

Workspace ONE Boxer for Android User Guide

VMware Workspace ONE UEM

You can find the most up-to-date technical documentation on the VMware by Broadcom website at:

<https://docs.vmware.com/>

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VMware Workspace ONE Boxer for Android



Welcome to the Workspace ONE Boxer User Guide for Android!

Workspace ONE Boxer is a secure email, calendar, file, and contact mobile application with an enterprise-grade security. Workspace ONE Boxer can be used to connect to your favorite email servers such as Exchange, Office 365, G Suite, Lotus, Gmail, and more. This application separates business data from personal data by providing frictionless access to corporate emails, calendars, files, and contacts across corporate owned and bring your own devices. (BYOD).

You can configure Workspace ONE Boxer to meet the unique way you work. With features like custom swipe gestures, quick reply templates, and quick sharing of calendar availability, Workspace ONE Boxer streamlines your tasks and boosts your mobile productivity.

Walk-through the User Guide

What's new in Boxer?			
Chapter 2 Add and Configure Email Accounts in Workspace ONE Boxer		Chapter 3 Compose, Send, and Receive Emails	
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Get acquainted with Workspace ONE Boxer

To learn more about the Workspace ONE Boxer application, you can follow the [VMware Workspace ONE Boxer Essentials](#). Alternately, you can navigate to the [VMware Customer Connect Learning](#) page and search for *VMware Workspace ONE Boxer Essentials*.

These videos help you understand the basic functions and features of Workspace ONE Boxer.

Add and Configure Email Accounts in Workspace ONE Boxer

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You can add two types of email accounts to your Workspace ONE Boxer for Android application: Managed account and Unmanaged account. Your admin configures the managed accounts and the personal email account that you configure are the unmanaged accounts. This section helps you understand how to add and configure these accounts.

Add Managed Accounts

Configure your managed account in Workspace ONE Boxer.

After enrolling your device to Workspace ONE UEM through Workspace ONE Intelligent Hub, 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 any one of the following actions:

- 1 Enter your password to access emails.
- 2 Tap **Continue** button to access emails.
- 3 You can also configure Workspace ONE Boxer application through Standalone Enrollment, where you need to download and install the Workspace ONE Boxer from Google Play Store and then enter your email address and VMware credentials (such as user name, Password, Server URL, and Group ID) to access emails.

Standalone Enrollment with Auto-Discovery

Perform Standalone Enrollment with Auto-Discovery.

When adding an account for the first time:

- 1 Enter a valid email address in the text box.
- 2 Select **Next**.
- 3 Enter the enrollment user name and password in the text box and then select **Next**.

Standalone Enrollment without Auto-Discovery

Perform the Standalone Enrollment without Auto-Discovery.

Follow the instruction:

- 1 Enter a valid email address in the text box and select **Manual Setup**.
- 2 Select **VMware AirWatch** from the list.
- 3 Select **Server URL** and enter the Server URL in the text box.
- 4 Select **Group ID** and enter the Group ID In the text box. Select **Next**.
- 5 Enter the enrollment user name and password in the text box and select **Next**.

Add Unmanaged Account

Based on the configurations set by your administrator, you can add multiple personal accounts. If an account type or domain cannot be auto-configured, you can also manually set up IMAP accounts.

- 1 Enter a valid email address in the text box (or email domain).
- 2 Select one of the two options: **Next** or **Manual Setup**.
- 3 Tap **Next**.

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 the Workspace ONE Boxer interface.
 - b After the password submission, Workspace ONE Boxer verifies the credentials with the relevant server for validation. If validated, the account gets added to Workspace ONE Boxer and you are navigated to the Workspace ONE Boxer mail view.
- 4 If the account type cannot be determined, tap **Manual Setup** to add an account manually. The list of available account types appears.
 - a Select the required account type from the list. The selected account type determines the screen to be displayed next.
 - If you select 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 the account. After you grant the permission, the account gets added to Workspace ONE Boxer.
 - If you select any other account, you are required to enter the password for the account in Workspace ONE Boxer interface. After submitting the password, Workspace ONE Boxer verifies the credentials with the relevant server for validation. If validated, the account gets added to Workspace ONE Boxer.
 - If you select Exchange and Other as the account type, you are required to provide more account setup information such as details of the incoming/outgoing servers. This information is required when the password for the account cannot be verified or displays as incorrect.

- b You can add multiple accounts in Workspace ONE Boxer. To add accounts, navigate to **Boxer Settings > Add Account Screen**.

Use Single Sign-On (SSO) Passcode to Access Workspace ONE Boxer

Note For managed users, application passcode which is set in the Workspace ONE UEM console as part of Workspace ONE Boxer settings is not supported in Workspace ONE Boxer 22.05 and later.

Single sign-on (SSO) is a user authentication service that allows you to use a set of login credentials to access the Workspace ONE Boxer application.

If configured by your administrator, you are prompted to create the SSO passcode. You can use this passcode only if your administrator enables the SSO functionality using Workspace ONE Intelligent Hub.

If you have forgotten the passcode, depending on the settings configured by your administrator, you are provided with options to sign in either with a user name and password or a token.

If your administrator has configured to authenticate Workspace ONE Boxer using a passcode or user name and password with SSO deactivated, you must create an application-level passcode. While accessing Workspace ONE Boxer for the first time, you are prompted to set up the application passcode. You can use the same passcode on subsequent launches.

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

In addition to your application passcode, setting up biometric authentication simplifies your access to Workspace ONE Boxer. To set up your biometrics for Workspace ONE Boxer, perform the following steps:

- 1 In the login screen, select the **Biometrics** option.
- 2 To enable Biometrics in the application, enter **OK**.
- 3 Authenticate with Fingerprint or Face ID.

Enrollment Using PIV-D Manager

VMware PIV-D Manager is use 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:

- 1 Enroll using Workspace ONE Intelligent Hub
- 2 Install VMware PIV-D Manager.
- 3 Enter the enrollment credentials and select **Next**. Credentials activation message is displayed.

- 4 Launch Workspace ONE Boxer for secure access to your emails.

Enroll Workspace ONE Boxer for Android with DISA Purebred

You must configure Workspace ONE Boxer to access the Purebred Registration application and grant access to each certificate that is installed on the device using Purebred. The Purebred Registration application installs the derived credential certificates directly in the device trust store.

Ensure that your device is registered with the Purebred Registration application and all the certificates are installed on your device.

- 1 When you launch the Workspace ONE Boxer application, Tap **Ok** to allow Workspace ONE Boxer to access the Purebred Registration application to fetch all the certificate-related data. You can view the list of certificates that Workspace ONE Boxer requires upon tapping.
- 2 For each certificate, tap **Grant Access**. You must grant access to all the listed certificates. After you grant access to all the listed certificates, an Android driven dialog box pops up with the pre-selected certificate. If you do not see any pre-selected certificate, it means that either of the following things has happened:
 - a Certificates are missing from the trust store of your Android device.
 - b Inconsistent certificate names.
 - c The Original Equipment Manufacturer (OEM) has truncated the alias of the certificate. This scenario is common in Samsung devices, where the device truncates the certificate alias length to 50 characters and save it in the device trust store.
 - d If Knox Container is enabled and certificates are installed into the container, then Knox appends Knox to the name of the certificate.
- 3 To view the certificate details, Tap **View certificate**.
- 4 To select the certificate you want to use for authentication, tap **Next**. If your admin has configured Workspace ONE Boxer to use Purebred for S/MIME, you only have to grant access to the certificates, and after all the certificates have been granted, the screen closes automatically.
- 5 On the **Authentication Certificate Picker** screen, you can use select another certificate to authenticate your account if you do not want to use the pre-selected certificate.

- To continue with the rest of the onboard process for Workspace ONE Boxer, tap **Next**.

Note

- If you have picked an incorrect certificate, you can return to the authentication certificate picker screen and adjust it to the correct one by using error handling process. But If your Workspace ONE Boxer is configured for modern authentication, you can tap **Back** and select the right certificate.
- Android can revoke access to certificates. This revocation might occur due to the following reasons:
 - The certificates are missing from the device trust store.
 - You have reinstalled the deleted certificate.
 - Android revokes permission.

Workspace ONE Boxer notifies you when it is unable to access the certificate in the device trust store. You can give Workspace ONE Boxer access to the certificate by tapping the notification.

Remove your account from Workspace ONE Boxer

If you are using Workspace ONE Boxer through a standalone enrollment or for an unmanaged account, then you can perform the following steps:

- Navigate to **Settings**.
- Select the account which needs to be removed.
- Navigate to the end of the screen and click **Unenroll Device**.
- To confirm, click **OK**.

Unenrolling the device removes the account and data from Workspace ONE Boxer.

If you are using Workspace ONE Boxer on a device which is enrolled through Workspace ONE Intelligent Hub, then you can turn off your work profile to stop receiving notifications.

To remove an account on a device enrolled through Workspace ONE Intelligent Hub, you can choose one of the following methods:

- Remove the work profile created on the device.

As a result, all applications installed in your work profile are also removed.

- Navigate to **Hub > Account > Enrollment > Unenroll**.


Ensure that your administrator has given you sufficient permissions to unenroll the device.

Compose, Send, and Receive Emails

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Perform the basic email functions such as send and receive emails using the features available in Workspace ONE Boxer.





Compose Emails



Begin writing an email to someone using the **Compose** icon () at the bottom-right corner of your Inbox mail view screen. You can tap the icons at the bottom banner of the compose screen 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. 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.

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

The following table lists the icons used for performing various email functions and their respective function descriptions:

Icons	Definitions
	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.

Icons	Definitions
	<p>Tap to:</p> <ul style="list-style-type: none"> ■ 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 – Workspace ONE Boxer displays the Calendar event create screen. The complete calendar event functionality is supported. The email subject, recipients, attachments, and email body are displayed as the calendar event name, invitees, attachments, and notes. Once the recipients are added, send the invitation to all the recipients. Once the invite is sent, Workspace ONE Boxer displays Email List view. When an event is created or edited, Workspace ONE Boxer displays the availability status of your recipients. For more information, see Free/Busy Lookup. The event gets added to your calendar.
 <p>Quick</p>	<p>Tap to insert quick responses into the message body while composing emails. Navigate to Settings > Mail > Quick Templates to edit or add new quick responses.</p>
	<p>Attach photos, documents, audios, and videos from your device or from Cloud Drives. The default behavior of Workspace ONE 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.</p>
	<p>If S/MIME is enabled and the certificates are installed on your device, tap to sign the emails sent from the device.</p>

Icons	Definitions
	<p>If S/MIME is enabled and the certificates are installed on your device, tap to encrypt emails sent from the device.</p>
	<p>Enable email classification using security levels. For example, the following classifications can be configured in the increasing order of security:</p> <ul style="list-style-type: none"> ■ Confidential ■ Protected ■ Restricted ■ Secret <p>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'.</p>

Mark an Email as High Importance




You can let your email recipients know the email you sent needs urgent attention by marking the email as high importance.








While composing, forwarding, or replying to an email from Boxer, you can set the email as high importance by tapping the icon on the Subject box. Your recipients can view the high importance indicator in the email list view and the email's detailed view.

View Emails

When you receive an email, you can read it and perform several actions on that email. You can reply, forward, delete, archive, or shift the email message to a different folder. 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.


Listed are the available icons using which you can perform actions on your email.

Icon	Definitions
	<p>Move back to the Inbox folder view.</p>
 <p>Delete</p>	<p>Delete* email from the Inbox.</p>
 <p>Archive</p>	<p>Move the unimportant emails to Archive* folder.</p>

Icon	Definitions
	Move the email to your selected folder.
	Use the Action Grid to perform other actions on an email.
	Flag the email to find it quickly in the email list or to display under the Flagged folder.
	Reply to the sender, reply to all senders, forward an email, flag an email, mark an email as unread, delete 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 Workspace ONE Boxer are read-only.
	View emails larger than 200KB.

View 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. An IRM

enabled email is highlighted with the icon  and 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, displays a notification stating that the action is restricted by IT policy applied by sender.

Recognize the S/MIME Signed and Encrypted Emails

To help you differentiate between normal emails and the S/MIME enabled emails, S/MIME enabled emails are displayed with S/MIME icons within the Inbox List view.

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.

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 Workspace ONE Boxer application and paste anywhere outside the application.
- 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 enabled by your administrator, you can copy data from outside the application 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.
- If restricted by your administrator, attachments may open through the VMware Workspace ONE Content and other VMware approved apps. Hyperlinks may open only through the Workspace ONE Web.
- If configured by your administrator, you can preview emails and their attachments within Workspace ONE Boxer.
- On the attachment preview screen, the Share icon is unavailable. When you tap the Share icon, a toast message displays Disabled by your admin.
- After performing an action on an email while viewing it, you can have Workspace ONE 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**).




Organize your Inbox in Workspace ONE Boxer for Android

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
To help you organize your inbox and manage your files for increased efficiency, Workspace ONE Boxer provides features and functionalities.

Mail View

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

At the top banner of the Inbox mail view screen, you have the Menu () , Search () , and the Overflow () icons that allow you to perform the following actions:

- Menu - Access the slide-out navigation pane to view the Workspace ONE Boxer folders and the configured email accounts.
- Search - Search and filter emails by From, To, Subject, or ALL categories.
- Overflow - Refresh the Inbox folders, select all the emails, and access the app's settings.

To manually sync the app with the server and to refresh folders, pull down the screen from the top banner. Use the Compose () icon to create new email messages instantly from the main screen.

The bottom banner shows the **Calendar**, **Files**, **Contacts**, and the **Settings** icons. Access the Calendar and Contacts to view, create, and edit the details, Files to view and edit the the downloaded email attachments, and Settings to configure and modify the app's settings.

Customize Swipe Actions

Using the swipe actions available on Workspace ONE Boxer, you can quickly act on your emails and manage your inbox. The default swipe actions set on Workspace ONE Boxer are listed:

- Right short swipe - shows the Action Grid from which you can select an action to perform on the email.

- Right long swipe - shows the Move action using which you can move an email to a different folder.
- Left short swipe - shows the Archive action to archive an email.
- Left long swipe - shows the Delete action to delete an email.

You can customize the default swipe actions to suit your needs.

To customise the swipe actions:

- 1 Tap **Settings**.
- 2 From the Mail section, select **Swipe actions**.
- 3 Select the preferred actions for the short and long swipes.

You can restore the default swipe actions by using the **Reset swipes to defaults** option.





Perform Actions using the Action Grid






The Action Grid (⋮) is available at the bottom banner of the Inbox view when you select single or multiple email(s), or when you swipe along the email or at 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 deactivated by the administrator, the respective options are not displayed.

Listed are the various actions available in the Action Grid using which you can take actions on your emails.

Available Grid Actions	Definition
 Notebook	Create a note or task. The selected email's content is populated in the note or task.
 Flag	Mark the email as Star or Flag to indicate importance.
 Move	Move the selected email to another folder.
 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.

Available Grid Actions	Definition
 Delete	Delete the selected email.
 Spam	Move the selected email to the spam folder.
 Unread	Mark the email as read or unread.
 Quick	Send a quick 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.
 Phishing	Report the email as suspicious.

Perform Bulk Actions using the Action Grid

You can perform bulk actions on multiple emails using the action grid. To select multiple emails, either long press the emails or tap on the circular avatars next to the emails. After selecting the emails, tap on SELECT at the top banner of the Inbox mail view screen to view the bulk select options.

The bulk select options are:

- Select all from sender - This option selects all the emails from the particular sender.
- Select all - This option selects all the mails in the Inbox.
- Select none - Deselects all the selected emails.

App Shortcut Actions

You can create app action shortcuts on the home screen.

Tap hold the Workspace ONE 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 Workspace ONE 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.

Manage Someone Else's Mailbox in Workspace ONE Boxer

As a delegate, after you are granted delegation permissions, you can create, update, delete, and copy the Exchange folders of your delegator. You can also read and respond to emails on their behalf. To do so, you must add the account of your delegator to Workspace ONE Boxer.

Your delegators must grant you access before you can use their mailboxes.

Note Configuring permissions for delegation depends on the Exchange setup that exists in the delegator's environment. For information about configuring permissions, the relevant Microsoft documentation can be considered as a reference.

To manage your delegator's mailbox, perform the following:

- 1 Navigate to **Boxer Settings > Add account > Add shared account > select an account** and add the delegator's email account.

2 Enter your delegator's email address.

- If you already have a configured delegated calendar, you must remove the account and add the account again.
- Initial synchronization of large email accounts might take a longer time.
To speed up this process, keep the Workspace ONE Boxer application open.
- If you are using an Office 365 account, you might see duplicate calendars on your calendar screen.

Manage your Calendar Using Workspace ONE Boxer for Android

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Using the **Calendar** tab on your Workspace ONE Boxer, you can create, view, and manage the calendar events.

You can synchronize the Workspace ONE Boxer calendar by enabling the `Sync Calendar` option in **Boxer Settings > Accounts > Exchange > Sync Calendar**.

Create a Calendar Event

To create a calendar event, either double-click or long-press on any random time displayed on the calendar screen. You can also use the **Add** icon to create an event and enter the event details in the New Event screen.

View Calendar Event

You can search for any calendar event by title, location, and attendees. To view the event details, tap on the event. You can take action on your event using the following options:

Options	Descriptions
Email attendees	You can send an email only to the organizer or to all attendees including the organizer.
Forward event	Forward an event to another user or recipient. While forwarding an event, you are presented with a compose email screen with event details already present, where you can add recipients.
Yes	Accept an event.
No	Decline an event.
Maybe	If you have conflicting events, tap and propose a new time and date to the event organizer.

You can select one of the following ways to respond to your sender:

- Respond with comments – Takes you to the email compose screen with space for adding comments before sending email.
- Respond without comments – Sends response with default comments.
- Do not send a message.

Set up Reminders for a Calendar Event

You can add reminders to an event or edit a reminder. To set up reminders, perform the following steps:

- 1 Navigate to the **Calendar** tab.
- 2 Click any calendar event.
- 3 Edit the event.
- 4 On the **Edit event** window, you can either edit a reminder or add reminders.

View Event Color Categories

Multiple events can be scheduled in the calendar and tracking numerous such events can be a challenge. Using the color categories available in your Outlook desktop application, you can assign colors to your events and categorize them. These color categorizations help you easily identify and organize the events. You can also provide the name of your choice to your event categories. Workspace ONE Boxer displays the events with their assigned colors in the Agenda, Day, Week, and Month views.

Note Workspace ONE Boxer displays the events with the colors only if your admin enables the Exchange Web Services (EWS).

Expand Calendar Views

Multiple meetings can be scheduled in the calendar and these meetings can be viewed in day and week views. When numerous long, short, or overlap meetings are viewed in the day and week views, it can be difficult to distinguish between the meeting time slots. You can use the pinch to zoom feature available on Workspace ONE Boxer to zoom in both the day and week views to have better clarity about the scheduled meetings.

Dial into a Conference Call

You can dial a conference call without remembering the meeting ID directly from the Workspace ONE Boxer application. Upon tapping the conference number specified in the invitation, Workspace ONE Boxer dials the access code and connects you to the conference.

Send your Availability

Scheduling meetings with someone in another organization who has no access to your Workspace ONE Boxer calendar can be challenging. Avoid such back and forth emails when trying to plan meetings by using the Send Availability feature. This feature allows you to send your availability from the Workspace ONE Boxer's compose screen.

To send your availability, select the available date and time from the calendar view, by tapping the time you want. Upon selection, a box listing the selected dates and times is inserted to the email body.

Check Someone's Availability

Workspace ONE Boxer displays the availability status of the invitees when creating or editing an event. If you are the event organizer, tap **Invitees** and add people.

Note

- Workspace ONE Boxer does not support previewing the recipient availability for events with duration less than 30 minutes.
- Workspace ONE Boxer does not support more than 20 recipients.
- 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 any network errors when previewing the availability of recipients, Workspace ONE Boxer displays `Issue while fetching availability message`.

Add Multiple Calendars

You can add multiple calendars to the Workspace ONE Boxer's default calendar by enabling the **Local Calendars** option in the Workspace ONE Boxer settings. All the calendars are visible to you in distinct colors. You can also change the calendar color by tapping the **EDIT** icon and specify the color you want to see. You can synchronize the Workspace ONE Boxer calendar by enabling the **Sync Calendar** option in **Boxer Settings > Accounts > Exchange > Sync Calendar**. You can also search for any calendar event by title, location, and attendees.

Add Attachments to Calendar Events

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







- 1 To enable the calendar attachments feature, 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 an attachment to your calendar event, select **Add attachment**. 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.

These cards contain basic details of the events including title, time, location, recurrence information, and the reply options to send to the event organizer.

Upon receiving the invite, you can perform 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 Free or Busy.
	Reply to send an attendance status to the event organizer.

Manage Delegate Calendar Using Workspace ONE Boxer

If you are granted the delegate access, you can modify your delegator's calendar and send and respond to meeting requests on behalf of the delegator. Based on the permission provided by your delegator, you can read, create, and modify their calendar.

Prior to managing your delegator's calendar, ensure that your delegator has granted you the access to the calendar.

Note When delegating a calendar, a delegator can determine the level of access that the delegate must have to their (delegator's) calendar. Based on these permissions, the delegate can perform different actions on behalf of the delegator. Configuring permissions for calendar delegation depends on the Exchange setup that exists in the delegator's environment. For information about configuring permissions, the relevant Microsoft documentation can be considered as a reference.

To manage your delegator's calendar, perform the following:

- 1 Navigate to **Boxer Settings > Add account > Add shared account > Select an account** and add the delegator's email account.

2 Refresh your inbox.

If you are using an Office 365 account, you might see duplicate calendars on your calendar screen.

Note Currently, Shared and Delegated calendars can be synced only manually.

To sync the calendar, navigate to the **Calendar** tab. At the top of the calendar view, click the vertical ellipsis (three dots), and click **Refresh**.


Manage your Contacts

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To view all the Boxer contacts, tap the **Contacts** tab.

You can synchronize contacts by navigating to **Boxer Settings > Accounts > Exchange** and enabling the **Sync Contact** option.

Create Contacts

You can create contacts by tapping the  icon on the Contacts screen and adding information such as name, title, department, company, office location, email address, and many additional details.

There are also additional fields to add the nickname, birthday, instant message, and contact's relationship with you, such as assistant, manager, and spouse. You can also search for a contact using the nickname.

You can add a photo too of the contact. To add a photo, tap the contact icon and either take a live photo or select a photo saved on the device.

Export Contacts from Boxer

If configured by your administrator, Workspace ONE Boxer auto applies Caller ID functionality to all your Boxer contacts. **Export Contacts** functionality exports contact with a name and number to the native contacts application under the Boxer's contacts group with a disclaimer. It says

```
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.
```

Any changes you make to these contacts in the native contacts app does not get reflected to Boxer contacts.

GAL Contacts

Use the GAL Contacts feature to create and save contacts from the Corporate Global Access List (GAL). The GAL contacts feature is enabled by default and supports creating and saving contacts from email, calendar, and Boxer's contacts. To create a GAL Contact:

- 1 Select the **GAL** contact and then tap the edit icon present in the top-right side of the screen.

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

Note Workspace ONE Boxer does not synchronize the following contact information due to limitations of the Exchange ActiveSync protocol:

- Assistant
 - Callback
 - Car
 - ISDN
 - Other Fax
 - Primary
 - Other
 - Radio
 - Telex
-

Customize your Workspace ONE Boxer Settings

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To access the Workspace ONE Boxer **Settings** screen on an Android device, tap the **Settings** icon at the bottom of the **Inbox** screen.

Monitor Workspace ONE Boxer with Health Checks

The Health Check screen displays Workspace ONE Boxer 's health status. You can determine the health status by the following metrics:

- App Version - Checks the current version of the Boxer application.
 - Green - Indicates the latest version.
 - Yellow - Indicates that the app is using the previous version.
 - Red - Indicates that the app is using a very old version.
- Sync Health - Checks the network connection and the Exchange server response.
 - Green- Indicates that your network connection and the exchange server response are in good health.
 - Yellow - Indicates that the last ten sync average response time is greater than 2 seconds.
 - Red - Indicates that the last ten sync average response time is greater than 5 seconds.
- Push Notification Health - Indicates that your admin has enabled the push notification.

View Privacy and Data Sharing

You can view the **Privacy and Data Sharing** screen when you log in to Workspace ONE Boxer. The Privacy screen displays the following information.

- **Data collected by the app** – Provides a summary of data collected and processed by the application. Some of this data is visible to the administrators of Workspace ONE UEM console.
- **Device Permissions** – Provides a summary of requested device permissions for the app to enable the product features and functionality, such as push notifications to the device.

- **Company's Privacy Policy** – By default, a message is displayed to get more information about your company. When configured by your administrator, you can access your employer's privacy policy information by tapping your **Company's Privacy Policy**.

Use the Data Sharing notice to track the usage analytics of Workspace ONE Boxer. These data help VMware improve product functionality and develop new product features. If you deactivate this option, you cannot view the data sharing notice, and no data is collected from the device to optimize the experience of the app. To activate or deactivate this option, navigate to **Settings > Privacy > Data Sharing**.

Manage Multiple Mailboxes

Workspace ONE Boxer merges common mail folders found in all email accounts into a single combined mailbox. The default combined mailboxes are Inbox, Flagged, and Unread. To view the mailboxes, you can access the slide-out navigation pane.

To customize your mailboxes:

- 1 Select **Edit**.
- 2 Tap **Add Custom Box** and select the required folder from any email account.
- 3 To sync the selected folders, tap **Background sync**.
- 4 Tap **Done**.

Note Archive and Spam folders are created in the mailbox only after the application's first-time use of the respective features.

Configure Email notifications

For Email notifications to be turned on in your device, your administrator must configure the ENS (Email Notification Service) option in the Workspace ONE UEM console. With the notifications turned on, Workspace ONE Boxer sends a notification when an email arrives in the Inbox.

To turn off Email notifications, perform the following actions:

- 1 Navigate to **Settings > Accounts** and click the email account for which you want to turn off the email notifications.
- 2 In the **Accounts** menu, navigate to **Notification settings**.
- 3 To turn off the notification, clear the **Email notifications** check box.

Workspace ONE Boxer stops sending email notifications. However, the application continues sending notifications for events.

Note If you want to turn off any notification, click **Manage notifications** and toggle the **Show notifications** button. Workspace ONE Boxer stops sending any notification.

Manage notifications option is located as follows: **Settings > Accounts > Notification settings**.

Mark External Addresses

Workspace ONE Boxer highlights any email addresses that are outside the specified domain when composing or responding to emails or creating a calendar event.

This feature helps in scenarios where you intend to send an email to "example@vmware.com" but you accidentally type or autofill an alternate domain. For example, you enter a domain "example@abc.com" which is not your specified domain, then the example "abc.com" is highlighted to alert you that you are sending emails outside the specific domain list.

If your IT administrator configures the setting, then the setting is considered as a global corporate setting that cannot be modified by any individual users. If your admin has not enforced any configurations, you can customize the external address setting.

To add any specific domains.

- 1 Navigate to **Boxer Settings > Mail > More > External Addresses** toggle on the **Mark External Addresses**.
- 2 Enter one or more specified domains in **DO NOT MARK**.

Clear Avatar Cache

Avatars are photos added to your contact exchange. If you cannot see the updated contact photos, clear the Avatar Cache by tapping **Clear Avatar Cache**.

Clear Contacts Cache

Cached contacts appear when composing an email or searching for contacts. You can clear the cached contacts to avoid seeing any suggestions about your contacts' old email addresses that are no longer in use. To clear the cached data of your contacts, navigate to **Boxer Settings > Advanced > Clear Contacts Cache**. Removing cached contacts in Workspace ONE Boxer does not delete emails, contacts, or any other useful information.

Send Feedback

Share your suggestions with us for better assistance by navigating to **Settings > Send feedback**.

Send logs

When facing issues with your Workspace ONE Boxer application, you can send logs directly to your IT administrator for troubleshooting. To send the logs, navigate to **Settings > Other** and click **Send logs**.

Low Network Detection

As a mobile user, you often experience poor network or network unavailability issues when you are in remote areas, on an airplane Wi-Fi, or any congested network. These connectivity issues can cause slow or failed content downloads. Workspace ONE Boxer notifies you about such low network conditions so that you can either move to a new network with better connectivity or wait until your current network connectivity improves. You can also check for network issues that are outside of Workspace ONE Boxer's control.

Workspace ONE Boxer informs you with the help of a banner on the Inbox screen when:

- Your device goes offline.
- Workspace ONE Boxer experiences slow network connectivity.
- Workspace ONE Boxer fails to reach the Exchange Server for an account, despite having a secure internet connection.

If you do not want to see such a notification, you can deactivate the Low Network Detection option by navigating to **Boxer Settings > Advanced > Enable features > Low Network Detection**.

Accounts

Choose an account and perform the following:

- Signatures– Create unique email signatures for each account. The default signature is changed to 'Sent from Workspace ONE Boxer'.
- Quick responses – Edit or add quick response templates that you frequently insert when composing email.
- Sync email/Sync calendar/Sync contacts – Activate or deactivate sync options based on your requirement.
- Notification Settings – Set up unique sound or ringtone for mail notifications and 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 Mail boxes.
- S/MIME – Activate or deactivate S/MIME support. Install the Sign and Encrypt certificates provided by your administrator to use email signing and encryption features. If enabled by your administrator, you can view old emails that uses expired S/MIME encryption certificates. The expired S/MIME encryption certificates can be viewed under **S/MIME > Encrypt**.

- Mail synced for – Select a frequency by which you want your emails synced with the server. To sync emails that are older than 30 days, unmanaged device users can now use the Sync All option.

Note

- Regardless of the sync period, the maximum number of emails which can be shown in the Inbox at a time is 1500.
 - For managed devices, the maximum frequency which can be selected for email is configured in the Workspace ONE UEM console by your administrator.
-
- Calendar synced for - Select a frequency by which you want your calendar synced with the server. Unmanaged device users can now use the Sync All option to sync calendar events that are older than six months.

Note For managed devices, the maximum frequency which can be selected for calendar is configured in the Workspace ONE UEM console by your administrator.

Mail

- Swipe actions – Customize the default Swipe actions.
- More mail settings
 - Show Compose Toolbar – You can activate or deactivate compose toolbar based on your preferences.
 - 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 activate or deactivate avatars on the email list view. The default mode is configured by your administrator.
- More Mail Settings > 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 activated by default and cannot be deactivated 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 deactivate the warning displayed by Workspace ONE Boxer.

Support for Android 13 Themed app icons

If your device has Android 13 and launcher that supports themed app icon, then your Workspace ONE Boxer application supports themed app icon. Based on the color of the wallpaper and theme that you have selected on your Android device, Workspace ONE Boxer application icon inherits the same color.

Support for Android 13 Per-app Language Preferences

You can select a preferred language for your Workspace ONE Boxer application, which can be different from the system language or the device language.

To select a preferred language for your Workspace ONE Boxer application, navigate to the system settings of the Android device and select any of the supported languages for Workspace ONE Boxer.

Note When using the Work Profile, navigate to the App info of Workspace ONE Boxer, click **Language**, and in the App languages menu, select the desired language for the application.

Create an Online Zoom Meeting

Be aware of the following:

- To use this setting in your Workspace ONE Boxer application, your administrator must have enabled the corresponding configuration key in the Workspace ONE UEM console.
- Ensure that you have your credentials when you use the feature for the first time.

When creating or editing an event, you can create a Zoom meeting and add the conference details directly into the meeting invite. To activate this feature, navigate to the **New Event** or the **Edit Event** screen and turn on the **Zoom Meeting** toggle. A Zoom link is automatically created along with other meeting details.

Tips and Tricks for Workspace ONE Boxer for Android



To maximize the efficiency of Workspace ONE Boxer for Android, use these shortcuts and time-saving tricks.

Perform Quick Actions on Workspace ONE Boxer

To launch a quick action menu, tap and hold the Workspace ONE Boxer icon on your home screen. This menu supports the following shortcut actions:

Options	Descriptions
New Mail	Directly access the Compose Mail page.
New Event	Directly access the New Event page.
New Contact	Directly access the Create Contact page.
Next Event	Directly access your next event's details based on the current time.

Send Quick Replies through Response Templates

With the Quick Reply feature, you can quickly reply to your emails without tapping Reply or Send.

You can also modify the existing responses and create templates for your response by navigating to **Settings > Quick templates > Add templates**.

Refine Your Email Search

Finding a specific email in an overloaded email inbox can be a challenge. While the quickest way to find an email might be using keywords, sender's, or recipient's name, this type of search often returns massive search results.

To help you refine your search and quickly find the email, you are looking for, Workspace ONE Boxer provides you with advanced search filters.

Tapping the **All filters** button from your search screen displays the All filters screen with the advanced search filters. If you have selected the From, To, Subject or Has attachment filters from your search screen, these filters appear pre-filled in the All Filters screen.

The advanced search filters are:

- Has attachment – Shows emails that have attachments. This filter is also available on your search screen.
- Flagged - Shows the emails that you have flagged.
- Unread – Shows unread messages.
- Period – Shows the emails for a specific time range. The default period is All time. Tap the filter to see more options. You can set the period to show you the emails from the past 7, 14, or 30 days.

The All filters button's notification counter shows you the number of selected filters.

Note Adding more filters narrows your search and makes it more restrictive, and returns a focused search result helping you quickly find the email.

To help you save time, Workspace ONE Boxer saves and displays your past searches in the newest to oldest order using which you can rerun a search without selecting the search filters again.

Send Automatic Out of Office Replies

To set up out of office replies to incoming messages, select the account in the Workspace ONE Boxer settings and enable the Out of Office option.

Stay Connected with Your VIPs

Imagine a situation where you are on a deadline with a client or working on any critical project with your boss. Any email from these contacts might require your immediate action. Workspace ONE Boxer helps you prioritize these VIP contacts. With the VIP Contact feature in Workspace ONE Boxer, you can create a list of VIP contacts and set a custom notification sound for the list. Configuration of this VIP list can be found in **Settings > your exchange account > VIP notifications**. This feature requires Email Notification Service (ENS2). To activate VIP notifications, your admin must configure Workspace ONE Boxer with ENS2.

Create Unique Email Signatures

An email signature is automatically applied to the email sent from the Workspace ONE Boxer application. You can modify the default signature with a customized message of your preference. To do so, navigate to **Settings** and select the account to which you want to add a signature.

Quickly Join Online Meetings

You can quickly join online meetings such as Skype for Business, Webex, Microsoft Teams, and Zoom with one tap from the calendar invitation.

Report Spam and Phishing Messages

If configured by your administrator, you can report any suspicious email as phishing or spam. You must long press on the email message and select the Phishing or Spam option from the action grid. After reporting an email message as phishing, the original reported email is permanently deleted.

Switch to Dark Theme

On Workspace ONE Boxer for Android, you can view the email content in dark theme. When in dark theme, in the email detail screen, you can toggle the email content back into light mode with the sun or moon toggle.

How dark theme works in Workspace ONE Boxer depends on the Android version of your device.

- You can always force Workspace ONE Boxer to use the light or dark theme from the Select theme option in the Workspace ONE Boxer settings.
- Android 10- Workspace ONE Boxer uses the settings for dark theme configured at the OS level.
- Android 9 (Pie)- Workspace ONE Boxer follows the system Battery Saver settings to determine if the dark theme is used.

Note For dark theme on Samsung devices running Android Pie, Workspace ONE Boxer always follows the Battery Saver toggle and not the system's Night mode toggle.

- Android 8 (Oreo) and earlier versions- When Battery Saver is on, Workspace ONE Boxer uses the dark theme. If your device does not have Battery Saver, you can toggle the Dark theme in Workspace ONE Boxer Settings.

Clear Cached Contacts

Workspace ONE Boxer gives you the ability to clear your contacts cache. Cached contacts appear when composing an email or searching for contacts. This feature is useful when your contacts have changed their email address and you do not want to see any suggestions about their old email address when searching. To clear the cached data of your contacts, navigate to **Boxer Settings > Advanced > Clear Contact Cache**. Removing cached contacts in Workspace ONE Boxer does not delete emails, contacts, or any other useful information.

End Events Early

To end your appointments and meetings a few minutes early, you can configure Workspace ONE Boxer. This feature brings a focused and effective meeting culture to your organization. It helps to reduce fatigue that can come from back to back online meetings and build in travel time between meetings by ending your meetings 5 minutes early that are less than an hour and 10 minutes early for one hour or longer meetings. You can also configure a different end early duration for meetings under one hour and meetings over one hour or longer from the options in **Boxer Settings > More (under Calendar) > Less than one hour or One hour or longer**.

When creating or editing events, if the End event early option is enabled by default, the setting applies to the default meeting duration and shortens the duration of the event. The Auto end events early option, found in **Boxer Settings > More (under Calendar)**, takes the default event length and applies the settings to it while creating a calendar event.

Adding a Shared Mailbox and Calendar to Workspace ONE Boxer

Workspace ONE Boxer for Android gives you the ability to add a shared account that you have access to and perform collaborative actions on that account based on the allotted permission.

A shared account is an account that lets multiple users send and receive email messages from a common email address. This feature is useful for a team that manages a general mailbox to address customer queries. Based on the permissions set by an admin, you can access a shared account with email messages and calendar invites and can send events and emails as the account. A shared account also provides a common calendar, allowing members to create, read, update, and delete events or check availability.

You can add a shared account by navigating to **Boxer Settings > Add account > Add shared account**. A shared account does not have a password, so you cannot log into the account directly. You can add a member to a shared account and use the Exchange admin center to grant the following permissions:

- **Full Access:** Allows you to access the shared account.
You can create calendar items, read, view, delete, and change email messages, and create tasks and calendar contacts. You can send email from the shared account using the **Send As** permission.
- **Send As:** Allows you to impersonate a shared mailbox when you send an email.
For example, when you reply to a message sent to the shared mailbox, the email appears to be from the shared mailbox, and not from your email address.

Note Currently, Shared and Delegated calendars can be synced only manually.

To sync the calendar, navigate to the **Calendar** tab. At the top of the calendar view, click the vertical ellipsis (three dots), and click **Refresh**.

Block Insecure Attachments (Android Only)

Workspace ONE Boxer for Android restricts opening and downloading insecure attachment types by default. The device user can allow the downloading of an insecure attachment by navigating to **Boxer Settings > More mail settings** and select Allow insecure attachments.

Workspace ONE Boxer restricts the following file types:

Restricted File Types			
Common File Formats			
ADE	ADP	BAT	CHM
CMD	COM	CPL	DLL
EXE	HTA	INS	ISP
JSE	LIB	MDE	MSC
MSP	MST	PIF	SCR
SCT	SHB	SYS	VB
VBE	VBS	VXD	WSC
WSF	WSH		
Common Container Formats			
TGZ	BZ2	XEN	APK
ZIP	GZ	Z	TAR

Apply Azure Information Protection (AIP) Sensitivity labels to Emails

You can apply a sensitivity label when you compose a new email, reply, or forward a received email. To apply a label on your email, you must tap the label icon. Upon tapping, you can see a list of all the labels configured in Azure. For more information, see the *Workspace ONE Boxer Admin Guide*.