

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

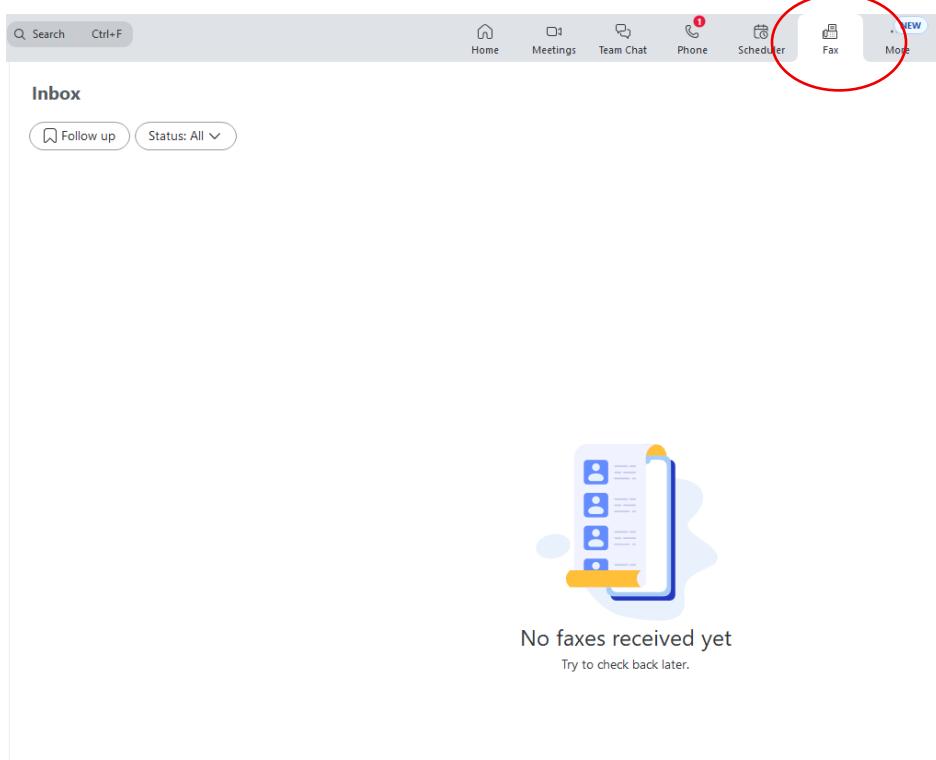
View the Inbox tab

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.

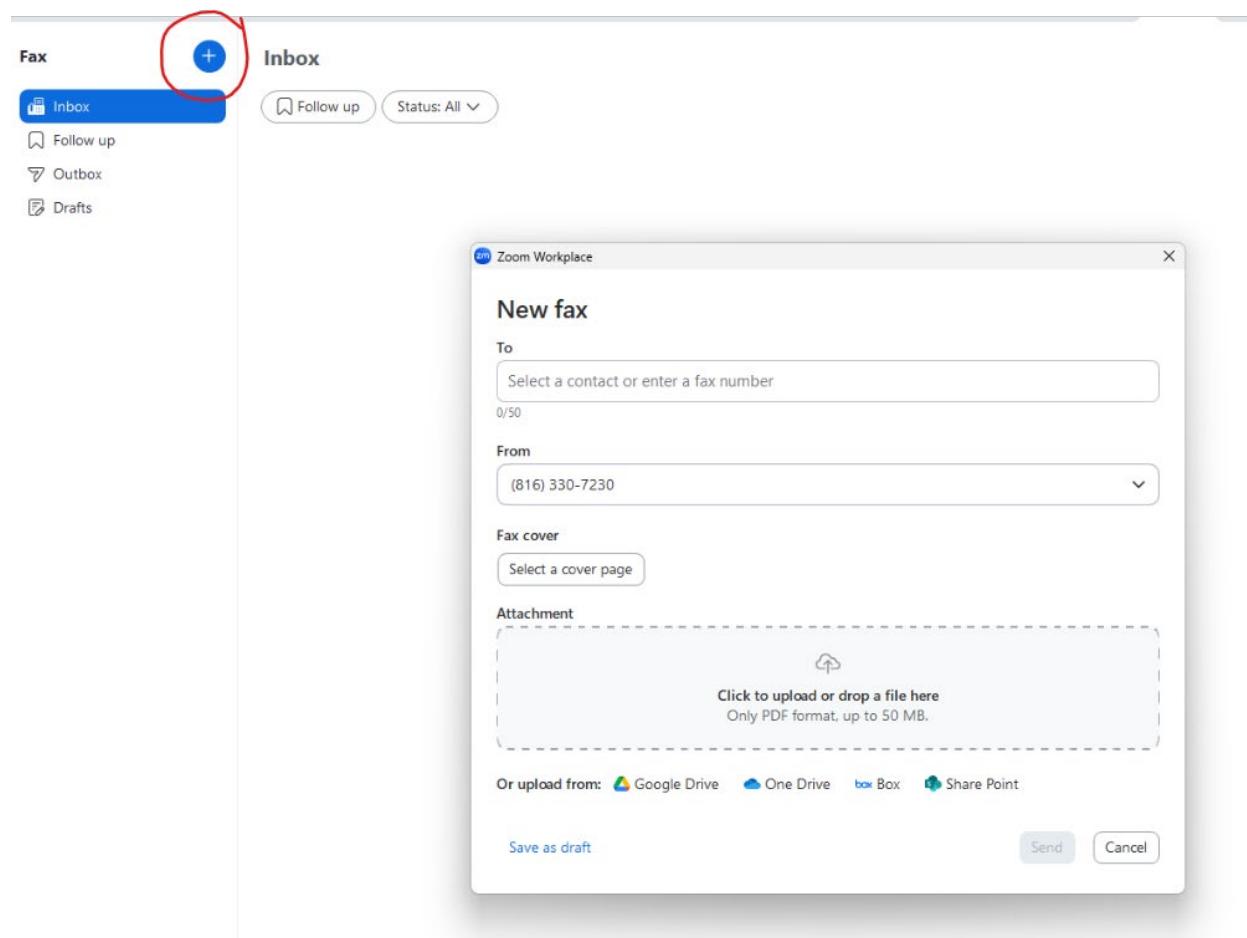


Creating Faxes

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 .
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](#).

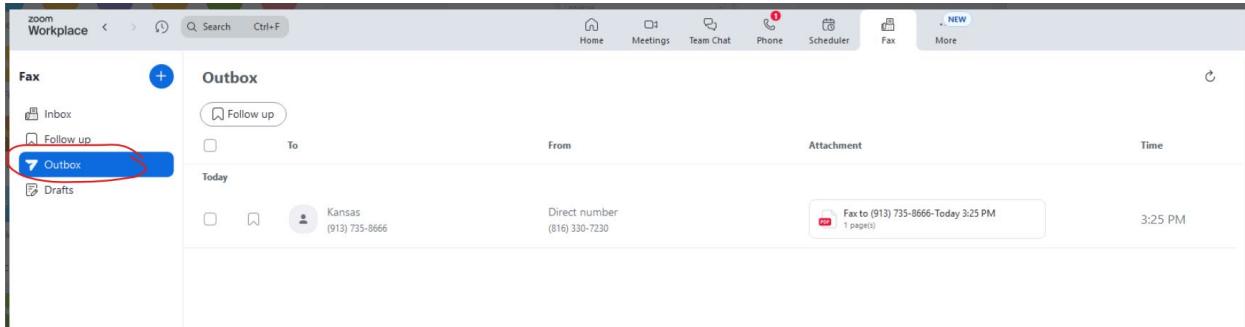
5. Click **Send**.



The screenshot shows the Zoom Workplace interface for creating a new fax. On the left, a sidebar navigation bar is visible with tabs for 'Fax' (selected), 'Inbox' (highlighted in blue), 'Follow up', 'Outbox', and 'Drafts'. The 'Inbox' tab has a red circle around its 'Add' button. The main area is a 'New fax' dialog box with the following fields:

- To:** A text input field with placeholder text 'Select a contact or enter a fax number' and a character count '0/50'.
- From:** A dropdown menu showing '(816) 330-7230'.
- Fax cover:** A button labeled 'Select a cover page'.
- Attachment:** A large dashed rectangular area with an 'Upload' icon and text 'Click to upload or drop a file here. Only PDF format, up to 50 MB.'
- File upload options:** Buttons for 'Or upload from:' followed by icons for Google Drive, One Drive, Box, and SharePoint.
- Buttons at the bottom:** 'Save as draft', 'Send', and 'Cancel'.

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