

Zoom Fax Solution Troubleshooting Guide

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Welcome

FaxSIPit has been in the fax industry for almost 35 years. They primarily do OEM work and have been working with Zoom for over 3 years. They offer a number of fax related services that provide a secure, inexpensive compliant method of transmitting various documents meeting HIPAA, SOX, CCPA, PCI-DSS, FISMA and FIPS requirements. They have an app that integrates faxing into the Zoom desktop client.

Why fax? With the rising concern and prevalence of email and phishing attacks organizations are turning to Fax. This is because **Fax is a simple yet zero trust way to communicate** between organizations. A document transmitted via **fax cannot be compromised with malware** or other malicious payloads.

FaxSIPit will provide support for their services to our customers. But this guide contains information and advice on how to troubleshoot some fax issues with your client before directing them to FaxSIPit support.

How will a City user use the FaxSIPit fax service?

- Primarily they will use the FaxSIPit Zoom App
- Fax Machines will use a **FaxSIPit SecureFax-ATA** that requires a physical connection (RJ45 and Ethernet cable) to any Internet connection (fixed wire, mobile or satellite or Internet enabled device/modem/hotspot etc.)
- Virtual Faxing (email faxing or web based faxing) is also available
- Fax DID and device management is done via a separate tool that FSI will handle.

Why is fax still used?

Because Fax has a massive user base

Just about every business has a fax machine and publishes their fax number publicly, as well some businesses insist on transmitting some of their data over fax. Often used due to high trust factor.

In a lot of cases, it's still quicker than other technology

Drop a piece of paper into the document feeder, press ten digits and a green button and your information is transmitted. The Zoom app is just as simple, which is why many Zoom clients use it.

It's an easy way to send signatures

Faxes usually print out the document automatically so you can simply sign and initial it then fax it back to the other party. Fax is considered very secure and used in court cases etc. as evidence.

Confirmation of document receipt and confirmation pages

When you send a fax, you can choose to receive a "confirmation page." This is a printout that the fax machine on the receiving end has said: "message completely received."

The benefit to having a confirmation page is that it makes it more difficult for the other person to claim that they "never got the message."



Fax 101

Fax machine (MFP) — a device for sending and receiving faxes. A Multifunction Function Printer also has fax capabilities and is compatible with our ATAs and related fax services.

Fax Number (Fax DID) — a telephone number on FaxSIPit's network used exclusively for faxing. Calling it should produce the familiar fax tones if the account is active.

Fax (Facsimile) — an exact reproduction of a document that has been transmitted between two end-points using fax protocol for at least some portion of their communication.

Fax Header — information at the top of a fax transmission that includes the date, time, and information about the sending fax machine.

Fax Line — a phone line that is attached to a dedicated fax machine or computer with fax software.

Fax Log — a transmission record on a fax machine.

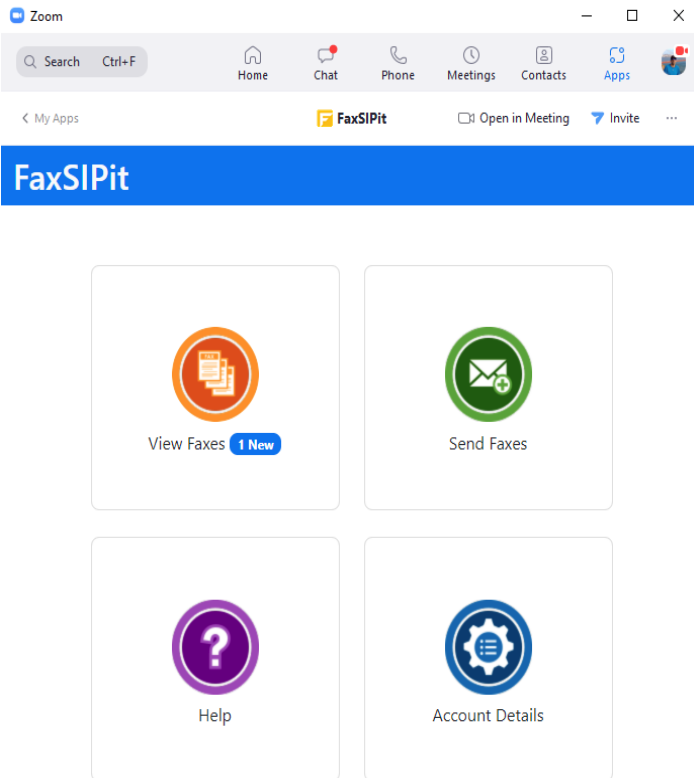
T.38 — Part of SIP (*Session Initiation Protocol ~ used by VoIP*) it is a transmission standard for Fax over IP.

G.711 — A high bit rate (64 Kbps) ITU standard codec. It is used to carry a fax call in a VoIP call encoded as audio. It is sensitive to network packet loss, jitter and clock synchronization. When using voice high-compression encoding techniques (G.729 and others) some fax tonal signals may not get correctly transported across the packet network.

LNP (Number Porting) — Fax numbers will be ported into FaxSIPit's network and not the Zoom network. A similar porting process that Zoom uses for voice numbers is used by FaxSIPit to port fax numbers into their network. Porting questions would be directed to FaxSIPit's LNP team.

Zoom Fax Products

Fax is now integrated into the Zoom Desktop App



View Faxes – List of Received and Sent faxes are available here along with a download option

Send Faxes – Faxes can be sent from this option

Help – How To and FAQs

Account Details – User’s fax number and email address. Time Zone and Notification Setting

SecureFax-ATA
Receive faxes to fax machines and email
Send faxes with fax machines, email and Windows applications
FaxSIPit’s white-label ATA offers consistent reliability with maximum security

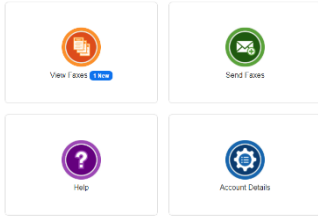
vFax
Receive faxes to email
Send faxes with email and Windows applications
No additional hardware required

FaxSIPit Zoom App
Send & Receive faxes from right within Zoom
Fully compliant encrypted and audited transmission
Securely send and receive faxes and documents from any device

FaxSIPit Fax App for Zoom

Fax right where people work

FaxSIPit



Fax Zoom App — Send and receive faxes in the Zoom Desktop Client. The FaxSIPit Fax App for Zoom puts the power of a fax machine right where clients need it. The intuitive and unified user interface allows clients to seamlessly transition between Zoom meetings, calls and chats all while keeping track of what they're working on.

Marketplace with video: [FaxSIPit - Zoom App Marketplace](#)

Our **Fax App for Zoom** brings faxing to unified communications and makes it easier to share and collaborate on documents securely and efficiently. The app is installed via the Zoom Marketplace by the users after their Zoom Admin enables apps and adds our app to their approved apps list. Here is the documentation: [Documentation | Fax App for Zoom \(faxsipit.com\)](#)

Key Features

- Uses Zoom's authentication (OAuth) to connect to the FaxSIPit Fax account
- Fax account uses the same email address as the Zoom account
- Can use App in Meetings
- Uses FaxSIPit's API to send/receive faxes
- End-to-End encryption
- PCI DSS, HIPAA, SOC2 etc. compliance

The documentation above includes install instructions as well as how to use the app to send and receive faxes.

Is there a trial version of the FaxSIPit Zoom App? *YES. They can send 3 faxes, use their Outlook or Google contacts, and sign up all from within the App.*

Can I try the app? *Yes you have a full working account to use and demonstrate the app. Check with your team leader. This is a great way to troubleshoot issues. You can send and receive faxes.*

What about existing ZoomPhone customers with Fax? *Their Zoom Account is used to connect to their existing fax account. So they can install the app and then will be able to send/receive faxes plus see their current account details and traffic etc.*

How to use the FaxSIPit Zoom App for troubleshooting

The Zoom App has features that can address most issues clients might face. Some basic ones are:

What is my fax number?

What email address will my faxes go to?

How do I check if my fax was sent?

How do I download a received fax?

The client can find their fax number, email address, time zone and notification (Bell icon in Zoom Desktop client) toggle in the Settings section of the FaxSIPit app. Clients can receive faxes to their email address as well as the Zoom app. Some organisations don't want this and can restrict where faxes are delivered.

The screenshot shows the 'Account Details' page in the FaxSIPit app. It includes a 'Dashboard' button, a notification to 'go to the fax portal', and a 'Profile' section with the following information:

First Name	William
Last Name	Jordan
Email Address	wjordan@sheld4uc.com
Time Zone	America/Los_Angeles
Fax Number	16046489316
Receive New Fax Notification (Beta)	<input checked="" type="checkbox"/> Learn more

These settings typically match their Zoom account settings. The email address is used to connect both accounts. Their fax number will be different than their Zoom phone number as these aren't in the same network. Lastly, they can toggle the notifications on or off. This is helpful for being alerted of new faxes while working in other parts of the Zoom Desktop client.

The View Faxes dashboard option is where the client can find their sent and received faxes. They can also download received faxes from here as well. As you can see (below) this section has a tab for Received faxes and Sent faxes. In the Received tab the client has a list of their faxes they can download or simply view. The

The screenshot shows the 'View Faxes' dashboard in the FaxSIPit app. It has a 'Dashboard' button and a 'Refresh' button. The 'Received' tab is active, showing a list of received faxes:

From	Status	Caller ID	Total pages	Time
12136034292	Downloaded	12136034292	1	11:15, 2023/05/16
18662195675	New	18662195675	1	13:33, 2023/05/12
16046489316	Downloaded	15034367197	1	13:10, 2023/05/12
19016362985		19016362985	1	12:20, 2023/05/10
19016362985		19016362985	1	12:12, 2023/05/10
19016362985		19016362985	3	11:35, 2023/05/04
19016362985		19016362985	3	11:33, 2023/05/04

other fields provide the necessary details for audit purposes etc. This information can be helpful in finding a missing fax. Or simply find a new fax. A fax record simply has to be clicked on and the resulting screen provides timed link that can be used to download a PDF of the

fax. The fax can then be signed or annotated as necessary.

Sent faxes information is in the "Sent" tab (next page) and provides similar itemized information like the Received tab. Here the client can only see these records. The sent faxes are not available for download. But provide proof of what was sent and when; including page counts and destination numbers. Transmission failures are listed here along with success notifications.

FaxSIPit

Dashboard

Refresh

Received		Sent	
To: 16046489316	Success	Pages delivered: 1 Duration: 54 seconds	11:15, 2023/05/16
To: 16046489316	Success	Pages delivered: 1 Duration: 52 seconds	13:10, 2023/05/12
To: 19016362985	Success	Pages delivered: 1 Duration: 57 seconds	12:10, 2023/05/10
To: 18662195675	Success	Pages delivered: 1 Duration: 82 seconds	09:45, 2023/04/26
To: 12085075357	Success	Pages delivered: 1 Duration: 60 seconds	07:58, 2023/04/26

There are several possible Error reasons that may apply:

The fax number they're trying to send a fax to is either busy or unreachable.

The number being dialed maybe a voice number.

They are trying to send a fax to a number that is blocked or not available from their area code.

Some toll free numbers have this restriction especially for state and local government agencies who only receive faxes from within their jurisdiction.

In most cases the only remedy is to resend the fax. But only after confirming they have the correct fax number.

SecureFax-ATA and vFax

Faxes can't have viruses



FaxSIPit TLS ATAs—Simple to use; completely plug and play with reliable and secure fax transmission. Directly connect to a fax machine and give users the fax experience they expect. Eliminate the need for a POTs line and avoid T.38 issues. Our white label portal gets you up and running quickly offering you a new revenue stream.

ATA setup video: <https://youtu.be/PfgQkuMrK20>

Our **vFax and PC/Web-to-Fax solutions** make faxing with email or any windows application or from a browser a completely hassle-free experience. Here's a video: <https://youtu.be/5-ZhEAWikYE>

Users can send and receive faxes through their email without requiring a physical fax machine. This is as simple as sending an email to faxnumber@fax.yourcompany.com

PC-to-Fax enables your clients to fax directly from any application on their PC to any fax in the world. We have a web page that can be used to send faxes as well. All vFax services can be branded with your logo.

Key Benefits

- Bypass the phone system
- High Availability fault tolerance design
- Scalable from hundreds to millions of faxes
- Never-busy inbound
- Robust secure infrastructure
- No last mile SIP/FoIP/T.38
- High successful fax rates
- No long term contracts
- International Faxing
- End-to-End encryption
- PCI DSS, HIPAA, SOC II compliance

Most of the previous troubleshooting tips apply to the issues with ATA and vFax usage. Most Zoom clients will likely call about the Zoom App and not email, web or ATA based faxing. Here are some common challenges with fax machine (ATA) faxing:

The fax machine could not establish a connection with the ATA. Power cycle both and make sure the ATA lights up and comes online. If so have the client send you a fax and then send a fax to your client. If there are still issues then initiate a support request to FaxSIPit.

The fax machine fails to send a fax. Typically a communication failure like busy or voice answer. So confirm the fax number is valid; dial and get fax tone. Try sending from your Zoom app.

Faxes are received but don't print off. Check fax machine settings to ensure they are set to print off faxes and not just store in memory. It is possible that some multifunction devices can store faxes on a network share or even forward to an email address etc. Check fax machine ink or toner cartridges. Lastly check that there is no problem with the fax machine's automatic document feeder or wire cables.

Typical Fax Issues and Solution Recommendation

Problem	Solution Recommendation	What info FaxSIPit Support Needs
Customers didn't receive a fax	Test their number for fax tone. Send them a test fax. Confirm they got your fax. If so gather additional details and engage FaxSIPit support.	Date and Time fax was sent along with senders fax number.
Customers can't send a fax	What method are they using to send a fax? Zoom app, email or Fax Machine (ATA). Again confirm the number is valid and try sending.	Once you know how they are sending you can ask FSI tech if there are issues preventing sends. <i>The Zoom app will post an alert if there are service outages.</i>

First troubleshooting step is the dial the fax number and make sure you get a fax tone. The next step is to send them a fax from your account and make sure they receive it. You can then ask that they send you a fax. Thankfully, these are common issues that aren't difficult to solve. If you know the cause of your fax not working, troubleshooting would be much easier.

Resource Links

FaxSIPit	
Product page:	https://www.FaxSIPit.com/zoom/
Support:	https://www.FaxSIPit.com/support/
How to Guide:	http://wiki.FaxSIPit.com/doku.php
eMail to Fax :	https://youtu.be/5-ZhEAWikYE
PC to Fax Guide:	https://youtu.be/UM1I2KubtFQ
Web to Fax Guide:	https://youtu.be/zDcuzyKS_S0
FaxSIPit Zoom App:	https://youtu.be/Jyox4DInrsA

Contact Info for Your Reps or Your Customers

Technical Support

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