



Clarity Quick Tips – eFax

Sending an eFax is as Easy as 1, 2, 3

To Receive an eFax

Give out your fax number and your faxes will come directly to your email. All inbound faxes convert to a text-searchable PDF format.

Inbound faxes can now be received by a distribution email list (e.g., salesteam@franchise.com)

How to Send an eFax

With Clarity eFax service, there is no need for a fax machine.

- Scan the document or documents to be faxed. Save them as a .pdf or .jpg format.
- Compose a new email using the email address assigned to your fax number. Be sure to enter the following format: **10 digit fax number@clarityfax.com (example... 2485551212@clarityfax.com)**
 - NOTE: With eFax, you can send faxes from up to five email addresses. If you need additional fax email addresses, please call us at 800.676.3995 or contact us via the [support page](#).
- A cover letter is automatically generated for all outbound faxes. Type any message into the body of the email.

- Every part of the email will be included in the fax. The subject line will become the subject line of the cover letter. Any text in the body of the email (including signature) will become the body of the cover letter.
- Attach documents to be faxed and click send.

Faxing Complete

- *If the fax was sent successfully, an email from the Clarity fax server will indicate "Delivered".*
- *If the fax was not sent successfully, an email from the Clarity fax server will indicate "Not Delivered".*
- *If no email notification is received, double check the address. In almost ALL cases, the address was entered incorrectly in the "To" field.*

Troubleshooting Tips

Fax did not go through/Fax not received

1. Periodically, email servers will update Spam/Junk settings. As a result, faxes may begin appearing in the Spam/Junk folder. To avoid in the future, simply click on the email and choose the option "never go to Spam". This transfers the fax back to the inbox.
2. Verify the correct fax address format: **10 digit fax number@clarityfax.com (example...2485551212@clarityfax.com)**

DOWNLOADABLE VERSION

If you have any additional questions or require additional assistance, please contact Support at **800.676.3995**. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

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