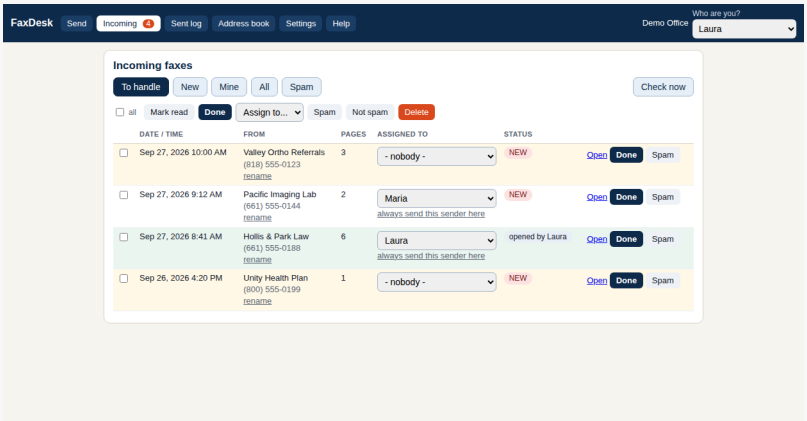
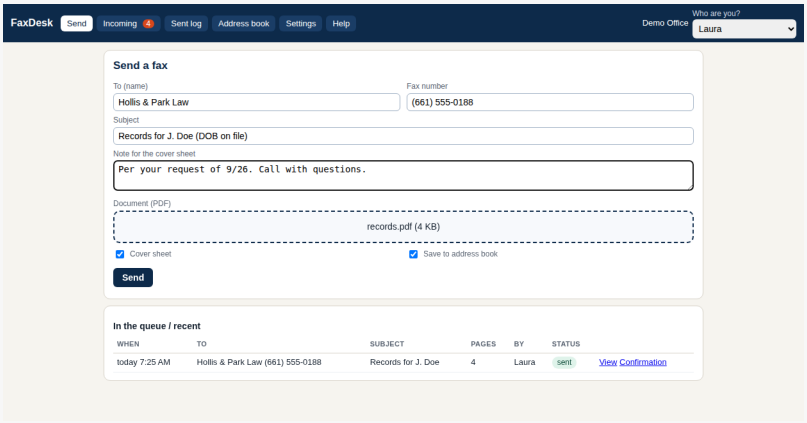
HnS Launches Free Fax Desk, a Smarter Shared Inbox for Digital Fax

Built in a busy healthcare office, Free Fax Desk identifies senders, routes incoming faxes to staff and eliminates digital fax busywork.



Free Fax Desk's incoming view. Each fax arrives with the sender's name, the staff member who owns it, and a one-click Done, so nothing sits unowned and nobody asks "did anyone see this?"



Sending from Free Fax Desk: pick a name from the address book, drop in the file, press Send. The cover sheet writes itself and the confirmation is filed automatically.

LANCASTER, CA, UNITED STATES, September 30, 2026 / EINPresswire.com/ -- Fax never really went away. It went digital.

Healthcare, legal, insurance, government and other document-heavy industries continue to use fax to exchange sensitive information. In healthcare, for example, HIPAA permits protected health information to be transmitted by fax when appropriate safeguards are used. Government agencies including the IRS also continue to accept documents by fax and online fax services.

The transmission technology changed.

The workflow around it often didn't.

An incoming digital fax can still arrive as an unfamiliar phone number. Someone has to open it, identify the sender, figure out who should handle it and make sure it gets there. Regular senders come in over and over, but staff may still sort them manually. Spam and unwanted faxes clutter the same inbox.

Harry Engel thought a digital fax inbox should be smarter than that.

So he built one.

HnS, LLC today announced the release of **Free Fax Desk**, software that turns a digital fax number into a smart office inbox.

Name a fax number once and Free Fax Desk remembers the sender. Pair a regular sender with a staff member and future faxes can arrive already assigned to that person. Everyone can see who is responsible for an incoming fax.

Spam faxes — or faxes from a sender the office simply no longer wants to see — can be banished from the working inbox.

The entire fax desk appears on a simple, intuitive web page accessible through a browser on computers throughout the office.

Built at a Front Desk, Not in a Software Lab

Free Fax Desk began as an internal project at Frye Chiropractic, Inc. in Lancaster, California.

The practice handles faxes every day from insurance companies, attorneys, imaging centers, referring physicians and other organizations. Frye Chiropractic had been a Phone.com customer for years, and Engel began working with the Phone.com API to remove some of the repetitive work surrounding those faxes.

One improvement led to another.

“The fax panel Harry built for us is truly amazing; it saves us so much time,” said Cyann of Frye Chiropractic. “We can name phone numbers so we immediately know who a fax came from. We can assign a fax to someone and it shows up for that person as theirs. If a regular sender normally goes to the same staff member, we pair them and the fax is already presorted when it comes in.”

What started as a small internal tool gradually became the office's complete fax desk.

Engel then looked at other digital fax products to see whether somebody had already built what his staff wanted.

“There are plenty of good services for sending and receiving digital faxes,” Engel said. “What we couldn't find was something that organized the work around the fax the way our staff actually works.”

“We wanted it to recognize senders, tell us who was handling something, automatically route the regular faxes, get unwanted stuff out of the way and make sending almost effortless. So we kept building.”

Designed for Offices That Handle Sensitive Documents

Because Free Fax Desk originated in a healthcare environment, privacy and control over documents were part of the design from the beginning.

The software is designed to support HIPAA-compliant fax workflows by keeping fax documents under the office's control rather than storing them in a Free Fax Desk cloud service.

The browser interface also helps reduce unnecessary handling and printing. Authorized staff can identify, review, assign and manage incoming documents from their computers instead of printing a fax simply to determine where it belongs.

“Healthcare isn't still using fax because everybody loves fax,” Engel said. “It remains a practical way to exchange protected information. We didn't set out to replace it. We wanted to make everything around it dramatically easier.”

The same idea applies beyond healthcare to businesses and organizations that still depend on fax for document exchange.

Sending Is Drag, Click, Done

Free Fax Desk simplifies outgoing faxing as well.

Users select a document and recipient and send it from the same interface. Cover sheets can be generated automatically with the office's logo and disclaimer. When transmission is complete, a one-page confirmation containing the transmission report is created automatically.

If a transmission fails, Free Fax Desk can retry it and explain the problem in plain language.

There is no separate fax machine and little for staff to learn.

Free for Individual Use

Free Fax Desk is free, with all features included, for an individual using it on a single computer.

Businesses that want to share Free Fax Desk among multiple desks, staff members or users can purchase a nominal one-time office license. There is no recurring Free Fax Desk software subscription.

The initial release works with Phone.com fax service. Offices using other digital fax providers are invited to contact HnS with the name of their service. Additional integrations are planned based on demand.

Free Fax Desk is also open source under the MIT license.

Engel doesn't expect fax to disappear anytime soon.

He just thinks the software surrounding it should finally catch up.

About HnS, LLC

HnS, LLC develops practical software based on problems encountered in operating real businesses. Free Fax Desk grew from an internal fax management system developed for Frye Chiropractic, Inc. in Lancaster, California.

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Website and download: https://freefaxdesk.com Demo video (50 seconds): https://youtu.be/1yoh76nvxoY Source code: https://github.com/FreeFaxDesk/faxdesk

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