

Faxing with eFax Corporate

A Guide for eFax Corporate Users

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Welcome to eFax Corporate

With eFax Corporate, you are assigned a unique fax number that is connected to your email. This enables you to send and receive faxes as email attachments, providing a secure, fast and convenient alternative to a traditional fax machine.

Getting Started

First, you will receive an eFax Corporate Welcome email notifying you your account has been activated. It is important to print this email and keep it for further reference; it contains your fax number as well as your PIN (personal identification number), which you will need to access the online eFax Corporate FAQ.

World Leader in Digital Faxing

Welcome

Dear [NAME],

Congratulations! Your eFax Corporate fax number has been set up for you by your account Administrator - [ADMIN_NAME]. You are now able to send and receive faxes wherever you have Internet access using your PC, laptop or wireless device.

Your eFax Corporate fax number is: ##### Your PIN: ####

1. How to retrieve a fax
When you receive a fax message with your new eFax Corporate fax number, it will arrive as an email in your inbox as a PDF or TIFF file attachment. Simply click or double-click on the email attachment to open your fax.

For PDF's you'll need Acrobat Reader. For TIFF's you'll need [eFaxMessenger](#) or a 3rd party multi-page TIFF viewer.

2. How to send a fax
Address the email to faxnumber@efaxsend.com. For example, a fax to 1(312) 555-1212 would be addressed 13125551212@efaxsend.com.

Note: message size can't exceed 6MB; International fax numbers should not include the dialing prefix 0, 011 or 001. Only city and country codes are needed.

To access your account profile, change your PIN, view your fax activity reports, and more go to efaxcorporate.com and enter your new eFax number and PIN.

eFax Corporate Customer Support
If you have any questions or need help with your eFax Corporate Account, please contact your fax Administrator, [ADMIN_NAME].

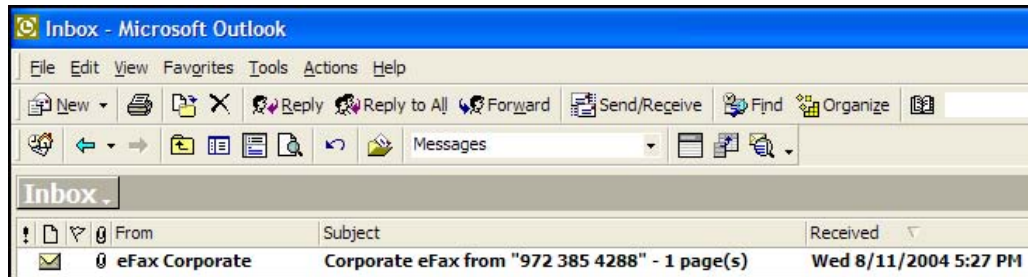
You may also contact eFax Corporate Customer Support 24 hours a day, 7 days a week by email at corporatesupport@mail.efax.com or by phone at 1-323-817-3202 or 1-800-810-2641.

Sincerely,
eFax Corporate Support

P.S. Receive faxes by distributing your new eFax number on your business cards, email signature, stationary, etc.

Receiving Faxes

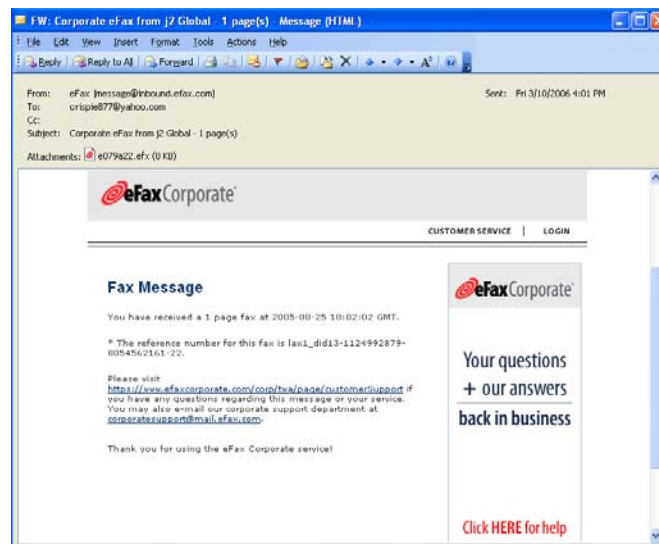
When someone sends a fax to your eFax number, it arrives in your email inbox as an email with a file attachment. For example, the subject of the email will read **eFax Corporate fax from 13238171155**. The file attachment is the fax, not the email itself. You must open the file attachment to view your fax.



Opening Faxes

Outlook uses a paper clip icon  to show an email attachment.

1. Select the eFax Corporate email you want to view.
2. Double click the email to open the message in a separate window.
3. Double click the attachment to open the fax. The document will automatically open in either Adobe Acrobat or eFax Messenger.



Printing and Saving Faxes

Fax attachments automatically are opened, viewed and saved as you would any other document.

1. To print the fax, either click the Print icon on the toolbar. Or click Print from the File menu.
2. To save the fax to your computer, either click the Save icon on the toolbar. Or click Save a Copy... from the File menu.

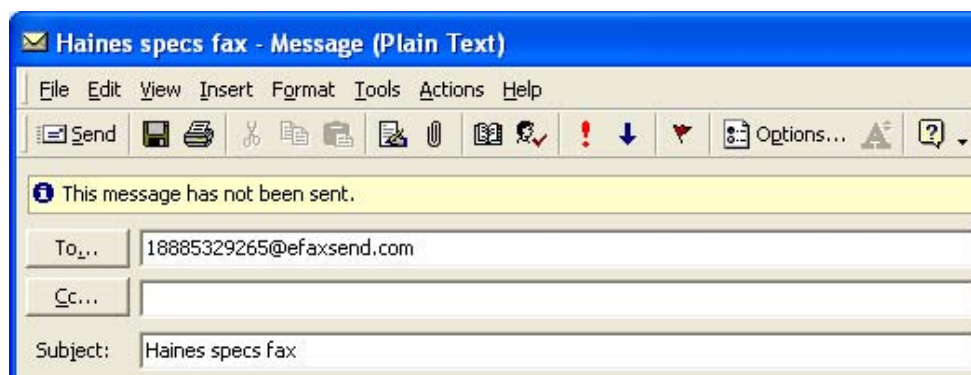


Sending Faxes

eFax allows you to send a file attachment to a fax machine using your email account. If you need to have the send-fax option enabled, please contact your account administrator to request this feature.

Creating and Sending a New Fax

1. Create a new email.
2. Enter the fax number in the address field followed by *@efaxsend.com*. For example, *18885329265@efaxsend.com*.



Remember: all U.S. and Canada fax numbers must be eleven digits. Always use the "1" in front of the ten digit fax number. Do not include any prefix you normally dial to get an outside line (such as 9).

A note on international faxes: International fax numbers should not include the international dialing prefix +011. Only the city and country codes are needed. For example, if faxing from the U.S. to a number in the UK, you would address the email to 441423812776@efaxsend.com not 011441423812776@efaxsend.com.

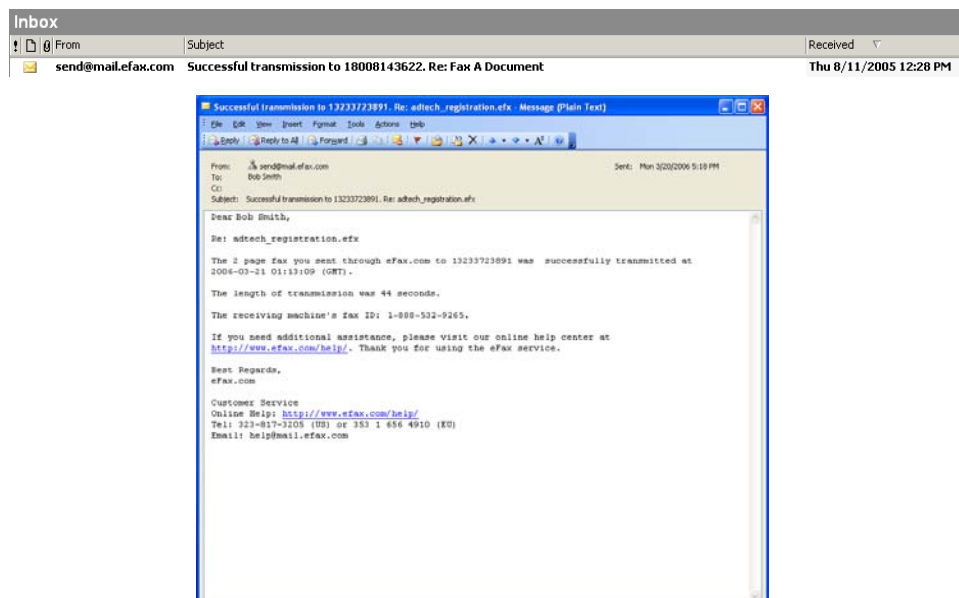
441423812776@efaxsend.com

08454582845@efaxsend.com

3. Attach the document that you need to fax by selecting Insert from the File menu. You can fax up to four documents in one email. They will be faxed in the order they were attached. eFax supports most file type attachments including, but not limited to, DOC, PDF, TXT, TIF, JPG, XLS and HTML. eFax does not support password protected files.
4. Send the email.

Transmission Receipts

A few minutes after sending a fax, you will receive a detailed transmission receipt by email. These receipts include page count, total transmission time, and, in the event of failure, the reason for the fax failure.



Including a Cover Page

When sending a fax by email you can control whether to include a cover page. Use either a standard cover-page template provided by eFax, or include one in your file attachment. By default, eFax will send a cover page using the standard cover-page template.

FAX COVER SHEET

TO	John Doe
COMPANY	XYZ
FAX NUMBER	1 888 532 9265
FROM	Jane Doe
DATE	2005-08-11 21:00:53 GMT
RE	Fax A Document

COVER MESSAGE

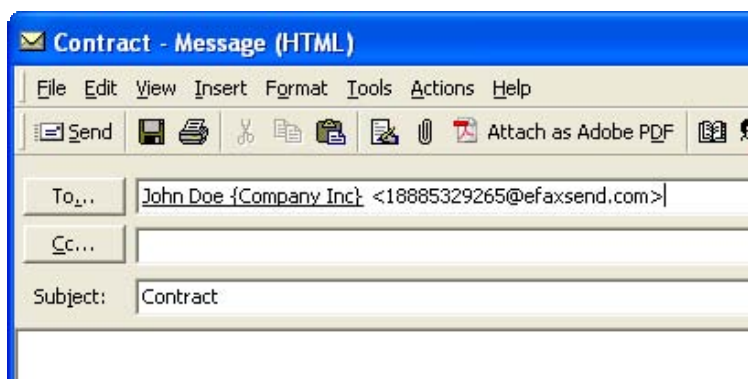
Please find attached the following docs you requested

Any text in the body of the email will activate the eFax automated cover page option.

Text in the body of the email will appear in the comments area of the cover page.

Text in the subject field of the email will appear in the RE line of the cover page.

To fill in the TO, FAX NUMBER and COMPANY lines on the cover page type your information in the following format into the To: field of the email: **"John Doe{Company}"<18005551212@efaxsend.com>** In this example, the fax cover page will automatically fill in John Doe's name, company name and fax number.



Special Email Tags for Fax Delivery

Tags are special commands you can include that direct eFax to respond in a certain way. The two tags for cover pages are:

{nocoverpage}

You can disable the cover page by typing the tag {nocoverpage} in the first line of the text in the body of the outgoing email. This directs eFax not to fill in the default cover-page template.

{showbodytext}

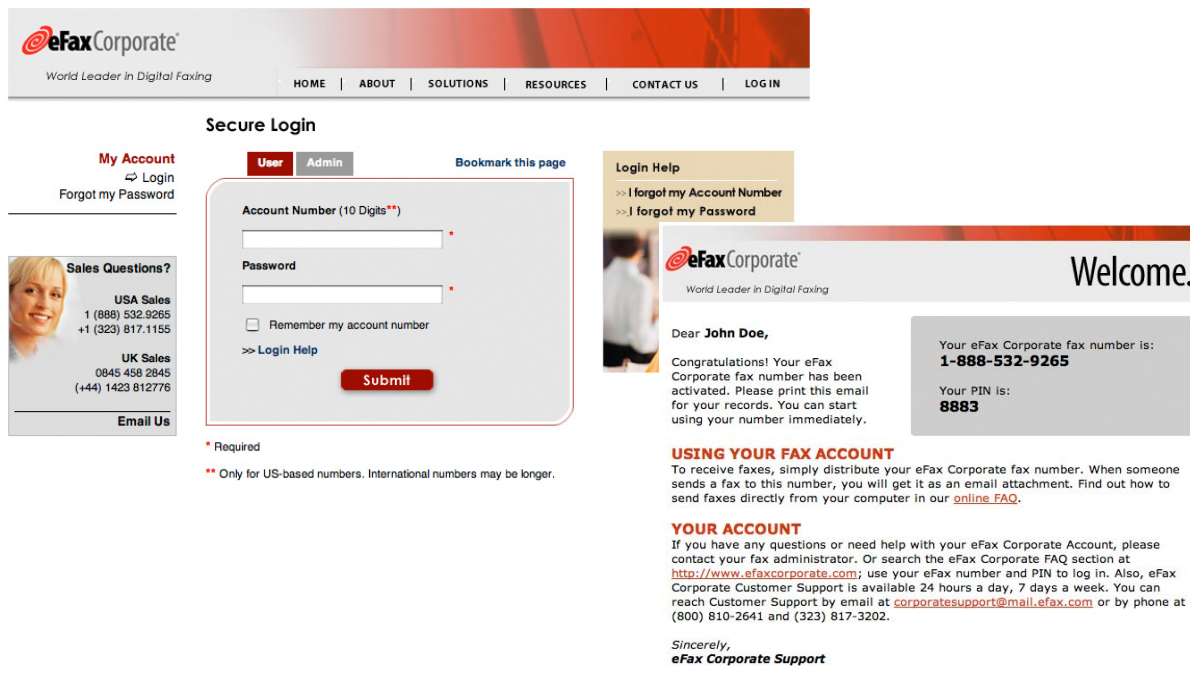
Another useful tag, {showbodytext} directs eFax to send the text in the body of your email as a separate fax page added in front of any attachments.

The cover page doesn't count toward the four-attachment limit.

Accessing Your eFax Corporate Account

Logging in to Your eFax Corporate Account

To log in to your account, go to www.efaxcorporate.com and click login. This will take you to the login form where you enter your 10-digit eFax number and the PIN you received in your eFax Corporate Welcome Letter. Log in to your account to change and update your account settings.

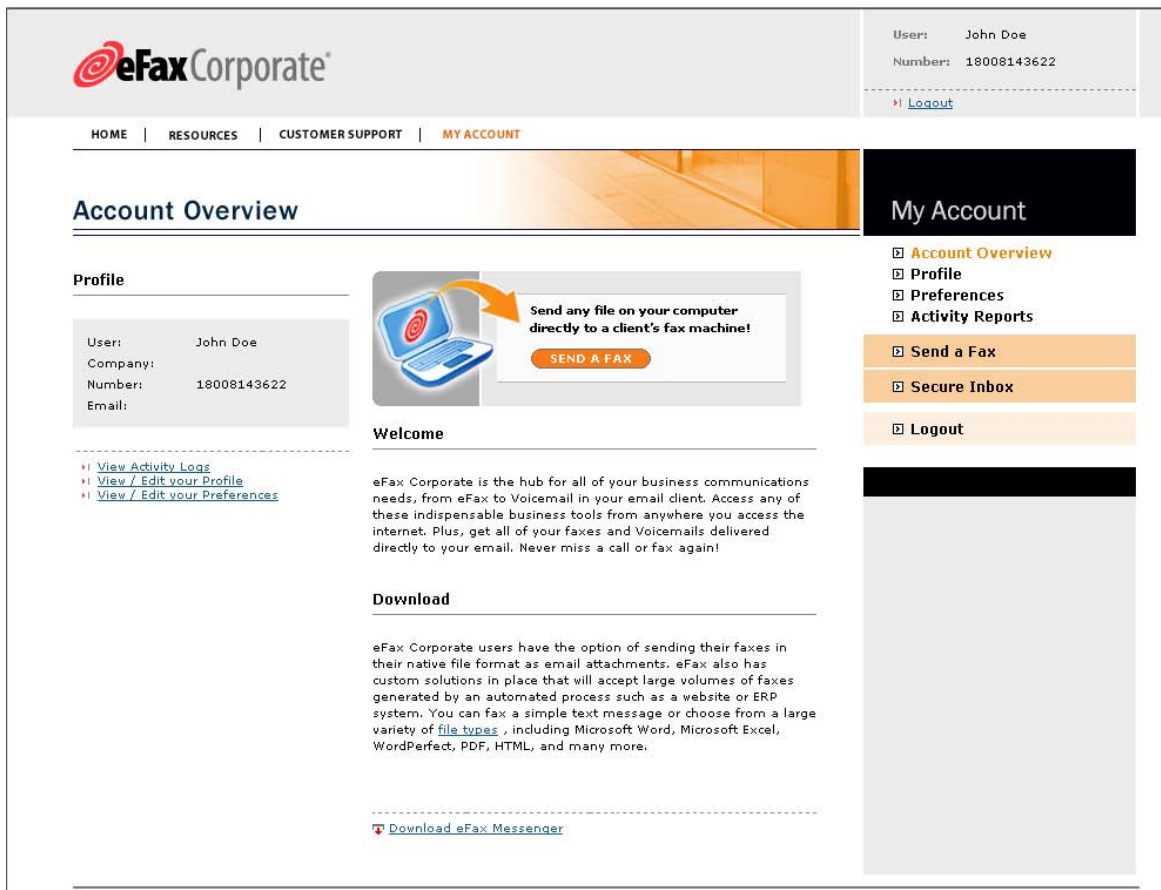


The screenshot displays the eFax Corporate website interface. At the top, the eFax Corporate logo is visible with the tagline "World Leader in Digital Faxing". A navigation menu includes links for HOME, ABOUT, SOLUTIONS, RESOURCES, CONTACT US, and LOG IN. The main content area is titled "Secure Login" and features a "User" tab and a "Bookmark this page" link. The login form contains fields for "Account Number (10 Digits)**" and "Password", with a "Remember my account number" checkbox and a "Submit" button. A "Login Help" section provides links for "I forgot my Account Number" and "I forgot my Password". To the left, there is a "My Account" section with links for "Login" and "Forgot my Password", and a "Sales Questions?" section with contact information for USA and UK sales. Below the login form, there are footnotes: "* Required" and "** Only for US-based numbers. International numbers may be longer." On the right side of the screenshot, a "Welcome." email is shown, addressed to "John Doe". The email congratulates the user on their activated eFax Corporate fax number and provides the number "1-888-532-9265" and PIN "8883". It also includes a "USING YOUR FAX ACCOUNT" section with instructions on how to receive faxes and a "YOUR ACCOUNT" section with contact information for customer support.

Account Overview

From the Account Overview page you will be able to:

- Edit your profile
- Change your preferences
- View an activity report of sent and received faxes
- Send a fax
- Contact Customer Support



The screenshot shows the eFax Corporate Account Overview page. At the top left is the eFax Corporate logo. On the top right, the user's name 'John Doe' and account number '18008143622' are displayed, with a 'Logout' link below. A navigation bar includes 'HOME', 'RESOURCES', 'CUSTOMER SUPPORT', and 'MY ACCOUNT'. The main heading is 'Account Overview'. On the left, a 'Profile' section shows the user's details: User: John Doe, Company: (blank), Number: 18008143622, and Email: (blank). Below this are links for 'View Activity Logs', 'View / Edit your Profile', and 'View / Edit your Preferences'. In the center, there is a graphic of a laptop with an arrow pointing to a fax machine, with the text 'Send any file on your computer directly to a client's fax machine!' and a 'SEND A FAX' button. Below this is a 'Welcome' message: 'eFax Corporate is the hub for all of your business communications needs, from eFax to Voicemail in your email client. Access any of these indispensable business tools from anywhere you access the internet. Plus, get all of your faxes and Voicemails delivered directly to your email. Never miss a call or fax again!'. Underneath is a 'Download' section: 'eFax Corporate users have the option of sending their faxes in their native file format as email attachments. eFax also has custom solutions in place that will accept large volumes of faxes generated by an automated process such as a website or ERP system. You can fax a simple text message or choose from a large variety of file types, including Microsoft Word, Microsoft Excel, WordPerfect, PDF, HTML, and many more.' At the bottom of this section is a link to 'Download eFax Messenger'. On the right side, there is a 'My Account' sidebar with a list of menu items: 'Account Overview' (highlighted), 'Profile', 'Preferences', 'Activity Reports', 'Send a Fax', 'Secure Inbox', and 'Logout'.

Editing Your Profile

Click Profile to change your name, address, telephone and email address. Note: This email address is for administrative and billing emails. You may edit the addresses where receive eFax messages by changing Preferences.

Changing Your Preferences

Click Preferences to update the email addresses, which you use to send and receive eFax messages. Simply click the Add and Delete buttons. In addition, the Fax Options tab allows you to change the file format for faxes you receive and your fax CSID, the number displayed when you send a fax. To change the fax format for receiving faxes, select either EFX or PDF from the pull-down. You can change your default CSID by typing in the new CSID and clicking Update.

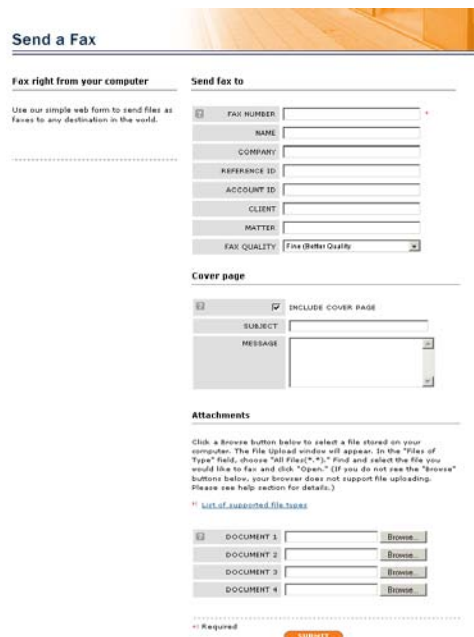
Viewing an Activity Report

Click Activity Reports to view logs of the faxes you've sent and received over the last 30, 60 or 90 days.

DATE	TO	DURATION	PAGES	COST	ACCT. ID	CLIENT	MATTER	STATUS
8/11/05 9:01 PM	18008143622	00:26	1	\$0.10 (USD)				SUCCESS
8/11/05 7:27 PM	18008143622	00:28	1	\$0.10 (USD)				SUCCESS

Sending a Fax through My Account

Click Send a Fax and use this simple web form to send files as faxes from any computer, even if you don't have access to your email account. Include the attachments you want to fax by clicking the browse button and selecting files stored on your computer. Fill out the form and click Send to fax the attachments.



Send a Fax

Fax right from your computer
Use our simple web form to send files as faxes to any destination in the world.

Send fax to

FAX NUMBER:

NAME:

COMPANY:

REFERENCE ID:

ACCOUNT ID:

CLIENT:

MATTER:

FAX QUALITY:

Cover page

INCLUDE COVER PAGE

SUBJECT:

MESSAGE:

Attachments

Click a Browse button below to select a file stored on your computer. The file upload window will appear. In the "Files of Type" field, choose "All Files (*.*)". Find and select the file you would like to fax and click "Open". (If you do not see the "Browse" button below, your browser does not support file uploading. Please see help section for details.)

* List of supported file types

DOCUMENT 1:

DOCUMENT 2:

DOCUMENT 3:

DOCUMENT 4:

** Required

Contacting eFax Customer Support

If you have any questions about your eFax Corporate Account, contact our 24-hour eFax Corporate Customer Support team at (800) 810-2641 or by email at corporatesupport@mail.efax.com.