# 1Mobility Mobile Email Management

About 1Mobility

1Mobility has successfully established itself as a global company, offering cloud based, internationalized and scalable Enterprise Mobility Management (EMM) solution that monitors, manages and supports mobile devices across platforms (Android, iOS, BlackBerry, Windows), service providers and manufacturers.

1Mobility has a team of dedicated and talented professionals with over 8 years of innovative software development believes that "today, Enterprise Mobility though not mandatory, is a fact of business life for various obvious reasons like increased productivity, cost savings, competitive advantage and better customer engagement."

Having serviced industries like Banking, Financial Services, Insurance, Technology, Education, Pharmaceutical, Communication & Media and Government and initial focus on the emerging markets, 1Mobility provides affordable solutions either cloud based or privately installed, enabling over-the-air distribution of mobile applications, configuration settings and security policies to corporate owned or employee owned (BYOD) devices through a central web console. No matter what type of organization it is, 1Mobility has affordable solutions and services for all, be it initial, advanced or matured enterprise mobility.

1Mobility offers following solutions

- Enterprise Mobility Management (EMM) through consulting, development and managed services
- Data Loss Prevention (DLP) of Mobile Data
- Compliance enforcement and monitoring
- Containerization
- BYOD Management
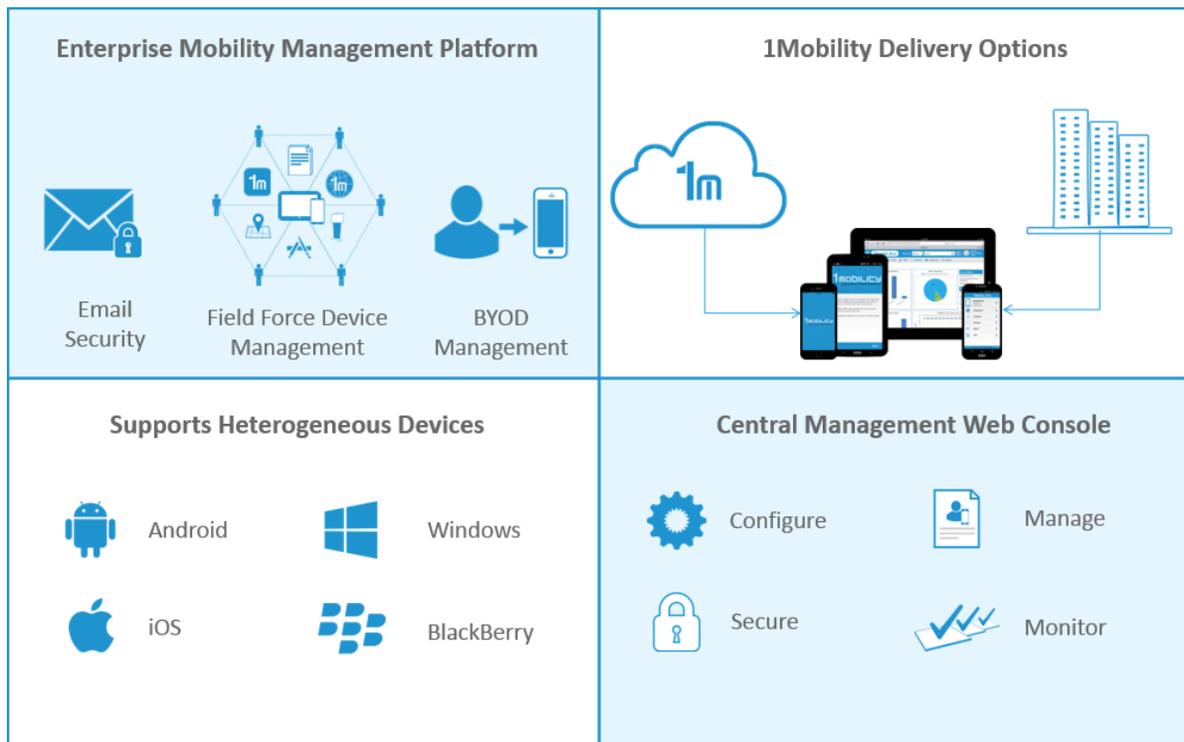
For further information, please visit the 1Mobility website at http://www.1Mobility.com

1Mobility Mobile Email Management

Challenges

Android, though popular among 80% of Smartphone users worldwide, faces a challenge of fragmentation and different flavors of operating system by **different** manufacturers.

To better manage Android devices, 1Mobility brings you following solutions. Android platform, especially earlier versions do not have a standard email client that can be managed by Enterprises with appropriate level of configuration and security. Email is the most common medium for sharing corporate digital data and is the biggest threat.

1Mobility Enterprise Email Container

1Mobility provides an Enterprise Email Client for all versions of Android that supports all commonly used email services. It utilizes Microsoft Exchange ActiveSync protocols, IMAP Push, and it allows to push Email, Contacts, Calendar, and Tasks directly onto their employee phones and tablets from Microsoft exchange (2003 SP2, 2007, 2010), IBM Lotus Notes (8.5.1 and later versions), Hotmail, Windows Live, Zimbra, Gmail, and Google Apps servers in real time. Personal email can be accessed through POP3, or IMAP4 mail servers. The mobile phone directly connects to the servers eliminating the need for proxy servers or expensive NOC systems.

Features

Supported Android Platforms

- ▶ Android v4.2+

Supported Email Platforms

- ▶ All POP3 and IMAP4 protocols supported
- ▶ Microsoft Exchange 2003 SP2 / 2007 / 2010: Email, Contacts, Calendar & Tasks using Microsoft Exchange ActiveSync (EAS) protocols
- ▶ Lotus Notes 8.5.1+: Email, Contacts, and Calendar using EAS protocols

- ▶ Google Apps: Email using IMAP, Contacts, & Calendar using EAS protocols
- ▶ Hotmail/Live/Outlook: Email, Contacts, Calendar, and Tasks using EAS protocols
- ▶ Zimbra: Email, Contacts, and Calendar using EAS protocols

Email Management through Web Console

- ▶ Distribute the 1Mobility Enterprise Email Container to enrolled devices
- ▶ Configure email settings based on Groups and locations
- ▶ Publish configurations to the enrolled devices over-the-air

Email Sync

- ▶ Supports real-time (Direct Push), scheduled or manual Sync
- ▶ Maximum of 3 accounts can be set for "Direct Push"
- ▶ Manual Sync can be initiated by selecting refresh from any module, or selecting 'sync now' from main menu.
- ▶ Application shows new email alerts, calendar and tasks reminder alerts. The alerts are displayed for 5 minutes. If user does not respond, then alerts are automatically dismissed.
- ▶ Sync Turn ON / OFF: User can turn on or off sync at any time.

Email Features

- ► Syncs the latest 100 emails from the inbox.

- ► The default sync is limited to last 3 days

- ► The default application stores 10kb of message body. If the email has more body text, selecting 'fetch more' brings the remaining body from the server.

- ► Supported the following operations.

  - o Delete: Deletes the email from the inbox list on the phone. Deleted emails are stored on a local folder. During next sync to the server, all the deleted emails are moved from the inbox to the deleted items folder at server.

  - o Reply: Opens up a compose mail to Reply to the selected email (with to address prepopulated)

  - o Reply All: Opens up a compose email to Reply to all of the recipients to the selected email (with to & CC address prepopulated).

  - o Forward: Opens up a compose email with blank address fields. o Mark as unread/read: Marks the selected email as read/Unread.

  - o Reply, reply all and forward uses smart reply method. The original message is appended from server. (Not supported for 2003 exchange accounts).

Email Configuration

- ► **Restrictions**

  - o Prevent moving emails to any other account than corporate email account

  - o Allow copying contacts to phonebook

  - o Allow Copy-Paste

  - o Allow attachments when sending emails

  - o Maximum attachment size (MB) while sending emails

  - o Allow to download attachment

- ► **Settings (MS Exchange, POP, IMAP)**

  - o Enforce passcode for the Email Client
  - o Ability to clear the email passcode
  - o Past days of emails to sync
  - o Allow vibrate on notification
  - o Email signature
  - o Enable signature editing

  - o Allow silent notification
  - o Enable manual sync while roaming
  - o Enable HTML email
  - o Max email truncation size
  - o Email disclaimer
  - o SD Card - email client doesn't allow users to save emails on the SD card

- **Security**

  (MS Exchange -all settings are supported. POP/IMAP - supported settings marked with *)

    - Remotely wipe email data*

    - Security pin - application forces the user to create an alpha-numeric security pin as per the mobile policy defined and it is encrypted*

    - Number of failed attempts -when the user exceeds allowed security pin failed attempts, application forces the data wipe on the device.

    - Inactivity time out -when application is left open and idle, it exits the application as per the mobile policy and requires user to re-enter the security.

Email Folders

This feature supports both server folders and local folders. Upon selecting a server folder, all the folders that are currently added at server are displayed. Upon selecting a folder, all the emails from that folder are shown. It also supports viewing sub-folder. When a folder has subfolder, then a + icon is displayed on folder's image. The emails from server folders are manually pulled and no cache is maintained.

Search

This menu option opens up a search mail screen. The user can search for the given string, in a given period of time with start date and end date. Search can also be done on specific folder with the option of including sub-folders. This feature is not supported for 2003 exchange server accounts.

Compose

User can draft an email, add attachments and set a priority. The email can be sent, discarded or saved to local Drafts Folder. Email address can be added from the Global Address List (GAL or Corporate Directory). The contacts in the native phonebook can be selected from the corresponding drop down fields (To, Cc or Bcc). Custom 'Quick Messages' can be added to the subject or body fields.

Local Folders

Personal Folders consist of Deleted Items, Outbox and Drafts.

- Deleted Items: Displays the deleted Items. Menu options: Restore to inbox.

- Outbox: Displays emails yet to be sent. Menu options: Resend, Delete, Delete All

- Drafts: Displays the drafts. Menu options: Resend, Delete, Delete All

Attachments

- Supports viewing attachments

- Images (jpeg, bmp, jpg, png, gif and tiff), documents (PPT, PDF, Doc, xls).

- Text and html attachments

Meeting invitations

▶ User can accept, decline, or tentative to a meeting invitation. Upon accepting the meeting

▶ Invitation, the meeting event is created in the calendar and sends the response to the organizer.

Calendar

The default calendar view is set to the current day and displays all the events for today. Calendar supports the following features:

▶ Synchronization: Ability to sync all the events from server to the phone and vice-versa.

▶ Syncs all the events for past one month.

▶ Views: Day, Week and Month view with an ability to view calendar for a specific date

▶ Offline events: When wireless or Wi-Fi networks are not available, the events are saved on the phone. During next sync upon network availability, these events are updated to the server.

▶ Refresh Calendar: Refresh current view of your calendar to get instant updates from the server calendar. This can be used to refresh the calendar to check if new updates are available on the server. Refresh also syncs the offline events to sever.

▶ Search: User can search by subject of the event. Event search is limited to the local data present in the calendar module. Search results one-time, recurring events and meetings.

▶ Local Data: Calendar data shows events for past one month and all future events.

▶ The calendar data is cached on the phone for offline viewing.

▶ Manage events: Add a new event, edit or delete existing calendar event and sync the changes back to the server.

▶ Updating Events: Edited event information can be stored locally on the phone and can also be directly updated in the server.

Time Zone

It is automatically set to the time zone setting of the device and applies to the emails, calendar and tasks entries.

Tasks

Application syncs 'Tasks' (to do list) from Microsoft Exchange Server to the device. 'Tasks' on selection displays an expanded list of due tasks for 'Today'. Typically, tasks are organized to the following lists:

Today: Tasks list due today

▶ Overdue: Tasks that are overdue and displayed in Red

▶ Complete: List of tasks that are marked complete and displayed in Grey

▶ Active: The tasks that are not yet completed, either overdue or in progress

▶ All: All tasks that are in progress, overdue and completed

▶ The tasks that are not yet synced to the server are shown in Green

▶ Task Type: User can add single occurrence, and recurring tasks

▶ Manage tasks: User can add, edit, or delete tasks

▶ Mark Complete: Mark the selected active task as complete

Sort

Use can sort tasks based on Subject, Due Date, Start Date, and Priority.

Contacts

- ► Email client syncs contacts from the default contacts folder on the server. Contacts are not synced from any other folders.
- ► Application stores a maximum of 2000 contacts for each account.
- ► Synchronize contacts from phone to the server and vice-versa.
- ► Add/Edit/Delete contacts from the address book of the email client and synchronize with the server.
- ► Search for contacts locally within the email client's address book.
- ► Make a voice call or send SMS to a contact directly from the contact view.
- ► Send an email to a contact directly from contact view by clicking on the 'Email' icon.

Search Global Address List (GAL) or Corporate Directory

- ► Search for Contacts by name from the GAL (exchange, lotus notes servers).
- ► A minimum of 3 characters must be entered for a successful search to be initiated. Lotus
- ► Notes require a minimum of 4 characters for search.
- ► Add to Phone: Using this option, the contact information can be added to the application's address book from the corporate contact view.
- ► Make a voice call or send SMS to contact directly from corporate contact view.
- ► Send an email to the contact's email address directly from contact view by clicking on the 'Email' icon, which will navigate to the 'Compose Mail' screen.

Settings

Account

- ► Alert Settings -Set alert tone preferences for a new email, calendar or task reminder.
- ► User can enable or disable specific alerts.
- ► Edit Account -Account settings and signature can be edited.
- ► Security -Allows changing the security pin.
- ► Reset Account -Deletes an existing account and all the synced data. User can reconfigure the account after reset.

Synchronization

- ► Conflict Resolution: The user can select which changes to be kept either from server or phone (client) when there is a conflict.
- ► What to Sync -user can choose the collections (email, contacts, calendar, tasks) to sync using 'What to Sync' option
- ► Sync Schedule -Use either default or custom schedule. User can customize the sync schedules and the collections.

Email Settings

- ▶ Preferences: Email filter settings allow syncing mail from inbox for past 1 day, 3 days, 1 week, 2 weeks, or 1 month. Allows choosing to save the sent items.

- ▶ New Mail Alerts -Set alert tone preferences for new email.

- ▶ Filters -Set the alerts selectively when email received from specific domain or email addresses.

Full Sync

Application runs a fresh sync by deleting all the existing synced data. Any data that is not synced earlier to server gets lost with full sync.

Sync status

Sync status shows when the last sync was performed and also lists any error messages during last sync.

Out of Office

This feature displays the Out of Office settings from the server if user has already set it. The user can modify the details and sync it back to the server. (This feature is not supported for 2003 Exchange)

Quick messages

- ▶ Allows creating and storing custom responses up to 50 messages that can be quickly added to email body and subject.

- ▶ User can add, edit, or delete these messages.

- ▶ This option is available for replying, composing, and forwarding emails.