



faxing simplified. anytime. anywhere.

User Guide

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MyFax User Guide

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Chapter 1: Getting Started

Welcome to MyFax®! This MyFax User Guide provides comprehensive information about using your MyFax service. Your membership includes access to sophisticated fax management tools allowing you to easily view faxes. There are two ways to access and use your MyFax account. Pick the method that fits you best:

Email

You may receive and send faxes directly through your email. To set this up, log into [MyFaxCentral](#) and provide your email addresses. To send a fax, attach it to an email and enter “[fax number]@myfax.com” in the To field.

To set account preferences and manage your account, you'll need to log in to the MyFax website.

MyFaxCentral

MyFaxCentral is a full-featured online interface that offers the ability to view and send faxes.

Log in at <https://central.myfax.com/login> and you'll also have access to an online inbox where you can view and manage your faxes.

MyFax Customer Support

MyFax Customer Support is available by email at support@myfax.com. Or, you can contact [Customer Support](#) by phone at 1800 469 329.

Chapter 2:

Receiving Faxes

When someone sends a fax to your MyFax number, it will arrive in your email inbox attached to an email from MyFax. MyFax users can choose to receive faxes in one of the following 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)

Your faxes will also be delivered to MyFaxCentral so you can access your faxes online, even when you can't access your email.

To view a fax received by email:

1. Log in to your email account.
2. Find and open the email message from **MyFax [noreply@myfax.com]**.
TIP: Add MyFax to your Contact list.
3. Click on the attachment to open the fax.
4. **Note:** Email address information is set up in your Receive Email Address(es) **Account Preferences**.

To view a fax in MyFaxCentral:

You may view your faxes online by logging in to your MyFaxCentral.

1. [Log in](#) to MyFaxCentral.
2. Click **View Faxes**.
MyFaxCentral 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 MyFaxCentral.

Changing Your Fax File Format Preference

Customers can select their preferred file format for inbound fax delivery.

To change your fax file format preference:

1. [Log in](#) to MyFaxCentral.
2. Click **UPDATE ACCOUNT**.
3. On the **Preferences** tab, in the **Receive Fax Options** section, click **Edit**.
4. From the **File Format** list, choose the format in which to receive faxes: **TIF** or **PDF**.
5. Click **Update**.

Chapter 3:

Sending Faxes

MyFax customers can send faxes in several convenient ways, including:

- By email
- By logging in to the MyFax website
- By mobile device

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 MyFaxCentral, allowing you to review or resend faxes any time the need arises.

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, MyFax 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 **@myfax.com**.

For example:

To send to the AU fax number +61 2 8765 1234, type **61287651234@myfax.com**, where **61** equals the country code, **(0)2** the area code, and **8765 1234** equals the fax number.

To send to the UK number +44 (0)20 7555 1234, type **442075551234@myfax.com**, where **44** equals the country code, **207** the area code, and **5551234** equals the fax number.

TIP: View a full list of **Country Codes** on the MyFax website at:
<https://central.myfax.com/help/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 in MyFaxCentral

Don't have email access? You can also send faxes using **Send** a Fax in MyFaxCentral.

To send a fax:

1. Log in to MyFaxCentral.
2. Click **SEND FAXES**.

The screenshot shows the 'Send a Fax' interface. At the top, there is a title 'Send a Fax' and a close button. Below it, the 'Add Recipient(s)' section includes a 'Choose From Contacts' link and a table with recipient details: 'Alexander Jordan' (name), 'United States' (country), 'Mechanics Bank' (company), and '15142223399' (phone number). There are 'Add' and 'Remove' buttons. A 'Recipient List (Maximum 50):' section is currently empty. The 'Include Cover Page' checkbox is checked. The cover page content area shows 'Release Form' as the subject and 'Mr. Jordan, Please sign and return. Thanks!' as the message. The 'Attachments' section has a 'Browse...' button and a note: 'You can add up to 10 documents or up to 18 MB (Supported File Types)'. 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 is located at the bottom right.

3. In the popup window, type the **Name** of the recipient. **Company Name** is not required. If you've added Contacts to your MyFaxCentral Address Book, a list of matching Contacts appears as you type. Select a Contact and MyFax automatically fills out the recipient information using the Contact details.
4. To access your MyFaxCentral Contacts directly, hold the pointer over **Choose From Contacts** until the list of contacts appears. Select a Contact and MyFax 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 MyFax, 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 **United Kingdom** from the **Select Fax To Country** list and type **2075551234** after the pre-filled country code 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 computer, and then click **OK**.
The name of your document appears in the **Attachments** field (Repeat to add up to 10 documents/18MB max).
9. **Optional:** Type a **Reference ID** number to use as your own reference of the fax sent. It will be included in all email notifications related to the fax.
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.

Note: Due to the increased time it could take for the fax job to complete, selecting a higher resolution could result in greater fees.

12. Click **Send Fax**.

Chapter 4:

MyFaxCentral

MyFaxCentral is an online resource that provides tools to view, edit and send faxes, change your user settings, update your billing details, view usage reports and more.

Logging in to MyFaxCentral

1. Go to <https://central.myfax.com/login>.
2. Enter your **MyFax Number** and **Password** in the fields provided. For example:
 - To log in using the Australian number +61 2 8765 1234, type **61287651234**.
 - To log in using the UK number +44 (0)20 7555 1234, type **442075551234**.

If you have trouble logging in, click the **FORGOT PASSWORD** tab for help.

Upgrading Your Service Plan

Upgrade your MyFax service plan to get more value and save more money! You can upgrade your plan from monthly to annual. For additional upgrade options, contact Customer Support.

To upgrade your service plan:

1. Log in to MyFaxCentral.
2. Click **UPDATE ACCOUNT**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click **Upgrade**.

Note: The Upgrade button only displays for certain service plans. If the button does not appear for you, please contact Customer Support.

5. Select an upgrade option, then click **Yes. Switch me to the above plan now!**

Changing your MyFax Password

MyFax automatically creates a password for your account during signup, but for security purposes you should change the password after your first login.

Passwords must follow these security guidelines:

- minimum 4 alphanumeric characters (maximum 20)

- may contain any of the following punctuation: ! @ # \$ % ^ & * () < > { } [] ; : ?

NOTE: Your password is shared by all fax numbers on your account.

To change your password:

1. Log in to MyFaxCentral.
2. Click **UPDATE ACCOUNT**.
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**.

Adding another Fax Number

Adding another fax number to your MyFax account is convenient and affordable. With multiple fax numbers on the same account, you can manage your personal and business life in one place.

To add another fax number:

1. Log in to MyFaxCentral.
2. Click **UPDATE ACCOUNT**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click **Add a Number**.
5. Search for and select the area code for your new fax number, then click **Continue**.
6. Click **ADD A NUMBER**.

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 MyFaxCentral.

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

Current Plan	Displays the current MyFax 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 MyFax account).
Sending Faxes	Displays the number of fax pages sent since the start of the billing cycle (shows sent usage for your entire MyFax account).
Storage	Displays the time period for which faxes will be stored in MyFaxCentral.

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 **MyFax Number(s)** list in the top right corner.

To view detailed sent and received fax activity logs:

1. Log in to MyFaxCentral.
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 **MyFax 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 MyFaxCentral, 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 default 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.

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 MyFaxCentral.
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 default card expire, or become lost or stolen.

To add an alternate credit card:

1. Log in to MyFaxCentral.
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 will receive a billing statement via email with details regarding your 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 MyFaxCentral.
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 MyFax 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 MyFaxCentral.
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 MyFax 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, MyFax maintains a pre-paid Usage Balance. If your usage exceeds the amount included in your plan, MyFax deducts the extra usage cost from your Usage Balance.

To help ensure you have continued service, MyFax 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, MyFax 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 MyFaxCentral.
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 Your MyFaxCentral Inbox

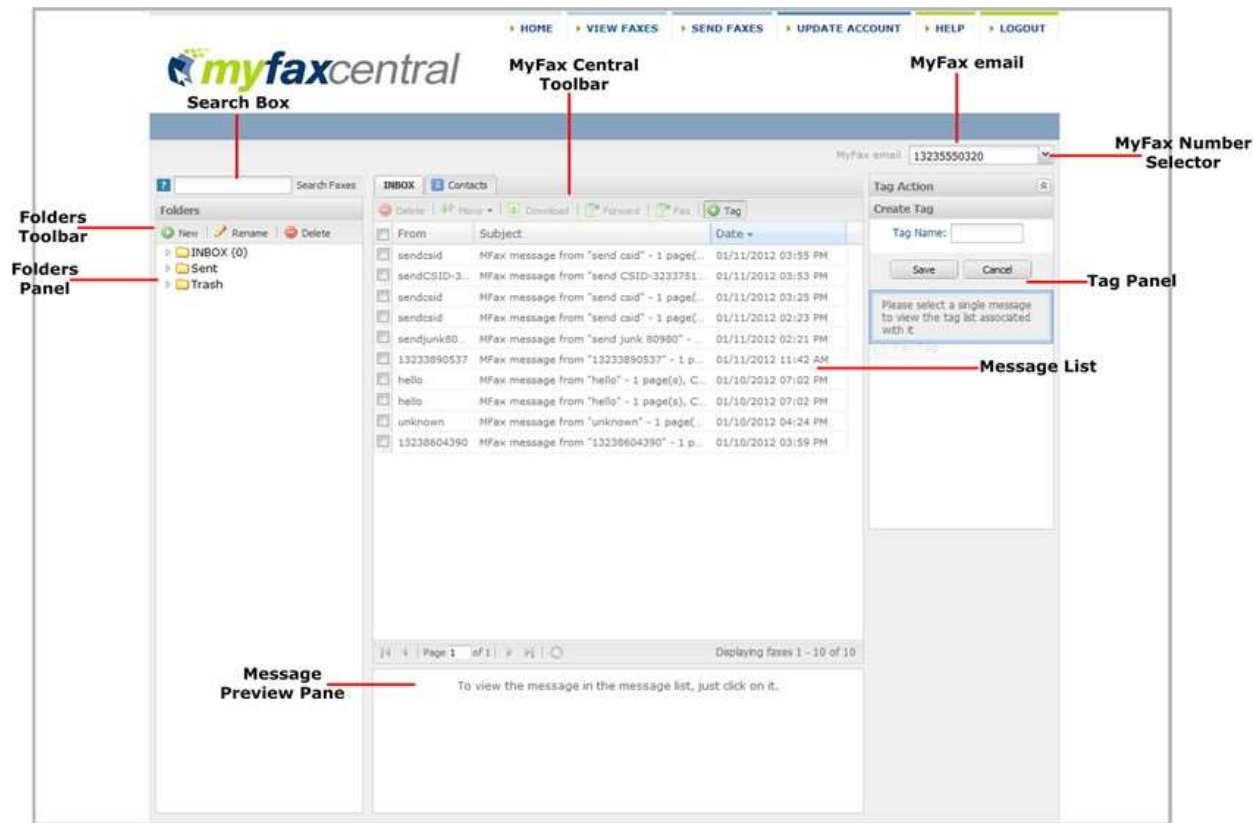
MyFaxCentral contains an inbox where you can access your stored faxes that you've sent and received. From MyFaxCentral, you can also view, forward, and resend your stored faxes. MyFaxCentral also offers an extensive set of tools to help manage your stored faxes. Since MyFaxCentral is online, you can access your faxes anytime, anywhere you have a connection to the internet.

From MyFaxCentral, you can:

- View faxes you've sent or received
- Forward a fax via email
- Resend a fax
- Download a fax
- Organize your faxes
- Search for faxes
- Work with your Contact list

The MyFaxCentral Interface

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



Here's a summary describing what each part of your MyFaxCentral Inbox does:

Folders Panel	Displays the list of folders associated with your MyFax account.
Folders Toolbar	Contains tools that help you manage your MyFaxCentral folders.
Search Box	Allows you to search your faxes.
Message List	Displays the list of messages in the folder selected in the Folders Panel.
Message Preview Pane	Displays the first page of the fax selected in the Message List.
MyFaxCentral Toolbar	Contains tools for organizing and working with faxes.

Tag Panel	Allows you to add or edit tags applied to a fax.
MyFax Number Selector	Allows you to display faxes from other fax numbers on your MyFax account.
MyFax email	Connects to the free MyFax email service included with your account.

Viewing a Received Fax

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

To view a received fax in MyFaxCentral:

1. Log in to MyFaxCentral.
2. Click **View Faxes**.

MyFaxCentral 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 MyFaxCentral.

To view a fax you received via email:

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

Viewing a Sent Fax

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

To view a sent fax in MyFaxCentral:

1. Log in to MyFaxCentral.
2. Click **VIEW FAXES**.
3. In the MyFaxCentral **Folders** pane, double-click the **Sent** folder.
MyFaxCentral 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

MyFaxCentral 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 MyFaxCentral.
2. Click **VIEW FAXES**.
3. In MyFaxCentral, check the box beside the fax you would like to forward.
4. Click **Fax** in the MyFaxCentral toolbar.
5. Fill out the Send a Fax form (for help, see Sending Faxes), and then click **Send Fax**.

NOTE: Your original fax will automatically be added as an attachment in 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 in to MyFaxCentral.
2. Click **VIEW FAXES**.
3. In MyFaxCentral, check the box beside the fax you would like to forward.
NOTE: If you forward multiple faxes, each will be sent in a separate email.
4. Click **Forward** in the MyFaxCentral toolbar.
5. In the **Forward Faxes** popup, enter the destination email address in the box provided, and then click **Forward**.

Resending a Fax

MyFaxCentral makes it easy to fax a copy of a fax you've sent or received.

To resend a fax:

1. Log in to MyFaxCentral.
2. Click **VIEW FAXES**.
3. In MyFaxCentral, check the box next to the fax you'd like to resend
4. Click **Fax** in the MyFaxCentral toolbar.
5. Fill out the Send a Fax form (for help, see *Sending Faxes*), and then click **Send Fax**.

NOTE: Your original fax will automatically be added as an attachment in the Send a Fax form.

Working with Contacts in MyFaxCentral

Contacts is your MyFaxCentral 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 MyFaxCentral, select a Contact and MyFax uses the information to automatically fill in the Send a Fax 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 MyFaxCentral.
2. Click **VIEW FAXES**.
3. Click the **Contacts** tab at the top of MyFaxCentral.
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, select the contact, click **Edit** to revise the contact information and then click **Save**.

Importing and Exporting Contacts

MyFax makes it easy to import contacts from outside address books into your MyFaxCentral Contacts. You can import contacts in CSV format from Outlook, Gmail, Yahoo, AOL, Hotmail, and Comcast. You can also export your MyFax 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 MyFax:

1. Log in to MyFaxCentral.
2. Click **VIEW FAXES**.
3. In MyFaxCentral, click the **Contacts** tab.
4. Click **Import** in the MyFaxCentral toolbar.
5. Browse your computer for the CSV file, and then click **Import**.

To export your MyFax contacts:

1. Log in to MyFaxCentral.
2. Click **VIEW FAXES**.
3. In MyFaxCentral, click the **Contacts** tab.
4. Click **Export** in the MyFaxCentral toolbar.
5. In the confirmation popup, click **Export** to save the file to your computer.

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

Organizing Your Faxes

MyFaxCentral provides a number of tools to help organize your sent and received faxes. Using MyFaxCentral, 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 MyFaxCentral.
2. Click **VIEW FAXES**.
3. Check the box next to the fax(es) you'd like to move, and then click **Move** in the MyFaxCentral 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** folder.

To delete a fax:

1. Log in to MyFaxCentral.
2. Click **VIEW FAXES**.

3. Check the box next to the fax(es) you'd like to delete, and then click **Delete** in the MyFaxCentral toolbar.
4. At the **Delete** confirmation, click **Yes**.

NOTE: Faxes deleted from MyFaxCentral cannot be recovered from the **Trash** folder.

Working with MyFaxCentral Folders

MyFaxCentral Folders help you manage your faxes. Sort your received faxes into folders for quick retrieval. MyFaxCentral 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 MyFaxCentral:

INBOX	Contains all inbound faxes
Sent	Contains a copy of each fax sent from your account (for all numbers in your account)
Trash	Contains faxes you've moved to the trash folder from other MyFaxCentral folders. NOTE: This folder is not a traditional Trash folder. Deleted faxes are not placed in the Trash folder and cannot be recovered.

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 MyFaxCentral.

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

To create a new folder:

1. Log in to MyFaxCentral.
2. Click **VIEW FAXES**.
3. In the MyFaxCentral **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 MyFaxCentral.
2. Click **VIEW FAXES**.
3. In the MyFaxCentral **Folders** panel toolbar, right-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 MyFaxCentral.
2. Click **VIEW FAXES**
3. In the MyFaxCentral **Folders** panel toolbar, right-click the folder you'd like to delete, and then click **Delete Folder**.
4. At the **Delete Folder** confirmation, click **Yes**

Chapter 5: About MyFax Mobile Apps

Send and receive Faxes with your iPhone! The MyFax Mobile Apps allow you to compose, view, send and receive faxes right from your mobile device.

Mobile Faxing with your iPhone App

Send and receive Faxes with your iPhone. Enter the recipient's name and fax number, or look it up in your Contact Book. Use your default cover page, or select a new cover page on the fly. Type fax pages right on your iPhone, or take a picture of a page using your iPhone's camera. You can also choose photos from the Photo Album. Send up to 8 pages in a single fax, plus the cover page.

View the status of your sent faxes (Pending, Successful, or Failed), including those sent by email or from the MyFax online website. Faxes sent from the iPhone are highlighted with a colored icon.

Receive faxes with your MyFax account without having to log in to the website or dig through your emails. List your faxes, and see which ones are new. View your faxes, and get Fax Details like sender CSID, date and time received, and number of pages!

Download the MyFax App for free from the Apple App Store or log in to your iTunes account and search for MyFax in the App Store.

Chapter 6: Getting Help

MyFax is committed to providing a variety of helpful resources to support your needs.

Online Help

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 MyFax** for a list of customer support numbers in the U.S. and around the world.

Support

By Phone: We offer 24/7 phone support. Contact **Customer Support** by phone at **1800 469 329**.

By Email: clientservices@efax.com

You may also contact MyFax by mail at:

J2 Global ANZ
Level 2, 39 Chandos Street
St Leonards, NSW, 2095
Attn.: Legal / Privacy Department for MyFax

Appendix A:

Supported File Types

MyFax 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
CAD Drawing Exchange Format (DXF)	All AutoCad compatible versions	DXF
Comma Separated Values Format	All Versions	CSV
Compuserve Graphics Interchange Format	GIF87a, GIF89a	GIF
Corel Presentationsa Slide Show	v. 96 and above	SHW
Corel WordPerfect	v. 5.x. 6, 7, 8, 9	WPD, WP5, WP6
jConnect Messenger Document Format	j2 Messenger	JFX
Encapsulated Postscript	All Versions	EPS
Hypertext Markup Language	HTML only with base href tag required	HTML, HTM
Joint Photography Experts Group (JPEG)	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.4, v 5, 95, 97, 2000, 2003, 2007	XLS, XLSX
Microsoft PowerPoint	v. 97, 2000, 2003, 2007	PPT, PPTX
Microsoft Publisher	v. 97, 2000, 2002, 2003, 2007	PUB
Microsoft Windows Write	All Versions	WRI
Microsoft Word	Win: v. 97, 2000, 2003, 2007 Mac: v. 4, 5.x, 95, 98	DOC, DOCX
Microsoft Word Template	Win: v 97, 2000, 2003, 2007 Mac: v. 4, 5.x, 95, 98	DOT, DOTX
Microsoft Works Word Processor	v. 4.x, 5, 6, 7, 8.x, 9	WPS
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. 2000, 2002, 2003, 2007	VSD
Windows Bitmap	All Versions	BMP
Word Perfect Graphics	v. 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 MyFaxCentral, click **SEND FAXES** and enter the required information. See [Sending Faxes](#) for more information.

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/kb/149203>.
- 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, jfax-send.com and myfaxsend.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/kb/152937>. 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 myfax.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.