

**OX Mail App**  
**Product Guide – OX Mail v2.24.0**

V1.0

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# 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 mail services across a wide range of devices. The OX Mail App, for iOS and Android, provides fast and robust mail 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 mail 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 mails 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 mails offline. Everything is synchronized once you are online again.
- Privacy features such as certificate pinning (Android only), securely stored credentials, securely stored mail 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 a mail. 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 mails 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 mail accounts that have been configured in OX App Suite. This is in addition to their primary account. The OX Mail App not only displays mails 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 reliable.

## 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 mail accounts that have been configured in OX App Suite. This is in addition to their primary account. The OX Mail App not only displays mails 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 mail 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

### 1.6.1 Improvements for iOS

- **Improved UX of Secondary Accounts in the OX Mail App for Apple iOS**  
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 What's New in v2.20.0

### 1.7.1 Improvement for Android

- Introduction of Folder Management in the Android App  
With OX Mail App v2.20.0 you can now manage your folders in the app settings. You can now create, edit and delete folders.
- Introduction of Virtual Folders to the Android App  
With OX Mail App v2.20.0 virtual folders for unread and flagged mails, as well as mails with attachments, are added to the Android App.
- Multiselect in Search - Actions for Individual Mail Messages in the Android App  
With this new release you can now select one, or several, of your messages in a search. Following which you can delete, move or mark the results as read/unread.

### 1.7.2 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 accounts.
- Improved UX on the iPad in the OX Mail App for Apple iPadOS  
With OX Mail App v2.20.0 comes a more native behaviour on the iPad.

## 1.8 What's New in v2.22.0

### 1.8.1 Improvement for Android

- Improved UX in the Android OX Mail App  
With OX Mail App v2.22.0 comes a more Android native experience.
- Stabilized actions in Virtual Folders and search in the Android App  
You can now easily move mails from Virtual Folders and undo this action in case you want to.



## 1.9 What's New in v2.24.0

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.

### 1.9.1 Improvement for Android

- Improved UX for secondary accounts on Android  
With this new release it is now easier to add, and manage, secondary (or third party) accounts.
- Introduction of a new detail view and attachment handling on Android  
With this release we have redesigned the detail view. The attachments can now be found at the bottom of the email. Now if you tap the attachments button at the top the view will automatically scrolls down to the list of attachments at the bottom.
- Add Logout confirmation dialog on Android  
Instead of being logged out immediately, the user will now be asked, and informed, about local data being lost.
- UX improvement of the folder list on Android  
With this release comes a more Android native experience..

### 1.9.2 Improvements for iOS

- Improved UX for secondary accounts on Apple iOS  
With this new release it is now easier to add, and manage, secondary (or third party) accounts.
- Introduction of mail multi-select actions for mails on Apple iOS  
With this new release users can now select one, or several, messages and then delete, move or mark them as read/unread.
- UX improvements of the Primary Accounts Settings on Apple iOS  
With this release comes a more structured, and slimmer, overview of your Primary Account details.

## 1.10 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 email [oxmailapp@open-xchange.com](mailto: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 mail, 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. Facade 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](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

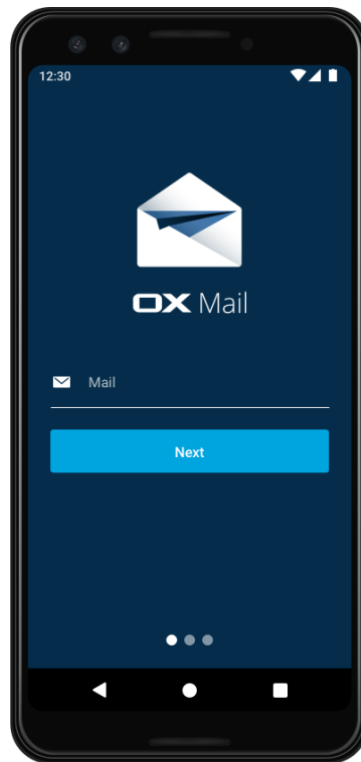
After downloading and starting the OX Mail App it will trigger a login screen. The user will then be asked to enter their OX App Suite login credentials.

The following data may be required for setup:

- Groupware server URL
- Groupware credentials



*iOS Device*

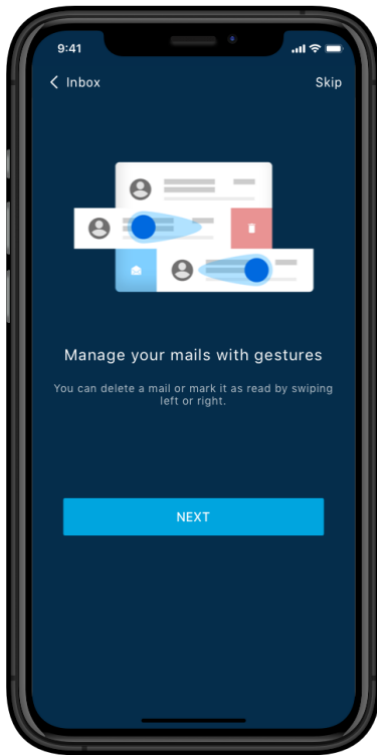


*Android Device*

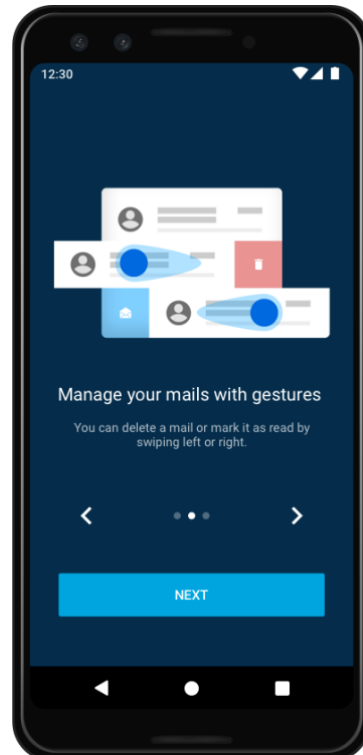
### 3.2 Show tutorial during onboarding

OX Mail App provides a working tutorial via the onboarding process. The tutorial provides the most important functions such as:

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



*iOS Device*



*Android Device*

## 4 Starting Screen After Login to OX Mail App

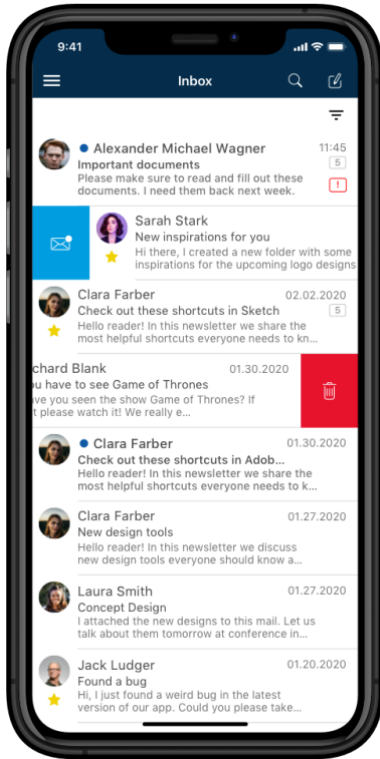
### 4.1 List View of Mails

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 mails arrive.

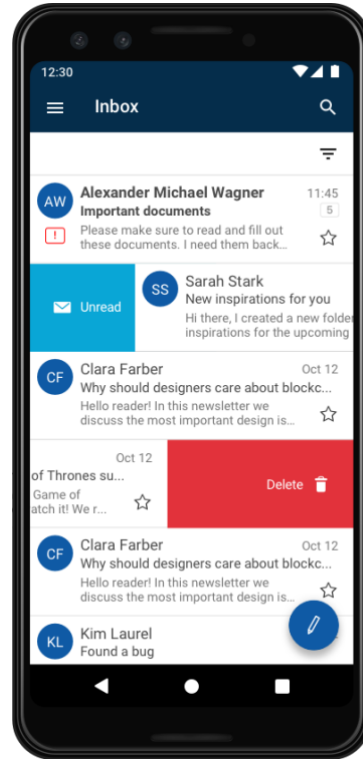
To provide a more compact, and efficient, view of messages OX Mail App only shows the senders name and the first line of the subject of each message.

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 to see all further folders and settings



*iOS Device*



*Android Device*

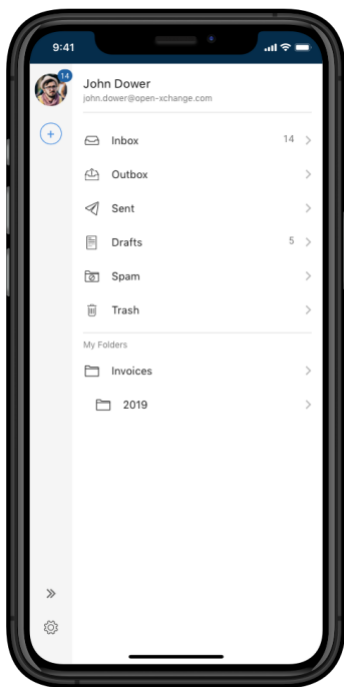
Users can enter the “multiselect-mode” with a long press or by tapping on the checkboxes to choose mails. They can then perform further actions such as move, delete, etc. Please note that the behavior may differ slightly between Android and iOS versions.

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 mail the next screen shows a list view of the complete thread.

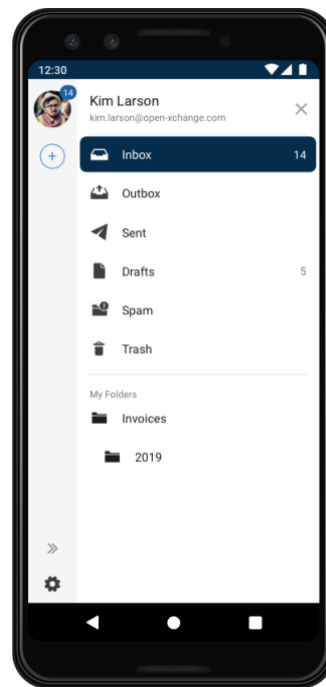
## 4.2 List View for Folders

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.



*iOS Device*



*Android Device*

## 5 Working with OX Mail App

### 5.1 Displaying Mails

OX Mail App provides the following three options:

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

As soon as the user is logged in, the mails 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 mail is part of a conversation, the number of mails in that conversation is also displayed on the right-hand side. Depending on the server configuration, newly received mails are displayed immediately. To retrieve new mails, manually, use the function “pull to refresh” from the top of the list.

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

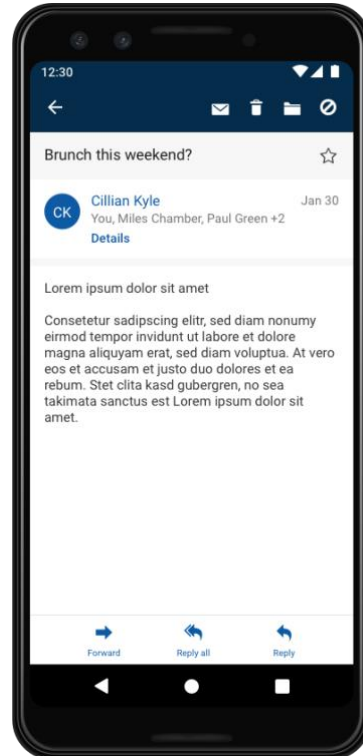
Depending on the mail content further functions are available:

- If the mail contains quotes, the user can display the complete quote by tapping “Show more” at the bottom.
- If the mail 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 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 tap 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 settings menu.

The user will see a new edit dialog that lets them add accounts like Gmail, Outlook etc. 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 tap on plus icon besides of the profile picture. To start the new account creation is also possible from the user settings.

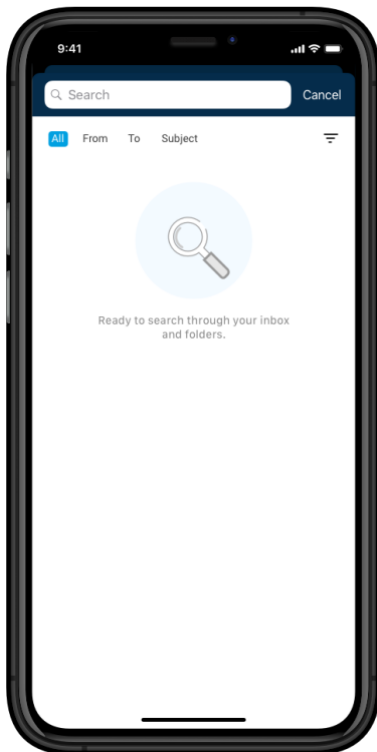
The user will see a new displayed edit dialog to add main accounts, e.g. Gmail or Outlook, additional also the possibility to add “other mail accounts”. In this case, the user has to add the necessary credentials such as servers, password, etc. Also, OX Mail App provides a simplified or manual settings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

After the creation dialog is completed, 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.

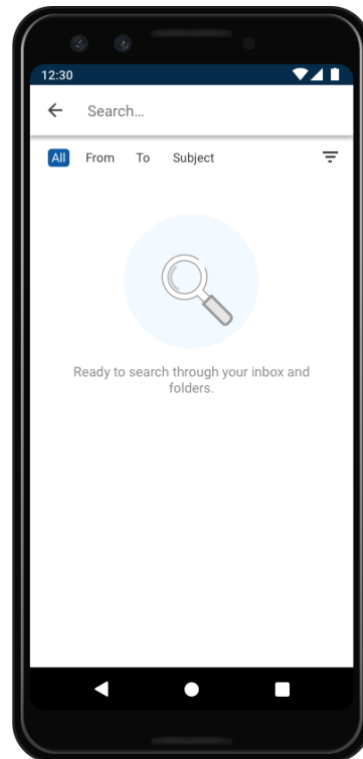
### 5.3 Search for Mails

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 mail senders.

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



*iOS Device*



*Android Device*

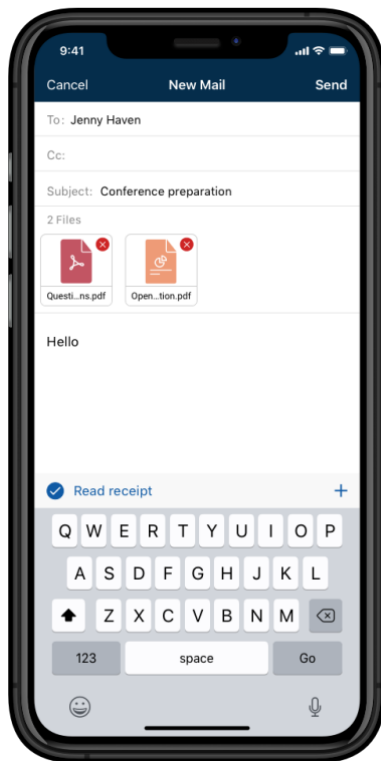
## 5.4 Sending Mails

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

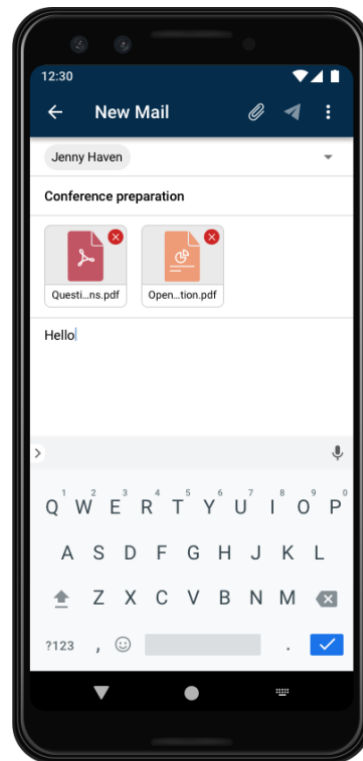
### 5.4.1 Send a New Mail

OX Mail App provides a dedicated icon to create a mail. 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 mail.

While entering a mail recipient in the dialogue matching suggestions from the native address book, and all participant areas of all mails 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 mail drafts for later use the user just taps the menu icon on the right and an overlay saying “Save in the drafts” will appear. Note that all mails are periodically saved as a draft automatically. This lets users keep the mail draft if they happen to leave the compose view without either sending or saving the mail first.

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

#### **5.4.2 Reply to or Forwarding Mails**

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

- To forward a mail to others simply tap the Forward icon.
- To reply to the sender of a mail 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 mail appears after selecting one of the icons. The original mail is kept as a quote. Users are free to add additional recipients or attachments.

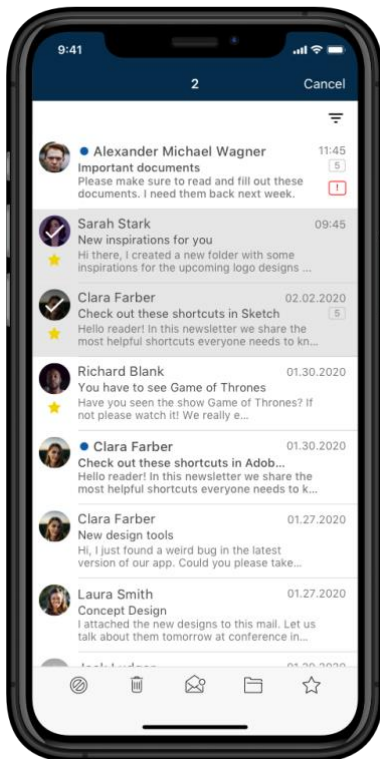
## 5.5 Organizing Mails

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

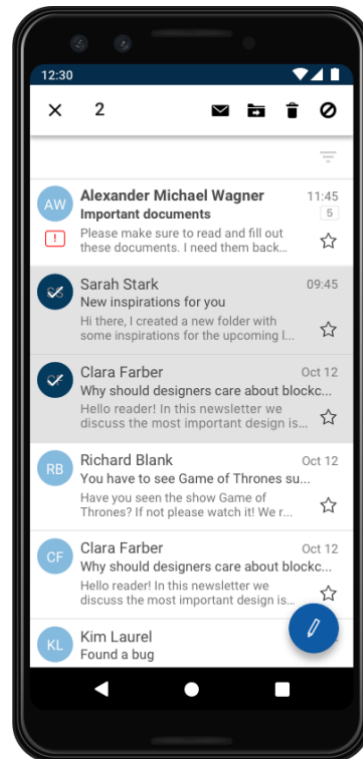
- Mark mails as read
- Flag mails with an asterisk
- Move mails to another folder
- Delete mails

### 5.5.1 Selecting Several Mails

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



*iOS Device*



*Android Device*

### **5.5.2 Marking Mails as Read**

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

To mark mails as read the user can also swipe right.

### **5.5.3 Moving Mails to Another Folder**

If users have selected one or multiple mails 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.

### **5.5.4 Deleting Mails**

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

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

### **5.5.5 Flag Mails as Favorite**

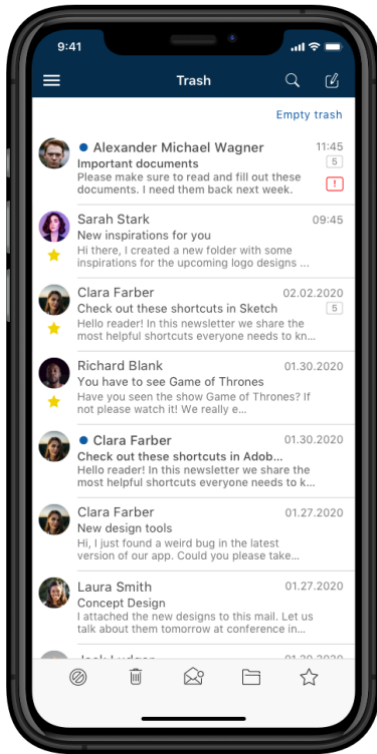
If the user opens the detail view of a mail, it is possible to flag the mail as a favorite with the star icon next to the subject text. This flag is also displayed inside the mail list view. The user has the possibility to have a better overview about all important mails. With the same tap on the star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

### **5.5.6 Mark Mails as Spam**

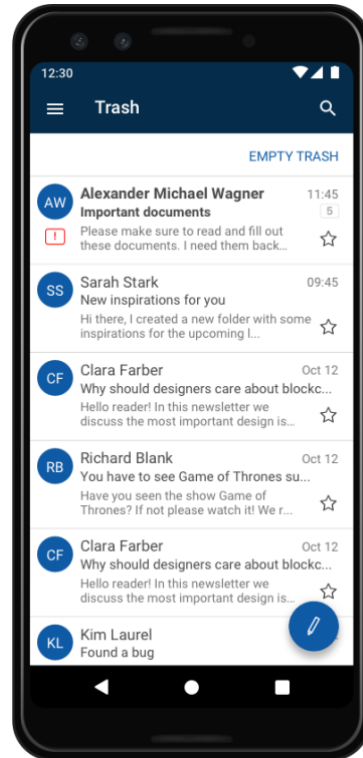
OX Mail App also provides the functionality to mark mails as spam. If the user opens a mail inside the OX Mail App, there is an additional menu at the end of the screen. Inside the menu “mark as Spam” and “move the mail” is available.

### 5.5.7 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.



*iOS Device*



*Android Device*



## **5.6 Organizing Mails (Android only)**

### **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 mails, drafts, attachments and metadata.