

eFax Free User Guide

FAX COVER SHEET

TO

COMPANY

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 **eFax.com**

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Welcome

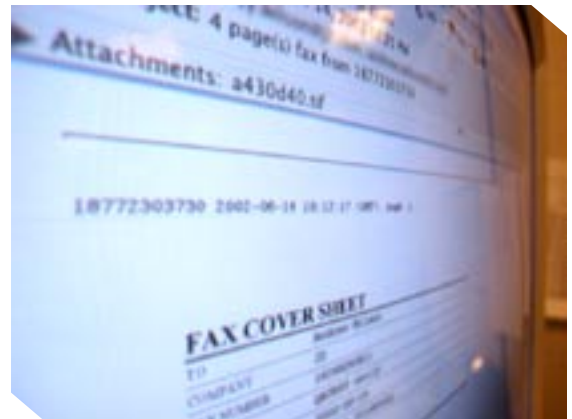
Welcome to eFax and the convenience of Internet faxing.

This guide will walk you through everything you need to know to make the most of the service.

eFax JumpStart [Windows]

Ready to jump in and start using your service? Follow these quick steps to get up and running.

1. If you haven't already, sign up for eFax Free at <http://www.efax.com>.
2. Download and install eFax Messenger Plus at <http://www.efax.com/need/>.
3. Your faxes will arrive as email attachments. When you receive your first fax, save the fax file to your computer and double-click to view it.



Note to Mac Users:

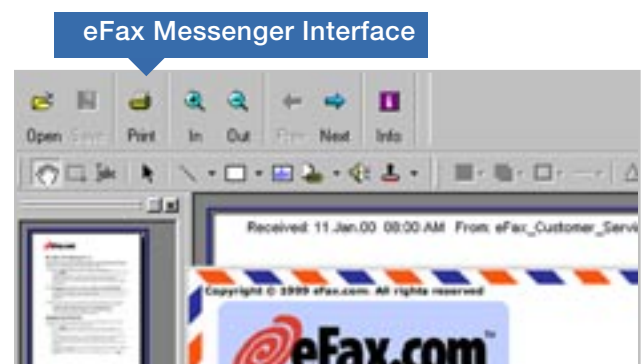
If you're using your eFax account on a Mac, visit our online help section at <http://www.efax.com/help/> (and enter Mac in the "Search Text" box) for Mac OS tips.

Faxing made easy

Faxing has come a long way from the year 1851. That was when Frederick Blackwell, an English physicist, demonstrated what he called a facsimile transmission at the London World Fair. Back then, getting one “page” (actually a wax cylinder) took over an hour. Now with eFax, you don’t even have to wait at the fax machine—your faxes are instantly delivered right to your desktop. Mr. Blackwell would be impressed.

Receiving faxes

When someone sends a fax to your eFax number, it is sent to you by email as an eFax (.efx) file. Now that you receive your faxes as electronic files, organizing them becomes as easy as organizing your other documents.



Downloading and installing eFax Messenger Plus [Windows]

1. Go to www.efax.com and click **Download**.
2. Enter your email address and choose Messenger Plus.
3. Click the **OK Download** button.
4. The download will start. When prompted, save the program to your computer.
5. After you’ve finished downloading the file, close any programs you are running or documents you are editing.
6. Right-click on the file you saved and choose **Open**.
7. When prompted to install the software, click **Yes**.
8. Read the license agreement and click **Yes** to indicate your agreement.
9. Click **Next** if you want to install the program in the default folder. You can also click **Browse** to select a different location.



Faxing [cont'd]

10. Type your name and eFax number in the User Identification window when prompted. Then, click **Next**.
11. In the *Select Email Software* window, you will see a list of email programs that are recommended for use with Messenger Plus. Select the email software you use and click **Next**. If your email software does not appear on the list, select **Other** and click **Next**.
12. In the *Test Email Setup* window, click **Test Setup**. The Email Wizard will start your email program and attach a Messenger Plus file to a test message.
13. If the test message appears properly, click **Next**. If it does not appear properly, click **Back** to confirm that you have selected the proper email software. Then try another test message. If it does not appear properly, click **Back** and select **Other** from the list of email software.

NOTE: Make sure you are connected to the Internet before clicking on the Test Setup button.

Viewing an eFax (.efx) file

1. If you haven't already done so, follow the instructions below to download and install eFax Messenger or Messenger Plus.*
2. Open the email that contains your fax.
3. Save the eFax file to your computer.
4. Open eFax Messenger Plus.
5. On the File menu, click **Open**.
6. Find the eFax file you saved to your computer.
7. Click **Open**.

NOTE: Remember your faxes are graphic files. If you cut and paste a fax into Microsoft Word or other programs, you will see the fax, but you will not be able to manipulate the text or edit it.

* If your operating system doesn't support eFax Messenger or Messenger Plus, change your fax delivery format to TIFF. Then view them in many programs such as Windows Imaging.



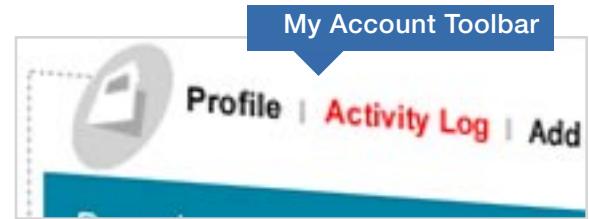
Faxing [cont'd]

Associating .tif and .efx files with eFax Messenger Plus [Windows]

1. Save the .tif or .efx file to your Desktop.
2. Highlight the file by single-clicking on the file icon.
3. While holding down your SHIFT key, right-click on the file.
4. From the menu, select **Open with...**
5. Messenger will not appear in the list of programs, so click the **Other** button. Select eFax Messenger Plus by browsing to the c:\Program Files\Common Files\efax\ directory and choosing *hotpls32.exe*.
6. Check the box marked *Always use this program to open this type of file*.
7. Click **OK**.

My Account

Through the “My Account” section on the eFax website, you can change the settings for your eFax account and/or upgrade your service.



Logging into the My Account section:

1. Go to www.efax.com
2. Click on the “My Account” icon.
3. Enter your eFax number (e.g. 13235551212) and your four-digit PIN.
4. You’ll be asked if you want your computer to “remember” your eFax number and PIN. If you indicate **Yes** by clicking on the box, you will not be asked for this information again. **NOTE:** To ensure your privacy, leave the box unchecked if you are using a public computer. If you leave the box unchecked, you will need to enter your eFax number and PIN each time you log in.
5. Click on the blue **OK** button to log in.

Forgot your PIN or number?

Just click on the **Forgot your PIN or number?** link at the bottom of the page. eFax will send your PIN and number to the email address you provided when you signed up for the service.

Changing your account information

Once you’ve logged into “My Account,” click **Profile** to change your name, company name, and the email address where faxes will be sent.

Upgrading your account

With eFax Plus, you can choose your own permanent local or toll-free number from over 800 cities worldwide, or you can keep the same number you’re using now. Just click **Upgrade** to upgrade your account to eFax Plus.

Getting Help

This manual was written to cover the most common questions submitted to our Customer Service department. If you don't see the answer to your problem here, check our online Help section at <http://www.efax.com/help>, where you can browse through frequently asked questions or contact Customer Service.

Glossary

client

Another name for your email program.

cookies

A cookie is a very small text file managed by your web browser. Cookies enable eFax to “remember” information about you, such as your setting or profile information.

eFax (.efx) file

A highly-compressed file received via the eFax Service. These files, characterized by their .efx file extension, can be viewed with eFax Messenger or eFax Messenger Plus. Both are [available for download](#) from our site at no charge.

fax header

Information may include the date and time the fax was received, sending and receiving fax number, and number of pages. This information is provided by the user's fax machine and may vary.

HotSend

HotSend is now eFax Messenger Plus.



Glossary [cont'd]

ISP (Internet Service Provider)

The company that provides your Internet access.

Live Menu

This part of the eFax Messenger Plus software displays the eFax Messenger Plus menu in your other programs. You can also configure it to hide the menu.

Messenger Plus

This program allows you to view faxes.

MIME

MIME, or “Multipurpose Internet Mail Extensions,” is a standard for the way attached files are sent with email. It tells the receiving software what type of file is attached.

PIN (Personal Identification Number)

When you sign up for any eFax service, you'll receive an email with your Personal Identification Number (PIN). Keep your PIN in a safe place and use it to access account information in [My Account](#).

TIFF (.tif) file

A common graphic file format. Can be used to receive faxes on machines that do not support eFax Messenger or Messenger Plus.

