



Welcome to your Zimbra Hosting Account

Zimbra is a powerful collection of email and collaboration tools that add enterprise-level features to regular group email.

Shared calendars, contact groups, document stores and mailboxes give you all the power of servers like Exchange without the costs typically involved.

All your information can be accessed via your favourite email client (including full Outlook integration) and through the impressive Zimbra webapp.

Changing your MX records

In order to redirect your emails to us you need to change your current MX records to:

10 **a.mx.verygoodemail.com**
20 **b.mx.verygoodemail.com**

Please be aware that it might take up to 72 hours before your DNS changes fully propagate.

Important: Throughout this document we refer to 'zimbraxxx' - please replace with the address applicable to your account, e.g. zimbra001, or 002. For details please refer to your Welcome Letter.

Moving your current email to Zimbra - options

Using the PST Import utility:

Microsoft Outlook 2003 (SP1)/2007/2010 users can import their emails using the PST importing tool, which will seamlessly import emails from their existing Outlook account into Zimbra.

The PST Import utility and its documentation can be downloaded from the following location:

<http://www.verygoodemail.com/support/zimbra-support/>

The PST Import utility can be used on any type of account that Outlook supports (IMAP, MAPI, POP3). It can also be used to import Calendars and Contacts from Outlook.

Outlook 2003 users: please note that if you had any trial version of Outlook 2007 installed you need to remove "Outlook 2007 Primary Interop Assemblies". This can be done under "Add/Remove Programs" in the Windows Control Panel (a reboot may be required). Failing to do so will cause the importer to not run correctly.

Outlook 2010 is now fully supported - including 64bit.

Using IMAP and MessageBunker

If you use IMAP, then you can first export your current emails to MessageBunker and then restore them back to our Zimbra server afterwards. For more info on how MessageBunker works please see the following pages:

http://www.messagebunker.com/how_to

<http://www.messagebunker.com/faq>

http://www.messagebunker.com/what_is_messagebunker

The MessageBunker method is recommend where the PST import tool can't be used, or when importing from non-Windows clients that do use the IMAP protocol.

Importing from POP3 accounts only:

Don't despair! Outlook users can use the PST Import method, however for users of other clients the simplest method would be setting up your Zimbra account as an IMAP account and then transfer the files across from your old POP3 account by dragging and dropping.

Accessing your Zimbra account for the first time

After the accounts have been successfully set up, each user will have to login using the web interface in order to change their passwords. This step applies to both standard users and domain administrators.

Please see the section “Using Zimbra Webmail Client” on how to access the Zimbra Webmail.

The administration interface used by Domain Administrators can be found here:

<https://zimbrawxxx.verygoodemail.com:7071> (xxx - refer to Welcome email for specific address)

Using this interface Domain Administrators can add/remove users, distribution lists and aliases, and other administrative tasks related to your domain.

Accessing your account using Zimbra Connector under Outlook 2003, 2007 and 2010

Download the connector and relevant documentation from <http://www.verygoodemail.com/support/zimbra-support/> We would recommend that you take a brief look at the documentation before proceeding with the next steps.

If Outlook is currently running please close it down, otherwise go to next step.

Run the installer to install the Zimbra Connector.

Restart Outlook - you will be prompted with a dialog which will ask you enter your Zimbra account credentials.

Server Name: **zimbrawxxx.verygoodemail.com** (xxx - refer to your Welcome email for your specific address)

Email Address: **username@domain** (provided in your Welcome email)

Password: **yourpassword** (provided in your Welcome email)

If desired, select “Use Secure Connection” option. Otherwise click “Apply” / “Ok”, the dialog window will close and Outlook will start to synch with the Zimbra server, a new window showing the sync progress will appear, the sync operation might take a moment this depending on the size of your Zimbra account.

Note: It's imperative that no Exchange accounts are set up under the Outlook client you are installing the connector on, as the install will fail otherwise since both can't coexist under the same client. It is also recommended that **Outlook 2007** users upgrade to Outlook 2007 SP2, as it contains several bug / performance fixes for Outlook 2007. More information on this update can be found here: <http://support.microsoft.com/kb/968009>

Using the Zimbra Connector for Apple iSync.

Mac OSX Users can sync their Calendar and Address book between their OSX desktop and Zimbra using the iSync connector for Zimbra, the connector can be downloaded from the following URL:

<http://www.verygoodemail.com/support/zimbra-support/>

Click on the downloaded file (which is a disk image), OSX will mount the image and it will appear as folder on your desktop, click on the isync-zimbra.pkg inside the folder. Follow the instructions and complete the install, when the install is complete you will receive a notification and the following window will appear:



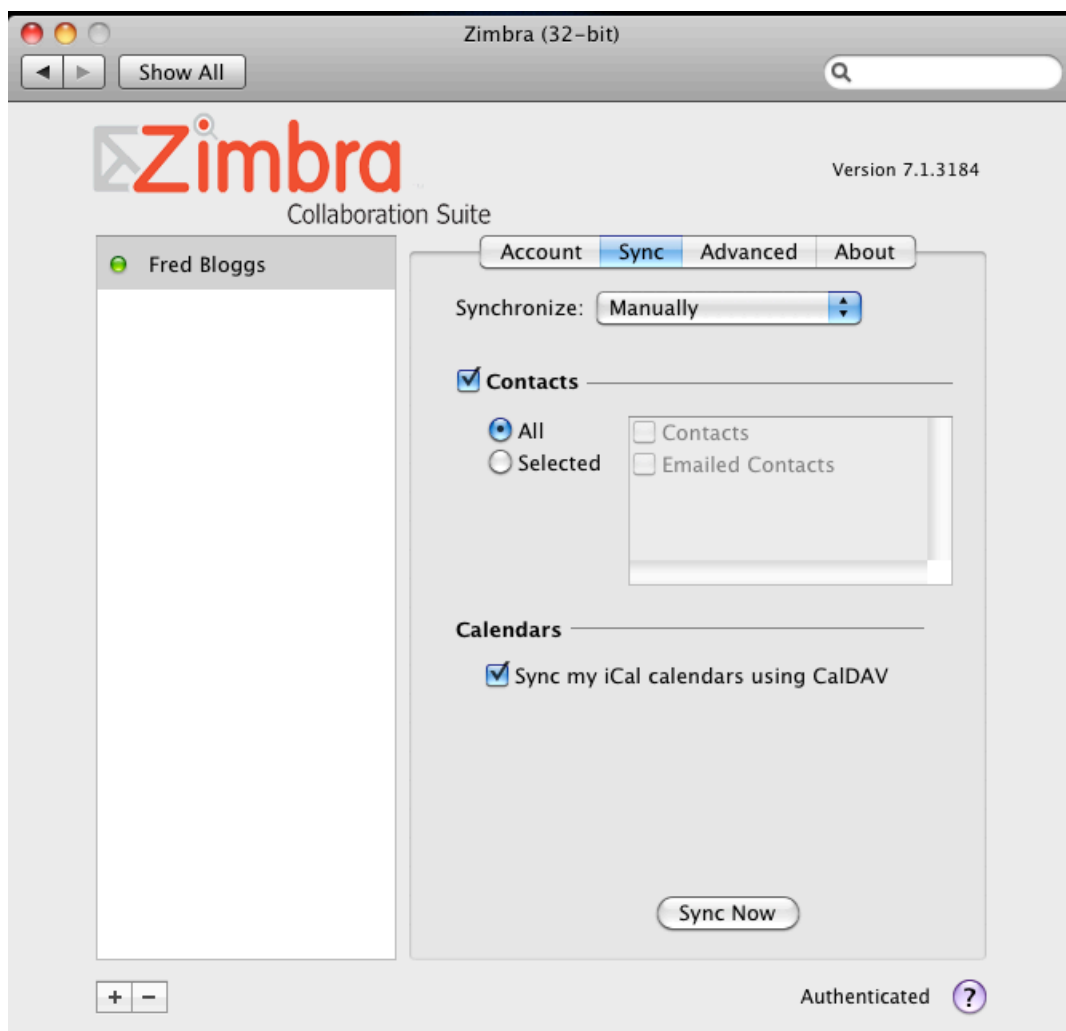
(see next page)

Under the “Account” Tab enter the following values:

Description: **Your Account Name**
Server: **zimbraxxx.verygoodemail.com** (xxx - refer to your Welcome email for your specific address)
Serverport: **80** (443 if the Use Secure Socket Layers option is ticked)
User Name: **user@domain** (your email address)
Password: **yourpassword**

The iSync client will now attempt to connect/verify your credentials with the server, a green dot will appear besides “Your Account Name” in the list below the Zimbra logo.

Now click on the “Sync” tab, the follow page will appear:



(see next page)

Synchronise: Select the time interval you want your OSX desktop to sync with Zimbra, selecting manually (will put the sync in offline mode).

Tick “Contacts” and “All” tick the “Sync my iCal calendars using CalDAV”, press “Sync Now” and your local Calendar/Address book will be synced with Zimbra.

To access your emails under OSX, please refer to the IMAP/POP3 section.

Entourage

Only Entourage 2004 and OSX 10.4 is supported with regards to Calendar, this functionally has been superseded by iCal under OSX Leopard and onwards.

Please note that Entourage will still work as a IMAP/POP3 client for accessing mail.

Using IMAP/POP3/SMTP:

For email clients that don't use the Outlook connector you can access your email using IMAP or POP3, we strongly recommend using IMAP rather than POP3 this is simply because IMAP is stored on the server, supports folders and can be accessed using other clients concurrently, with POP3 if you delete the messages from your server they will not be accessible from anywhere else.

You can access your Zimbra account using IMAP / POP using the following settings:

IMAP port 143, IMAP using SSL port 993.

POP3 port 110, POP3 over SSL port 995.

SMTP port 25, SMTP + SSL (port 465) please enable “My Server Requires Authentication” for outbound emails.

Server Name: **zimbxxxx.verygoodemail.com** (xxx - refer to your Welcome email for your specific address)

User Name: **user@domain** (provided in your Welcome email)

Password: **yourpassword** (provided in your Welcome email)

Using Zimbra Webmail Client:

<http://zimbraxxx.verygoodemail.com> (xxx - refer to your Welcome email for your specific address)

<https://zimbraxxx.verygoodemail.com> (for secure SSL access)

Username: **user@domain** (provided in your Welcome email)

Password: **yourpassword** (provided in your Welcome email)

You can find documentation about the Zimbra Web Client here:

<http://www.verygoodemail.com/support/zimbra-support/>

Using Zimbra Desktop:

You can also download the Zimbra Desktop. This is basically a version of the Zimbra Webmail Client with the Difference that its run on your machine, it also supports offline mode, the ZD can be downloaded from here:

<http://www.verygoodemail.com/support/zimbra-support/>

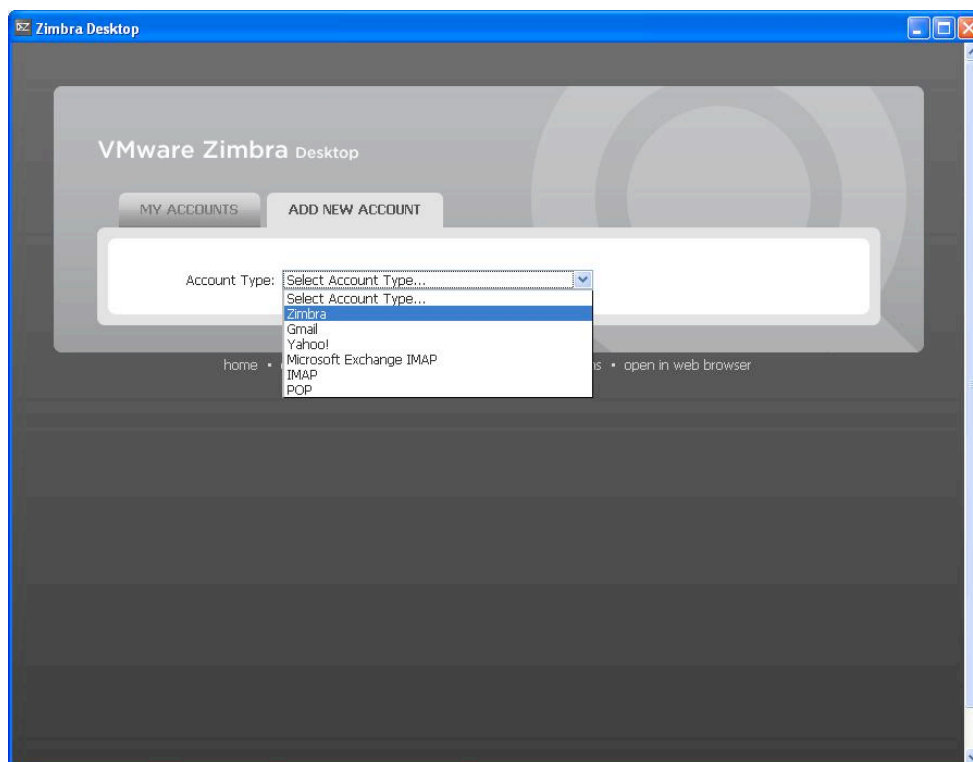
Start the Installer

Select "English (Great Britain) click "OK"

Follow the set-up and select location and where you would like to place your ZD installation, click Ok. The installation will now start; when it's done just click "Next" without changing any values then "Finish" until you get to the following Window (next page):



Then select "Add New Account", select "Zimbra" from the drop down list the following window will appear:



The following settings should be used:

Account Type: **Zimbra**
Account Name: **Your Zimbra Account Name** (your name for instance)
Email Address: **username@domain**
Password: **yourpassword**
Incoming Mail Server: **zimbbraxxx.verygoodemail.com** (xxx - refer to your Welcome email for your specific address)

You can tick the “Security” box if usage of SSL is desired.

Schedule: selects the intervals Zimbra will sync Zimbra Desktop with your account, selecting “manual” enables “Offline Mode”.

When you think the settings are “OK” click “Validate & Save”, you will get into a new Window in this window click “Launch Desktop” to launch Zimbra Desktop for the first time.

The usage documentation for the Zimbra Web Client would mostly apply to Zimbra Desktop as well.

Accessing Zimbra using your Smartphone

Using ActiveSync:

Please note that in order for this to work we will have to enable this feature for you, contact sales@verygoodemail.com for more info.

iPhone, and Windows Mobile based phones are supported out of the box using the ActiveSync protocol, please refer to your phones documentation on how to set up your phone with ActiveSync.

Blackberry devices can be set-up using a third party software solution provided by [AstraSync](#). Other services are compatible, but AstraSync is our recommended solution. Please contact sales for details and a discount code to **get an additional 5% off AstraSync subscription.**

Using AstraSync enables you to sync your email and Calendars/Contacts between Zimbra and your Smartphone.

Using IMAP:

Many smartphones support IMAP (BIS on Blackberry) and you can access your Zimbra email - however not sync your Calendars and Contacts, just your emails.

As when setting up standard email accounts you will require the following information when setting up your smartphone with either AstraSync. or IMAP.

Email Address:	username@domain
Password:	yourpassword
Incoming Mail Server:	zimbraxxx.verygoodemail.com