



# Upgrade Fancybox for click-to-zoom images

Last Modified on 03/19/2024 3:30 pm EDT

We recently upgraded our license for [Fancybox](#), a third-party tool that allows people to click to zoom in on images in your knowledge base.

The update includes a lot of exciting features, including:

- New toolbar options (if you have multiple images in an article, the slideshow option lets people autoplay them, too!)
- The ability to customize which toolbar options are displayed and which part of the toolbar they're displayed in
- Fewer conflicts with other JavaScript-based customizations

As part of this upgrade, we've overhauled our [documentation on Fancybox](#) to include upgrade instructions as well as some of the common customizations we've helped folks with over the years.

If you're already using Fancybox in your knowledge base, we strongly encourage you to [upgrade to the new version](#). It's delightful to use. Plus, we pay for a commercial license so that you can use it for free in your knowledge base!

Never heard of Fancybox? Here's a sample of an image that's gotten the Fancybox treatment:

## Snippet Name

## Merge Code Name

*Limited to alphanumeric characters, dashes, and underscores*

## Merge Code Value

## Snippet Description

I am an image caption

And another one, just so you can test out the options that appear with multiple images once you've zoomed in on one!

## Contact Form

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**Admin Setting** <sup>2</sup>  Enable Contact Form

<sup>3</sup>  Do not store any collected ticket information within KnowledgeOwl <sup>?</sup>

<sup>4</sup>  Use spam protection on ticket submissions <sup>?</sup>

**Send Method** <sup>5</sup> Email Address ▼

**Backup Email Address** <sup>6</sup> operations@mycompany.com

*Should the contact form delivery fail, we will attempt to send a backup copy to this address.*

**Sender Detail** <sup>7</sup>  Do not include sender meta data in the email

**Single or Multiple Addresses** <sup>8</sup>  Send all tickets to one address

Use multiple addresses and allow readers to choose where the ticket should go

**Send to Email Address** <sup>9</sup> support@mycompany.com

Save

I am the caption on a second image

It's worth noting one limitation: if you use Fancybox and the [Contextual Help Widget \[2.0\]](#), Fancybox cannot take over the entire screen--it will only display within the widget itself.

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