




# Faxing in Zoom Desktop App




## Access

1. Sign in to the Zoom desktop app.
2. Click the **Fax** tab.
3. In the navigation menu, click from the following tabs to navigate Online Fax:

- **Inbox** 
- **Follow up** 
- **Outbox** 
- **Drafts** 
- **Deleted** 

## Finding Received Faxes

### View the Inbox tab

1. Access the **Inbox** tab on the Zoom desktop app.
2. (Optional) At the top of the page, click the following filters:
  - **Status:** Filter by **Read** or **Unread**.
  - **Follow up:** Filter by faxes marked as follow-up.
  - **Lines:** Filter by lines.
3. (Optional) At the top of the page, click the refresh icon  to refresh the page.
4. View the following information in the inbox:
  - **From:** Displays the name and/or number of the sender.  
**Notes:**
    - Phone numbers and location are only displayed for external contacts.
    - (Optional) The **From** number depends on the user configuration. The admin must add **outbound caller IDs** for auto receptionists, call queues, and shared line groups if needed.
  - **To:** Displays the name and/or number where the fax was sent.
  - **Attachment:** Displays the PDF file type and number of pages. Clicking the fax will display the PDF details, where you can download, zoom in/out, share, or edit the PDF.  
**Note:** Hover your cursor over the attachment to view a preview of the PDF.
  - **Time:** Displays the date and time the fax was received in the inbox.
5. Hover your cursor over the fax you want to manage, then click from the following actions:
  - Click the download button  to download the fax. After the fax downloads, click the folder icon  to view the fax PDF.
  - Click the ellipsis **...** to see the following quick actions:  
**Note:** These actions will depend on whether you sent or received the fax.

- **Phone call** : Call the contact.
- **Send text messages** : Send the contact a text message.
- **Mark as read** /**Mark as unread** : Mark the fax as read/unread.
- **Copy number** : Copy the contact number.
- **Delete** : Delete the fax.

## View fax details

1. Access the **Inbox** tab on the Zoom desktop app.

2. Click the fax you want to view.  
The fax details will be displayed.

3. With the fax fully open, use the following **Actions** available next to the contact information:

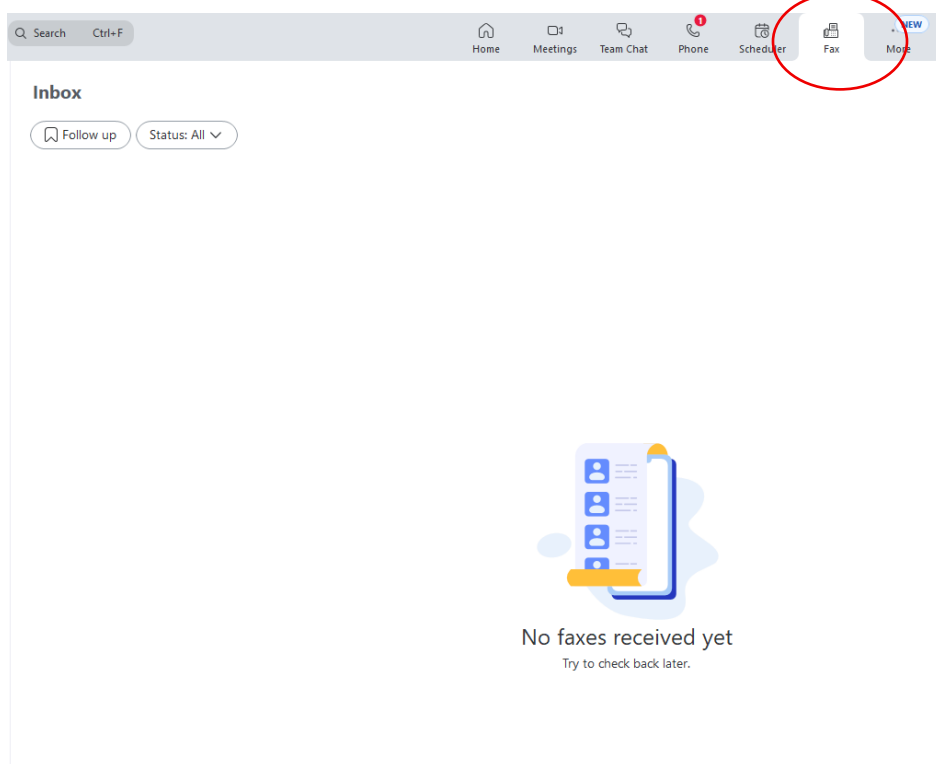
- To the right of the contact's phone number, click the copy icon to copy the number.
- Click the phone icon to call the contact number.
- Click the message icon to send the contact number a message.

4. With the fax fully open, use the following available actions above the fax body:

**Note:** These actions will depend on whether you sent or received the fax.

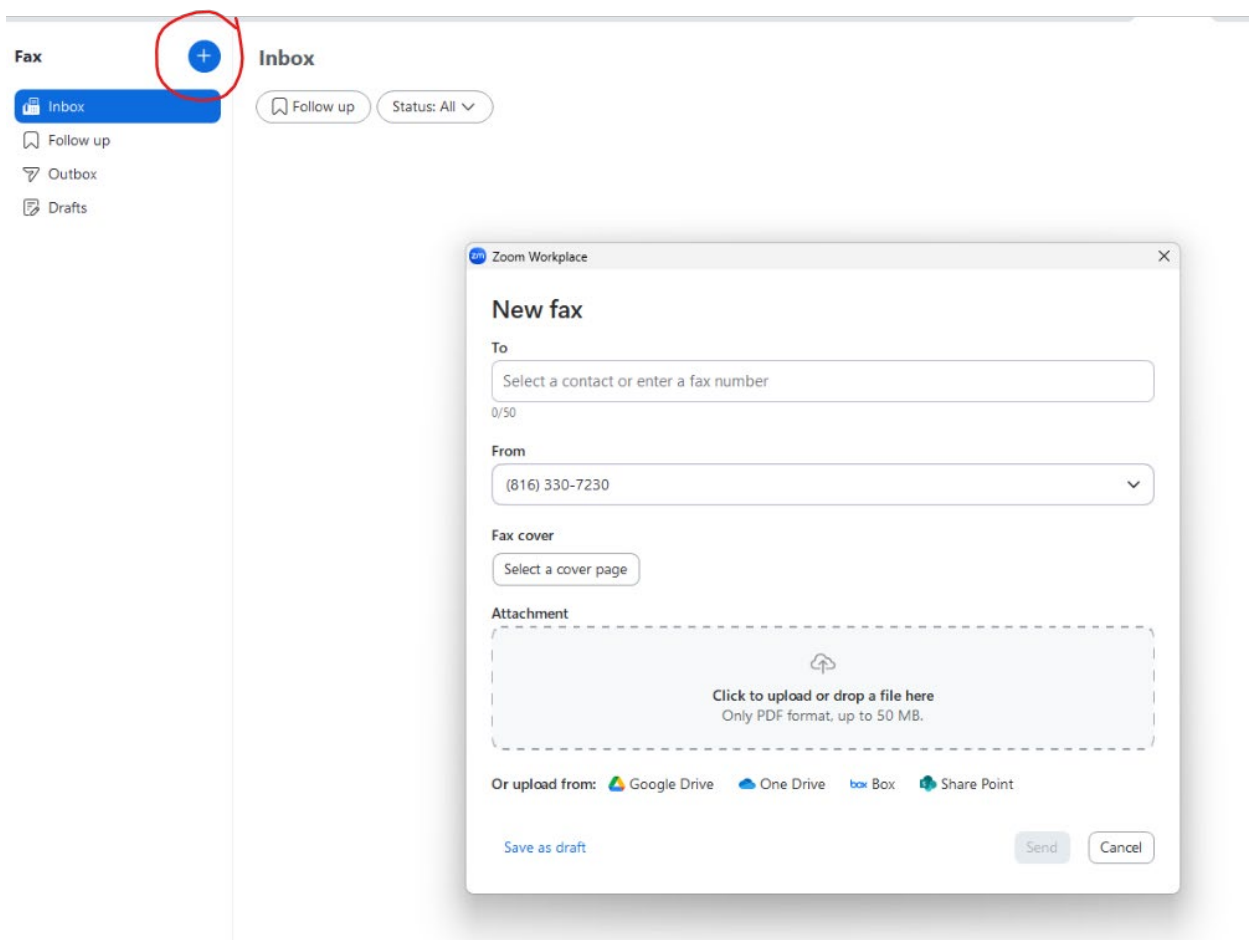
- **Download** : Download the fax.  
**Note:** You can also hover your cursor over the fax preview and click the download icon to download the PDF.
- **Mark as unread** : Mark the fax as unread.
- **Mark as Follow up** : Mark the faxes as a **follow-up**.
- **Delete** : Delete the fax.

5. Under the fax body, use the toolbar to scroll through pages and zoom in/out.



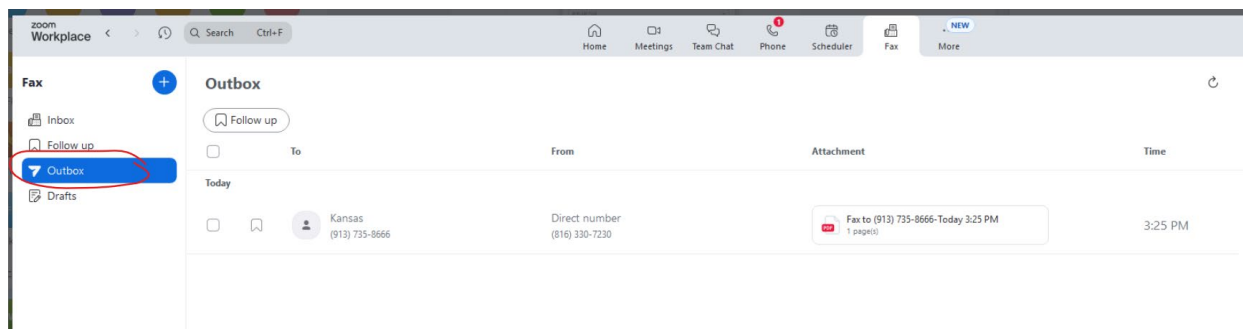
**Note:** You cannot create a fax without a direct number. Please reach out to your admin.

1. Access [Online Fax](#) on the Zoom desktop app.
2. In the top-right corner of the left navigation menu, click the add button . A pop-up window will appear.
3. In the window, enter the information for the fax:
  - **To:** Select a contact or enter a fax number. After adding the contact or phone number, press **Enter**.  
**Note:** You can add up to 50 recipients.
  - **From:** Click the dropdown and select the fax number you want to send the fax from.
  - **Fax cover:** Click **Select a cover** to select a cover from the **Default templates** or **Custom templates**.
  - **Attachment:** Click to upload or drop a local file. You can also choose to upload files from third-party cloud providers.  
**Note:** You can have up to 5 attachments per fax. The acceptable file format is PDF, up to 50 MB.
    - Use the six dots by each attachment to change the attachment order.
    - To the right of an attachment, click the icon to remove the attachment.
4. (Optional) In the bottom-left corner, click **Save as draft**.  
The fax will be [saved as a draft](#).
5. Click **Send**.












You can click outbox to see the log of faxes you have sent.




## Faxing in Android and iOS app

### Access










1. Sign in to the Zoom mobile app.
2. Tap **More** ....
3. Tap **Fax** .  
You will land in the default **Inbox** tab.
4. At the top of the Inbox tab, to the right of **Inbox**, tap the down arrow , then tap from the following tabs to navigate Online Fax:
  - **Inbox** 
  - **Follow up** 
  - **Outbox** 
  - **Drafts** 
  - **Deleted** 

## Finding Received Faxes





### View the Inbox tab

1. Access the **Inbox** tab in the Zoom mobile app.
2. (Optional) At the top of the page, use the filter icon  to filter by **Follow up**, **Read**, **Unread**, or **Line**.
3. Long-press a fax to view the following quick actions:





**Note:** These actions will depend on whether you sent or received the fax.

- **Phone call** : Call the contact number.
- **Send text message** : Send the contact number a text message.
- **Follow up** /**Remove Follow up** : Mark or unmark the fax as a **follow-up**. The fax's follow-up icon will be marked .
- **Mark as read** /**Mark as unread** : Mark the fax as read/unread.
- **Copy number** : Copy the contact number.
- **Delete** : Delete the fax.

### View fax details

1. Access the **Inbox** tab in the Zoom mobile app.
2. Tap a fax you want to view.  
The fax details will be displayed.
3. With the fax fully open, use the following actions available next to the contact information:
  - To the right of the contact's phone number, tap the copy icon  to copy the contact number.
  - Tap the phone icon to  call the fax number.
  - Tap the message icon  to send a message to the fax number.
4. At the top of the opened fax, tap **View**  to download and view the fax.
5. At the bottom of the opened fax, use the following available actions:




**Note:** These actions will depend on whether you sent or received the fax.

- **Mark as unread** : Mark the fax as unread.
- **Follow up** : Mark the fax as a **follow-up**. The fax's follow-up icon will be marked .
- **Delete** : Delete the fax.

### Use bulk actions

1. Access the **Inbox** tab in the Zoom mobile app.
2. (Optional) At the top of the page, use the **Select** button to select multiple faxes, then tap from the following bulk actions:
 



**Note:** After selecting at least 1 fax, you can tap the **Select all** button to select all faxes.

  - **Follow up** : Mark selected faxes as **follow-ups**. The selected faxes' follow-up icons will be marked .
  - **Delete** : Delete selected faxes.



## Creating Fax

**Note:** You cannot create a fax without a direct number. Please reach out to your admin.

1. [Access Online Fax](#) on the Zoom mobile app.
2. Tap the **+ New** button.
3. Enter the information for the fax:
  - **To:** Select a contact or enter a fax number.  
**Note:** You can add up to 50 recipients.
  - **My fax number:** Tap the field and select the number (for example, direct number, auto receptionist, and so on) from which you want to send the fax.
  - **Fax cover:** Tap **Add** to select a cover from the **Default templates** or **Custom templates**.
  - **Attachment:** Tap **Add attachment** to select the upload method. You can also choose to upload files from third-party cloud providers.  
**Note:** The acceptable file format is PDF, up to 50 MB.
    1. (Optional) Tap **Edit** to edit the file(s):
      - To the left of the file, tap the  icon to remove the file.
      - Tap and press the 3 lines  to change the order of the attached files.
    2. Tap **Done** after you're finished editing the attachments.
4. (Optional) While creating a fax, in the top-right corner, tap the ellipsis **...**, then tap **Save as draft**.  
The fax will be [saved as a draft](#).
5. Tap **Send**.

Full Zoom Article on Online Faxing

[https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0079042](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0079042)