



Zimbra for Mozilla Thunderbird – POP

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# **Configuration Guide**

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## Using this Configuration Guide

This guide provides you with step-by-step instructions for configuring a Zimbra account in Mozilla Thunderbird using a POP connection.

**NOTE:** We recommend you configure your account with an IMAP connection. To configure your account with an IMAP connection, refer to the **Zimbra for Mozilla Thunderbird – IMAP Guide**.

An IMAP connection syncs email data between devices, because all data is kept on the Zimbra server. When you read or delete an email, information is synced across all devices where you access your email account.

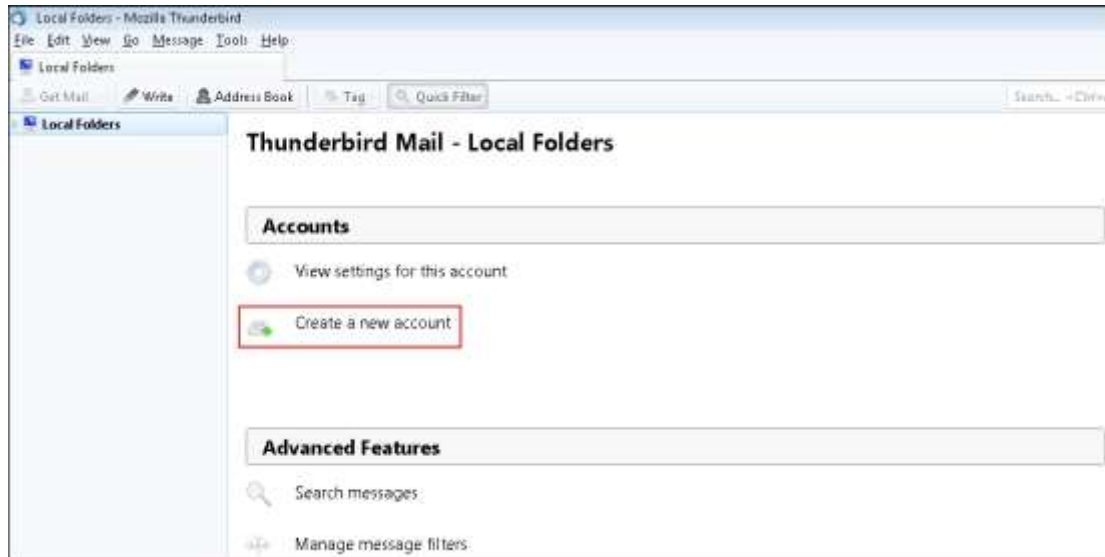
Optionally, if using an IMAP connection, you might have to subscribe or unsubscribe to IMAP folders with Thunderbird and set Zimbra as the default account.

A POP connection downloads messages off the server, and multiple connections are not synced. When you read or delete an email, this action might not be reflected across other devices. For example, if all devices are set up to “leave a copy of messages on the server,” multiple devices download and store the same data independently, so deleting a message on one device (e.g. a smartphone) will not be reflected on other devices (e.g. a computer).

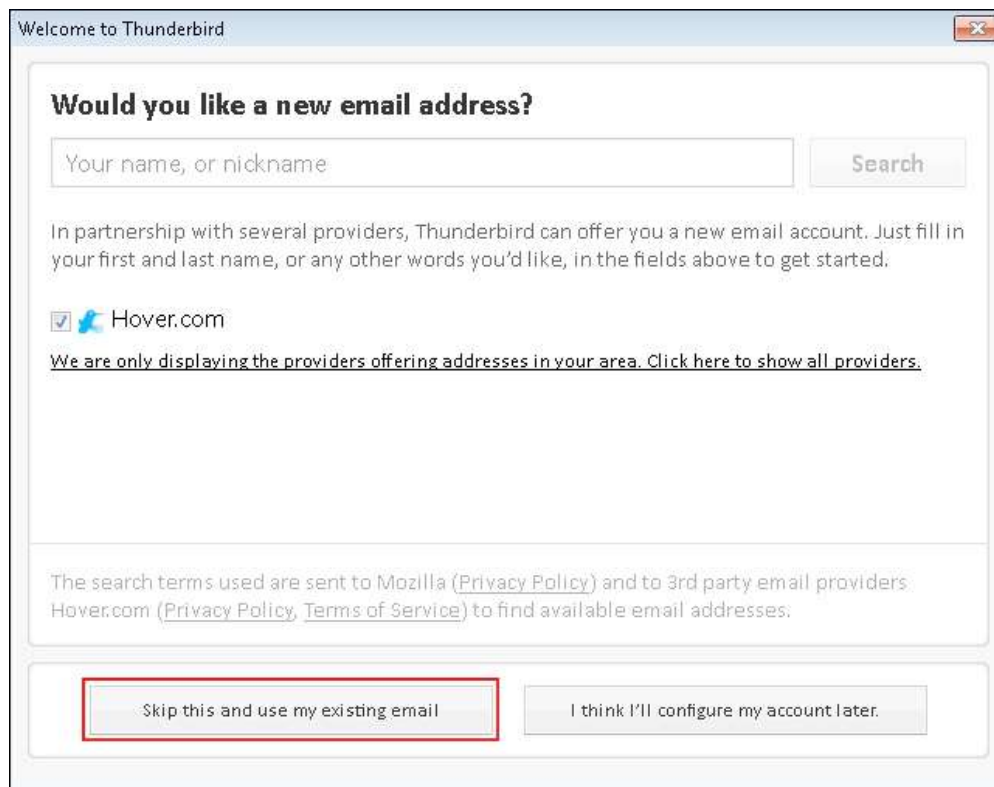
Optionally, if using a POP connection, you might have to set Zimbra as the default account.

# Configuring a Zimbra Account with a POP Connection in Mozilla Thunderbird

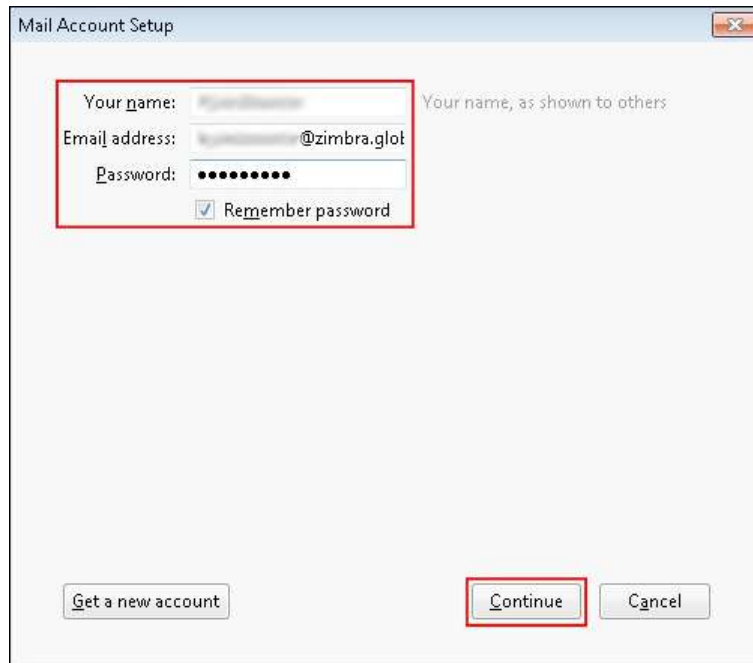
1. On the Thunderbird home screen, under Accounts, click **Create new account**.  
You will be prompted to create a new email address.



2. Click **Skip this and use my existing email**.



3. On the Mail Account Setup screen, set up the following information:
- **Your name:** This will be the name displayed on all messages that you send.
  - **Email Address:** Enter the full Zimbra email address.
  - **Password:** Enter your Zimbra mailbox password.
  - **Remember password:** Select this option unless you want to manually enter your password every time you open Thunderbird.



4. On the Mail Account Setup dialog, if you get the error, "Thunderbird failed to find the settings for your email account," ignore it.
5. On the Mail Account Setup screen, set up the following information:
- Your name, Email address, and Password
  - **Incoming:**
    - Select **POP3** from the drop-down menu.
    - Server hostname: Enter **mail3.globalrelay.com**
      - Port: Select **995**.
      - SSL: Select **SSL/TLS**.
      - Authentication: Select **Normal password**.
  - **Outgoing:**
    - Server hostname: Enter **mail3.globalrelay.com**
      - Port: Select **995**.
      - SSL: Select **SSL/TLS**.
      - Authentication: Select **Normal password**.

Mail Account Setup

Your name:  Your name, as shown to others

Email address: @zimbra.globalrelay.net

Password:

☒ Remember password

**Thunderbird failed to find the settings for your email account. Ignore this error message**

	Server hostname	Port	SSL	Authentication	
Incoming:	POP3	mail3.globalrelay.com	995	SSL/TLS	Normal password
Outgoing:	SMTP	mail3.globalrelay.com	465	SSL/TLS	Normal password

Username: @zimbra.globalrelay

Get a new account **Advanced config** Re-test **Done** Cancel

6. Click **Advanced Config**.

**NOTE:** If you access your email via webmail or multiple devices, select **Server Settings** on the left and select **Leave messages** on the server.

Account Settings

**Local Folders**

- Junk Settings
- Disk Space
- @zimbra.global...
- Server Settings**
- Copies & Folders
- Composition & Addressing
- Junk Settings
- Disk Space
- Return Receipts
- Security
- Outgoing Server (SMTP)

**Server Settings**

Server Type: POP Mail Server

Server Name: mail3.globalrelay.com Port: 995 Default: 995

User Name:

Security Settings

Connection security: SSL/TLS

Authentication method: Normal password

Server Settings

☒ Check for new messages at startup

☒ Check for new messages every 10 minutes

☒ Automatically download new messages

☐ Fetch headers only

☒ Leave messages on server

☒ For at most 14 days

☒ Until I delete them

Message Storage

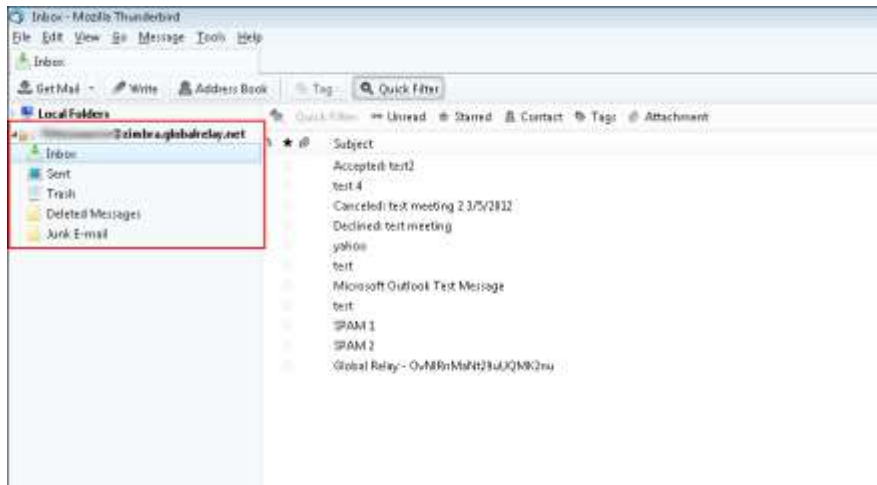
☐ Empty Trash on Exit **Advanced...**

Local directory: C:\Users\support\AppData\Roaming\Thunderbird\Profiles\ **Browse...**

**Account Actions** **OK** Cancel

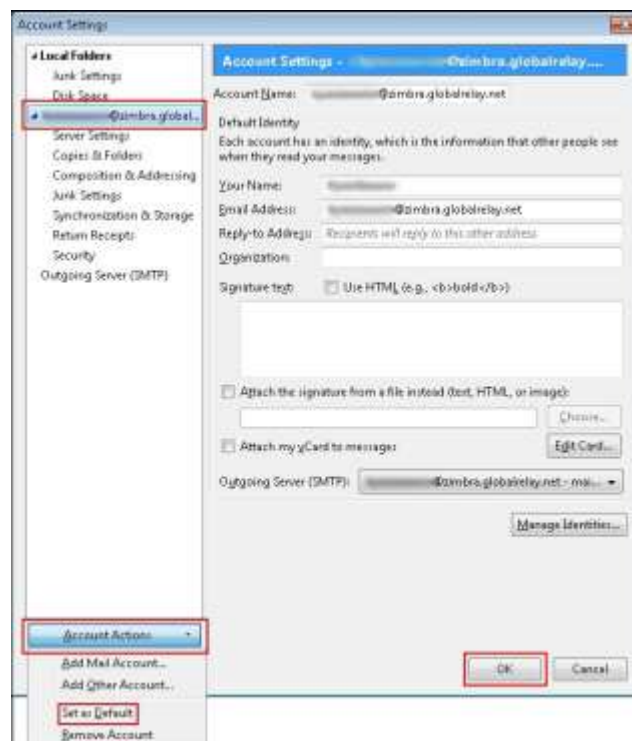
7. Click **OK** and then click **Done**.

If all information has been entered correctly, you will see the Zimbra account in Thunderbird.



### Setting Zimbra as the Default Account (Optional)

1. Under the Tools menu, select **Account Settings**.
2. In the Account Settings dialog, click the account name.
3. Under the Account Actions menu, select **Set as Default**
4. Click **OK**.



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