**JFAX.COM UNIFIED MESSAGING
USER'S GUIDE (for Web Site)**

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# I. WELCOME TO JFAX

Congratulations! Welcome to the exciting world of unified messaging with JFAX, the world's first and only true unified messaging service. By linking a private, local phone number to your email, JFAX will route all of your voice messages and faxes straight to your email so you can easily receive, reply, and manage your communications by either phone or computer. Now you'll be able to conveniently get all your messages in one place.

With JFAX you can play your voicemail on your computer's speakers, and display your faxes on your computer screen. You don't need a fax machine, a second phone line, an answering machine, or a voicemail service. All you need is JFAX.

## The features of Unified Messaging

What does unified messaging offer? Simply this: a convenient way to get your messages by phone or computer, 24 hours a day. With unified messaging you can now:

1. Have your faxes delivered right to your email, where you can view them with JFAX's easy-to-use Fax Viewer.

2. Receive voicemails as email audio files you can play on your computer's speakers.

3. Send faxes without a fax machine, right from your computer, using your favorite software program, word processor, or email program.

4. Hear to your emails and fax headers by phone, simply by calling a toll-free number and listening to the automated computer voice read them to you.

This User's Guide will show you how to use all these great features.

# II. GETTING STARTED

## Your JFAX Phone Number and PIN Code

After you've signed up for JFAX's unified messaging service at the JFAX Web site, you're ready to begin. First you'll receive a Welcome Email, containing:

**Your JFAX number** – This is your own free, local telephone number. What makes it a JFAX number is that it's linked to your email address. JFAX instantly converts all voice messages and faxes called in to your JFAX number to digital files, and sends them straight to your email address. (Local JFAX numbers are available in cities and area codes all over the world. Check out the entire list by clicking Cities Worldwide at the JFAX Web site.)

**Your PIN Code** – This is your secret code for using the system. It's only four digits long, and you can change it at any time. (PIN stands for Personal Identification Number.). *Please note that your PIN number cannot begin with a zero.*

### How to change your JFAX number or add a new one

You can change your current number or add a new JFAX number at anytime, either within the same city or in any of the locations we offer around the world. There is a $15 fee each time you change your JFAX number. To change your JFAX number:

1. Go to the JFAX Web site
2. Select **Customer Care**
3. Select **My Account**
4. Enter your JFAX number and PIN code
5. Select **Add a Number** from the menu
6. Follow the prompts

## Installing your JFAX software

When you sign up for JFAX, you will receive an email containing the software necessary to use JFAX along with written instructions to guide you through the installation. It will come to you as two clearly labeled email attachments containing:

1. The JFAX Fax Viewer – for viewing faxes onscreen
2. The JFAX Audio Communicator – for playing voice messages at your computer

Simply double-click on these attachments, and they will install themselves automatically.

The final piece of JFAX software you'll need to install is the JFAX Printer Driver, which you must downloaded from the JFAX Web site. The Printer Driver is essential to set up your computer to send faxes. To download the Printer Driver:

1. Using your computer, go to the JFAX Web site
2. Select **Customer Care**
3. Select **My Account**
4. Enter your JFAX number and PIN code
5. Follow the prompts

Once you've installed the Fax Viewer, Audio Communicator and Printer Driver, you're ready to use JFAX.

## A quick tour – three scenarios

How will you use JFAX? To illustrate some of JFAX's features, consider the following. Let's say you've signed up for the service and received your personal JFAX number and PIN. For our purposes, we'll make your JFAX number (213) 555-1111. You've already installed the JFAX software, and you've printed your JFAX number on your letterhead and given it out to friends and associates.

### Scenario 1: A voice message in your email
Your associate, Tim Peters, has left an important message at your JFAX number, (213) 555-1111. He listened to your recording, "Hi, I'm out, so please leave a message." And he did. Moments later your computer shows that an email has arrived from JFAX. You double-click the JFAX icon, and immediately you're listening to Tim's voice, as his message plays from your computer's speakers. It's that easy.

### Scenario 2: A fax in your email
Company Big.com has faxed an important document to your JFAX number—the very same phone number Tim used. Moments later, you receive an email from JFAX, saying you've received a new fax. You double-click the fax icon, the Fax Viewer launches, and you read the fax, print it, forward it... whatever you need to do.

### Scenario 3: An email by phone
You're on business in another city, and you must check your email. You simply call the JFAX's toll-free Email-by-Phone number, enter your PIN—and in seconds you're listening to that important email, read to you by the automated voice. You then can take whatever action it requires.

# Recording your JFAX phone greeting that callers will hear

With JFAX, you can either record an outgoing message yourself or use the default greeting provided by the service. (Remember, the system automatically identifies incoming faxes by the fax tone, so it will never confuse your voice messages with faxes.)

To create your own greeting:

1. Call your JFAX number
2. Press 0 while the current greeting plays
3. Enter your 4-digit PIN when prompted
4. Choose 3 from the selections presented
5. Speak your new greeting into the receiver
6. Press # to end

Next, the system returns to the main voice menu, where you can press:

1 – to hear your current or new greeting
2 – to hear the default greeting
3 – to rerecord your greeting

You can change your greeting at any time.

## Your privacy is protected

JFAX service is completely automated. Once your voice message or fax arrives at JFAX, it is transmitted directly to your email and removed from our server. We do not store copies of your messages, so *all your messages are completely private and secure!*

# III. USING JFAX

## ▶ Receiving faxes by email

With JFAX you can receive unlimited inbound faxes you can view right onscreen at your computer. There is no per-fax charge.

Every fax transmitted to your JFAX number is quickly forwarded to you as an email attachment. It's easy to see which emails contains faxes, because the word "FAX" appears in the email header, along with sender's fax phone number and the date. Simply click on the attachment to 1) open (view) the fax right away, or 2) save it to disk.

Faxes come to you in TIF file format. Double-clicking fax attachments automatically launches the JFAX Fax Viewer, so you can read your faxes immediately.

**Using the Fax Viewer**

The Fax Viewer allows you to view or work with faxes sent by the JFAX service as email attachments. The menu choices described below correspond to buttons on the top menu bar of the Fax Viewer (pictured below). To select a feature, simply click the button or use the top menu bar (the line containing File, Edit, View, Options, Help).



Open a Fax
From the menu, select **File/Open**. You can also open a fax by dragging and dropping a fax file icon into Fax Viewer display window.

Save a Fax
To save a fax that you are currently viewing, select **File/Save**. To save it under a different file name, select **File/Save As**. This will bring up a new dialog box. Just enter a new file name and choose a directory in which to save it.

Print a Fax
Select **File/Print**.

Mail a Fax
Select **File/Send**.

Close a Fax
Select **File/Close**. If you haven't saved the fax, you will be prompted to do so.

Copy Fax Page to Clipboard
Select **Edit/Copy**. This will copy the open file to the clipboard.

Delete a Fax Page
Select **Edit/Delete** Page to delete the fax page currently onscreen.

Enhance a Fax Image
Select **View/Enhance** to improve the visual quality of a fax that is onscreen. Select Normal, Medium, or High enhancement to progressively improve the image.

View Thumbnails
Select **View/Thumbnail** to see a thumbnail version of the entire fax document. Selecting this option again will toggle it back to the original view.

View by Page Height
To view a fax scaled to its entire height, select **View/Zoom/Fit** To Height.

View by Page Width
To view a fax scaled to its entire width, select **View/Zoom/Fit** to Width.

Zoom In
To magnify a fax, select **View/Zoom**, and the percentage you wish to magnify it.

Zoom Out
Select **View/Zoom** and choose the percentage by which to shrink the image.

Rotate a Fax Page to the Left
Select **View/Rotate Left** to rotate the fax image counter-clockwise by 90 degrees. Each time you select this option, the image will rotate in the same direction by 90 degrees.

Rotate a Fax Page to the Right
Select **View/Rotate Right** to rotate the fax image clockwise by 90 degrees. Each time you select this option, the image will rotate in the same direction by 90 degrees.

Go to First Page
Select **View/Page/First Page** to go to the first page of the open fax document.

Go to Previous Page
Select **Page/Go to Page** and select the fax page that you want to see.

Go to Next Page
Select **Page/Next Page** to go to the next fax page.
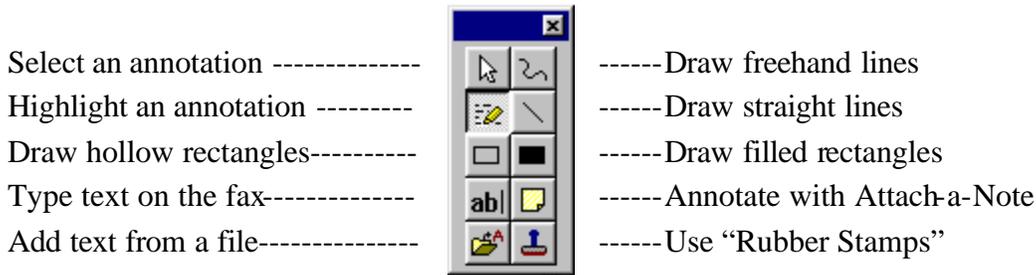
Go to Last Page
Select **View/Page/Last Page** to see the last page of a fax.

<u>Help</u>
Click **Help** for explanations of the Fax Viewer features.

<u>Annotate a Fax</u>
You can conveniently "mark up" a fax right onscreen before you print, save, or fax it out.
This is done using the Annotations Toolbox. Simply select **Edit/Annotations/Show
Toolbox** from the top-line menu to get the Annotations Toolbox onscreen. Here's what
you'll see:

Select an annotation --------------      ------Draw freehand lines
Highlight an annotation ---------      ------Draw straight lines
Draw hollow rectangles----------      ------Draw filled rectangles
Type text on the fax-------------      ------Annotate with Attach-a-Note
Add text from a file--------------      ------Use "Rubber Stamps"

Descriptions of these functions:

Select an annotation – Use this to select an annotation that you've made in order
to further work with it.

Highlight an annotation – Hold down the left mouse button and drag the mouse
pointer over the area you wish to highlight. To change the color of the highlighter,
right-click this button and select Properties.

Draw hollow rectangles – To add hollow rectangles to a fax (to box a part in, for
example), hold down the left mouse button and drag the mouse pointer over the
area you want the rectangle to appear. Specify width, color, and transparency of
the rectangle by right-clicking this button and selecting Properties.

Draw filled rectangles – To annotate a fax with filled rectangles, hold down the
left mouse button and drag the mouse pointer over the area you want the rectangle
to appear. To change the rectangle color, right-click this button and select
Properties.

Type text on the fax – Click the mouse at the spot in the fax where you want to
add the typed text, then type the text, and click OK. To change the font and style
of the typed text, right-click this button and select Properties.

Add text from a file – Click the mouse at the spot in the fax where you want to
add text from a file. A dialog box will appear from which you can locate and
select the file to insert. When you have selected it, click Open. The text from the
file you chose will appear on the fax. Right-click this button and select Properties
to change the font and style of the file text.

Draw freehand lines – To draw a freehand line anywhere on a fax, hold down the left mouse button and drag the mouse pointer. Right-click this button and select Properties to change the width and color of the line.

Draw straight lines – To draw a straight line anywhere on a fax, hold down the left mouse button and drag the mouse pointer. Right-click this button and select Properties to change the width and color of the line.

Annotate with Attach-a-Note - Hold down the left mouse button and drag the mouse pointer to determine the size of your note. Then type in the text you want the Attach-A-Note to display, and click OK. Right-click this button and select Properties to change the color and font of the note.

Add a "Rubber Stamp" – To choose a rubber stamp, left-click on this button and then select one of the options: "approved," "DRAFT," "received," and "rejected." Then right-click the area of the fax where you want the stamp to show. The date will appear beside it. To create your own stamped words or phrases, right-click the stamp button and select Properties. You can always hide (or show) all the annotations you've added by clicking Edit/Annotations in the top-line menu.

View and Modify Fax Preferences
Use this option to change your fax settings. Here are the options:

Fax Viewer
Allows you to set either the Fax Viewer or Windows Imaging as the default fax viewing application (file type .jfx or .tif). We suggest the Fax Viewer.

File Extension
Sets the default filetype for opening, saving, and sending fax documents from the JFAX Fax Viewer. You can choose .jfx (JFAX's proprietary file type) or .tif (a standard Windows image file type).

Print
Print Preferences are used for the default settings for the JFAX Print Driver. There are three options to select from:

1. Send through JFAXSEND
   Selecting this option enables the Fax Viewer to always bring up your default MAPI e-mail client to send a fax converted by the JFAXSEND Print Driver.

2. Save as File
   Selecting this option enables the Fax Viewer to always display the Save as File dialog box, so you can save the fax as a file converted by the JFAXSEND Print Driver.

3. Ask me every time
Select this option if you wish to choose between sending to e-mail or saving as a file each time you print.

### If you want to use JFAX as a fax machine only

To create the impression that senders are transmitting to an actual fax machine rather than an online service, you may want to deactivate your outgoing voice greeting. This way people will hear *only* the fax tone when calling your JFAX number. To do this:

1. Using your computer, go to the JFAX Web site
2. Select **Customer Care**
3. Select **My Account**
4. Enter your JFAX number and PIN
5. Click **Receiving Messages**
6. Click a checkmark into the "Fax Only" box listed under Fax Options

The voice greeting is now turned off.

*Note*: Your faxes will be correctly received whether you use a voice greeting or not. Deactivating it is simply a preference for some people.

## ▶ Receiving voice messages in your email

Using this feature you can hear voicemails read automatically on your computer's speakers. Every voice message left at your JFAX number automatically becomes an audio file that is sent to you as an email attachment you can listen to. The phrase, "VOICEMAIL" appears in the subject line of these emails, along with a notation of the time it was received.

Voicemail comes to you in GSM format. GSM files are much smaller than other audio files such as WAV files, a popular audio format. This means JFAX audio files will arrive faster and won't delay in playing. A list of the audio file formats in use today:

- GSM - the worldwide standard for high-quality, small-sized audio files.
- WAV - the standard file format supported by Windows (PCs) operating systems. WAV files are typically 10 times larger than GSM files.
- AU - the standard file format on UNIX machines.
- QCP (Qualcomm PureVoice) - the proprietary audio file format of Qualcomm, the manufacturer of Eudora.

To listen to a JFAX voice message, simply double-click the email attachment. You'll be prompted to 1) open (listen to) the message right away, or 2) save it to disk. If you open it, the JFAX Audio Communicator will immediately launch and play your message.

## Using the Audio Communicator

The JFAX Audio Communicator lets you hear and record voicemails. The Audio Communicator control panel:
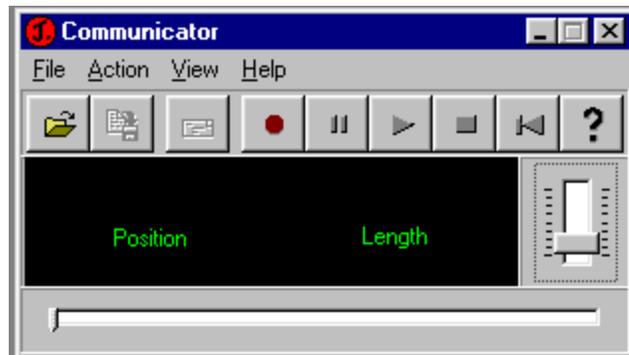


Launch the Audio Communicator just as you launch your other applications, from the Windows menu or desktop icon, or by double-clicking a GSM file you wish to hear. To use the Audio Communicator features, click on the buttons on the control panel or use the top-line menu options (e.g., File, Action, View, Help). A summary of these features:

Open a Voice Message
Click the open button shown on the console front, or from the menu, select **File/Open**.

Save a Voice Message
Select **File/Save As**. Enter a filename, a filetype, and a location to save the file.

Mail a Voice Message
Select **File/Send**. Your default MAPI-compliant e-mail client will open, and the voice message file will be attached to a new e-mail message. Enter the destination address (and any text you want in the body of the message) and send the message.

Record a Voice Message
(To compose a voice message at your computer, you must have a microphone installed.) Click the red record button on the Communicator panel, or from the menu, select **Action/ Record**. Speak into your microphone for up to two minutes. To stop, select **Action/Stop**. Click **Save As** and choose the file format you prefer (gsm, wav, au).

Pause during Playback or Recording
Click the Pause button, or from the menu, select **Action/Pause**. To resume playback, select **Action/Pause** or **Action/Play**. If recording, continue speaking into the microphone.

Play a Voice Message
Click the Play button on the panel, or from the menu, select **Action/Play**.

Stop Playback or Recording of a Voice Message
Select the Stop button on the panel, or from the menu, select **Action/Stop**.

Rewind a Voice Message
Click the Rewind button on the panel, or from the menu, select **Action/Rewind**. This will return the voice message file to its beginning.

Move to a Specific Position in a Voice Message
Adjust the slider on the position control bar to the desired location. If the position control is not showing, activate it by selecting **View/Position Control** from the menu.

Adjust Volume
Click the volume control button, and hold down the mouse button as you move it up or down. You can also use the **Page Up** and **Page Down** keys to adjust the volume.

Insert an "Envelope" on a Voice Message
An envelope is a message attached to the beginning of a voice message. To record an envelope, select **File/Create Envelope** while a voice message is open. Record the envelope using your computer's microphone. Select **Action /Stop** when done.

View and Modify Voice / Audio File Format Preferences
You may send and save voice messages (the audio files your recipients hear) in the following formats:

- GSM - the worldwide standard for quality and small file size of audio files.
- WAV - the standard file format supported by Windows (PCs) operating systems. WAV files are typically10 times larger than GSM files.
- AU - the standard file format on most UNIX operating systems.
- QCP  (Qualcomm PureVoice) - the proprietary audio file format of Qualcomm, the manufacturer of Eudora.

Default E-mail Format
Set the default audio file format in which your voice messages will be saved.

Default Save Format
This is the setting that specifies the audio format you wish to save your voice messages in. It can be changed at any time, or during a specific save by selecting "Save As" and specifying the audio format type.

Help
Select Help for explanations of the Audio Communicator features.

## ▶ JFAX Send: Sending faxes directly from your computer

With JFAX Send, you'll be able to send faxes from your PC to any fax machine in the world without the need of a fax machine. At the end of each fax transmission, you'll receive an email receipt from JFAX confirming the number of pages faxed, how long it took, the total cost of transmission, and your remaining balance.

### How to send faxes with JFAX Send

There are two ways to send faxes from your PC:

**1.**    Using your email program. These faxes are limited to text only.

**2.**    Using a software application, such as Microsoft Word, Excel, Lotus, etc.

### Sending a fax using your email program

Using your email program, you can transmit a text-only fax. It's an easy 3-step process:

1. Open a new email and type the message you wish to fax in the body. You can enter a subject for your own tracking purposes, although it will not appear in the outbound fax.
2. In the "Send To:" field, type the recipient's fax number, using the following format: country code + area code + fax number@jfaxsend.com. For example, to send a fax to a Chicago fax machine at 1 (312) 555-1212, you'd type 13125551212@jfaxsend.com. (Remember, the U.S. country code is 1.)
3. Click Send to transmit the fax.

International faxes work the same way. Just enter the country code and fax number, plus the "@jfaxsend.com" in the "Send To:" field. For example, a fax to a London office might be sent to 441715551212@jfaxsend.com.

After sending the fax, you'll receive a confirmation email containing the transmission time and cost, and your new JFAX Send balance.

### Sending a fax using a software program

Faxing directly from a software program such as a word processor allows you to take advantage of the formatting options of the program. The easiest way to do this is to 1) create the fax on your PC desktop using your applications program of choice, and 2) email it with JFAX Send.

*Please note that a JFAX printer driver must be installed on your computer to use JFAX Send. If you haven't done this, see Installing your JFAX Software in section II, Getting Started.*

The first part of the JFAX Send faxing process is similar to printing a document. But instead of having the program physically print to your printer, you'll *save* the print job in a file on your

desktop. (It's exactly the same file as would have appeared in the printout.) Next, you'll attach the file to an email and send it out. But first, let's first look at how to save it on your desktop:

From your favorite application or word processor, do the following:

1. Open the document you wish to fax
2. Choose **Print**
3. Click **Select Printer**, and choose JFAX SEND from the printers listed
4. Click **OK**
5. When the JFAX Communicator dialog box queries, "What would you like to do with this fax?", select "Save as File"
6. Name the file, and specify Desktop as the save location (or a directory of your choice, if you don't want to use the desktop). The extension "jfx" is automatically added.
7. Click **OK**

The file will now appear on your desktop. It's easy to spot—it's the one with the red Jball icon.

The second and final step is to attach the file to an email and send it out as a fax:

1. Start your email program
2. Begin a new message
3. In the "Send To:" field, type the recipient's fax number using the following format: country code + area code + fax number@jfaxsend.com. For example, to send a fax to a Chicago fax machine at 1 (312) 555-1212, you would type 13125551212@JFAXSEND.COM. (Remember, the U.S. country code is 1.)
4. Click **Attach** to attach the fax file you saved on the desktop (or optionally, elsewhere)
5. Click **Send** to email the fax

International faxes work the same way. Just enter the country code and fax number, plus the "@jfaxsend.com". For example, a fax to a London office might be addressed as 441715551212@jfaxsend.com.

Anything you type in the Subject line of your email will not appear in the outbound fax. However, you may want to use the Subject line for your own reference, as it will appear in the confirmation message you receive via email after the fax has been sent.

After you send the fax, you'll receive a confirmation email containing the transmission time and cost, and your new JFAX Send balance.

Any text you type in the body of the email will appear as the first page of the fax. If faxing to an office or organization, you may want to use this feature as a cover page. Or you can simply leave it blank.

## JFAX Send rates

With your initial sign-up with JFAX, you received a modest starter credit for use toward sending faxes. To replenish your funds and maintain a positive balance, either call customer service or add funds to your account directly. You can do this anytime, 24 hours a day by clicking Customer Care at the JFAX Web site homepage and choosing My Account. If your "bank" reaches zero, any additional JFAX Send charges will be automatically charged to the credit card number you entered when you began using the JFAX service.

To view the current fax rates, visit the JFAX Web site and select JFAX Send Rates.

After every fax you send, you'll receive an email receipt showing the number of pages, duration, cost of transmission, and your remaining balance. Each fax is billed for an initial 30 seconds, and in 6-second increments thereafter.

## How to send faxes with JFAX Send if you use AOL

Since AOL users have the option to block attachments in their emails, it is essential to turn this off. Otherwise JFAX Send won't work. Here's how to turn off AOL attachment blocking:

1. Bring up your AOL software
2. Keyword: Mail Control
3. Click on **Go To**
4. Click on **Edit**
5. Click on **Block Attachments to Mail Box** to de-select it

*Note*: AOL mail gateways do not block mail attachments.

## ▶ Email-by-Phone: Having your email read to you on the phone

With Email-by-Phone you can conveniently listen to your email messages read to you over the phone, without the need for a computer. You'll be able to have your emails automatically read to you wherever you are in the world.

To use Email-by-Phone, begin by calling our toll-free access number. The U.S. access number is (888) 532-9624. (See below for international numbers.) Enter your PIN when prompted. Once you're logged on, you can:

- Listen you your emails read by the automatic computer voice
- Forward your emails to a fax machine for an instant hard copy
- Reply to your emails with a voice message
- Skip, replay, save, or delete emails from your inbox

*Please note that POP3 email is required to use Email-by-Phone. To check whether you have POP3, contact your ISP. Email-by-Phone does not currently work with AOL.*

## Email-by-Phone Mailbox Menu options

After you've logged on to the system with your JFAX number and PIN, the automatic voice will tell you how many email messages are waiting for you. You are now in the JFAX Mailbox Menu. The menu choices are:

1. Listen to your voicemail
2. Listen to your fax (header only)
3. Listen to your email

Press the keypad number for the function you want, and choose these three main menus:

### Voice Menu

1. Replay the same voice message
2. Skip to the next voice message
3. Forward the voice message to a telephone number
4. Forward all voice messages to a telephone number
5. Delete the voice message
* Return to the Mailbox Menu
2. Get the next voice message

### Fax Menu

1. Replay the same fax information
2. Skip to the next fax
3. Forward the fax to a fax machine
4. Forward all faxes to a fax machine
5. Delete the fax

### Email Menu

1. Replay the same email message
2. Skip to the next email message
3. Send the email to a fax machine
4. Send all email to a fax machine
5. Delete the email message
6. Reply with a voice messaged
* Return to the Mailbox Menu

During message playback, these functions are in effect:

7. Rewind the message back 10 seconds
8. Pause the message  (press any key to resume)
9. Fast Forward the message 10 seconds

If you choose to respond to any email messages with a voice message, press 6 to engage the recording capability. Record a message of up to 5 minutes, and then use the following prompts:

1. Re-record the message
2. Replay your recorded message
\# Send the recorded message
\* Cancel the recorded message

Simply hang up when you are finished using the system.

## Toll-free access numbers for Email-by-Phone

You can access the service 24-hours a day using the following numbers.  For a current list of Email-by-Phone numbers, consult the Email-by-Phone page at the JFAX Web page.

U.S. and Canada        1 (888) JFAXMAIL      1 (888) 532-9624

| | | | |
|---|---|---|---|
| Belgium | 0800 97026 | The Netherlands | 0800 870 9 870 |
| Finland | 0800 177 766 | United Kingdom | 0800 980 5332 |
| Germany | 0800 1001858 | Australia | 1800 250 314 |

# IV. MANAGING YOUR JFAX ACCOUNT

## Using the My Account section of the JFAX web site

By using the My Account section of the JFAX Web site you can modify and review all of the administrative aspects of your JFAX service, 24 hours a day, 7 days a week. To access the My Account Main Menu:

1. Using your computer, go to the JFAX Web site
2. Select **Customer Care**
3. Select **My Account**
4. Enter your JFAX number and PIN

Next, the My Account Main Menu will display, offering the following choices:

**My Personal Information** – update your contact information
**My PIN** – change your PIN Code
**My Account Activity** – view and print reports on your JFAX activities
**My Billing Information** – view and print credit card and billing reports and statements
**My Service Preferences** – update your email, fax and voice messaging addresses. Update your fax options, broadcast lists, and Email-by-Phone options.

The following sections describe these menu choices.

### Update your personal information

Select **My Personal Information** from the My Account Main Menu to update your name, job title, email address, company name, work/home phones, and your computer's operating system.

### Change your PIN

Select **My PIN** to change your 4-digit Personal Identification Number, or PIN.

### Review your JFAX account activity

Select **My Account Activity** from the My Account Main Menu to view records of your JFAX activities. Choose from the following options presented:

**Received Messages** – Click here to view/print your Received Messages Log, containing detailed information on faxes and voicemail you have received.

**Sent Messages** – Click this to view/print your Sent Messages Log, containing detailed information on faxes and voicemail you have sent.

**Messages Accessed by Phone** – Click this to view/print detailed information your Email-by-Phone activities.

## Review your billing records and update your billing information

Select **My Billing Information** from the My Account Main Menu, and choose from the following options:

- Update your credit card and billing information
- View your current billing statement
- View your previous billing statement

Then follow the onscreen prompts.

## Update your JFAX service preferences

Select **My Service Preferences** from the My Account Main Menu, and choose from the following options:

- Update the email address(es) at which I receive faxes and voicemails
- Update the email address(es) from which I send faxes and voicemails
- Update my voice messaging options
- Update my fax options
- Update my Email-By-Phone options – In order to use Email-by-Phone, you'll have to insure that this section contains the correct information which will allow JFAX to pull emails from your ISP server. The onscreen instructions will guide you in this process.
- Update my broadcast list – Use this option to create, edit or delete fax recipient lists which you can use to send a single fax to a group of people. (For example, to a team.)

# V. GETTING HELP

## If you have a technical question or problem

Click on Customer Care at the JFAX Web site homepage. The Customer Care section of the JFAX Web site presents you several options for resolving technical issues.

### Check our online Self Help guides first

Before you contact JFAX technical support, please take a moment to check the Self Help guides on the JFAX Web site. The solution to your technical issue may well be among those listed here. The JFAX Self Help Guides are very complete, covering all areas of the service.  To access Self Help:

1. Using your computer, go to the JFAX Web site
2. Select **Customer Care**
3. Select **Self Help**
4. Enter your JFAX number and PIN
5. Choose from the Self Help options presented

### Contacting Technical support

If your question or issue was not resolved using the JFAX Self Help guides, you may complete a Customer Care form and email it to us. A JFAX Customer Care agent will get back to you within 24 hours. To do this:

1. Using your computer, go to the JFAX Web site
2. Select **Customer Care**
3. Select **My Account**
4. Enter your JFAX number and PIN
5. Select **Contact Us**
6. Fill out the Customer Care email form and submit it

A reference number will be generated for your Contact Us email. Please note it for future reference.

If you need to speak to a Customer Care agent immediately, please call (310) 966-1818, 24 hours a day, 7 days a week. Be sure to refer to the reference number above when calling.


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