eFax® Easy faxing anywhere.™

# User Guide

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eFax User Guide

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J2 Cloud Services, Inc., 700 S. Flower Street, 15th Floor; Los Angeles, California 90017, USA.

**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 TIFF fax files, which you can view online with eFax® MyAccount. eFax Plus and eFax Pro accounts provide greater functionality, including increased incoming fax limits, the ability to send faxes and the choice of a local or toll-free fax number. Terms and conditions of each service may change. Please visit www.eFax.com for complete details.

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# Get Started

This section is designed with the new eFax user in mind. Just step through the topics in this section, and you'll be viewing and sending your faxes like a pro in no time. Click a link below to skip ahead and read more:

- **Introduction to the Message Center**
- **View a Received or Sent Fax**
- **Send Faxes**
- **Update Your Account Preferences**

## Find Your Way Around

Navigating in eFax MyAccount is easy. Just use the buttons in the navigation bar along the top of the screen.

| | |
|---|---|
| **View Faxes** | Opens your eFax Message Center, where you'll go to view and manage your received faxes, as well as add electronic signatures. Tools in the Message Center also let you resend and forward faxes. |
| **Send Faxes** | Opens the *Send a Fax* form that lets you send a fax from the web. |
| **Account Details** | Opens the **Account Overview** page, where you'll go to set preferences that control how your eFax account works. |
| **Help** | Opens this online-help section, where you'll find information on how to use your eFax account, as well as help on fixing problems and contact information for our Customer Service team. |
| **Logout** | Logs you out of your eFax account. |

# Account Access

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

To access eFax MyAccount:

1. Go to **https://www.efax.com/myaccount/login**.
2. Enter your **eFax Number**, including the country code and area code, and **Password** in the boxes provided. For example:
   - To log in using the number +1 323 555 1234, type **13235551234**.
   - To log in using the number +44 (0)20 7555 1234, type **442075551234**.

> **Note:** If you have trouble logging in, click the **FORGOT LOGIN** or **FORGOT PASSWORD** tab for help.

# Change Your eFax Password

eFax automatically creates a password for your account during sign-up; but for security purposes, you should change it after your first login.

> **Note:** Your password is shared by all fax numbers on your account.

To change your password:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Profile** tab.
4. In the **Password** section, click **Edit**.
5. Enter your **Current Password**, the **New Password**, and **Confirm Password**, then click **Update**.

> **Tip:** Passwords should be between 8 - 20 alphanumeric characters and may include the following punctuation: ! @ # $ % ^ & * ( ) < > { } [ ] ; : .

# Share Large Files

*Large-File Sharing* is a premium feature that offers a convenient way to exchange large files with people over the Internet. Select a file up to 3GB for sharing with up to five people. 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 five times, and the file will be available for download for 90 days (30 days for eFax Free).

To share large files:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/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 e-mail sender).
4. In the **To** box, type the email addresses of your recipients, separated by commas.

   **For example:** test@test.com,example@test.com,e-mail@test.com.

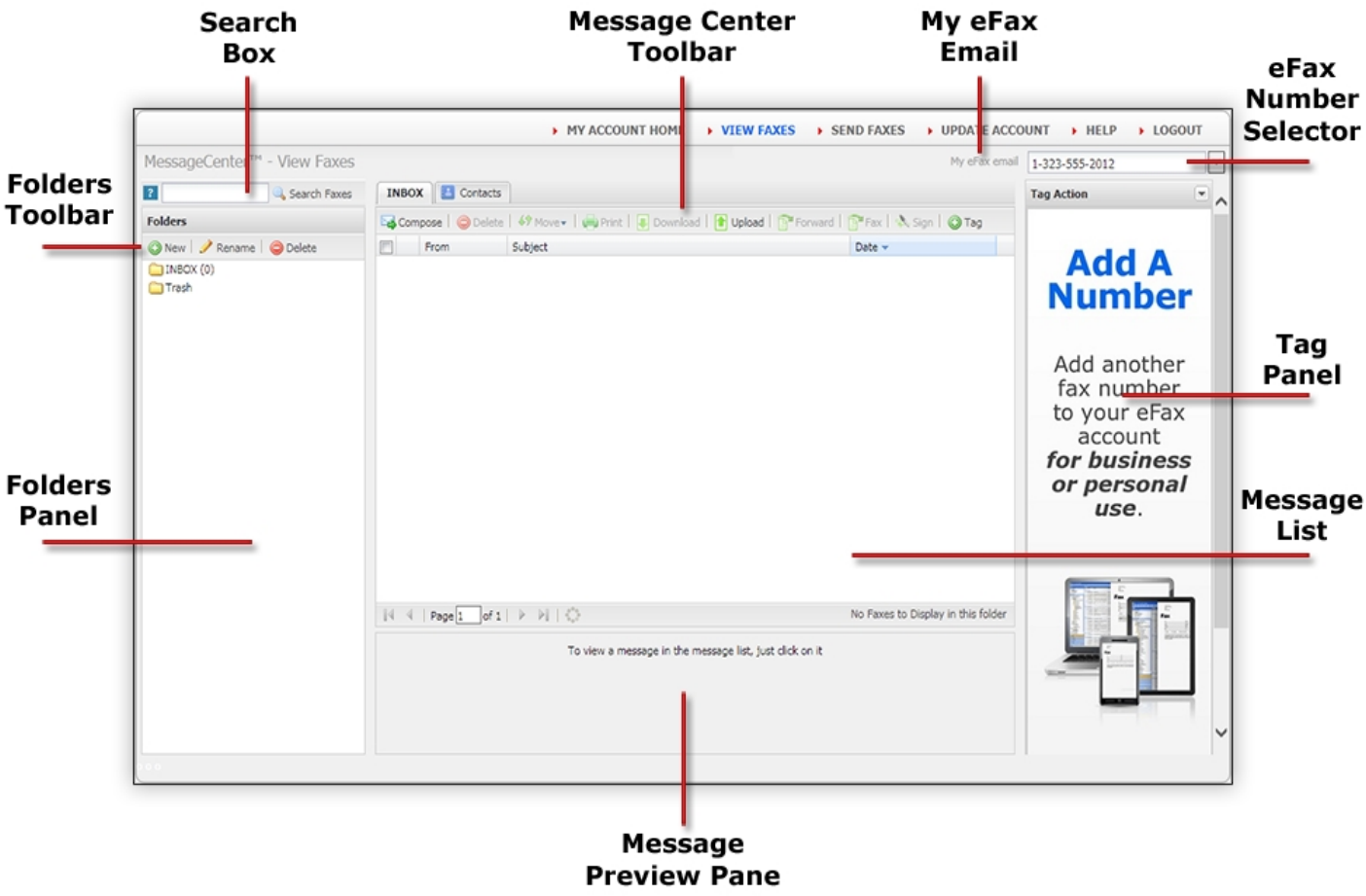
5. Type an optional **Subject** and **Message** to be included in the email.
6. Check **Notify upon download** to receive an email message after the first download by each of your recipients.
7. Click **Upload Files**.
8. Locate and select a file for sharing, then click **Open**.
9. After selecting all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

# About Message Center

Message Center is an online inbox eFax MyAccount 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—and even add an electronic 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.

## The Message Center Interface

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




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

| | |
|---|---|
| **Folders Panel** | Displays folders associated with your eFax account |
| **Folders Toolbar** | Contains tools for managing your Message Center folders |
| **Search Box** | Lets you search your faxes |
| **Message Center Toolbar** | Contains tools for working with faxes. |
| **eFax Number Selector** | Displays faxes from other fax numbers on your eFax account |

| | |
|---|---|
| **Message List** | Displays messages in the folder selected in the **Folders** pane |
| **Message Preview Pane** | Displays the first page of the fax selected in the message list |
| **Tag Panel** | Lets you add or edit tags applied to a fax |

# Free Email Service for Paid Accounts

*123mail.net* is a free e-mail service available with paid accounts.

To access *123mail.net* from your eFax Message Center, click **View Faxes**, then click the **My eFax email** in the Message Center title bar to automatically access your *123mail* account. You can update your *123mail* account and profile information by accessing the account and clicking the **Options** icon.

# View a Received or Sent Fax

## View a Received Fax

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

- *eFax Free* users receive up to 10 faxes per month, with 30 days of storage provided in the Message Center.
- *eFax Plus* and *eFax Pro* customers may receive a total number of pages based on their monthly plans, with unlimited storage in the Message Center. Your faxes will be available until you delete them.

> **Note:** If eFax ***Enhanced Security*** is active for your *Plus* or *Pro* account, you will only be able to view your received faxes in the Message Center.

To view a received fax in Message Center:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **View Faxes**. The 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; to view the full screen in a tab, double click the **Subject** of a fax in the list; and to view faxes .received by another fax number on your account, select that number from the drop-down list in the top right corner of the Message Center.

To view a fax you received via email:

1. Log into 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.

> **Note:** The default file format for delivered faxes is Adobe PDF (free **Adobe Reader software** is available at **http://get.adobe.com/reader/otherversions**).

Users can change their fax-file format preference by changing their account preferences in **Account Details > Preferences > Receive Fax Options.**

## View 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 into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center **Folders** pane, click the **Sent** folder. The 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.

# Resend a Fax

eFax Message Center makes it easy for users to resend a fax.

To resend a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/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 **Send a Fax** form (via **Send Faxes Via the Web or Email**), and then click **Send Fax**. Your original fax will automatically be added as an attachment to the **Send a Fax** form.

> **Note:** You can also resend failed faxes from your sent-faxes activity log (see **View, Export, or Print Fax Usage/Activity Logs**).

# Forward a Fax

eFax Message Center makes it easy to forward, via fax or e-mail, a copy of a fax previously sent or received.

To forward a fax via fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. In Message Center, check the box beside the fax or faxes you'd like to forward.
3. Click **Fax** in the Message Center toolbar.
4. Fill out the **Send a Fax** form (via **Send Faxes Via the Web or Email**), then click **Send Fax**.

> **Note:** Your original fax will automatically be added as an attachment to the **Send a Fax** form. If you forward multiple faxes, each will be added as a separate attachment.

To forward a fax via email:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. In Message Center, check the box beside the fax or faxes you'd like to forward.
3. Click **Forward** in the Message Center toolbar.
4. In the **Forward Faxes** dialog, enter the destination email address in the box provided; then click **Forward**. Or, you can enter a recipient from your address book by clicking on **Choose From Contacts**.

> **Note:** If you forward multiple faxes, each will be sent in a separate email.

# Search for Faxes

Via the eFax Message Center, you can search for any fax by keywords, which are stored automatically upon receipt of a fax. Or, you can search by **tags** that you have manually applied to your faxes.

Each time you receive a fax, the eFax Message Center does a full-text scan of all of your fax content, including headers (i.e. **To**, **From**, **Date**, **Subject**, **Caller ID**) and identifies keywords to store. Message Center then indexes those keywords for future fax retrieval. Keywords are available for searching within five minutes after a fax is received.

> **Note:** The **Search** function does not work for foreign-language keywords and also is not available if eFax ***Enhanced Security*** is activated on your account.

To search for faxes:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/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 display matches for both sent and received faxes for all numbers on your eFax account.

# Print Faxes

This feature generates a printable version of your selected fax(es) in another browser window.

To print a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In Message Center, check the box(es) next to the fax(es) you'd like to print.
4. Click **Print** in the Message Center toolbar. Your selected fax(es) appear in a new browser window.
5. In the **Print** dialog box that appears, configure your document-output settings.
6. Click **Print**.

# Download a Fax

While your faxes are always saved in the Message Center, you can also download your faxes to your hard drive. You might want to download a fax for printing, for editing, or to have an accessible copy when you're not online.

To download a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In Message Center, check the box next to the fax you'd like to download.
4. Click **Download** in the toolbar.
5. Save the file to a folder on your PC.

**Note:** If you've selected multiple faxes, they'll all be placed into a single ZIP file for download. You can also select files that you uploaded into eFax for download, back onto your desktop.

# Upload Documents

The **Upload** button lets you store documents or images directly in the Message Center without having to fax the documents to yourself first.

> **Tip:** You can use this feature to **create a signature**, and it won't count against your monthly page allotment.

*eFax Plus* and *eFax Pro* memberships includes a lifetime of fax storage.

There is a 20-page limit for each document uploaded. eFax supports uploading the file types listed below:

| | | | | |
|---|---|---|---|---|
| DOC | DOCX | EFX | HOT | GIF |
| XLS | XLSX | JPG | JPEG | PDF |
| PNG | PPT | PPTX | RTF | TIFF |

To upload documents:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. Click **Upload** in the Message Center toolbar.
4. Browse for the files you want to bring into eFax.
5. Click **Go**. When the transfer is complete, you will receive confirmation that the document or image is available in eFax.

> **Note:** Uploaded files are stored in your inbox. You can use toolbar functions to **delete**, **move**, **print**, **download**, **forward**, and **tag** files, as needed.

# Organize Message Center Folders

Message Center folders help you manage your faxes. You can create, rename, and delete folders, as well as 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 the Message Center:

| | |
|---|---|
| **INBOX** | Contains incoming (i.e., received) faxes |
| **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, via the Message Center (Only visible when signed faxes are available for storage.) |
| **Trash** | Contains faxes you've moved from other Message Center folders |

The **Sent** folder displays outbound 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 the Message Center.

> **Note:** System folders **INBOX**, **Sent**, **Signed_Docs**, and **Trash** can not be deleted or renamed—and sub-folders for system and customer folders are not permitted.

To create a new folder:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center **Folders** pane, click **New**.
4. Type a folder name in the **Enter the new folder name** textbox, then click **Create Folder**.

To rename a folder:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center **Folders** pane, click the folder you'd like to rename; then click **Rename**.
4. Type a folder name in the **Enter the new folder name** textbox, then click **Rename Folder**.

To delete a folder:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center **Folders** pane, click the folder you'd like to delete; then **Delete**, then **Yes** at the confirmation prompt.

## Organize Your Faxes

The eFax Message Center provides a number of tools to help move or delete your faxes among/from folders, as well as **add tags to your faxes** or **search your faxes** for specific documents.

With unlimited online storage, eFax users always have access to sent and received faxes

To move a fax to another folder:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. Check the box next to the fax or faxes you'd like to move, then click **Move** in the Message Center toolbar.
4. In the list of folders that appears, click the destination folder name.

> **Note:** You can not move faxes into or out of the **Sent** or **Signed_Docs** folders.

To delete a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. Check the box next to the fax or faxes you'd like to delete, click **Delete** in the Message Center toolbar; then **Yes** at the confirmation prompt.

# Add, View, or Remove Tags From a Fax

*Tags* are keyword categories that you apply manually to faxes in the eFax Message Center. They help you keep your faxes organized, making them searchable and retrievable when needed. Just search for the tag name to see a list of all matching faxes. The tags you create are completely customizable and can be added in any of the languages supported by eFax.

For example, you can create a *Signed Contract* tag and append it 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 the Message Center, and can even add multiple tags to each fax.

> **Note:** Fax tagging is not available if eFax ***Enhanced Security*** is activated for your *Plus* or *Pro* account.

To add a tag to a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**. The eFax Message Center displays your **Inbox** folder.
3. In the list of messages, 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** pane, type text in the **Tag Name** box; then click **Save**.
6. Repeat for each additional tag you want to add.

To view or remove tags from a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**. eFax Message Center displays your **Inbox** folder.
3. In the list of messages, check the box next to one fax to see its tags. (You can not view or remove tags when multiple faxes are selected.)
4. To remove a tag: In the **Edit Tag** pane, check the box beside a tag, then click **Remove Tag**.

# Sign a Fax in the Message Center

Adding your signature to a fax is as easy as point, click, and drag. For added convenience, each time you add a signature to a fax, the signed copy is saved in the **Signed_Docs** folder in the Message Center. The unsigned version of the fax remains in its original form for later reference.

> **Note:** Electronic signatures are not available in the Message Center if ***Enhanced Security*** is activated for your account.

To add a signature to a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. In Message Center, check the box beside the fax you'd like to sign.
3. Click **Sign** in the Message Center toolbar, or click the **Sign** icon ( ) next to the checkbox beside the fax. The **Electronic Signatures** dialog opens and displays the fax you want to sign.
4. Navigate to the page in your fax where you'd like the signature to appear.
5. In the **Image Library** pane on the left, click the signature you'd like to add. Your signature appears in the center of the fax display pane, surrounded by a green border. Or, you can drag an image from the library onto the current page in the center.

> **Note:** Add multiple signatures at once by holding the **SHIFT** key down as you click on the thumbnails in the Image Library.

6. To resize your signature, use the square handles at the corners of the green border, holding down the **SHIFT** key to keep the same proportions as you resize.
7. Click the **Rotate** icon to turn the icon 90-degrees clockwise.
8. Reposition the image as needed by clicking and dragging it into position.
9. Click **Save** in the top toolbar when you are done. 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.

## Create or Delete an Electronic Signature

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

> **Note:** Electronic signatures are not available in the Message Center if ***Enhanced Security*** is activated for your account.

To create an electronic signature in the Message Center:

1. Fax yourself (at your eFax number) a document that contains your signature. You can use a fax that is already in your inbox, if you have one with your signature on it.

   > **Tip:** You might wish to sign a blank sheet of paper, using dark ink or a pen with a thick nib.

   > **Tip:** Alternatively, to avoid using a fax page from your monthly allotment just to create this signature, you could take a picture of your signature or scan the page, then use the **Upload Documents** feature to upload it directly into your inbox.

2. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
3. In your **Inbox** folder, check the box next to your "signature" fax.
4. Click **Sign** in the Message Center toolbar. The **Electronic Signature** window opens and displays your signature fax.
5. Click **Crop** in the top toolbar. A box appears in the center of the screen. Use the mouse to drag this box on top of your signature.

6. Use the handles at the sides and corners of the box to resize it to match the size of your signature on the page; then click **Save Crop**.
7. Enter a **Crop Name** for your signature, then click **Save**.

> **Note:** You can not edit an individual signature. You can create multiple signatures, but they can not be edited.

To delete a saved signature:

1. In the **Electronic Signatures** window, roll your cursor over the signature you want to remove.
2. Click the **delete** icon in the upper-right corner of the signature, then confirm at the prompt..

# Add 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 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 the Message Center. The version of the fax without comments remains in its original form for later reference.

> **Note:** Fax comments are not available if ***Enhanced Security*** is activated for your *Plus* or *Pro* account.

To add a comment to a fax:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Inn the Message Center, check the box beside the fax you want add comments to.
3. Click **Sign** in the Message Center toolbar. The **Electronic Signatures** dialog opens and displays the fax you want to sign.
4. Navigate to the page in your fax where you'd like the comment to appear.
5. Click **Text** in the top toolbar. A green textbox appears in the center of the fax display pane.
6. Type your comment text in the green box.
7. Drag the sides of the green comment box to resize, as necessary.

8. To increase or decrease the font size: Hold the mouse over the green box, and click the up or down arrow.
9. 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.

# View, Add, or Edit Contacts

**Contacts** is your eFax Message Center address book. Store the names and fax numbers of people you send faxes to frequently, to make sending faxes quicker and easier. When sending a fax by using the **Send a Fax** form (via ***Send Faxes Via the Web or Email***), select **Choose from Contacts** to automatically fill in the form's recipient list.

To view, add, or edit your contacts:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. Click the **Contacts** tab at the top of the Message Center. Your contacts are listed alphabetically.
4. To add a new contact: Click **Add**, enter the contact information, and then click **Save**.To edit: Select the contact, click **Edit**, update the contact information, then click **Save**

> **Note:** It is not possible to create contact groups in Message Center.

## Import and Export Contacts

You can import contacts from *Gmail*, *Yahoo! Mail*—or import/export your contacts list from/to a .csv (comma-separated value) file.

> **Tip:** Want to import your *Outlook* address book? Export it as a .csv file from *Outlook*, and import the .csv file to eFax!

To import contacts into eFax from *Gmail* or *Yahoo! Mail*:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center, click the **Contacts** tab.
4. Click **Import** in the Message Center toolbar.
5. Select your email provider from the drop-down list.
6. Enter your -mail address and password, then click **Import**. Your outside contacts will load into your eFax address book.

If you have a large number of contacts to add from another address book, you can import these contacts into eFax contacts by using a .csv, file. You will need to export the file from your outside email client before importing it into eFax.

Your .csv file must contain the following columns: **First Name**, **Last Name**, **Company Name**, **Email Address**, **Fax Number**, **Country**.

To import a .csv file into eFax contacts:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center, click the **Contacts** tab.
4. Click **Import** in the Message Center toolbar.
5. Select **Import CSV File**.
6. Browse your PC for the .csv file.
7. Once the file is selected, click **Open**. Double-check that the correct file is listed under **File to Import**.
8. Click **Import**.

> **Note:** There is no need to worry about potentially duplicating contacts by uploading multiple contact lists. The eFax system will check the list for you and only upload new contacts, not any duplicates found.

To export your eFax contacts: (These steps let you export your contacts list to a .csv file for use outside of eFax.)

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **VIEW FAXES**.
3. In the Message Center, click the **Contacts** tab.

4. Click **Export** in the Message Center toolbar.
5. In the confirmation dialog, click **Export** to save the .csv file to your PC.

> **Note:** *Safari* users should option-click **Export** to save the file.

# About 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 into eFax MyAccount. Enter your fax number and password, 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 into the secure Message Center.
- By turning on *Enhanced Security*, you also won't be able to **search**, **tag**, **sign**, or **add comments to** your faxes.
- If you also have multiple fax numbers linked to your account, *Enhanced Security* affects all fax numbers on your account. You can not turn it on for one fax number and off for another.

> **Note:** *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 secure fax:

1. When you receive the fax notification email, do one of the following:
   - Click the URL in the email to log into eFax MyAccount.
   - Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.

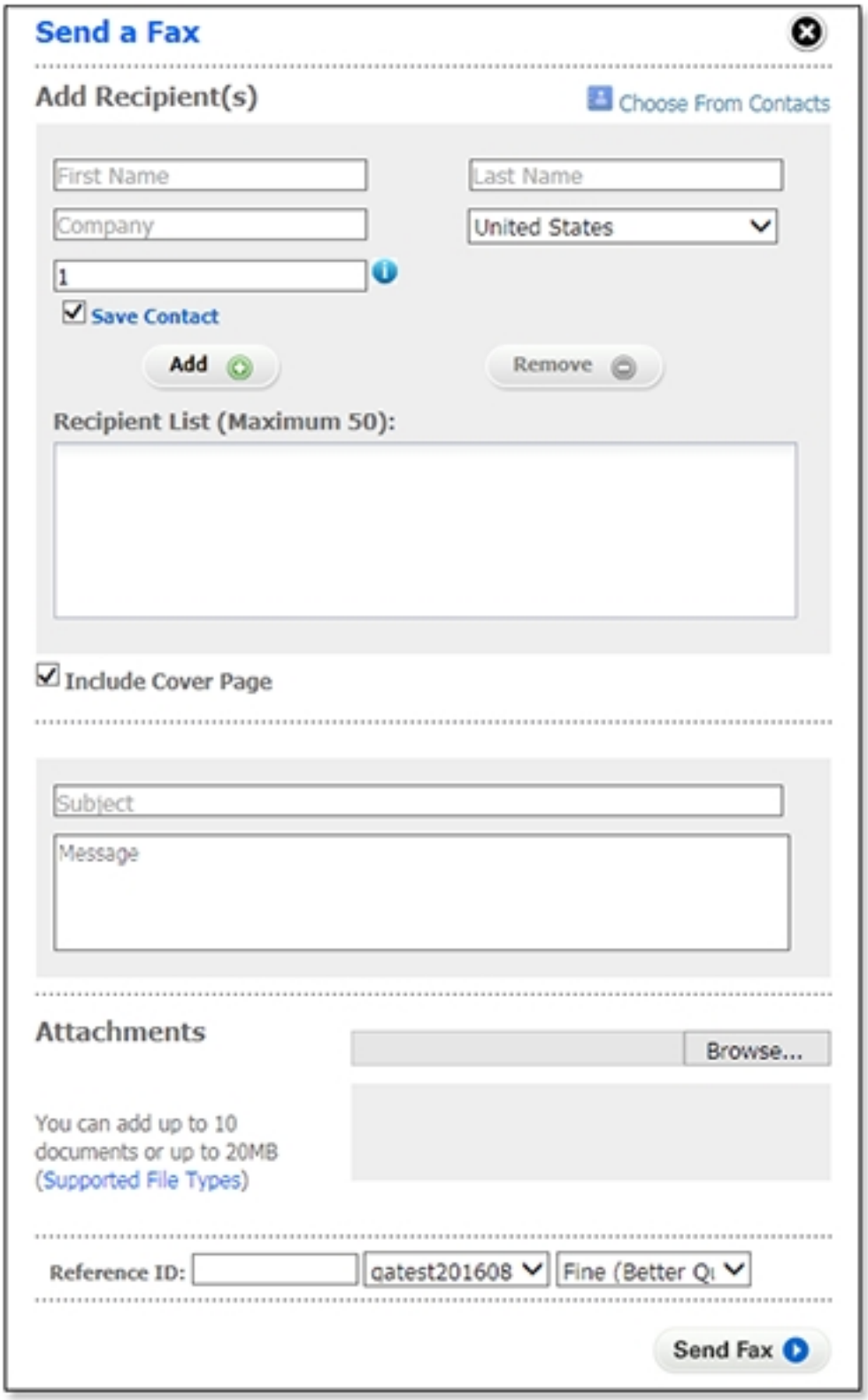
2. Click **View Faxes**. Message Center opens and displays the faxes in your **Inbox** folder.
3. Double-click the **Subject** of the enhanced-security fax to view in a new tab.

# Send Faxes via the Web or Email

You can send faxes directly from the Message Center or by email. No matter which method you use, a copy of each fax you send will be saved in the **Sent** folder in the Message Center. You'll also receive an email receipt notifying you that your fax was sent successfully or advising you of the reason for failure.

## Send a Fax via the Web

When using eFax, you can send files from the eFax website, similar to attaching documents to an email, along with an optional cover page. eFax supports a wide variety of file formats that includes most common programs.


Send a Fax
Add Recipient(s)
Choose From Contacts
First Name
Last Name
Company
United States
1
Save Contact
Add
Remove
Recipient List (Maximum 50):
Include Cover Page
Subject
Message
Attachments
Browse...
You can add up to 10 documents or up to 20MB
(Supported File Types)
Reference ID:
qatest201608
Fine (Better Qu
Send Fax

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **SEND FAXES** to open the **Send a Fax** form. (You can also open this form by using the **Compose** button in your Inbox.)
3. **Add Recipient(s)** by filling in the following fields:
   - **First Name**.
   - **Last Name**
   - **Company**
   - **Country**
   - **Number**

> **Note:** The country selected in the **Country** drop-down menu provides the correct dialing prefix in the **Number** field.

> **Note:** Be sure to remove all formatting in the **Number** field. For example, **1-202-555-1234** should be entered as **12025551234**.

4. To save this recipient's information for later use, check **Save Contact**. (This is checked by default.) The recipient will be added to the address book when the fax is sent. If the recipient already exists in the address book, a notice will display.
5. Click **Add**.

> **Tip:** Alternatively, click **Choose From Contacts** to select a recipient from the eFax address book. The fields listed above will be filled in automatically.

6. To add multiple recipients, repeat steps 3 - 5 for each recipient.
7. If the **Include Cover Page** option is checked, provide a **Subject** and **Message** for the cover page, in the text fields that open.
8. Attach documents as needed, using the **Browse** function.
9. Provide a **Reference ID** to identify the fax as belonging to a particular issue, case, or campaign. (This is an optional field.)
10. Indicate the email address to which the confirmation receipt will be delivered. (The default confirmation address is provided. Change this only if a different address from the default is needed.)
11. Select a fax transmission **Quality**.
12. Click **Send Fax**.

# Send a Fax via Email

You can send a fax from any standard email program, or by using a web-based email service like *Yahoo* or *Gmail*. Create an email, then attach up to 10 files (20MB maximum) you want to fax. If you attach multiple files, eFax combines the files into one fax in the order they were attached to the 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 (see **Update Account Preferences**).

2. In the **To** field, enter the recipient's fax number, followed by **@efaxsend.com**. Additional options are described in the next section. 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**, 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 up to 10 files you want to fax to your outgoing email message (maximum 20MB).
4. To include a cover page, type the cover-page text in the body of the email message.
5. Send the email.

# Add a Cover Page

Adding a cover page to your fax lets you include a short message to the recipient, which provides some context for the document sent to them. With eFax, there are several options for including a cover page with your fax.

## eFax Default Cover Page

eFax will automatically format a cover page for you when sending a fax by with the **Send a Fax** form online or through email (via **Send Faxes Via the Web or Email**).

If sending a fax online, check the box next to **Include Cover Page**. Fill out the **Subject** and **Message** fields.

If sending a fax through email, any text included in the **Body** of the e-mail message will be included as a cover page. The **Subject** of the email will be used as the **Subject** of the cover page. Use the **To** field to specify cover-page options, such as recipient name, sender name, and company name.

## Your Own Cover Page

Using the default cover page generated by eFax is optional. If you would prefer to use a cover page of your own design, you can turn off the default cover page and attach your cover page to the outgoing fax as a separate file. Your cover page can be created in any file format currently supported by eFax for sending faxes.

> **Note:** You will need to attach the cover-page file as the very first attachment when sending your fax, to be sure it is the first page transmitted.

To turn off the default cover page:

- From the **Send Fax** form online, uncheck the **Include Cover Page** option.
- When sending through email, leave the **Body** of the email blank (this includes removing any automatic signatures you may have set).

## Default Cover-Page Options

In addition to the **To** line options for cover pages described in the "Send Faxes Via Email" (see **Send Faxes via the Web or Email**), when there is any text in the body of the e-mail, an automatic cover page will be generated. This automatic cover page may be managed through the use of tags. The available tags are:

- **{nocoverpage}** - Disables the automatic cover page, and hides all text in the body of the email.
- **{showbodytext}** - Displays any text, in the body of the email, as plain text.

To use these tags, simply enter them as the first line of text in the body of the email. (Or, if using both tags, enter them as the first and second lines of text.) The tags may be used separately, together, or not at all.

| Tags Used | Cover Page Result |
|---|---|
| No Tags (No body text) | No cover page will be generated. |
| No Tags (Body Text) | An automatic cover page will be generated. The text in the body of the email will be entered as **Comments**; and any recipient information in the **To:** field will be entered in the appropriate fields on the cover page. |
| {nocoverpage} | No cover page will be generated, and any text in the body of the email will be ignored.<br>**Note:** Use this tag in the body of the email to prevent signatures automatically added, by email clients or servers, from being sent as a cover page. |
| {nocoverpage}<br>{showbodytext} | No cover page will be generated. Text in the body of the email will be sent as the first page(s) of the fax, formatted as plain text. |

**Note:** Each of the examples above does NOT require the additional **To** line options described in "Send Faxes Via Email" (see **Send Faxes via the Web or Email**). These are completely separate ways of setting cover-page options. Do not combine these options.

# About the **Account Overview** Page

**Account Overview** is where you go to edit your account preferences, view usage, or update account information.

To get to the **Account Overview** page, just click **Account Details** in the in header on your eFax MyAccount page.

From **Account Overview**, you can:

| | |
|---|---|
| **Update your references** | Set preferences that affect how your eFax service works. |
| **Update your billing information** | Edit the payment information for your eFax account, add a credit card, or view your bill. |
| **View usage** | View sent- and received-fax usage activity for your eFax account. |
| **Update your customer profile** | Edit the profile information of your eFax account. |

## Update Account Preferences

You may customize your settings according to your needs. Available account options depend on your current plan.

| | |
|---|---|
| **Current Plan** | Displays your current plan. An **Upgrade** link is available for *Free* and *Plus* users. *Plus* and *Pro* users can also add fax numbers to the account, using the **Add a Number** link. |
| **Enhanced Security** | Indicates if the **eFax *Enhanced Security*** feature is on or off (affects entire account). Please contact **Customer Service** to change this feature setting. |
| **Download eFax Messenger** | Download *eFax Messenger* for *Windows*. |

| | |
|---|---|
| **Language Preference** | Set the language used for emails sent to you from eFax (affects entire account). |
| **Time/Date Preference** | Set the time zone and time/date format (affects entire account). |
| **Default Home Page** | Set the page (either **MyAccount > Home** or the Message Center) to display when you first log into *My Account* (affects single number, only). |
| **Send e-mail Addresses** | Edit a list of up to five email addresses from which outbound faxes may be sent (affects entire account). |
| **Receive-Email Addresses** | Edit a list of up to five e-mail addresses that will receive a copy of inbound faxes (affects single number, only). |
| **Receive-Fax Options** | Set the following (affects single number, only):<br>• **Fax File Format** - The file format in which you will receive inbound faxes: PDF or TIF.<br>• **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.)<br>• **Display First Page of Fax in email Body** - If this feature is enabled, the first page of a received fax appears in the email notification. |
| **Send-Fax Options** | Set the following (affects entire account):<br>• **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.)<br>• **Deliver Fax Receipts** - Check this box to turn send-receipts on; and you'll receive an email indicating successful transmission of a sent fax or a message indicating the reason for failure.<br>• **Default Send e-mail** - Select a default send-mail address. Unless otherwise changed, the send-receipt email will be sent to this address when using the **Send a Fax** form (via **Send Faxes via the Web or Email**). |

| | |
|---|---|
| **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 the Message Center. |
| **Fax Options** | Displays the current file format for faxes, as well as an **Upgrade** link. |

To update your account preferences:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Preferences** tab.
4. 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.

5. Select the desired options—or edit information; then click **Update**. To remove information: Delete the text, then click **Update**.

# About the Billing Tab

To edit billing and payment information for your account, click **Account Details** in the in header on your eFax MyAccount page; 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** | Customers on a monthly invoice billing plan can switch to credit-card billing |

| | |
|---|---|
| **credit card** | 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. |
| **View billing statements** | View current and past billing statements |
| **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 (i.e., the amount charged to your credit card to cover costs associated with usage above that included with your plan) |

## Edit 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 into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
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**.

## Add a Default Credit Card

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

To add a default credit card:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
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**.

## Add 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 into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
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**.

## Change Your Billing-Statement Preference

In addition to viewing your billing statements online, you have the option to receive them via email. This is an opt-in feature only and is not turned on by default.

To opt-in to receiving statements in email:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **ACCOUNT DETAILS**.
3. Click the **Billing** tab.
4. In the **Billing Settings** section, click **Edit**.
5. Select an option for billing statement delivery:
   - I prefer to view my billing statements online only
   - I prefer to receive my billing statements via email
6. Click **Update**.

## View Billing Statements

You can view your past billing statements online, to review details regarding your subscription charges to your credit card (monthly or annual, based on your service plan).

To view your billing statements:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Billing** tab.
4. Next to **Billing Statements**, click **View**. The **Billing Statements** table will loads, displaying a list of past billing statements, including statement dates, amounts, and invoice numbers.
5. To open a billing statement, click its invoice number in the **View Statement** column. The statement opens in a separate window.

## Edit the Usage-Balance Settings

Your eFax plan may include free inbound-fax 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 that balance.To help ensure you have continued service, eFax automatically replenishes your usage balance when the amount drops below $2.

The amount charged to your credit card to replenish the 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 when it drops below $2.

You can view your current usage balance, and set the reorder amount on the **Billing** tab.

To edit your usage-balance settings:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Billing** tab.The **Usage Balance** section displays your current balance.
4. To edit the reorder amount, click **Edit** in the **Usage Balance** section .
5. In the **Select a New Reorder Amount** list, select a dollar value (the minimum is $10).
6. Click **Update**.

> **Note:** If you regularly send or receive a substantial amount of faxes, you may wish to set a higher reorder amount to help reduce the number of separate reorder charges on your monthly credit-card statement.

## View, Export, or Print Fax Usage/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 **Account Details** in the header on your eFax MyAccount page.

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. |
| **Received 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.) |
| **Sent 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 the 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 into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Usage** tab.

4. Click **Activity Log** beside the type of log you'd like to view:
   - **Received Faxes** - This log displays a list of faxes you've received. Logged fax activity includes the date and time, number of pages, type of activity, transmission duration, and the **From** sender's fax number.
   - **Sent Faxes** - This log displays a list of faxes you've sent. Logged fax activity includes the date and time, who it was sent to, the number of pages, how much of a charge was incurred, the subject, and fax status. Any faxes marked as **Failed** have a **Resend** link next to them.

> **Note:** To display activity for a date range, select **From** and **To** dates, then click **Go**.

eFax gives you the option of printing or exporting activity logs for future reference and offline viewing.

To export fax-activity logs:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Usage** tab.
4. Click **Activity Log** beside the type of log you'd like to view: **Received Faxes** or **Sent Faxes**.
5. Click **Export**, located below the fax activity log table.
6. When the **Save As...** window opens, navigate to the location on your hard drive where you wish to save the .csv file and click **Save**.

To print fax-activity logs:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Usage** tab.
4. Click **Activity Log** beside the type of log you'd like to view: **Received Faxes** or **Sent Faxes**.
5. Click **Print Page**, located below the fax-activity-log table.
6. When the **Print** window opens, select your printer, and click **Print**.

# Update 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.

> **Note:** Your profile must contain at least one telephone number.

To update your customer profile:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
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 via the **Send a Fax** form (see **Send Faxes Via the Web or Email**). |
| **Contact email** | Used to contact you with service updates, password resets, etc. |
| **Password** | A minimum 8-character combination of letters, numbers, and symbols used to log into 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 |

5. Enter the new information and click **Update**. (To remove information:Place your cursor in the field, delete the text, then click **Update**.)

# Add Another Fax Number

Adding another fax number to your eFax account is convenient and affordable. Your new eFax number is immediately available for use.

To add another fax number:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Preferences** tab.
4. In the **Current Plan** section, click the **Add a Number** option.
5. Select the **Domestic** or **International** tab.
6. Set your search criteria, using the available options.
7. Select a number from the search results, and click **CONTINUE**.
8. Click **ADD A NUMBER** to confirm your selection, and add the number to your account.

# Upgrade Your Service Plan

You can upgrade your eFax service plan to get more value and save more money! To do so:

1. Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
2. Click **Account Details**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click **Upgrade**.
5. Select an upgrade option, then click **Continue**.

# Cancel Your eFax Account

We're sorry to see you go!

Before you do, have you contacted **Customer Support** for assistance with any technical issues you may be encountering?

To cancel your account:

- Log into eFax MyAccount at **https://www.efax.com/myaccount/login**.
- Click **Account Details**.
- Go to the **Billing** tab.
- Next to **Next Payment Date**, click **Cancel My Account**.

> **Note:** Once your account is closed, any faxes stored online will no longer be accessible. Before you cancel your account: Be sure to download any documents you wish to keep .

# What is eFax Messenger?

*eFax Messenger* is an optional, free fax-management program with advanced fax-editing and -sending features. *Messenger* is supported for *Windows* and is available for free download at the eFax website. Using *Messenger*, you can view, edit, and sign your faxes.

## System Requirements

| | |
|---|---|
| **Operating System** | Windows 10 / Windows 8 / Windows 7 |
| **Download Size** | 74MB |
| **Download URL** | **https://www.efax.com/efax-help-center/efax-messenger/download-efax-messenger** |

**Note:** *Messenger* not currently compatible with *Macintosh* or *Linux* operating systems.

## Downloading eFax Messenger

The *eFax Messenger* software is available as a free download from the eFax website.

## To Install eFax Messenger for Windows

1. Download the free *eFax Messenger* software at the link above.
2. After the download completes, double-click the **efaxmessengersetup** executable file.
3. Follow the on-screen instructions to complete installation.

4. O nthe **User Settings** screen, type your efax number and password; then click **OK** to log into the *Messenger* software.

## Using the eFax Messenger Software

For information on how to use *eFax Messenger*, please refer to the extensive help content within the *Messenger* software itself.

# Mobile Faxing with eFax

The eFax iPhone® and Android™ apps let you access your eFax account from your favorite mobile device. To access the application features, you must have an existing eFax account.

- Download the eFax app for the iPhone at **https://itunes.apple.com/us/app/efax-mobile-phone-fax-app/id399922064?mt=8** ; or log into your iTunes® account, and search for eFax in the App Store.
- Download the eFax app for the Android at **https://-play.google.com/store/apps/details?id=com.j2.efax**; or log into your *Google* account, and search for eFax in the Play Store.

## eFax Mobile-App Help Pages

For both the iPhone and Android, tap **FAQs** to be taken to the in-device **Help** page.

Send feedback to eFax, using the email feedback feature in the eFax **Mobile Settings** screen (iOS and Android).

# eFax Support

For support/contact information, click **here**.

# Appendix: Supported File Formats

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

| Document Type | Versions | Extensions | Category |
|---|---|---|---|
| Adobe Photoshop | v. 3.0 and above | PSD | Graphics |
| Adobe Portable Document Format | All versions | PDF | Cross-platform |
| Adobe Postscript | All versions | PS | Cross-platform |
| Amiga Interchange File Format | Raster Bitmap only | IFF | Graphics |
| Comma Separated Values Format | All versions | CSV | Spreadsheets |
| Compuserve Graphics Interchange Format | GIF87a, GIF89a | GIF | Graphics |
| Corel Presentations Slide Show | V. 96 and above | SHW | Presentations |
| Corel Word Perfect | v. 5.x., 6, 7, 8, 9, X6 | WPD, WP5, WP6 | Word Processing |
| eFax Messenger Document Format | eFax Messenger | EFX, HOT | Cross-platform |
| Encapsulated Postscript | All versions | EPS | Cross-platform |
| Hypertext Markup Language | HTML only with base href tag required | HTM, HTML | Publishing |

| | | | |
|---|---|---|---|
| jConnect Messenger Document Format | j2 Messenger | JFX | Cross-platform |
| Joint Photography Experts Group | All versions | JPG, JPEG | Graphics |
| Microsoft Excel | v. 5, 95, 97, 2000, 2003, 2007, 2010, 2013 | XLS, XLSX | Spreadsheets |
| Microsoft PowerPoint | v. 4 and above | PPT, PPTX | Presentations |
| Microsoft Publisher | v. 98, 2000, 2002, 2003, 2007, 2010, 2013 | PUB | Publishing |
| Microsoft Word | Windows: v.97, 2000, 2003, 2007, 2010, 2013; Mac: v.4, 5.x, 95, 98 | DOC, DOCX | Word Processing |
| Microsoft Word Template | Windows: v.97, 2000, 2003, 2007, 2010, 2013; Mac: v.4, 5.x, 95, 98 | DOT, DOTX | Word Processing |
| Microsoft Works Word Processor | v.4.x, 5, 6, 7, 8.x, 9 | WPS | Word Processing |
| OpenDocument Drawing | All versions | ODG | Graphics |
| OpenDocument Presentation | All versions | ODP | Presentations |
| OpenDocument Spreadsheet | All versions | ODS | Spreadsheets |
| OpenDocument Text | All versions | ODT | Word Processing |
| PC Paintbrush Graphics | All versions | PCX | Graphics |

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