
**User Guide
for
Zimbra Mobile and Desktop Client**

National Data Center
Bangladesh Computer Council (BCC)

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1. Installation and Setup for Zimbra Apps on Mobile

We recommend both Android and iPhone users to use the Zimbra application on their mobile devices: (recommended)

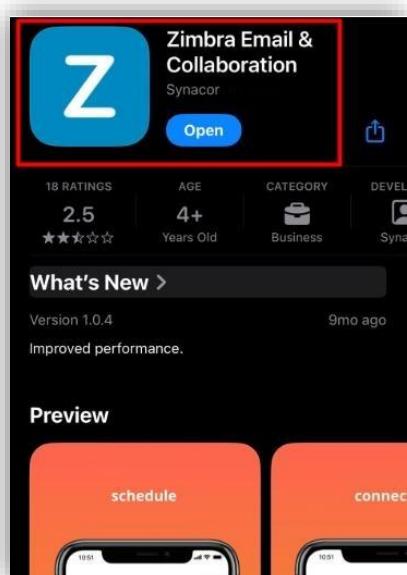
1. For Android users: Visit the **Google Play Store**, search for "**Zimbra: Email Collaboration Pr**" by Synacor, Inc and **download** the app.

<https://play.google.com/store/apps/details?id=com.zimbra.modernapp>



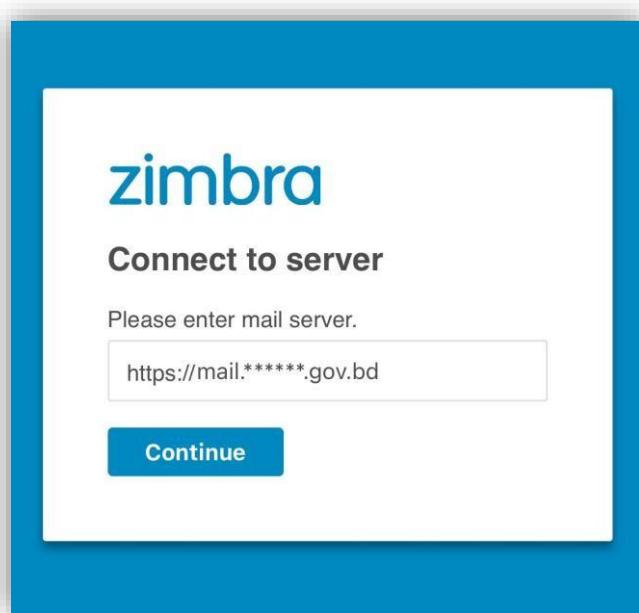
2. For iPhone users: Go to the **App Store**, search for "**Zimbra Email Collaboration**" by Synacor and **download** the app.

<https://apps.apple.com/us/app/zimbra-email-collaboration/id1554848550>



3. Please enter mail server and **Continue**

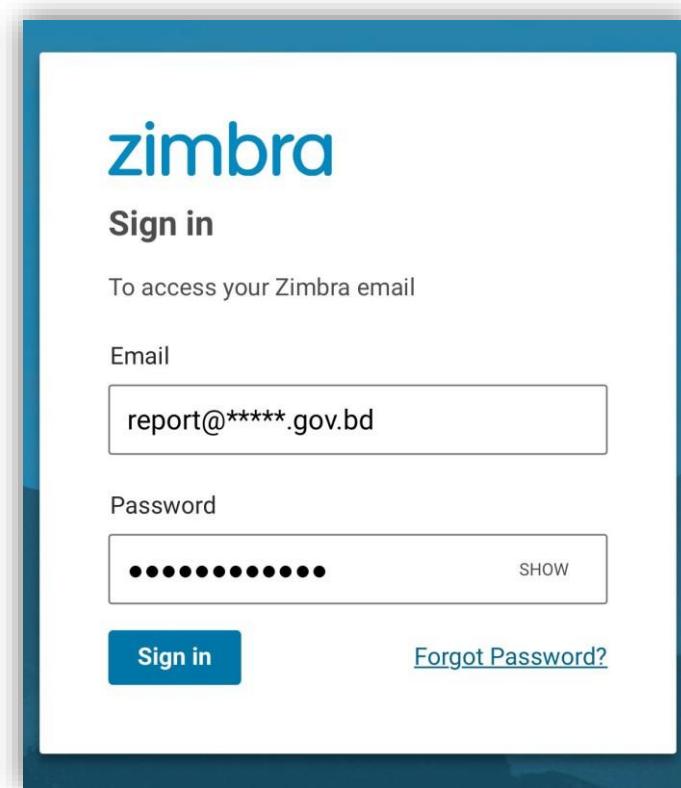
Server: Here provide organization mail server (for example: **mail.bcc.gov.bd**)



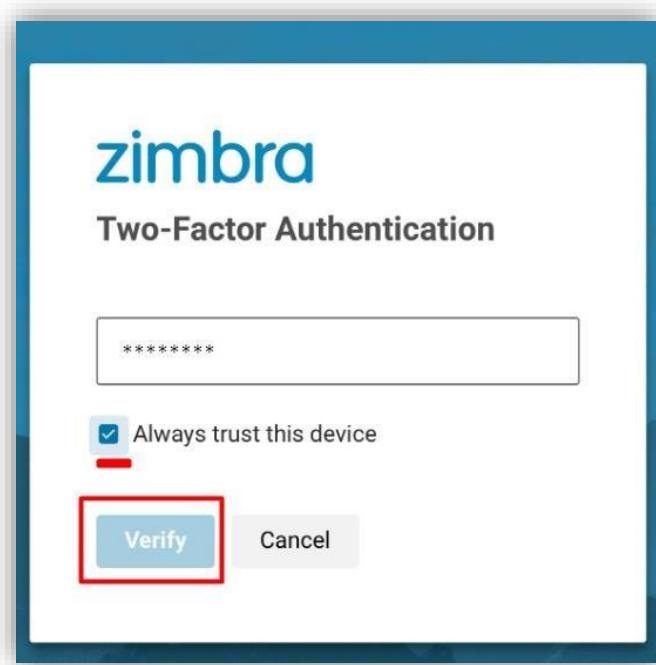
4. Provide **Username/Email** and **Password**:

Username/Email: This is organization's email address (for example, `report@organization.gov.bd`)

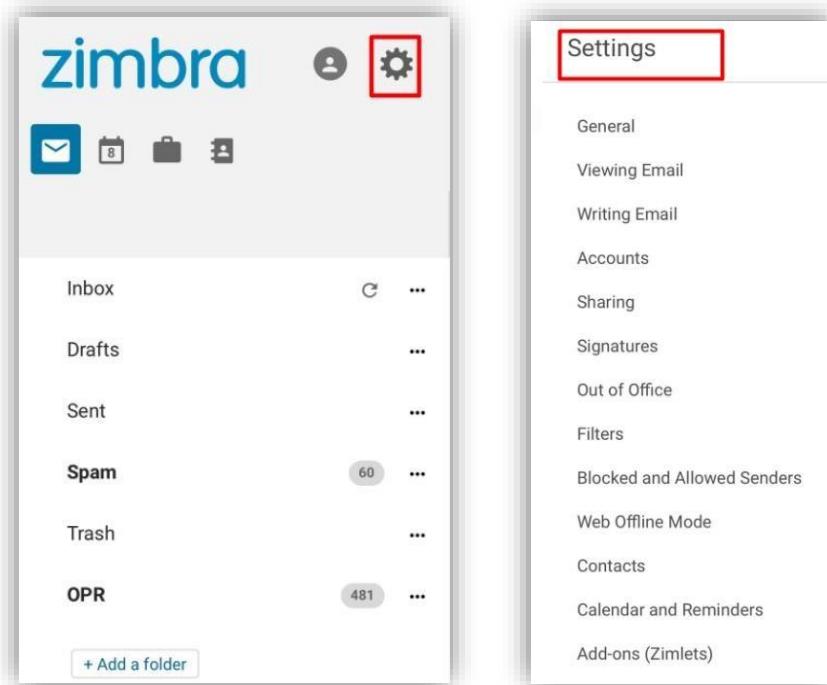
Password: Given Email ID's password which is the same one used for Zimbra Web Client



5. If two-factor authentication is enabled, enter the code, check the "Always trust this device" option, and click **Verify**.

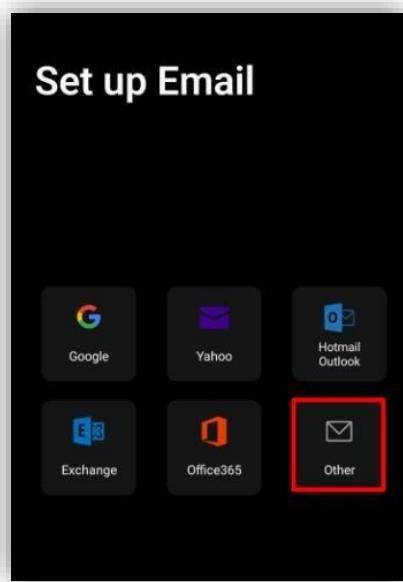


6. Once the Zimbra email is logged in, navigate to the **Settings** option, all available configurations and features will be found.



2. Installation and Setup for Default Email Apps on Android

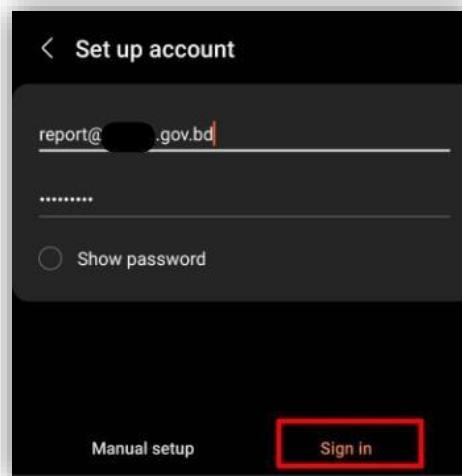
1. On Home screen, tap the **Email** icon (default) and go for **Other** option



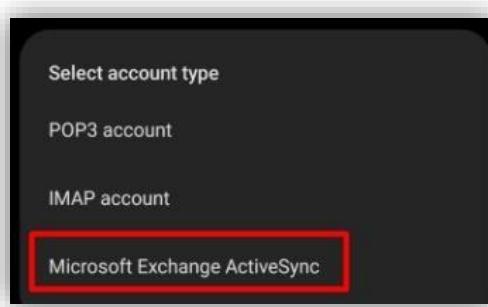
2. Provide **Email ID** and **Password**

Email: This is your organization email address (for example, report@organization.gov.bd)

Password: Given Email ID's password which is the same one used for the Zimbra Web Client



3. Choose Microsoft Exchange ActiveSync



4. Required information which are needed to configure

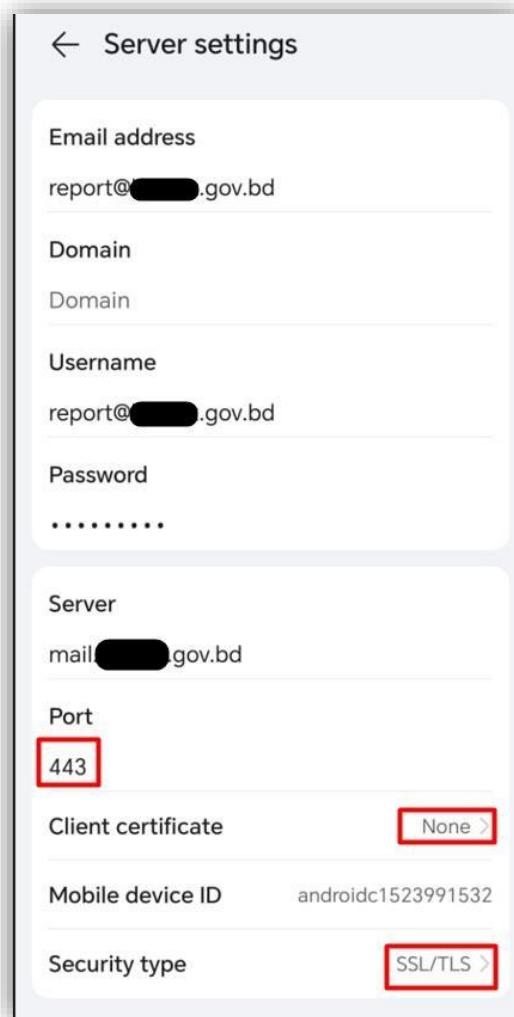
Domain: Organization Domain Name (for example: **organization.gov.bd**)

User Name: Same as Email Address

Server: Here provide organization mail server (for example: **mail.bcc.gov.bd**) **Port:** 443

Client Certificate: None

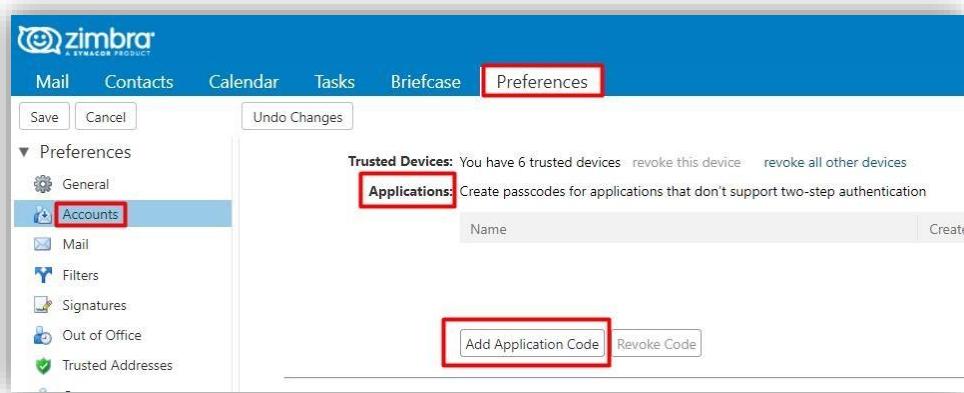
Security Type: SSL/TLS



(if Two Factor Authentication is Enabled):

➤ Zimbra Webmail (Classic Mode):

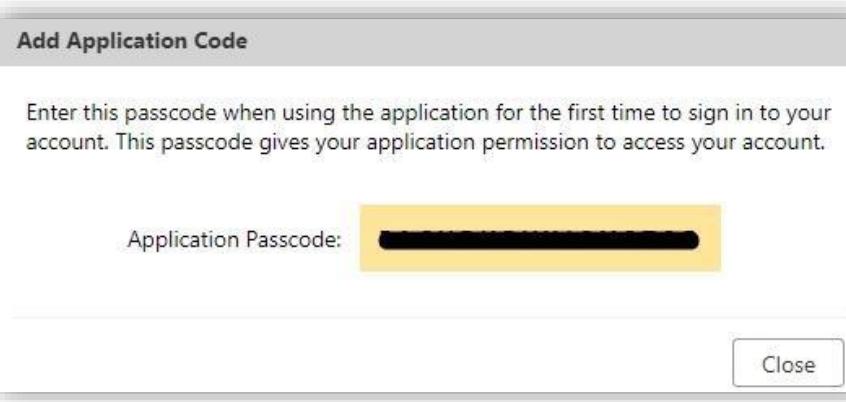
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Preferences**, then **Accounts**.
- c) Locate the **Application** section and click on **Add Application Code**.



- d) Specify the application where you will use the code (e.g., **Mobile**).

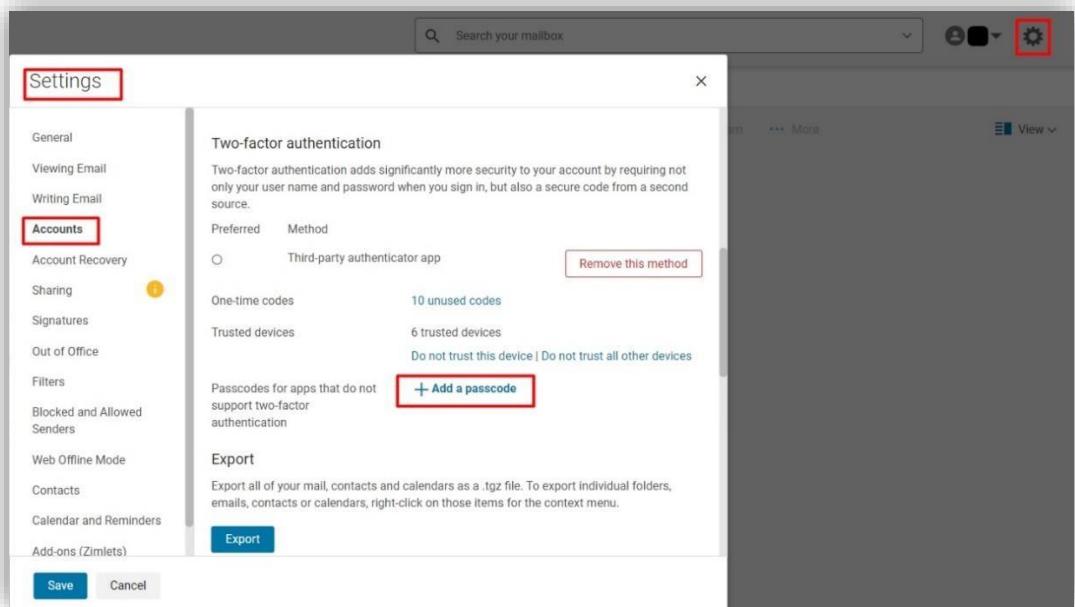


- e) Click **Next**, and an **Application Passcode** will be generated which will use late to configure

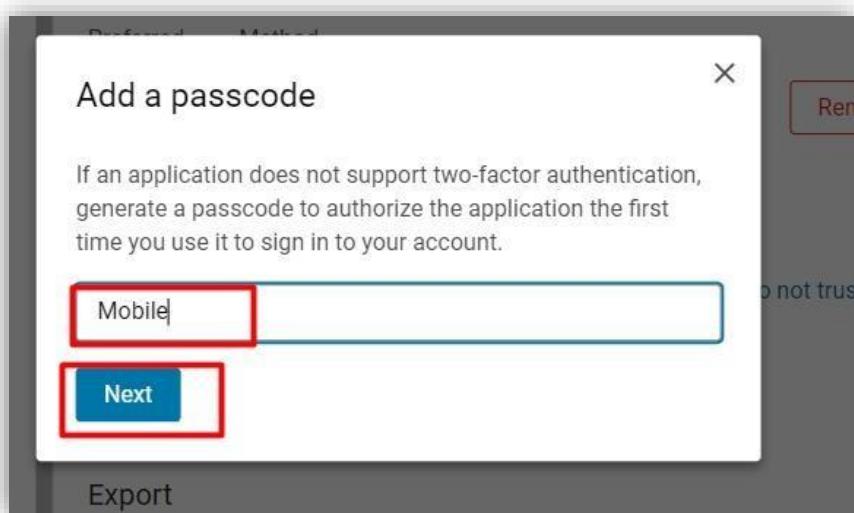


➤ **Zimbra Webmail (Modern Mode):**

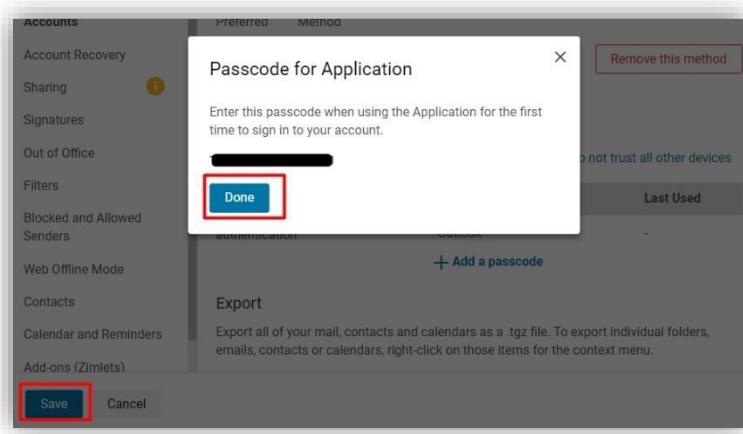
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Settings (Gear Box)**, then **Accounts**.
- c) Scroll down and click on **Add a passcode**.



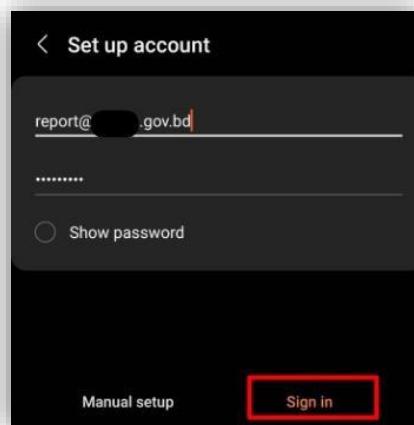
- d) Specify the application where you will use the code (e.g., **Mobile**).



e) Click **Next**, and a **Passcode for Application** will be generated which will use late to configure outlook

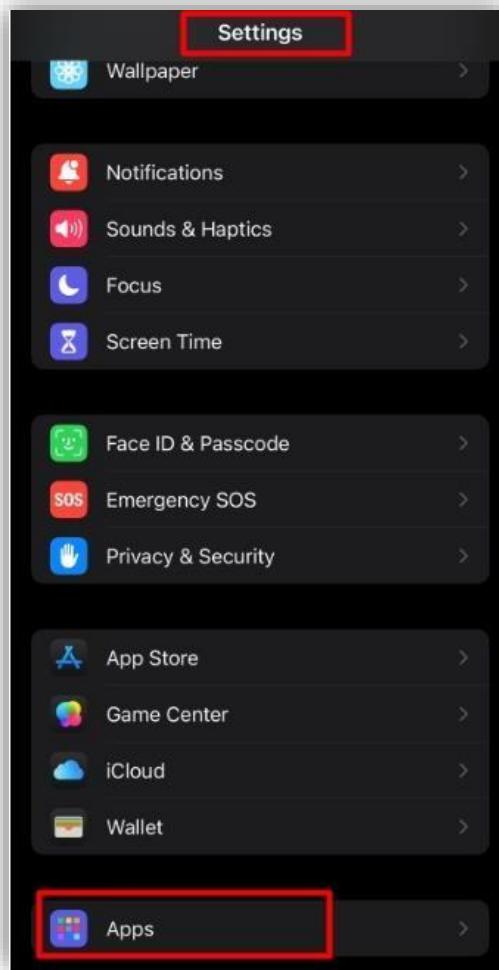


** Step 1 & Step 3 will remain the same, In **Step 2 & Step 4**, where the password will be new generated **Application Passcode / Passcode for Application**



3. Installation and Setup for Default Email Apps on iPhone

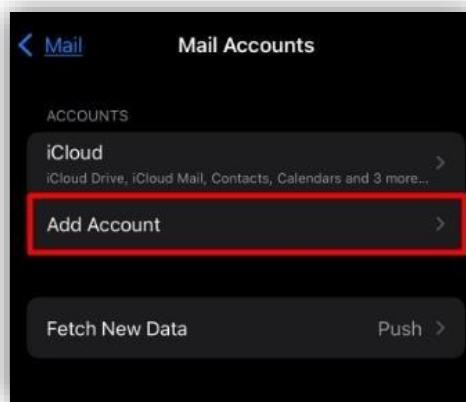
1. On iPhone Home screen, tap the **Settings** icon (the Gears icon) and go for **Apps** option



2. There will be an option **Mail (default)** → **Mail Accounts**



3. Select **Add Account**



4. Choose **Microsoft Exchange**

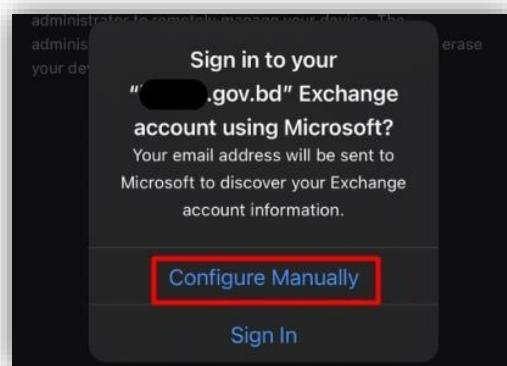


5. **Email:** This is organization's email address (for example, report@organization.gov.bd)

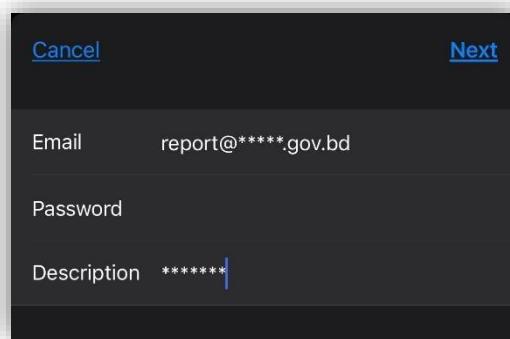
Description: This is a description for yourself, you can write the name that you prefer.

A screenshot of the email setup screen. At the top, there are three buttons: 'Cancel', 'Exchange', and 'Next'. Below this is a 'Email' field containing 'report@*****.gov.bd'. Below the email field is a 'Description' field containing '*****'. The 'Description' field has a blue cursor bar.

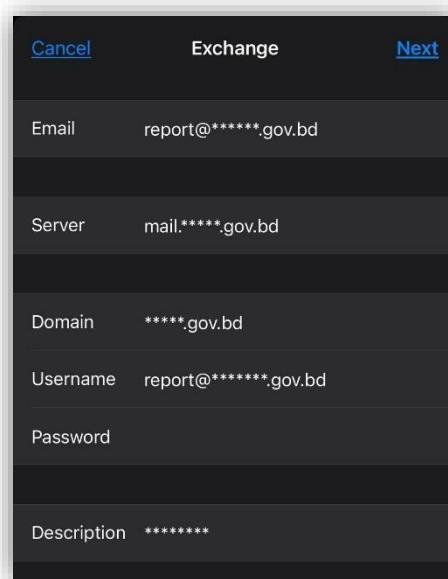
6. Choose **Configure Manually**



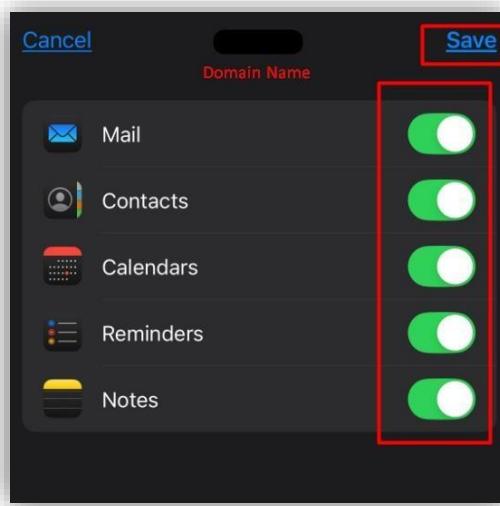
7. Provide **Password** of given Email ID's which is same one used for the Zimbra Web Client



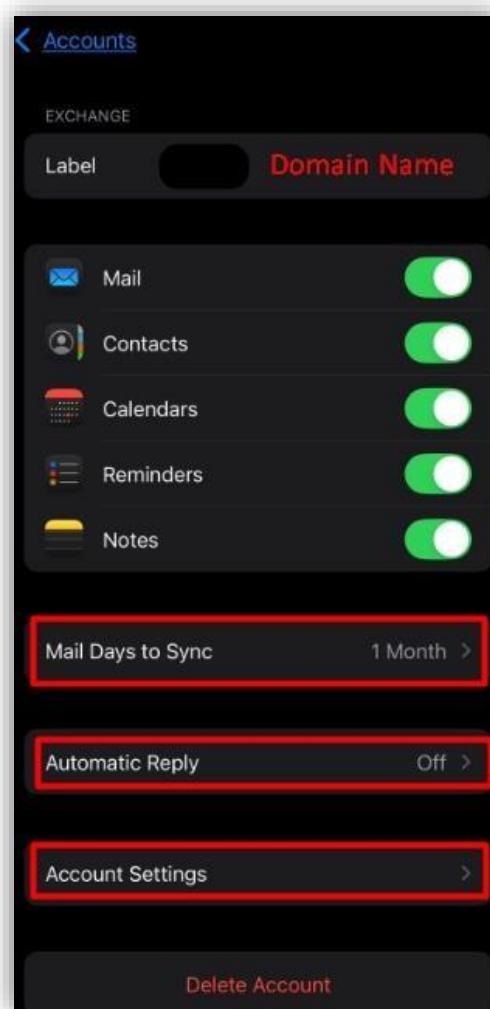
8. **Server:** Here provide organization mail server (for example: **mail.bcc.gov.bd**) **Domain (optional):** Leave the field blank/ provide your domain
Username: Same as Email Address



9. Select to synchronize Mail, Contacts, Calendars etc. by setting the sliders to **On** and **SAVE**



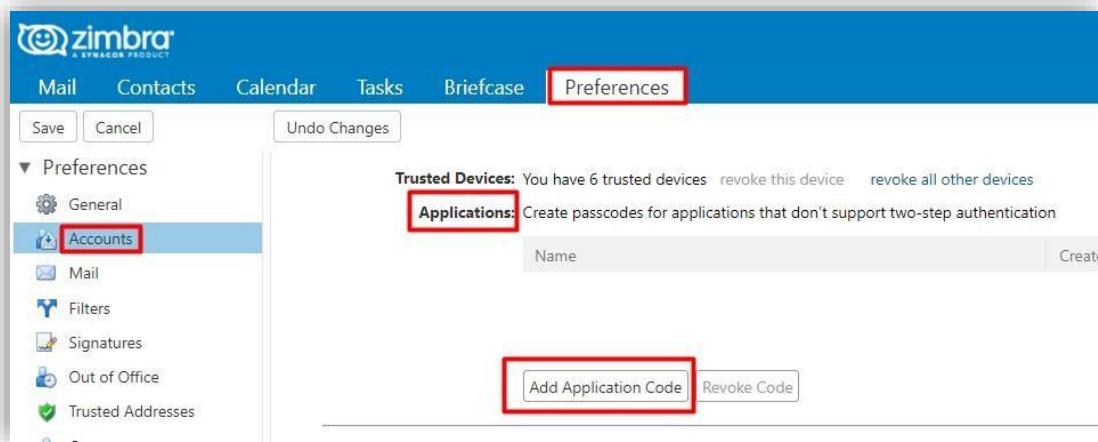
10. There will be several options, **Mail Days to sync**, **Automatic Reply**, **Account Settings**. After that account set up will be done successfully



(if Two Factor Authentication is Enabled):

Zimbra Webmail: (Classic Mode)

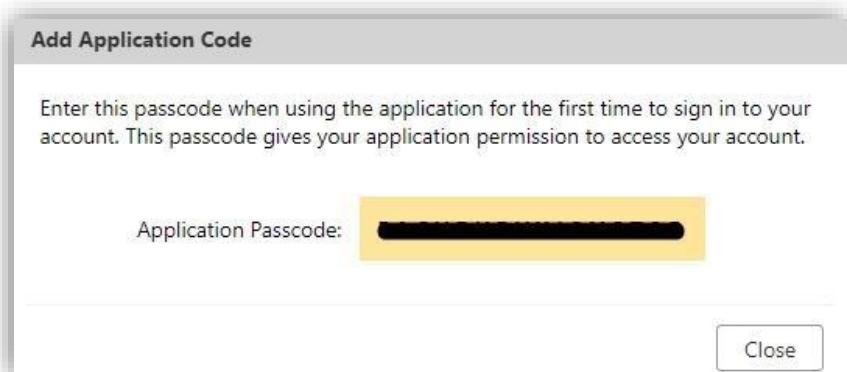
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Preferences**, then **Accounts**.
- c) Locate the **Application** section and click on **Add Application Code**.



- d) Specify the application where you will use the code (e.g., **Mobile**).

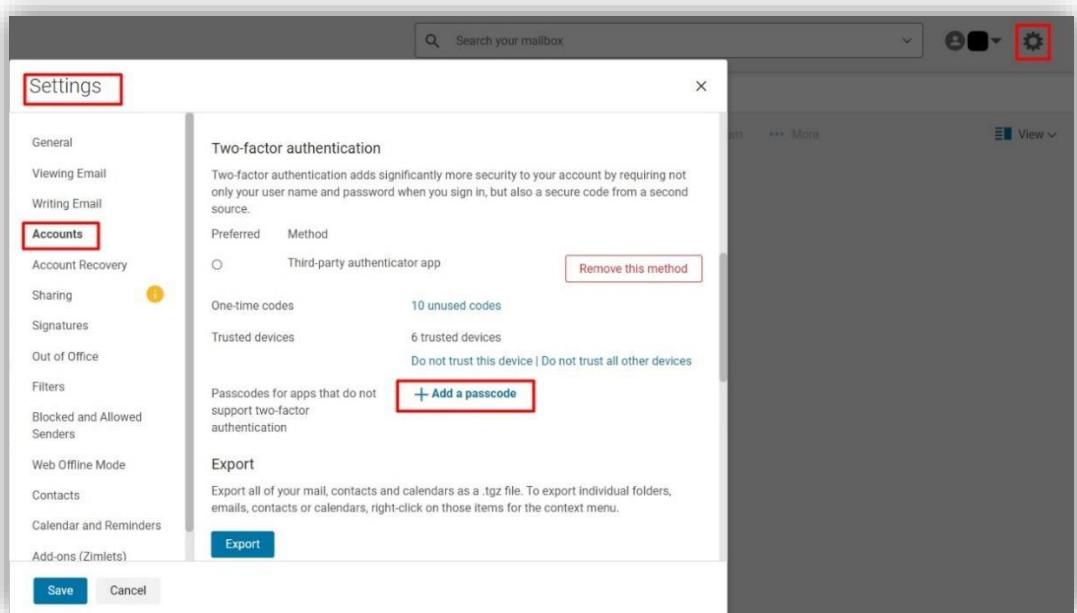


- e) Click **Next**, and an **Application Passcode** will be generated which will use late to configure

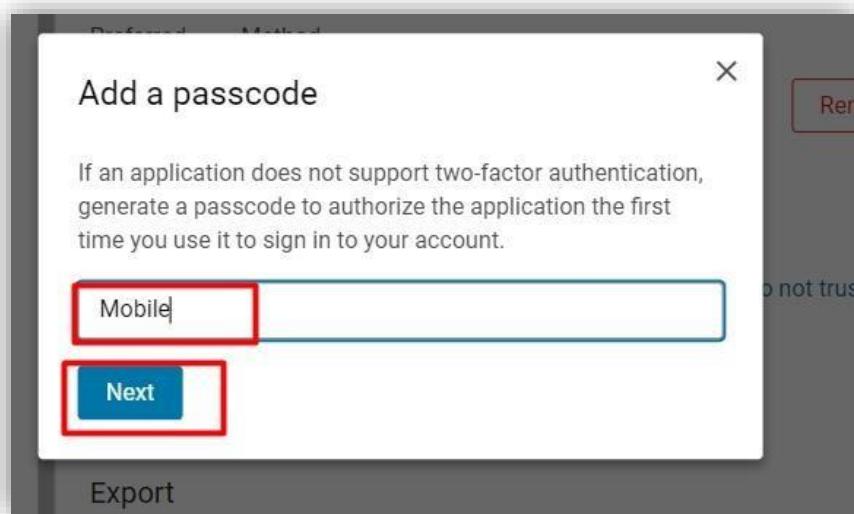


Zimbra Webmail: (Modern Mode)

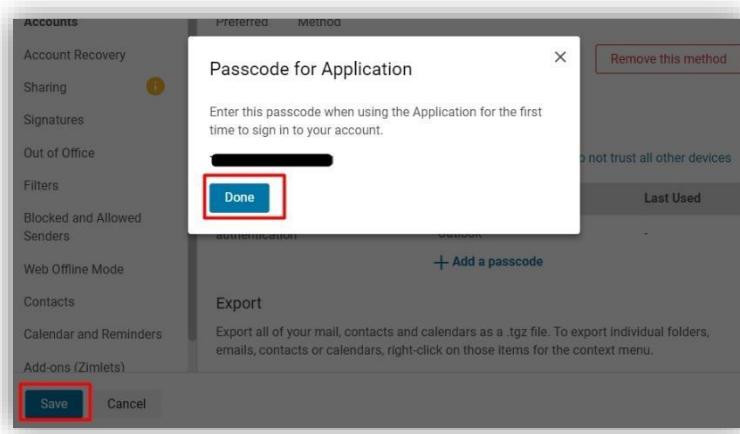
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Settings (Gear Box)**, then **Accounts**.
- c) Scroll down and click on **Add a passcode**.



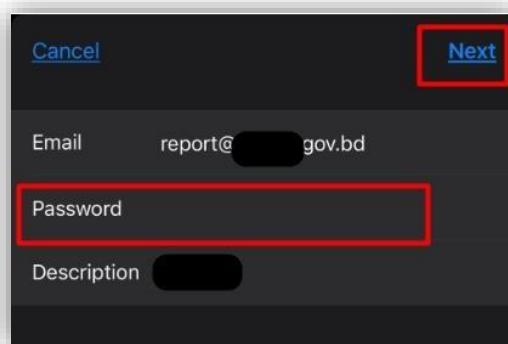
- d) Specify the application where you will use the code (e.g., **Mobile**).



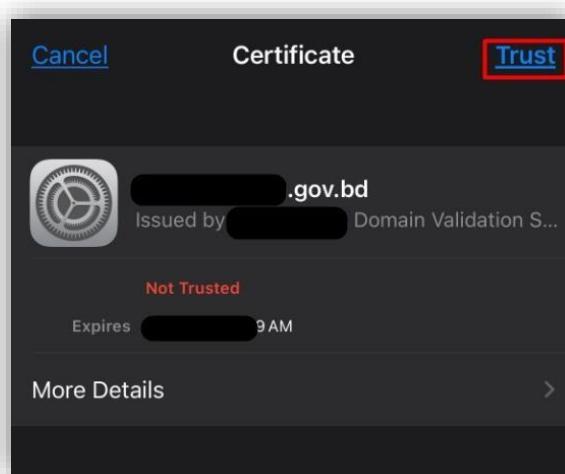
e) Click **Next**, and a **Passcode for Application** will be generated which will use late to configure outlook



All steps from Step 1 to Step 10 will remain the same, except for **Step 7, where the password will be new generated **Application Passcode / Passcode for Application**

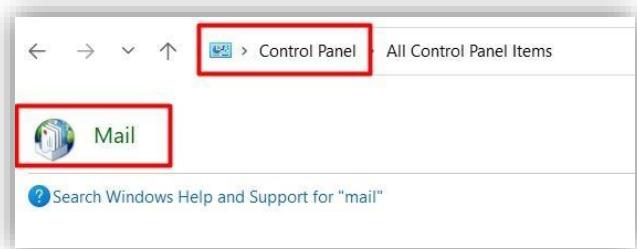


Note: in some cases, in the middle a Certificate issue may pop up then go for **Trust**



4. Installation and Setup for Outlook 2016 on Desktop

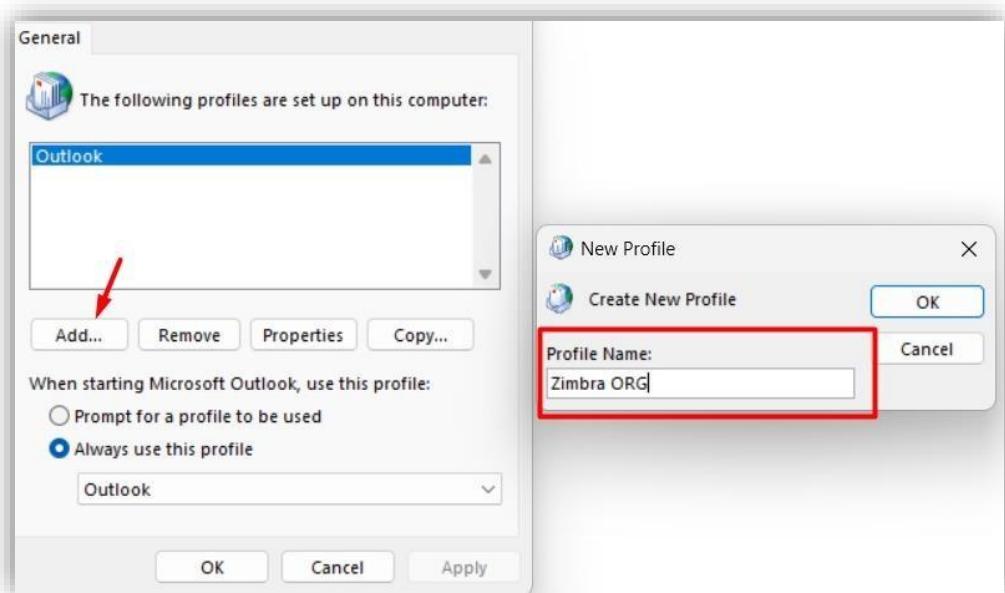
1. In Windows go for Control Panel choose Mail



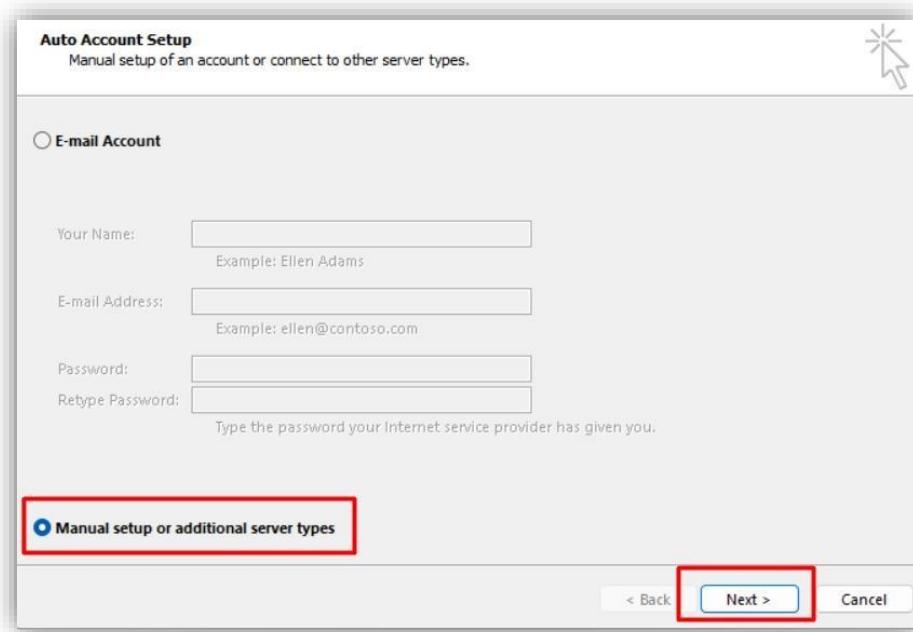
2. Choose Show Profiles



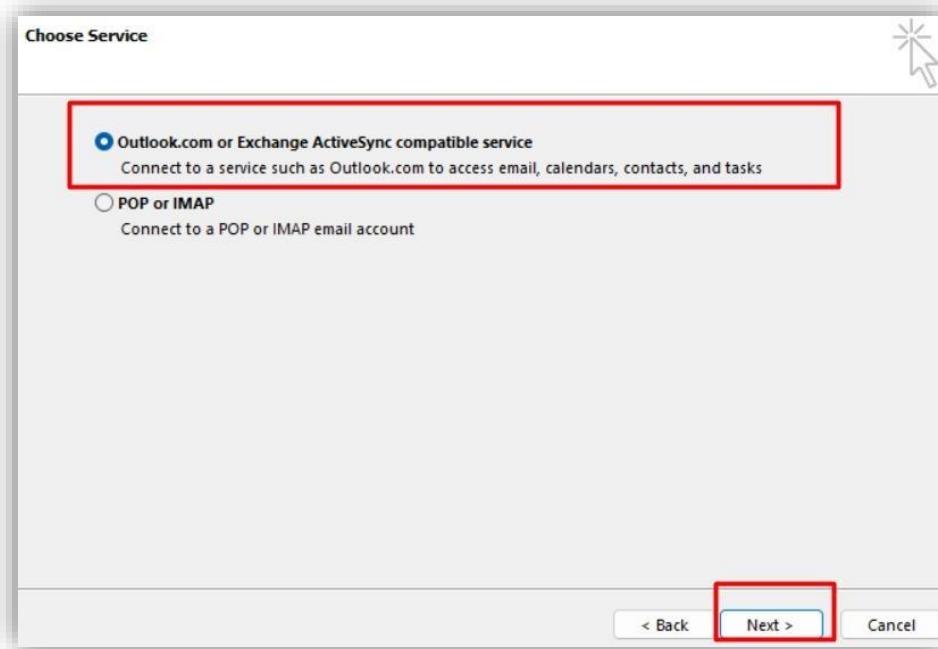
3. Select Add, Provide New Profile Name: you can write the name that you prefer



4. Select **Manual setup or additional server types** and **Next**



5. Select **Outlook.com or Exchange ActiveSync compatible service** & **Next**



6. Provide some Information's

Your Name: It can be anything as per User choice

Email Address: This Organization's Email Address (for example: report@org.gov.bd)

Mail Server: Here provide organization mail server (for example: mail.bcc.gov.bd)

User Name: Same as Email Address

Password: Given Email ID's password which is the same one used for Zimbra Web Client

Server Settings
Enter the information that is required to connect to an Exchange ActiveSync service.

User Information

Your Name: Report

E-mail Address: report@████.gov.bd

Server Information

Mail server: mail████.gov.bd

Logon Information

User Name: report@████.gov.bd

Password: *****

Remember password

Offline Settings

Mail to keep offline:

[< Back](#) [Next >](#) [Cancel](#)

7. If Status shows **Completed** that means setup has been completed successfully

Test Account Settings

Congratulations! All tests completed successfully. Click Close to continue.

[Stop](#) [Close](#)

Tasks	Errors
Tasks	Status
✓ Log onto Exchange ActiveSync mail server ...	Completed

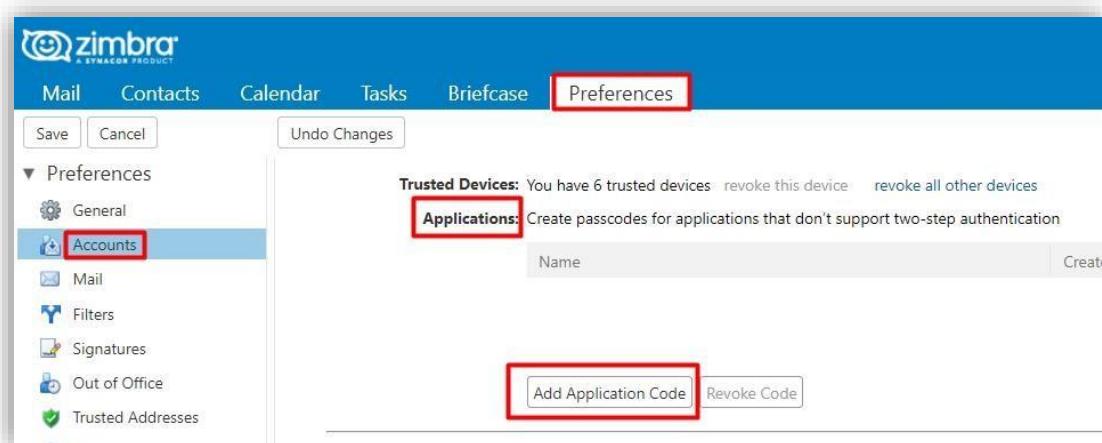
8. Choose **Always use this profile** and the new **Profile name** which has been given and **Apply & OK**



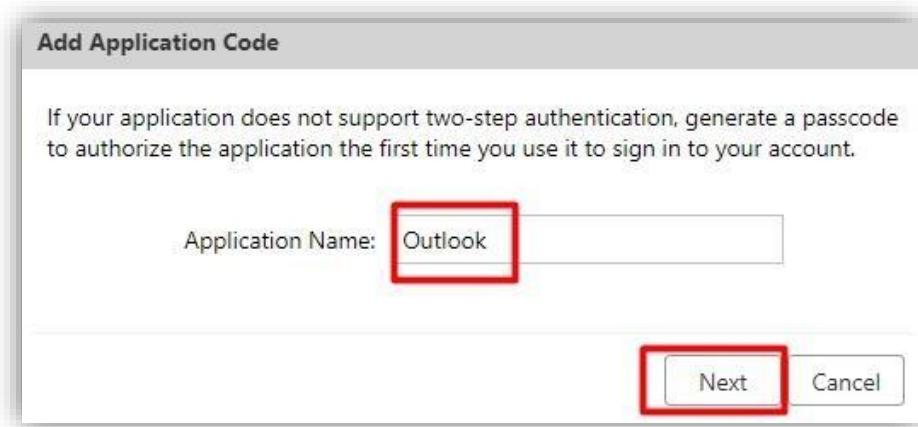
(Two Factor Authentication Enabled):

Zimbra Webmail: (Classic Mode)

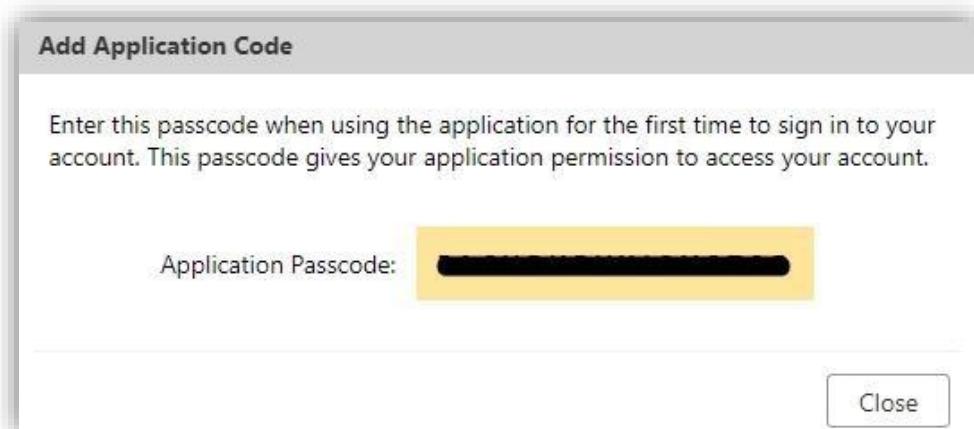
- Generate an Application Code Through Zimbra Webmail
- Go to **Preferences**, then **Accounts**.
- Locate the **Application** section and click on **Add Application Code**.



d) Specify the application where you will use the code (e.g., **Outlook**).

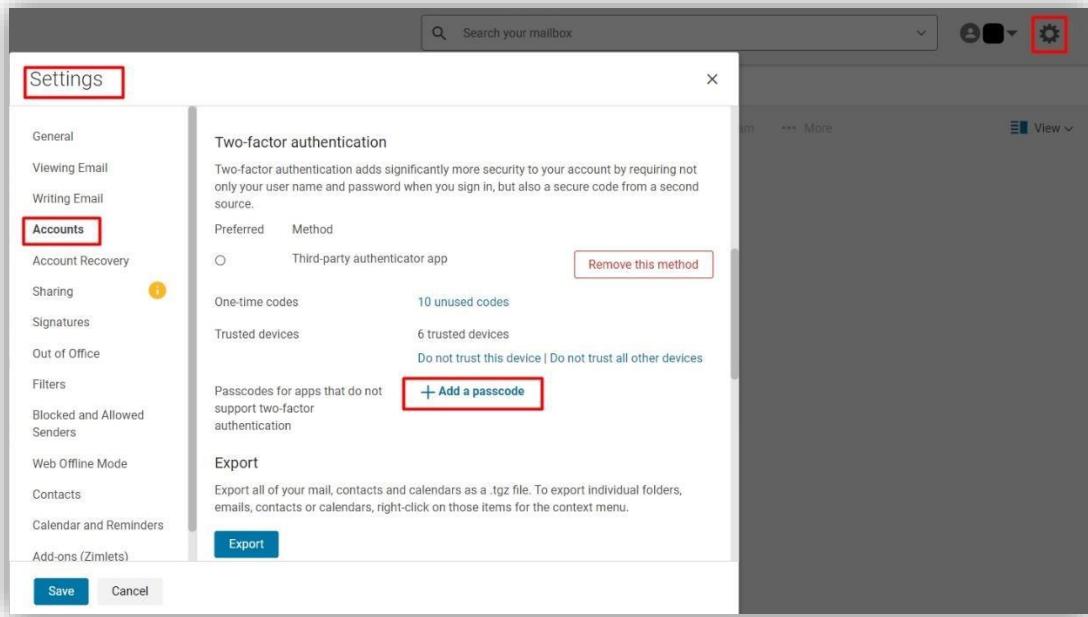


e) Click **Next**, and an **Application Passcode** will be generated which will use late to configure outlook

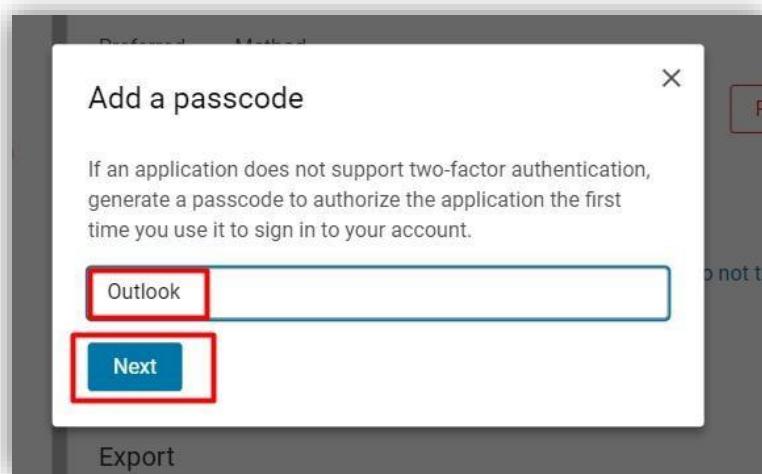


➤ **Zimbra Webmail (Modern Mode):**

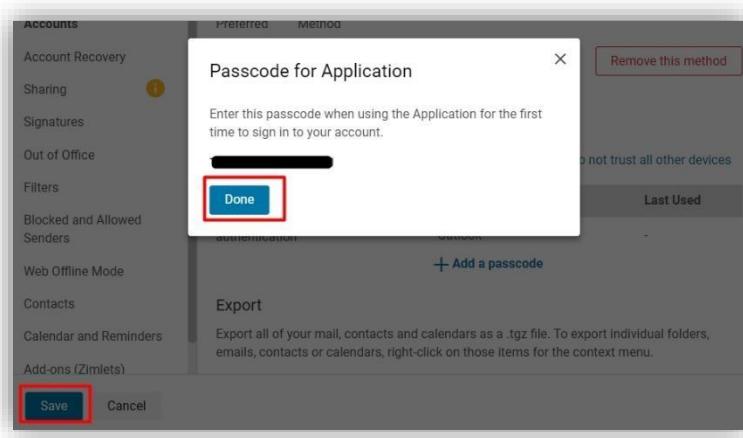
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Settings (Gear Box)**, then **Accounts**.
- c) Scroll down and click on **Add a passcode**.



- d) Specify the application where you will use the code (e.g., **Outlook**).



e) Click **Next**, and a **Passcode for Application** will be generated which will use late to configure outlook



All steps from Step 1 to Step 8 will remain the same, except for **Step 6, where the password will be new generated **Application Passcode / Passcode for Application**

Step 6: Provide some Information's

Your Name: It can be anything as per User choice

Email Address: This Organization's Email Address (for example: report@org.gov.bd)

Mail Server: Here provide organization mail server (for example: mail.bcc.gov.bd)

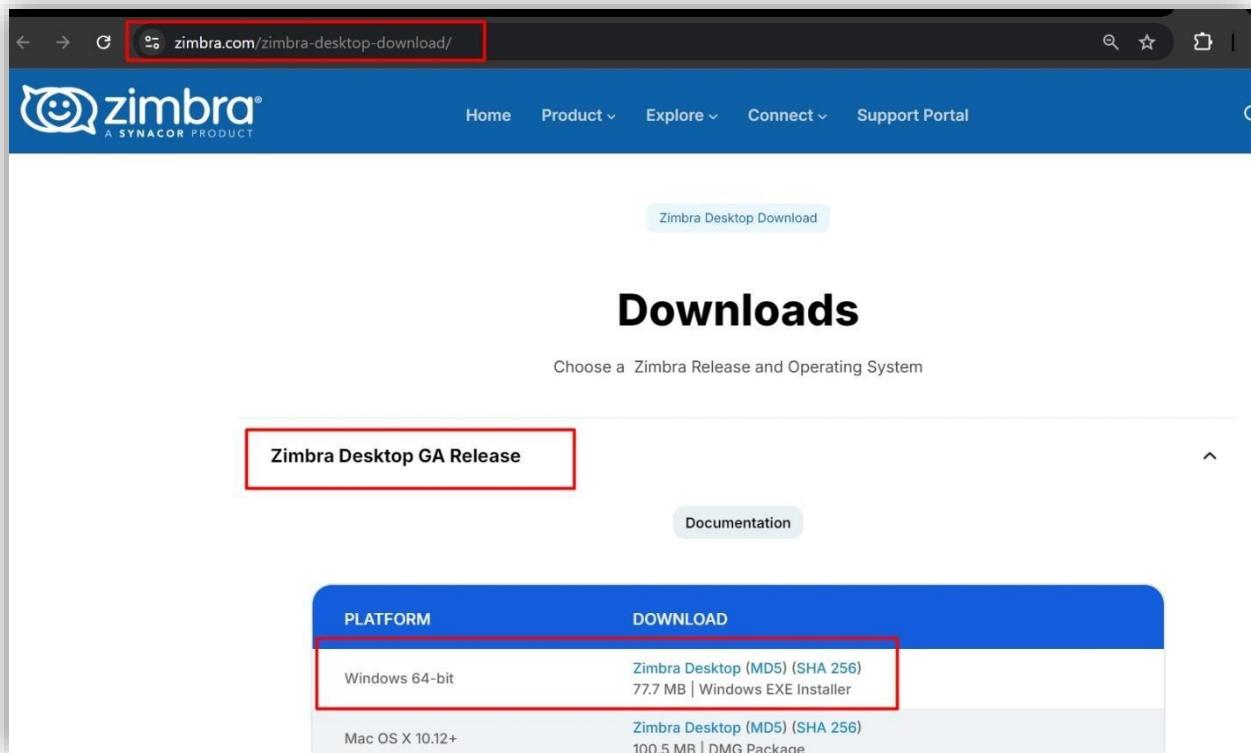
User Name: Same as Email Address

Password: Generated **Application Passcode/ Passcode for Application** (Step no. e)

5. Installation and Setup for Zimbra Desktop Client (Windows)

1. For Windows users, the Zimbra Desktop version can be downloaded from the following link. Look for the **Zimbra Desktop GA Release** section, and below that, you will find the **Windows 64-bit** option to download.

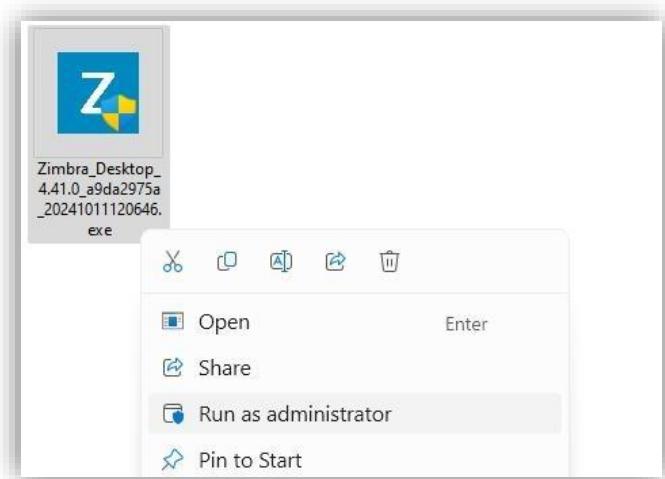
<https://www.zimbra.com/zimbra-desktop-download/>



The screenshot shows the Zimbra website's download section. The URL in the address bar is [zimbra.com/zimbra-desktop-download/](https://www.zimbra.com/zimbra-desktop-download/). The page title is "Downloads". A sub-header says "Choose a Zimbra Release and Operating System". A button labeled "Zimbra Desktop GA Release" is highlighted with a red box. Below it is a "Documentation" link. A table lists download options for different platforms:

PLATFORM	DOWNLOAD
Windows 64-bit	Zimbra Desktop (MD5) (SHA 256) 77.7 MB Windows EXE Installer
Mac OS X 10.12+	Zimbra Desktop (MD5) (SHA 256) 100.5 MB DMG Package

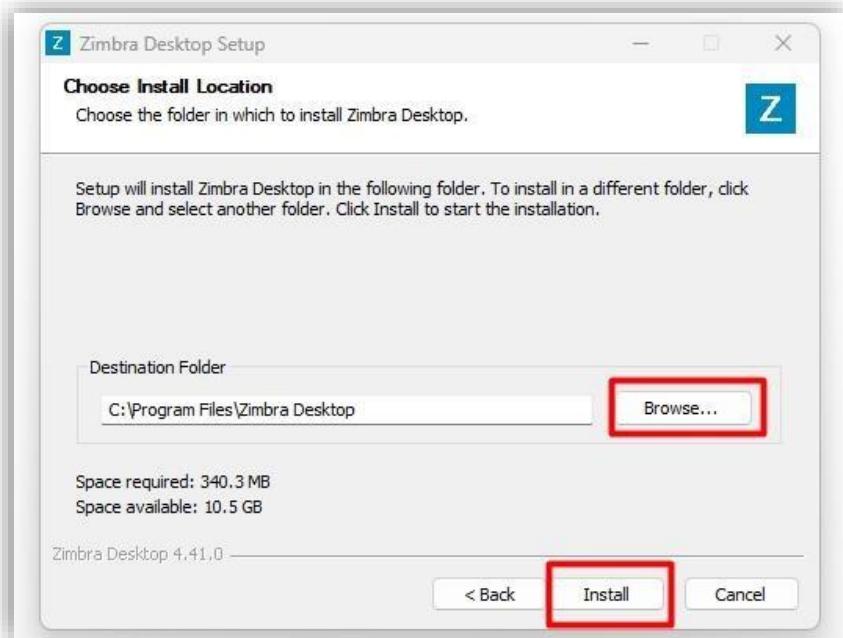
2. After downloading, right-click on the file and select **Run as Administrator** to begin the installation.



3. Click on **I Agree** to accept the terms and conditions



4. **Browse** to select the location where you want to install the application, then click **Install**.

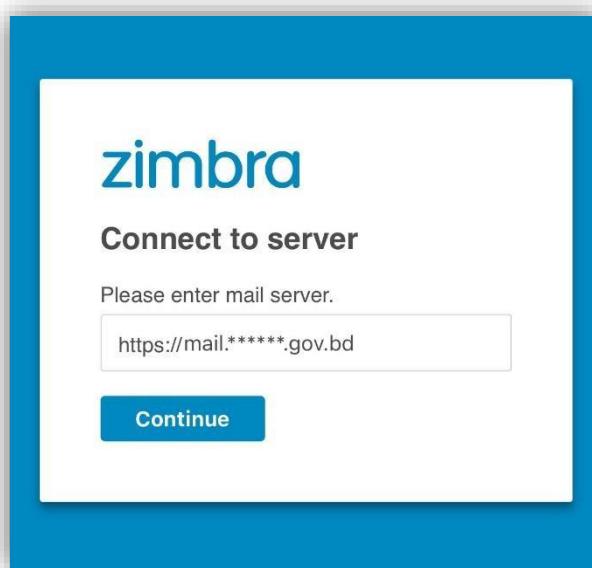


5. After completing the installation, click the **Finish** button



6. Open the Zimbra Desktop app, and a Zimbra window will appear. Please enter mail server and **Continue**

Server: Here provide organization mail server (for example: **mail.bcc.gov.bd**)



7. Provide **Username/Email** and **Password**:

Username/Email: This is organization's email address (for example, **report@organization.gov.bd**)

Password: Given Email ID's password which is the same one used for Zimbra Web Client



8. If two-factor authentication is enabled, enter the code, check the "**Always trust this device**" option, and click **Verify**.

