



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 with eFax Messenger. 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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Chapter 1: 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.

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.

**eFax
Messenger**

eFax Messenger is an optional, free fax management program with advanced fax editing and sending features. Messenger is supported for both Windows and Mac, and is available for free download at the eFax website.

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.

Chapter 2:

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) and eFax Messenger
- EFX, which can be viewed with your eFax Messenger software

NOTE: eFax Free users may only receive and view faxes in EFX format (see *Installing eFax Messenger* on page 41).

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 36.

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

To view a fax in eFax Messenger:

Messenger is a great tool for viewing faxes received in either EFX or TIF format. If you haven't already, download and install the free eFax Messenger software (see *Installing eFax Messenger* on page 41).

1. Open the email with your eFax file attached
2. Save the attachment to your computer
3. Open eFax Messenger
4. Click **File > Open**, then locate and select the desired file

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 both eFax Messenger and 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.

Chapter 3:

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 through eFax Messenger (see *Using eFax Messenger* on page 47)
- Send faxes using your mobile device (see *Mobile Faxing* on page 37)

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>

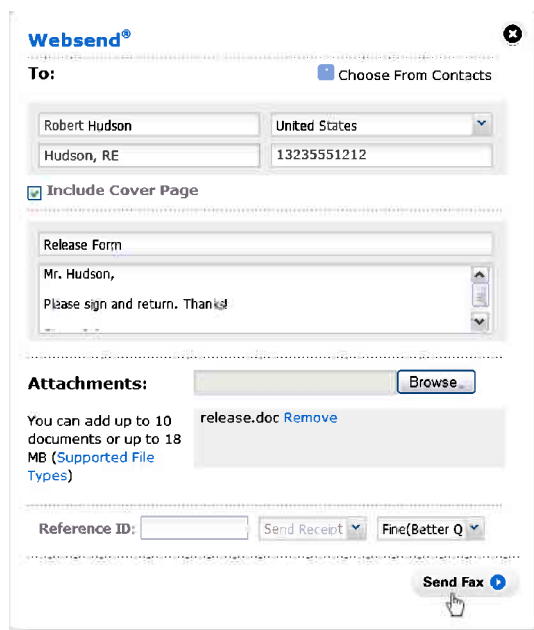
3. Attach up to 10 files you want to fax to your outgoing email message (maximum 18MB)
4. To include a cover page, type the cover page text in the body of the email message
5. Send the email

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. At the top, it says "Websend®" with a close button. Below that is the "To:" field with a "Choose From Contacts" button. The recipient information is filled out: "Robert Hudson" and "United States" in the first row, and "Hudson, RE" and "13235551212" in the second row. There is a checked box for "Include Cover Page". Below that is a text area for the cover page with the text "Release Form", "Mr. Hudson,", and "Please sign and return. Thank!". There is an "Attachments:" section with a "Browse" button and a list of attachments, including "release.doc" with a "Remove" link. At the bottom, there is a "Reference ID:" field, a "Send Receipt" dropdown menu, and a "Fine(Better Q)" dropdown menu. A "Send Fax" button with a right-pointing arrow is at the bottom right.

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**

Sending a Fax Using eFax Messenger (Windows)

The optional eFax Messenger software provides advanced editing features and two methods for sending faxes from your computer:

- eFax Print Driver
- Messenger Compose Fax

The eFax Print Driver is installed as a printer when you install the free Messenger software. It works just like any other printer installed on your computer, and should appear in all of the programs you have installed. When you need to fax a document from your computer, just "print" that document to the eFax Print Driver, enter the recipient's information, and Messenger sends the file as a fax.

To send a fax using Messenger Compose Fax, you just double-click an icon on your desktop, select the file(s) to fax, and enter recipient information. Select this option to take advantage of advanced Messenger features like custom cover pages.

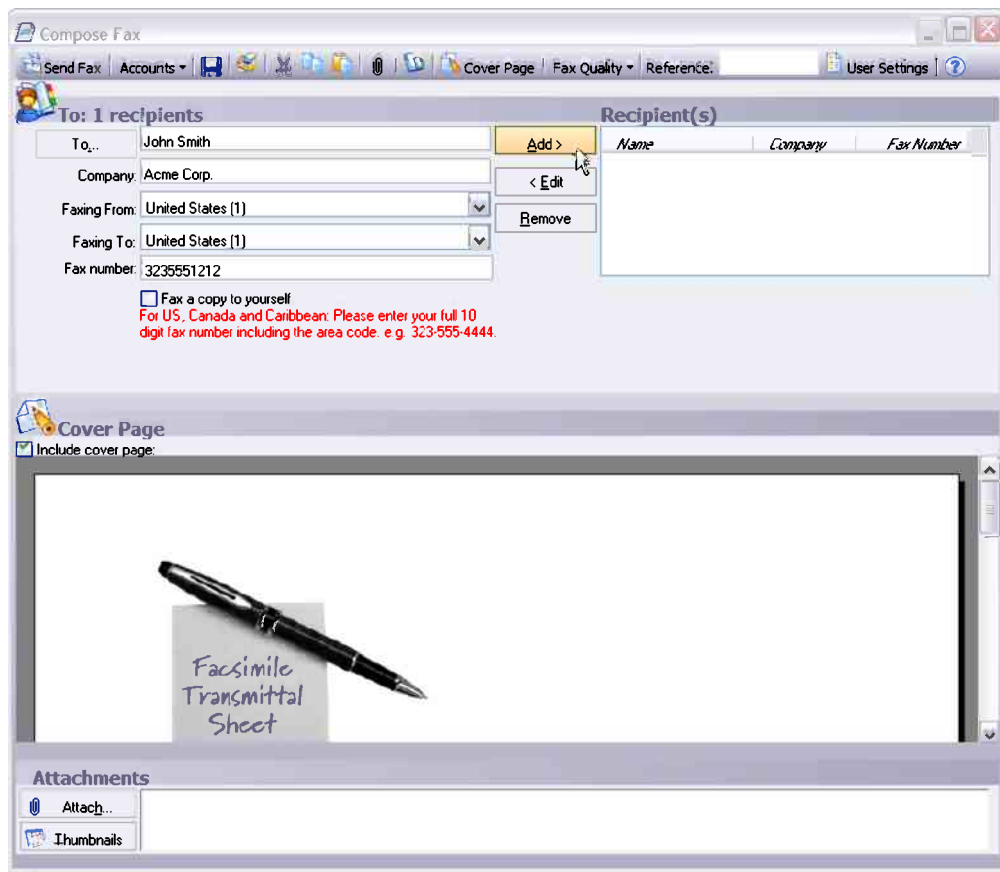
To send a fax using the eFax Print Driver:

1. Open the document you'd like to fax using the program that created it (for example, open a Word file in Microsoft Word)
2. Click **File > Print**
3. In the **Print** window, from the **Name** list, select **eFax 4.4**, and then click **OK**
eFax Messenger opens and converts your document to a fax file

4. Click **File > Send To > Fax Recipient**
5. In the **Compose Fax** window, type the recipient's contact information, such as their **Name** and **Company**
6. Type the destination **Fax Number** and verify the proper **Country Code** is selected
7. Click **Add** to include the person in the list of recipients
8. Repeat the previous steps for each additional recipient, if any
9. If you would like to send a cover page with your document, type the **Subject** and **Message** in the boxes provided
10. Click **Send Fax**

To send a fax using the Compose Fax icon:

1. Double-click the eFax Compose Fax icon on your Desktop
If you don't have a Compose Fax icon, you can also click **Start > All Programs > eFax Messenger 4.4 > Compose Fax**
2. In the **Compose Fax** window, type the recipient's contact information, such as their **Name** and **Company**
3. Type the destination **Fax Number** and verify the proper **Country Code** is selected
4. Click **Add** to include the person in the list of recipients



5. Repeat the previous steps for each additional recipient, if any
6. In the **Attachments** section at the bottom of the window, click **Attach** to locate and select the documents you'd like to send in the outgoing fax (maximum 10)
7. If you would like to send a cover page with your document, type the **Subject** and **Message** in the boxes provided
8. Click **Send Fax**

To scan and fax a printed document:

eFax Messenger can connect to your scanner to allow you to scan and fax printed documents right from your computer. Before scanning and faxing, you'll need to make sure your scanner driver software is installed and configured properly.

1. Position the document you want to fax in your scanner
2. Open eFax Messenger and click **File > Scan**

NOTE: To ensure smaller file sizes, the recommended scan settings are 150dpi and grayscale

3. eFax Messenger scans the first page and asks if you're finished scanning, or if you have more pages to scan
4. Click either **Scan Another Page** or **Finished Scanning**
When finished, Messenger displays your scanned pages
5. Click **File > Send To > Fax Recipient**
6. In the **Compose Fax** window, type the recipient's contact information, such as their **Name** and **Company**
7. Type the destination **Fax Number** and verify the proper **Country Code** is selected
8. Click **Add** to include the person in the list of recipients
9. Repeat the previous steps for each additional recipient, if any
10. If you would like to send a cover page with your document, type the **Subject** and **Message** in the boxes provided
11. Click **Send Fax**

TIP: If your scanner has a sheet feeder, choose **Tools > User Settings**, click the **Scan Options** tab, and uncheck **Multi-Page Flatbed Scan**

Sending a Fax Using eFax Messenger (Mac)

Messenger on the Mac provides a single method for sending faxes.

To send a fax using Messenger on a Mac:

1. If you haven't already, download and install eFax Messenger for Mac at <http://www.efax.com-/products/internet-fax?tab=downloads>
2. Open eFax Messenger and in the **Task Pane**, click **Create a new fax**
3. In the **Compose Fax** window, type the recipient's contact information, such as their **Name** and **Company**
4. Type the destination **Fax Number** and verify the proper **Country Code** is selected
5. Click **Add** to include the person in the list of recipients
6. Repeat the previous steps for each additional recipient, if any
7. In the **Attachments** section at the bottom of the window, click **Attach** to locate and select the documents you'd like to send in the outgoing fax (maximum 10)
8. If you would like to send a cover page with your document, type the **Subject** and **Message** in the boxes provided
9. Click **Send Fax**

NOTE: You can also send a fax by printing a document, clicking **Save as PDF**, and then selecting **Fax via eFax Messenger**

Chapter 4:

eFax My Account

My Account is an online resource providing tools to view, edit, sign, and send faxes, change your user settings, update your billing details, view usage reports, and more.

Logging in to My Account

1. Go to www.efax.com/login
2. 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.

Updating your Customer Profile

The Customer Profile contains your name, company name, email address, and telephone number(s). Please keep your contact details current to ensure you receive service updates.

To update your Customer Profile:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Profile** tab
4. Referring to the table below, click **Edit** beside the information you'd like to update:

Name	The contact name for your eFax account - this name is inserted into fax cover pages sent using Websend
Contact Email	The email address eFax will use to contact you with service updates, password resets, etc.
PIN	A 4-digit number used to log in to eFax
Company Name	Your company name (optional)

Home Number	Your home telephone number
Work Number	Your work telephone number
Mobile Number	Your mobile telephone number

NOTE: Your profile must contain at least one telephone number.

5. Enter the new information and click **Update**
To remove information, delete the text and then click **Update**

Updating your Account Preferences

You may customize your settings according to your needs.

To get to the Account Preferences, just click **UPDATE ACCOUNT** anywhere in eFax My Account, then click the **Preferences** tab.

To update your Account Preferences:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Preferences** tab
4. Referring to the table below, click **Edit** beside the preference you'd like to update:

NOTE: If you have multiple fax numbers linked to one account, some preference settings will affect your entire eFax account, while others will affect only a single eFax number on your account.

Enhanced Security	Indicates whether the eFax Enhanced Security feature is on or off (affects entire account). Please contact Customer Service to change this feature setting - see <i>eFax Enhanced Security</i> on page 36
	Applies only to eFax Plus and eFax Pro users
Language Preference	Set the language used for email sent to you from eFax (affects entire account)

	This setting does not change the eFax website language
Time/Date Preference	Set the time zone and time/date format (affects entire account)
Default Home Page	Set the page displayed when you first log in to My Account, either My Account home or Message Center (affects single number only)
Send Email Addresses	Edit a list of up to five email addresses from which outbound faxes may be sent (affects entire account) Applies only to eFax Plus and eFax Pro users
Receive Email Addresses	Edit a list of up to five email addresses that will receive a copy of inbound faxes (affects single number only) Applies only to eFax Plus and eFax Pro users
Receive Fax Options	Applies only to eFax Plus and eFax Pro users Set the following (affects single number only): Fax File Format The file format in which you will receive inbound faxes: PDF, TIF, or EFX (requires eFax Messenger to open) Password Protect Faxes If this feature is enabled, a password is required to open your faxes Receive CSID Edit the Calling Station Identifier (CSID) number used for receiving faxes - the CSID is transmitted to the fax sender as the receiving fax number
Send Fax Options	Set the following (affects entire account): Send CSID Edit the Calling Station Identifier (CSID) number used for sending faxes - the CSID is transmitted to the fax recipient as the sending fax number Deliver Fax Receipts Check this box to turn send receipts on and you'll receive

an email indicating either successful transmission of a sent fax, or a message indicating the reason for failure

Default Send Email

Select a default Send Email Address - unless otherwise changed, the send receipt email will be sent to this address when using Websend

Display Messages

Turn the Message Center feature on or off (affects single number only)

If set to off, you will receive faxes via email only, and faxes will not be stored in Message Center

Voicemail Options

Available with eFax Pro only - receive voicemail messages at your fax number

Set the following (affects single number only):

Audio File Format

The file format in which received voicemails will be sent to you as email attachments: GSM, WAV, or AU

Voice Prompt Language

The language of the voice prompts played when callers reach voicemail on your eFax number

Allow Voicemail

Turns voicemail on or off for your eFax number

5. Select the desired options or edit information, then click **Update**
To remove information, delete the text and then click **Update**

Viewing your Usage and Fax Activity Logs

To view a summary of fax usage for designated billing periods, and detailed usage logs for each of your fax numbers, navigate to the Usage tab by clicking **UPDATE ACCOUNT** anywhere in eFax My Account.

On the Usage tab, you'll see a summary table with the following information:

Current Plan

Displays the current eFax service plan for your account

Receiving Faxes	Displays the number of fax pages received since the start of the billing cycle (shows received usage for a single fax number on your eFax account)
Sending Faxes	Displays the number of fax pages sent since the start of the billing cycle (shows sent usage for your entire eFax account)
Storage	Displays the time period for which faxes will be stored in Message Center

NOTE: If you have multiple fax numbers linked to your account, the usage summary table displays inbound fax usage for a single fax number on your account. To display usage for another number, select the number in the **eFax Number(s)** list in the top right corner.

To view detailed sent and received fax activity logs:

1. Log in to eFax My Account at www.efax.com/login
2. Click **Update Account**
3. Click the **Usage** tab
4. Click **Activity Log** beside the type of log you'd like to view: **Receiving Faxes** for faxes you've received, **Sending Faxes** for faxes you've sent
5. The logs page displays a list of fax activity, including details of the **Date**, number of **Pages**, **Duration**, and **From** (sender's fax number)
6. To display activity for a date range, select **From** and **To** dates, then click **Go**
7. To display activity logs for a different fax number on your account, select a number in the **eFax Number(s)** list in the top right corner

About the Billing Tab

To edit billing and payment information for your account, click **UPDATE ACCOUNT** anywhere in eFax My Account, then click the **Billing** tab.

From the Billing tab you can:

Edit your Credit Card information	Change a card number, update an expiration date, or edit your billing address
Add a Default Credit Card	Customers on a monthly invoice billing plan can switch to Credit Card billing by adding a default credit card for automated payments
Add an Alternate Credit Card	Add an alternate credit card to ensure continued service should your primary card expire, or become lost or stolen
Change your Billing Statement preference	Turn delivery of Billing Statements by email on or off
Change your Usage Balance settings	Change your Usage Balance reorder amount (the amount charged to your credit card to cover costs associated with usage above that included with your plan)
View a Billing Summary	View current and past Billing Summary statements

Editing Your Credit Card Information

To ensure continued service, please keep your credit card payment details current.

NOTE: For security purposes, you are required to re-enter all your details when you change any of your credit card information.

To edit your credit card information:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Billing** tab
4. In either the **Default Credit Card** or **Alternate Credit Cards** section, click **Edit**
5. Edit the necessary information
6. Click **Update**

Adding a Default Credit Card (switch from invoice billing)

If you're currently on a monthly invoice billing plan, you can switch to automated billing by adding a default credit card. After adding a default credit card, that card will be charged for your subscription and usage fees according to your plan.

To add a default credit card:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Billing** tab
4. In the **Default Credit Card** section, click **Add**
5. Enter the information for your credit card
6. Click **Update**

Adding an Alternate Credit Card

If you are on automated Credit Card billing, you can add up to two alternate credit cards to ensure continued service should your primary card expire, or become lost or stolen.

To add an alternate credit card:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Billing** tab
4. In the **Alternate Credit Cards** section, click **Add** (for your first alternate card) or **Add More** (for your second alternate card)
5. Enter the information for your alternate credit card
6. Click **Update**

Changing your Billing Statements Preference

If your Billing Statement preference is turned on, you'll receive a billing statement via email with details regarding your next subscription charge to your credit card (monthly or annual, based on your service plan).

To turn Billing Statements on or off:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the Billing tab
4. In the **Billing Statement** section, click **Edit**
5. Select **Yes** (on) or **No** (off)
6. Click **Update**

Viewing Your Billing Summary

Visit the Billing Summary page to see your past eFax billing history. Select to see a list of all activity, or billing for a specific date range.

To view your Billing Summary:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Billing** tab
4. Beside the **Subscription Rate** section, click **Billing Statement**
5. The **Billing Summary** page lists your full billing history
6. To display history for a date range, select **From** and **To** dates, then click **Go**

Editing the Usage Balance Settings

Your eFax plan may include free inbound or outbound fax pages as part of the subscription fee; however, usage exceeding amounts included with your plans is extra and is billed separately. For this purpose, eFax maintains a pre-paid Usage Balance. If your usage exceeds the amount included in your plan, eFax deducts the extra usage cost from your Usage Balance.

To help ensure you have continued service, eFax automatically replenishes your Usage Balance when the amount drops below \$2.00. The amount charged to your credit card to replenish your Usage Balance is determined by the Reorder Amount preference. The Reorder Amount is added to your remaining Usage Balance.

For example, if your Reorder Amount is set to \$10, eFax will automatically charge \$10 to your credit card and add that \$10 to your Usage Balance, whenever the Usage Balance drops below \$2.00.

You can view your current Usage Balance and set the Reorder Amount from the Billing tab.

To edit your Usage Balance settings:

1. Log in to eFax My Account at www.efax.com/login
2. Click **UPDATE ACCOUNT**
3. Click the **Billing** tab
4. The **Usage Balance** section displays your current balance
5. To edit the reorder amount, in the **Usage Balance** section, click **Edit**
6. In the **Select a New Reorder Amount** list, select a dollar value (the minimum is \$10.00)
NOTE: If you regularly send or receive a substantial amount of faxes, you may wish to set a higher Reorder Amount. This will help reduce the number of separate reorder charges on your monthly credit card statement.
7. Click **Update**

About Message Center (Your Inbox)

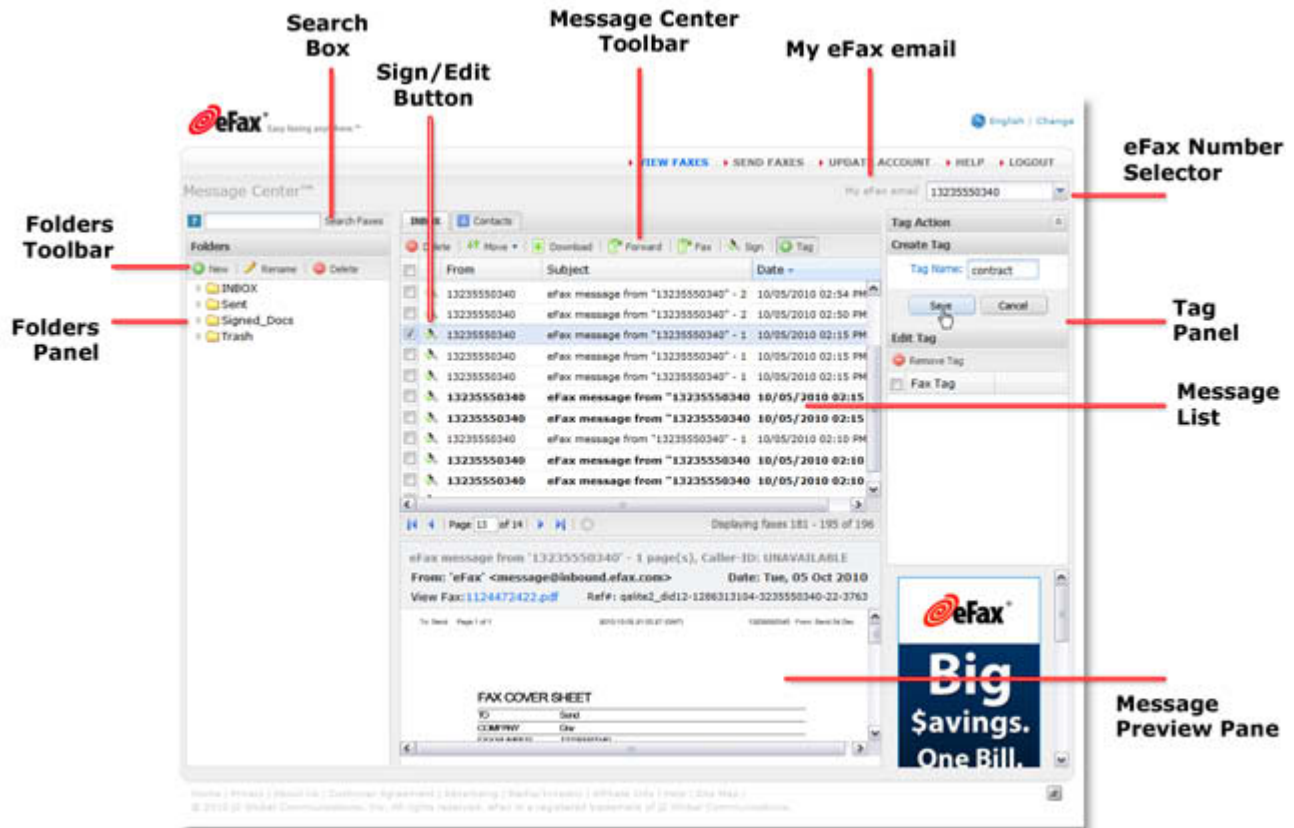
Message Center is an online Inbox in My Account where you can access your stored faxes that you've sent and received. From Message Center, you can view, forward, and resend your stored faxes - you can even add a digitized signature to a fax. Message Center also offers an extensive set of tools to help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

Viewing a Received Fax

Faxes received at your eFax number will arrive in your email inbox attached to an email from eFax. A copy of the fax will also be delivered to your eFax Message Center so you can access your faxes online, even when you can't access your email.

NOTE: If eFax Enhanced Security is active for your account, you will only be able to view your received faxes by logging in to the Message Center.

To view a received fax in 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

To view a fax you received via email:

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

Viewing a Sent Fax

eFax saves a copy of each fax sent from your eFax number in the Sent folder in Message Center. You can view your sent faxes any time just by logging in and checking in Message Center.

To view a sent fax in Message Center:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In the Message Center **Folders** pane, double-click the **Sent** folder
Message Center displays your sent faxes in the message list
4. To preview only the first page, single-click the **Subject** of a fax in the list
5. To view full-screen in a tab, double-click the **Subject** of a fax in the list

Forwarding a Fax

eFax Message Center makes it easy to forward a copy of a fax you've sent or received. You can choose to forward the fax via fax or email.

To forward a fax via fax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, check the box beside the fax(es) you'd like to forward
4. Click **Fax** in the Message Center toolbar
5. Fill out the Websend form (for help, see Sending a Fax), and then click **Send Fax**

NOTE: Your original fax will automatically be added as an attachment in the Websend form. If you forward multiple faxes, each will be added as a separate attachment.

To forward a fax via email:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, check the box beside the fax(es) you'd like to forward
NOTE: If you forward multiple faxes, each will be sent in a separate email
4. Click **Forward** in the Message Center toolbar
5. In the **Forward Faxes** popup, enter the destination email address in the box provided, and then click **Forward**

Resending a Fax

eFax Message Center makes it easy to fax a copy of a fax you've sent or received.

To resend a fax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, check the box next to the fax you'd like to resend
4. Click **Fax** in the Message Center toolbar
5. Fill out the Websend form (for help, see *Sending Faxes* on page 8), and then click **Send Fax**

NOTE: Your original fax will automatically be added as an attachment in the Websend form

Signing a Fax in Message Center

You can create a reusable digitized signature that can be added to faxes you've received. Use your digitized signature in Message Center to sign legal, secure, or other documents online. Receive, sign, and return a fax all from Message Center with no printing required! Create and save as many digitized signatures as needed; perhaps one for yourself, and one for your business partner or spouse.

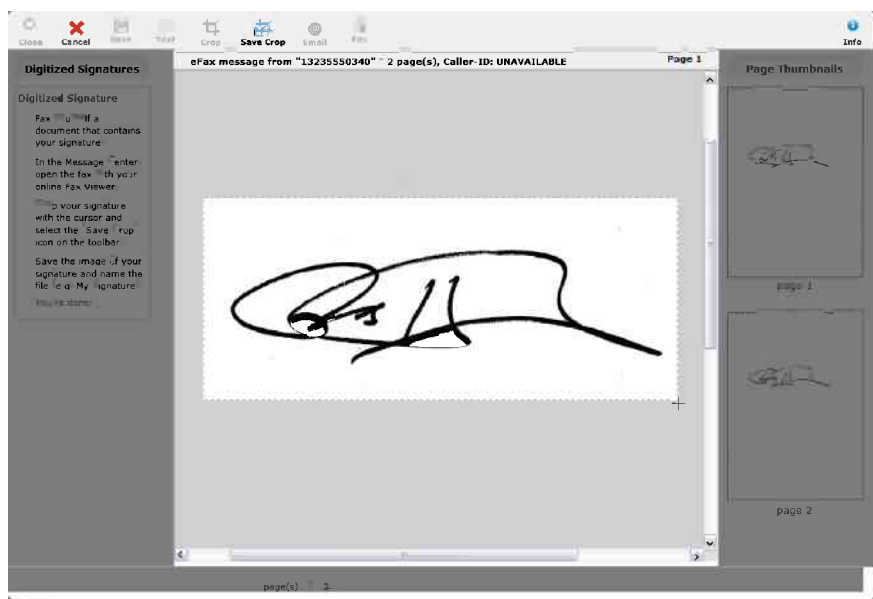
For added convenience, each time you add a digitized signature to a fax, the signed copy is saved in the **Signed_Docs** folder in Message Center. The unsigned version of the fax remains in its original form for later reference.

First you'll need to create a digitized signature in Message Center. Once you have at least one signature, you can start signing your faxes online.

NOTE: Digitized Signatures are not available in Message Center if Enhanced Security is activated for your account. As an alternative, you may create a digitized signature using eFax Messenger.

To create a digitized signature in Message Center:

1. Fax yourself (at your eFax number) a document that contains your signature
TIP: You might wish to sign a blank sheet of paper using dark ink, or a thick pen
2. Log in to eFax My Account at www.efax.com/login
3. Click **VIEW FAXES**
4. In your **Inbox** folder, check the box next to your "signature" fax
5. Click **Sign** in the Message Center toolbar
The **Digitized Signatures** popup opens and displays your signature fax
6. Click **Crop** in the top toolbar, then drag a box around your signature



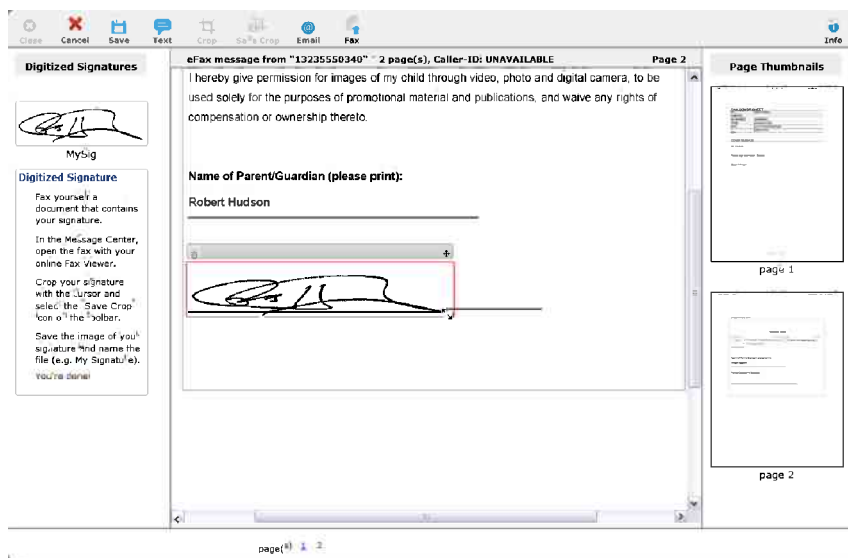
7. Resize the box as necessary, and then click **Save Crop**
8. Enter a **Crop Name** for your signature, and then click **Save**

To add a signature to a fax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, check the box beside the fax you'd like to sign
4. Click **Sign** in the Message Center toolbar

The **Digitized Signatures** popup opens and displays the fax you want to sign

5. Navigate to the page in your fax where you'd like the signature to appear
6. In the **Digitized Signatures** panel on the left, click the signature you'd like to add
Your signature will be placed in the center of the fax display pane, surrounded by a red box



7. Resize or reposition your signature, as necessary
8. When you're done, click **Save** in the top toolbar
eFax copies the signed fax to your Message Center **Signed_Docs** folder

TIP: To email or fax your signed fax without saving, click **Email** or **Fax** in the top toolbar

Adding a Comment to a Fax

eFax Message Center makes it easy to add comments or notes to faxes you've received. You can add as many text comments as you like, anywhere in your faxes, electronically reviewing and offering feedback right from your Inbox.

Each time you add a comment to a fax, the commented copy is saved in the **Signed_Docs** folder in Message Center. The uncommented version of the fax remains in its original form for later reference.

NOTE: Fax comments are not available if Enhanced Security is activated for your account.

To add a comment to a fax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, check the box beside the fax to which you'd like to add comments
4. Click **Sign** in the Message Center toolbar
The **Digitized Signatures** popup opens and displays the fax you want to sign
5. Navigate to the page in your fax where you'd like the comment to appear
6. Click **Text** in the top toolbar
A red text box appears in the center of the fax display pane
7. Type your comment text in the red box
8. Drag the sides of the red comment box to resize, as necessary
9. To increase or decrease the font size, hold the mouse over the red box, and then in the gray toolbar that appears, click the plus or minus sign
10. When you're done, click **Save** in the top toolbar
eFax copies the commented fax to your Message Center **Signed_Docs** folder

TIP: To email or fax your commented fax without saving, click **Email** or **Fax** in the top toolbar

Working with Contacts in Message Center

Contacts is your eFax Message Center address book. Store the name and fax number of people you fax frequently as Contacts to make sending faxes quicker and easier. When sending a fax through Message Center, select a Contact and eFax uses the information to automatically fill in the Websend form and cover page. You can also import contacts from AOL, Comcast, Gmail, Hotmail, Outlook and Yahoo.

To view, add, or edit your Contacts:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. Click the **Contacts** tab at the top of Message Center
Your Contacts are listed alphabetically
4. To add a new Contact, click **Add**, enter the contact information, and then click **Save**
5. To edit a Contact, click **Edit**, edit the contact information, and then click **Save**

Importing and Exporting Contacts

eFax makes it easy to import contacts from outside address books into your Message Center Contacts. You can import contacts in CSV format from Outlook, Gmail, Yahoo, AOL, Hotmail, and Comcast. You can also export your eFax Contacts to a standard CSV file for backup, or for use in another address book.

Before you can import your contacts, you'll need to export to CSV from the outside address book. Please refer to the documentation for your address book for assistance.

To import contacts into eFax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, click the **Contacts** tab
4. Click **Import** in the Message Center toolbar
5. Browse your PC for the CSV file, and then click **Import**

To export your eFax contacts:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In Message Center, click the **Contacts** tab
4. Click **Export** in the Message Center toolbar
5. In the confirmation popup, click **Export** to save the file to your PC

Safari users should option-click **Export** to save the file

Organizing Your Faxes

With unlimited online storage, eFax Plus and Pro users always have access to faxes sent and received (eFax Free membership includes 30 days of fax storage). eFax Message Center provides a number of tools to help organize your sent and received faxes. Using Message Center, you can move or delete faxes, add tags to your faxes, or search your faxes.

To move a fax to another folder:

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

3. Check the box next to the fax(es) you'd like to move, and then click **Move** in the Message Center toolbar
4. In the list of folders that appears, click the destination folder name

NOTE: You can't move faxes into or out of the **Sent** or **Signed_Docs** folders

To delete a fax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. Check the box next to the fax(es) you'd like to delete, and then click **Delete** in the Message Center toolbar
4. At the **Delete** confirmation, click **Yes**

NOTE: Faxes deleted from Message Center are not placed in the **Trash** folder and cannot be recovered.

Working with Message Center Folders

Message Center Folders help you manage your faxes. Sort your received faxes into folders for quick retrieval. Message Center provides a number of system folders, but you can also create your own custom folders.

By default, you'll always have the following folders available in Message Center:

INBOX	Contains the incoming faxes received
Sent	Contains a copy of each fax sent from your account (for all numbers)
Signed_Docs	Contains a copy of each fax you've signed or commented on using Message Center
Trash	Contains faxes you've moved from other Message Center folders

The **Sent** folder displays the sent faxes for all the fax numbers on your account, while the other system folders show faxes only for a single fax number. To view faxes for another number, select that number from the list in the top right corner of Message Center.

NOTE: The system folders **INBOX**, **Sent**, **Signed_Docs**, and **Trash** cannot be deleted or renamed.

To create a new folder:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In the Message Center **Folders** panel toolbar, click **New**
4. Type a folder name in the **Enter the new folder name** box, and then click **Create Folder**

To rename a folder:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In the Message Center **Folders** panel toolbar, click the folder you'd like to rename, and then click **Rename**
4. Type a folder name in the **Enter the new folder name** box, and then click **Rename Folder**

To delete a folder:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In the Message Center **Folders** panel toolbar, click the folder you'd like to delete, and then click **Delete**
4. At the **Delete Folder** confirmation, click **Yes**

Working with Tags

Tags are keyword categories that you apply to faxes in eFax Message Center. Tags help you keep your faxes organized: just search for the tag name to see a list of all matching faxes. The tags you create are completely customizable and up to you.

For example, create a tag for "signed contract" and append this tag to all relevant faxes. Later, when you need to find these faxes, just search for the tag and there they are! You can add tags to any fax stored in Message Center, and can even add multiple tags to each fax. Fax tagging is not available if eFax Enhanced Security is activated for your account.

To add a tag to a fax:

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

eFax Message Center displays your **Inbox** folder

3. In the message list, check the box next to each fax you'd like to tag
4. Click **Tags** in the Message Center toolbar
5. In the **Create Tag** panel, type text in the **Tag Name** box, and then click **Save**
6. Repeat for each additional tag you'd like to add

To view or remove tags from a fax:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
eFax Message Center displays your **Inbox** folder
3. In the message list, check the box next to one fax to see its tags (you can't view or remove tags when multiple faxes are selected)
4. To remove a tag, in the **Edit Tag** panel, check the box beside a tag, and then click **Remove Tag**

Searching for Faxes

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

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

To search for faxes:

1. Log in to eFax My Account at www.efax.com/login
2. Click **VIEW FAXES**
3. In the **Search** box, type one or more keywords or tags
4. Click **Search Faxes**
A new tab opens in the message panel and displays your search results

NOTE: The search results will display matches for both sent and received faxes for all numbers on your eFax account.

Sharing Large Files

Large File Sharing is a premium feature that offers a convenient way to exchange large files with people over the Internet. Select files up to 1GB (100 MB for eFax Free accounts) for sharing with up to 20 people (5 for eFax Free). Upload your file(s) through My Account and following the upload, eFax sends an email with a download link to each of your recipients. Each recipient may download the file up to 5 times (3 times for eFax Free), and the file will be available for download for 30 days (10 days for eFax Free).

To share large files:

1. Log in to eFax My Account at www.efax.com/login
2. At the My Account **Home** page, click **SHARE LARGE FILE**
3. In the **Sender** box, type your name (or the name you'd like to appear to your recipient(s) as the email sender)
4. In the **To** box, type the email addresses of your recipients, separated by commas

For example: test@test.com,example@test.com,email@test.com

5. Type an optional **Subject** and **Message** to be included in the email
6. Check **Notify upon download** to receive an email message after the first download by each of your recipients
7. Click **Upload Files**
8. Locate and select a file for sharing, then click **Open** — CTRL + Click to select multiple files

NOTE: If you opt to share multiple files, your recipient(s) will receive a single email with a separate download link for each file

9. After selecting all your files, click **Send It**

Chapter 5:

eFax Enhanced Security

Need added security? Enhanced Security is an optional feature that provides a secure, encrypted alternative for viewing your faxes.

Here's how it works: when you receive a fax, a notification email is sent to your email inbox, with a special URL included in the body of the email. When you click the URL, a Secure Socket Layer (SSL) connection is opened and you're prompted to log in to eFax My Account. Enter your Fax Number and PIN, and you'll be taken to the Message Center to view your fax. It's simple, secure and convenient.

IMPORTANT NOTES:

- The encryption technology provides maximum security of your faxes; however, with this feature enabled you won't be able to receive faxes directly by email. You'll receive an email notification whenever a fax is received, but to view your faxes, you'll need to log in to the secure Message Center.
- By turning on Enhanced Security, you won't be able to search, tag, sign, or add comments to your faxes in Message Center.
- If you have multiple fax numbers linked to your account, Enhanced Security affects all fax numbers on your account. You cannot turn Enhanced Security on for one fax number and off for another.

Enhanced Security is available with eFax Plus and eFax Pro accounts at no extra cost. To activate or deactivate this feature please contact eFax Customer Service.

To view an Enhanced Security fax:

1. When you receive the fax notification email, do one of the following:
Click the URL in the email to log in to eFax My Account
OR
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. Double-click the **Subject** of the enhanced security fax to view in a new tab

Chapter 6:

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 Message Center are not placed in the **Trash** folder and cannot be recovered.

Sending Faxes with the eFax iPhone App

Available on handsets equipped with a camera, the eFax App lets you "scan" and fax items right from your iPhone with your eFax Plus or eFax Pro account. Take a photo of an item you'd like to fax (documents, whiteboards, anything), and our advanced image processing technology allows you to send it as a full size fax.

To send a fax from the eFax iPhone App:

1. Using your phone's camera, take a photo of an item you'd like to fax
2. Start the eFax app and log in to your eFax account
3. At the **Home** screen, tap **Send A Fax**
4. At the **Fax Builder** screen, tap **Photos**
5. At the **Photo Albums** screen, tap the album containing the item you'd like to fax
6. At the **Photo Library** screen, tap the photo you'd like to fax
7. Repeat to add more pages (each photo is a page)
8. Tap **Send**
9. At the Send Fax form, type the recipient's fax number or tap **+** to select from your iPhone Contacts

10. Tap **Cover Page** to turn the cover page on or off, then if on, type cover page text
11. Tap **Send** to transmit the fax

Emailing a Document using the eFax iPhone App

Available on handsets equipped with a camera, the eFax App lets you "scan" and email items right from your iPhone. Take a photo of an item you'd like to fax (documents, whiteboards, anything), and our advanced image processing technology allows you to send it by email.

Searching for Faxes

Using the eFax iPhone App, you can search for faxes by entering keywords contained in fax text, or for tags you've applied to your faxes (see *Working with Tags* on page 33). Each time you receive a fax, eFax scans the fax and identifies keywords. eFax then indexes those keywords for later use in searching.

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

Chapter 7: Installing eFax Messenger

eFax Messenger is an optional, free fax management program with advanced editing and send features – required only for viewing faxes received in EFX format. See Using eFax Messenger for more details.

Install eFax Messenger by downloading at <http://www.efax.com/products/internet-fax?tab=downloads>. Follow the on-screen installation instructions.

System requirements (Windows and Mac OS)

eFax Messenger for Windows

Operating System	Windows 2000 / XP / Vista / 7 (32 and 64 bit)
Download Size	5.3MB
Download URL	http://www.efax.com/products/internet-fax?tab=downloads

eFax Messenger for Macintosh

Operating System	Mac OSX or later
Download Size	1.2MB
Download URL	http://www.efax.com/products/internet-fax?tab=downloads

Installing eFax Messenger (Windows and Mac OS)

NOTE: If you have a previous version of eFax Messenger on your computer, please make sure to uninstall it before proceeding with this installation.

To install eFax Messenger for Windows

1. Download the free eFax Messenger software at <http://www.efax.com/products/internet-fax?tab=downloads>
2. After the download completes, double-click the **msgplus.exe** file
3. Follow the on-screen instructions to complete installation

4. At the **User Settings** screen, type your **eFax number** and **PIN**, and then click **OK** to register the Messenger software

To install eFax Messenger for Macintosh

1. Download the free eFax Messenger software at <http://www.efax.com/products/internet-fax?tab=downloads>
2. After the download completes, double-click the **efxsetup.dmg** file
3. Drag the **Messenger** icon to your **Applications** folder
4. At the **User Settings** screen, type your **eFax number** and **PIN**, and then click **OK** to register the Messenger software

Configuring your eFax Messenger User Settings

The eFax Messenger User Settings allow you to configure a number of software preferences that impact the function of the Messenger software. Through the User Settings you can validate your fax number and PIN, select the email address used for sending faxes, connect Messenger to your Microsoft Outlook address book, connect Messenger to your email client, or select a scanner for use with Messenger.

To access the User Settings, start eFax Messenger, then click **Tools > User Settings**.

NOTE: If you don't see the tools menu in Messenger, you may be in Fax Viewer mode. Click the **Click to change to Fax Edit mode** link in the Messenger right navigation panel.

Once open, the **User Settings** window is split into four separate tabs, each with its own set of functions:

User Information tab	Set the eFax Number and PIN used to connect Messenger to your eFax account
Fax Options tab	Select the send email address and an address book
Email Options tab	Configure Messenger to work with an email program
Scan Options tab	Configure Messenger to work with your scanner

The User Information Tab

In order to display the information for your eFax account, Messenger needs to log in to the eFax service using your eFax Number and PIN. You normally validate your account once, and then Messenger saves the details. If you need to view information for another eFax number, if your connection to eFax is interrupted, or if you clear your cookies, you may need to repeat the validation process.

To validate your eFax Number and PIN:

1. Start eFax Messenger
2. Click **Tools > User Settings**
3. Click the **User Information** tab
4. Type your **eFax Number** and **PIN** in the boxes provided
5. Click **Check for account updates** to validate your eFax number
6. Click **OK** at the validation confirmation message to return to Messenger

The Fax Options Tab

Through the Fax Options tab, you can select the email address used when sending faxes through Messenger, and select the address book to use with Messenger.

To select a Send Email Address:

Messenger uses your designated Send Email Address for sending faxes to determine where the send receipt email should be sent. eFax Plus and eFax Pro users may have up to five (5) Send Email Addresses configured for their account. Refer to Working with eFax My Account for help adding or editing your Send Email Addresses.

1. Start eFax Messenger
2. Click **Tools > User Settings**
3. Click the **Fax Options** tab
4. In the **Fax Options** section, in the **Select email account for sending faxes** list, select an email address
5. Optionally, click **Check My Account** and you'll be taken to eFax My Account to add or edit your Send Email Addresses
6. Click **OK** to save your changes

To select an Address Book:

eFax Messenger includes an address book that you can use to store contacts for faxing. You can choose to use the Messenger address book, or can configure Messenger to use your MS Outlook address book (if installed).

1. Start eFax Messenger
2. Click **Tools > User Settings**
3. Click the **Fax Options** tab
4. In the **Address Book options** section, select the address book you'd like to use
5. If you select **Use Outlook Address Book**, click **Test** to check the connection to MS Outlook
6. Click **OK** to save your changes

The Email Options Tab

Through the Email Options tab, you configure Messenger to connect to an email program on your computer. This allows you to forward faxes you've received directly from within Messenger.

To configure an email program:

1. Start eFax Messenger
2. Click **Tools > User Settings**
3. Click the **Email Options** tab
4. In the **Please select the email software** list, select your email program
If you don't use an email program, or if you use a web-based email service like Yahoo or Gmail, select **None**
5. Click **Test Email Setup** and Messenger will open a new email window using your email program
6. Click **OK** to save your changes

The Scan Options Tab

Through the Scan Options tab, you configure Messenger to work with your scanner. While a scanner is not required to use Messenger, this setting allows you to scan and fax printed documents from within Messenger.

NOTE: eFax Messenger requires a TWAIN driver to connect to your scanner. Before configuring your scanner in Messenger, make sure you have the most recent TWAIN driver for your scanner installed.

To configure a scanner:

1. Start eFax Messenger
2. Click **Tools > User Settings**
3. Click the **Scan Options** tab
4. Select your scanner from the list
5. To display your scanner's software settings before each scan, check the **Display Settings before Scanning** box
6. If your scanner does not have a sheet feeder (most scanners), check the **Multi-Page Flatbed Scan** box
7. Click **OK** to save your changes

Automatically Opening TIF Faxes with eFax Messenger

eFax delivers your received faxes to you as file attachments in one of three formats: EFX, PDF, or TIF. The TIF format is an image file that can be viewed in many common imaging programs, as well as in eFax Messenger. If you have an imaging program installed on your computer, TIF files may be set to open automatically in that program. This procedure describes the steps to set your computer to open TIF files in eFax Messenger, instead.

To automatically open TIF faxes in Messenger:

1. Before starting, make sure you have a TIF file saved on your computer
2. Navigate to a folder on your computer that contains a TIF file
3. Right-click the file icon and click **Open with > Choose Program**
4. In the **Open With** window, in the **Programs** list, click **eFax Messenger 4.4**
5. Check the **Always use the selected program to open this kind of file** box
6. Click **OK**

Configuring the eFax Messenger System Tray Preferences

eFax Messenger provides several preferences that determine how the system tray item behaves.

To configure the Messenger system tray preferences:

1. Start eFax Messenger
2. Click **Tools > System Tray Preferences**
3. In the System Tray Preferences window, check or uncheck the following options:
 - **Notify me with important messages about my service**
 - **Open Tray application on Start-up**
 - **Play sounds**
4. Click **OK** to save your changes

Disabling Banner Ads in eFax Messenger

If you wish not to view these advertisements, you may turn this feature off.

To turn off Messenger banner ads:

1. Start eFax Messenger
2. Click **Tools > Additional Options**
3. Uncheck the box next to **Provide Promotional Offers via Messenger**
4. Click **OK** to save your changes

Chapter 8: Using eFax Messenger

eFax Messenger is an optional, free fax management program with advanced editing and send features – required only for viewing faxes received in EFX format. With an eFax Plus or Pro account, it also provides advanced features such as fax sending, fax forwarding, custom cover pages, digital signatures, digital fax markup tools, address book integration with Microsoft® Outlook®, PDF creation and advanced fax-image editing tools, all to help you get the most out of your eFax account.

Messenger is divided into different panels, each with a specific purpose. The image below identifies the elements of the Messenger interface:



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

Main Toolbar	Contains links to common Messenger tasks
Drawing Toolbar	Contains tools that help you when editing faxes or cover pages
Document Pane	Displays the active document or fax
Formatting Toolbar	Contains tools to format text added to a document or fax

Task Pane	Displays links to common Messenger information
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Using the Messenger Task Pane

The Messenger Task Pane appears along the right side of the eFax Messenger window. Use the Task Pane to navigate to the most commonly used links and destinations in Messenger.



NOTE: If you don't see the options listed here, you may be using an older version of Messenger. Visit <http://www.efax.com/products/internet-fax?tab=downloads> to download the latest version.

Welcome

Displays your eFax number and lists the email addresses to which your faxes are delivered.

Mode

Lets you toggle between Fax Edit and Fax Viewer modes. Fax Edit mode is the default view for eFax Messenger. It displays the complete toolset for Messenger, including digital signatures, custom cover pages and export to PDF. Fax Viewer mode simplifies your view and provides just the basics for viewing faxes.

Viewing Faxes

Click **History** to view a list of all documents viewed in Messenger. Click **Fax Drafts** to view a list of faxes created but waiting to be sent. Click **Sent Faxes** to view copies of recently sent faxes. Click **Open an existing document** to view a document.

Sending Faxes

Provides two methods for sending a fax. Click **Create a new fax** to start a new fax. Click **Fax this document** to fax the document currently open in Messenger.

Online

Provides convenient links that allow you to upgrade your service or go to the Online Help Center.

Validating your eFax Account

When you first install eFax Messenger on your computer, you'll be asked to enter your fax number and PIN. Doing so will validate your account and allows Messenger to display your account details. If you open Messenger and see that only Fax Viewer mode is available, you may need to validate your account again.

To validate your eFax account:

1. Open eFax Messenger
2. Click **Tools > User Settings**
3. Click the **User Information** tab, type your **eFax number** and **PIN**, and then click **OK**

The Messenger Toolbars

The first time you start Messenger, toolbars appears under the menus. These toolbars provide easy access to the basic functions of Messenger, and to advanced tools that let you type, draw, make highlights, add your signature, rotate pages and create voice annotations on your fax.

Displaying and Working with Toolbars

Messenger provides three toolbars:

- Standard: includes basic Messenger functions such as opening, saving, printing and faxing files
- Drawing: includes shape, text box and annotation tools
- Formatting: includes box coloring and text formatting functions

Select a function or tool by clicking its icon on the toolbar. A small triangle to the right of a tool icon indicates hidden tools. Positioning the pointer over an icon displays the icon's name.

To show or hide toolbars:

1. Click **View > Toolbars**
2. Check a toolbar to show it; uncheck a toolbar to hide it

To move a toolbar:

Drag the dots along the left side of the toolbar. You can position toolbars on the top, left, right or bottom sides of the Messenger window.

To select an item in the toolbar:

Do one of the following:

- To select a visible tool, click its icon
- To select a hidden tool, click the triangle, then click the tool you want

Advanced Viewing Features

Messenger allows you to rotate, save and convert your faxes.

Rotating Fax Pages

If a page or fax document appears sideways or upside down, use Messenger to rotate that page or document to the correct orientation. You can choose to rotate individual pages or the entire document. To rotate an item, click the **Rotate** menu, then choose from the following options:

- **Page Right:** flips the selected page 90° right (clockwise)
- **Page Flip:** flips the selected page 180°
- **Page Left:** flips the selected page 90° left (counter-clockwise)
- **Document Right:** flips the whole document 90° right (clockwise)
- **Document Flip:** flips the whole document 180°
- **Document Left:** flips the whole document 90° left (counter-clockwise)

Converting an EFX file to a TIF, PDF or JPG File

Messenger allows eFax Plus and eFax Pro users to save an EFX file as a TIF, PDF or JPG file. Convert your EFX files before forwarding to someone who might not use eFax Messenger.

NOTE: eFax Free users cannot convert their EFX files.

To convert an EFX file:

1. Open the EFX file with eFax Messenger and make sure you are in Fax Edit mode
2. Click **File > Export**
3. In the **Export** window, in **Save as type** select **TIF, PDF** or **JPG**
4. Modify the **Save in** location and/or **File name**
5. Click **Save**

TIP: You can also save your fax as a PDF by clicking the **PDF** button on the toolbar.

Advanced Sending Features

Messenger provides you with tools to annotate, draw, highlight, and add custom cover pages to faxes you send.

Saving Paper Documents as Digital Files

You can use Messenger to save your paper documents as digital files you can store on your computer, forward by email or fax with eFax. To convert a document in this fashion requires a scanner configured to work with Messenger. For more help, refer to Downloading and Installing eFax Messenger.

To convert a paper document to a digital file:

1. Position the document you'd like to fax on your scanner
2. Start eFax Messenger
3. Click **File > Scan**
4. If you're taken to the scanner's settings, follow your scanner's instructions to begin scanning
5. When your page has been scanned, a window will appear asking if you would like to scan another page or if you are finished scanning
Click **Finished** if you're done
Click **Scan Another Page** to continue scanning
6. Your scanned document will appear in a new window, ready to be faxed, saved or converted to a JPG, PDF or TIF file

Combining Multiple EFX Files

eFax Messenger allows you to combine multiple EFX files into one fax with the Combine option. In effect, you save time when re-sending the same multiple documents, as they are available under one file.

To combine EFX files:

1. Start eFax Messenger and make sure you are in Fax Edit mode
2. Click **File > Combine Files**
3. In the **Combine Files** window, click **Add File**
4. Search for the file you would like to combine and click **Open**
5. Repeat step 4 for each additional file you wish to combine

6. Once you have finished finding all files, click **OK**
7. Messenger combines the files in the order selected

Cover Pages

When you send a fax with Messenger, Messenger uses a default cover page that automatically fills in the most common cover sheet information. You can choose to keep the default or to create a custom cover sheet to match your stationery or company letterhead.

To choose a default cover page template:

1. Start eFax Messenger
2. Click **Fax** in the toolbar
3. In the **Compose Fax** window, click **Cover Page** in the top toolbar
4. In the **Select a file** window, select a cover page template from the list
If you've created your own customer cover page, navigate to and select your cover page file
5. Click **Open**
6. Your selected cover page should be displayed in the **Cover Page** box
7. Close the **Compose Fax** window
8. The next time you send a fax, Messenger will use the selected cover page template

NOTE: Your default cover page is only included in faxes you send with Messenger. If you are faxing by email, you will have to manually create and attach a cover page.

To customize an existing cover page template:

1. Start eFax Messenger and make sure you are in Fax Edit mode
2. Click **File > Create Cover Page**
3. Click **Use an existing template as a fax cover page**
4. Select a cover page template file and click **Open**
5. Click **Select Annotation** in the toolbar and double-click the fields where you'd like to enter your information
6. Use the **Stamps** tool to place additional stamps on the cover page
7. Click **File > Save** to save your changes

To use a file to create a custom cover page:

1. Open the file you want to use as your cover page in the program you used to create it
2. Click **File > Print** and select **eFax** as your printer
3. Click **OK**
Your file is converted to EFX format and displayed in eFax Messenger (the original file is retained)
4. Once in Messenger, use text boxes to enter your information and the **Stamps** tool to place fields which automatically fill in when you send a fax
5. Click **File > Save** to save the template

To create a custom cover page from a scanned document:

1. Place the document on your scanner
2. Start eFax Messenger
3. Click **File > Scan** to scan your document
4. Once in Messenger, use text boxes to enter your information and the **Stamps** tool to place fields which automatically fill in when you send a fax
5. Click **File > Save** to save the template

Using Cover Page Fields

Cover page fields are stamps you can place on your cover page that are automatically replaced with your information when you send a fax. For example, if you place a **{Sender Name}** cover page field in a template, each time you send a fax, that field will be replaced with your name (you're the sender).

You can choose the position of the cover page fields and format the text to match the style of your cover sheet. Click **Tools > Stamps > Cover Page Fields** to see the complete list of stamps.

To place a cover page field:

1. Click **Tools > Stamps > Cover Page Fields** and select a field
2. Position the pointer where you would like the field and click once
3. To reposition the field, drag it to a new spot on the cover page
4. To resize the field, click and drag the handles that appear around it

To change the formatting of a cover page field:

1. Click **Tools > Stamps > Cover Page Fields** and select a field
2. Position the pointer where you would like the field and click once
3. Use the tools on the **Formatting** toolbar to adjust the background color, outline, and the color, size and font

To enter additional text into a cover page field:

1. Double-click the cover page field and type your text
2. When you are finished, click once outside the text field

TIP: Some cover page fields, such as Recipient Name or Recipient Fax Number, will be automatically filled in when you enter the information in the **Compose Fax** window.

Using Graphic and Text Stamps

Graphic and text stamps are common fax mark-ups that you can make without having to print the fax. Place and format them on your fax as you would a cover page field.

To create a custom stamp:

You can create custom stamps from existing graphics and they will be added to the list of Graphic and Text stamps.

1. You can either scan, fax or open a graphic file from which you are making the stamp
2. With the **Select Image** tool, click and drag to select the image
3. Once you've selected the image, click **Tools > Stamps > Create Graphic Stamp**
4. Name your stamp and click **OK**
5. To use your stamp, click **Tools > Stamps > Graphic and Text** and select your stamp from the list

To create a digitized signature stamp:

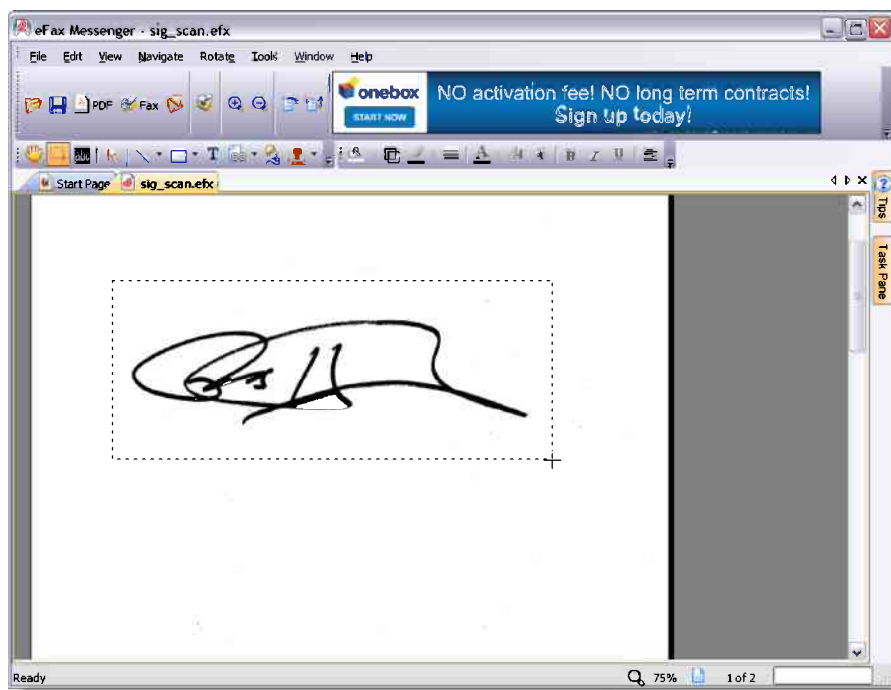
You can create a stamp of your digitized signature and use it to sign faxes in Messenger without having to print them.

1. Do one of the following:
Using Messenger, scan a piece of paper with your signature on it

OR

Fax yourself a document that contains your signature and open the fax in Messenger

2. Click **Tools > Select Image**
3. Drag a square around your signature, right-click the selected area, and then click **Create Graphic Stamp**



4. Type a name for your stamp (Signature, for example) and click **OK**

To place your signature stamp on a fax:

1. Start eFax Messenger
2. Open the fax you'd like to sign
3. Click **Tools > Stamps > Graphic and Text** and select your signature stamp from the list
4. Click the area in your fax where you want to add your signature

Using the eFax Messenger Address Book

Along with integration to the Microsoft® Outlook address book, eFax Messenger also includes its own address book where you can keep contact information to use when you send a fax. To view the Messenger address book either click **Tools > Address Book** or click **Address Book** from the **Compose Fax** window. In the address book, you can add new contacts, create group faxing lists and import contacts from Outlook.

To add a new Contact:

1. Open the address book and click **New Individual**
2. Fill out the **Edit Address Entry** form with the person's contact information
3. In **Faxing From**, choose the country from which you are faxing
4. In **Faxing To**, choose the country to which you are faxing when you send a fax to this contact
5. If you want to enter another contact, click **New**
6. You can navigate back and forth between your contacts with **<< Prev** and **Next >>**
7. Click **OK** once you've finished entering contact information

To send a fax to a contact in your address book:

1. From the **Compose Fax** window, click **To**
2. Choose a one or more contacts from the list, and then click **OK**

To import addresses from Outlook:

eFax Messenger offers you the ability to import your contacts from a database file or Microsoft Outlook®.

1. From the **Address Book** window, click **Options**
2. You have two ways of importing contacts:
 - Click **Import > File** and locate the database file (CSV format) to import
 - Click **Import > Outlook** to import contacts from Outlook

NOTE: When uninstalling eFax Messenger, make sure you back up your address book contacts or you will lose them.

To create an address book group:

You can combine individual contacts into groups to save yourself from having to select a set group of fax recipients over and over.

1. From the address book window, click **New Group**
2. Type a name for the group
3. From the list of your contacts, click each contact you'd like to add to your Group and click **Add**
4. Click **OK** to save your Group

NOTE: Whenever uninstalling eFax Messenger, ensure that you back up your address book contacts before proceeding; otherwise, any contacts added via Messenger to your address book will be lost.

Uninstalling eFax Messenger for Windows

Please make sure you have saved your work before beginning the uninstall process. You may be asked to restart your computer to complete the process.

To uninstall Messenger:

1. From the Windows Desktop, click **Start > Settings > Control Panel**
2. Click **Add or Remove Programs**
3. Select **eFax Messenger** and click **Remove**
4. At the **Goodbye Screen** please select the reason you're uninstalling Messenger, and then click **OK**

Chapter 9: 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 Communications
6922 Hollywood Blvd., 5th floor
Los Angeles, CA 90028
USA

Appendix A:

Supported File Types

eFax and eFax Messenger software 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
eFax Messenger Document Format	eFax Messenger	EFX
eFax Messenger Document Format	j2 Messenger	JFX
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 8

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 defaxsend.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 defaxsend.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.