You can find the most up-to-date technical documentation on the VMware website at:
https://docs.vmware.com/
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docfeedback@vmware.com
Introduction to Workspace ONE Boxer for iOS

Welcome to the Workspace ONE Boxer for iOS User Guide.

Workspace ONE Boxer offers consumer simple mobile productivity with enterprise-grade security. This app containerizes business data from personal data providing frictionless access to enterprise email, calendar and contacts across corporate-owned devices and bring your own devices (BYOD).

Workspace ONE Boxer allows users to personalize the app to meet their needs with features like custom swipe gestures, contact avatars, custom smart folders, and account color preferences. The all-in-one email, calendar, and contacts app provides an intuitive user experience following native design paradigms on iOS devices.

This chapter includes the following topics:
- Privacy and Data Sharing
- Add Managed Accounts
- Add Unmanaged Account
- Single Sign On Passcode
- Enrollment Using PIV-D Manager

Privacy and Data Sharing

A Privacy and a Data Sharing notice is displayed to all users when logging into Workspace ONE Boxer.

Privacy Notice

A Privacy Notice (scrolling enabled) is displayed to all users when logging into Workspace ONE Boxer.
The Privacy Notice displays the following information:

- **Data collected by the app** – Provides a summary of data that is collected and processed by the application. Some of this data is visible to the administrators of the Workspace ONE UEM administration console.

- **Device Permissions** – Provides a summary of device permissions requested for the app to enable product features and functionality, such as push notifications to the device.

- **Company’s Privacy Policy** – By default, a message is displayed for you to get more information about your company. When configured by your administrator, tap Your Company’s Privacy Policy to access your employer’s privacy policy information within Boxer.

**Data Sharing**

Workspace ONE Boxer displays a data sharing notice that can be used to opt-in to anonymous feature usage analytics that help VMware to improve product functionality and invent new product capabilities.
When disabled, the data sharing notice is not displayed, and no data is collected from the device to optimize the app experience. You can enable or disable data sharing by navigating to **Settings > Privacy > Data Sharing.**

**Add Managed Accounts**

Add your managed accounts.

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

**Procedure**

1. Enter your password to access emails.
2 Tap **Continue** button to access emails.

You can also configure Boxer application without Workspace ONE, AirWatch Agent or AirWatch Container through Standalone Enrollment, where you need to download and install Workspace ONE Boxer from iTunes and then enter your email address and VMware Workspace ONE UEM credentials (such as Username, Password, Server URL, and Group ID) to access emails.

**Add Unmanaged Account**

Add multiple personal accounts account.

Based on the configurations set by your administrator, you can add multiple personal accounts. You can also manually setup IMAP accounts if an account type or domain cannot be auto-configured. When adding an account for the first time:

**Procedure**

1. Enter a valid email address in the single text field (or email domain).
   
   If you tap any other available options without a valid email address, you receive an error screen.

2. Select one of the two options: **Add Account** or **Manual Setup**.

**What to do next**

Add an account.

**Add an Account (Auto-configuration)**

Add an account with a valid email address.
**Procedure**

1. Enter a valid email address.

2. Tap **Add account**.

   Workspace ONE Boxer attempts to determine the account type based on the email domain.
   
   a. If the account type is determined, you can enter the password for the account in Workspace ONE Boxer interface.
   
   b. 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 Workspace ONE Boxer mail view.

**What to do next**

If the account type cannot be determined, you are asked to select an account manually to perform manual setup. For more information, see **Perform Manual Setup**.

**Perform Manual Setup**

Setup account manually.
Procedure

1. Enter a valid email address.
2. Tap Manual Setup to view the list of available account types.
3. Choose the required account type from the list. The selected account type determines the screen to be displayed next.
   - If you choose Outlook, the relevant web view is presented to enter your email address and password for authentication. Upon Outlook server authentication, server requests you to grant permission to access their account. If agreed, the account gets added to the Workspace ONE Boxer.
   - If you choose any other account, you are required to enter the password for the account in Workspace ONE Boxer interface. After submitting the password, Workspace ONE Boxerverifies the credentials with the relevant server for validation. If validated, the account gets added to the Workspace ONE Boxer.
   - In the case of Exchange and Other as the account type, if the password cannot be verified or incorrect, then additional setup options such as incoming/outgoing servers are displayed to you to provide more account setup information.
You can also add multiple accounts in Workspace ONE Boxer. To do this, navigate to **Boxer Settings > Add Account**.

**Single Sign On Passcode**

Use SSO passcode to access Workspace ONE Boxer other enterprise applications.

If configured by your administrator, you are prompted to create single sign on (SSO) passcode. This passcode is applicable only if your organization enables single sign on functionality with AirWatch Agent or AirWatch Container applications.

If you forgot passcode, you are provided with the options to sign-in either with username/password or token depending upon your administrator settings.

**Setting Application Passcode**

If configured by your administrator to authenticate with passcode or username/password with SSO disabled, you must create a passcode at the application level. While accessing Workspace ONE Boxer for the first time you are prompted to setup the application passcode. Use the same passcode on subsequent launches.

**Note** The application passcode that is set for the Workspace ONE Boxer application cannot be shared to access any other enterprise applications.

**Enrollment Using PIV-D Manager**

Use VMware PIV-D Manager to enroll into Workspace ONE Boxer.

If enabled by your administrator, you can use VMware PIV-D Manager to enroll into Workspace ONE Boxer. To enroll into Workspace ONE Boxer using PIV-D Manager, follow these steps:

**Procedure**

1. Enroll using AirWatch Agent. PIV-D Manager also supports standalone enrollment.
2. Install VMware PIV-D Manager. If you are enrolling into Workspace ONE Boxer without installing PIV-D Manager, you are prompted to download the application to continue the enrollment.
3. Enter the enrollment credentials and select Next. Credentials Activation message is displayed.
4. Once the credentials are verified, Workspace ONE Boxer app launches.
Inbox

You can manage and sort emails using the features and functionalities available in the Workspace ONE Boxer.

**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, and Settings screen.
### Action Icons

<table>
<thead>
<tr>
<th>Top Banner Action Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the Menu (≡) icon to access the slide-out navigation pane to view Workspace ONE Boxer folders and configured email account.</td>
<td></td>
</tr>
<tr>
<td>Use the Compose (.compose) icon to create new email messages instantly from the main screen.</td>
<td></td>
</tr>
<tr>
<td>Access the Search Bar (🔍) (at the top of the Inbox or any of the folders you are in) to search and filter emails by From, To, Subject, or ALL categories. You can also search for specific email attachments by entering the attachment name. Any local emails that matches the query are returned.</td>
<td></td>
</tr>
</tbody>
</table>

Pull down the screen from the top banner to manually sync the app with the server and to refresh folders. A message displays the sync status and the number of emails that are being synced to Workspace ONE Boxer.

<table>
<thead>
<tr>
<th>Bottom Banner Action Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Calendar and Contacts to view, create, and edit the event and contact details, Files to view all the locally saved files from emails, or Settings to configure and modify the app settings.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Swipe Actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select single or multiple messages and swipe to the left or to the right to take required actions using the Actions grid ( طويلة).</td>
<td></td>
</tr>
</tbody>
</table>

### S/MIME Signed and Encrypted Emails

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="icon.png" alt="S/MIME Signed" /></td>
<td>If S/MIME is enabled and the certificates are installed on your device, you can view S/MIME signed emails in the list view.</td>
</tr>
<tr>
<td><img src="icon.png" alt="S/MIME Encrypted" /></td>
<td>If S/MIME is enabled and the certificates are installed on your device, you can view S/MIME encrypted emails in the list view.</td>
</tr>
</tbody>
</table>

This chapter includes the following topics:

- Email Management
- View Emails
- Compose Emails

### Email Management

Sort, create, and manage emails. You can perform a variety of actions such as sending quick replies through 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.

Table 2.1. The default swipe actions set on Workspace ONE Boxer are listed down.

<table>
<thead>
<tr>
<th>Swipe Action</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right Short Swipe</td>
<td>Swipe right to select an action from the Actions Grid (●) to perform on the email.</td>
</tr>
<tr>
<td>Right Long Swipe</td>
<td>Swipe to the extreme right to view the To-do (●) icon and set a due date and a priority level for an email.</td>
</tr>
<tr>
<td>Left Short swipe</td>
<td>Swipe left to Archive (●) a selected email.</td>
</tr>
<tr>
<td>Left Long Swipe</td>
<td>Swipe to the extreme left to Delete (●) an email.</td>
</tr>
</tbody>
</table>

Note The administrator can change the default swipe actions.

Customize Swipe Actions

You can change the Workspace ONE Boxer default swipe actions to best fit your needs.

To change the settings:

Procedure

1. Select app Settings.
2. Select Swipe actions from the Mail section.
3. Select the desired action for the available swipe actions.

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.
<table>
<thead>
<tr>
<th>Available Grid Actions</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>To-do</td>
<td>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.</td>
</tr>
<tr>
<td>Quick</td>
<td>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 right away. You can modify the existing response and create your response.</td>
</tr>
<tr>
<td>Move</td>
<td>Move the selected email message to a different folder.</td>
</tr>
<tr>
<td>Archive</td>
<td>Archive the selected email message. If you want to archive the message and set it as read, access the app Settings icon, and tap More in the Mail section. Turn On the Archive as read option.</td>
</tr>
<tr>
<td>Delete</td>
<td>Delete the selected email.</td>
</tr>
<tr>
<td>Spam</td>
<td>Move the selected email to the spam folder.</td>
</tr>
<tr>
<td>Star/Flag</td>
<td>Mark the email as Star or Flag to indicate importance.</td>
</tr>
<tr>
<td>Read/Unread</td>
<td>Mark the email as read or unread.</td>
</tr>
</tbody>
</table>

**Perform Bulk Actions**

Perform bulk actions on multiple emails using the following action icons available on the Inbox mail view screen.
<table>
<thead>
<tr>
<th>Icons</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /> <img src="image2" alt="Icon" /> <img src="image3" alt="Icon" /> <img src="image4" alt="Icon" /></td>
<td>When avatars are enabled: Tap multiple avatar images to multi-select emails. You can also tap and hold a message to select single or multiple messages. When avatars are disabled: Tap and hold a message to select single or multiple messages.</td>
</tr>
<tr>
<td><img src="image5" alt="Icon" /> <img src="image6" alt="Icon" /> <img src="image7" alt="Icon" /> <img src="image8" alt="Icon" /></td>
<td>Select an action from the Action Grid to perform bulk action on the selected emails or swipe the selected emails to left or right for a swipe action to take place.</td>
</tr>
<tr>
<td><img src="image9" alt="Icon" /></td>
<td>Select options available to take bulk actions.</td>
</tr>
<tr>
<td>X</td>
<td>Cancel the selected emails.x</td>
</tr>
</tbody>
</table>

**App Shortcut Actions**

3D Touch the Workspace ONE Boxer application on home screen to launch the Workspace ONE Boxer app actions.

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

- Compose Mail – Directly access the Compose Mail page from the Quick Actions menu.
- Create Event – Directly access the New Event page from the Quick Actions menu.
- Create Contact – Directly access the Create Contact page from the Quick Actions menu.
- Next Event – Directly access the Calendar page to view the events from the Quick Actions menu.

**Force Close Warnings**

Force closing Workspace ONE Boxer can prevent the app from syncing with the server in the background due to platform restrictions. To prevent sync delays, Workspace ONE Boxer displays force close warning as a notification 30 seconds after you close the application. Pressing and holding the warning notification displays Don’t remind again. If you want to dismiss the reminder notification, select ‘Don’t remind again’.

**View Emails**

Tap a single email to open and read the message.

You can 3D touch an email message on the Inbox list view to see a preview and then long press to open the email message. Use the available options on the screen to perform various actions. When configured by your administrator, you can only view secure HTTPs links within an email message. When non-HTTPs content is blocked, the message ‘A policy has been enabled that restricts Workspace ONE Boxer from retrieving certain content. Please contact your admin for more information’ is displayed. Your administrator can restrict you from view, sending, and copying email messages in HTML or rich text format.
<table>
<thead>
<tr>
<th>Icon</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Mail" /></td>
<td>Mark your email as read or unread*.</td>
</tr>
<tr>
<td><img src="image" alt="Folder" /></td>
<td>Move the email to your selected folder.</td>
</tr>
<tr>
<td><img src="image" alt="Archive" /></td>
<td>Move the unimportant emails to Archive* folder.</td>
</tr>
<tr>
<td><img src="image" alt="Trash" /></td>
<td>Delete* email from the inbox.</td>
</tr>
<tr>
<td><img src="image" alt="Action Grid" /></td>
<td>Use the Action Grid to perform other actions on an email.</td>
</tr>
<tr>
<td><img src="image" alt="Star" /></td>
<td>Add email addresses to Favorites so you can message them quickly.</td>
</tr>
<tr>
<td><img src="image" alt="Flag" /></td>
<td>Reply to the sender, reply to all senders, forward an email, flag an email, mark an email as unread, delete an email. To forward emails with attachments, enable Forward attachments in the Mail settings (navigate to app Settings &gt; Mail &gt; More &gt; Forward attachments ).</td>
</tr>
<tr>
<td><img src="image" alt="Information Rights Management" /></td>
<td>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.</td>
</tr>
<tr>
<td><img src="image" alt="Attachment" /></td>
<td>Tap the attachment to download or select ( ) on attachments to preview, email, or save locally in Workspace ONE Boxer.</td>
</tr>
</tbody>
</table>

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

If attempted to perform any of the above action on email with IRM restrictions, it throws up a notification stating that the action is restricted by IT policy applied by the sender.

Other Features

- Press and hold an email message to copy and paste into the application.
- If restricted by your administrator, you cannot copy data from Workspace ONE Boxer and paste into any other application. The administrator can also restrict you from copying data from outside and paste into the Workspace ONE Boxer application.
- If your email message has contact number details, tap hold on the number to immediately dial it.
- Workspace ONE Boxer supports accessibility features such as Text to Speech. Enable Workspace ONE Boxer in the device Accessibility or Text to Speech settings on your device to read out the information that is on your screen.
- If restricted by your administrator, attachments may open through the VMware Workspace ONE Content and other Workspace ONE approved apps. Hyperlinks may open only through the VMware Workspace ONE Web.
- If configured by your administrator, you can preview emails and their attachments within Workspace ONE Boxer.
  a On the attachment preview screen, the Share icon is unavailable. When you tap the Share icon, a toast message displays Disabled by your admin.
While viewing email, you may either advance to the next message, the previous message, or return to the conversation list by configuring the Mail settings (navigate to Settings > Mail > More > Auto Advance).

Compose Emails

Create a new email message by selecting the Compose icon ( ) in the top-right corner of the screen.

Tap the icons to perform actions or access additional functionality. If configured by your administrator, Workspace ONE 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. Workspace ONE Boxer displays a Warning message when sending emails and meeting invites to invalid email addresses. Select ‘Send’ to continue the action or ‘Cancel’ to return to the Compose menu.

Note Note: If enabled by your administrator, you can use third-party keyboards within Workspace ONE Boxer.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="send.png" alt="Send" /></td>
<td>Send an email.</td>
</tr>
<tr>
<td><img src="discard.png" alt="Discard" /></td>
<td>Discard the message or save it as a draft in the Draft folder to send later.</td>
</tr>
<tr>
<td><img src="irm.png" alt="IRM" /></td>
<td>Tap and choose the IRM policies that you want to enforce on an email while sending.</td>
</tr>
</tbody>
</table>
| ![Calendar](calendar.png) | Tap to:
| | ▪ Send Availability – Send your availability including date and time. From the calendar view select the dates and time when you are available. Upon selection, a box listing the selected date and time is inserted into the email body.
<p>| | ▪ Create Invite – 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. When an event is created or edited, Workspace ONE Boxer displays the availability status of your recipients. For more information, see Free/Busy Lookup. Once the recipients are added, send the email message with the invitation to all the recipients. The event gets added to your calendar. |
| <img src="quick.png" alt="Quick" /> | Tap to insert quick responses into the message body while composing emails. Navigate to Settings &gt; Mail &gt; Quick Templates to edit or add new quick responses. |</p>
<table>
<thead>
<tr>
<th>Icons</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Attach Photos" /></td>
<td>Attach photos, documents, location, and videos from your device or iCloud Drive. Navigate to More from the Attachment option to enable each of the available applications and to view them in the list. If restricted by your administrator, you cannot attach files from photo gallery and third-party sources.</td>
</tr>
<tr>
<td><img src="image" alt="Encrypt Emails" /></td>
<td>If S/MIME is enabled and the certificates are installed on your device, tap to encrypt emails sent from the device.</td>
</tr>
<tr>
<td><img src="image" alt="Sign Emails" /></td>
<td>If S/MIME is enabled and the certificates are installed on your device, tap to sign the emails sent from the device.</td>
</tr>
</tbody>
</table>
| ![Enable Email Classification](image) | 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 have 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.
- Aliases can be added to any account within Workspace ONE Boxer except for Exchange accounts. You can select the aliases from the ‘From’ address when composing an email.

**Note**  
Aliases must be setup and verified with the mail provider.

**Mark External Addresses**

When creating a calendar event, external email addresses in the recipient list are highlighted in red with a red dot. You can view the recipient availability without editing the event. The Mark External Addresses feature is also available when you are creating or editing Calendar events.

**Procedure**

1. Tap on the invitees to enter the Free/Busy lookup menu.
2. If enabled by your administrator, Workspace ONE Boxer displays the notification Send Invite to External Addresses when sending invite to recipients with external addresses.
3. Confirm the notification to send invite to attendees with external email addresses.
Mail Boxes

Workspace ONE Boxer merges common mail folders found in all email accounts into a single combined mail box.

The default Combined mail boxes are Inbox, Flagged, and Unread.

To customize Combined mail boxes:

**Procedure**

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 Notes:**
- If Boxer app is configured with Outlook account, you can view Workspace ONE Boxer and Workspace ONE Boxer To-do folders in your Outlook, similarly you can view them in all configured accounts.
- Archive and Spam folders are created in the mailbox only after the first-time use of the respective features in the app.

The Unread combined mailbox contains messages that exist in the unread folders across all the accounts within Workspace ONE Boxer. Access the slide-out navigation pane to view the Combined mail boxes.

**View Files**

The Files section in Workspace ONE Boxer allows you to view a list of all files that are downloaded as attachments from emails.

Additionally, it allows you to:

- Preview the files within Boxer app
- Email the file as an attachment
- Open the file into another Workspace ONE approved app
- Delete the selected file

While viewing an email with attachment, tapping it downloads the file and opens a preview when downloaded. You can also tap (ıldığı) adhered to each attachment to preview, email, or save locally in Workspace ONE Boxer for future use.
Tap the Settings icon ( ) at the bottom action banner to access Workspace ONE Boxer Settings page.

From v4.14, Workspace ONE Boxer for iOS supports the native iOS Voice Over Accessibility feature. To enable the Voice Over support, navigate to the device **Settings > Accessibility > Voice Over** and select Workspace ONE Boxer.
Health Check

The Health Check screen shows if your app's health status is at risk or not. You can tap on some of the issues to solve them. For example, update the app to the most recent version.

The health status of the boxer is based on the following health metrics:

- **App Version** - Checks the current version of the Boxer application.
  - Green - Indicates the latest current version.
  - Yellow - Indicates that the app is using the previous version.
  - Red - Indicates that the app is using very old version.

- **Sync Health** - Checks the network connection and Exchange server response.
  - Green - Indicates your network connection and exchange server response is in good health.
  - Yellow - Indicates that the last 10 sync average response time is greater than 2 seconds.
- Red - Indicates that the last 10 sync average response time is greater than 5 seconds.
- Push Notification Health - Shows if you have the Email Notification Service (ENS2) setup by the admin or admin is having issues in subscribing to the ENS service.

**Accounts**

Choose an account and perform the following:

- Signatures – Create unique email signatures for each account. To edit signatures for additional formatting, use Preview HTML option. Use the HTML enabled switch to create and preview HTML signature. When adding tags keep HTML enabled switched off.
- Sync mail/Sync calendar/Sync contacts – Enable or disable sync options based on your needs.
- Mail Notifications and Calendar Notifications – Set up email and calendar notifications along with notification sounds. Your administrator can configure the information that is displayed by Workspace ONE Boxer as notifications.
- VIP Notifications – Add VIP Contacts to get priority notifications. You can assign a different notification sound for your VIP contacts.
- 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.
- Out of office – Enable or disable Out of office automatic replies from the device. Automatic Reply is set on per account basis and therefore can be set in EAS accounts and webmail. When you navigate to Automatic Reply settings in the app, the app gets synced with the server to retrieve the latest status as well as message template information onto the device.
- S/MIME – The S/MIME certificates are deployed to your device by your administrator to enable the email signing and encryption features. To enable or disable S/MIME support on your device, go to **App Settings > Accounts > S/MIME**. The certificates are installed along with the Workspace ONE Boxer and you are notified when the certificate installation is complete. If your device is S/MIME enabled, you can either upload the certificates to your Self-Service Portal (SSP) or you can send them as attachments to your device for installation.

**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.
- Quick templates – Edit or add quick response templates.
- Conversation View
  - Conversation Threading – Toggle between conversation mode on and off to see the email chains in the order you prefer.
  - Conversation Order – Sort out email messages in conversation view by oldest first or newest first. The default conversation order is set as oldest first.
- Threading View – By default, all emails are collapsed in a threaded conversation. The other option is to have all the emails expanded in a threaded conversation.
- Show Avatars – You can enable or disable avatars on email list view.
- More > External Addresses
  - Mark external addresses – When enabled, Workspace ONE Boxer highlights the external addresses in emails and calendar events in red with a red dot. If configured by your administrator, the setting is enabled by default and cannot be disabled from Workspace ONE Boxer.
  - Do Not Mark (Required) – Enter the external email addresses that you do not want to be highlighted (in red with a red dot) by Workspace ONE Boxer. When enabled by your administrator, the Do Not Mark list is configured by your administrator and the list cannot be edited.
  - Confirm before sending – When enabled, Workspace ONE Boxer displays a warning when you send emails and invites to recipients with external email addresses. When configured by your administrator, you cannot disable the warning displayed by Workspace ONE Boxer.

Calendar

Calendar/Default calendar – Set the default calendar(s) to display and configure the Alert (or notification) time

Contacts

- Contacts Display Order and Contacts Sort Order – Configure how to display and sort your contacts within the application. If configured by your administrator, you may see an option to enable and disable Caller ID functionality.
- Local Contacts – If configured by your administrator, you can enable or disable this option to see your local contacts alongside your work contacts. If not configured, this setting is greyed out in the device. From v4.8 release, Workspace ONE Boxer supports the iOS CallKit feature.
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 Workspace ONE Boxer Contacts. If configured by your administrator, you can perform a GAL search by entering a minimum of two, three, or four characters.

To create a GAL Contact:

- Select the GAL contact and then tap 📐.
- Enter the contact details and tap Save.

You can search for a contact in the Contacts tab and Compose email screen and Workspace ONE Boxer automatically lists all matching contacts from your GAL.

vCard Import/Export support – You can import and export contacts using vCard, a standard contact card format. Import can be seen if you get an email with the .vcf file and you can open and save the .vcf file in your Boxer contacts. Export can be seen when you look at a contact and in the top right there is an option to export the contact through an email. To use this feature, Export Contacts must be turned on in Boxer settings.

More

Advanced

- Configure the Default browser, set the Initial View of the Workspace ONE Boxer, and set up the Passcode.
- Navigate to Passcode tab and enable Touch ID.
  - You are prompted to enable or disable Touch ID for the first time when you are asked for your passcode. This feature utilizes fingerprint using iOS Touch ID to access application on subsequent launches, thereby reducing the need to enter passcode.
- Reset All Inbox Data - You can reset and resync all emails from the server for the set time-period. You can use the Reset All Inbox Data functionality if you are missing emails (after a Workspace ONE Boxer upgrade or reinstall).
- Reset All Calendar Data – You can reset and resync all calendar data from the server for the set time-period. You can use the Reset All Calendar Data functionality if you are missing calendar items or events.
- Resync Contact Export Data – Resets and exports all contact data from the server. You can use the Resync Contact Export data functionality if you are having missing or duplicate contacts.
- Exchange Avatars – Enable or disable avatars in Email and conversation view.
- **Support > Send Logs** – Send application log as email attachment. You can also send or copy logs when you take a screen capture within Workspace ONE Boxer app.
Calendar and Contacts

View, manage, and create calendar events from the Calendar (📅) tab.

Calendar

To enable calendar syncing, navigate to Workspace ONE Boxer Settings > Accounts > Exchange > Sync Calendar and enable Sync Calendar. You can search calendar events by event title, location, and attendees.

View Calendar Events

From the Calendar screen, scroll through to view the synced calendar events.
<table>
<thead>
<tr>
<th>Icons</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>📱</td>
<td>Access to the slide-out navigation pane to toggle between the calendar events and appointments.</td>
</tr>
<tr>
<td>📅</td>
<td>Toggle between these Agenda icons to switch between Day view and Week view.</td>
</tr>
<tr>
<td>+</td>
<td>Create new events. You can also create a new event through taping and holding on any random date to create a new event. Enter the required details in the respective fields.</td>
</tr>
<tr>
<td>‡</td>
<td>Tap and drag down the Day/Week Bar to access month view.</td>
</tr>
<tr>
<td>🗓️  Day</td>
<td>Week</td>
</tr>
</tbody>
</table>

**Week Number**

View week number for each week of the year in calendar's month view. To view week number, enable the settings at Settings > Calendar > More > Show week numbers.
Table 4-1. Tap open an event to view event details and to utilize the following options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email attendees</td>
<td>You can send an email only to the organizer or to all attendees including the organizer.</td>
</tr>
<tr>
<td>Forward event</td>
<td>Forward an event to another user or recipient. While forwarding an event, you are presented with a compose email screen with pre-populated event details where you can add recipients.</td>
</tr>
<tr>
<td>Accept</td>
<td>Accept an event</td>
</tr>
<tr>
<td>Maybe</td>
<td>If you have conflicting events, tap and propose a new time and date to the event organizer.</td>
</tr>
<tr>
<td>Decline</td>
<td>Decline an event</td>
</tr>
</tbody>
</table>

Tapping Accept, Maybe, or Decline further allows you to reply to the event organizer. Select any one of the following:

- Respond with comments – Takes you to the email compose screen with space for adding comments before sending email.
- Respond without comments – Sends response email with default comments.
Conference Call

Dial into a conference call without remembering the meeting ID. On tapping the conference number having access code or pin, Workspace ONE Boxer dials the access code or pin and connects you to the conference.

Free/Busy Lookup

The Free/Busy lookup feature provides information about the availability of the recipients. Workspace ONE Boxer displays the availability when creating or editing an event.

Following status are displayed by Workspace ONE Boxer:

- Recipient Available: Free, Tentative, or No data.
- Recipient Unavailable: Busy or Out of Office.

The availability of the recipients is also displayed when you edit an existing calendar event. You can preview the recipient availability of the events created by you or someone else. If you are the event organizer, tap on the recipients to view and add people. If you are not the organizer of the event, tap on the recipient list to view availability.

Note

- Previewing recipient availability for events with duration less than thirty minutes is not supported.
- Distribution lists with more than 20 recipients is not supported. Workspace ONE Boxer displays a message and you can continue adding recipients or return to the compose menu.
- If you are using email servers that do not support the status lookup feature, Workspace ONE Boxer displays ‘Fetching availability is not supported by your email server’ message.

If you encounter network errors when previewing the availability of recipients, Workspace ONE Boxer displays ‘Issue while fetching availability’ message.

This chapter includes the following topics:

- Add Calendar Attachments
- Invitation Cards
- Contacts

Add Calendar Attachments

You can add attachments when you are creating a calendar event.
Procedure

1. For enabling the calendar attachments feature, you must first tap the Enable new features from the notification bar and then select Proceed. The back-end services are upgraded to support the calendar attachment feature and a resync is required to fetch your emails.

2. To add a calendar attachment, select Add attachments when creating an event. If enabled by your administrator, you can also view and download the attachments you receive as part of an invite.

Invitation Cards

Invitation Cards are displayed in emails containing calendar attachments.

This card 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.
<table>
<thead>
<tr>
<th>Icons</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept</td>
<td>Accept your invites.</td>
</tr>
<tr>
<td>Maybe or Decline</td>
<td>If you have conflicting events, tap and propose a new time while replying to the event organizer.</td>
</tr>
<tr>
<td>☉</td>
<td>Perform necessary actions on the invite.</td>
</tr>
<tr>
<td>🕒</td>
<td>Shows the event date and time details.</td>
</tr>
<tr>
<td>📍</td>
<td>Shows the event location.</td>
</tr>
<tr>
<td>👥</td>
<td>Shows the number of attendees.</td>
</tr>
<tr>
<td>📜</td>
<td>Shows your availability status for the event by displaying Free or Busy.</td>
</tr>
<tr>
<td>🔄</td>
<td>Reply to send an attendance status to the event organizer.</td>
</tr>
</tbody>
</table>

**Contacts**

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

Use the following table to understand the options available on contact screen.

<table>
<thead>
<tr>
<th>Options</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Profile Icon]</td>
<td>View all the saved contacts.</td>
</tr>
<tr>
<td>![Star Icon]</td>
<td>View starred email address of contacts.</td>
</tr>
<tr>
<td>![Clock Icon]</td>
<td>View contacts that have been recently emailed.</td>
</tr>
</tbody>
</table>
Options | Definition
---|---
+ | Create new contacts with fields such as name, middle name, title, department, company, office location, email address, and many additional fields.

Search for users or contact information in Global Address list by first name, middle name, last name, title, company, office, email address, phone numbers.

**Note**  Workspace ONE Boxer displays Active Directory (AD) user photos as the display picture for the contacts in Global Address List.

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**Caller ID Functionality**

Workspace ONE Boxer identify your incoming calls and texts. You can enable the Caller ID functionality by using the Export Contacts feature to export your Workspace ONE Boxer contacts to your native contacts app.

From release v4.8, Workspace ONE Boxer supports the native iOS CallKit functionality on devices running iOS 10.0 or later versions. You can use the CallKit functionality with Workspace ONE Boxer for identifying your incoming calls and texts.

**Export Contacts**

If your administrator has configured, Workspace ONE Boxer auto applies Caller ID functionality to all your Workspace ONE Boxer contacts. Export Contacts features exports contact with a name and number to the native contacts app under the Workspace ONE Boxer Contacts group along with a note disclaimer stating “This contact was created to enable caller ID for VMware Boxer contacts. No changes made here is reflected on your account. You can turn off Caller ID in Workspace ONE Boxer settings.” to your native contacts app. Any changes you make to these contacts in the native contacts app does not get reflected in Workspace ONE Boxer contacts.

**Contact Sub-folders**

You can set the visibility status for each contact subfolder that appears in the contacts list view. On each account section, a top-level toggle gives you the ability to selectively show and hide certain subfolders within the specified account.

**Enable Call Kit Support**

You can now use the Workspace ONE Boxer to identify incoming calls without exporting your Workspace ONE Boxer contacts to native contacts app.
This feature provides better security and separation between your corporate contacts and personal contacts. Caller ID functionality using CallKit is only valid for incoming calls, outgoing calls, and call history. CallKit does not support integration with the iOS Messages app and traditional car Bluetooth systems. Your incoming texts and incoming calls are not identified when using traditional car systems. Caller ID functionality using CallKit is supported only on 64-bit devices running iOS 10 and above.

**Note** The Caller ID functionality using CallKit is not supported in China due to government regulations.

**Procedure**

1. In phone, navigate to **Settings > Phone > Call Blocking & Identification**.
2. Select Workspace ONE Boxer and tap the toggle button to enable CallKit support.

CallKit support is enabled and your incoming calls and messages are identified using Workspace ONE Boxer contacts.