

# **7-USING**

## **"WINDOWS FAX AND SCAN"**

### **TO SEND AND RECEIVE FAXES**

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# SUMMARY

If you have a fax modem and an analog phone line or some "Voice over IP" phone lines, you can use "Windows Fax and Scan" to send and receive faxes instead of using a fax machine.

"Windows Fax and Scan" works well for sending and receiving faxes in "Windows 10..", "Windows 8.1", and "Windows 7..". (As of May 2023, it is not currently working for sending faxes in "Windows 11..".)

# TOPICS

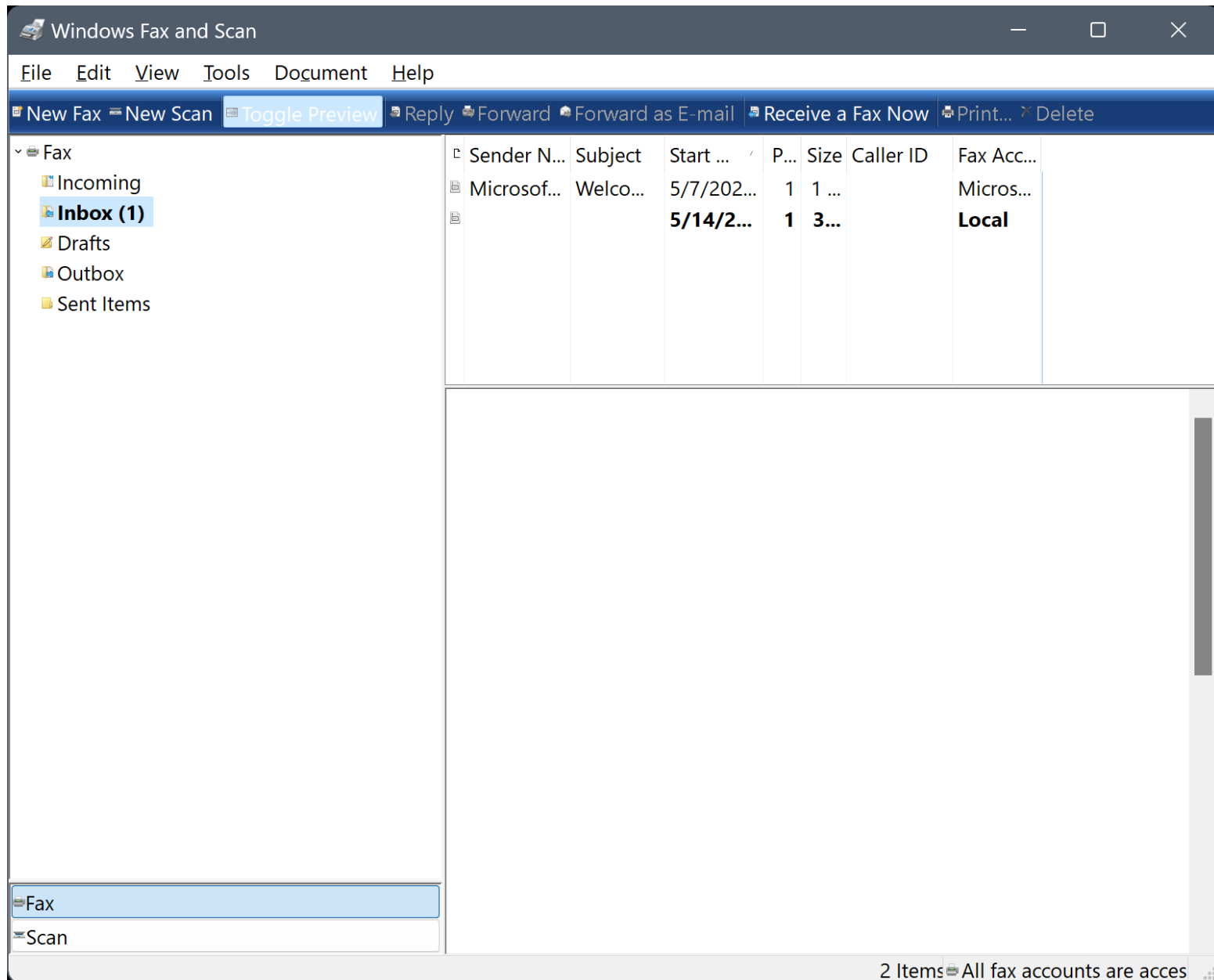
- Bug and Workaround for the "New Fax" dialog box for "Windows 11" for sending faxes
- Bug and Workaround For Sending PDF Files
- Two Ways to Send a Fax With "Windows Fax and Scan"
- Two Ways to Receive Faxes with "Windows Fax and Scan"

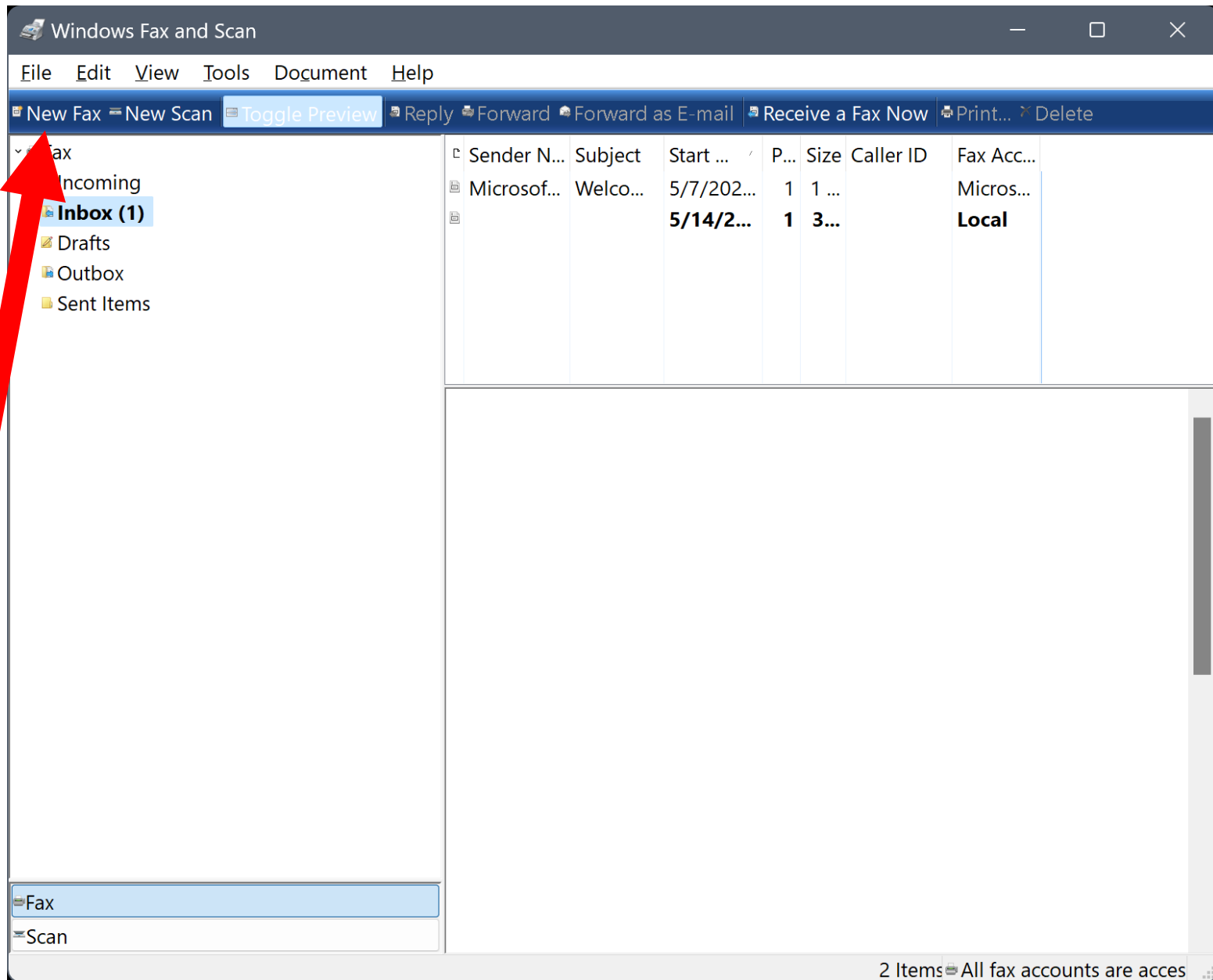
# BUG AND WORKAROUND FOR "WINDOWS FAX AND SEND" FAILING TO SEND FAXES

- When you use "Windows Fax and Send" to send a fax out, a pop-up "New Fax" box will be displayed where you have to type in the phone number of remote fax machine:

Do not type in any text into the "body" of the "New Fax" box if you cannot complete the fax transmission.

Leaving the "body" of the "New Fax" box blank usually prevents the sending of faxes from failing in "Windows 11" and sometimes in "Windows 10".





New Fax

File Edit View Insert Format Tools Help

Send Contacts

Cover Page: (None) Dialing rule: (None)

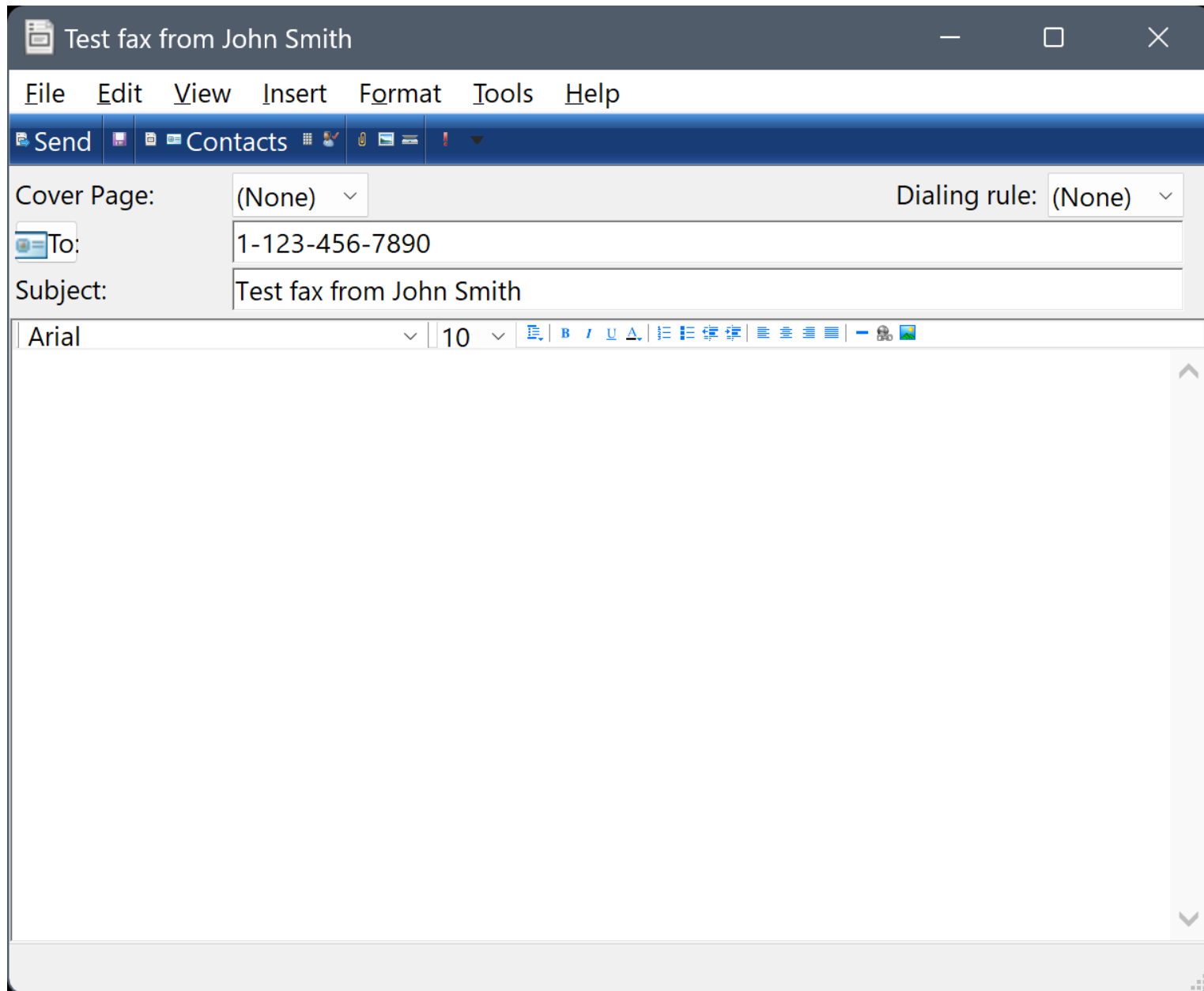
To:

Subject:

Arial 10

B I U A

7






# TWO WAYS TO SEND A FAX

- Method 1 to Send a Fax:  
"Fax" printer from anywhere
- Method 2 to Send a Fax:  
"New Fax" box  
from inside "Windows Fax and Send"

## TWO WAYS TO SEND A FAX (continued)

- Method 1 to Send a Fax:  
(="Fax" printer from anywhere)  
Sends out Adobe .PDF files successfully  
if you open them from the "Microsoft  
Edge" browser
- 

- Method 2 to Send a Fax:  
(="New Fax" box  
from inside "Windows Fax and Scan")  
Fails to send out Adobe .PDF files if you  
attach them to the "Send Fax" dialog  
box.

## Windows Fax and Scan



Windows can't fax or preview the attached file type. Try installing a program that allows you to print .tif files, save the attached file as a .tif file, and then try again.

OK

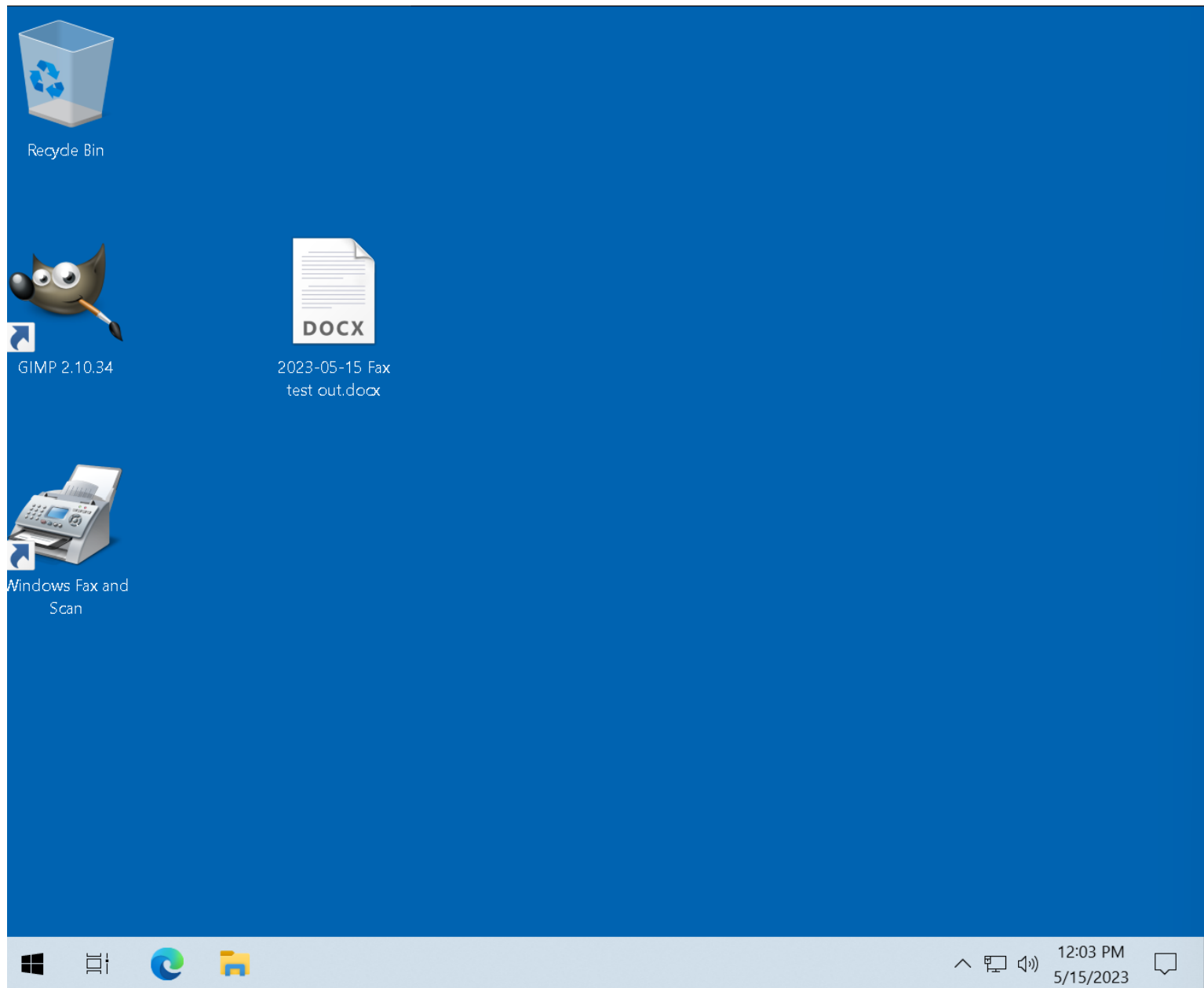
# TWO WAYS TO SEND A FAX (continued)

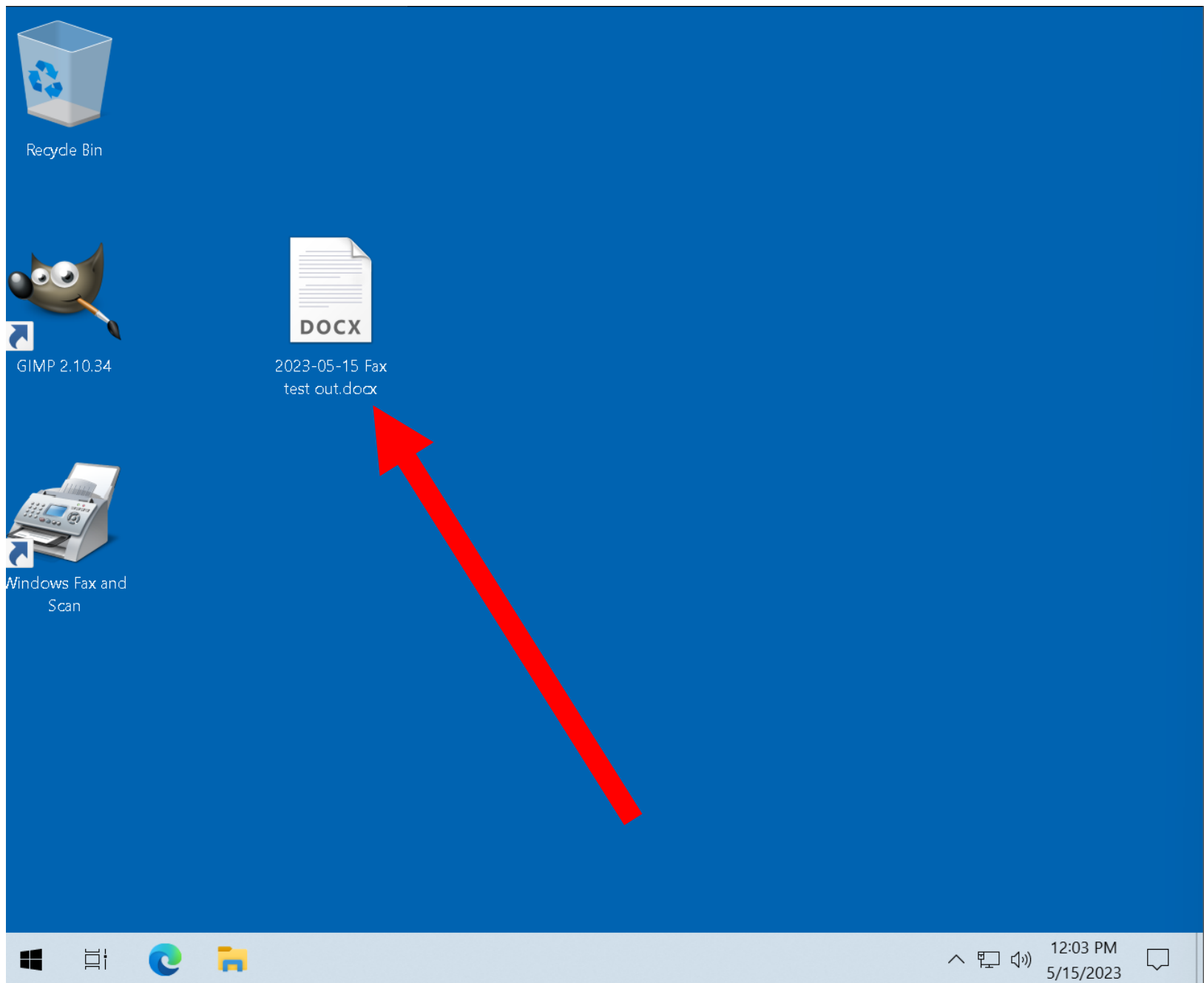
- Always use "Method 1" to send out Adobe PDF files as outgoing faxes



# METHOD 1 TO SEND A FAX (= "Fax" printer)

- Step 1 of "Fax" printer method:  
Use the appropriate software app to open the document or photo file that you wish to fax out:

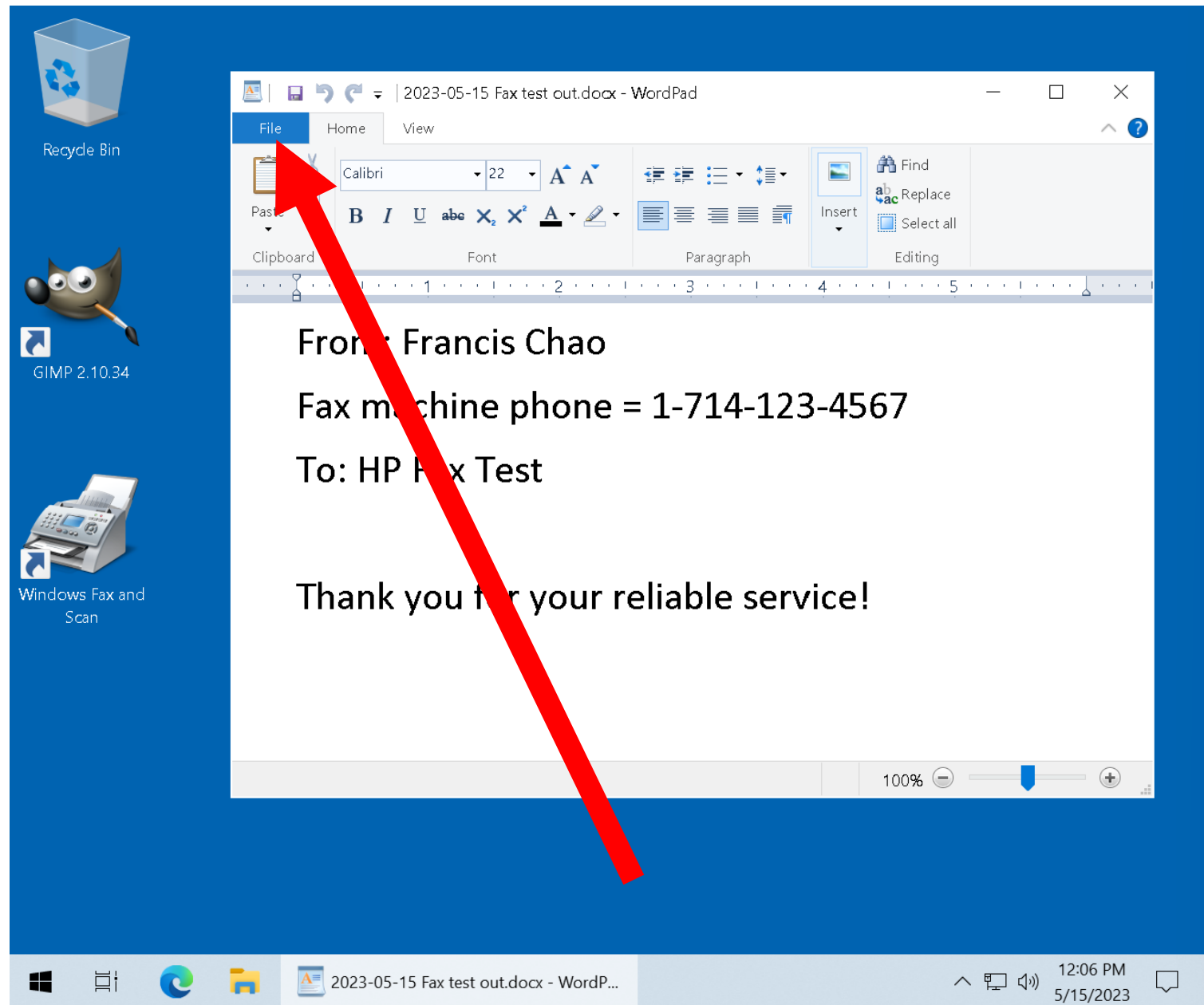








2023-05-15 Fax  
test out.docx





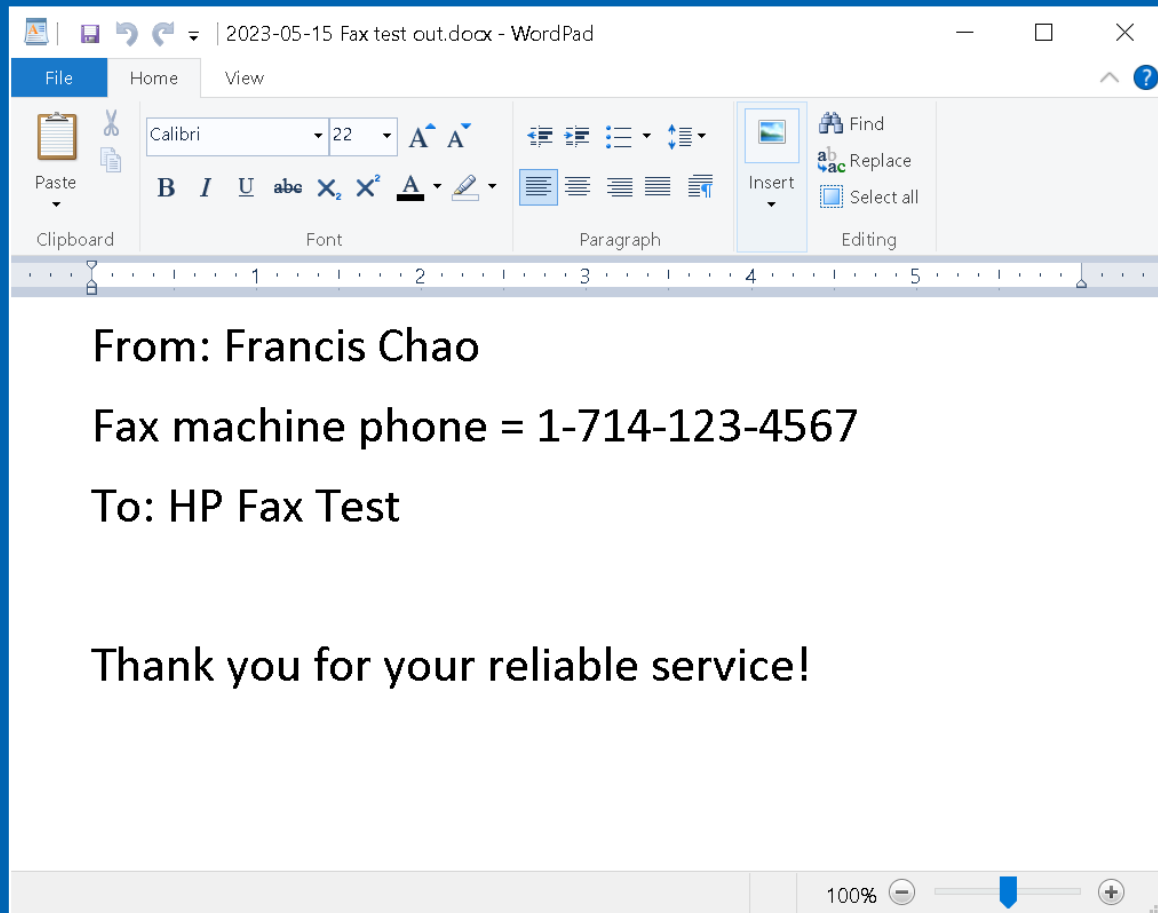
Recycle Bin



GIMP 2.10.34



Windows Fax and  
Scan

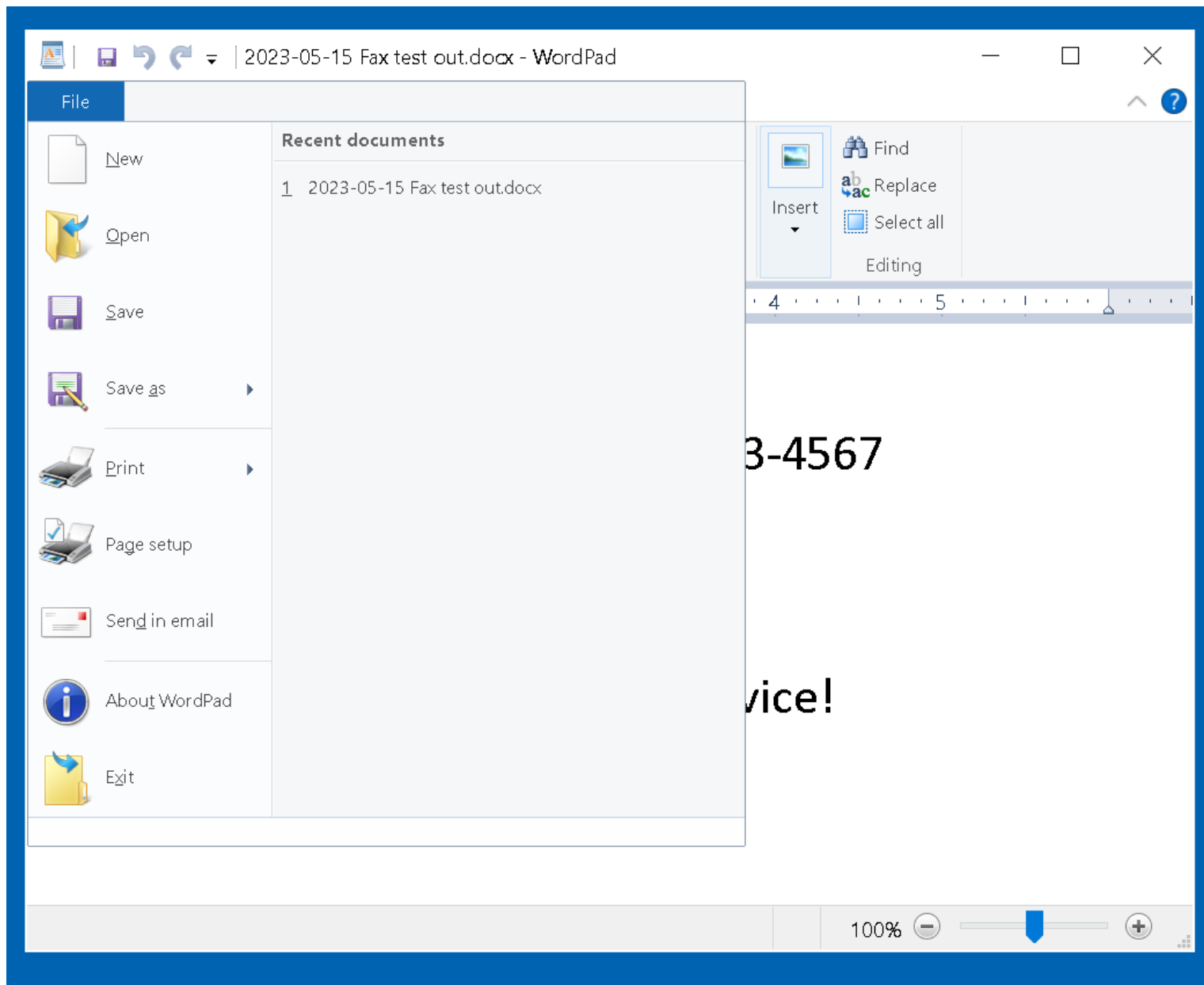


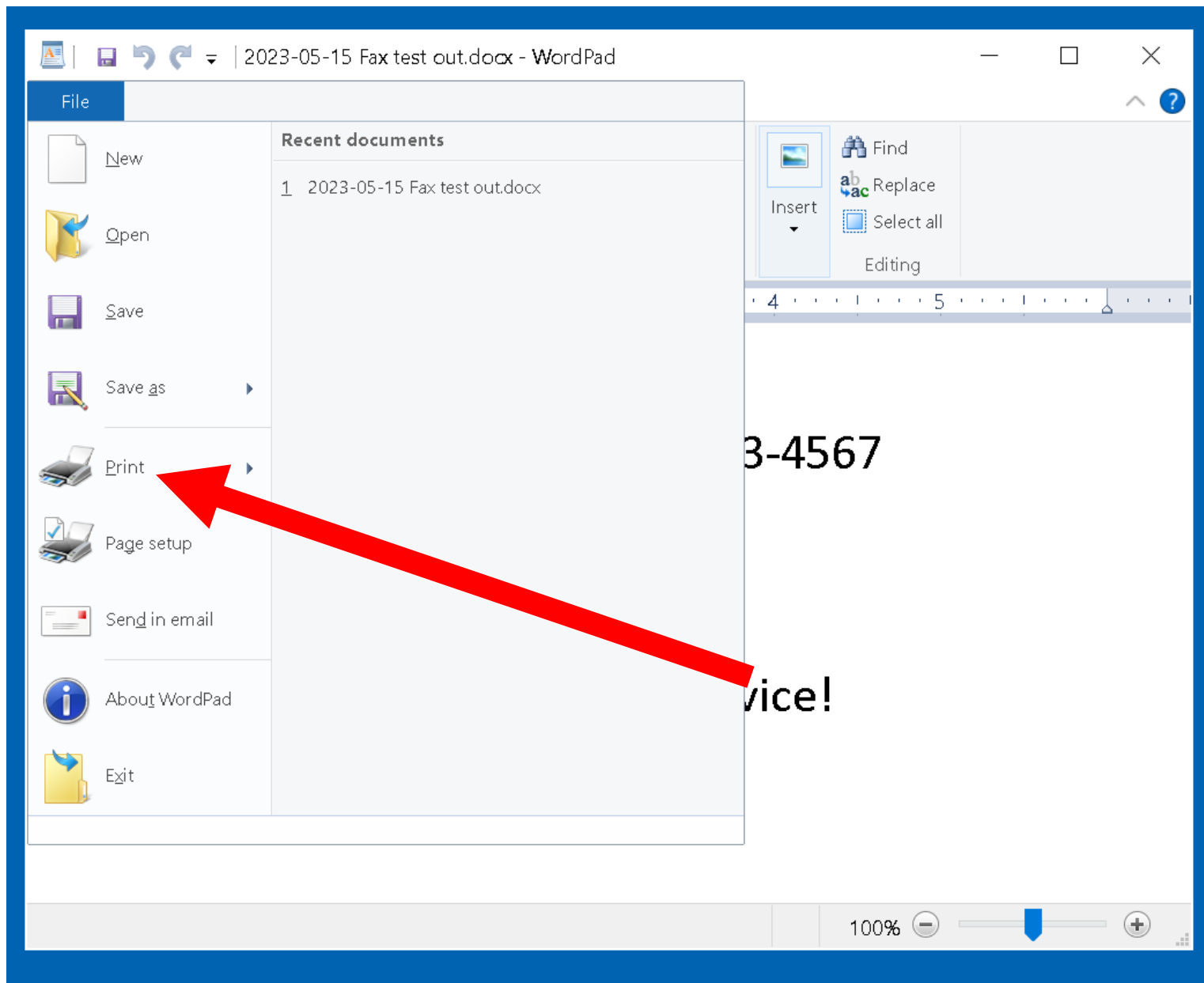
2023-05-15 Fax test out.docx - WordP...

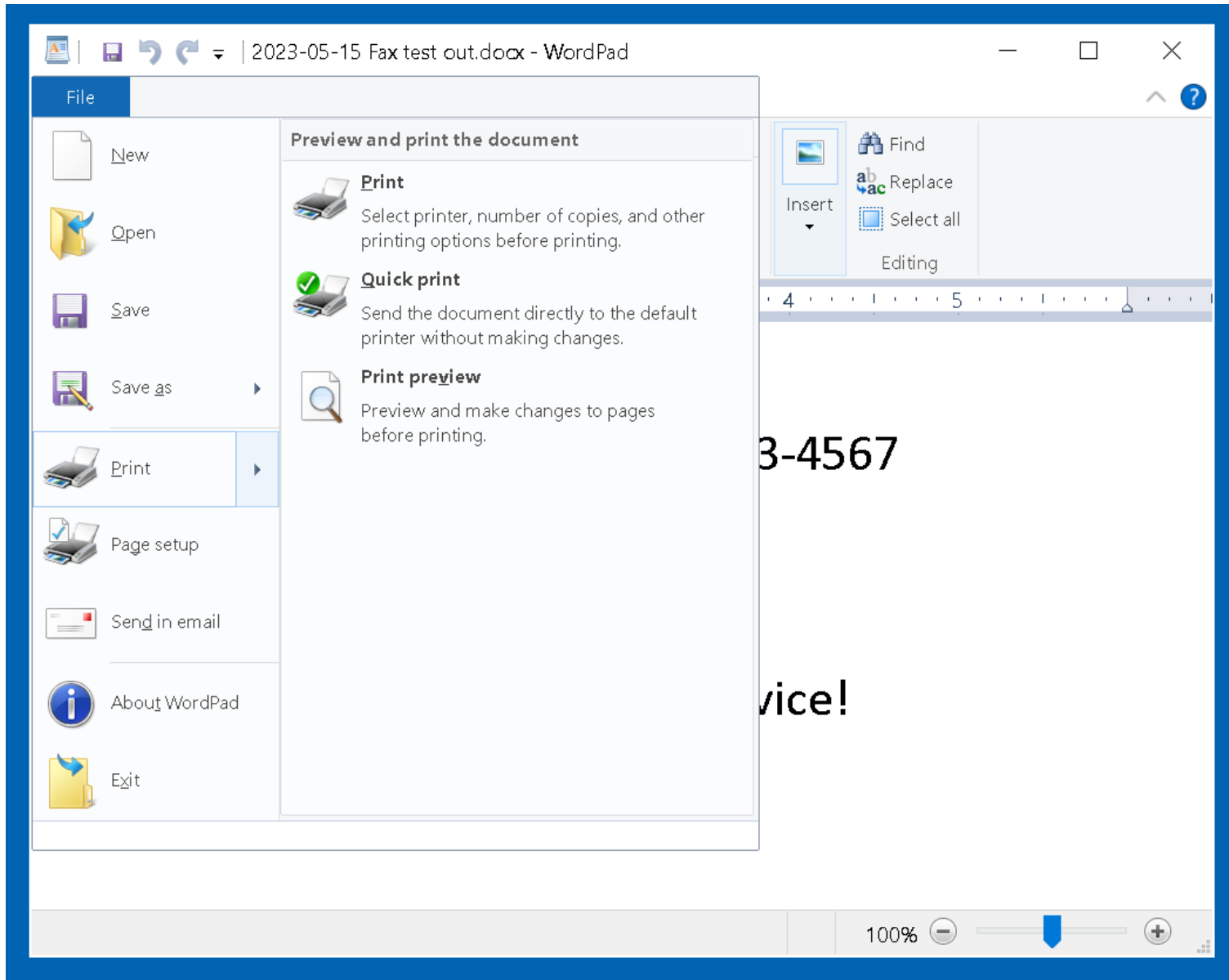


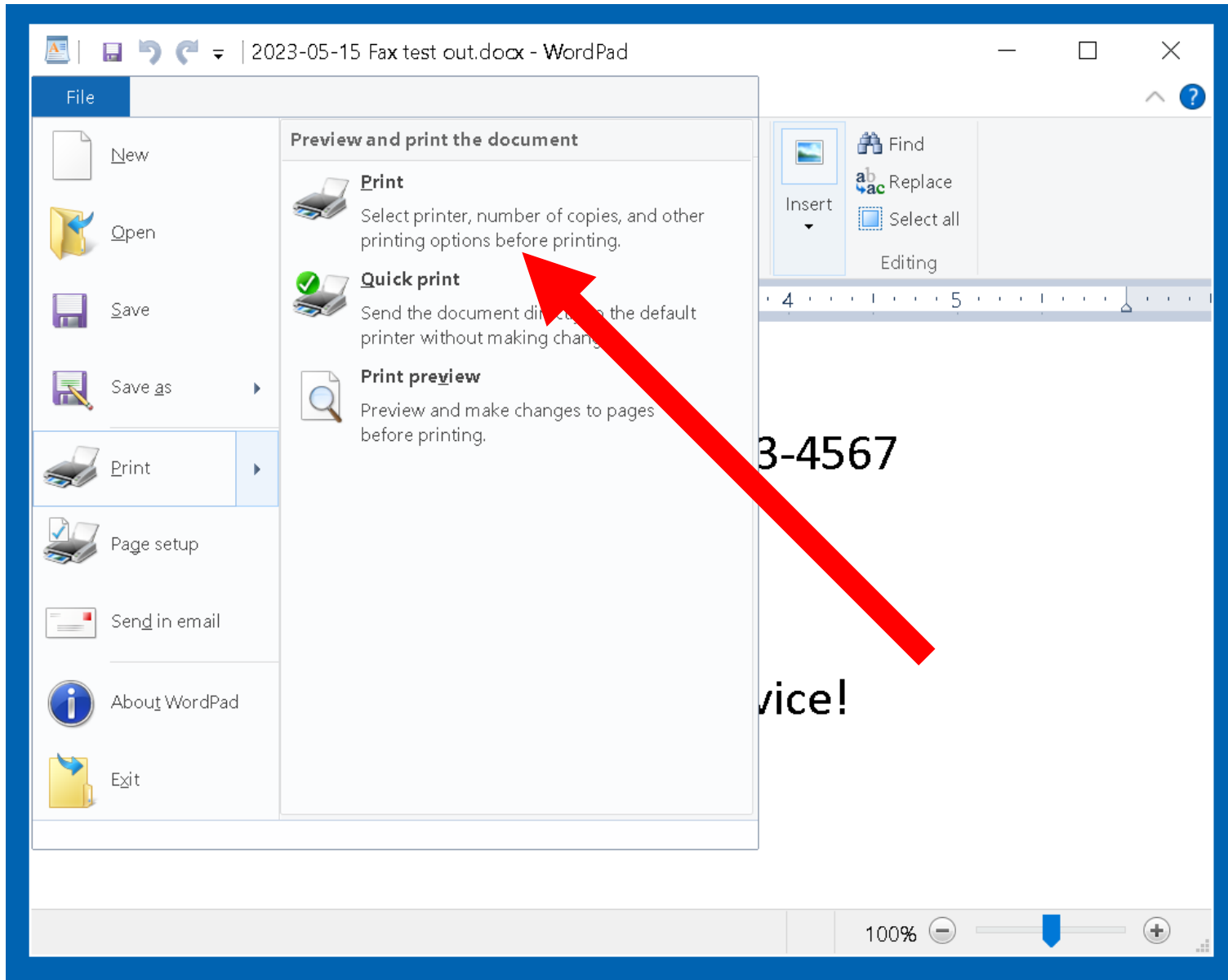
12:06 PM  
5/15/2023











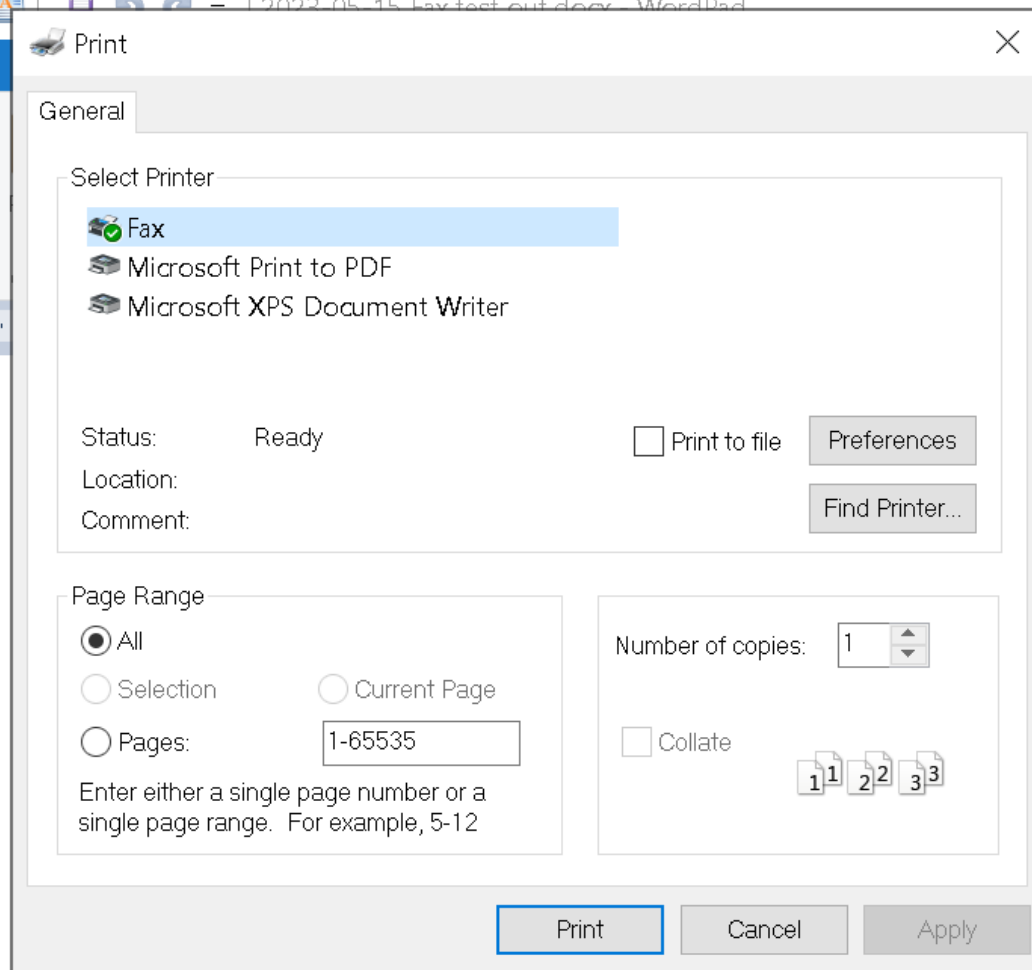
3-4567

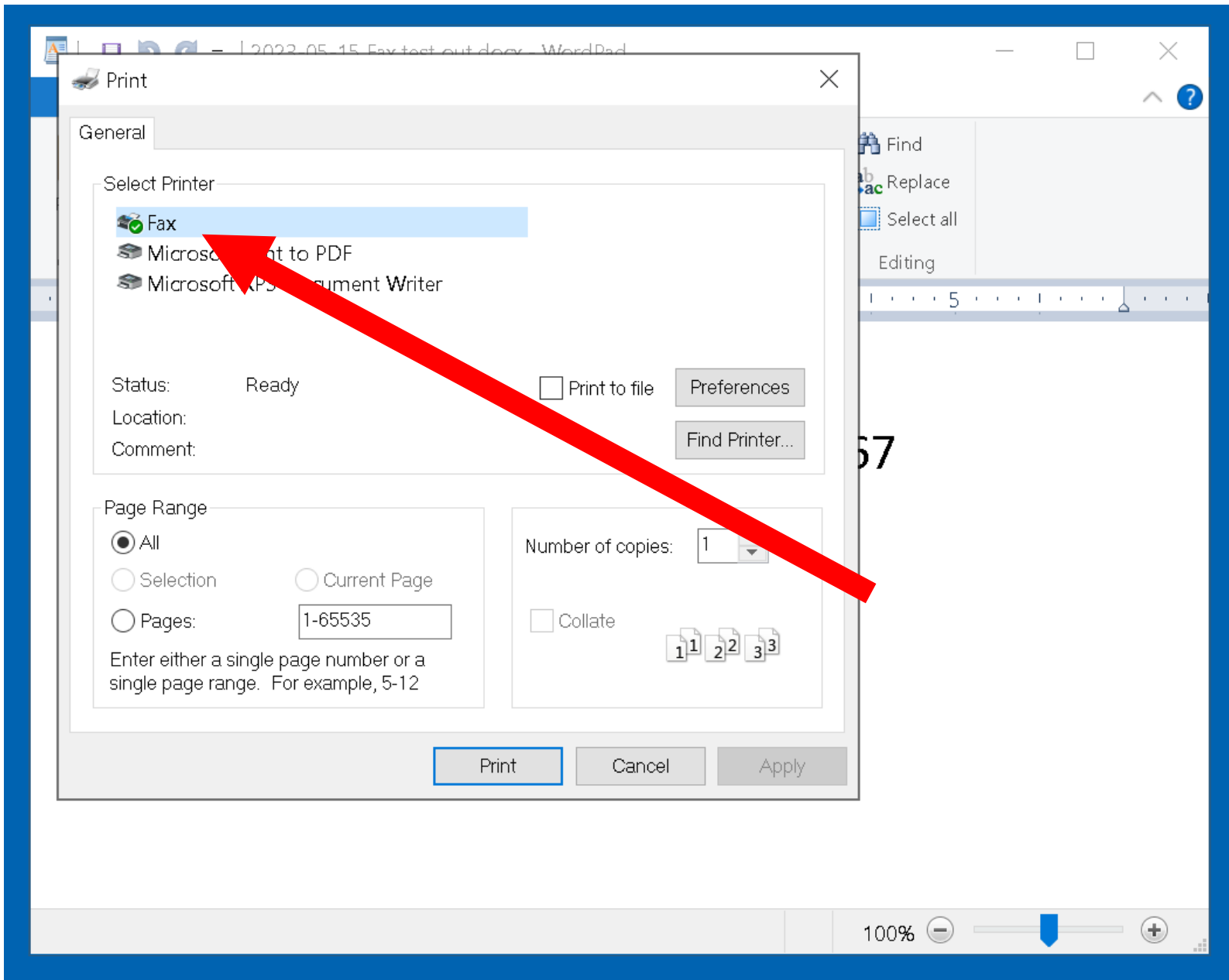
vice!

# METHOD 1 TO SEND A FAX (="Fax" printer)

- Step 2 of "Fax" printer method:  
Double-click on the "Fax" printer to select it:

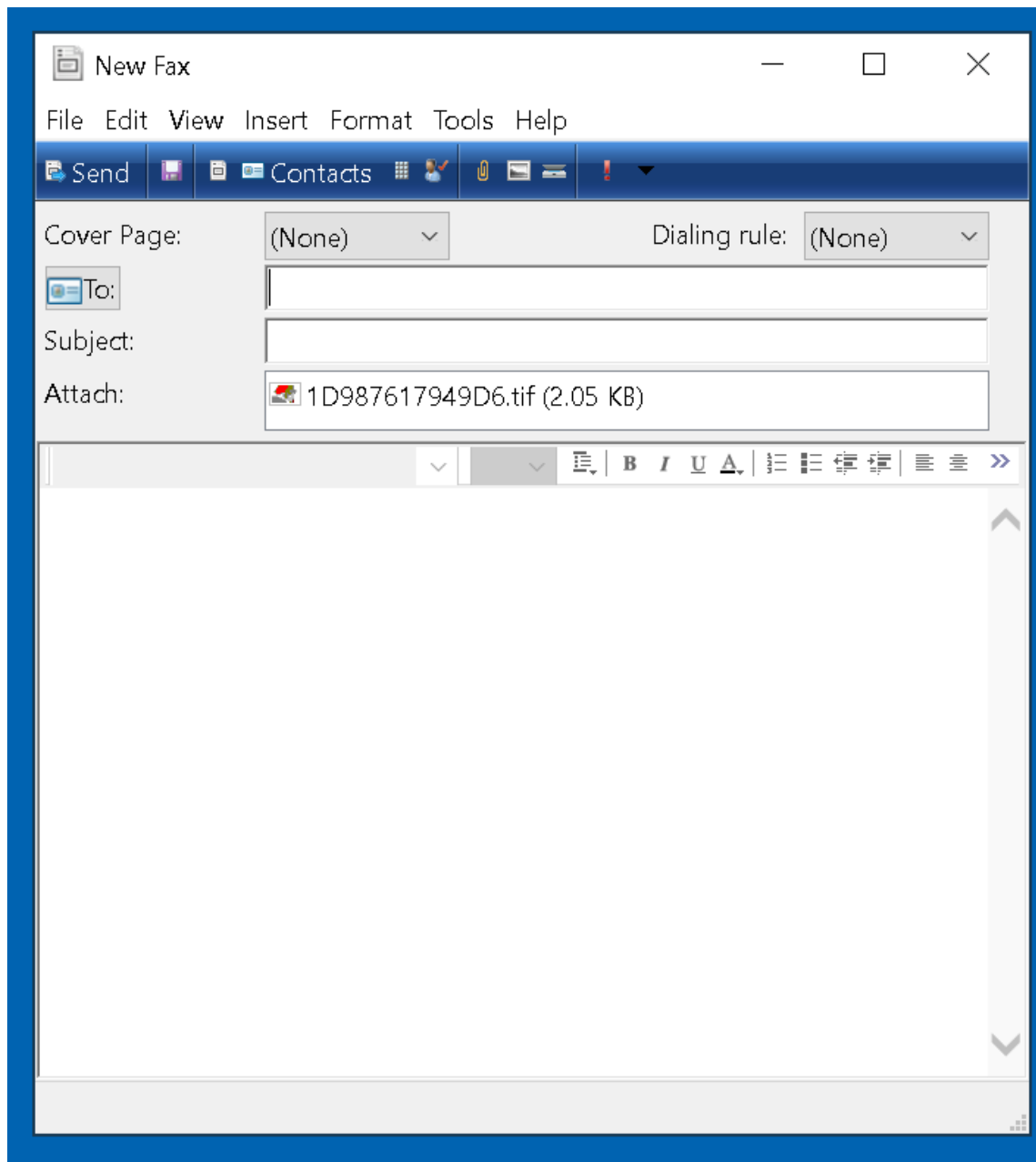






# METHOD 1 TO SEND A FAX (="Fax" printer)

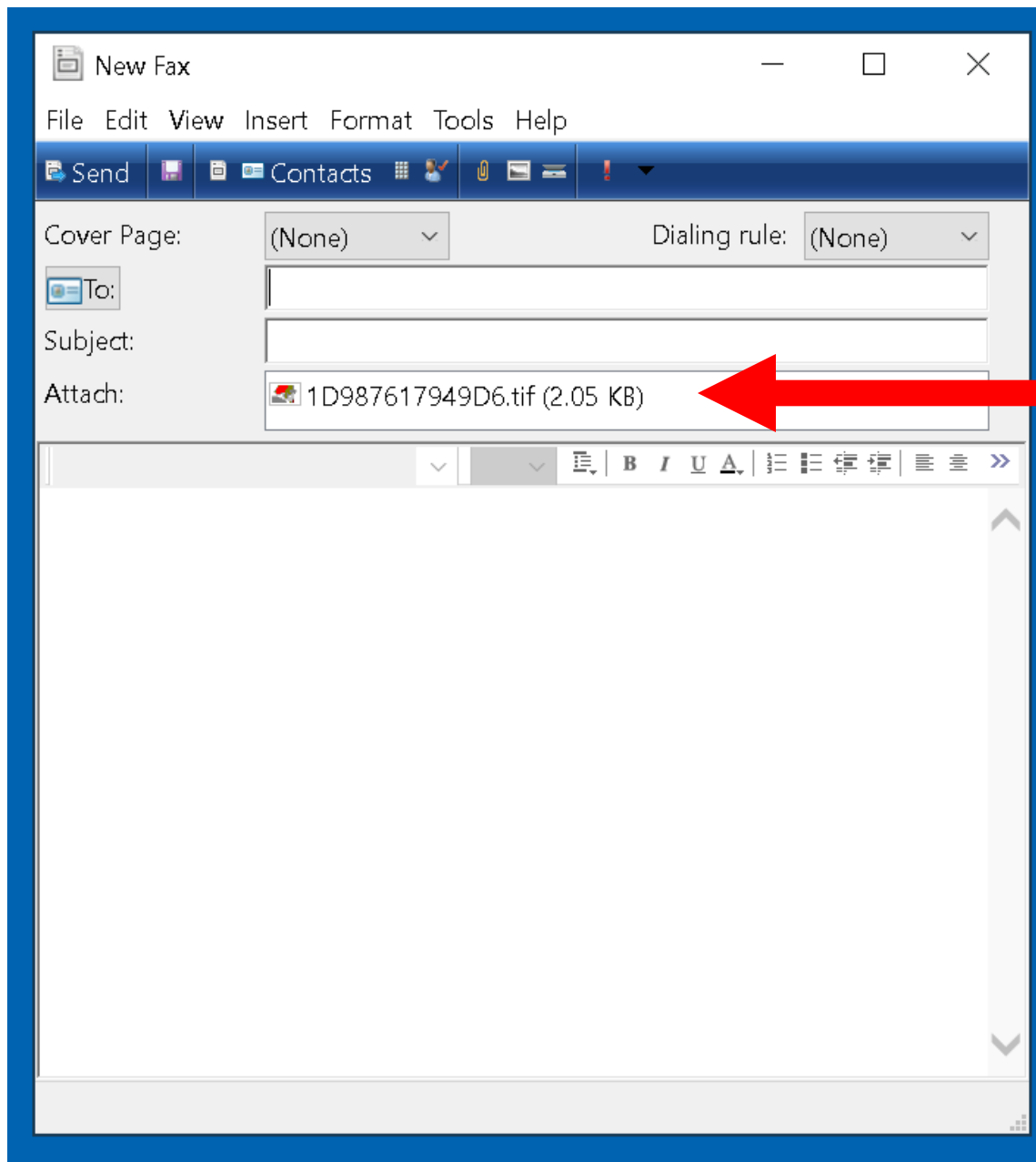
- Step 3 of "Fax" printer method:  
The "New Fax" box of "Windows Fax and Scan" will be displayed:



# METHOD 1 TO SEND A FAX (="Fax" printer)

- Step 3 of "Fax" printer method (continued):

Note that "Windows Fax and Scan" has converted the source document into a TIF file and then attached the TIF file to prepare it for sending out as a fax:



# METHOD 1 TO SEND A FAX(="Fax" printer)

- Step 4 of "Fax" printer method:  
Enter the phone number of the remote fax machine into the "To:" field:

New Fax

File Edit View Insert Format Tools Help

Send Contacts

Cover Page: (None) Dialing rule: (None)

To:

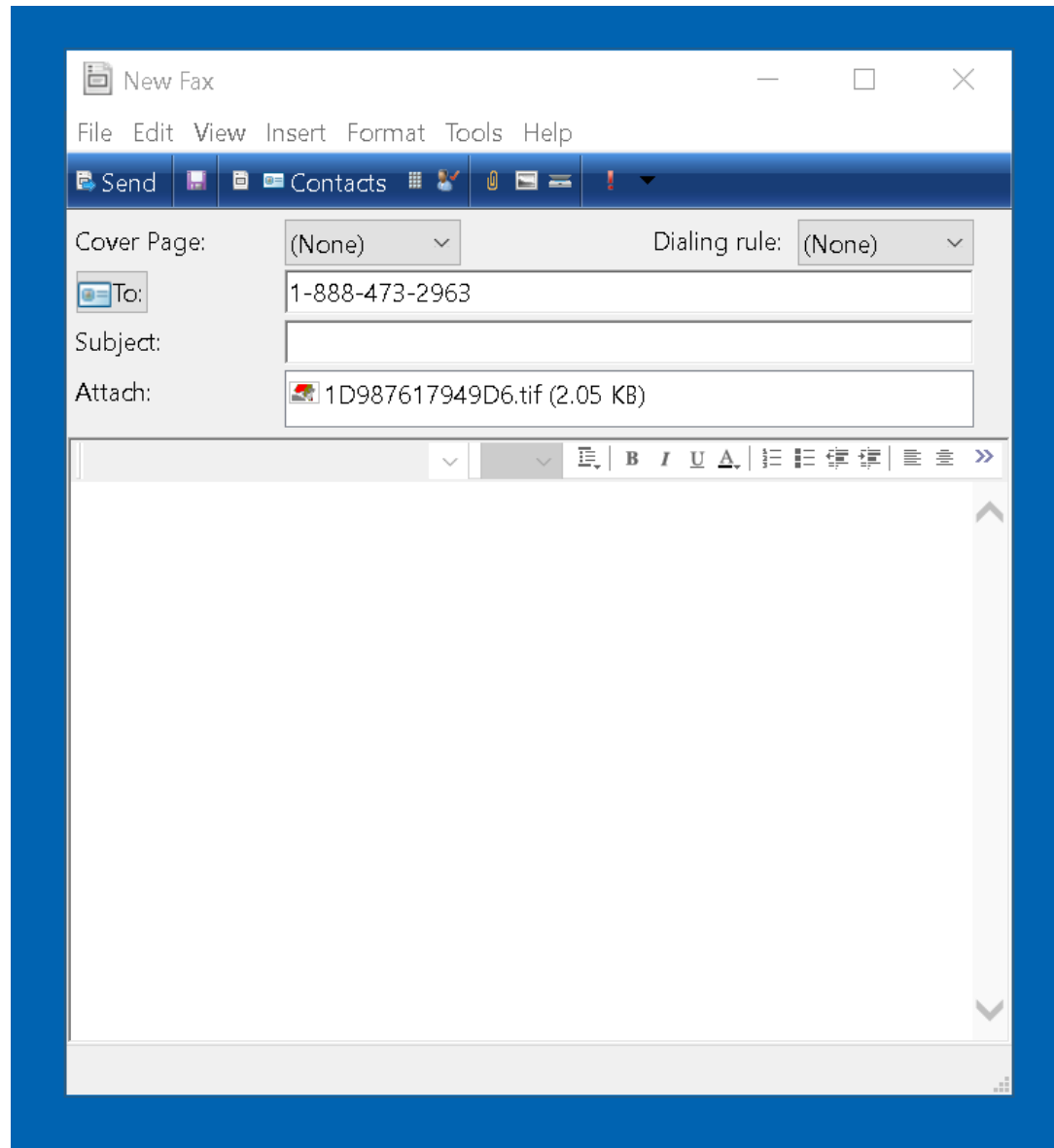
Subject:

Attach: 1D987617949D6.tif (2.05 KB)

Rich text editor toolbar: Bold, Italic, Underline, Text Color, Bulleted List, Numbered List, Indent Left, Indent Right, Decrease Indent, Increase Indent, Show/Hide

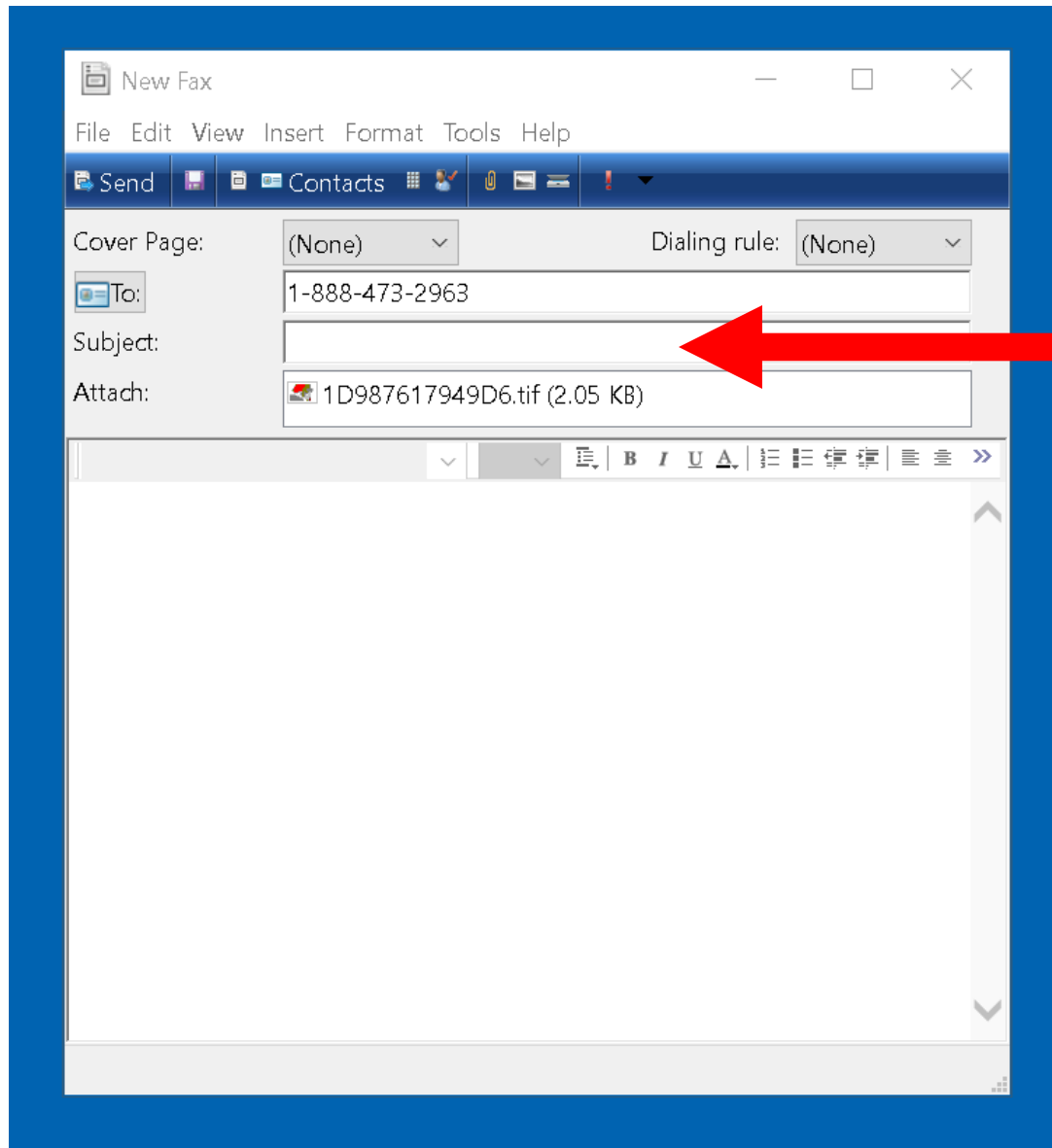


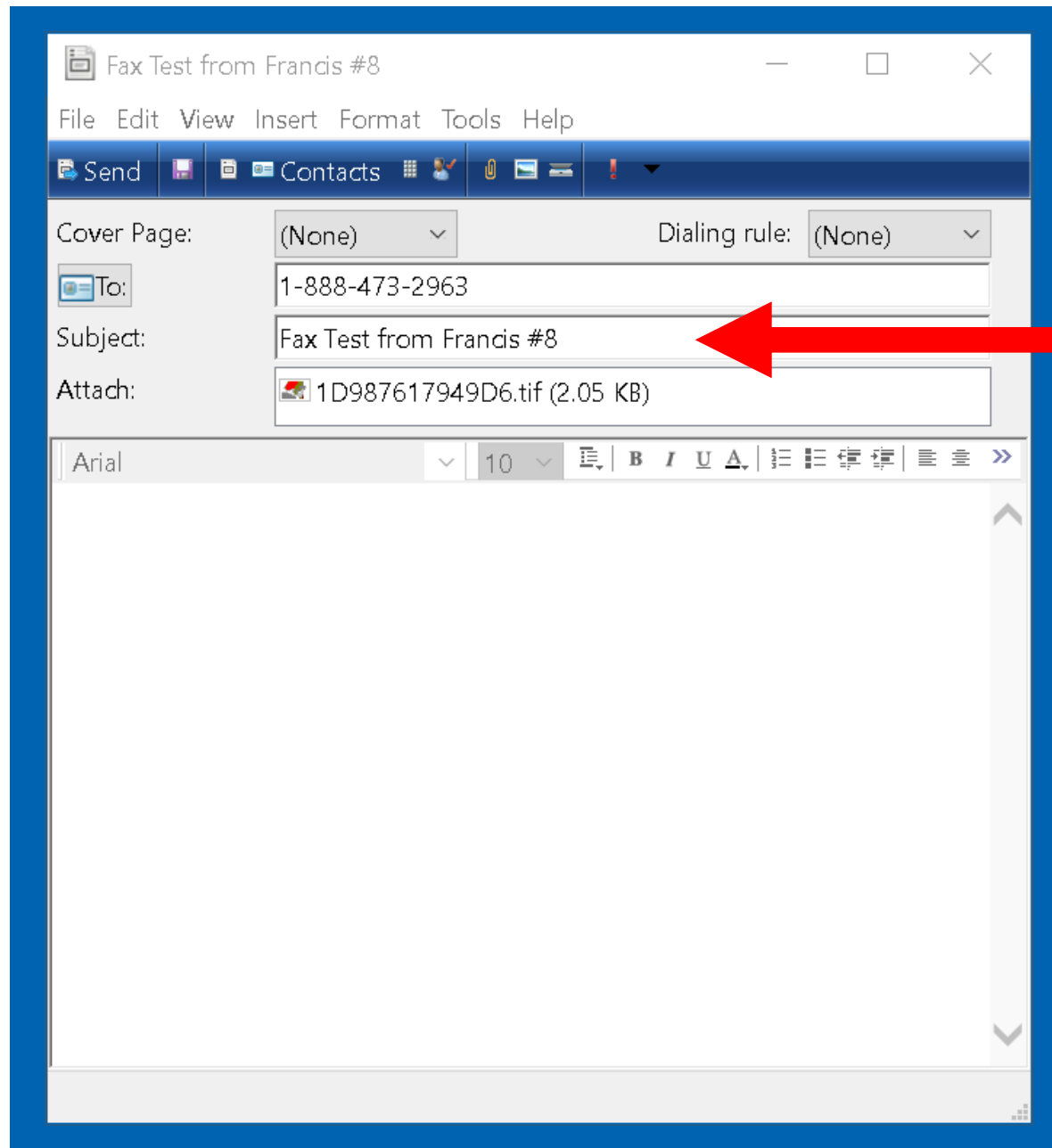




# METHOD 1 TO SEND A FAX (= "Fax" printer)

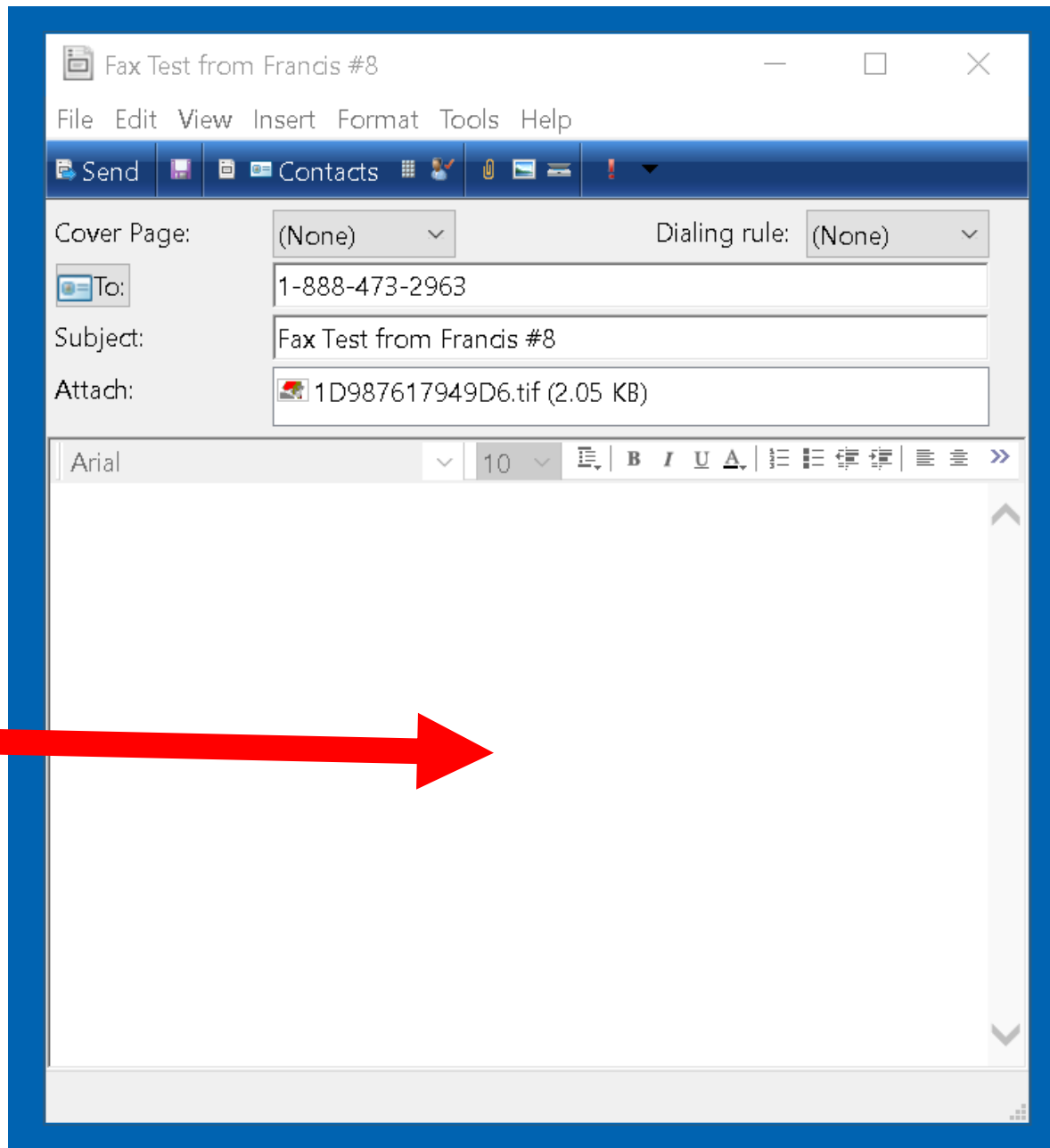
- Step 5 of "Fax" printer method:  
Enter the at least one letter or number  
into the "Subject:" field:





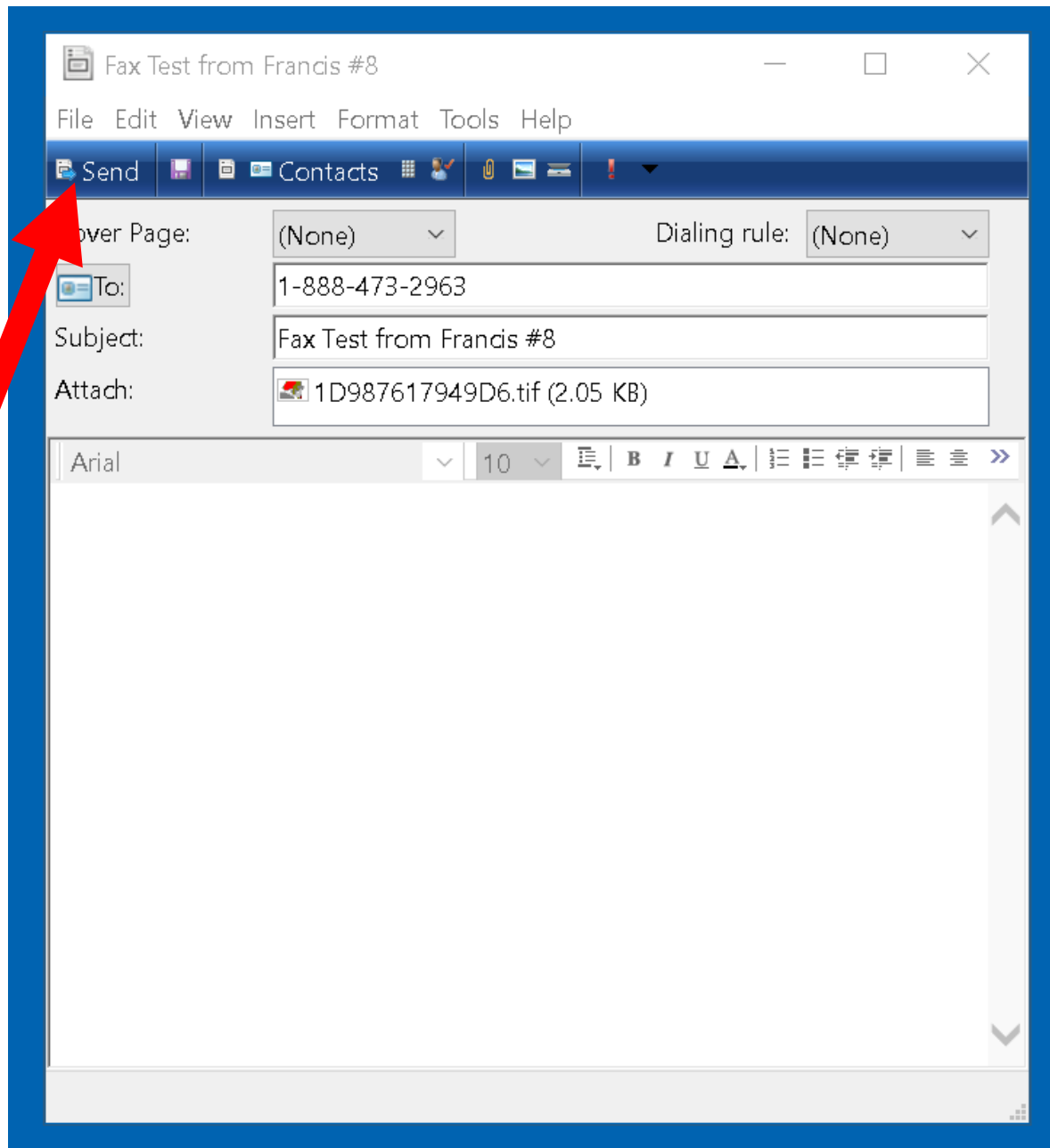
# METHOD 1 TO SEND A FAX (="Fax" printer)

- Step 5 of "Fax" printer method :  
(continued) :
- **DO NOT TYPE ANYTHING INTO THE  
"BODY" AREA OF THE SEND FAX BOX  
BECAUSE DOING SO TRIGGERS  
PROBLEMS WITH SENDING OUT FAXES**



# METHOD 1 TO SEND A FAX (= "Fax" printer)

- Step 6 of "Fax" printer method:  
Click on the "Send" button:





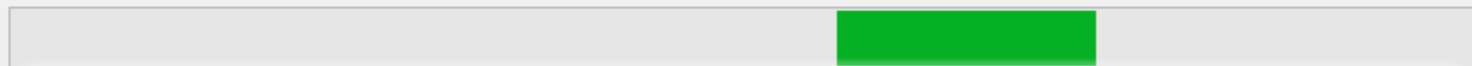


Windows Fax and Scan



## Review fax status

Dialing: 1-888-473-2963



Elapsed time: 0:09

Sending fax to <1-888-473-2963>

[View details](#)

Disconnect

Cancel

# METHOD 1 TO SEND A FAX (= "Fax" printer)

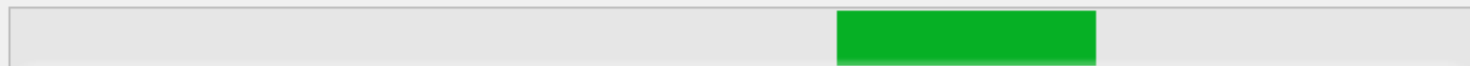
- Step 7 of "Fax" printer method:  
Click on "View details" :

 Windows Fax and Scan



## Review fax status

Dialing: 1-888-473-2963



Elapsed time: 0:09

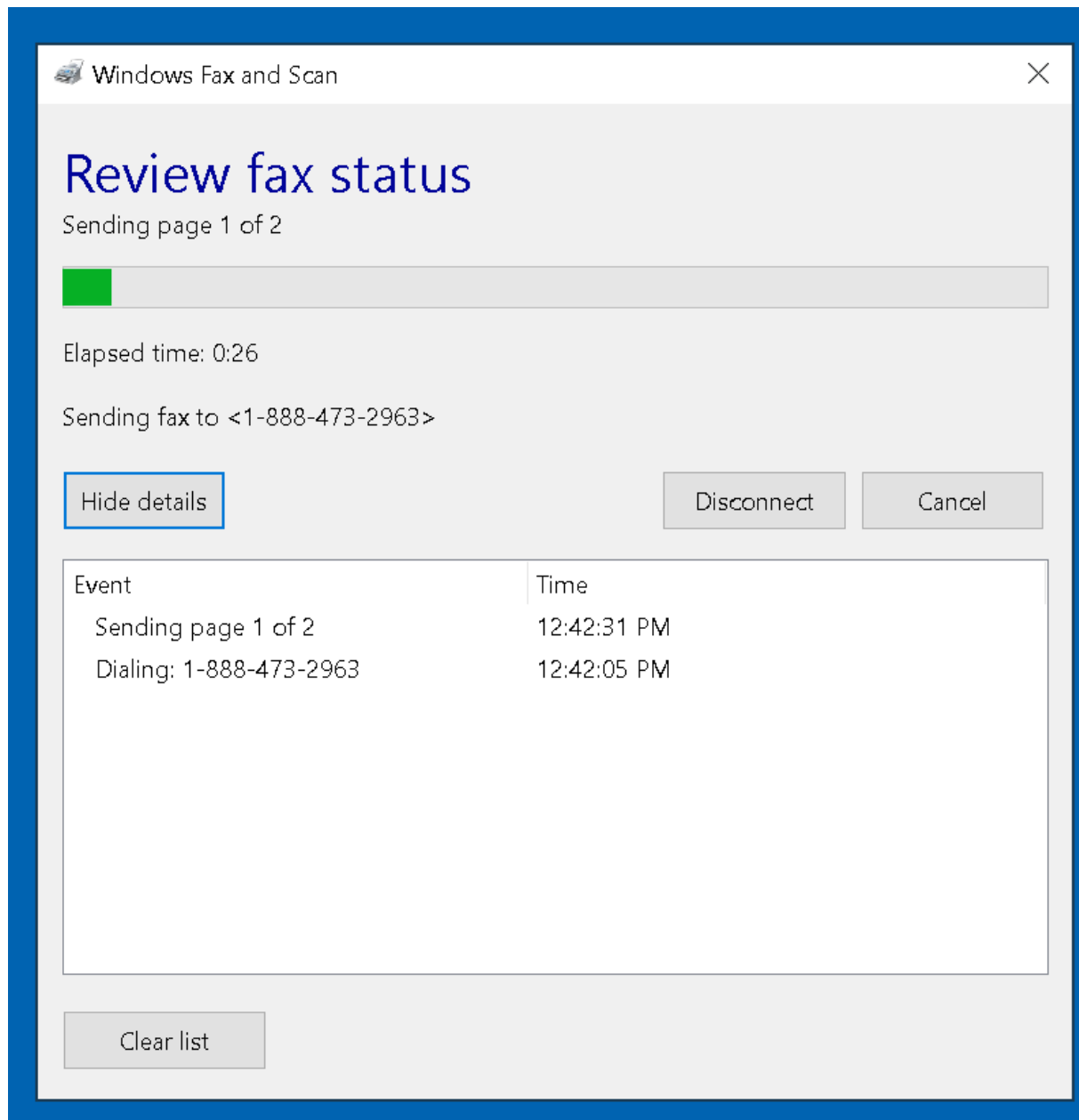
Sending fax to <1-888-473-2963>

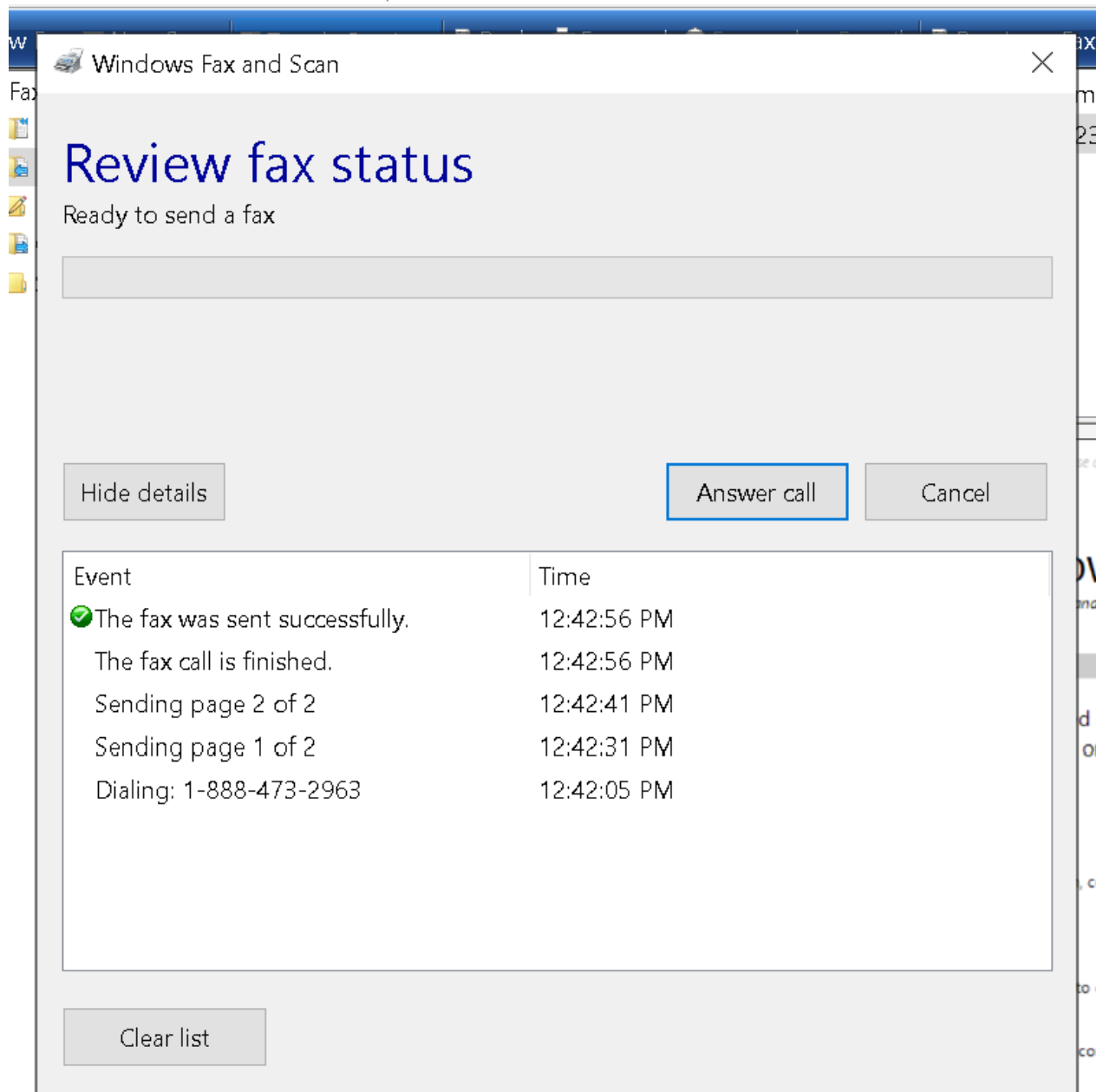
View details

Disconnect

Cancel

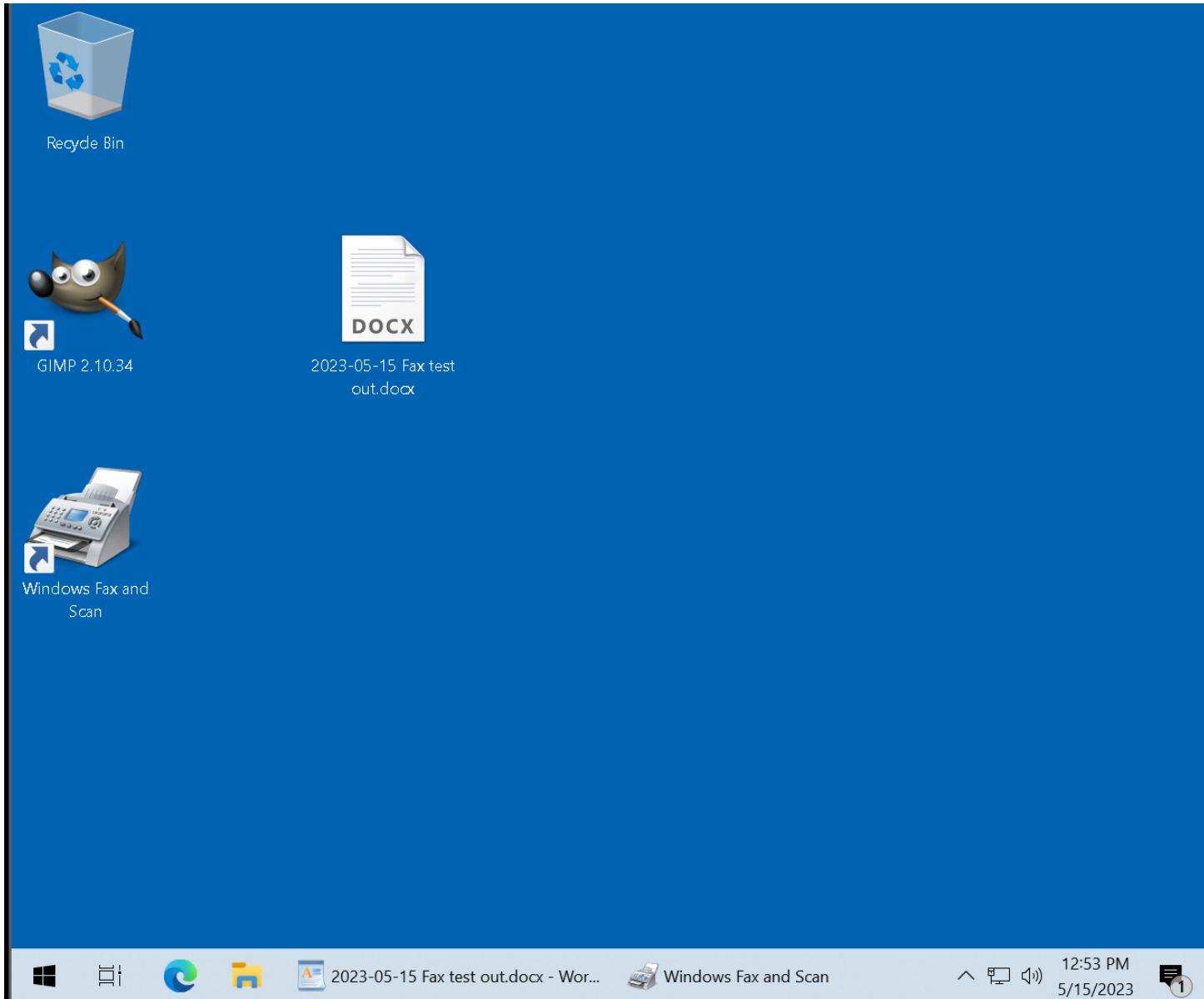






# METHOD 1 TO SEND A FAX ("Fax" printer)

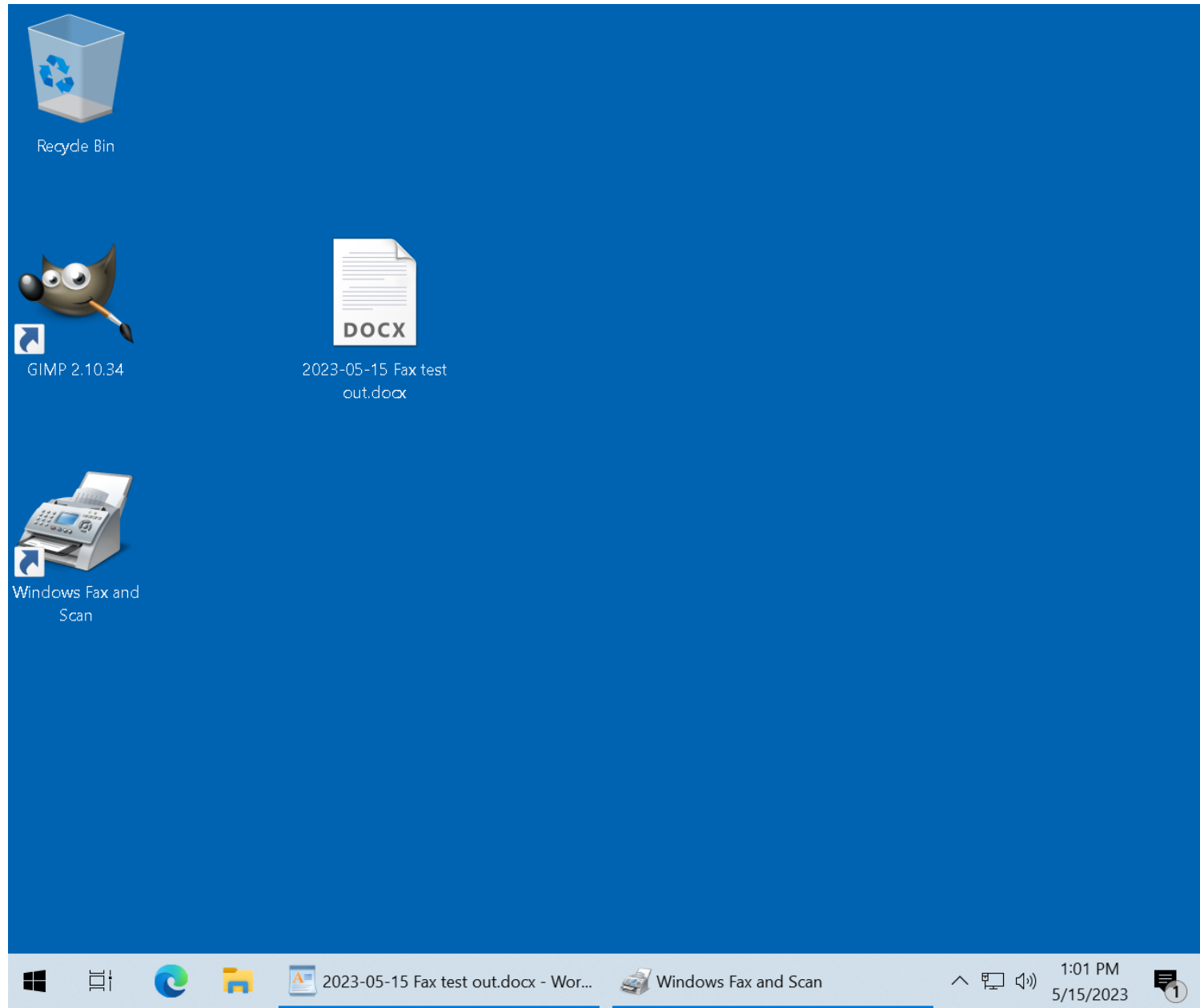
- Step 8 of "Fax" printer method:  
When the fax transmission is complete, the "Send Fax" box will disappear:

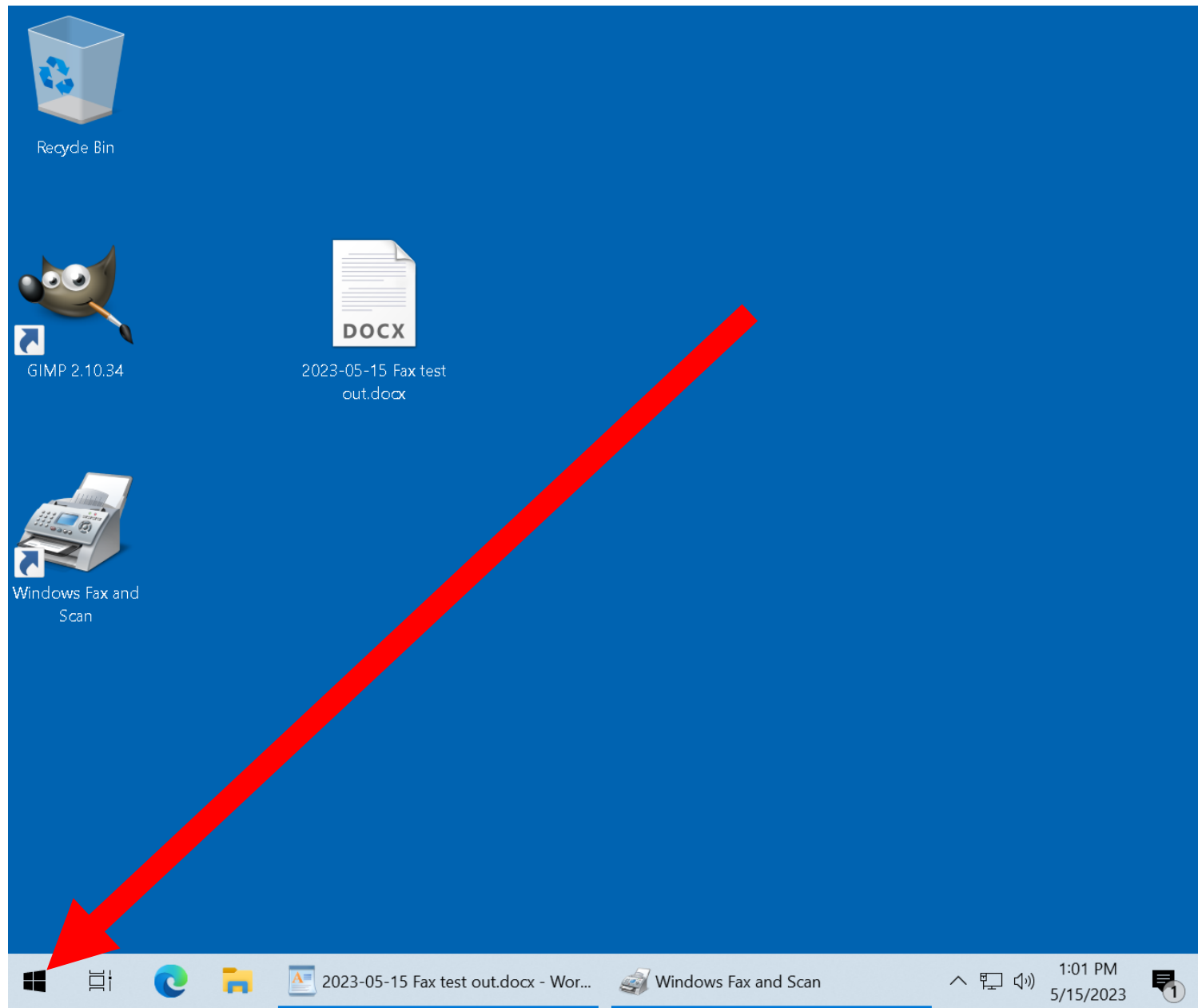


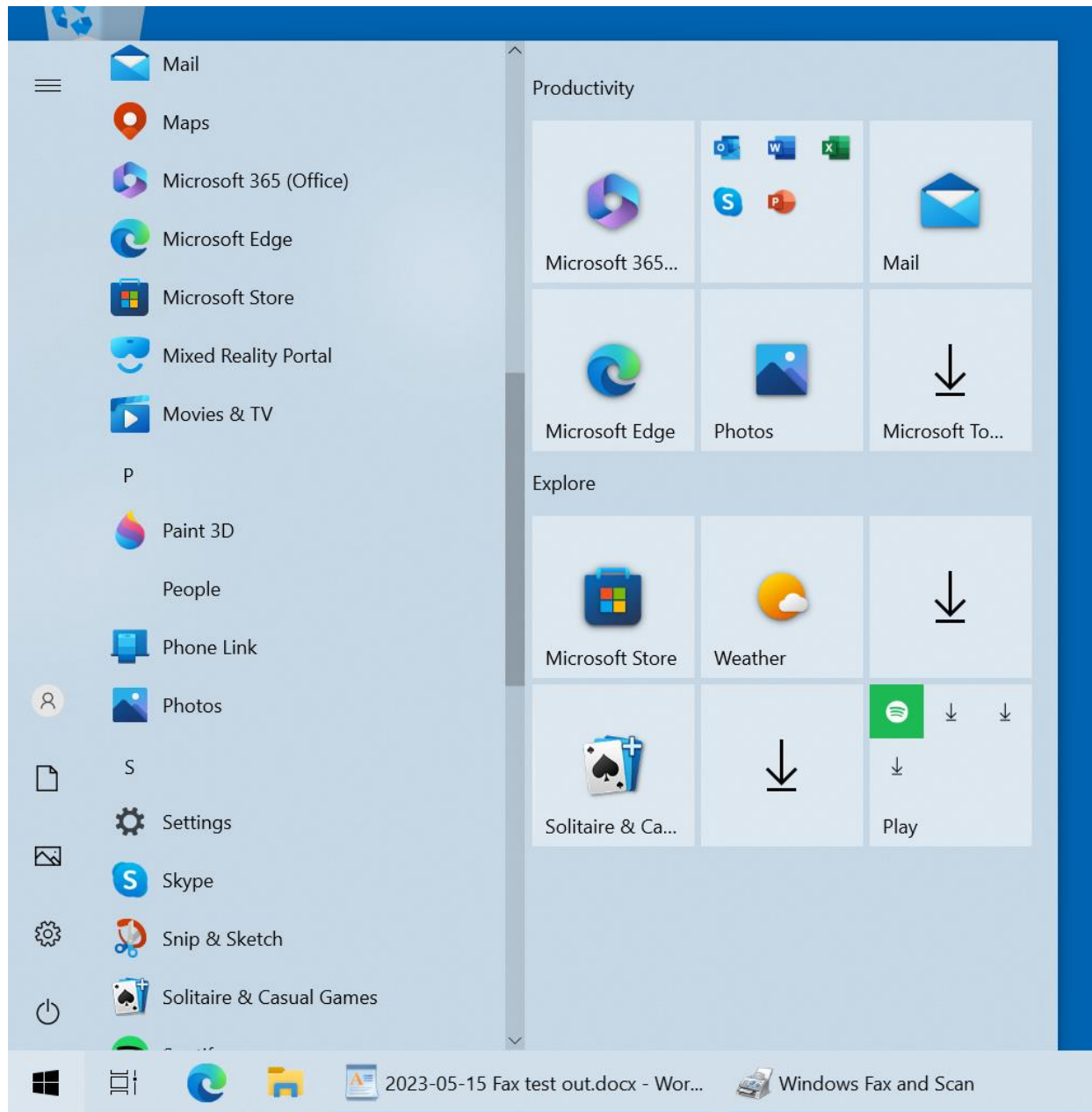
## METHOD 2 TO SEND A FAX(="New Fax" box)

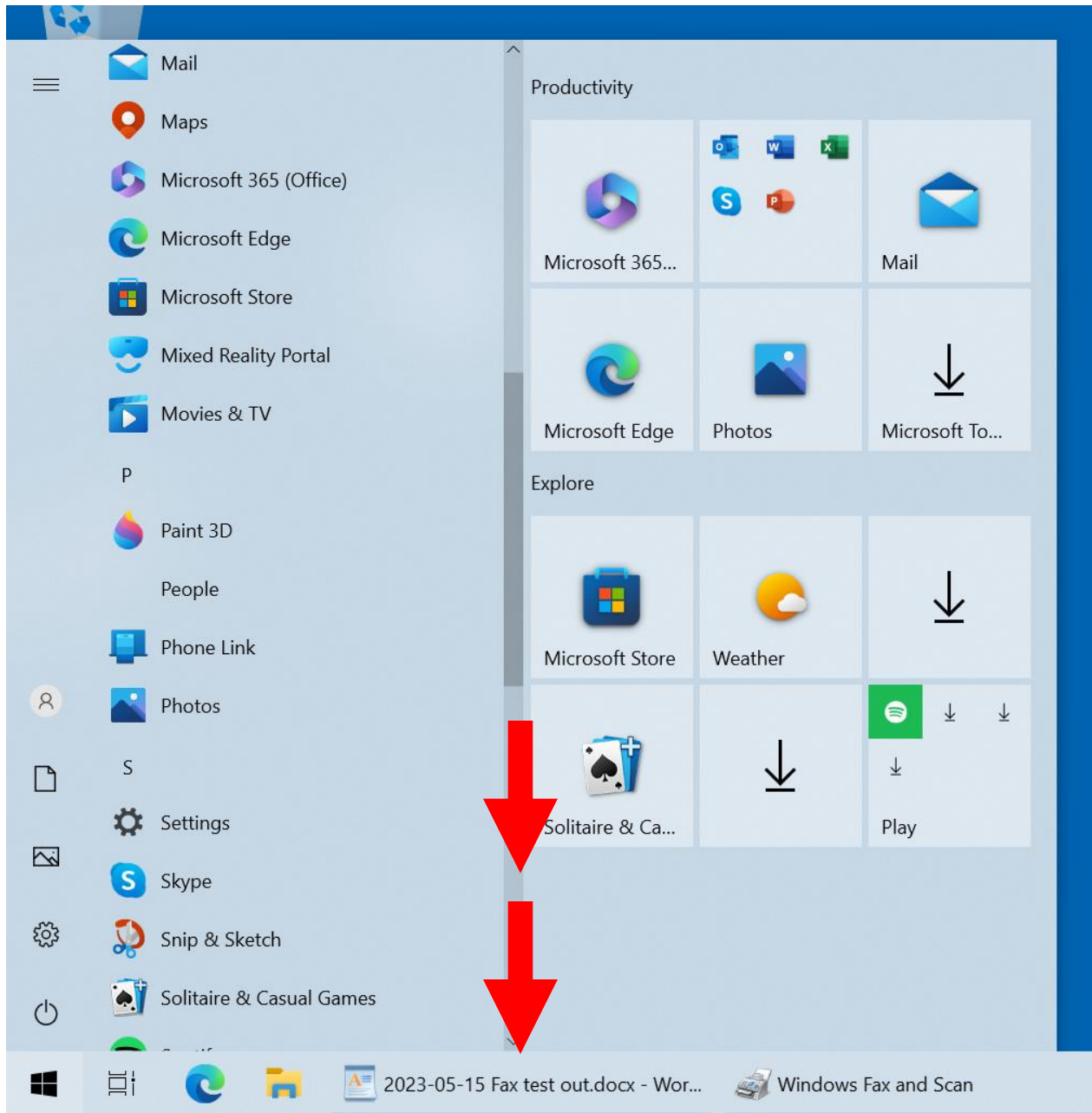
- Step 1 of "New Fax" box to send a fax:  
Locate "Windows Fax and Scan":  
You will find it in "Windows  
Accessories" or "Windows Tools" in the  
"Start Menu":

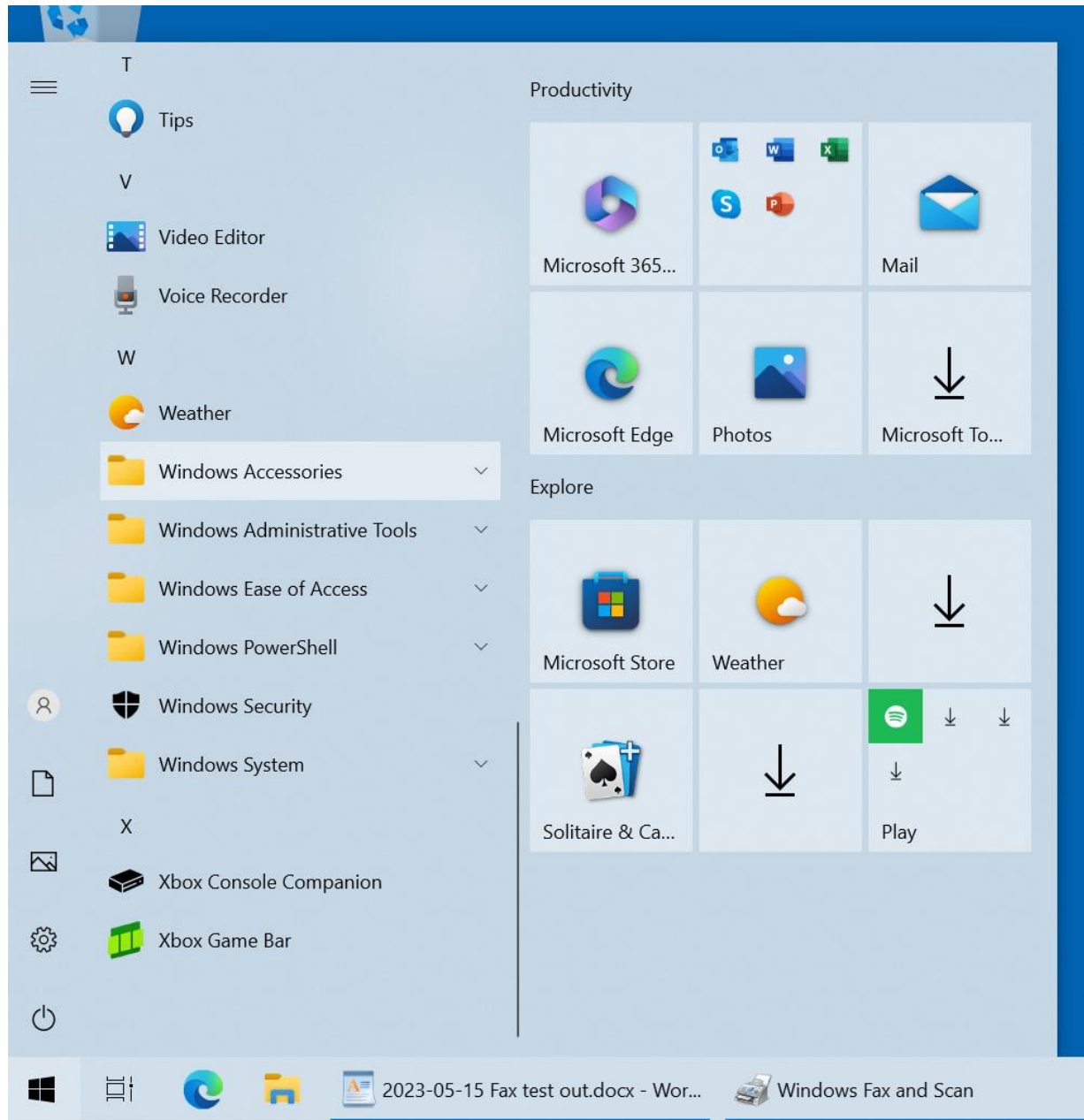






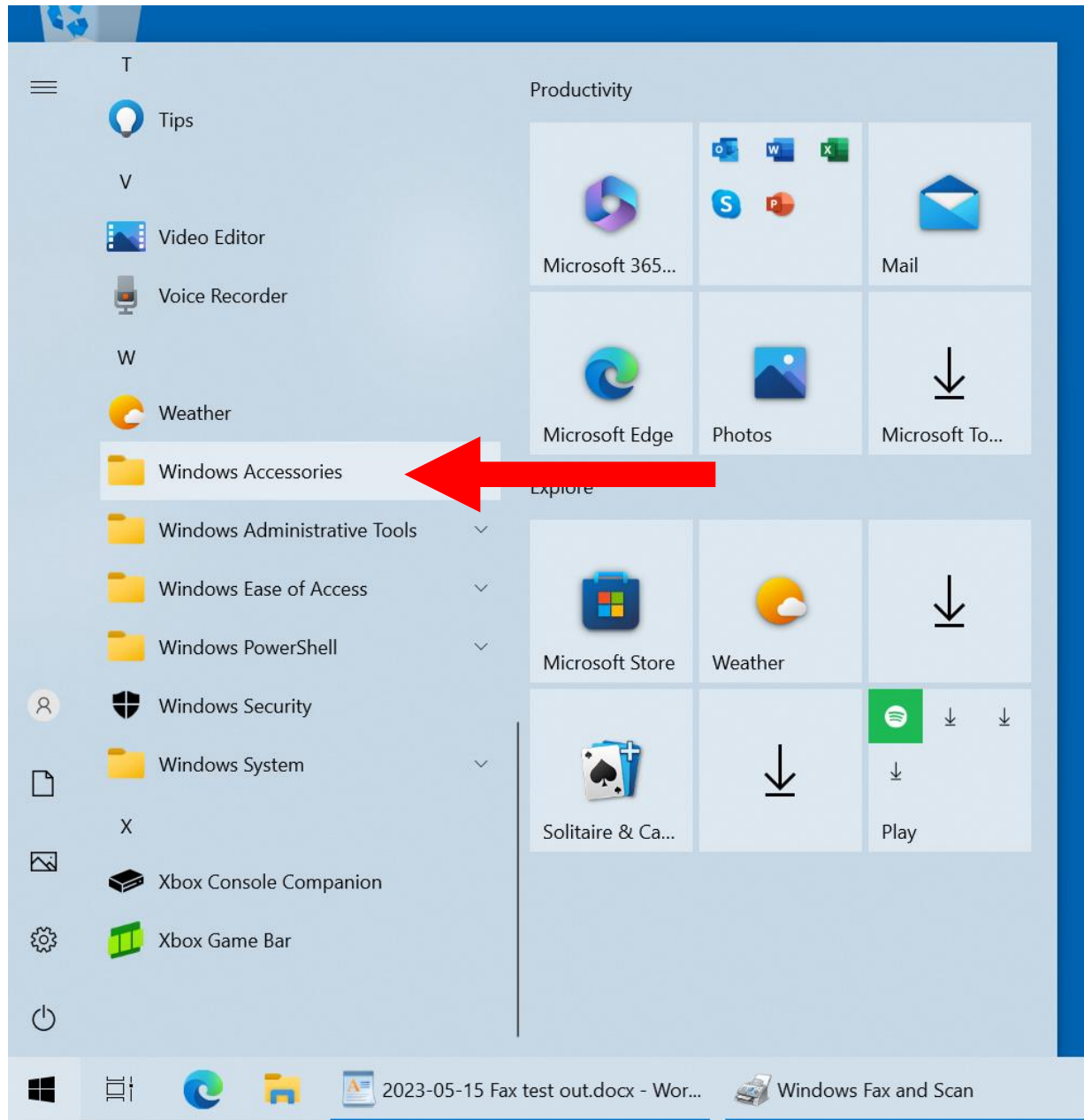


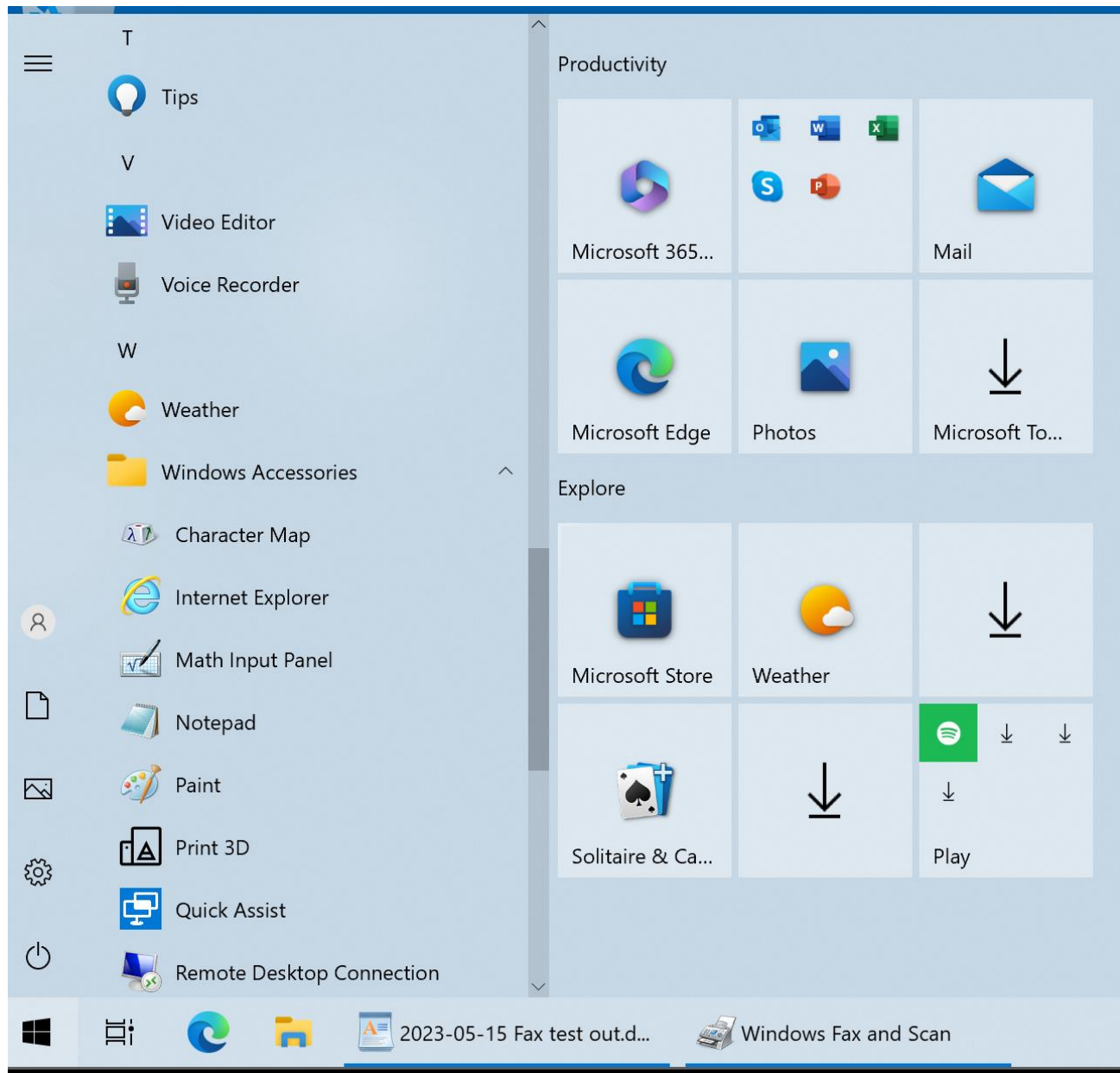




## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 2 of "New Fax" box to send a fax:  
Click on "Windows Accessories" to expand it:

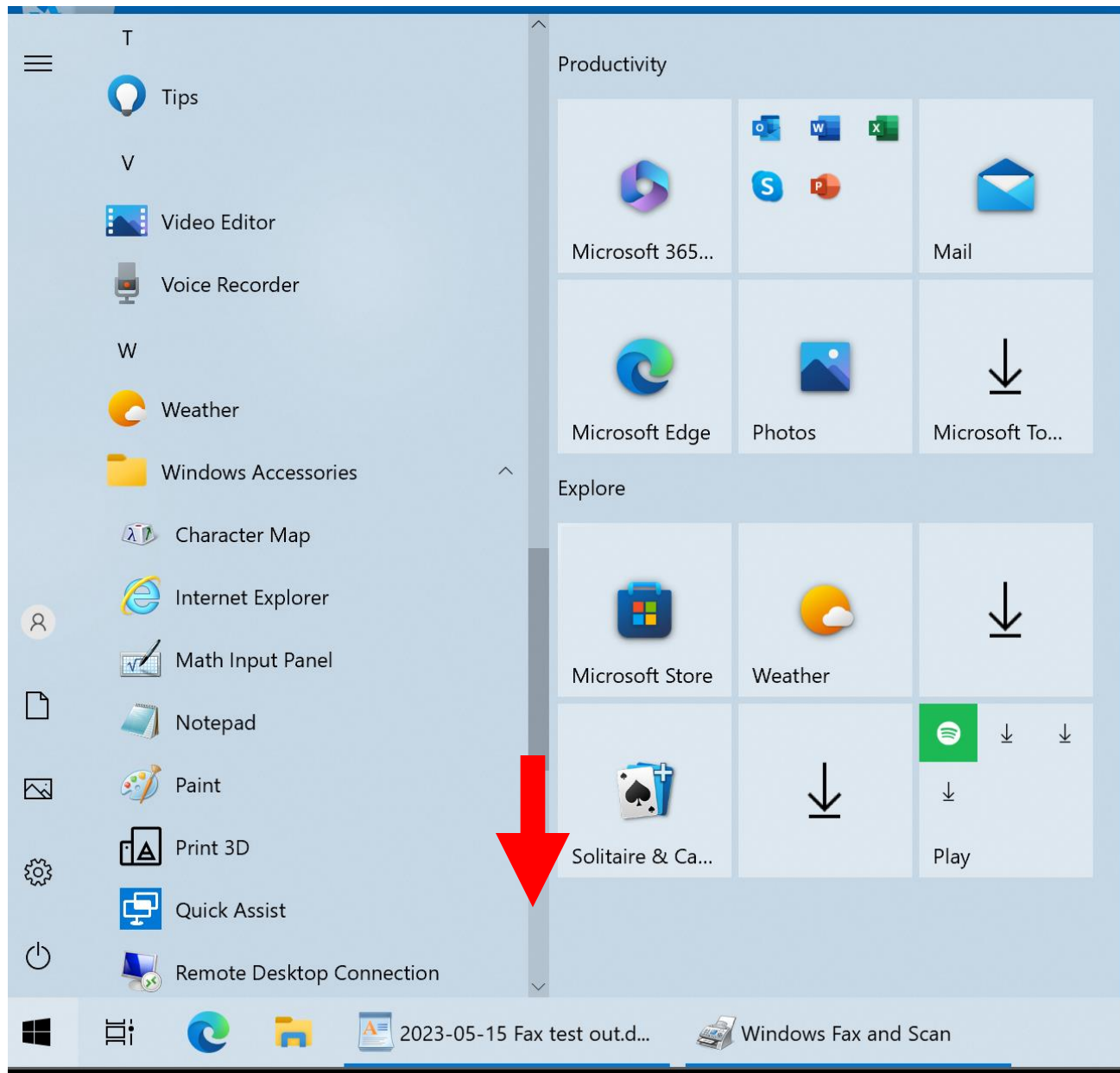


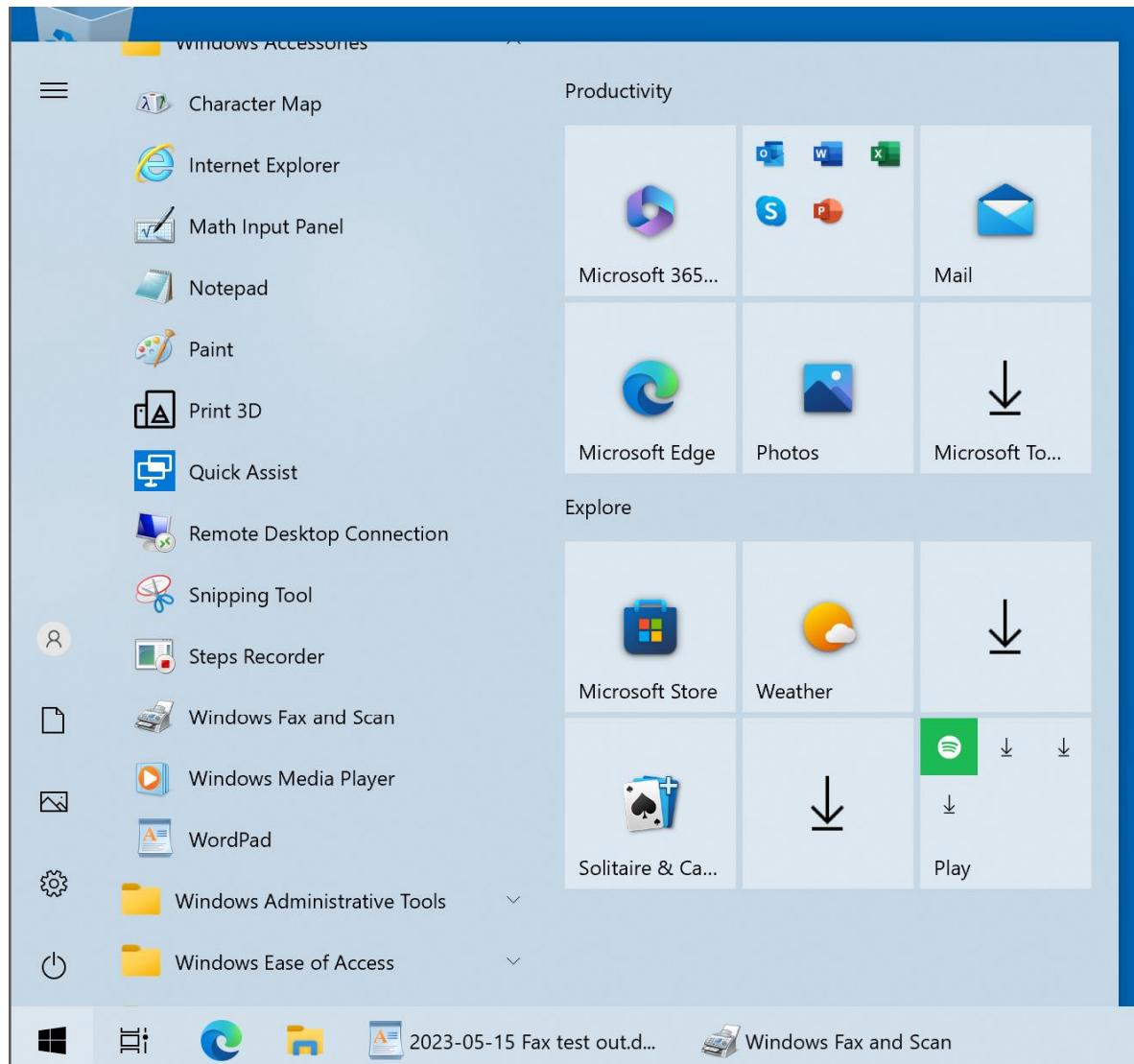




## METHOD 2 TO SEND A FAX (= "New Fax" box)

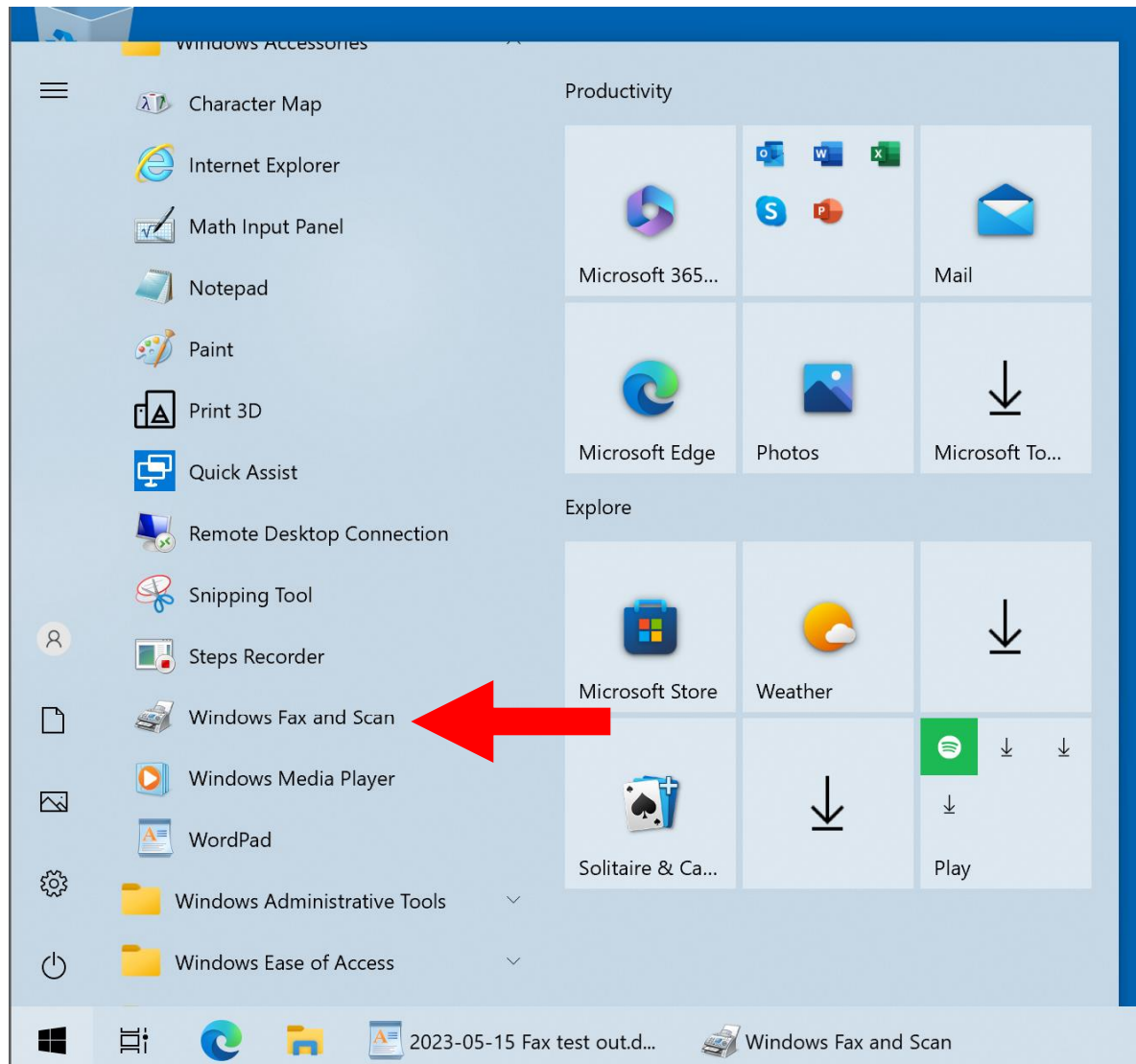
- Step 3 of "New Fax" box to send a fax:  
Scroll down to "Windows Fax and Scan":





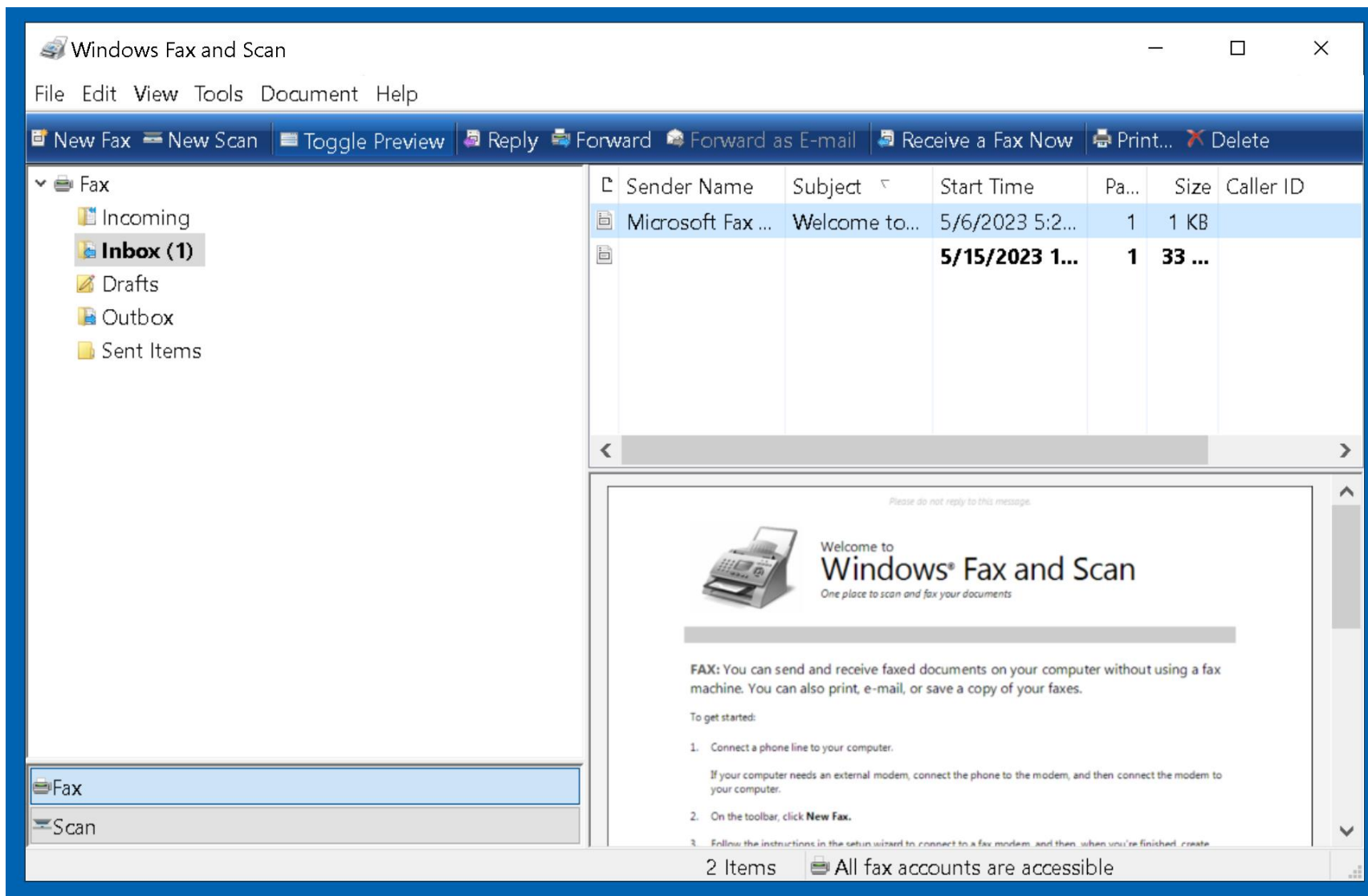
## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 4 of "New Fax" box to send a fax:  
Double-click on "Windows Fax and Scan":



## METHOD 2 TO SEND A FAX (="New Fax" box)

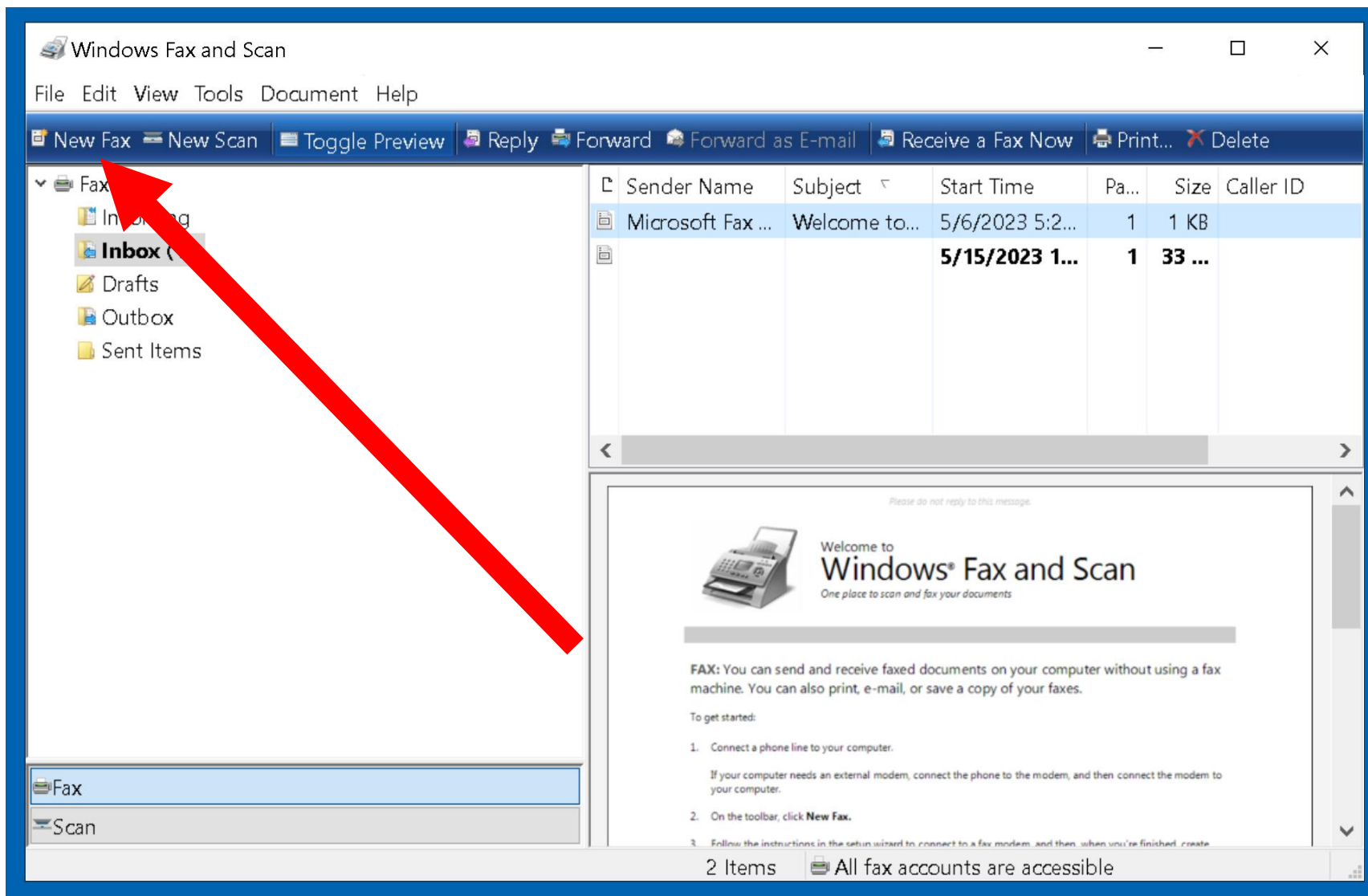
- Step 5 of "New Fax" box to send a fax:  
A "Windows Fax and Scan" window will be displayed:



## METHOD 2 TO SEND A FAX (= "New Fax" box)

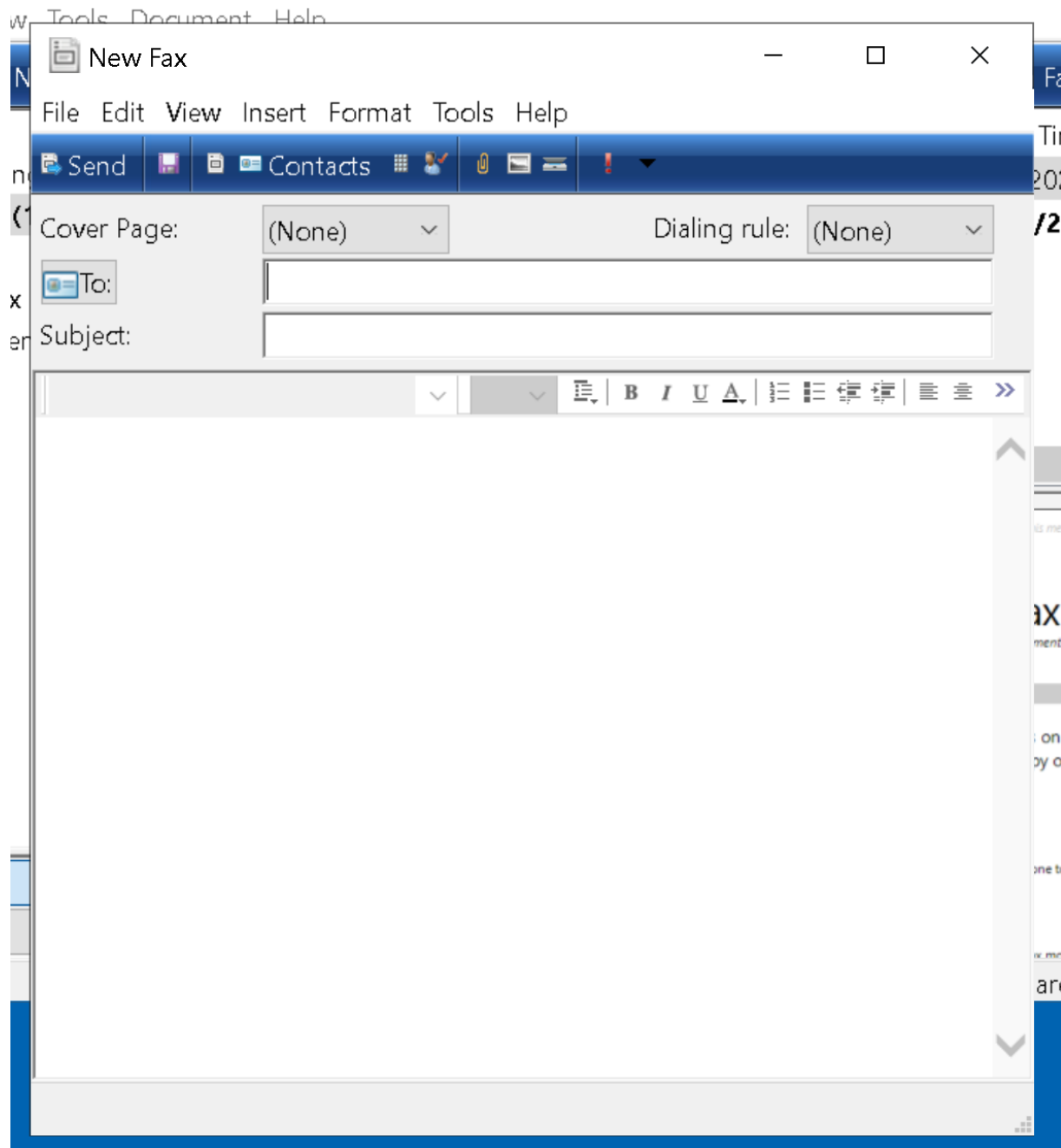
- Step 6 of "New Fax" box to send a fax:  
Click on "New Fax":





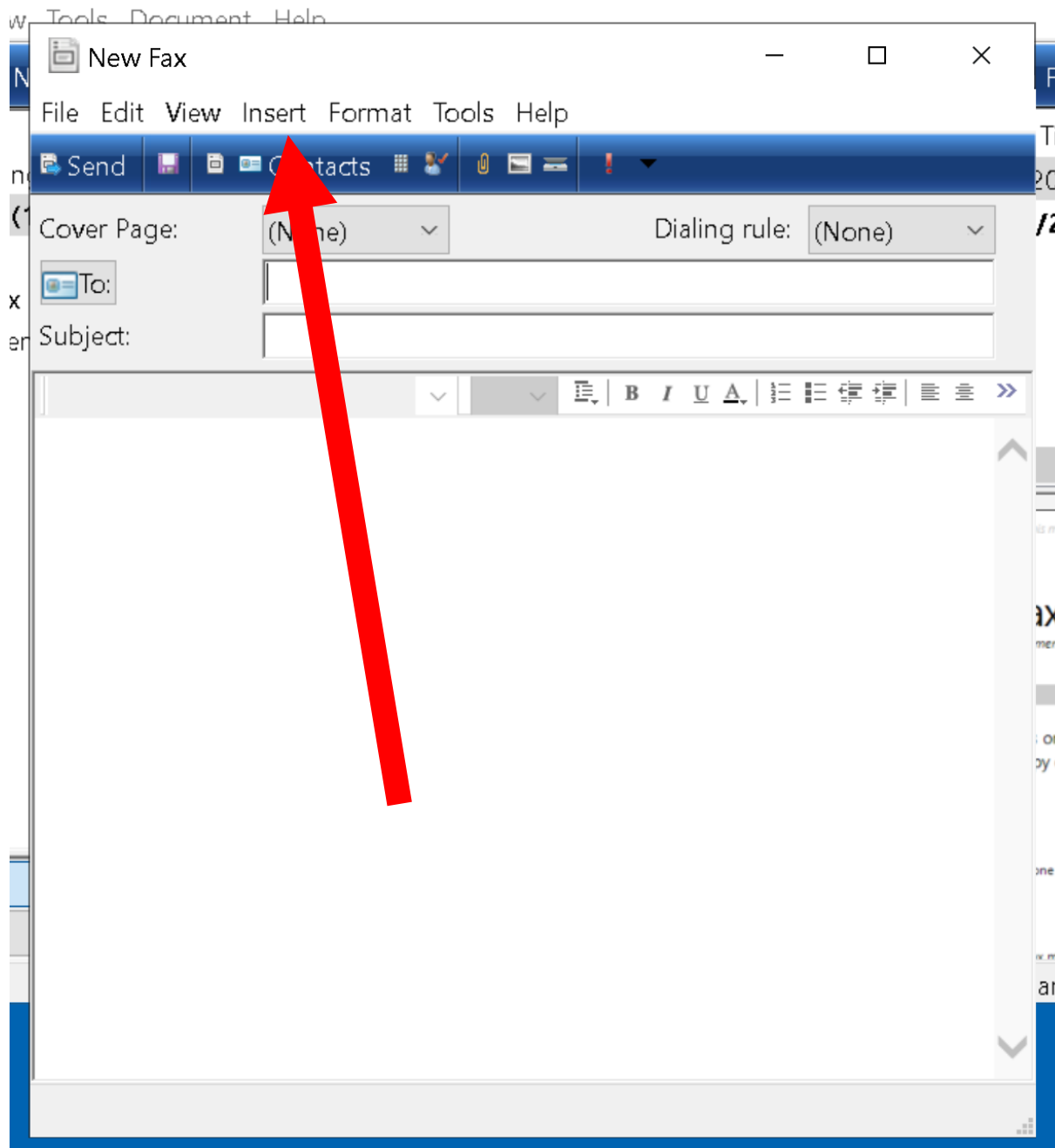
## METHOD 2 TO SEND A FAX (= "New Fax" box)

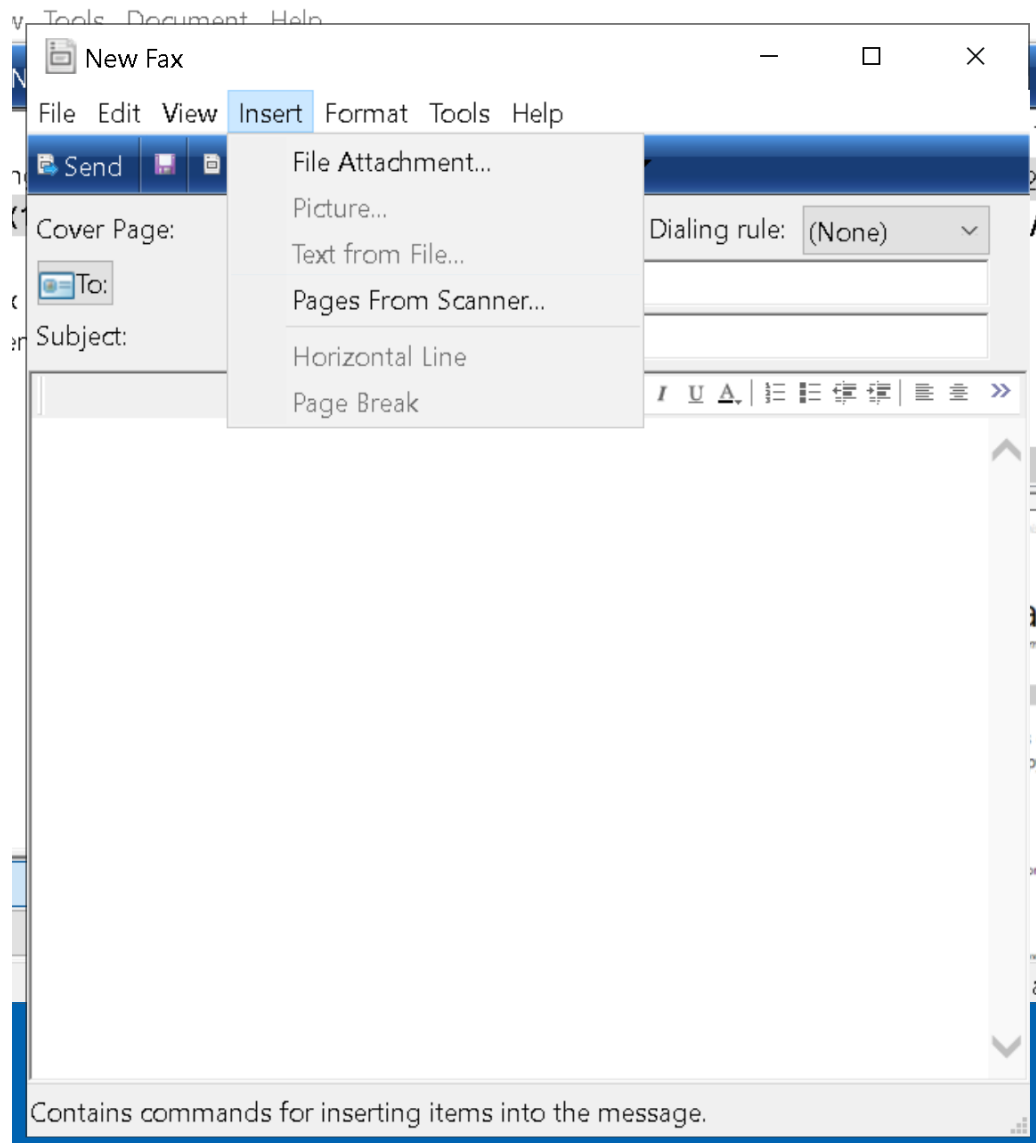
- Step 7 of "New Fax" box to send a fax:  
A "New Fax" box will be displayed:



## METHOD 2 TO SEND A FAX(="New Fax" box)

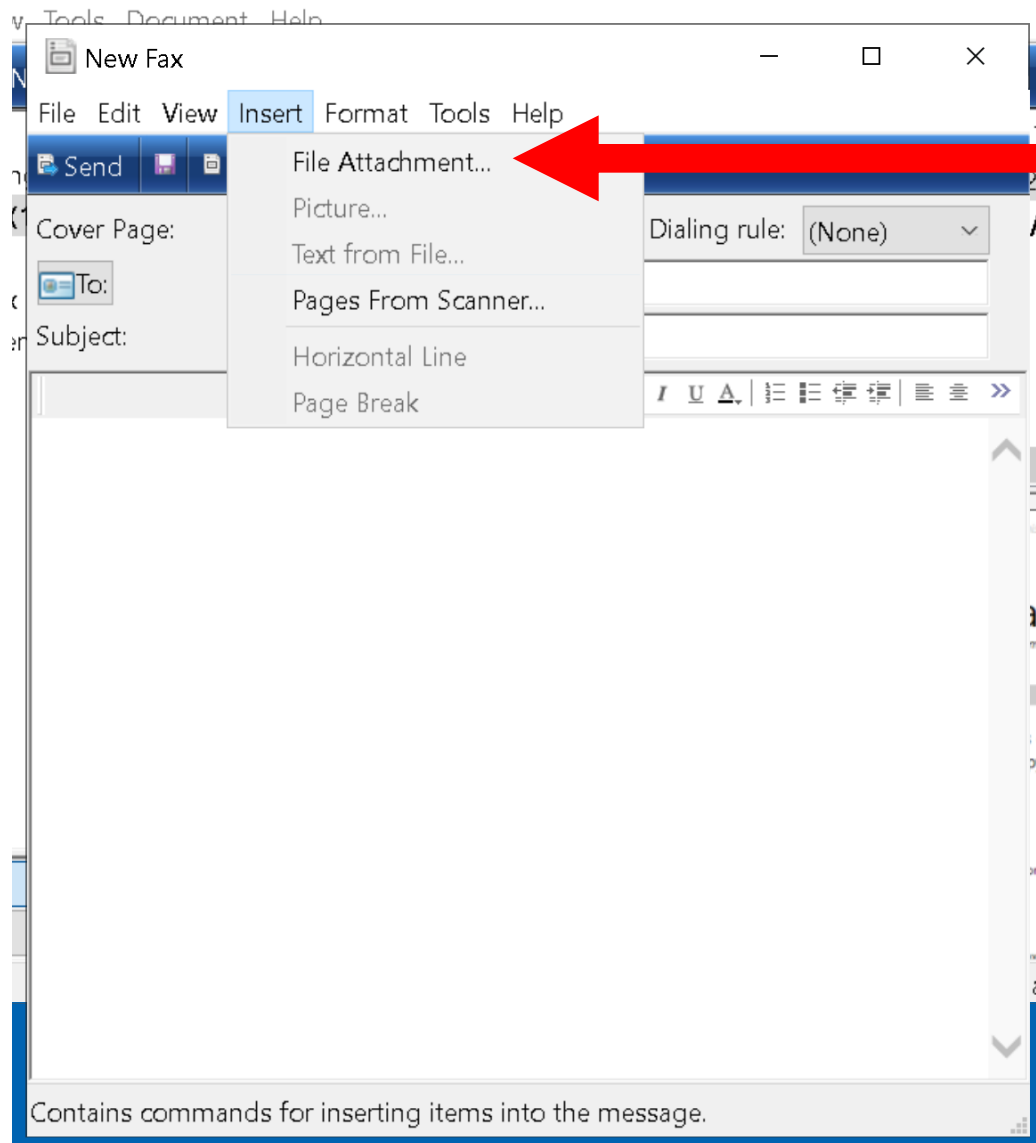
- Step 8 of "New Fax" box to send a fax:  
Click on "Insert":



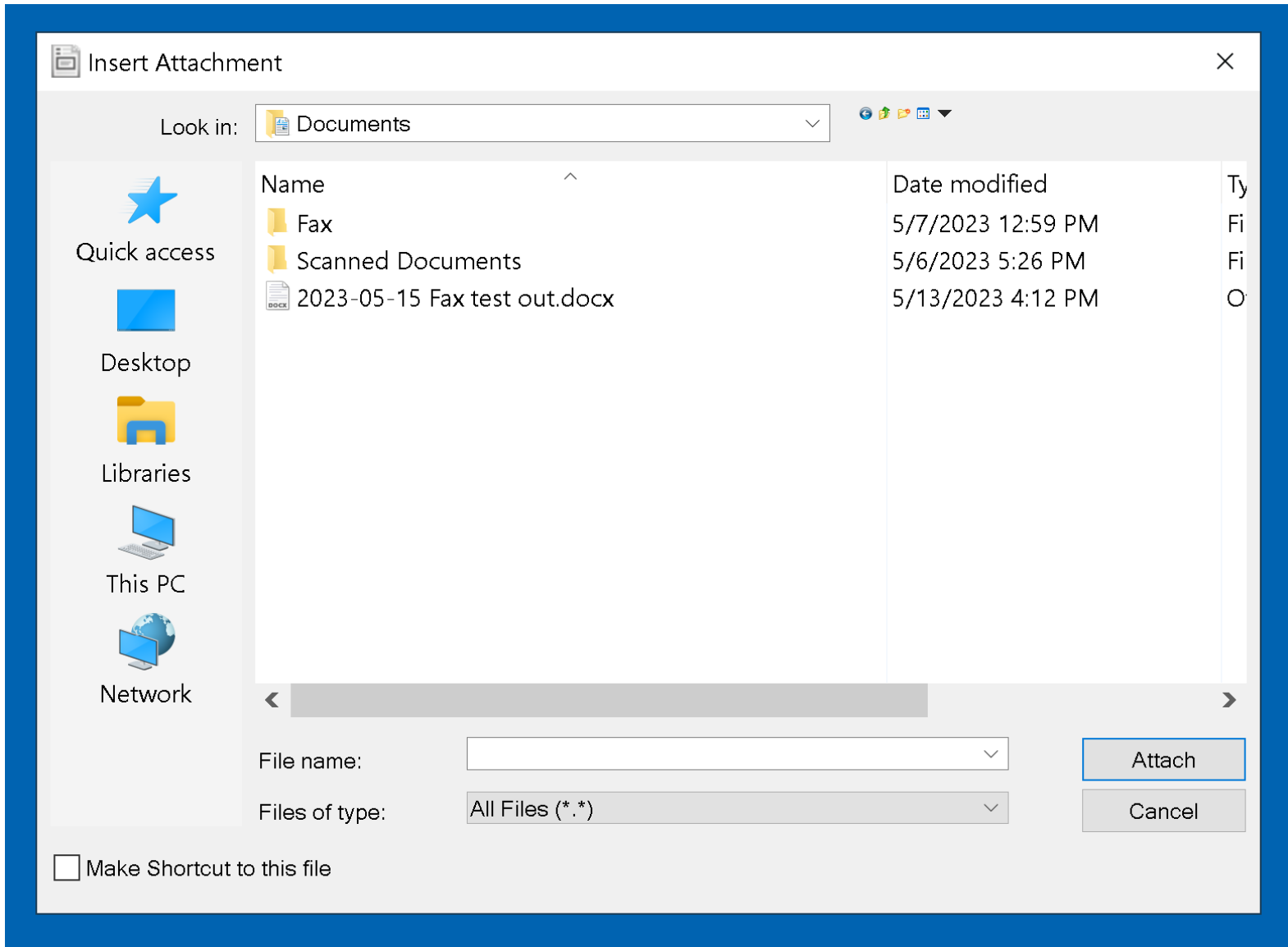


## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 9 of "New Fax" box to send a fax:  
Click on "File Attachment":

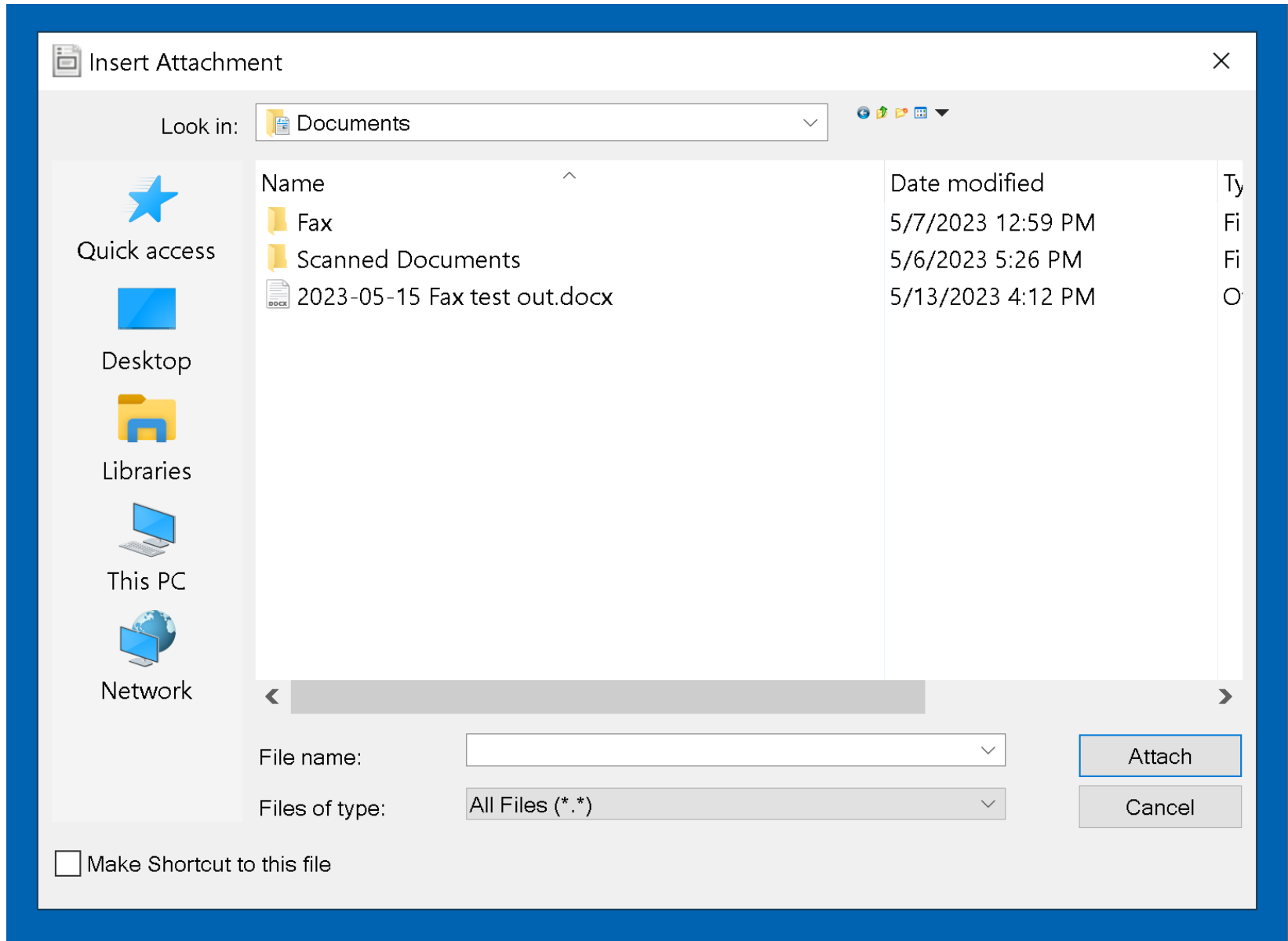


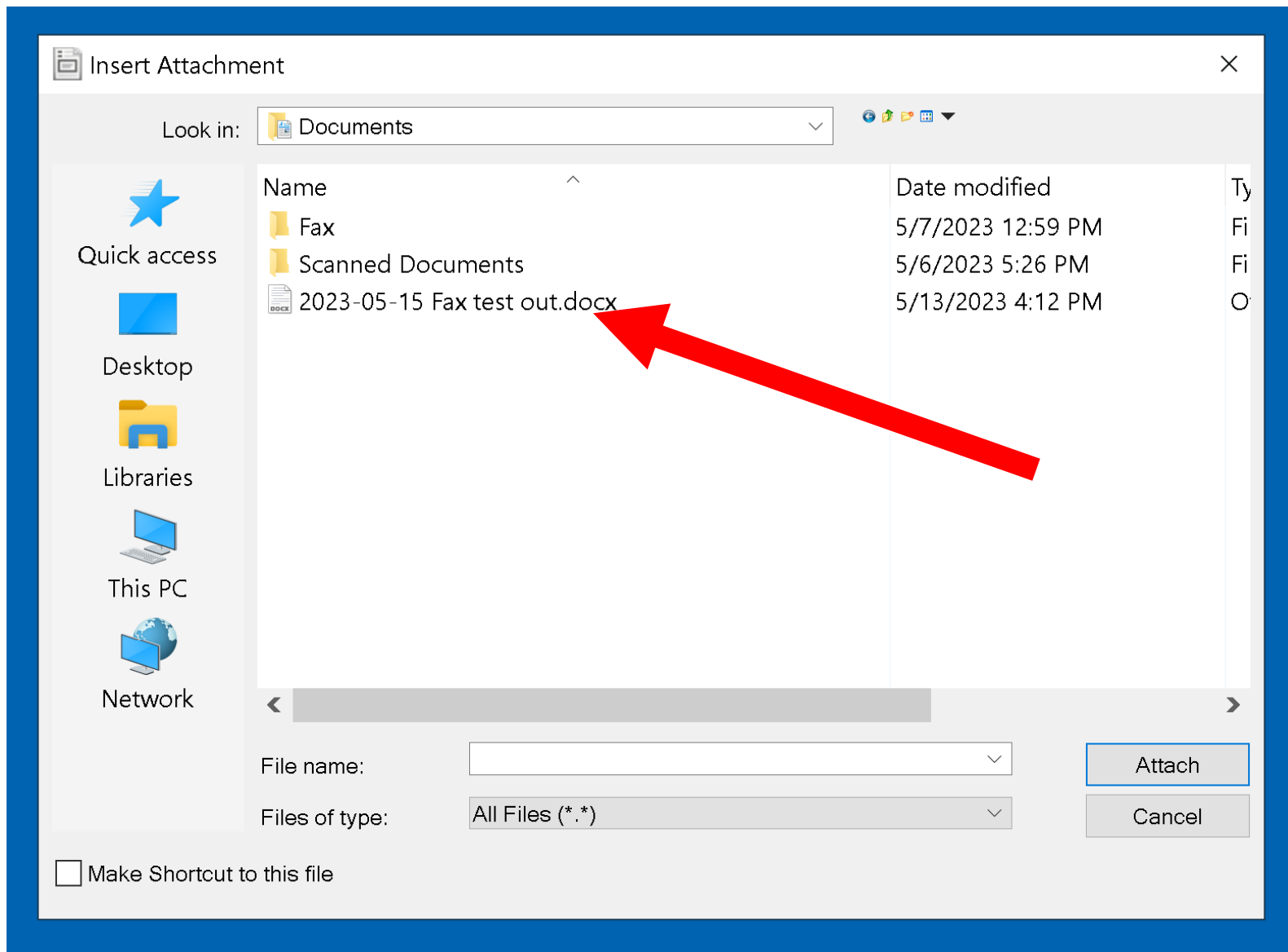


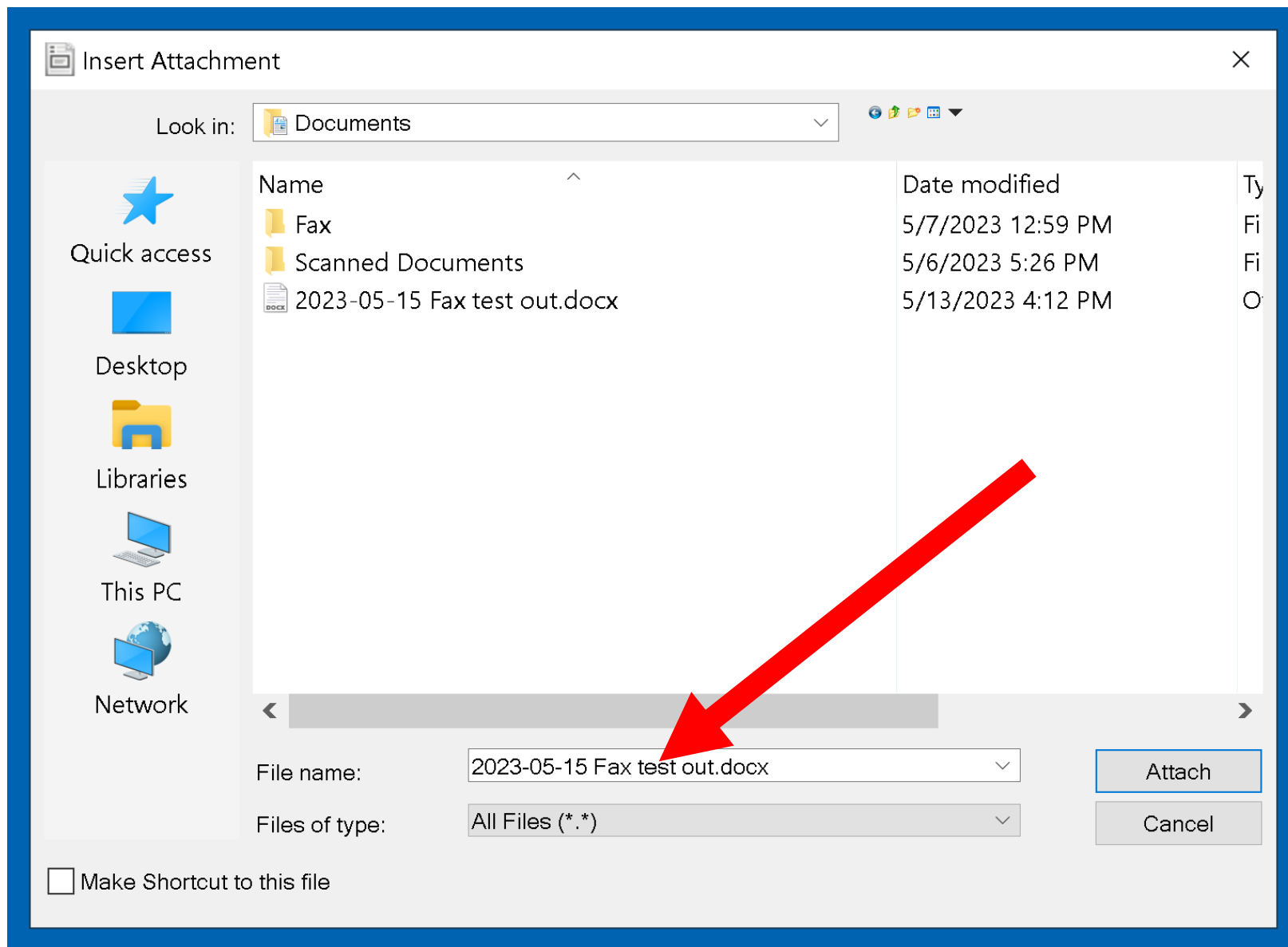


## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 10 of "New Fax" box to send a fax:  
Use the "Insert Attachment" box to  
select the file that you wish send out:

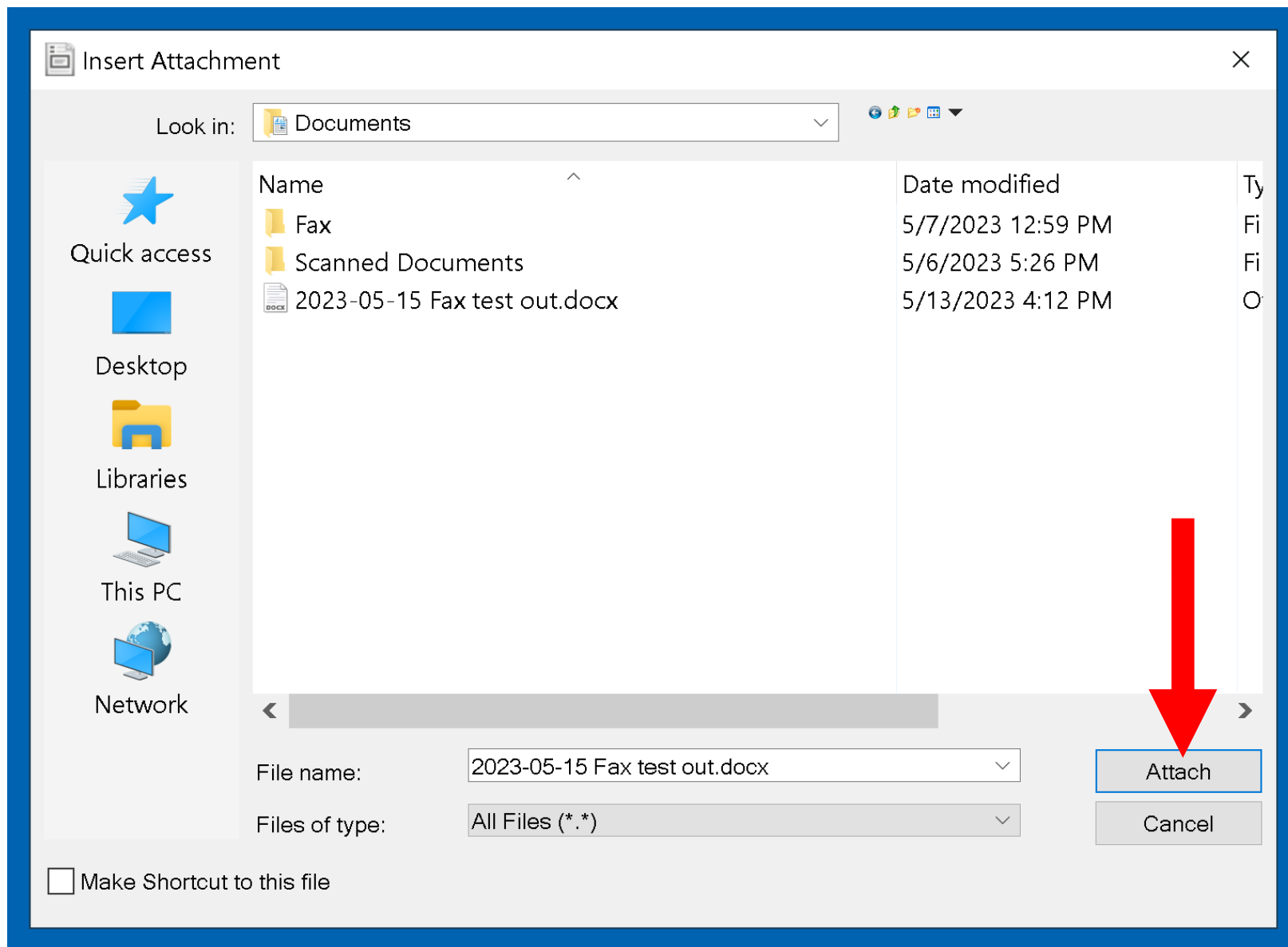






## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 11 of "New Fax" box to send a fax:  
Click on "Attach":



## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 11 of "New Fax" box to send a fax:  
The "Insert Attachment" box will disappear:





Recycle Bin



GIMP 2.10.34



Windows Fax  
and Scan

New Fax

File Edit View Insert Format Tools Help

Send

Contacts

Cover Page:

(None)

Dialing rule:

(None)

To:

Subject:

Attach:

2023-05-15 Fax test out.docx (11.9 KB)



Recycle Bin



GIMP 2.10.34



Windows Fax  
and Scan

New Fax

File Edit View Insert Format Tools Help

Send

Contacts

Cover Page:

(None)

Dialing rule:

(None)

To:

Subject:

Attach:

2023-05-15 Fax test out.docx (11.9 KB)



## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 12 of "New Fax" box to send a fax:  
Enter the phone number of the remote fax machine into the "To:" field:

New Fax

File Edit View Insert Format Tools Help

Send Contacts

Cover Page: (None) Dialing rule: (None)

To:

Subject:

Attach: 2023-05-15 Fax test out.docx (11.9 KB)

Rich text editor toolbar and content area.



New Fax

File Edit View Insert Format Tools Help

Send Contacts

Cover Page: (None) Dialing rule: (None)

To: 1-888-473-2963

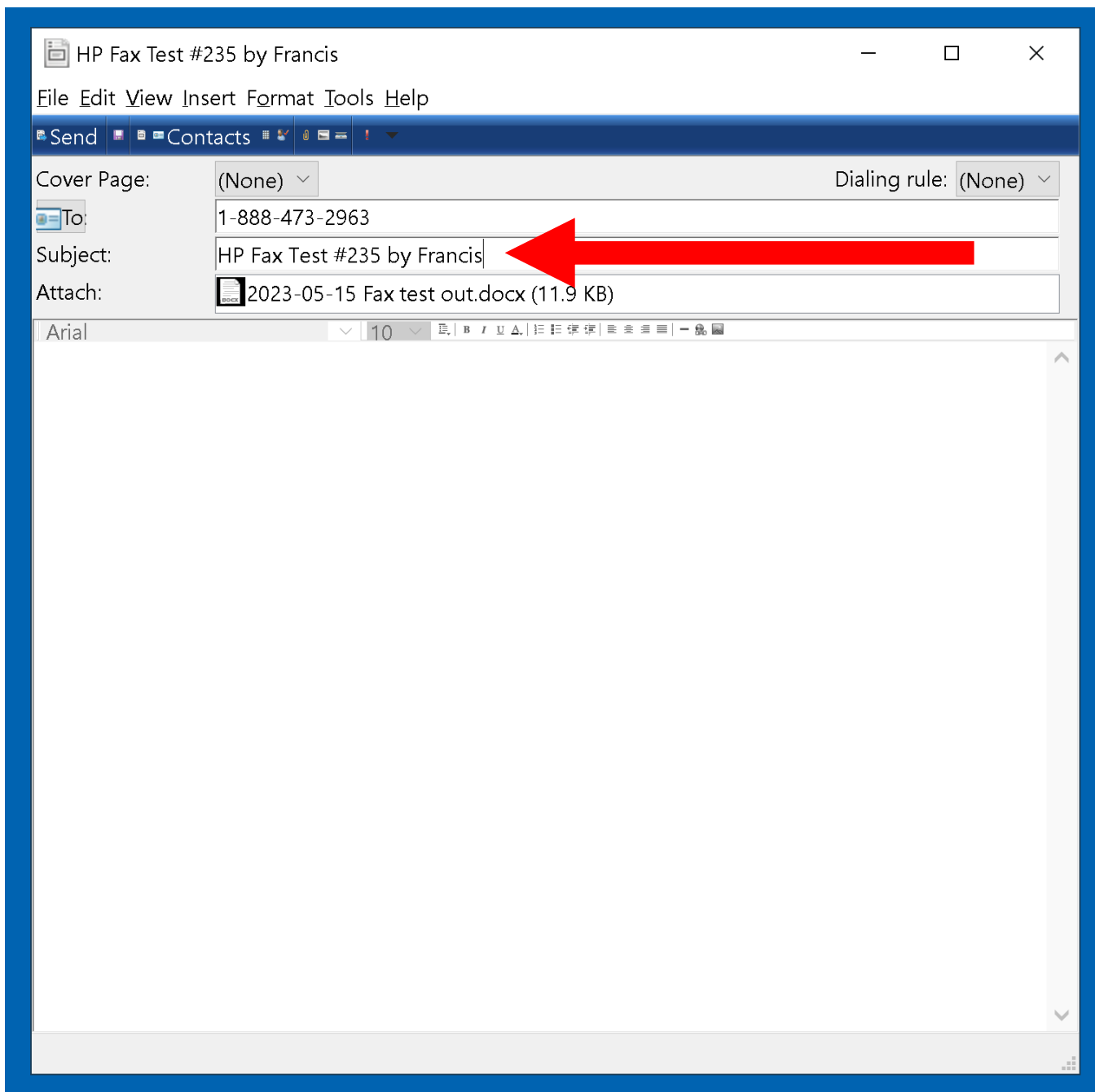
Subject:

Attach: 2023-05-15 Fax test out.docx (11.9 KB)

Rich text editor toolbar and main content area.

## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 13 of "New Fax" box to send a fax:  
Enter the at least one letter or number  
into the "Subject:" field:



HP Fax Test #235 by Francis

File Edit View Insert Format Tools Help

Send Contacts

Cover Page: (None) Dialing rule: (None)

To: 1-888-473-2963

Subject: HP Fax Test #235 by Francis

Attach: 2023-05-15 Fax test out.docx (11.9 KB)

Arial 10

B I U A | | | | | | | | | |



## METHOD 2 TO SEND A FAX (="New Fax" box)

- Step 13 of "New Fax" box to send a fax:  
(continued) :
- **DO NOT TYPE ANYTHING INTO THE  
"BODY" AREA OF THE SEND FAX BOX  
BECAUSE DOING SO TRIGGERS  
PROBLEMS WITH SENDING OUT FAXES**

HP Fax Test #235 by Francis

File Edit View Insert Format Tools Help

Send Contacts


Cover Page: (None) Dialing rule: (None)

To: 1-888-473-2963

Subject: HP Fax Test #235 by Francis

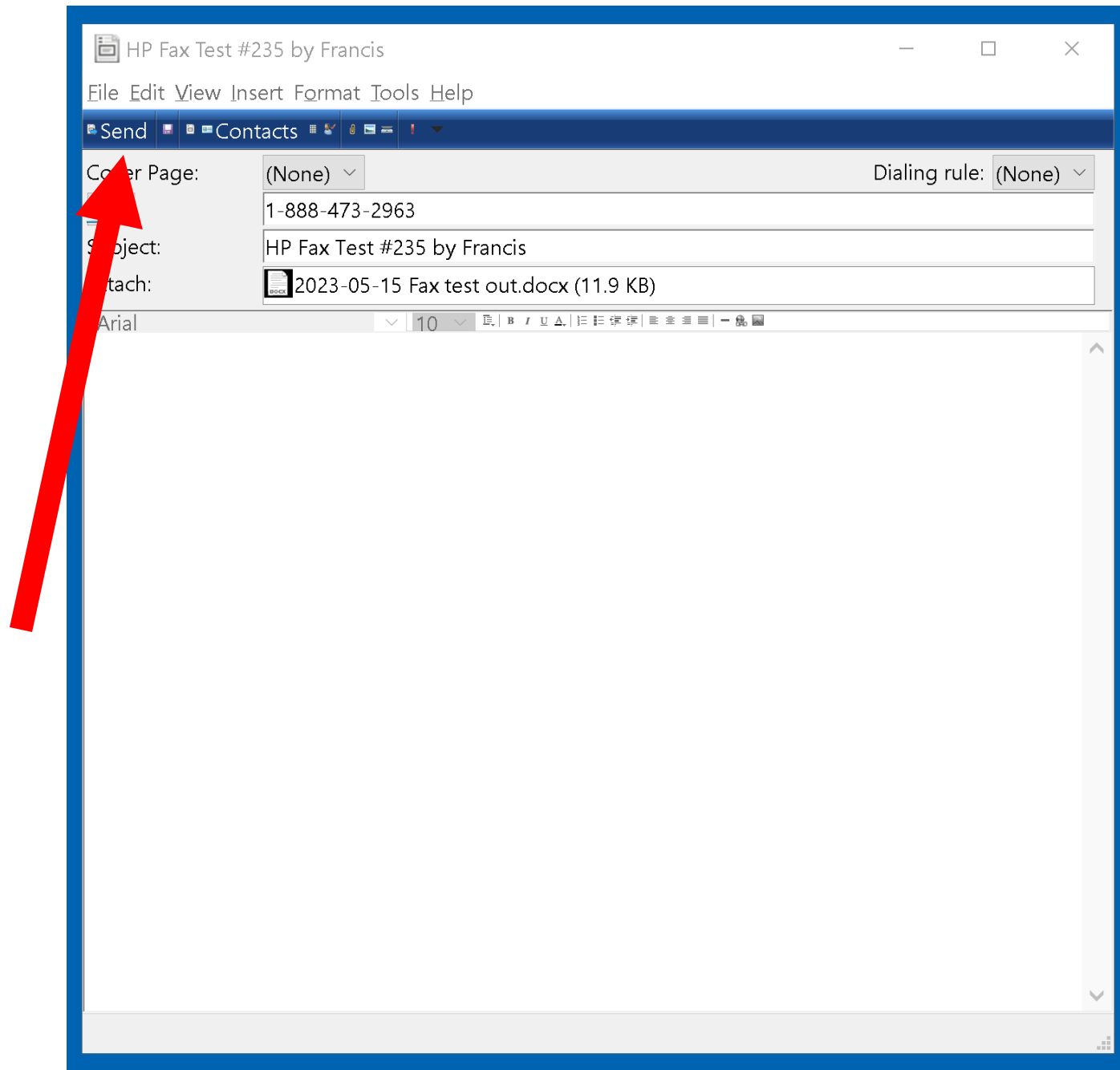
Attach: 2023-05-15 Fax test out.docx (11.9 KB)

Arial 10



## METHOD 2 TO SEND A FAX (= "New Fax" box)

- Step 14 of "New Fax" box to send a fax:  
Click on the "Send" button:



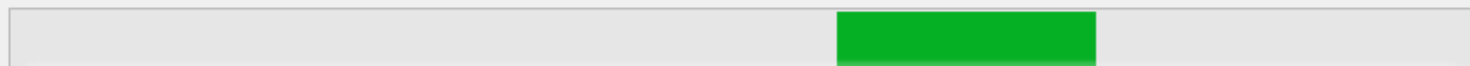


Windows Fax and Scan



## Review fax status

Dialing: 1-888-473-2963



Elapsed time: 0:09

Sending fax to <1-888-473-2963>

View details

Disconnect

Cancel

## METHOD 2 TO SEND A FAX (= "New Fax" box)

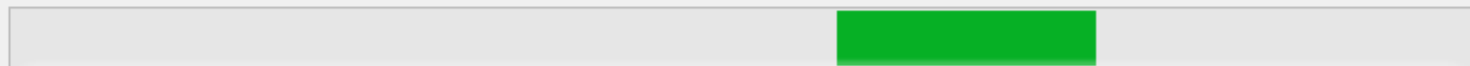
- Step 15 of "New Fax" box to send a fax:  
Click on the "View details" button:

 Windows Fax and Scan



## Review fax status

Dialing: 1-888-473-2963



Elapsed time: 0:09

Sending fax to <1-888-473-2963>

View details

Disconnect

Cancel



