OX Mail App

Product Guide – Status OX Mail v2.18.0

V1.0
1 Introducing OX Mail App
1.1 What is Open-Xchange Mail App
1.2 What’s New in v2.10.0
   1.2.1 Improvements for iOS and Android Platform
   1.2.2 Android-only Features
1.3 What’s New in v2.12.0
   1.3.1 Improvements for iOS
   1.3.2 Improvement for Android
1.4 What’s New in v2.14.0
   1.4.1 Improvements for iOS
   1.4.2 Improvement for Android
1.5 What’s New in v2.16.0
   1.5.1 Improvements for iOS
   1.5.2 Improvement for Android
1.6 What’s New in v2.18.0
   1.6.1 Improvements for iOS
   1.6.2 Improvement for Android
1.7 Branding for Partners and Customers

2 Installing the OX Mail App
2.1 Requirements and Server Preparation

3 Login Process for OX Mail App
3.1 Setup Wizard for OX Mail App
3.2 Show tutorial during onboarding

4 Starting Screen After Login into OX Mail App
4.1 List View of Mails
4.2 List View for Folders

5 Working with OX Mail App
5.1 Displaying emails
5.2 Usage of Additional Accounts
   5.2.1 Create and Display New Accounts in iOS
   5.2.2 Create and display new Accounts in Android
5.3 Search for emails
5.4 Sending emails
5.4.1 Send a New Email ................................................................. 18
5.4.2 Reply To or Forwarding Emails ............................................. 19
5.5 Organizing emails .................................................................. 19
  5.5.1 Selecting several emails ....................................................... 20
  5.5.2 Marking emails as read ......................................................... 20
  5.5.3 Flagging Emails with an Asterisk .......................................... 21
  5.5.4 Moving Emails to Another Folder ........................................ 21
  5.5.5 Deleting Emails ................................................................. 21
  5.5.6 Flag Emails as Favorite ....................................................... 21
  5.5.7 Mark Emails as Spam ........................................................ 21
  5.5.8 Empty Spam and Trash Folders with One Button ................. 22
5.6 Organizing Emails (only for Android) ...................................... 22
  5.6.1 Show Image Attachments in Compose View ......................... 22
  5.6.2 Show Recipients Details in Detail View ............................... 23
  5.6.3 Improved Thread View on Android Platform ....................... 23
  5.6.4 Special Swipe Gesture ......................................................... 23
5.7 OX Mail App Settings ............................................................. 23
1 Introducing OX Mail App

1.1 What is Open-Xchange Mail App

In a mobile first world, with a growing number of devices per user, service providers are under increasing pressure to offer customers email services across a wide range of devices. The OX Mail App, for iOS and Android, provides fast and robust email access on both smartphones and tablets. It is designed to work seamlessly with OX App Suite.

OX Mail App is a native mobile app built specifically for smartphone and tablet users who already have a valid OX App Suite account.

This app lets users access their OX App Suite email environment directly from a native mobile client. It provides the following:

- Available for iOS and Android on both mobile and tablet devices.
- Quick and easy onboarding.
- Incoming emails are displayed instantly (push notifications subject to the appropriate configuration of the server).
- Preview messages with the help of teaser texts.
- User-friendly, due to native design, with state of the art gestures for mail management.
- Offline capable – answer and manage previously read emails offline. Everything is synchronized once you are online again.
- Privacy features such as certificate pinning (Android only), securely stored credentials, securely stored email bodies, securely stored attachments and integration with Dovecot Anti-Abuse Shield.

1.2 What’s New in v2.10.0

1.2.1 Improvements for iOS and Android Platform

- Flag an email. Use the star icon to flag a mail as a favorite.
• Logout from the app and delete all local data.

• Show tutorial during onboarding.

• Mark mail as spam.

• GDPR compliant login screen with direct access to the privacy policy.

• Empty spam and trash folders with one tap.

• Advanced Search. Show emails from any account, a specific account, a specific folder, filter on mails that are unread, flagged or have attachments.

• Switch between accounts. Switch between the primary account and secondary accounts that have been configured in OX App Suite.

1.2.2 Android-only Features

• Show image attachments in compose view.

• Show participant details in the detail view.

• Read messages in a thread directly in one overview list.

• Swipe left and right between mails in the detail view.

• Progress indicator during network access.

• Add or delete additional secondary accounts.

1.3 What’s New in v2.12.0

1.3.1 Improvements for iOS

• OX Mail now allows you to view additional secondary mail accounts directly inside the Apple iOS app.

• Read Receipts - when you compose a mail you can now request a read receipt from the recipient. Logout from the app and delete all local data.
1.3.2 **Improvement for Android**

- Swipe Improvements - OX Mail now allows you to configure your swipe actions. Just go to the settings to select your preferred swipe action for both left to right as well as right to left swipes.

1.4 **What’s New in v2.14.0**

1.4.1 **Improvements for iOS**

- Manage Secondary Accounts in the iOS App
  The OX Mail App lets users view existing external email accounts that have been configured in OX App Suite. This is in addition to their primary account. The OX Mail App not only displays emails from external accounts but it also lets users work with them as usual (forward, reply, delete etc.). With this new release you can, on iOS, add and manage accounts all from within the app. This feature is already present on Android.

- Swipe Configuration and Improvements in the iOS App
  With OX Mail App v2.14, Open-Xchange has added a left to right swipe. Additionally, you can now configure what happens for each swipe action in the settings. This feature is already present on Android.

1.4.2 **Improvement for Android**

- Improved Reliability of Push Notifications in the Android App
  Push notifications are now delivered more reliably.

1.5 **What’s New in v2.16.0**

1.5.1 **Improvements for iOS**

- Restricted Access to the OX Mail App for Apple iOS
  You can now restrict access to the app itself when only passcode protection is configured.
1.5.2 Improvement for Android

- Improved Secondary Accounts Management in the Android App
  The OX Mail App lets users view existing external email accounts that have been configured in OX App Suite. This is in addition to their primary account. The OX Mail App not only displays emails from external accounts but it also lets users work with them as usual (forward, reply, delete etc.). With this new release you can now easier add and manage secondary accounts in the Android App.

- Improved Thread Handling in the Android App
  With OX Mail App v2.16, you can now delete or move individual messages from within an email conversation in the Android App.

- Performance Improvements for the Android App
  Message loading has been optimized, the OX Mail v2.16 for Android is overall now more responsive.

1.6 What’s New in v2.18.0

Over the last weeks, Open-Xchange improved the initial OX Mail App version with the following main enhancements. See more details in the following chapters.

1.6.1 Improvements for iOS

- Improved UX of Secondary Accounts in the OX Mail App for Apple iOS
  With this new release it is now easier to add and manage secondary (or third party) accounts.

1.6.2 Improvement for Android

- Toggle Threading of Mails in the Android App
  To have a better overview of your mail conversations OX Mail App can show all your related mails in a thread. In the case you prefer a flat list it is now possible to disable the threads.
1.7 Branding for Partners and Customers

With OX Mail App it is possible for customers and partners to request the addition, and change, of a variety of branding elements in the app. This includes changing colors, graphical assets and icons.

For more information about branding, the cost of this service and what can be done please message oxmailapp@open-xchange.com, or contact Open-Xchange Sales.

2 Installing the OX Mail App

2.1 Requirements and Server Preparation

To use OX Mail App you need to be running OX App Suite v7.8.4 or above together with the OX Facade module. The OX Facade module provides an API optimized for mobile use-cases.

OX App Suite v7.10.2

OX App Suite is an advanced platform designed for Telco’s, Hosters, and other service providers to deliver a wide range of cloud-based services. These include email, file sharing, collaborative document editing, document management, time management, cloud storage and metrics for insight into end-user behavior. Further information can be found at https://www.open-xchange.com/portfolio/whats-new/

OX Facade for Mobile

The Mobile API Facade is a server component that optimally connects the new mail app with OX App Suite. Façade is based on existing technology that is already in use and proven in the OX App Suite middleware. The OX Facade is developed in Java, utilizing the OSGI-Framework. Further information can be found at: http://oxpedia.org/wiki/index.php?title=AppSuite:Mobile_API_Facade
3 Login Process for OX Mail App

3.1 Setup Wizard for OX Mail App

After downloading and starting the OX Mail App it will trigger a login screen. The user will then be asked to enter their OX App Suite login credentials.

The following data is required for setup:

- Groupware server URL
- Groupware credentials
3.2 **Show tutorial during onboarding**

OX Mail App also provides a working tutorial via the onboarding process. The tutorial provides the most important behaviors like:

- Mark or delete mails with gesture function
- Select one or more mails to delete, move or mark as read to organize your list view

![iOS Device](image1.png) ![Android Device](image2.png)

4 **Starting Screen After Login into OX Mail App**

4.1 **List View of Mails**

After logging in, the app will immediately start to load the content of the user’s OX App Suite inbox. If the connected mail server supports push notifications (Dovecot Pro works out of the box), the device will also receive native push notifications when new emails arrive.
To provide a more compact, and efficient, view of messages OX Mail App only shows the senders name and the first line of the subject of each message.

This screen displays the following information and functions:

- Current selected folder name
- Icon-indicators for unread mails, forward/reply, attachment, thread and received time
- Folder action-button to take the user to the inbox folder list
- Action-button to create a new mail
- Open menu button button to see all further folders and settings
Users can enter the “multiselect-mode” with a long press or by clicking on the checkbox to choose emails. They can then perform further actions such as move, delete, etc.

Please note that the behavior may differ slightly between Android and iOS versions.

The new OX Mail App also provides an integrated thread view. This will be indicated by a little icon below the date. If the user selects a threaded email the next screen shows a list view of the complete thread.
4.2 List View for Folders

The folder list view button displays all inbox folders. This includes standard folders (Inbox, Drafts, Sent Objects etc.) as well as personal folders created by the user. The primary mail account folders are always shown at the top of the list. To go back to the inbox view users simply select the desired folder.

Additionally, in the folder view, OX Mail App provides a user avatar and account information. Below the folder overview users also have the possibility to launch settings and help sections. More information can be found in the next chapter.
5 Working with OX Mail App

5.1 Displaying emails

OX Mail App provides the following three options:

- Selecting a view: list and detail views
- Select email folder
- Display email attachments

As soon as the user is logged in, the emails in the inbox are displayed in a list view. OX Mail App also provides a teaser text inside the list view. The teaser text is a preview of the mail body. Additionally, the app provides the priority, if this is used.

If the email is part of a conversation, the number of emails in that conversation is also displayed on the right hand side. Depending on the server configuration, newly received emails are displayed immediately. To retrieve new emails, manually, use the function "pull to refresh" from the top of the list.

To read an email the user only has to tap it, inside this list view. The email is then displayed in a Detail View. If the email is part of a conversation, the list of emails in that conversation is also displayed after tapping. To read an email, which is part of the conversation, users just need to tap on the desired email.

Depending on the email content further functions are available:

- If the email contains quotes, the user can display the complete quote by tapping "Show more" at the bottom.
- If the email includes attachments, it is possible to download the attachment by tapping it.
- Inside the detail view users can zoom in and out
5.2 Usage of Additional Accounts

OX Mail App provides the functionality to use additional external accounts, besides that of the primary account. This means it can display additional accounts inside the OX Mail App window, it also provides the ability to add new accounts.

5.2.1 Create and Display New Accounts in iOS

The user has the ability to click on the plus icon next to the profile picture. To start the creation of a new account it is also possible to do this from the user settings.

The user will see a new edit dialog that lets them add accounts like Gmail or Outlook. In addition it is possible to add “other mail accounts”. In this case, the user has to add the necessary credentials such as servers, password, etc. OX Mail App also provides a simplified, or manual, settings dialog.
After creation is finished, the user can decide to see the inbox from the primary mail account or the new external mail account in the normal mail list view.

### 5.2.2 Create and display new Accounts in Android

The user has the possibility to click on plus icon besides of the profile picture. To start the new account creation is also possible from the user settings.

The user will see a new displayed edit dialog to add main accounts like Gmail or Outlook, additional also the possibility to add “other mail accounts”. In this case, the user has to add the necessary credentials like servers, password, etc. Also OX Mail App provides a simplified or manual settings dialog.

After the creation dialog is finished, the user can decide to see the inbox from the primary mail account or new external additional mail account in the normal mail list view.
5.3 **Search for emails**

OX Mail App provides search functionality. The user can trigger the search dialog with the search icon at the top of the view. The app searches the subject line and email senders.

Additional functionality has been added to the search. It can now show emails from any account, a specific account, a specific folder, filter on mails that are unread, flagged or have attachments.

5.4 **Sending emails**

In addition to composing new emails, users also have the possibility to reply to a received mail or to forward a mail to other recipients.
5.4.1 Send a New Email

OX Mail App provides a dedicated icon to create an email. This is located at the bottom of the list view. After the initial use of the app, users are asked if the app can access contacts saved on the mobile device and on OX App Suite. This dialog can also appear once more during the first creation of a new email.

While entering an email recipient in the dialogue matching suggestions from the native address book, and all participant areas of all emails in the inbox, are displayed (auto-completion). To accept a suggestion the user simply selects a suggested contact. In addition to the “To” field, users can also add recipients to the “Cc” or “Bcc” fields.

Users can also add attachments. They simply tap the attachment icon at the top. For users on iOS devices an attachment button is integrated into the keyboard.
After selecting a file, a placeholder for the attachment will be inserted above the text. To remove the attachment, the user just taps the icon on the upper right side of the placeholder.

To save email drafts for later use the users just taps the menu icon on the right and an overlay saying “Save in the drafts” will appear. Note that all emails are periodically saved as a draft automatically. This lets users keep the email draft if they happen to leave the compose view without either sending or saving the email first.

In order to send the email users simply tap the “Send” icon. The email is sent, and the dialog will be closed. To discard the email, it is only necessary to tap the menu icon on the right side.

5.4.2 Reply To or Forwarding Emails

Replying and forwarding emails is, of course, available in the app. To use those functions users simply open the detail view of a selected email. At the bottom of OX Mail App different icons appear to perform the following actions:

- To forward an email to others simply tap the Forward icon.
- To reply to the sender of an email simply tap the Reply icon.
- To reply to the sender and all other recipients simply tap the Reply all icon.

The dialog for composing a new email appears after selecting one of the icons. The original email is kept as a quote. Users are free to add additional recipients or attachments.

5.5 Organizing emails

OX Mail App provides helpful functionality to help users organize their emails:

- Mark emails as read
- Flag emails with an asterisk
- Move emails to another folder
- Delete emails
5.5.1 Selecting several emails

In every email list, you can tap on the avatar on the left side of the message to select several emails at once. You can then delete them, mark them as read, flag them, etc.

5.5.2 Marking emails as read

This functionality is available in the list and detail views. The user can select one, or several, emails and then mark them as read or unread by tapping the checkbox. The number of selected emails is displayed.

To mark emails as read the user can also swipe right. Please note, this functionality is currently only available on Android devices.
5.5.3 Flagging Emails with an Asterisk

If the user selected one or multiple emails while in “multiselect-mode”, it is possible to tap the “Flag” icon.

5.5.4 Moving Emails to Another Folder

If users have selected one or multiple emails while in “multiselect-mode”, they can open an additional menu at the end of the screen to tap the “Move to Folder” entry. The following dialog provides the folder list. Users then just select one of the folders.

5.5.5 Deleting Emails

If the user selected one or multiple emails while in “multiselect-mode”, it is possible to tap the “Delete” icon. Please note that emails deleted from the trash folder are purged, unless the server configuration is set otherwise.

To delete emails, it is also possible to swipe left.

5.5.6 Flag Emails as Favorite

If the user opens the detail view of an email, it is possible to flag the mail as a favorite with the star icon next to the subject text. This flag is also displayed inside the email list view. The user has the possibility to have a better overview about all important mails. With the same click on the star icon, the user can remove the favorite flag anytime.

5.5.7 Mark Emails as Spam

OX Mail App also provides the functionality to mark emails as spam. If the user opens an email inside the OX Mail App, there is an additional menu at the end of the screen. Inside the menu “mark as Spam” and “move the mail” is available.
5.5.8 Empty Spam and Trash Folders with One Button

Inside the trash or spam folder, the user has the possibility to empty the respective folder with one button at the top of the screen.

5.6 Organizing Emails (only for Android)

5.6.1 Show Image Attachments in Compose View

OX Mail App provides the functionality to show image attachments in the compose view if the user creates a new mail. After the selection of the attachment, the user sees a little picture inside the attachment area and can click on it.
5.6.2 **Show Recipients Details in Detail View**

On the Android platform the user is able to see more details about recipients directly in the detail view of the selected message.

5.6.3 **Improved Thread View on Android Platform**

Open-Xchange provides an improved thread view for the Android platform. The user is able to see mail details of a thread directly in a list.

5.6.4 **Special Swipe Gesture**

Besides of the normal available swipe gesture on both platforms, the user of OX Mail App is able to swipe left and right between mails in the detail view. This is only available on the Android version of OX Mail App.

5.7 **OX Mail App Settings**

OX Mail App provides a complete settings area for the app. The user simply opens settings inside the main menu at the top of the screen.

The following settings are available.

- **Signature**
  Opens a page for enabling and editing signatures.

- **Manage external images**
  Defines whether externally linked graphics are blocked.

- **Folders**
  Defines whether the folders are always displayed unfolded. To collapse or expand the folders according to user needs, it is possible to disable this setting.

- **Feedback**
  Allows users to provide feedback about the app.

- **Notifications**
  Defines whether users are notified about incoming messages.
• Sound
   Enables or disables sound (currently only available on Android).

• Vibration
   Enables or disables vibration.

• About / Help / Privacy Policy / Terms & Conditions
   Provides information about the installed version of the app, the server, legal topics, etc. Additionally, the OX Mail App settings provides GDPR compliant login screen with direct access to the privacy policy.

• Tutorial
   You can also re-visit the tutorial from the settings area.

• Accounts
   On Android you can manage your secondary accounts.

• Logout
   Additionally, inside the settings, the logout button is available. When logging out, any stored credentials are purged and everything is deleted, including all stored emails, drafts, attachments and metadata.