

OX Mail v2
Product Guide

V1.0

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1 Introducing OX Mail v2

1.1 What is Open-Xchange Mail v2

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 v2 is a native mobile app built specifically for smartphone and tablet users who already have a valid OX App Suite account. OX Mail v2 is an entirely new generation of email app when compared with the current OX Mail v1.

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 (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.
- 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 Pricing and Availability

OX Mail will be available in May 2018. Users will be able to download their respective client for their device from the corresponding app store free of charge. The availability of the various clients depends on the approval process of the

store provider. Clients for iOS and Android will be made available from the App Store and Google Play. The availability of the various clients will be confirmed by Open-Xchange via the usual communication channels.

Please message oxmailapp@open-xchange.com, or contact Open-Xchange Sales, for more information and pricing details about OX Mail v2.

1.3 Branding for Partners and Customers

With OX Mail v2 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 v2

2.1 Requirements and Server Preparation

To use OX Mail v2 you need to be running OX App Suite v7.8.4 or above together with the new OX Facade module. The Facade module provides an API optimized for mobile use-cases.

OX App Suite v7.8.4

OX App Suite is an advanced platform designed for telcos, 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 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

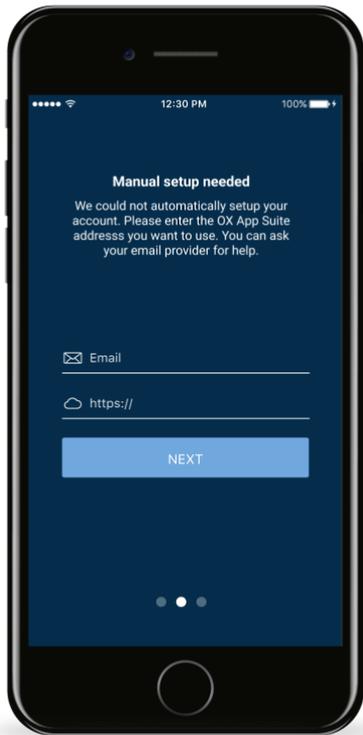
3 Login Process for OX Mail v2

3.1 Setup Wizard for OX Mail v2

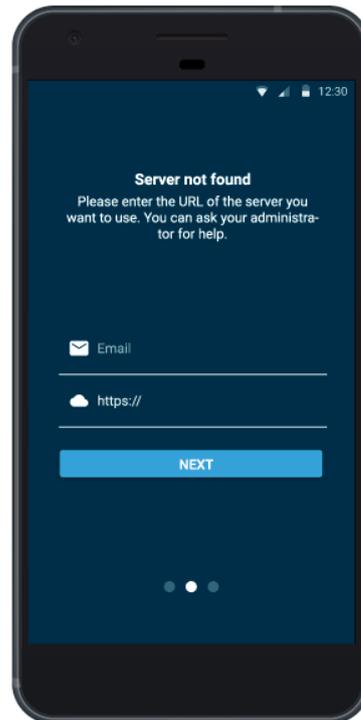
After downloading and starting the OX Mail v2 it will trigger a login screen. The user will then be asked to enter their OX App Suite login credentials.

The following data is required for setup:

- Groupware server URL
- Groupware credentials



iOS Device



Android Device

4 Starting Screen After Login into Mail v2

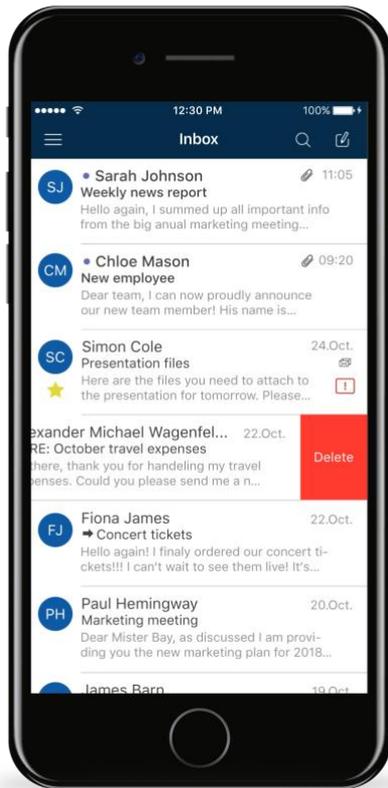
4.1 List View of Mails

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.

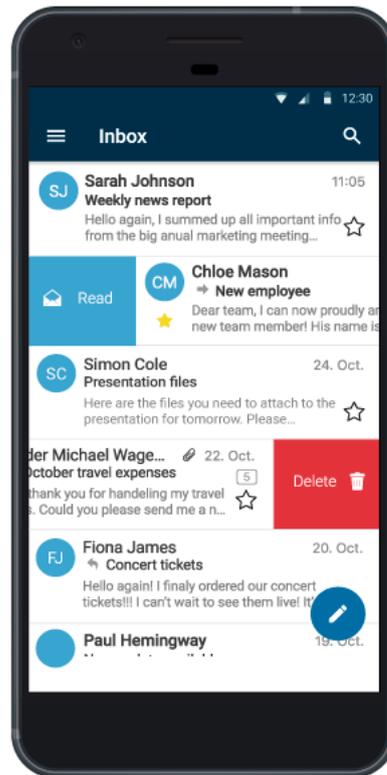
In order to provide a more compact, and efficient, view of messages OX Mail v2 only shows the senders name and the first line of the subject of each message.

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 to see all further folders and settings



iOS Device



Android Device

Users can enter the “multiselect-mode” by 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.

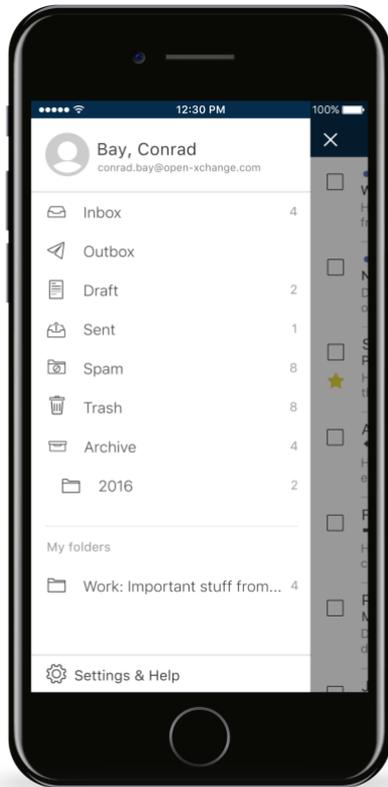
The new OX Mail v2 also provides an integrated thread view. This will be indicated by a little icon below the date. If the user selects a threaded email the next screen shows a list view of the complete thread.

4.2 List View for Folders

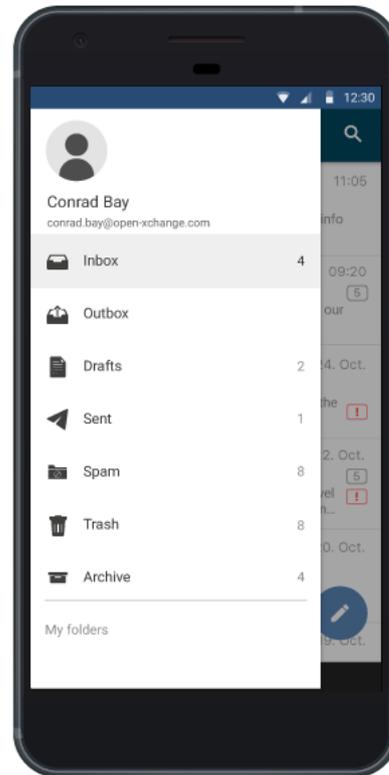
The folder list view button displays all inbox folders. This includes standard folders (Inbox, Drafts, Sent Objects etc.) as well as personal folders created by

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 v2 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.



iOS Device



Android Device

5 Working with OX Mail v2

5.1 Displaying emails

OX Mail v2 provides the following three options:

- Selecting a view: list and detail views

- Select email folder
- Display email attachments

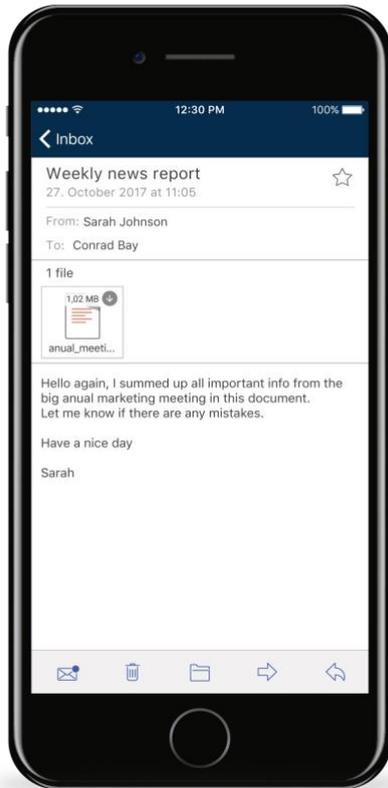
As soon as the user is logged in the emails in the inbox are displayed in the list view. OX Mail v2 also provides a teaser text inside the list view. The teaser text is a preview of the mail body. Additionally, the app provides the priority, if this is used.

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

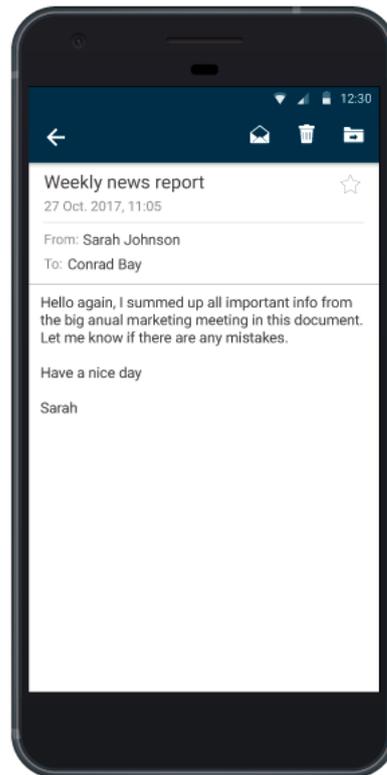
To read an email the user only has to tap it, inside this list view. The email is then displayed in a Detail View. If the email is part of a conversation, the list of emails in this conversation is also displayed after tapped. To read an email, which is part of the conversation, users just need to tap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



iOS Device



Android Device

5.2 Search for emails

OX Mail v2 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.

5.3 Sending emails

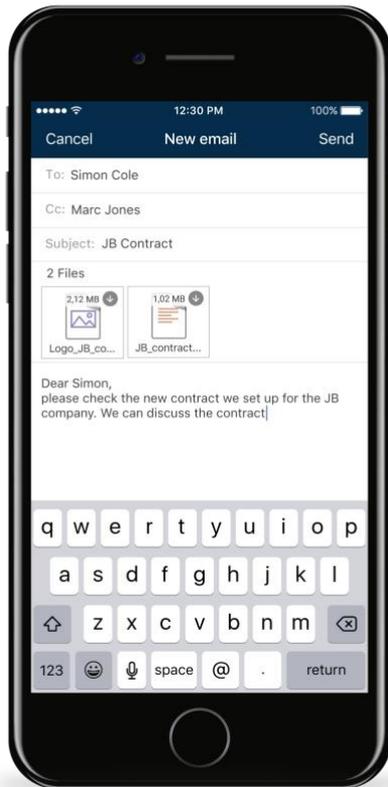
In addition to composing new emails, users also have the possibility to reply to a received mail or to forward a mail to other recipients.

5.3.1 Send a new email

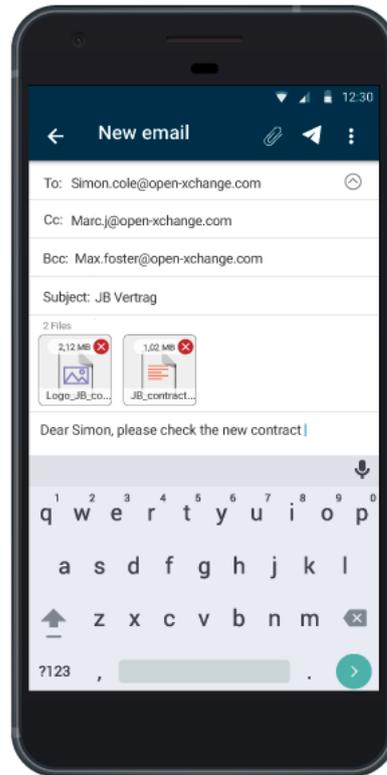
OX Mail v2 provides a dedicated icon to create an email that is located at the bottom of the list view. After the initial use of the app, users are asked if the app

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 email recipients 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.



iOS Device



Android Device

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.

5.3.2 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 v2 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.

5.4 Organizing emails

OX Mail v2 provides helpful functionalities to help users organize their emails:

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

5.4.1 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.

5.4.2 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.

5.4.3 Moving emails to another folder

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

5.4.4 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 OX Mail v2 Settings

OX Mail v2 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.
- **Analytics**
Defines if anonymous data about the app is collected.
- **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.