fax when no default country code is set

When you first start using MyFax, it doesn't know anything about your sending habits – whether you send to many different countries or if you always send within the same country. For that reason, it is set up so that you need to enter the country code for each and every fax number, every time that you send a fax.

These examples describe how to format your destination fax numbers to include the country code.

Example 1 – North American Destination

If you want to send to the fax number (555) 324-4321 in North America, you must enter the number with the North American country code "1" at the beginning of the number.

If you are sending by **email**, you would send to:

15553244321@myfax.com

If you are sending with **MyFaxCentral**, you would type the number in the Fax Number box, as shown:

The screenshot shows the 'Add Recipient(s)' form. On the left, there is a 'Name:' field with 'John Doe' entered. Below it are 'Country Code:' and 'Fax Number:' fields. The 'Country Code:' dropdown is set to 'None'. The 'Fax Number:' field contains '15553244321'. To the right of these fields are two buttons: a green '>> Add' button and a red '<< Remove' button. Below the 'Fax Number:' field is a link labeled 'Number Format'. On the right side of the form is a large empty box labeled 'Recipient List (Maximum 50):'.

Example 2 – United Kingdom Destination

If you want to send to the fax number 020 7946 0555 in the United Kingdom, you need to include the country code for the United Kingdom "44" at the beginning of the fax number. Also, note that the "0" at the beginning of the fax number is actually the United Kingdom national dialing prefix, and does not get entered.

If you are sending by **email**, you would send to:

442079460555@myfax.com

If you are sending with **MyFaxCentral**, you would type the number in the Fax Number box, as shown:

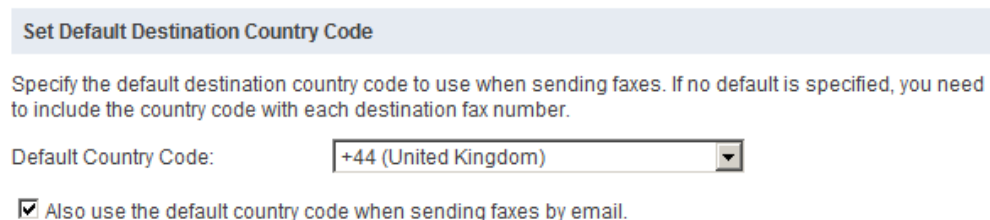
The screenshot shows the 'Add Recipient(s)' form. On the left, there is a 'Name:' field with 'John Doe' entered. Below it are 'Country Code:' and 'Fax Number:' fields. The 'Country Code:' dropdown is set to 'None'. The 'Fax Number:' field contains '442079460555'. To the right of these fields are two buttons: a green '>> Add' button and a red '<< Remove' button. Below the 'Fax Number:' field is a link labeled 'Number Format'. On the right side of the form is a large empty box labeled 'Recipient List (Maximum 50):'.

Setting a default country code

If you are frequently sending faxes to destinations in different countries, then including the country code each time you enter a fax number probably makes good sense. If you are like most people however, and you typically send faxes to destinations within the same country (usually your own), then this can become tedious. MyFax includes a feature to allow you to specify a default country code.

The default country code is the country code that MyFax will assume you mean to use, when you don't say otherwise. This provides for less typing, and allows you to enter the fax number in much the same way that you would dial it locally.

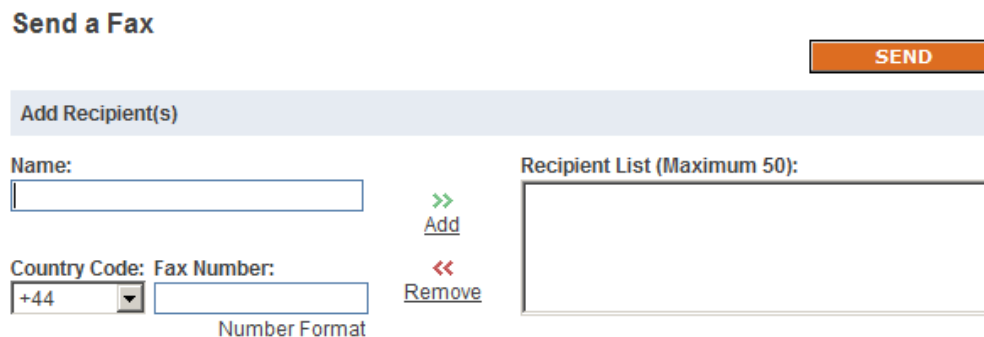
To set the default country code, log in to MyFaxCentral, and click on **My Preferences, Send Preferences**. In the section **Set Default Destination Country Code**, select the country code you want to use as the default from the drop-down list, and click **Update**:



The screenshot shows a form titled "Set Default Destination Country Code". Below the title is a text instruction: "Specify the default destination country code to use when sending faxes. If no default is specified, you need to include the country code with each destination fax number." There is a label "Default Country Code:" followed by a dropdown menu currently showing "+44 (United Kingdom)". Below this is a checkbox labeled "Also use the default country code when sending faxes by email." which is checked.

Note: The plus sign (+) is the international standard way of indicating that what follows is in fact a country code.

From now on, when you use MyFaxCentral's Send a Fax interface, you will see your default country code displayed in the Country Code box:



The screenshot shows the "Send a Fax" interface. At the top right is an orange "SEND" button. Below it is a section titled "Add Recipient(s)". On the left, there is a "Name:" label above a text input box. Below that are "Country Code:" and "Fax Number:" labels. The "Country Code:" dropdown shows "+44". The "Fax Number:" is a text input box. Below the "Fax Number:" box is a link "Number Format". To the right of the input boxes are two buttons: a green ">> Add" button and a red "<< Remove" button. On the right side of the section is a large empty box labeled "Recipient List (Maximum 50):".

If you want the default country code to also be used when sending by email, check the box "Also use the default country code when sending faxes by email".

Sending a fax when a default country code is set

If you have specified a default country code, then when you enter a fax number you will normally not include the country code. If you use MyFaxCentral to send faxes, the Country Code box will display the default country code that you have saved.

Example 1 – North American Destination

This example assumes that you have previously set the default country code to be "1" for North America (see "Setting a default country code", above).

If you want to send to the fax number (555) 324-4321 in North America, you enter the number the same way you would dial the number locally.

If you are sending by **email**, you would send to:

5553244321@myfax.com

If you are sending with **MyFaxCentral**, you would type the number in the Fax Number box, as shown:

The screenshot shows the 'Add Recipient(s)' form. The 'Name' field contains 'John Doe'. The 'Country Code' dropdown is set to '+1'. The 'Fax Number' field contains '5553244321'. Below the 'Fax Number' field is a link labeled 'Number Format'. To the right of the 'Name' field are green double arrows and an 'Add' link. To the right of the 'Country Code' and 'Fax Number' fields are red double arrows and a 'Remove' link. On the far right is a large empty box labeled 'Recipient List (Maximum 50):'.

Example 2 – United Kingdom Destination

This example assumes that you have previously set the default country code to be “44” for the United Kingdom (see “Setting a default country code”, above).

If you want to send to the fax number 020 7946 0555 in the United Kingdom, you can enter the number the same way you would dial the number locally. Since the “0” at the beginning of the fax number is actually the United Kingdom national dialing prefix, it may be optionally entered, or omitted, as you prefer. MyFax is designed to be smart enough to understand the number either way, when the country code has been selected from the drop down.

If you are sending by **email**, you would send to:

2079460555@myfax.com OR 02079460555@myfax.com

If you are sending with **MyFaxCentral**, you would type the number in the Fax Number box, as shown:

The screenshot shows the 'Add Recipient(s)' form. The 'Name' field contains 'John Doe'. The 'Country Code' dropdown is set to '+44'. The 'Fax Number' field contains '2079460555'. Below the 'Fax Number' field is a link labeled 'Number Format'. To the right of the 'Name' field are green double arrows and an 'Add' link. To the right of the 'Country Code' and 'Fax Number' fields are red double arrows and a 'Remove' link. On the far right is a large empty box labeled 'Recipient List (Maximum 50):'.

Or

The screenshot shows the 'Add Recipient(s)' form. The 'Name' field contains 'John Doe'. The 'Country Code' dropdown is set to '+44'. The 'Fax Number' field contains '02079460555'. Below the 'Fax Number' field is a link labeled 'Number Format'. To the right of the 'Name' field are green double arrows and an 'Add' link. To the right of the 'Country Code' and 'Fax Number' fields are red double arrows and a 'Remove' link. On the far right is a large empty box labeled 'Recipient List (Maximum 50):'.

Sending a fax to a different country code than the default

If you normally always send to destinations in one country, then you can use a default country code setting, as described above. Sometimes though, you will need to send to a country outside of your default setting.

Example 1 – North American destination with a UK default

Suppose you live in the United Kingdom, and therefore have your default country code set to be “44” for the United Kingdom. You normally send faxes using the method described above, “Sending a fax when a default country code is set”. This time however, you need to send a fax to the North American number (555) 324-4321.

You don’t want to change your default country code setting, because you still normally want to send within the UK; this is simply an exception.

If you are sending by **email**, you specify the entire fax number including the destination country code, and precede the number with a plus sign (+). The plus sign tells MyFax not to use the default country code this time. You would send to:

+15553244321@myfax.com

If you are sending with **MyFaxCentral**, you can enter the entire fax number including country code, starting it with a plus sign (+) so that MyFax will know not to use the default country code this time.

The screenshot shows the 'Add Recipient(s)' form. On the left, there is a 'Name:' field with 'John Doe' entered. Below it, the 'Country Code:' is set to '+44' in a dropdown menu, and the 'Fax Number:' is '+15553244321'. A 'Number Format' link is below the fax number. To the right of these fields are green double arrows and an 'Add' link, and red double arrows and a 'Remove' link. On the right side of the form is a large empty box labeled 'Recipient List (Maximum 50):'.

Alternatively, if you are sending with MyFaxCentral, you can change the Country Code right on the page using the drop-down list, to temporarily select the country code you want to use this time. Subsequent faxes will use your default country code of “44”.

This screenshot is identical to the one above, but the 'Country Code:' dropdown menu now shows '+1' instead of '+44'. The 'Fax Number:' remains '+15553244321'.

About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium, and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America and Europe, including the United Kingdom, to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 20,000 new customers subscribe to MyFax each month. Additional information is available at www.myfax.com and www.myfax.uk.com.

Toll-free: 1-866-657-9885 | 613 733-0000 | Email: sales@myfax.com

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