Communicator-Sending a Fax From Your Desktop

How to Send a Fax Using Communicator Desktop Overview

Communicator Desktop allows users to send faxes directly from their computer without the need for a physical fax machine. This article explains how to create and send a fax using the Communicator Desktop application.

Prerequisites

Before sending a fax, ensure that:

- You are signed in to Communicator Desktop.
- The document you want to fax can be printed to the Communicator Fax printer through an application like Word or saved on your computer as a pdf document.
- You have the recipient’s fax number available in your contact list, or you can type it out manually.

Supported Document Types

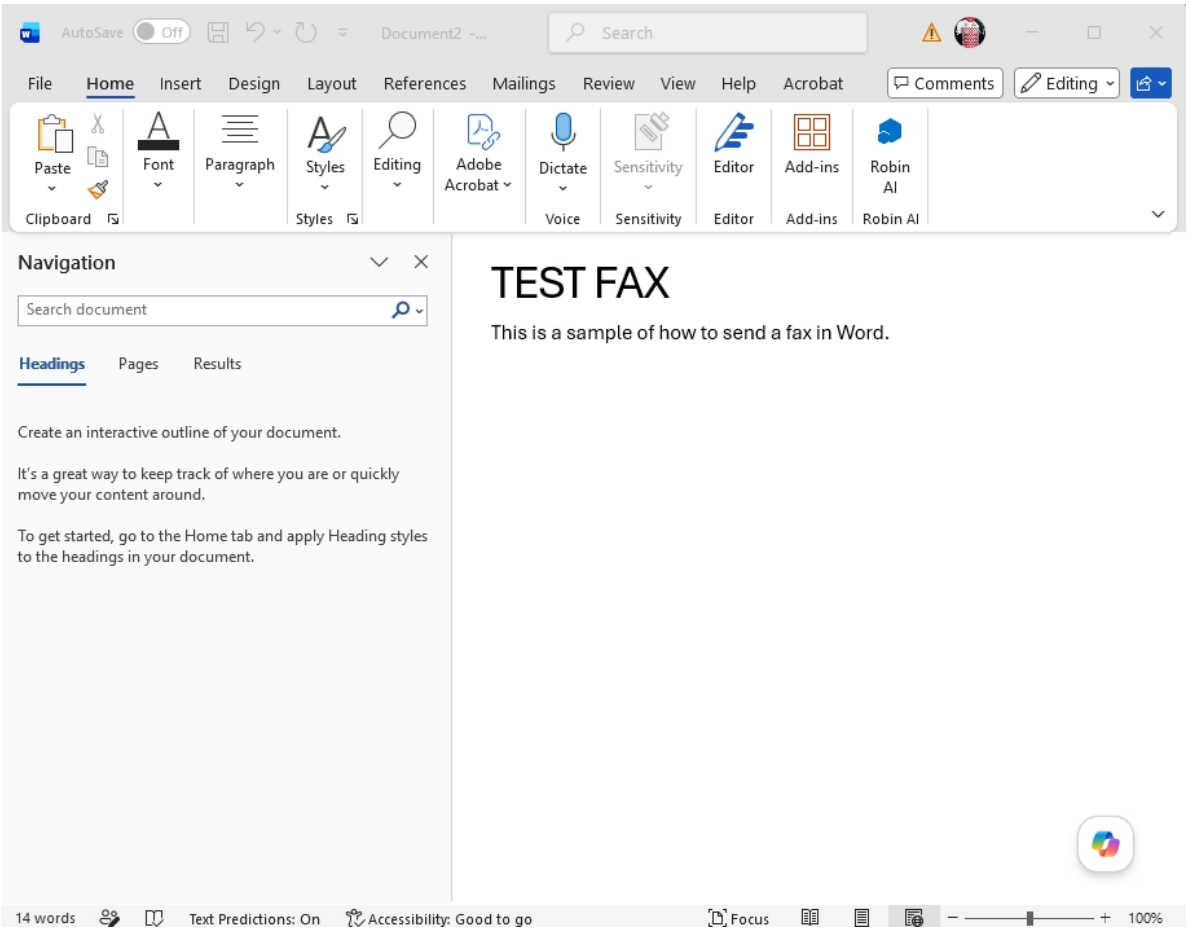
- PDF (saved document or printed from application)
- Microsoft Word (.doc/.docx) (printed from application)
- Microsoft Excel (.xls/.xlsx) (printed from application)
- Image files (.jpg, .png, .tif) (printed from application)

Sending a Fax from an application

For this demonstration we will use Microsoft Word, however the steps are the same from Excel etc.

Step 1: Create your Document

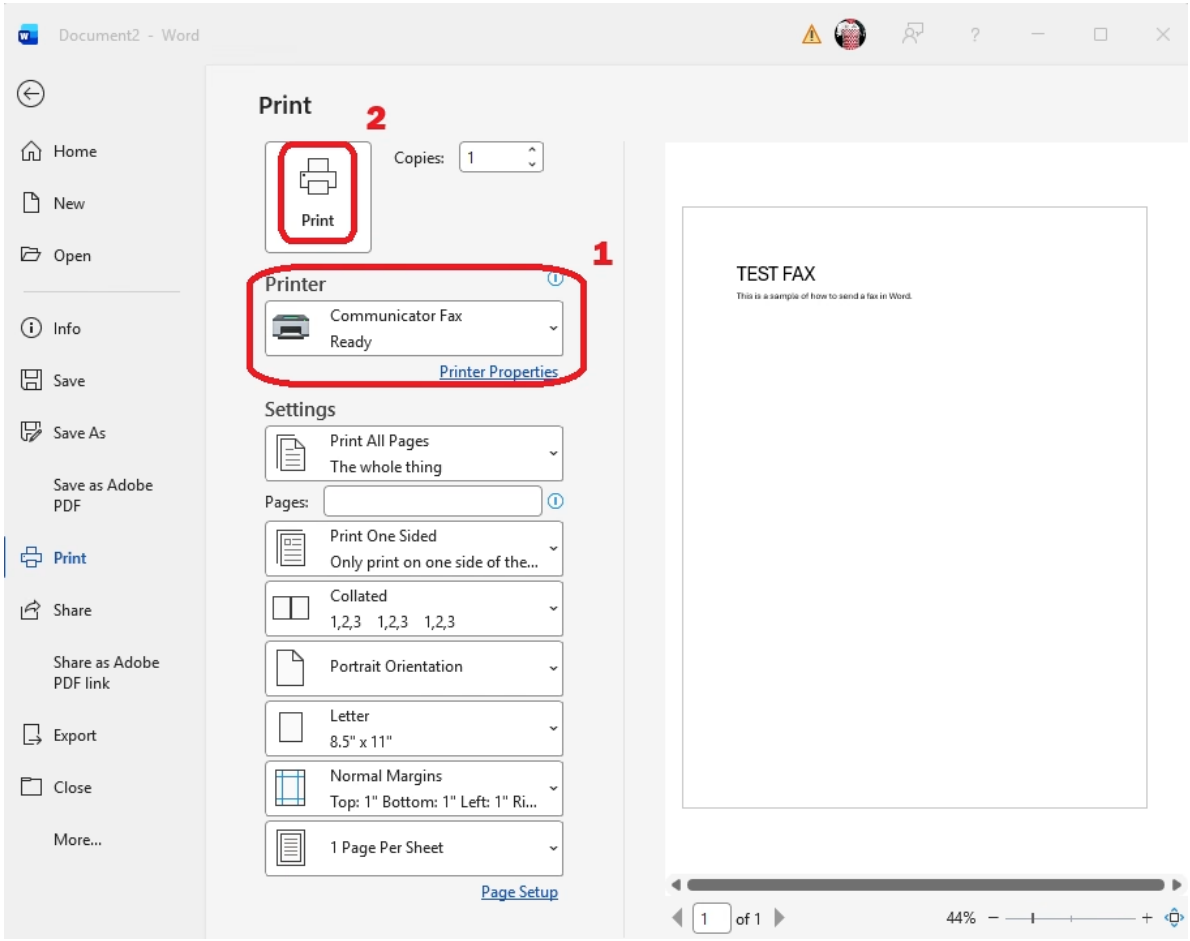
1. Create the document you want to fax through Word or other application.



Step 2: Print your Document

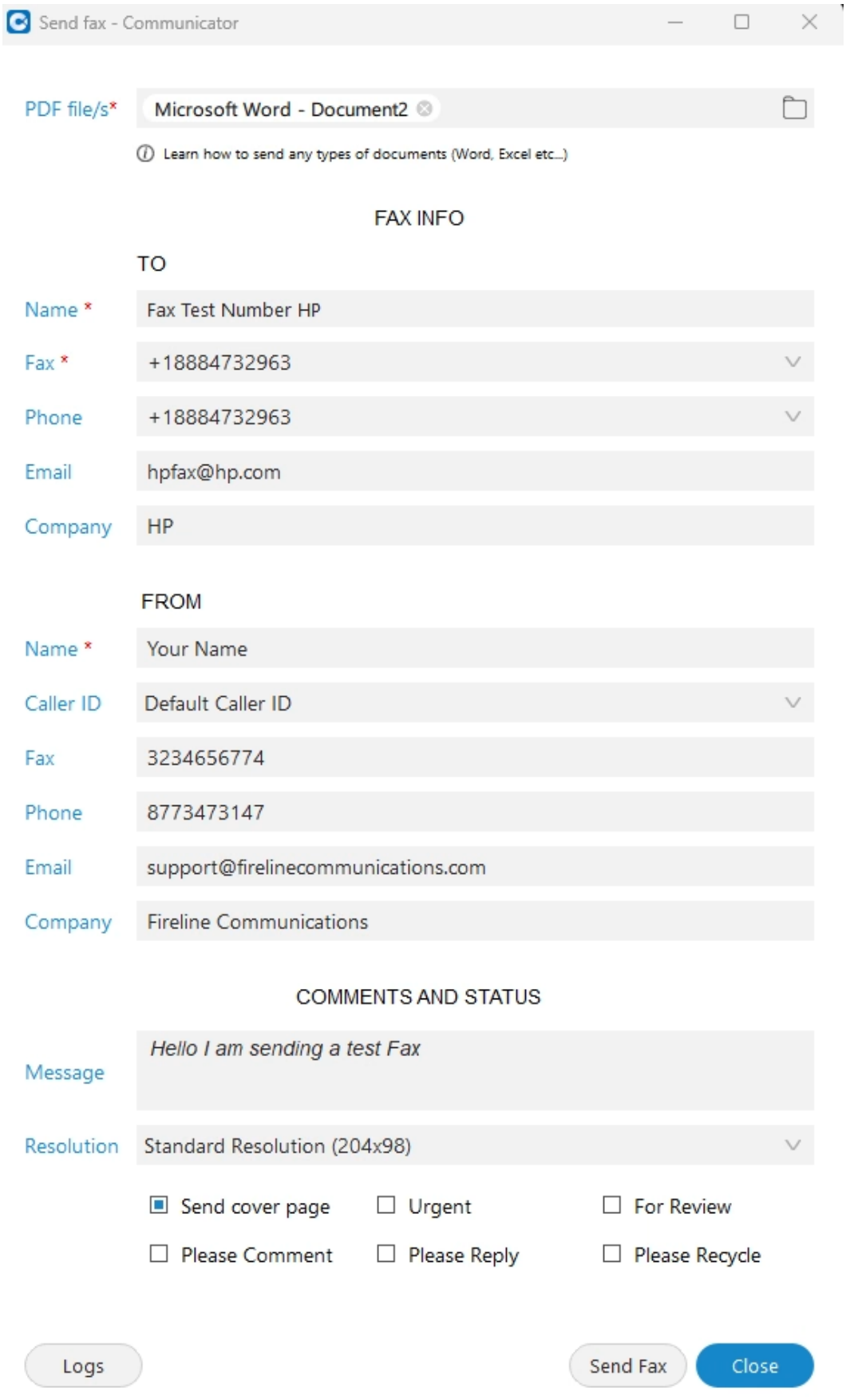
1. Select File > Print

2. Select Communicator Fax from the Printer drop down
3. Select Print



Step 3: Enter Recipient Information

1. The Fax Cover Page will open
2. Enter the Fax recipient’s information.
3. If your Outlook or Google Calander is connected to Communicator, you can search for the contact in the name field and pull up all their contact information to populate the fields.
    - Include the area code in the fax number field

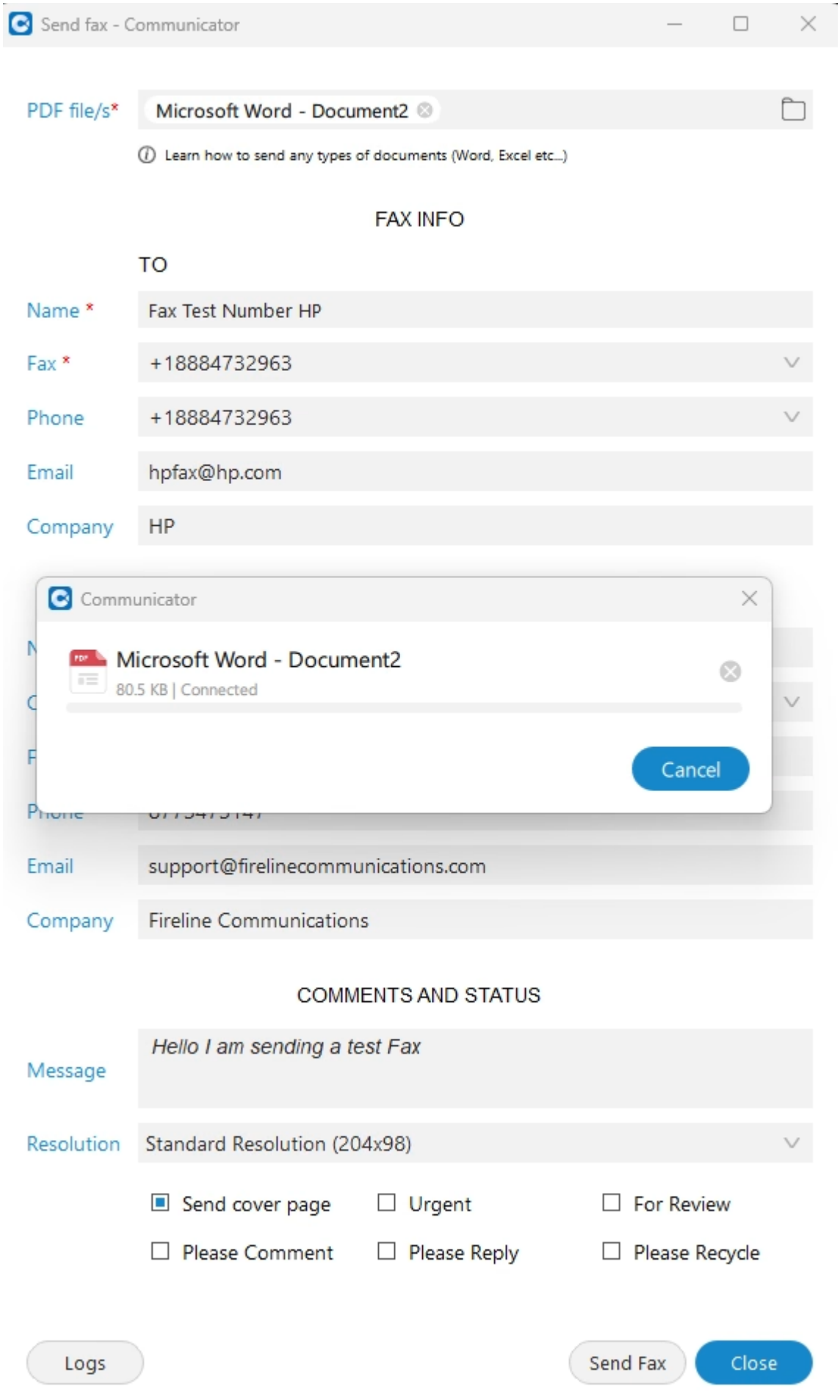

Send fax - Communicator
PDF file/s*
Microsoft Word - Document2
Learn how to send any types of documents (Word, Excel etc...)
FAX INFO
TO
Name *
Fax Test Number HP
Fax *
+18884732963
Phone
+18884732963
Email
hpfax@hp.com
Company
HP
FROM
Name *
Your Name
Caller ID
Default Caller ID
Fax
3234656774
Phone
8773473147
Email
support@firelinecommunications.com
Company
Fireline Communications
COMMENTS AND STATUS
Message
Hello I am sending a test Fax
Resolution
Standard Resolution (204x98)
Send cover page
Urgent
For Review
Please Comment
Please Reply
Please Recycle
Logs
Send Fax
Close

Step 4: Add a Cover Page (Optional)

1. Select **Include Cover Page** if desired.
2. Complete the cover page fields:
    - Recipient Name
    - Company Name
    - Subject
    - Message

Step 5: Click Send Fax

1. Once you are ready to send the document click Send Fax.
2. A status bar will appear.
3. Once the fax is complete you will get a notification message pop up right above the clock, bottom right of your screen, informing you if the fax was successful or failed.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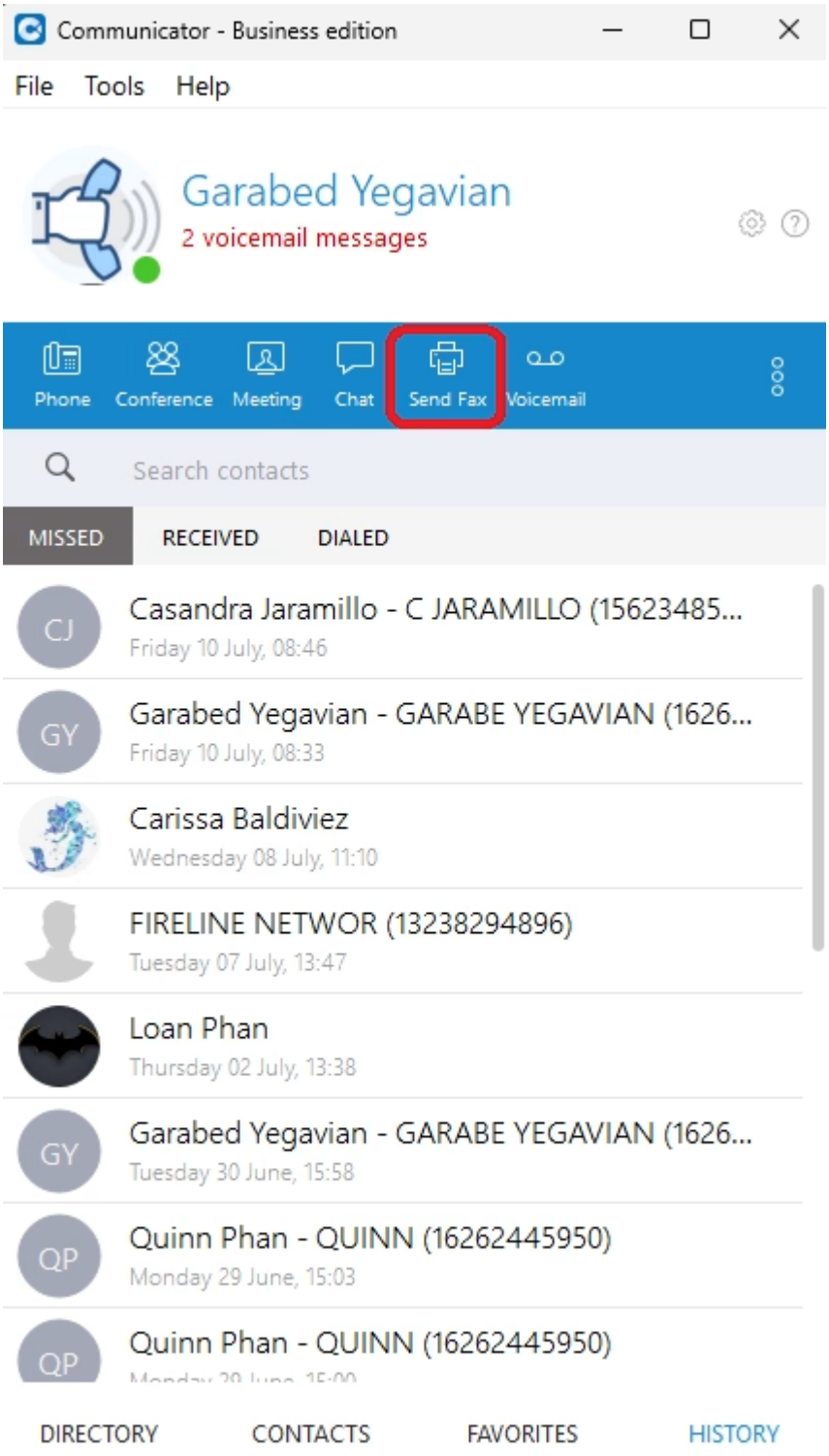
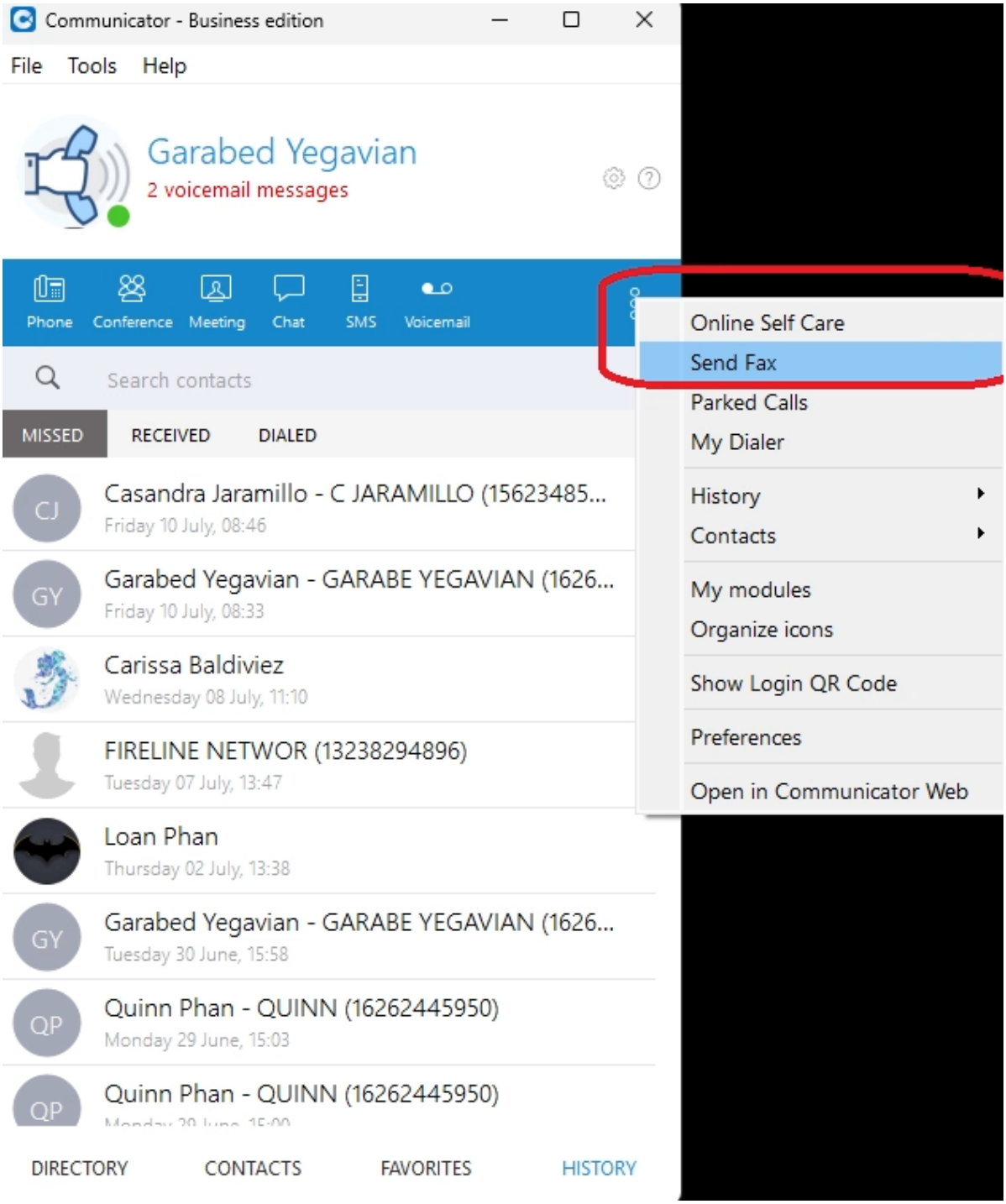
FAX INFO
TO
Name *
Fax Test Number HP
Fax *
+18884732963
Phone
+18884732963
Email
hpfax@hp.com
Company
HP
Communicator
Microsoft Word - Document2
80.5 KB | Connected
Cancel
Email
support@firelinecommunications.com
Company
Fireline Communications
COMMENTS AND STATUS
Message
Hello I am sending a test Fax
Resolution
Standard Resolution (204x98)
Send cover page
Urgent
For Review
Please Comment
Please Reply
Please Recycle
Logs
Send Fax
Close

Sending a Fax Directly from Communicator

Step 1: Launch the Fax from Communicator

1. Depending on your configuration you can launch the fax by click the Send Fax icon or by clicking the 3 dots in the icon bar, and select Send Fax


Communicator - Business edition
File
Tools
Help
Garabed Yegavian
2 voicemail messages
Phone
Conference
Meeting
Chat
Send Fax
Voicemail
Search contacts
MISSED
RECEIVED
DIALED
CJ
Casandra Jaramillo - C JARAMILLO (15623485...
Friday 10 July, 08:46
GY
Garabed Yegavian - GARABE YEGAVIAN (1626...
Friday 10 July, 08:33
Carissa Baldiviez
Wednesday 08 July, 11:10
FIRELINE NETWOR (13238294896)
Tuesday 07 July, 13:47
Loan Phan
Thursday 02 July, 13:38
GY
Garabed Yegavian - GARABE YEGAVIAN (1626...
Tuesday 30 June, 15:58
QP
Quinn Phan - QUINN (16262445950)
Monday 29 June, 15:03
QP
Quinn Phan - QUINN (16262445950)
DIRECTORY
CONTACTS
FAVORITES
HISTORY



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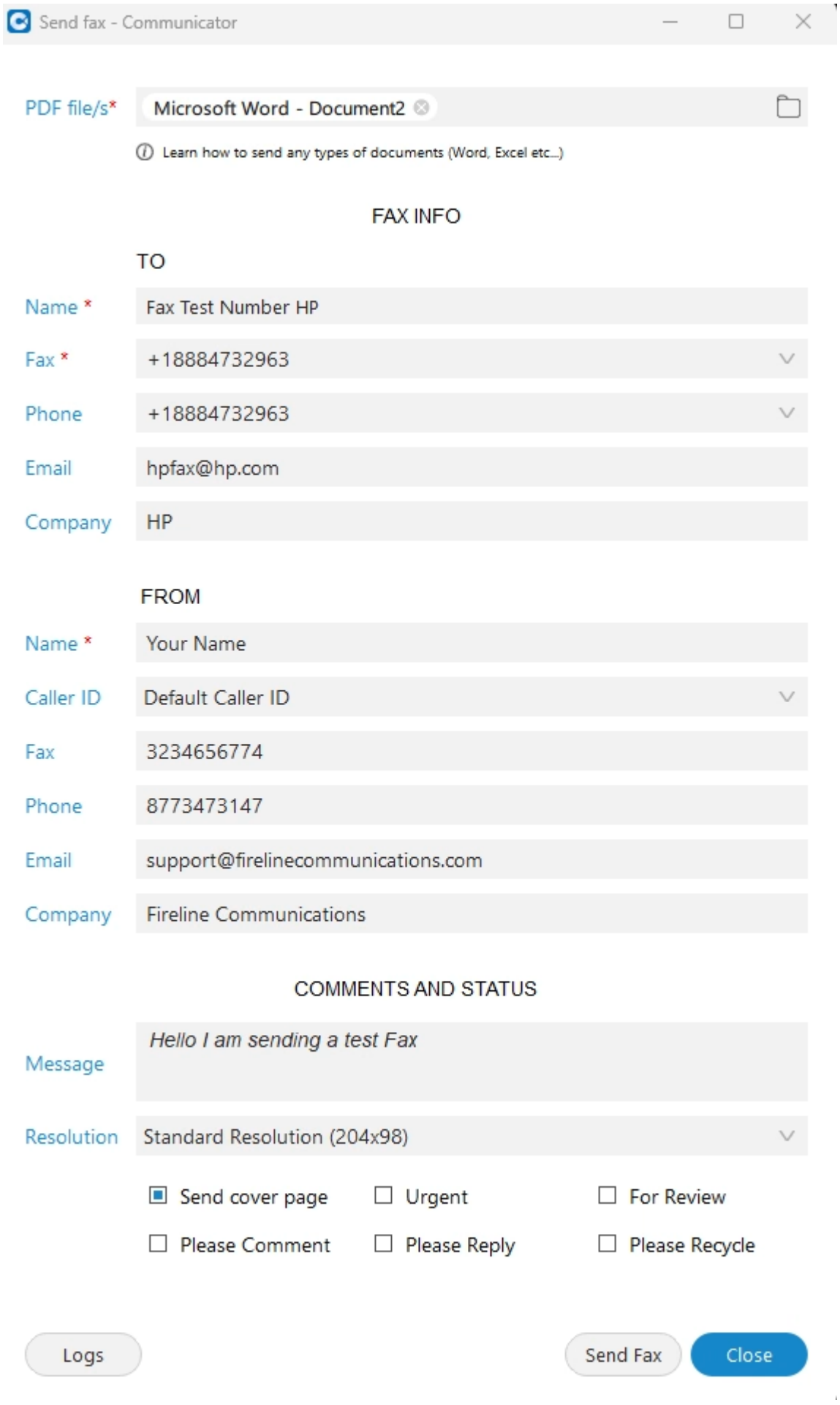
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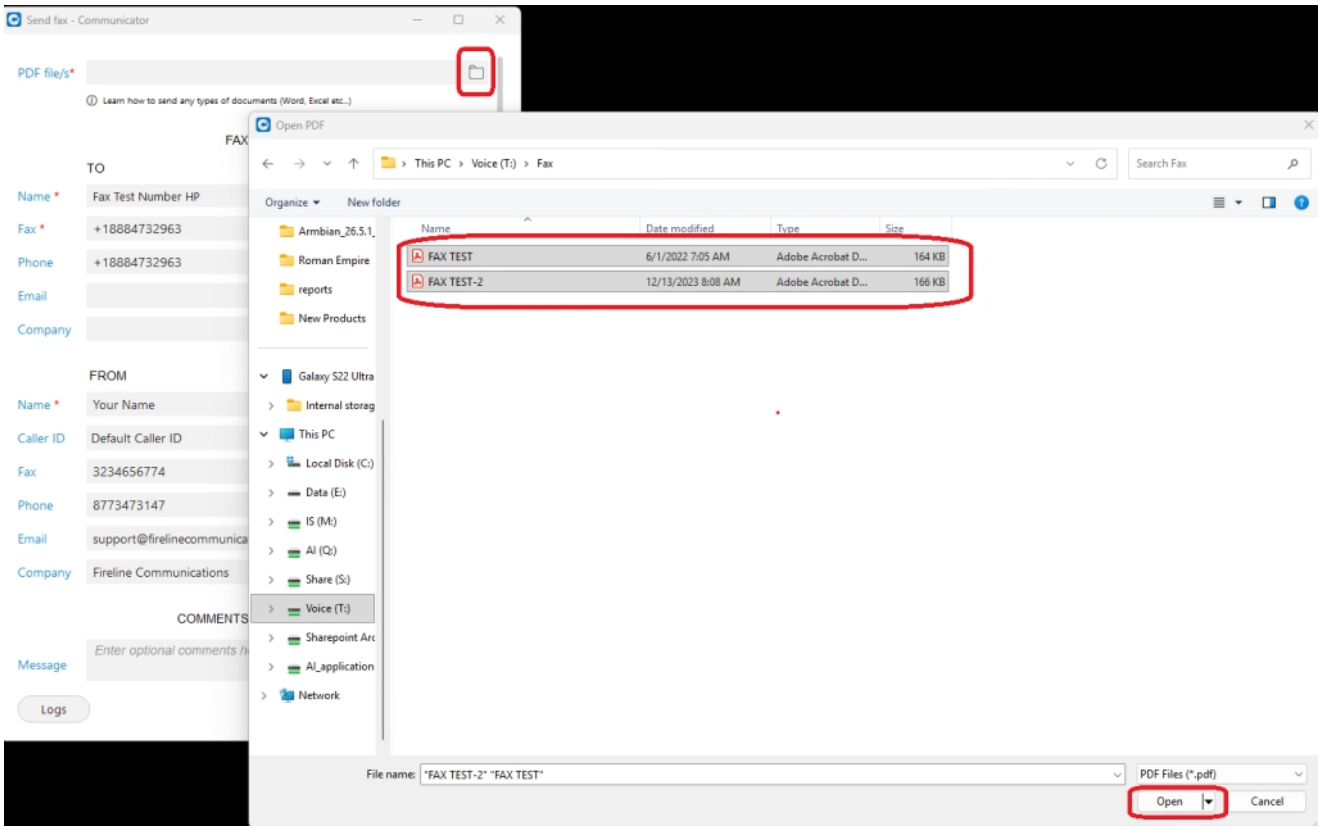
Company
HP
FROM
Name *
Your Name
Caller ID
Default Caller ID
Fax
3234656774
Phone
8773473147
Email
support@firelinecommunications.com
Company
Fireline Communications
COMMENTS AND STATUS
Message
Hello I am sending a test Fax
Resolution
Standard Resolution (204x98)
Send cover page
Urgent
For Review
Please Comment
Please Reply
Please Recycle
Logs
Send Fax
Close

Step 3: Add a Cover Page (Optional)

1. Select **Include Cover Page** if desired.
2. Complete the cover page fields:
    - Recipient Name
    - Company Name
    - Subject
    - Message

Step 4: Attach Documents *.pdf only

1. Click **Attach** or **Browse**.
2. Locate the file you want to fax.
3. Select the file and click **Open**.
4. Verify that the document appears in the attachment list.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PDF file/s*
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FAX
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Fax Test Number HP
Fax *
+18884732963
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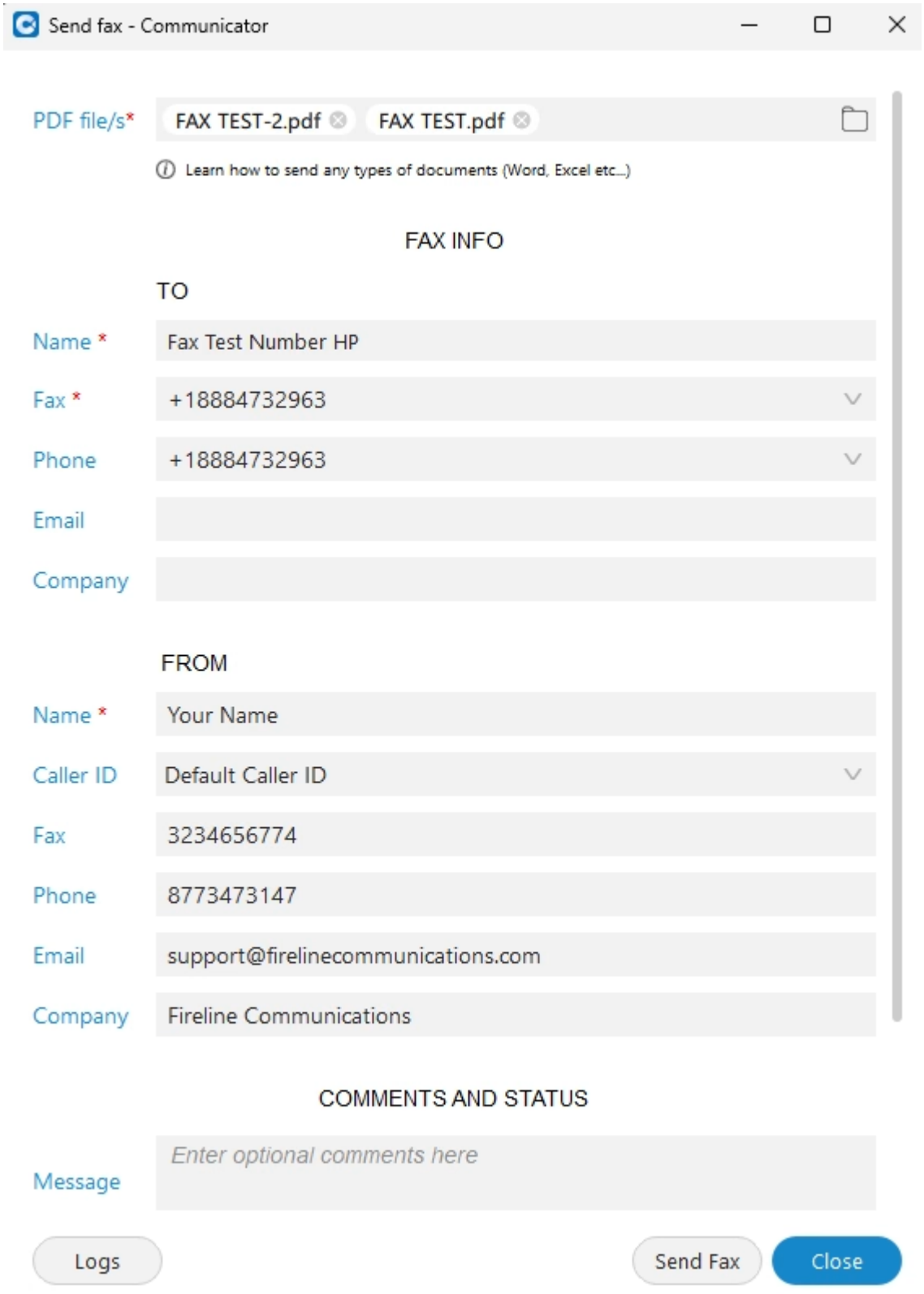
Email
Company
FROM
Name *
Your Name
Caller ID
Default Caller ID
Fax
3234656774
Phone
8773473147
Email
support@firelinecommunica
Company
Fireline Communications
COMMENTS
Message
Enter optional comments h
Logs
Open PDF
This PC › Voice (T:) › Fax
Search Fax
Organize
New folder
Armbian_26.5.1_
Roman Empire
reports
New Products
Galaxy S22 Ultra
Internal storag
This PC
Local Disk (C:)
Data (E:)
I5 (M:)
AI (Q:)
Share (S:)
Voice (T:)
Sharepoint Arc
AI_application
Network
Name
Date modified
Type
Size
FAX TEST
6/1/2022 7:05 AM
Adobe Acrobat D...
164 KB
FAX TEST-2
12/13/2023 8:08 AM
Adobe Acrobat D...
166 KB
File name:
"FAX TEST-2" "FAX TEST"
PDF Files (*.pdf)
Open
Cancel

Step 5: Send the Fax

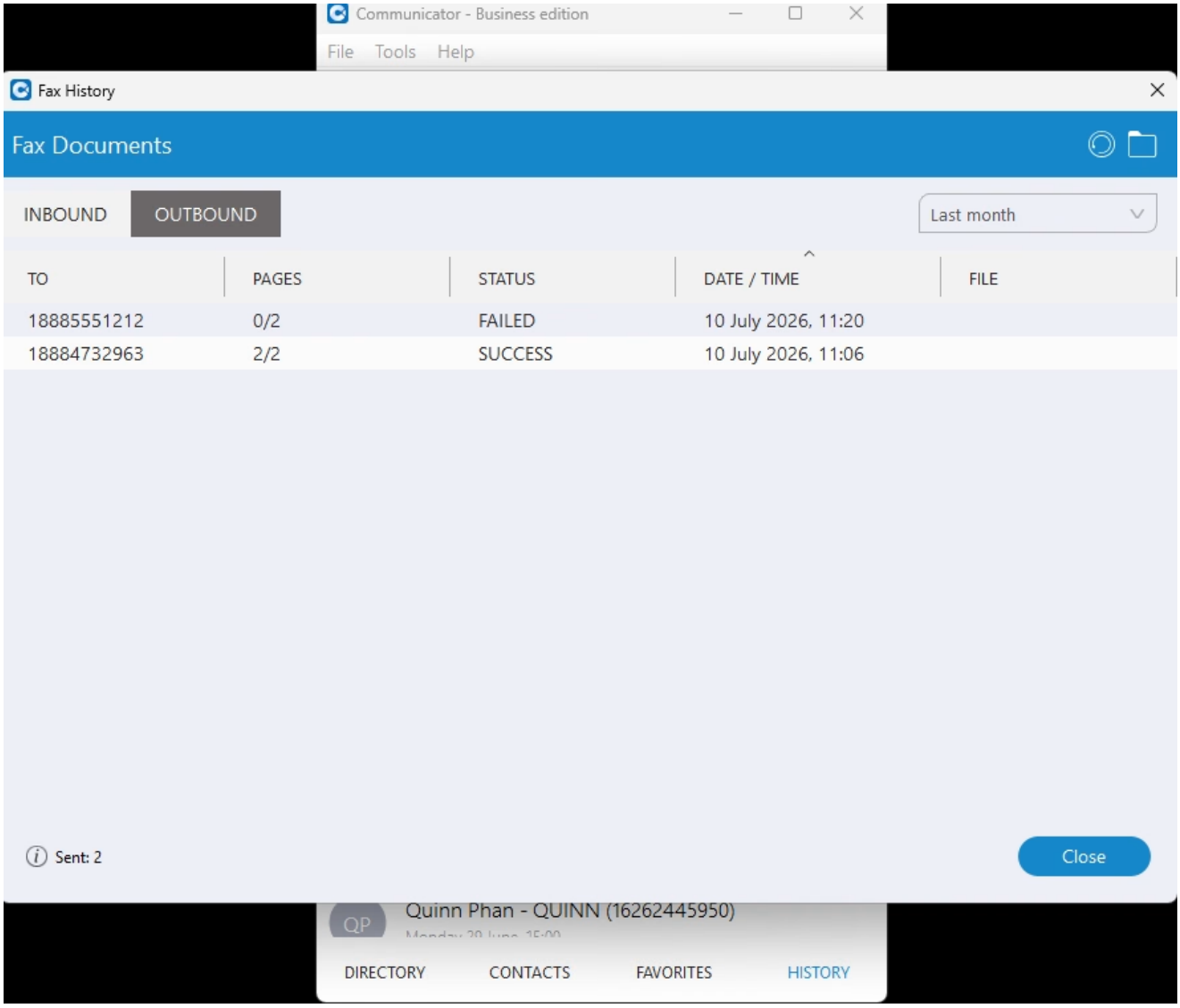
1. Review the recipient number and attached documents.
2. Click **Send Fax**.
3. Wait for the confirmation message indicating that the fax has been submitted.


Send fax - Communicator
PDF file/s*
FAX TEST-2.pdf
FAX TEST.pdf
Learn how to send any types of documents (Word, Excel etc...)
FAX INFO
TO
Name *
Fax Test Number HP
Fax *
+18884732963
Phone
+18884732963
Email
Company
FROM
Name *
Your Name
Caller ID
Default Caller ID
Fax
3234656774
Phone
8773473147
Email
support@firelinecommunications.com
Company
Fireline Communications
COMMENTS AND STATUS
Message
Enter optional comments here
Logs
Send Fax
Close

Confirming Fax Delivery

1. Click the 3 dots in the Icon bar and select **History Fax**.
2. Locate the fax you just sent.
3. Review the status:
    - **Pending** – Fax is being processed.
    - **Sent** – Fax was successfully delivered.
    - **Failed** – Delivery was unsuccessful.

If a fax fails, verify the fax number and resend the document.



Troubleshooting

Unable to Send a Fax

- Verify your internet connection.
- Confirm that fax services are enabled on your account.
- Ensure the recipient fax number is entered correctly.
- Check that the attachment format is supported.

Fax Status Shows Failed

- Confirm the recipient fax number.
- Verify the recipient’s fax machine is operational.
- Try sending the fax again after a few minutes.

Attachment Will Not Upload

- Ensure the file is not open in another application.
- Verify the file size is within supported limits.
- Save the document in a supported file format and try again.

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