

## How it Works



## Overview

eFax is an online fax service that eliminates the need for a fax machine, an extra fax line and all the associated expenses (paper, ink cartridges etc.). Get a real fax number that's tied to your email. Send and receive faxes as email attachments. It's all the reliability and security of faxing with the ease and convenience of email.

Sign up for eFax Plus or eFax Pro and see for yourself.

## Do I get a real fax number?

Yes. To the person faxing you, it looks and acts like any other fax number. When someone faxes to your number, the fax is converted to a file that is emailed to you as an attachment.

## How do I receive faxes?

When you sign up for eFax Plus or eFax Pro, you'll choose a local or toll-free fax number. When someone faxes you, you receive the fax in your email inbox as a file attachment. Just double click the file to read it. You'll be able to check your faxes anywhere you can check your email. You also have the option to route all your incoming faxes to up to 5 different email addresses — no more copying, distributing, or forwarding.

## Can I send faxes?

It's easy to send a fax with your eFax Plus or eFax Pro subscription. One way is to attach either a file (click here for supported file types) or a scanned hard copy to an email. Then in the To: field, type the recipient's fax number like this: 13235556789@efaxsend.com. Click send and it arrives as a paper fax in their fax machine.

### Can I save my faxes?

Of course. Save a fax just like you would any email attachment and they'll only be a click away. You can also access your faxes online by logging in at <http://www.efax.com> for up to one week with eFax Plus or one year with eFax Pro.

### How can I receive voicemail?

With eFax Pro, you'll get even more out of your eFax number. Someone can call and leave a voice message. It's converted to a file and emailed as an attachment. You can listen to it through your computer with popular music programs such as Windows Media® Player, iTunes®, and RealPlayer®, or our own eFax Messenger software.

### What if I already have a fax number?

If you already have a fax number and want to keep it, there's no problem. Just contact your phone company and call-forward the number to your new eFax Pro or eFax Plus number. Or you could give out your eFax number and stop paying the high cost of an extra fax line.

### How reliable is eFax?

eFax has developed the largest digital fax network in the world with local numbers available in over 2,000 cities worldwide and toll-free numbers that cover the U.S., Canada and several European countries. The eFax network sports a 99.5% up-time, meaning no one will ever get a busy signal and you'll never worry about running out of paper or toner. Our patented technology ensures transmission times that average 2-5 minutes. If you ever have any questions, your eFax Plus or eFax Pro subscription includes live phone support.

### What is the difference between eFax Plus and eFax Pro?

eFax Plus is perfect if you receive fewer than 130 fax pages a month and do not need voicemail. You'll get a local or toll-free number that's tied to your email. Send and receive faxes as email attachments. Access your faxes online for up to one week. eFax Pro is a more complete communication solution. As well as all the features of eFax Plus, receive up to 200 fax pages a month and access your faxes online for up to one year. Your eFax Pro number will also accept voicemail and deliver it as an email attachment.