

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

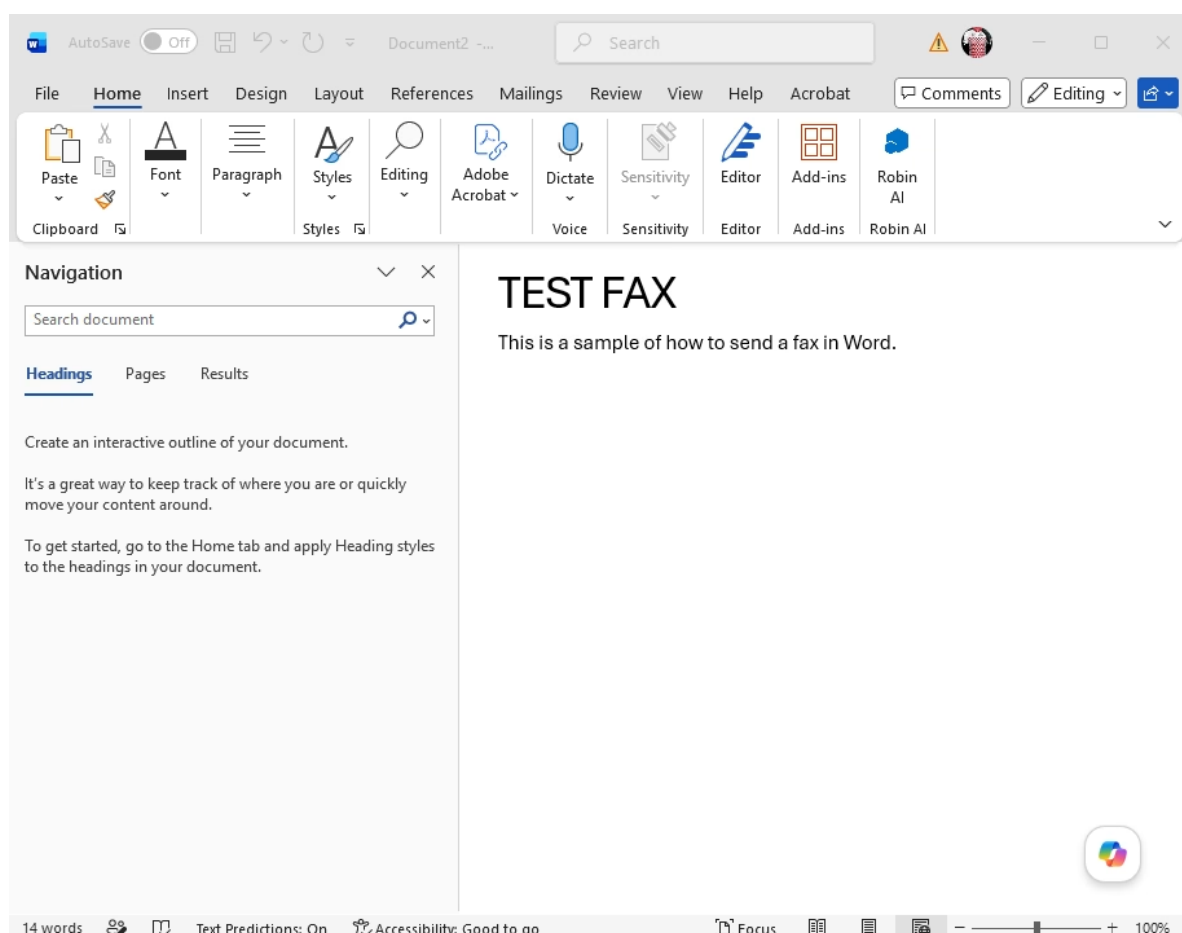
- PDF (saved document or printed from application)
- Microsoft Word (.doc/.docx) (printed from application)
- Microsoft Excel (.xls/.xlsx) (printed from application)
- Image files (.jpg, .png, .tif) (printed from application)

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

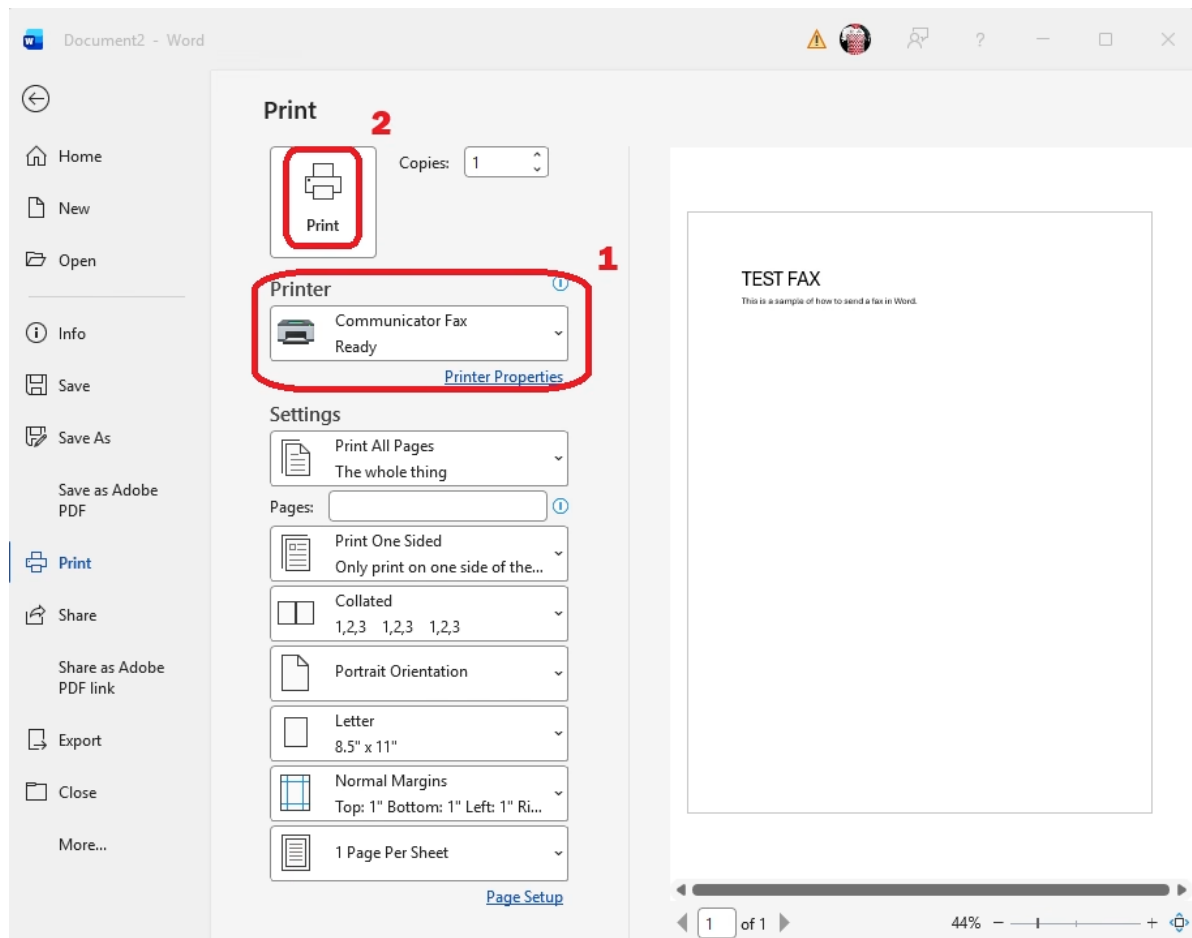
1. Create the document you want to fax through Word or other application.



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

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.

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

Communicator

 Microsoft Word - Document2

80.5 KB | Connected

Cancel

Phone

0775473147

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



Garabed Yegavian

2 voicemail messages



Phone



Conference



Meeting



Chat



Send Fax



Voicemail



Search contacts

MISSED

RECEIVED

DIALED



Casandra Jaramillo - C JARAMILLO (15623485...

Friday 10 July, 08:46



Garabed Yegavian - GARABE YEGAVIAN (1626...

Friday 10 July, 08:33



Carissa Baldiviez

Wednesday 08 July, 11:10



FIRELINE NETWORK (13238294896)

Tuesday 07 July, 13:47



Loan Phan

Thursday 02 July, 13:38



Garabed Yegavian - GARABE YEGAVIAN (1626...

Tuesday 30 June, 15:58



Quinn Phan - QUINN (16262445950)

Monday 29 June, 15:03



Quinn Phan - QUINN (16262445950)

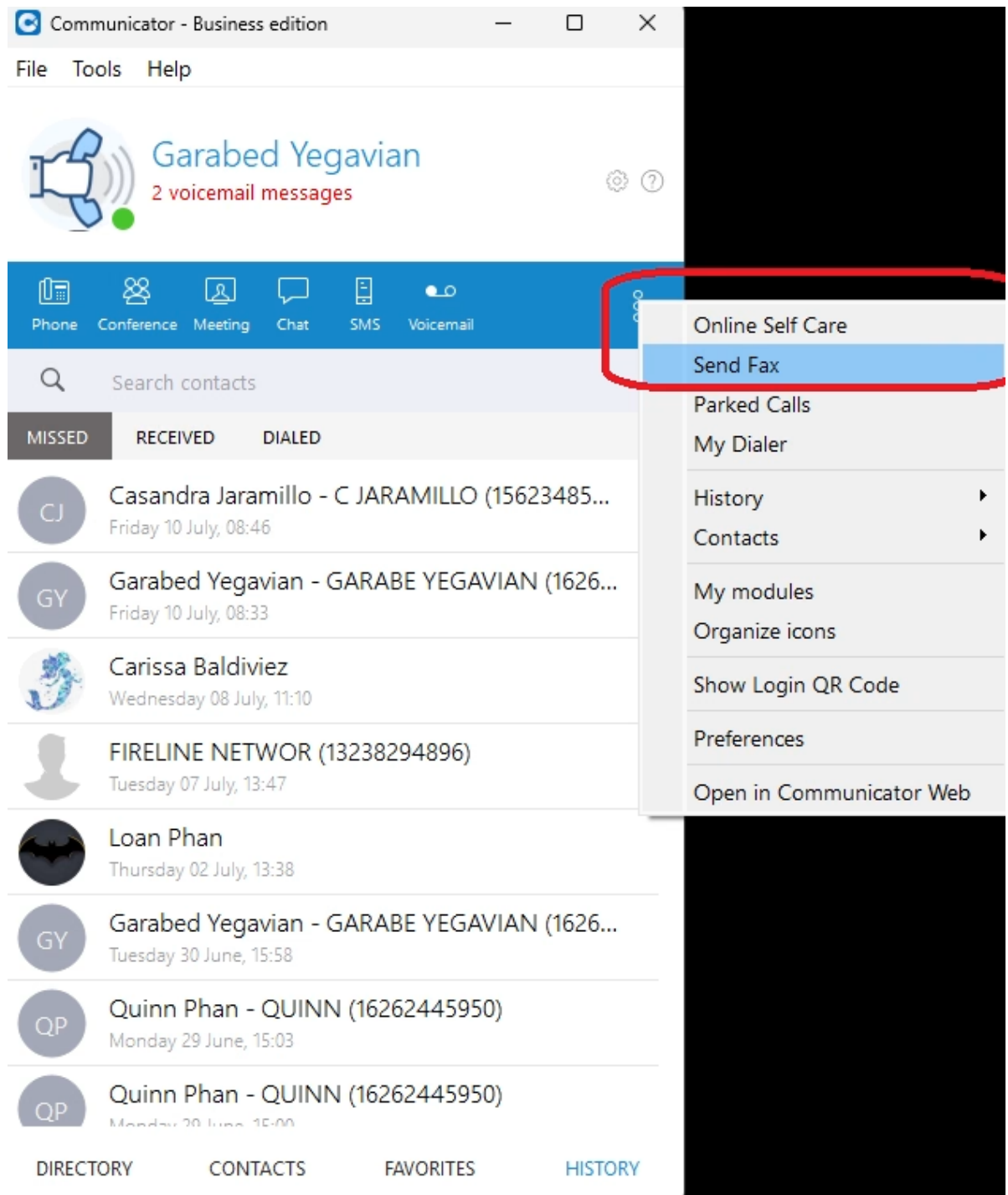
Monday 29 June, 15:00

DIRECTORY

CONTACTS

FAVORITES

HISTORY



Step 2: 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

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

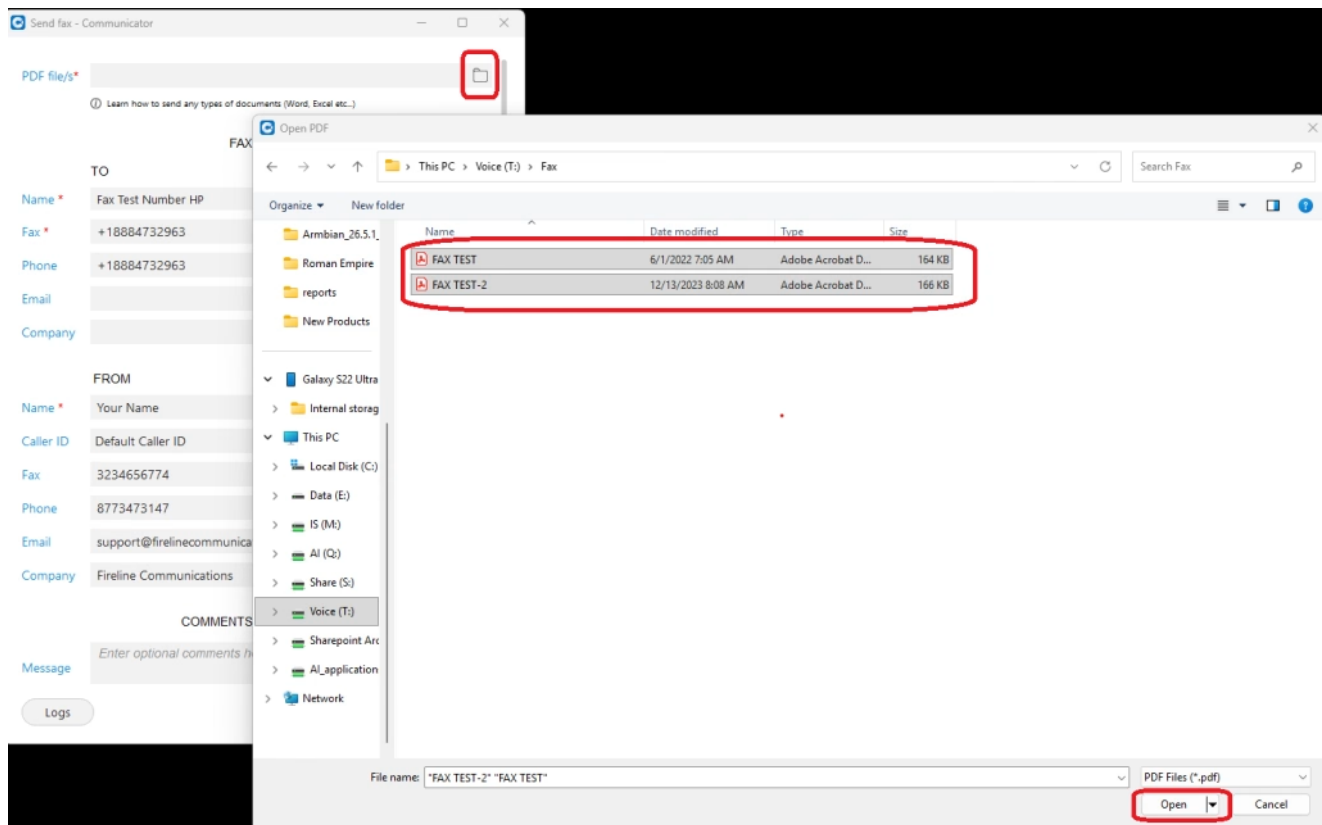
Close

Step 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.



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.



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.

Communicator - Business edition

File Tools Help

Fax History

X

Fax Documents

⌂

INBOUND

OUTBOUND

Last month

TO	PAGES	STATUS	DATE / TIME	FILE
18885551212	0/2	FAILED	10 July 2026, 11:20	
18884732963	2/2	SUCCESS	10 July 2026, 11:06	

ⓘ Sent: 2

Close

QP Quinn Phan - QUINN (16262445950)

Monday, 20 June 15:00

DIRECTORY CONTACTS FAVORITES HISTORY

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.

<https://firelinecommunications.com/wp-content/uploads/2026/07/Sending-a-Fax-using-Communicator-Desktop.webm>