

# Receiving Email: Managing Email Messages

Using Zimbra, there are several ways to manage the email messages you receive:

[How do I get new email messages?](#)

[How do I see the number of email messages in my Inbox?](#)

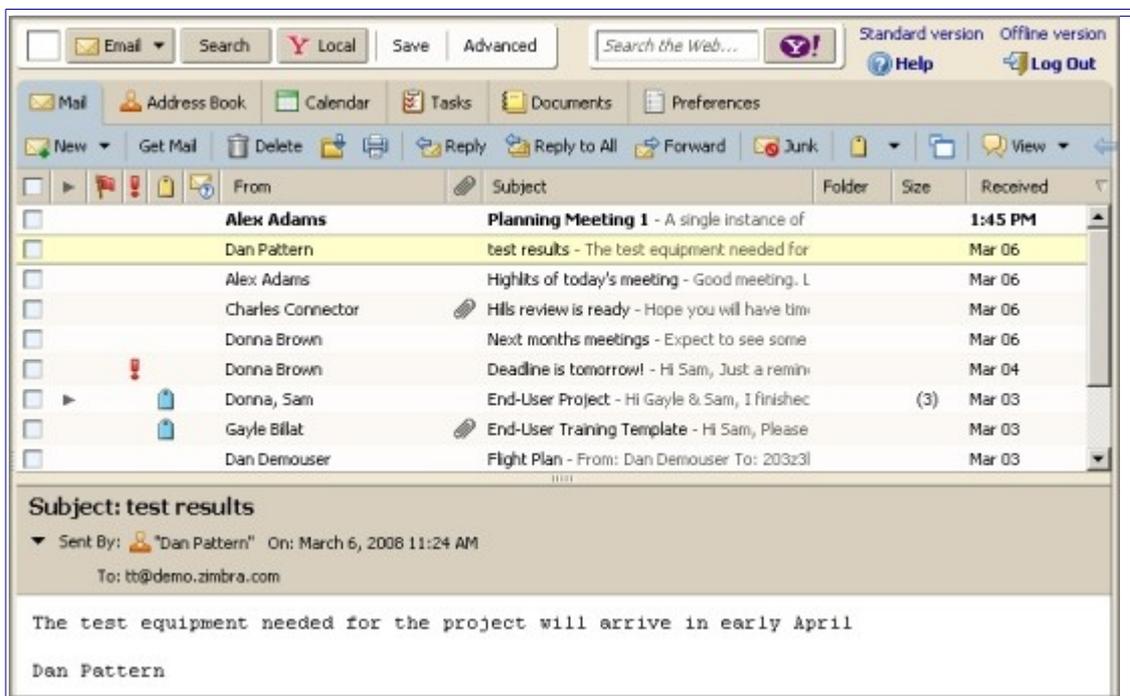
[How do I print an email message?](#)

[How do I print a conversation?](#)

[How do I prevent an entire conversation from printing?](#)

## How do I get new email messages?

New email messages arrive in your Inbox automatically, and they are displayed in **bold**. Your Inbox is displayed by default after you log in.



# How do I see the number of email messages in my Inbox?

To see how many messages you have in your Inbox, or in any other mail folder, hover your cursor over the folder. The number of messages in the folder is displayed along with the size of the folder.



# How do I print an email message?

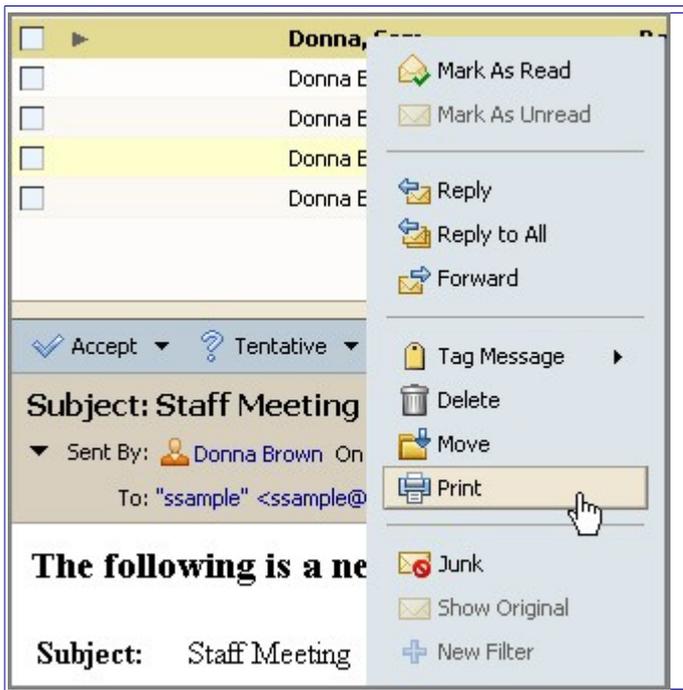
To print an email message:

1. Click on the message you want to print.
2. Click  in the toolbar. A standard print dialog appears.
3. Choose a printer.
4. Click . The message is sent to the selected printer.

# How do I print a conversation?

To print a conversation (all messages):

1. • Right-click the conversation to be printed, and select **Print**. You must be in Conversation view.



Two windows appear:

1. All the messages in the conversation are shown in a single scrolling window, and the total number of messages to be printed is displayed at the top.
2. A standard print dialog. In the print dialog:
  - Choose a printer.
  - Click **OK**. The message is sent to the selected printer.
  - Close the window.

# How do I prevent an entire conversation from printing?

To prevent an entire conversation from printing, do not use the browser's **File > Print** feature.

Using the browser's **File > Print** feature also results in a page that is not well-formatted, and your message may be difficult to read.

# Receiving Email: Reading Email Messages

There are two ways to view email using the ZWC: Conversation view and Message view. Both views can use the Reading pane.

[What is Conversation view?](#)

[What is Message view?](#)

[What is the Reading pane?](#)

[How do I shrink and enlarge the Reading pane?](#)

[How do I open and close the Reading pane?](#)

[How do I permanently change my view?](#)

## What is Conversation view?

Conversation view displays your messages grouped by subject, as shown below. Because all messages in a conversation have the same subject, the subject displays only once in the conversation view pane. All messages related to the conversation are displayed, even if they are stored in different folders.

The number of messages in the conversation is displayed in parentheses in the Size column (after the subject). Each conversation consists of the original message and all replies. Conversations containing unread messages are shown in **bold**.

<input type="checkbox"/>						From		Folder	Size	Received
<input type="checkbox"/>	▼					<b>Donna, Sam</b>		<b>Re: First Draft</b> - Hi Sam, Todd pushed out the deadline for	<b>(3)</b>	<b>Feb 26</b>
<input type="checkbox"/>						<b>Donna Brown</b>		<b>Hi Sam, Todd pushed out the deadline for the</b> <b>Inbox</b>	<b>2 KB</b>	<b>Feb 26</b>
<input type="checkbox"/>						Sam Sample		Donna, I plan to review the first draft that afternoon Sent	868 B	Feb 26
<input type="checkbox"/>						Donna Brown		Hi Sam, My first draft of the training materials will be <b>Inbox</b>	1 KB	Feb 26

## What is Message view?

Message view is the traditional email view wherein messages are displayed based on how you sort the messages in the Inbox. For example, you could display messages:

- Alphabetically by sender in reverse order, as shown below
- Chronologically from the most recent

<input type="checkbox"/>	   	From	Subject	Folder	Size	Received
<input type="checkbox"/>		Zimbra Team	Read Me First! Important Demo Account Information - Welcome to Zimbra C	Inbox	1 KB	5:00 PM
<input type="checkbox"/>		Zach Zimbra	 Zimbra in the Wall Street Journal - Hey Dan, Did you ever check out this arti	Inbox	168 KB	11/25/2007
<input type="checkbox"/>		Sarah Soap	 Searching within Zimbra - Hi, To search within Zimbra: 1. Click on "Advanced'	Inbox	165 KB	12/3/2007
<input type="checkbox"/>		Sam Sample	Re: Flight Plan - Hi Dan, I'll be arriving on UA 852 or ACA 4196 in the mornin	Inbox	4 KB	12/28/2007
<input type="checkbox"/>		Matt Mobile	Web Based Mobile Client for Phones - In Zimbra 5.0, we've built in a mobile c	Inbox	2 KB	10/1/2007
<input type="checkbox"/>		Cristie Calendar	Use WebDAV & CalDAV with your account! - Zimbra Collaboration Suite 5.0 s	Inbox	3 KB	9/25/2007
<input type="checkbox"/>		Charlie Connector	Connect Outlook, Windows Mobile, Palm, and more to your account - Zimbra	Inbox	8 KB	8/25/2007
<input type="checkbox"/>	 	Alan Ajax	Zimbra Forums, Blog, and More. - Hey Dan, I have been reviewing the www	Inbox	3 KB	9/8/2007

## What is the Reading pane?

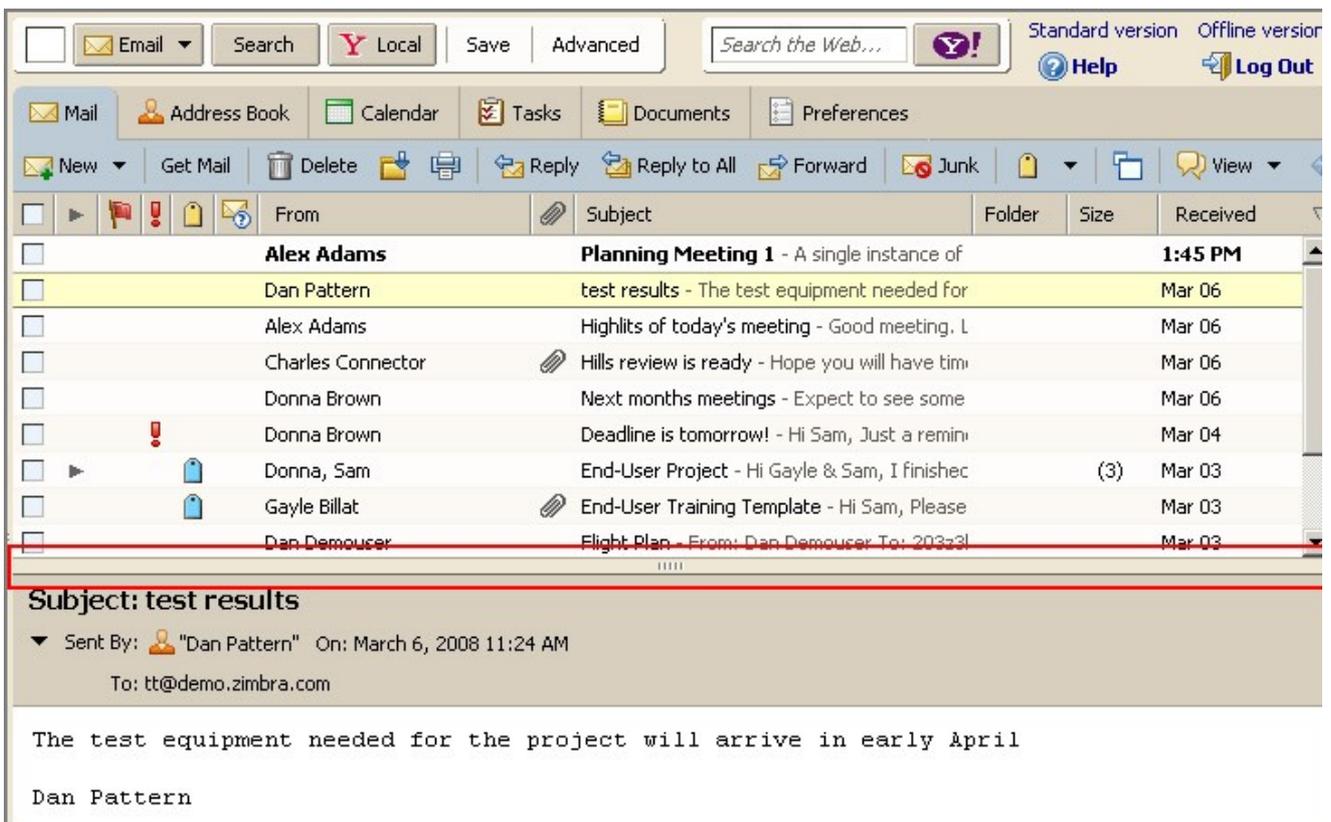
The Reading pane is the area below the messages in your Inbox.

If you have the Reading pane on, when you click on an email message, the message displays in a pane below the message header information.

By default, viewing messages in the Reading pane is on.

# How do I shrink and enlarge the Reading pane?

To adjust the size of the Reading pane, click and drag the divider bar up or down.



The screenshot shows a webmail interface with a menu bar at the top containing 'Email', 'Search', 'Local', 'Save', 'Advanced', and a search box. Below the menu bar are tabs for 'Mail', 'Address Book', 'Calendar', 'Tasks', 'Documents', and 'Preferences'. A toolbar with icons for 'New', 'Get Mail', 'Delete', 'Reply', 'Reply to All', 'Forward', 'Junk', and 'View' is visible. The email list below has columns for 'From', 'Subject', 'Folder', 'Size', and 'Received'. The selected email is from 'Dan Pattern' with the subject 'test results - The test equipment needed for'. The reading pane below shows the email content: 'Subject: test results', 'Sent By: "Dan Pattern" On: March 6, 2008 11:24 AM', 'To: tt@demo.zimbra.com', and the body text: 'The test equipment needed for the project will arrive in early April' and 'Dan Pattern'.

	From	Subject	Folder	Size	Received
<input type="checkbox"/>	Alex Adams	Planning Meeting 1 - A single instance of			1:45 PM
<input type="checkbox"/>	Dan Pattern	test results - The test equipment needed for			Mar 06
<input type="checkbox"/>	Alex Adams	Highlits of today's meeting - Good meeting. L			Mar 06
<input type="checkbox"/>	Charles Connector	Hills review is ready - Hope you will have tim			Mar 06
<input type="checkbox"/>	Donna Brown	Next months meetings - Expect to see some			Mar 06
<input type="checkbox"/>	Donna Brown	Deadline is tomorrow! - Hi Sam, Just a remin			Mar 04
<input type="checkbox"/>	Donna, Sam	End-User Project - Hi Gayle & Sam, I finishec	(3)		Mar 03
<input type="checkbox"/>	Gayle Billat	End-User Training Template - Hi Sam, Please			Mar 03
<input type="checkbox"/>	Dan Demouser	Flight Plan - From: Dan Demouser To: 203a3l			Mar 03

**Subject: test results**

▼ Sent By: "Dan Pattern" On: March 6, 2008 11:24 AM  
To: tt@demo.zimbra.com

The test equipment needed for the project will arrive in early April

Dan Pattern

# How do I open and close the Reading pane?

You can toggle the Reading pane on (open) and off (closed) using the View menu.

Click the arrow next to **View** on the toolbar, and select Reading Pane. A check means that the Reading pane is on.



# How do I permanently change my view?

To permanently change your default view from Conversation to Message:

1. Open the **Preferences > Mail** tab.
2. Choose **Conversation** or **Message** from the **Group mail by** menu.



# Receiving Email: Answering Email Messages

You can reply to and forward email messages in Zimbra.

[How do I reply to an email message?](#)

[How do I forward an email message?](#)

[Can I forward an email message with attachments?](#)

## How do I reply to an email message?

You can reply to the sender of a message or you can reply to the sender and all recipients of the message. Both options include the body of the original message in the reply. However, attachments from the original message are not included in the reply.

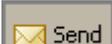
To reply to an email message:

1. Select the email you want to forward.
2. Click a **Reply** button on the toolbar.

-  Click this button in the toolbar to open a new email compose window with the **To** field populated with the name of the person who sent you the original message.

-  Click this button in the toolbar to open a new email compose window with the **To**, **Cc**, and **Bcc** fields populated with the names of all recipients of the original message. Use this option if you want everyone who received the original message to receive your response.

3. Add any text necessary at the top of the message.

4. Click .

# How do I forward an email message?

You can **Forward** an email message to someone else. Forwarding a message includes all file attachments.

To forward an email message:

1. Select the email you want to forward.

2. Click  on the toolbar. A compose window opens. The text of the forwarded message appears in the body unless you have chosen to forward messages as attachments using the **Preferences > Mail** tab.

3. Enter addressees in the **To**, **Cc**, or **Bcc** fields.

4. Add any text necessary at the top of the message.

5. Click .

# Can I forward an email message with attachments?

**Forward** an email message to include all file attachments. **Reply** to an email message to send the the body text but not the attachments.

# Receiving Email: Setting Email Preferences

There are several preferences you can set for receiving email.

[How do I change how my name is displayed in my outgoing email messages?](#)

[How can I receive a notification at another email address when I have new mail in my Zimbra Inbox?](#)

[How do I switch from Plain text to Rich text permanently?](#)

## How do I change how my name is displayed in my outgoing email messages?

An email signature is closing text included at the end of an outgoing email message. A signature can include your name and any additional text or graphics allowed by your email account.

For example, a signature could read:

**John Smith**  
Vice President of Engineering  
Widgets Division  
Acme Corporation, Inc.  
303-555-1212 x111  
john.smith@example.com

To change your default email signature:

1. Open the **Preferences > Accounts** tab.
2. Scroll to the Primary Account Settings.

Primary Account Settings

Email address: 108f11zx@demo2.zimbra.com

Account Name: Primary Account

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Messages sent from this account have the following settings:

From: Choose the name that appears in the "From" field of email messages

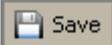
Dan Demouser 108f11zx@demo2.zimbra.com

Reply-to:  Set the "Reply-to" field of email messages to:

e.g. Bob Smith Email Address

Signature: Me

3. Select the signature you want to set as the default from the **Signature** drop down menu.

4. Click .

Click here for a demonstration of [How do I how to create an email signature?](#)

You can create personas (also known as email identities) to manage different types of email. For example, you can create a business persona for your business email and a personal persona for your personal email. If you create multiple personas, you can create different signatures and assign them to specific addresses.

## How can I receive a notification at another email address when I have new mail in my Zimbra Inbox?

You can send a notification message to another email address so you will know when you have new email in your Zimbra Inbox.

To send a notification message:

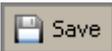
1. Open the **Preferences > Mail** tab.
2. Check the **Send a notification message to** box.
3. Type the email address to which you want to sent the notification message into the field.

Receiving Messages

**When a message arrives:** Forward a copy to:

Don't keep a local copy of messages

Send a notification message to:

4. Click  Save.

## How do I switch from Plain text to Rich text permanently?

To switch your email view from plain text to rich text (HTML) permanently:

1. Open the **Preferences > Mail** tab.
2. For the **Display Mail** option:
  - Choose **As HTML (when possible)** to display the text in your email messages as rich text.
  - Choose **As Text** to display the text in your email messages as plain text.

Displaying Messages

**Display:** 100 ▾

**Group mail by:** Message ▾

**Check for new mail every:** 15 minutes ▾

**Display Mail**  As HTML (when possible)  As Text

You can view email messages in two formats:

- **Plain text** messages are messages that contain no HTML formatting code. Messages sent in plain text can always be read by other email clients. You can view messages in

plain-text mode even if it contains HTML. The HTML tags are displayed in the body of the message in the plain text view.

- **HTML** (also referred to as **rich text**) messages can have text formatting, numbering, bullets, colored background, and links which can make messages easier to read. Some email clients may not accept messages formatted in HTML.