VMware Boxer for Android

User Guide

Contents

vmware airwatch

Contacts

Disclaimer: This document was originally created by AirWatch in the proper format and with the language necessary to ensure the accuracy of the content within it. By altering this document for other users, you agree that any changes made to the content, appearance, or layout of this original document may affect the validity of the document**.**

Note: This document is compatible with the app version available at the Play Store.

vmware® airwatch®

Introduction

Welcome to the VMware Boxer User Guide. VMware Boxer offers you mobile productivity with enterprise-grade security. Boxer containerizes business data from personal data providing frictionless access to enterprise email, calendar, and contacts across corporate-owned devices and BYODs (Bring Your Own Device). You can personalize Boxer to meet your needs with features like custom swipe gestures, contact avatars, custom smart folders, and account color preferences. Boxer with its all-in-one email, calendar, and contacts feature provides an intuitive user experience following native design paradigms on Android devices.

From release v4.9, Boxer supports IBM Notes Traveler v9.0.1 integration. IBM Notes Traveler integration introduces Email, Calendar, and Contacts capabilities in Boxer using ActiveSync protocol. Boxer v4.9 or higher is required for the optimum functioning of email, calendar, and other features. IBM Notes Traveler is not supported when you upgrade from Boxer v4.8 or older versions.

vmware® airwatch®

Add Managed Account

After enrolling your device to AirWatch through AirWatch Agent or AirWatch Container, you can configure your managed account in Boxer. Depending on the configuration set by your administrator and when you launch the app for the first time, you are presented with the Boxer screen to perform any one of the following actions, where:

- You need to enter your password to access emails.

- You need to tap **Continue** to access emails.

You can also configure VMware Boxer application without AirWatch Agent or AirWatch Container through Standalone Enrollment, where you need to:

1. Download and install the VMware Boxer from Google Play Store.

2. Enter your email address and VMware AirWatch credentials (such as Username, Password, Server URL, and Group ID) to access emails.

Add Unmanaged Account

Add an Account (Auto-configuration)

1. Enter a valid email address.

2. Tap **Next**.

- Boxer attempts to determine the account type based on the email domain.

- If the account type is determined, you can enter the password for the account in Boxer's own interface.

- After password submission, Boxer verifies the credentials with the relevant server for validation. If validated, the account gets added to the Boxer and you are navigated to the Boxer's mail view.

3. If the account type cannot be determined, you are asked to select an account manually to perform **Manual Setup**. For more information, refer Error! Reference source not found..

vmware airwatch
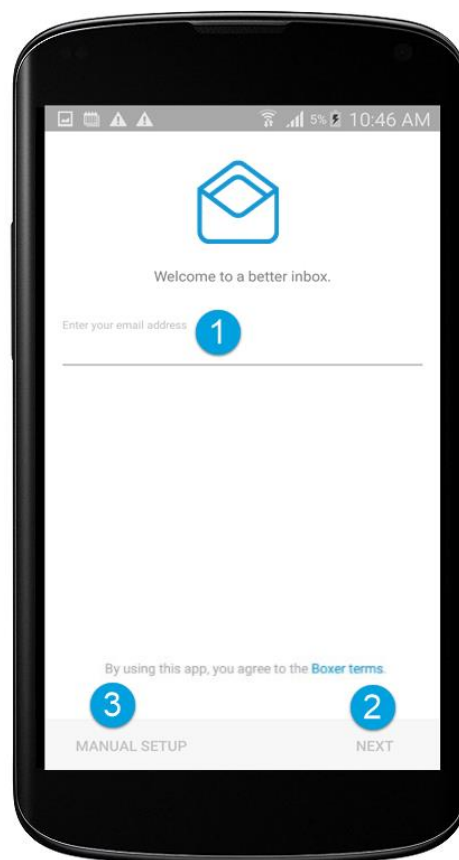
Boxer Inbox

You can manage and sort emails using the following features and functionalities available in the Boxer Inbox.

Inbox Mail View

The very first view of the app immediately after you configure email account is the **Inbox** mail view. From this screen, you can perform various actions on emails and navigate to **Calendar**, **Contacts**, **Files**, and **Settings** screen.

Top Banner Action Icons

- Use the **Menu** (☰) icon to access the slide-out navigation pane to add accounts, view Boxer folders and configured email accounts.

- Pull down the screen from the top banner to manually sync the app with the server and to refresh folders.

- Access the **Search** (🔍) icon (at the top of the Inbox screen or any of the folders you are in) to search emails and filter by From, To, Subject, or ALL.

- Tap the **Overflow** (⋮) icon to refresh Inbox folders, to select all emails, and to access app settings.

Bottom Banner Action Icons

- Use the **Compose** (✏️) icon to create new email messages instantly from the main screen.

- Access **Calendar** and **Contacts** to view, create, and edit the details, **Internal File Viewer** to view and edit all the downloaded attachments from emails, and **Settings** to configure and modify the app settings.

  Important Note: Based on your admin's app configurations, you can view and edit attachments within Boxer Internal File viewer as well as open attachments outside the Boxer.
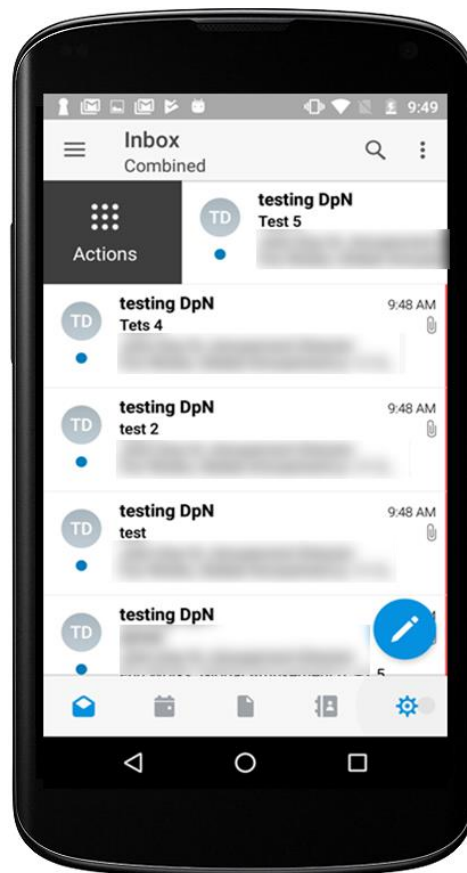
Swipe Actions

- Select single or multiple messages and swipe to the left or to the right to take required actions using the **Actions** grid (⣿).

Zoom and Pan Feature

- Tap open an email and zoom in the email content or any embedded images. This feature allows you to read email content with increased font size and see more details of an image.

vmware airwatch

S/MIME Emails in List View

You can differentiate between normal emails and S/MIME enabled emails from the Inbox List view. S/MIME enabled emails are displayed with S/MIME icons within the Inbox List view.

S/MIME Icon	Description
	The email is signed with S/MIME certificate.
	The email is encrypted using S/MIME.
	The email is signed and encrypted using S/MIME.

vmware airwatch

Email Management

With Boxer, sorting, creating, and managing emails is fast and simple. You can perform a variety of actions such as sending quick replies using default response templates, customizing swipe gestures, setting due dates and priority level to a message, and much more.

Swipe Actions

Perform certain actions on your emails with just a finger swipe. The default swipe actions set on Boxer are listed down.

Note: The administrator can change the default swipe actions. If the swipe action for Archive is disabled by the administrator, the default archive action is replaced by Flag.

Swipe Action	Definition
Right Short Swipe	Swipe right to select an action from the **Actions Grid** (⣿) to perform on the email.
Right Long Swipe	Swipe to the extreme right to view the **To-do** (📋) icon and set a due date and a priority level for an email.
Left Short swipe	Swipe left to **Archive** (📥) a selected email.
Left Long Swipe	Swipe to the extreme left to **Delete** (🗑) an email.

Customize Swipe Actions

You can change the Boxer's default swipe actions to best fit your needs. To change the settings:

1. Select app settings.

2. Select **Swipe actions** from the **Mail** section.

3. Select the desired action for the available swipe actions.

vmware® *airwatch*®

Action Grid

The **Action Grid** (⠿) is available on the top banner of the Inbox view when you select single or multiple email(s), or when you swipe along the email or on the top banner within the email screen. While the **Action Grid** is tap opened, you can hold on any action and move its position within the grid.

Note: If Archive and Spam are disabled by the administrator, the respective options are not displayed.

Available Grid Actions	Definition
📋 **To-do**	Set a due date and priority level to a message and set the assignee to the email. The emails with To-do action get saved in the To-do folder. Use the **To-do** filter (≡↓) to sort emails in the To-do list by date, priority, due, and assignee. Optionally, you can drag and drop emails into the different groups to change the priority, due date, or assignee.
⚡ **Quick**	Send a canned response to someone just by a single tap. Use this option to reply to a message without having to open the email. Tap on the kind of response you want to send, and the response is sent immediately. You can modify the existing response or create a new response.
📥 **Archive**	Archive the selected email message. To archive message and to set it as read, access the app **Settings** icon, and tap **More** in the **Mail** section. Turn **On** the **Archive as read** option.
🗑 **Delete**	Delete the selected email.
❗ **Spam**	Move the selected email to the spam folder.
🚩 **Flag**	Mark the email as Star or Flag to indicate it is important.
◉ **Read/Unread**	Mark the email as read or unread.

vmware® airwatch®

Perform Bulk Actions

Perform bulk actions on multiple emails using the following action icons available on the Inbox mail view screen.

Icons	Definition
	Tap on avatar images to select single or multiple emails.
	Select to delete, archive, or to move the selected emails.
SELECT	Upon selecting email(s), tap the **SELECT** icon to perform the following actions: • **Action Grid** – Select an action from the Action Grid. • **Select All** – Select all the Inbox emails. • **Select all from sender** – If a sender's email is selected on the Inbox screen, use this option to select all the latest emails from that sender. • **Select none** – Deselect

vmware® airwatch®
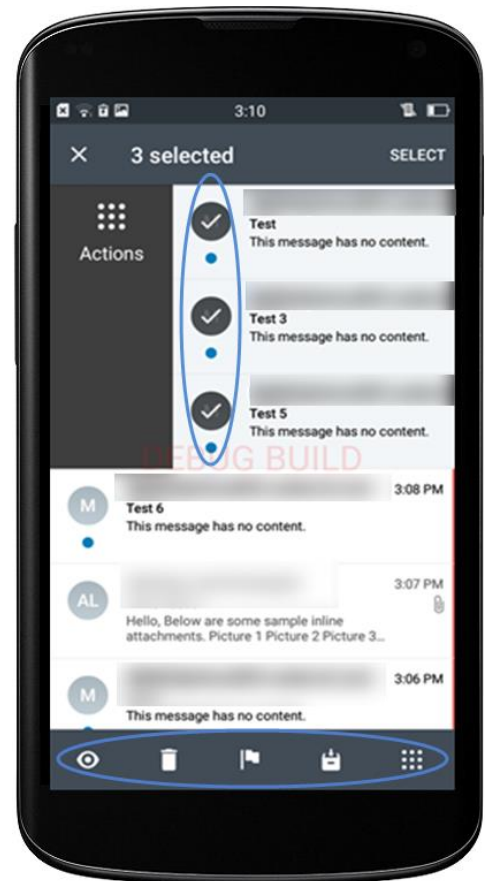
	the selected email.
✕	Deselect the selected emails.

vmware® airwatch®

App Shortcut Actions

Tap hold the Boxer application on the home screen either to create app action shortcuts on the home screen or to directly launch the app actions. App Shortcut actions are supported only on devices using Android OS v7.1 or later.

Tap hold the Boxer application to pop up the **Quick Actions** menu listing out the supported app shortcut actions:

- **Compose** – Either create a shortcut for the Compose Email page on the device home screen or directly access it from the **Quick Actions** menu.

- **Create New Event** – Either create a shortcut for the Create New Event page on the device home screen or directly access it from the **Quick Actions** menu.

- **View Calendar** – Either create a shortcut for the **Calendar** page on the device home screen or directly access it from the **Quick Actions** menu.

vmware® *airwatch*®

View Emails

Tap a single email to open and read the message. You can also tap hold an email message on the Inbox list view to see a preview and then press longer to open the email message. Use the available options on the app bar to perform various actions.

Icon	Definition
←	Move back to the Inbox folder view.
🗑	Delete* email from the Inbox.
📥	Move the unimportant emails to Archive* folder.
📁	Move the email to your selected folder.
⠿	Use the **Action Grid** to perform other actions on an email.
⚑	Add email addresses to **Favorites** so you can message them quickly.
↩	Reply to the sender of an email.
⊖	Indicates that the email is Information Rights Management (IRM)-enabled. Tap to view the IRM security policies or restrictions along with other details of restrictions applied on the email.
🔗	Tap the icon to download attachments from the email. View all the downloaded attachments from the **Files** (▫) tab. All attachments opened within Boxer are read-only.
⋮	Apart from the above actions, perform few other available actions on the email such as to mark email as unread or to report the email.
⏪	Reply to the sender and all other recipients of an email.
➜	Forward email. To forward emails with attachments, enable **Forward attachments** in the **Mail** settings (navigate to app **Settings > Mail > More mail settings > Forward attachments**).
View entire message	View emails that are larger than 200KB.

Based on the screen size, actions such as Archive, Delete, Read/Unread, or Move are available on the top banner of the screen.

vmware airwatch®

Viewing IRM-enabled Emails

You can view and send IRM-enabled emails only if your exchange server has Active Directory Rights Management Services (AD RMS) / Information Rights Management (IRM) enabled. On receiving such IRM-enabled emails, you are restricted or permitted to do any of the following security actions:

- Edit
- Reply
- Reply All
- Forward
- Copy-Paste
- Modify recipients
- Extract
- Print
- Export
- Content Expiry Date

An attempt if made to perform any of the above action on email that has all such restrictions enforced, throws up a notification stating that the action is restricted by IT policy applied by sender.

Other Features

- Press and hold an email message to copy and paste it into the application.
- If restricted by your administrator, you cannot copy data from the Boxer application and paste anywhere outside the application.
- If enabled by your administrator, you can copy data from outside the application and paste into the Boxer application.
- If your email message has contact number details, tap hold on the number to immediately dial it.
- If restricted by your administrator, attachments may open through the **VMware Content Locker** and other AirWatch approved apps. Hyperlinks may open only through the **VMware Browser**.
- If configured by your administrator, you can preview emails and their attachments within Boxer.
  - On the attachment preview screen, the **Share** icon is unavailable. When tapped on Share icon, you are presented with a toast message 'Disabled by your admin'.
- After performing an action on an email while viewing it, you can have Boxer either advance to the next message, the previous message, or return to the conversation list. This setting can be configured from Mail settings (navigate to **Settings > Mail > More mail settings > Auto Advance**).

vmware® airwatch®

Composing Emails

Create a new email message by selecting the **Compose** (✏️) icon at the bottom-right corner of the screen. Tap the icons to perform actions or access additional functionality. If configured by your administrator, Boxer displays a warning when adding recipients from external domains, select 'Proceed' to send the email or select 'Cancel' to return to the Compose menu.

Icon	Definition
←	Move back to the Inbox folder view.
➤	Send an email.
⋮	Tap to discard the message or to save it as a draft in the **Draft** folder to send later or to access app settings.
⊖	Tap and choose the IRM policies that you want to enforce on email while sending.
📅	Tap to: • **Send Availability** – Send your availability including date and time. From the calendar view, select the date and time when you are available. Upon selection, a box listing the selected date and time is inserted into the email body. • **Create Invite** – Attach a new calendar event to the email body without leaving the Compose screen. From the calendar view select the date and time. By default, the event name is picked up from the email subject. Optionally, to set the location, you can edit the event. The availability lookup feature provides information about the availability of the recipients. The recipients are marked as Available, Unavailable, and Unknown. Once the recipients are added, send the email message with the invitation to all the recipients. The event gets added to your calendar. The availability of the recipients is also displayed when you edit an existing calendar event. You can also preview the recipient availability of the events that are already created by you or someone else. If you have created the event, tap on the recipients to view and add people. If you want to view the availability of an event that is not created by you, tap on the recipient list to view their availability.
⚡	Tap to insert quick responses into the message body while composing emails. Navigate to **Settings > Account > Quick Responses** to edit or add new quick responses.
📎	Attach photos, documents, audios, and videos from your device or from Cloud Drives. The default behavior of Boxer is to send attachments of any size. If the attachment is too large, then the 'Unable to send one or more message. An attachment is too large to be processed' error displays and the email is saved in your Outbox. If restricted by your administrator, you cannot attach files from photo gallery and third-party sources.
✔️	If S/MIME is enabled and the certificates are installed on your device, tap to sign the emails sent from the device.

vmware airwatch

🔒	If S/MIME is enabled and the certificates are installed on your device, tap to encrypt emails sent from the device.
🛡	Enable email classification using security levels. For example, the following classifications can be configured in the increasing order of security: • Confidential • Protected • Restricted • Secret When enabled, the email subject, header, and footer display the selected classification tag. Email classification can be done only in the increasing order of security. For example, an email sent with 'Secret' classification (highest) cannot be replied with a classification lower than 'Secret'.

- Press and hold the content to cut, copy, paste, or replace the selected term or the content.

vmware® airwatch®

Combined Mail Boxes

Boxer merges common mail folders found in all email accounts into a single combined mailbox. For example, the Archive combined mailbox contains messages that exist in the Archive folders across all the accounts within Boxer. Access the slide-out navigation pane to view the **Combined** mailboxes.

The default Combined mailboxes are Inbox, Starred, Unread, To-do, and Archive. To customize Combined mailboxes:

1. Select **Edit** option.

2. Tap **Add Custom Box** and select the required folder from any email account.

3. Tap **Background sync** to sync the selected folders.

4. Tap **Done** to save the changes.

Important Note:

> If Boxer app is configured with Outlook account, you can view **Boxer** and **Boxer To-do** folders in your Outlook, similarly you can view them in all your other configured accounts.

vmware airwatch
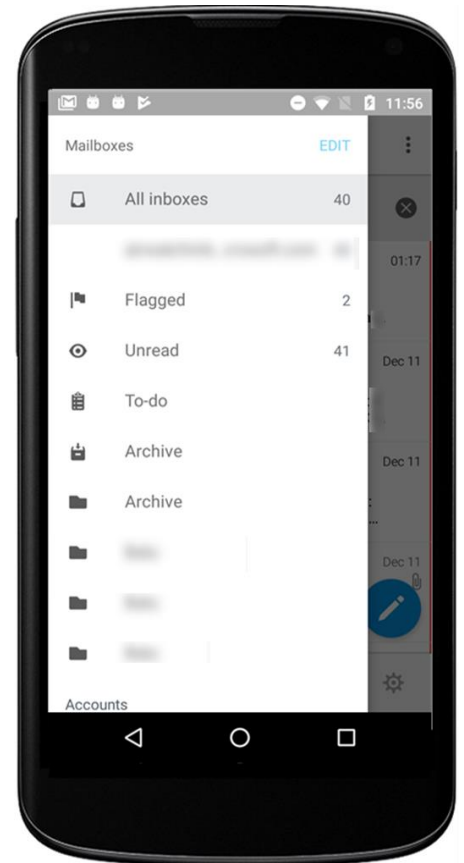
Boxer Settings

Tap the **Settings** icon (⚙) at the bottom action banner on the Inbox screen to access **Boxer Settings** page.

Account

Choose an account and perform the following:

- **Signature** – Create unique email signatures for each account. The default signature is changed to 'Sent from VMware Boxer'.

- **Quick responses** – Edit or add quick response templates that you frequently insert when composing email.

- **Sync email/Sync calendar/Sync contacts** – Enable or disable sync options based on your requirement.

- **Notification Settings** – Set up unique sound or ringtone for mail notifications and also set the LED notification color.

- **Account Color** – Change account color in the color strip to the right of each email. Accounts having unique colors help distinguish what account an email belongs to when viewed in **Combined Mailboxes**.

- **S/MIME –** Enable or disable S/MIME support. Install the Sign and Encrypt certificates provided by your administrator to use email signing and encryption features.

- **Mail synced for –** Select a frequency by which you want your emails synced with the server.

- **Calendar synced for –** Select a frequency by which you want your calendar synced with the server.

Feedback

Send feedback

- Send feedback to default VMware support email distribution list.

- Add an optional email address in the Email ID field to receive direct response from VMware support team.

- Describe your issue and attach screenshots. Add the required details and select **Send** to share feedback.

- View the logs from the Feedback menu by enabling 'Collect logs for this feedback' option.

Mail

- **Swipe actions** – Customize the default swipe actions.

- **More mail settings**

  o **Show Compose Toolbar** – You can enable or disable compose toolbar based on your preferences.

  o **Conversation Threading** – You can toggle between conversation mode on and off to see the email chains in the order you prefer. The default mode can be configured by your administrator.

- **Show Avatars** – You can enable or disable avatars on the email list view. The default mode can be configured by your administrator.

- **Mail Settings**

vmware airwatch

o   **Confirm Before Sending** – When enabled, Boxer displays a confirmation pop-up before sending a mail. When configured by your administrator, you cannot disable the warning displayed by Boxer.

Calendar

- Set the default calendar, enable or disable device calendars, and configure the Alert (or notification) time. Disabling Device Calendar prevents Boxer from syncing device calendars. If local calendars are disabled by your administrator, you cannot access device calendars within Boxer.

Contacts

- Configure how to display and sort your contacts in the application. If configured by your administrator, you may see the option to enable and disable **Caller ID** functionality. If local contacts are disabled by your administrator, you cannot access device contacts within Boxer.

Other

- **Passcode** – Configure passcode to access the application without entering username and password on subsequent login.

- **Lock –** You can lock the app immediately. You must provide the SSO passcode to unlock the app. The Lock setting is available only when the SSO passcode is enabled.

- **Debug:**

    o   REFRESH AIRWATCH PROFILE – Fetch the Boxer configuration changes.

vmware airwatch

Boxer's Calendar and Contacts

Calendar

View, manage, and create calendar events from the **Calendar** (📅) tab. To enable calendar syncing, navigate to **Settings > Accounts > Exchange > Sync Calendar** in the Boxer app and enable **Sync Calendar**.

View Calendar Events

From the main **Calendar** screen, scroll through to view the synced calendar events.

| Icons	Definition
📅	Access **Today** view.
🔍	Search for events and invites.
⋮	Tap to pull down various options to: • Toggle between **Agenda** view (presents upcoming events in a list grouped by dates), **Day** view, and **Week** view. • **Refresh** to sync calendar events. • Access app **Settings**.
➕	Create new events. (Optional) Tap and hold on any random date to create a new event. Enter the required details in the respective fields. The availability of the recipients is shown (free or busy) when you are creating an event. The availability lookup feature is not supported on Exchange 2007 and IBM Traveler servers.

vmware airwatch
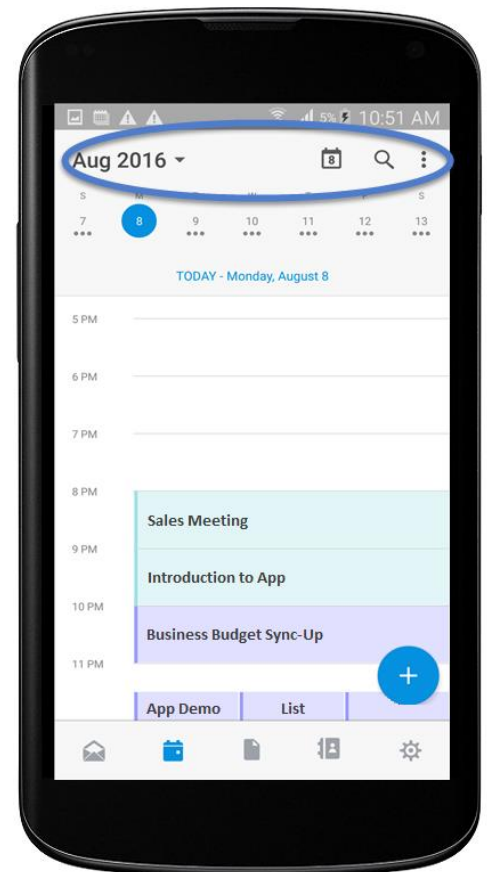
Invitation Cards

Invitation Cards are displayed in emails containing calendar attachments. It contains basic details of the event including title, time, location, recurrence information, and reply option to send to the event organizer.

Upon receiving the invite, you can do the following actions.

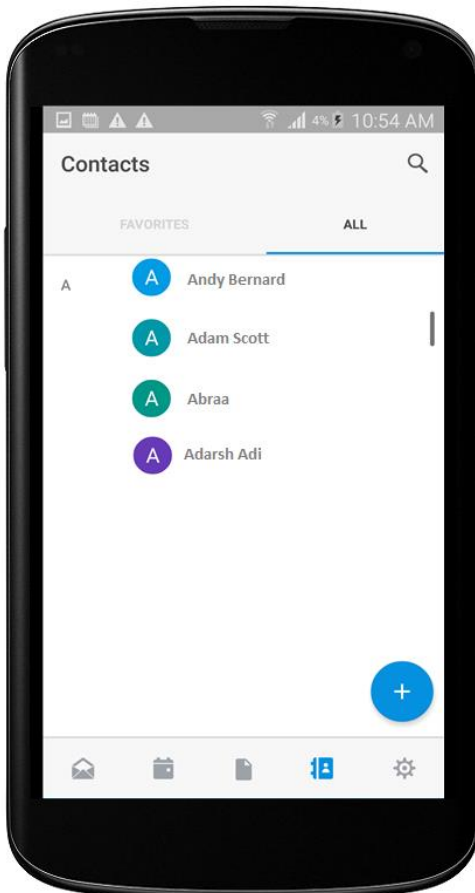| Icons	Definition
Accept	Accept your invites.
Maybe or Decline	If you have conflicting events, tap and propose a new time while replying to the event organizer.
⠿	Perform necessary actions on the invite.
🕐	Shows the event date and time details.
📍	Shows the event location.
👤	Shows the number of attendees.
📅	Shows your availability status for the event by displaying **Available** or **Busy**.
↩	Reply to send an attendance status to the event organizer.

vmware airwatch
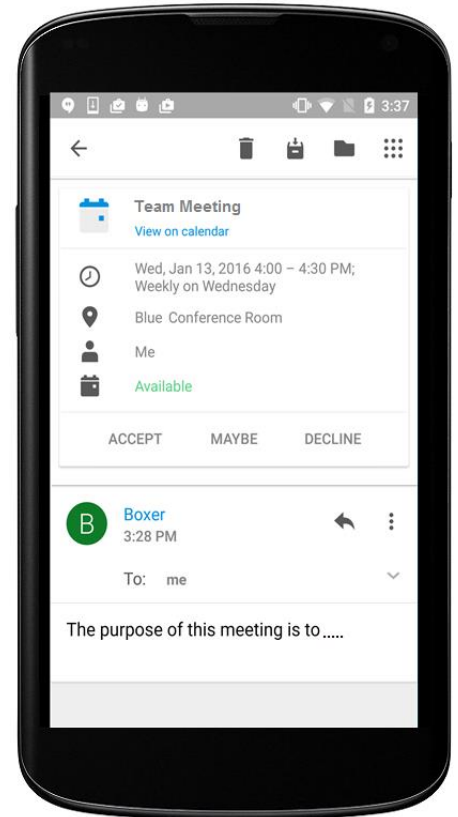
Contacts

View your contacts from the **Contacts** ( ) tab. To enable contact syncing, navigate to **Settings > Accounts > Exchange > Sync Contacts** in the Boxer app and enable **Sync Contact**.

View Contacts

Use the following table to understand the options available on **Contact** screen.

Options	Definition
Favorites	View your favorited contacts.
All	View all your saved contacts.
	Search for users or contacts by name in Global Address List. Note: Boxer displays Active Directory (AD) user photos as the display picture for the contacts in Global Address List.
	Create new contacts.

GAL Contacts

You can create and save contacts from the Corporate Global Access List (GAL) using the GAL contacts feature. The GAL contacts feature is enabled by default and supports creating and saving contacts from Email, Calendar, and Boxer Contacts.

To create a new contact from GAL:

1. Select the GAL contact and then tap .

2. Enter the contact details and tap **Save**.

Caller ID Functionality

If configured by your administrator, Boxer applies Caller ID functionality to all your Boxer contacts. This adds only the name and phone number of all the Boxer contacts to your native contacts app. Any changes you make to these contacts

in the native contacts app does not get reflected in Boxer. If you wish, you can disable **Caller ID** functionality in Boxer **Settings** (navigate to **Settings > Contacts > Caller ID**).

vmware airwatch