

Zimbra FAQs and Tips

Q: Can I get the email I'm viewing to come out of the frame and be a whole page like it is when I am writing a new email or like it is in Entourage?

A: You can view an email in it's own window on a message-by-message by basis. Click on the "Detach" button in the toolbar and the message you have selected will open in a separate window.

Q: Can I tag an email send as important?

A: The tag button in tools bar allows you to categorize messages in at least 8 different ways. For example, you could tag all the message that require follow-up action, then view your list of tagged messages by selecting the tag from the list on the left side of your email window.

Q: Can I turn off the split screen and just view the email in box list?

A: If you have Reading Pane enabled, when you click on an email message, the message displays in a pane below the message header information and the messages is marked as read. By default, viewing messages in the Reading Pane is on. You can turn it off from the Options>Mail tab. Uncheck "Always show the reading pane."

You can also change the Reading Pane option from the View menu, but when you do it from here, the change is only good until you log off. When you log on again, your Options>Mail setting determine whether the reading pane is enabled.

Q: Someone sent me an email message as an attachment and when I click on it, nothing happens.

A: Firefox is blocking a "pop-up" from Zimbra, which is preventing you from seeing the message in a separate window. Go to <http://www.scoe.org/helpdesk> and click on Zimbra Resources, then click on the link for "Configuring Firefox to allow pop-ups."

Q: Zimbra is slow on my system. How can I speed it up?

A: Zimbra offers both a basic client and an advanced client. The default is the advanced client, which works best on a more recent system with a fast Onternet connection. For older or slower systems, or even for slower connections or dial-up access, we suggest using the basic client, which is still a very nice email program although it doesn't have all the bells and whistles. Go to <http://zimbra.scoe.org/h/> to log in as a basic client.

TIP: Mac users, hold down the control key before clicking on linked items such as dates, e-mail addresses, etc. to get the contextual menu that allows you to view the desired

actions available to you (such as going to the calendar, adding the selected address to your contacts, etc.) Control-clicking also works when selecting messages, contacts, folders, etc. in lists so that specific actions can be initiated, such as deleting, moving, copying, etc.

TIP: All users, remember that anywhere in Zimbra where you see a downward pointing arrow in a toolbar button that indicates a drop-down menu with additional actions related to that tool. Click the arrow to view and select the desired item.

TIP: All users, the Google button in the Find search box enables you to conduct an Internet search without having to leave Zimbra. Search results will be displayed in a new tab or window, depending upon your Firefox preferences.

TIP: All users, Zimbra uses the preferences/options settings in your Firefox software to determine if some items are displayed as new tabs or new windows on your Firefox software. To change/view your settings in Firefox on a Macintosh computer, go to the Firefox menu, select Preferences, and click on the Tabs button in the settings widow to choose to have new pages display in a new window, or a new tab. To change/view your settings on a Windows computer, go to the Tools menu, select Options, and click on the Tabs button in the settings widow to choose to have new pages display in a new window, or a new tab.