

User's Guide for Zimbra Chat

 This document is applicable for Zimbra Daffodil version 10.1.7 onwards.

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Introduction To Zimbra Chat [↗](#)

Zimbra Chat is a secure, real-time messaging solution integrated into the **Zimbra Daffodil (Version 10.1.7 onwards)**, designed to enhance team communication while adhering to Zimbra's core principles of privacy, data sovereignty, and user control. This chat service is offered in two distinct variants:

- **Basic Chat:** A lightweight one to one messaging solution, ideal for users who need quick, person-to-person communication embedded within the UI.
- **Advanced Chat:** A full-featured messaging platform, enabling threaded group conversations, searchable archives, and additional collaboration tools. Built using an open source platform, this variant supports advanced use cases and is suited for organizations needing rich communication experiences.

Both variants are integrated directly into Zimbra's Modern Web Client (Modern UI) and support secure on-premises deployment.

Basic Chat Vs. Advanced Chat Comparisons [🔗](#)

	Features	Basic Chat	Advanced Chat
1	Direct Messaging (One to one chat)	✔️	✔️
2	Notifications	✔️	✔️
3	User Presence	✔️	✔️
4	User Preference and customisation	Limited	✔️
5	Localisation	Limited	Limited
6	Emoji support	✔️	✔️
7	Scalability (total users)	50k+	50k+
8	Multi-domain support	✔️	✔️
9	OS support	Ubuntu 22/24 Only	Ubuntu 22/24 Only
10	LDAP based authentication	✔️	✔️
11	Auto-provisioning	✔️	✔️
12	Platform support	Web-client only	Web-client only
13	Comprehensive documentations for users, admin	✔️	✔️
14	Message History search	❌	✔️
15	Ad-hoc Groups	❌	✔️
16	Channels	❌	✔️
17	Topic based threading	❌	✔️
18	File sharing and storage	❌	✔️
19	Voice	❌	In-built integration with public instance of Jitsi
20	Expressive formatting - bold, italics, numbered lists, bullet lists, code syntax	❌	✔️
21	Advanced features- e.g. send later, mark unread	❌	✔️
22	Role based access control	❌	✔️
23	Domain level Custom Branding	❌	✔️
24	Import data from other chat products	❌	❌

25	Desktop application		Roadmap
26	Mobile application		Roadmap

Basic Chat [🔗](#)

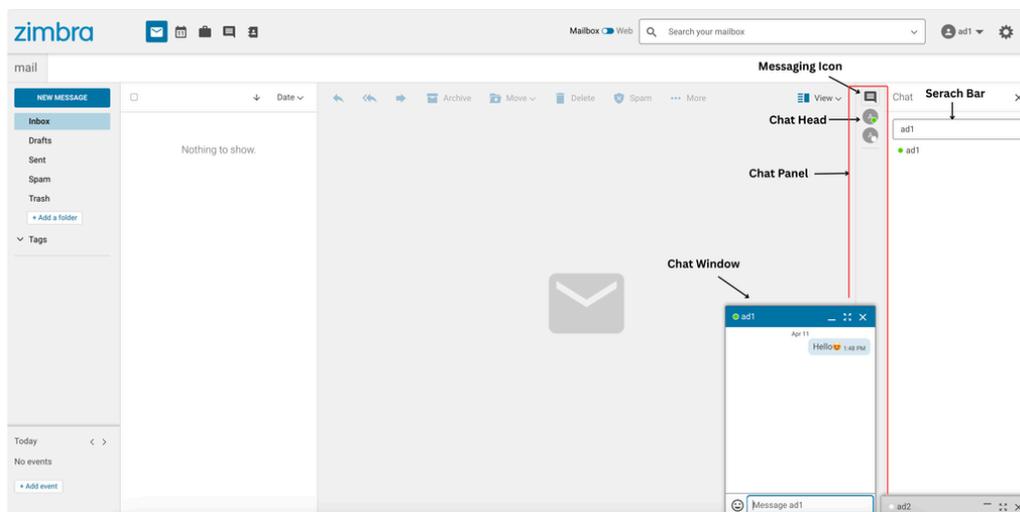
Introduction [🔗](#)

This section will walk you through how to use the Basic Chat feature in Zimbra Collaboration to communicate instantly with colleagues or contacts.

Getting Started with Basic Chat [🔗](#)

Accessing the Chat Feature [🔗](#)

1. Log in to your Zimbra email account.
2. Look for the Messaging icon represented by a message bubble in side panel next to Reading Pane.
3. This Chat panel will have all the chat heads listed below the Messaging icon once you have conversations.



Starting a Chat [🔗](#)

1. Use the search bar in the chat panel to find a contact.
 - Type the email address or username of the person you want to chat with.
2. Select the contact from the search results.
3. A chat window will open at the bottom. Type your message in the text box at the bottom.
4. Press Enter to send your message.

Other Ways to Start a Chat [🔗](#)

You can start a chat using multiple methods:

- **Search from the Chat Bar:** Use the search bar in the chat panel to find a contact.
- **From Emails:** If you are viewing an email, hover over the user's name with whom you want to initiate a conversation with, user's contact card will open, look for the Messaging icon. Click on the icon to send a message directly.

- **From Contacts:** Open the Contacts tab from the top bar, locate the person you want to chat with, and click on contact name, contact details pane should open on the right, look for the Messaging icon to send a message directly.

Receiving Messages [🔗](#)

When someone sends you a message, you will see:

- A notification will appear as pop-up on the desktop.
 - The sender's name and a preview of the message is displayed in notification.
- You will see a blue indicator against that person's name in the chat panel.

Steps to read and reply:

1. Click on the notification or open the specific chat from chat panel to view the full message.
2. Reply in the same window by typing in the message box and pressing Enter.

Managing Your Chats [🔗](#)

Viewing Chat History [🔗](#)

- Chats are saved automatically, so you can view past conversations.
- To access chat history:
 - Open the chat window with the contact.
 - Scroll up to see previous messages.

Chat Panel Overview [🔗](#)

- Displays up to 10 recent chat heads for quick access to recent conversations.
- Clicking on a chat head opens the chat window for messaging.
- You can pin up to 5 chats to keep important conversations easily accessible.
 - Right click on the chat head you want to pin.
 - Select 'Keep in Sidebar' to pin the chat.
 - Note: If you already have pinned 5 chats, after that the 'Keep in sidebar' option will be greyed out.
- You can remove chat head from chat panel
 - Right click on the chat head you want to remove.
 - Select 'Remove from Sidebar' to remove the chat from chat panel
- Multiple chat windows can be opened simultaneously at the bottom of the screen for multitasking.
- Conversations are saved as chat history, allowing you to revisit previous discussions.
- A cross (X) button allows you to remove a chat from the bottom of the screen.
- A (-) button is available for resizing the chat window.
- Use maximize button to open advanced chat for the user.
 - Note: This button is hidden if Advanced Chat is disabled.

Chat Indicators [🔗](#)

The chat feature includes status indicators to show user's availability:

- **Green Dot:** Online and available.
- **Blue Dot:** Indicates unread messages.
- **Red Dot:** Indicated Idle (inactive on the Zimbra Mail app tab for more than 4 minutes).
- **Empty Indicator:** Offline or logged out.

Emoji support [↗](#)

- The Basic Chat feature supports emojis, allowing you to send and receive commonly used emoji characters.
- Emoji Picker: Click on the emoji icon in the chat input box to browse and select from frequently used emojis. You can also search for specific emojis.
- Currently basic emoji support is available where emojis are grouped into categories like smileys, people, animals, food, travel, activities, objects, symbols, and flags for easy browsing.
- Gifs, or custom emojis are not supported.

Display of Chat Heads [↗](#)

- If the displayName has been configured - Chat head display the user's initials using first and last name from it. For example, "John Doe" will appear as JD. If the displayName is empty, the first letter of email address (local part) is used by default.
- You can hover over a chat head to view the full name and email address.
- Clicking on a chat head opens the respective chat window.

Browser Notifications [↗](#)

- You can enable browser notifications to get alerts when a new chat message is received.
- Notifications appear as pop-up on the desktop, ensuring you don't miss messages even when you are working on other applications.

Enabling or Disabling Chat [↗](#)

You can enable or disable the chat panel from the settings:

1. Click on the gear icon top-right.
2. Click on Settings.
3. Navigate to Add-ons (Zimlets).
4. Select or deselect the 'Chat' checkbox to enable or disable the chat panel.
5. Changes will be applied the next time you refresh the page or sign in.

Using the Search Bar [↗](#)

The chat search bar allows users to:

- Search for contacts using their email address or username.
 - View a list of users currently available for chat.
 - See the message status indicator for each conversation to track unread messages.
-

Advanced Chat [↗](#)

Introduction [↗](#)

Zimbra Advanced Chat, brings real-time messaging, organized discussions, and team collaboration directly into the Zimbra Web Client.

This section will walk you through how to use the Advanced Chat features effectively, including direct messaging, group chats, channels, notifications, file sharing, managing chat settings as an administrator or other roles

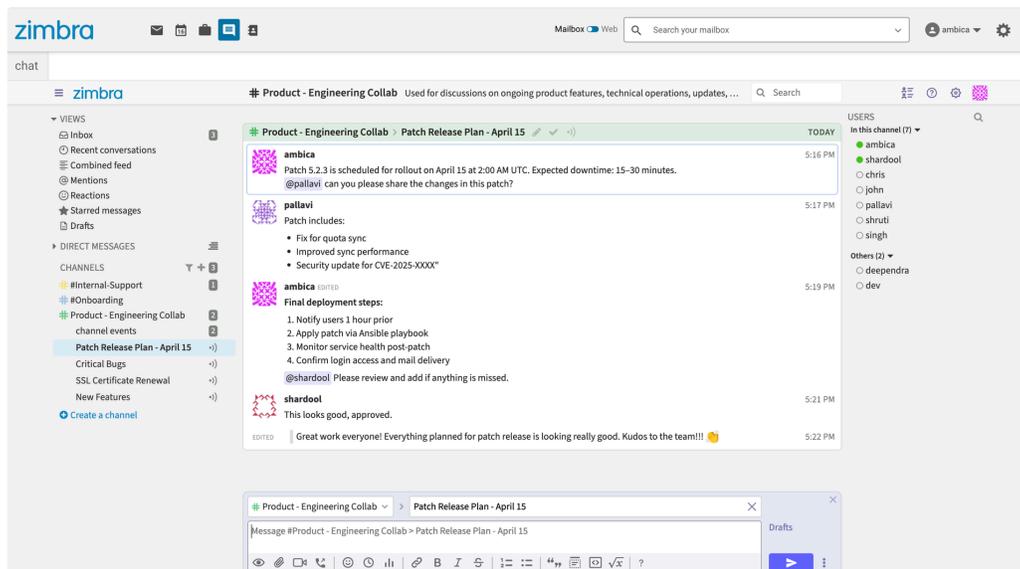
Getting Started with Advanced Chat [↗](#)

Accessing the Chat Feature [↗](#)

- Log in to your Zimbra email account.
- Zimbra Chat is built into the Zimbra Web Client.

- Click the Message icon in the top shown in Navigation Bar to open Advanced Chat.
- You should see Inbox view by default, overview of your conversations with unread messages.
- A conversation is a direct message thread (one to one or with a group), or a topic in a channel.

It generally works best to read your messages organized by conversation.



• Finding conversations to read - Left sidebar

- The VIEWS section provides various ways to get an overview of your messages.
 - You can collapse views.
 - **Inbox** provides an overview of your conversations with unread messages.
 - Use the **Recent conversations** view to get an overview of all the ongoing conversations. This view is particularly useful for catching up on messages sent while you were away.
 - The **Combined feed** view is a feed of all the unmuted messages you have received, which combines channel messages and direct messages. It's a great way to see new messages as they come in.
 - You can mention a user to call their attention to a message. To make such messages easy to find, you can view the messages from **Mentions** view.
 - Emoji reactions let you quickly respond to a message. Reactions appear at the bottom of the message. To see how others have reacted to your messages, you can view all your messages which have received at least one reaction from **Reactions** view.
 - Starring messages is a good way to keep track of important messages need to go back to or documents you reference often. You can view all your starred messages from **Starred messages** view.
- The DIRECT MESSAGES section shows your direct message conversations.
 - You can collapse direct messages.
- The CHANNELS section shows the channels you you subscribe to.

Starting a Chat [🔗](#)

The compose box starts off closed by default, leaving more vertical space for the message feed. There are a number of ways to open the compose box.

- Click on any message.
- Click on Start new conversation, or New direct message at the bottom of the app.

You can start multiple one to one or group chats, and switch between them using the sidebar.

Compose message

Change where you are composing to

Open the compose box

1. Select any channel from the dropdown in the top left of the compose box. You can start typing to filter channels.
2. Enter a topic name. Auto-complete will provide suggestions for previously used topics.

Preview your message before sending

Open the compose box

1. Write a message.
2. Click the eye icon at the bottom of the compose box.

Edit a message

It is possible to edit the content of your messages, letting you fix typos, clarify your thoughts, etc.

1. Hover over a message to reveal three-dot menu on the right.
2. Select 'Edit message'. If you do not see this item, you do not have permission to edit this message.
3. Edit the content of the message.
4. Click Save.

After you have edited a message, the message is publicly marked as EDITED. You can view a message's edit history if it is enabled in your organization by clicking EDITED on the message. A pop up will appear with the message edit history.

Delete a message

Delete the content of your messages or delete messages completely if these actions are allowed in your organization.

Organization administrators can configure who can edit and delete messages, and set time limits for these actions.

1. Hover over a message to reveal three-dot menu on the right.
2. Select 'Delete message'. If you do not see this item, you do not have permission to delete the content of this message or the time limit of the deletion is expired.
3. A pop up will appear for the confirmation.
4. Click 'Confirm' or 'Cancel'.

Draft messages

Zimbra Chat automatically saves the content of your message longer than three characters as a draft when you close the compose box, ensuring that you never lose your work. When you start composing, the most recently edited draft for the conversation you are composing to automatically appears in the compose box. Drafts are saved for 30 days.

Schedule a message

You can schedule a message to be sent at a later time. For example, if you are working outside of regular business hours for your organization, you can schedule a message for next morning.

How to Schedule a Message

Open the compose box and type your message.

1. Click the three-dot menu next to the Send button.
2. Select 'Schedule message'.
3. Choose a suggested time or set a custom time.

View Scheduled Messages

- Open Scheduled Messages in the sidebar under VIEWS or click on the three-dot menu in the compose box and select 'View scheduled messages'.

- In both the cases a pop-up will appear showing scheduled message.

Edit Scheduled Messages

- Open scheduled messages.
- Click edit icon to edit or reschedule.
- Click the Send button to send immediately.

Delete Scheduled Messages

- Open Scheduled Messages in the sidebar under VIEWS.
- A pop-up will appear, showing all the scheduled messages.
- Click the trash icon next to the message you want to delete.

Note: Once you delete a scheduled message, the message does not go back to the draft status, but it is just deleted.

Collapse a message

Collapse messages that you don't want to see. Zimbra Chat automatically partially condenses long messages. This feature is different, and will fully remove the message content from view.

1. Hover over a message to reveal three-dot menu on the right.
2. Click 'Collapse message'.

Search [🔗](#)

Quickly find what you're looking for using the Search Bar at the top of the chat interface. It's easy to find the right conversation with powerful full-text search. You can search for messages using keywords and filters.

Note: Search functionality does not work with the Zimbra's message search. The search bar at the top of the page is only for searching your Zimbra emails and messages, it does not search chat messages. Chat search works separately inside the chat interface.

How to Search [🔗](#)

- Click the Search icon or press `/` or `⌘ + K`.
- Type keywords or phrases and hit Enter.

Results are displayed in a clean, threaded format so you can jump back into the context easily.

Search Tips [🔗](#)

- Search is case-insensitive (`project` = `Project`).
- Use quotes for exact matches: `"new logo"`.
- Emojis in messages are searchable (e.g., `:octopus:` matches "octopus").
- As you type, there will be suggested filters. You can combine filters for more specific results, like:
`channel:design has:image logo`

Filters You Can Use [🔗](#)

- `channel:design` – Search messages in #design.
- `topic:new logo` – Search messages in a specific topic.
- `sender:me` – Messages you sent.
- `has:link` / `has:attachment` / `has:image` – Find messages with links, files, or images.
- `is:mentioned` – Where you were mentioned.
- `is:starred` – Your starred messages.
- `is:unread` – Your unread messages.
- `is:resolved` / `-is:resolved` – Search resolved or unresolved topics.

For more details - there is a convenient search filter reference that you can use

1. Click on the Help menu (?) icon in the upper right corner of the app.
2. Select Search filters.

Reactions [↗](#)

Emoji Reactions [↗](#)

Emoji reactions let you quickly respond to messages without typing. For example, 👍 can mean “Got it” or “Agreed.”

Where You Can Add Reactions [↗](#)

- Reactions can be added to:
 - Messages in one to one chat.
 - Messages in channel conversations.
 - Messages in topics within channels.

View All Your Reactions [↗](#)

- Go to the **Reactions** view in the sidebar under VIEWS.
- Or, search using the filter: `has:reaction`.

Message Formatting [↗](#)

Use rich text formatting to make your messages clear and expressive. Supports Markdown to format messages. You can use buttons in the compose box or type the formatting directly. Common formatting such as bold, italics, strikethrough and inline code is supported. You can create bulleted lists, numbered lists. You can also add auto-link, mention users.

For more details - there is a reference that you can use,

1. Click on the Help menu (?) icon in the upper right corner of the app.
2. Select Message formatting.

Other Features [↗](#)

- Emoji: `:smile:` or use picker
 - To find the name of an emoji:
 - Click the emoji icon in the compose box.
 - Hover over any emoji to see its name (e.g., `:smile:`).
- Quotes: `> text`
- Preview messages before sending.
- Resize compose box as needed.

Starred Messages

Easily find important messages later:

- Click the star icon next to any message to mark it as important.
- Access all your starred messages from the Starred section in the sidebar.
- Great for bookmarking key information, links, or decisions.

Invisible Mode [↗](#)

Need to focus without distractions?

- Turn on Invisible Mode to appear offline while staying online.
- You can still send and receive messages, but others will see you as “Offline.”
- Enable this from the user status menu - click on top right user profile and select Go invisible, use the same and select Turn off invisible mode.

Presence Status [↗](#)

Zimbra Chat shows your availability using presence indicators and allows you to set a custom status.

Default Status

Your status is updated automatically based on your activity:

- Active – You are online and actively using chat. It is indicated by a green-dot.
- Idle – You have been inactive for a while. It is indicated by an half-filled orange-dot.
- Offline – You have closed the chat or are not logged in. It is indicated by empty-dot (no color fill).

These indicators appear next to your name in the chat list, channels and in conversations.

Custom Status

You can set a custom status to let others know what you are doing — for example, “In a meeting”, “Out for lunch”, or “Working remotely”.

To set your custom status:

1. Click your profile icon (top right corner).
2. Select ‘Set status’.
3. A pop-up will appear.
4. Choose from the suggested statuses or write your own status, optional you can add an emoji.
5. Click Cancel or Save.

Your custom status will appear alongside your name in chats, and it does not override your presence indicator.

Edit Status

You can edit a custom status.

To edit your custom status:

1. Click your profile icon (top right corner).
2. Select ‘Edit status’.
3. A pop-up will appear.
4. Edit the existing status or write your own status.
5. Click Cancel or Save.

Remove Status

To remove status:

1. Click your profile icon (top right corner).
2. Click on the cross next to the status to remove it.

Sharing files as attachment [↗](#)

You can upload images, videos, documents, and audio files in a message. Previews are shown for images and videos.

Ways to Upload [↗](#)

- Drag & drop files anywhere in the app.
- Paste images directly into the compose box.
- Click the paperclip icon in the compose box.

After Uploading [↗](#)

- Links are auto-inserted:
[Filename] (URL)
- You can edit the link text before sending.

- Preview your message to see how it looks.
- Add Descriptions: Provide context before sending a file.

After Posting an attachment

- You can click on the file to view the file or download the file.

Things to Note [↗](#)

- There isn't a fixed limit on the number of files you can upload. However, there are constraints on the maximum file size per upload. Your system administrator has set the maximum file size. The default file size is 25 MB.
- No previews for messages with 10+ files.
- You can view or manage uploaded files anytime. Refer: **Uploaded Files section**.

Bots in Zimbra Chat [↗](#)

Zimbra Chat includes built-in bots that help you get started and stay informed.

Welcome Bot [↗](#)

When you first log in to Zimbra Chat, the Welcome Bot will send you a private message with:

- An introduction to Zimbra Chat with tips and links on how to use chat features like themes, channels, topics, direct messages and more.

You can use the Zimbra Chat search bar at top to view direct messages from Welcome bot.

Notification Bot [↗](#)

The Notification Bot sends important system messages directly to you. These might include:

- Invitations to join chat channels.
- Updates about your chat account.

These bots help ensure you don't miss key updates while using Zimbra Chat.

Group Chats (Ad-hoc Messaging) [↗](#)

Group chats allows you to create private, ad-hoc conversations with multiple users, similar to direct messages (DMs), but with more than two participants.

Key Features [↗](#)

- Threaded conversations:
It automatically creates a new thread for each group chat, allowing you to keep conversations organized and easy to follow.
- Dynamic participants:
You can start a group chat with a set of users. If you want to message a different set of users, it creates a new group direct message thread automatically.
- Location:
Group chats appears under the DIRECT MESSAGES section in the left sidebar, along with your one to one conversations.
- Conversation formatting:
Group chats support all standard features including:
 - Markdown formatting
 - Emoji reactions
 - File uploads
 - Message editing (if enabled)

Limitations [↗](#)

- Cannot mute or delete group DMs.
- No stream or topic-level settings: Since these are private threads, you won't see options like stream muting or administrative controls.

User Groups [↗](#)

Use User Groups to easily mention multiple people at once (e.g., `@engineering-team`).

Permissions [↗](#)

- By default, any member can create and manage groups they belong to.
- Administrator and Moderator can manage all groups. Refer: **Administrator's Guide for Zimbra Chat**
- Guests cannot create/manage groups.

Managing Groups [↗](#)

- To manage user groups, go to Settings → Group settings.

Create a Group [↗](#)

- Click Create group.
- Enter a Group name, group description, group permissions and add members.
- Click 'Create'.

View Groups [↗](#)

- In Group settings, see a list of all existing groups.
- Click on a group name to view details like description, group permissions and members.

Update a Group [↗](#)

- Select a group to:
 - Rename the group name or description.
 - Add/remove members.
 - Edit associated group permissions, click Save changes.

Delete a Group [↗](#)

- In the group's settings, click on the group name, right side select the Delete group to remove it permanently. This action cannot be undone.

Channels (Streams & Topics) [↗](#)

Zimbra Chat organizes discussions using Streams (channels) and Topics (sub-conversations within channels).

Who can create channels?

By default, any user (except guests) can create channels. If you don't see the option to create one, your administrator may have restricted this.

Channel Types [↗](#)

- Public: Anyone can join and see all past messages.
- Private: Only invited users can join. Others can't see it exists.
- Web-public: Anyone with a link can view without Zimbra email account (read-only). Only Administrator and Moderator can create these.

Subscribing to Channels [↗](#)

1. Click the gear icon settings in the upper right corner.
2. Select Channel settings.
3. Click All channels in the upper left.
4. Use the search box to find a channel or scroll through the list.
5. Click the plus icon (+) next to a channel to subscribe.
6. At the top - You can sort channels by:
 - Name
 - Number of subscribers
 - Estimated weekly traffic

Creating a Channel [↗](#)

You'll only see the Create channel button if have permission.

1. Click the gear icon settings in the upper right corner.
2. Click Create channel or the plus icon (+) in the upper right.
3. Fill in:
 - Channel name (can include spaces and punctuation)
 - Channel description
 - Visibility and permissions
 - Optional: Advanced configurations
4. Click Continue to add subscribers.
5. Add users manually, or copy from another channel or user group.
6. Click Create.

Pinning & Unpinning Channels [↗](#)

Pin a Channel [↗](#)

- Hover over a channel → Click three-dot menu → Select Pin channel to top

Unpin a Channel [↗](#)

- Hover over a pinned channel → Click three-dot menu → Select Unpin channel from top

Or go to:

Setting gear top right → Channel settings → Select a channel → Personal tab → Toggle Pin channel to top of left sidebar

Changing Channel Color [↗](#)

Each channel gets a unique color when you subscribe.

1. Hover over a channel → Click three-dot menu → Select Change color
2. Choose a color from the grid, use the color picker, or enter a hex code
3. Click Confirm

Or go to:

- Setting gear top right → Channel settings → Select a channel → Personal tab → Click the color square under Channel color

Unsubscribing from Channels [↗](#)

Option 1: From Sidebar [↗](#)

- Hover over a channel → Click three-dot menu → Select Unsubscribe

Option 2: From Settings [↗](#)

- Setting gear top right → Channel settings → Click the checkmark icon next to a channel

Moving Messages or Topics to Another Channel [↗](#)

Permissions will be required for this action. Request your administrator to grant these permissions to Channel.

To Move a Topic [↗](#)

1. Hover over a topic → Click three-dot menu → Move topic
2. Choose the destination channel
3. (Optional) Rename the topic or toggle notification messages
4. Click Confirm

To Move Messages [↗](#)

1. Hover over a message → Click three-dot menu → Move messages
2. Choose a channel and topic
3. Select which messages to move
4. Toggle notifications → Click Confirm

Managing Subscribers [↗](#)

You can see who is subscribed to a channel or manage subscriptions if you have permission.

Via Channel Settings [↗](#)

1. Setting gear top right → Channel settings → Click All channels
2. Select a channel → Go to the Subscribers tab

Via Sidebar [↗](#)

- Hover over a channel → Click three-dot menu → Channel settings → Subscribers tab

Topics [↗](#)

Zimbra Chat organizes messages within channels using topics, which act like a subject line in an email. This structure keeps conversations organized and easy to follow — even when many are happening at once. Start a new topic whenever your message begins a new conversation.

Why Topics Matter [↗](#)

- Multiple conversations can happen simultaneously in a single channel — each stays in its own topic.
- Replies are always shown in context, even if they come hours or days later.
- You don't need to worry about interrupting — each conversation has its own space.

Start a New Topic [↗](#)

1. Click Start new conversation at the bottom of the app.
2. (Optional) Choose a different channel using the dropdown.
3. Enter a topic name
4. Click into the message box or press Tab to start typing.
5. Press Send or use a keyboard shortcut.
6. Use the Clear topic icon if you want to reset the topic.

Move the topic

1. Hover over the topic → three-dot menu → Move topic.
2. Choose a destination channel and rename the topic if needed.

3. Toggle whether to show an automated notice.

4. Click Confirm.

Resolving Topics [🔗](#)

Use resolved topics to mark completed threads - great for support, workflows, and investigations.

Mark a Topic as Resolved [🔗](#)

1. Hover over a topic in the left sidebar.
2. Click ellipsis → Mark as resolved or click the ✓ icon in the message recipient bar.

Mark a Topic as Unresolved [🔗](#)

1. Hover over a topic → three-dot menu → Mark as unresolved or click the ✓ icon again.

Search Resolved or Unresolved Topics [🔗](#)

1. Click the search icon in the top bar.
2. Type `is:resolved` and press Enter to get resolved topics. Type `-is:resolved` and press Enter to get unresolved topics.
3. Use `is:unresolved is:unread` to get unread messages in open topics.

Move Messages Between Topics [🔗](#)

1. Hover over a message → Click three-dot menu → Move messages
2. Choose the destination channel and topic.
3. Select which messages to move.
4. Toggle notices if needed.
5. Click Confirm.

Deleting Topics [🔗](#)

Deleting a topic deletes all messages in that topic.

This is not usually recommended, but can be useful for:

- Test messages during setup
- Cleaning up spam

To Delete: [🔗](#)

1. Hover over a topic in the sidebar.
2. Click three-dot menu → Delete topic → Confirm.

Accounts Basics [🔗](#)

Zimbra Chat allows you to personalize your profile and manage your account settings with flexibility and control over your privacy.

Your Profile [🔗](#)

By default, your profile includes:

- Name
- Email address
- Date joined
- Last active status
- Role

You cannot change your Name or email address.

Profile Picture [↗](#)

Gravatar ([🔗 Your Free Avatar, Profile, and Link In Bio | Gravatar](#)) is used by default.

To upload a custom profile picture:

1. Go to Profile.
2. Under Profile picture, click Upload new profile picture and select an image.

To remove your profile picture:

1. Go to Profile.
2. Click the cross icon in the top-right corner of your picture.
3. Click Confirm to revert to the default Gravatar image.

Email Address Privacy [↗](#)

You can control who can view your email address in your organization. Administrator can configure default visibility for new users.

To configure your privacy:

1. Go to Account & privacy.
2. Under Privacy, select Who can access your email address.

As Administrator:

1. Go to Default user settings.
2. Under Privacy settings, choose Who can access user's email address.

Preferences [↗](#)

Zimbra Chat provides a variety of customization options.

Note: Some preferences are not same as the preferences set on your Zimbra email web application e.g.: themes.

Themes [↗](#)

Supports both light and dark themes.

1. Click your profile picture in the upper-right corner.
2. Choose a theme from the row of icons:
 - Automatic (follows your system theme)
 - Light
 - Dark

Display Settings [↗](#)

Compact Mode [↗](#)

Zimbra Chat offers a Compact mode for users who prefer denser message spacing.

- Go to Preferences.
- Under General, toggle Compact mode on or off.

Font Size [↗](#)

To adjust font size:

- Use your browser zoom controls

Font Support [↗](#)

Chat uses the Source Sans 3 font, which supports over 30 languages.

If needed, configure your browser to use a different font or adjust font size to display all characters properly. Check your browser's help documentation for guidance.

Time Format & Time Zone [↗](#)

- Zimbra Chat uses your computer's local time zone for message timestamps.

You'll need to reload chat after changing your system time zone.

- By default, your local time is visible to others via your profile.

To update your time format:

1. Go to Preferences.
2. Under General, choose 12-hour or 24-hour format.

Home View [↗](#)

Your Home view is what you see when logged in

Options:

- Inbox: Best for staying on top of unread messages.
- Recent conversations: Great for an activity overview.
- Combined feed: Ideal for low-traffic orgs or skimming.

To customize your home view:

1. Go to Settings → Preferences.
2. Under Navigation, choose your preferred view.
3. You can also hover over a view in the left sidebar and click the ellipses against the view to set it as your home.

Administrator can also set a default home view for the organization.

Language Support [↗](#)

Zimbra Chat supports dozens of languages. This does not change channel names, topics or message languages.

1. Go to Preferences.
2. Under General, click the Language button.
3. Select your preferred language.
4. Click Reload.
5. Note: This language setting is not the same as set on your Zimbra's email web application.

Uploaded Files [↗](#)

Zimbra Chat lets you manage all files you've uploaded.

To view uploaded files:

- Go to Settings → Personal → Uploaded files.

You can:

- View files or the message they're linked in.
- Sort by name, upload date, size, or message ID.
- Filter using the search box in the top right.
- Download: Click the download icon.
- Delete: Click the trash icon, then Confirm.

If you delete a file, the link to that file in the message will no longer work, resulting in a broken link.

Notifications [🔗](#)

Stay updated with real-time alerts

You can customize how Zimbra Chat notifies you about messages across channels, topics, and direct messages (DMs). This section explains how to manage your notifications efficiently.

Channel Notifications [🔗](#)

You can override global settings for individual channels.

Set Channel Notification Preferences [🔗](#)

1. Hover over a channel name in the left sidebar.
2. Click three-dot menu, then select Mute channels or go to Channel settings.
3. Go to the Personal tab.
4. Under Notification settings, enable:
 - Mute channel

Topic Notifications [🔗](#)

You can follow a topic to stay updated on new messages. Once you follow a topic, you'll get notifications based on your preferences - like when someone replies or mentions you.

If you are no longer interested in the conversation, just unfollow the topic. You'll stop receiving notifications, and it won't appear in your unread messages list.

Automatically Follow Topics [🔗](#)

1. Go to Settings → Personal → Notifications.
2. Under Topic notifications, choose when you want to receive a notification on the followed topic:
 - When you are mentioned.
 - When you start or participate in a topic.
3. Toggle:
 - Automatically follow topics where I'm mentioned.

Automatically Unmute Topics in Muted Channels [🔗](#)

1. Go to Settings → Personal → Notifications.
2. Under Topic notifications, choose an option for:
 - Automatically unmute topics in muted channels.

Direct Messages, Mentions & Alerts Notifications [🔗](#)

You can control notifications for personal messages and alerts.

Configure Global Triggers [🔗](#)

1. Go to Settings → Personal → Notifications.
2. In the Notification triggers table, toggle for:
 - Direct messages (DMs)
 - @mentions
 - Alerts

Wildcard Mentions (@all, @everyone) [🔗](#)

By default, wildcard mentions trigger notifications like personal @mentions.

Configure Wildcard Alerts [↗](#)

- Go to Settings → Personal → Notifications. Toggle @all in the Notification triggers table.
- Wildcard mentions don't trigger alerts in muted channels/topics

Email Notifications

You can get email alerts for unread DMs, mentions, and channel messages.

Enable or Disable Email Notifications [↗](#)

- Go to Settings → Personal → Notifications > In the Email column, toggle for:
 - Channels
 - DMs, mentions, and alerts

Delay Email Notifications [↗](#)

- Go to Settings → Personal → Notifications > Under Email message notifications, adjust:
 - Delay before sending email (e.g., 2 minutes)

Hide Message Content in Emails [↗](#)

- Toggle: Include message content in notification emails
Hides sender, topic, and content for privacy.

Muting Channels and Topics [↗](#)

Muting hides conversations you're not interested in.

Mute or Unmute a Channel [↗](#)

- Hover over a channel > click three-dot menu > Mute/Unmute channel

Mute or Unmute a Topic [↗](#)

- Hover over a topic > click three-dot menu > use the icons to mute/unmute

Effects of Muting [↗](#)

- No notifications (including alerts), unless you're mentioned.
- Hidden from Combined feed and Inbox.
- Do not count as unread.

Appear grayed out and sorted at the bottom of the sidebar.

Mute a User [↗](#)

- Hover over their name or message from the right side bar.
- Click three-dot menu > Mute this user > Confirm.

Effects of Muting a User [↗](#)

- Messages from this user are marked as read, and no notifications are triggered.
- Their messages are hidden unless revealed manually.
- DMs are excluded from all views unless searched explicitly.
- Muted users don't show up in mention autocompletes or read receipts.

Video [↗](#)

Zimbra Chat is a chat only solution, and does not include video conferencing solution. However, an integration with open source chat solution has been provided. By default, Zimbra Advanced Chat provides a built in integration with [Jitsi Meet](#), a 100% open source video

conferencing solution. Users will be able to start a Jitsi Meet call and invite others using the add video call or add voice call button in the compose box.

When you join a voice or a video call, you will have to log in to a separate account for the call provider - Jitsi.

Start a video call

1. Open the compose box
2. Click the Add video call icon at the bottom of the compose box. This will insert a Join video call link into your message.
3. Send the message.
4. Click on the link in the message to start or join the call.

Note: When the video call link is added in compose box, you can replace the text in [Join video call.] label with any text you like.

Start a voice call

1. Open the compose box
2. Click the Add voice call icon at the bottom of the compose box. This will insert a Join voice call. link into your message.
3. Send the message.
4. Click on the link in the message to start or join the call.

Note: When the video call link is added in compose box, you can replace the text in [Join voice call.] label with any text you like.