

# VMware Boxer for iOS

## User Guide

# Contents

<b>Introduction</b> .....	<b>5</b>
Add Managed Accounts.....	6
Add Unmanaged Account.....	6
Add an Account (Auto-configuration).....	6
<b>Boxer Inbox</b> .....	<b>7</b>
Inbox Mail View.....	7
Email Management.....	8
Swipe Actions.....	8
Customize Swipe Actions.....	8
Action Grid.....	8
Perform Bulk Actions.....	10
App Shortcut Actions.....	11
Force Close Warnings.....	11
View Emails.....	12
Viewing IRM-enabled Emails.....	12
Compose Emails.....	14
Combined Mail Boxes.....	15
View Files.....	16
<b>Boxer Settings</b> .....	<b>17</b>
Accounts.....	17
Feedback.....	17
Mail.....	17
Calendar.....	18
Contacts.....	18
More.....	18
<b>Calendar and Contacts</b> .....	<b>20</b>
Calendar.....	20
View Calendar Events.....	20
Free/Busy Lookup.....	21
Invitation Cards.....	22
Contacts.....	23
View Contacts.....	23
Caller ID Functionality.....	23

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**Note:** This document is compatible with the app version available at the App Store.



# Introduction

Welcome to the VMware Boxer User Guide. 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). 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.

From release v4.9, Boxer supports IBM Notes Traveler v9.0.1 integration. IBM Notes Traveler integration introduces Email, Calendar, and Contacts capabilities in Boxer using ActiveSync protocol. Boxer v4.9 or higher is required for the optimum functioning of email, calendar, and other features. Upgrades from older Boxer for iOS versions are not supported.

## Add Managed Accounts

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

- Enter your password to access emails.
- Tap Continue button to access emails.

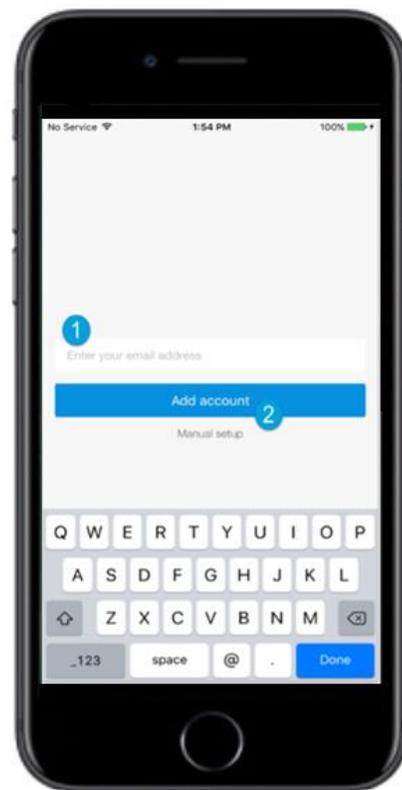
You can also configure VMware Boxer application without Workspace ONE, AirWatch Agent or AirWatch Container through Standalone Enrollment, where you need to:

1. Download and install VMware Boxer from iTunes.
2. Enter your email address and VMware AirWatch credentials (such as Username, Password, Server URL, and Group ID) to access emails.

## Add Unmanaged Account

### Add an Account (Auto-configuration)

1. Enter a valid **email address**.
  2. Tap **Add account**.
- Boxer attempts to determine the account type based on the email domain.
  - If the account type is determined, you can enter the password for the account in Boxer's own interface.
  - 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 Boxer's mail view.



# Boxer Inbox

You can manage and sort emails using the following features and functionalities available in the 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.

### Top Banner Action Icons

- Use the Menu (☰) icon to access the slide-out navigation pane to view Boxer folders and configured email account.
- 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 Boxer.
- Use the Compose (✉) icon to create new email messages instantly from the main screen.
- 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.

### Bottom Banner Action Icons

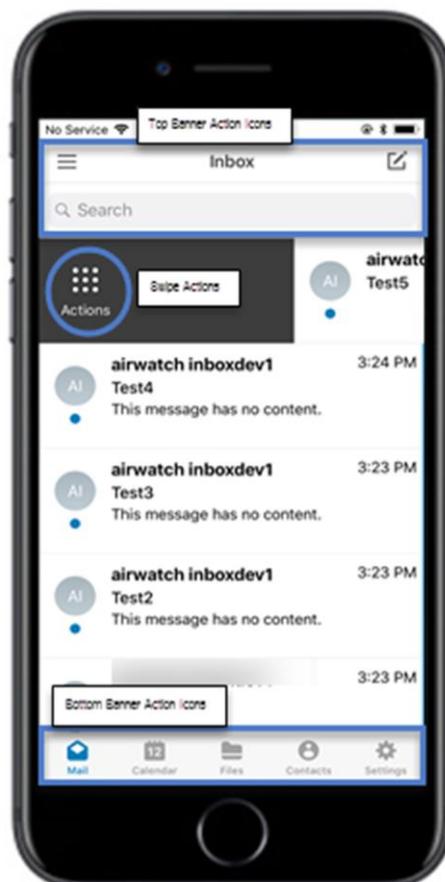
- Access Calendar and Contacts to view, create, and edit the event and contact details, Files to view all the locally saved files from emails, or Settings to configure and modify the app settings.

### Swipe Actions

- Select single or multiple messages and swipe to the left or to the right to take required actions using the Actions grid (⋮).

### S/MIME Signed and Encrypted Emails

Icon	Definition
	If S/MIME is enabled and the certificates are installed on your device, you can view S/MIME signed emails in the list view.
	If S/MIME is enabled and the certificates are installed on your device, you can view S/MIME encrypted emails in the list view.



# Email Management

With Boxer, sorting, creating, and managing emails are fast and simple. 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. The default swipe actions set on Boxer are listed down.

**Note:** The administrator can change the default swipe actions.

Swipe Action	Definition
<b>Right Short Swipe</b>	Swipe right to select an action from the <b>Actions Grid</b> (☰) to perform on the email.
<b>Right Long Swipe</b>	Swipe to the extreme right to view the <b>To-do</b> (📅) icon and set a due date and a priority level for an email.
<b>Left Short swipe</b>	Swipe left to <b>Archive</b> (🗳️) a selected email.
<b>Left Long Swipe</b>	Swipe to the extreme left to <b>Delete</b> (🗑️) an email.

## Customize Swipe Actions

You can change the Boxer's default swipe actions to best fit your needs. To change the settings:

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

## Action Grid

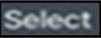
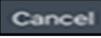
The Action Grid (☰) is available on the top banner of the Inbox view when you select single or multiple email(s), or when you swipe along the email or on the top banner within the email screen. While the Action Grid is tap opened, you can hold on any action and move its position within the grid.

Available Grid Actions	Definition
 <b>To-do</b>	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 <b>To-do</b> 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.
 <b>Quick</b>	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.

Available Grid Actions	Definition
 <b>Move</b>	Move the selected email message to a different folder.
 <b>Archive</b>	Archive the selected email message. If you want to archive the message and set it as read, access the app <b>Settings</b> icon, and tap <b>More</b> in the <b>Mail</b> section. Turn <b>On</b> the <b>Archive as read</b> option.
 <b>Delete</b>	Delete the selected email.
 <b>Spam</b>	Move the selected email to the spam folder.
 <b>Star/ Flag</b>	Mark the email as Star or Flag to indicate importance.
 <b>Read/Unread</b>	Mark the email as read or unread.

## Perform Bulk Actions

Perform bulk actions on multiple emails using the following action icons available on the Inbox mail view screen.

Icons	Definition
	<p><b>When avatars are enabled:</b></p> <p>Tap multiple avatar images to multi-select emails. You can also tap and hold a message to select single or multiple messages.</p> <p><b>When avatars are disabled:</b></p> <p>Tap and hold a message to select single or multiple messages.</p>
	<p>Select an action from the <b>Action Grid</b> to perform bulk action on the selected emails or swipe the selected emails to left or right for a swipe action to take place.</p>
	<p>Select options available to take bulk actions.</p>
	<p>Cancel the selected emails.</p>



## App Shortcut Actions

3D Touch the Boxer application on home screen to launch the Boxer app actions. Tap and hold the 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 Boxer can prevent the app from syncing with the server in the background due to platform restrictions. To prevent sync delays, 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 also 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.

Icon	Definition
	Mark your email as read or unread*.
	Move the email to your selected folder.
	Move the unimportant emails to Archive* folder.
	Delete* email from the inbox.
	Use the <b>Action Grid</b> to perform other actions on an email.
	Add email addresses to <b>Favorites</b> so you can message them quickly.
	Reply to the sender of 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 attachment to download or select (⋮) on attachments to preview, email, or save locally in Boxer.
	Reply to the sender and all other recipients of an email.
	Forward email. To forward emails with attachments, enable <b>Forward attachments</b> in the <b>Mail</b> settings (navigate to app Settings > Mail > More > Forward attachments).
	If S/MIME is enabled and the certificates are installed on your device, you can view S/MIME signed emails.
	If S/MIME is enabled and the certificates are installed on your device, you can view S/MIME encrypted emails.

\*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 Boxer and paste into any other application. The administrator can also restrict you from copying data from outside and paste into the 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 Content Locker and other AirWatch approved apps. Hyperlinks may open only through the VMware Browser.
- If configured by your administrator, you can preview emails and their attachments within 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.
- 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, 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.

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

Icon	Definition
	Send an email.
	Discard the message or save it as a draft in the <b>Draft</b> folder to send later.
	Tap and choose the IRM policies that you want to enforce on an email while sending.
	Tap to: <ul style="list-style-type: none"> <li>• <b>Send Availability</b> – 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.</li> <li>• <b>Create Invite</b> – 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, Boxer displays the availability status of your recipients. For more information, see <b>Free/Busy Lookup</b>. Once the recipients are added, send the email message with the invitation to all the recipients. The event gets added to your calendar.</li> </ul>
	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.
	Attach photos, documents, location, and videos from your device or iCloud Drive. Navigate to <b>More</b> from the <b>Attachment</b> 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.
	If S/MIME is enabled and the certificates are installed on your device, tap to sign the emails sent from the device.
	If S/MIME is enabled and the certificates are installed on your device, tap to encrypt emails sent from the device.
	Enable email classification using security levels. For example, the following classifications can be configured in the increasing order of security: <ul style="list-style-type: none"> <li>• Confidential</li> <li>• Protected</li> <li>• Restricted</li> <li>• Secret</li> </ul> <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>

- 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 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. Tap on the invitees to enter the Free/Busy lookup menu. If enabled by your administrator, Boxer displays the notification Send Invite to External Addresses when sending invite to recipients with external addresses. Confirm the notification to send invite to attendees with external email addresses. The Mark External Addresses feature is also available when you are creating or editing Calendar events.

## Combined Mail Boxes

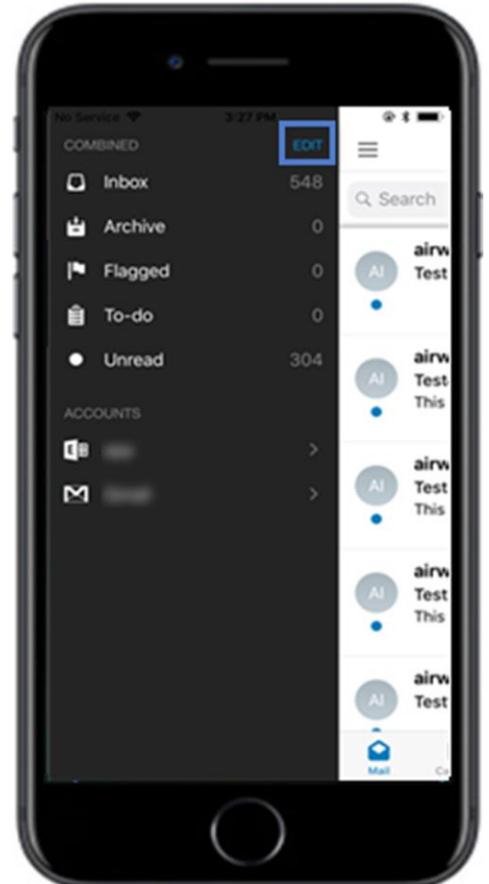
Boxer merges common mail folders found in all email accounts into a single combined mail box. For example, the Unread combined mailbox contains messages that exist in the unread folders across all the accounts within Boxer. Access the slide-out navigation pane to view the Combined mail boxes.

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

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:

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

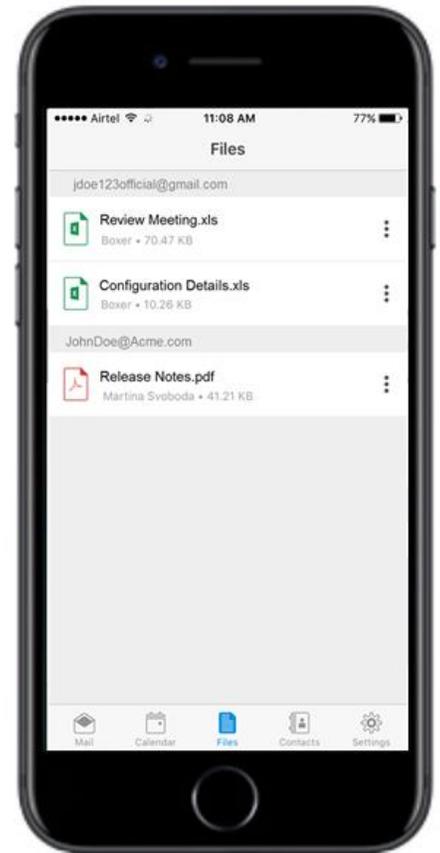


## View Files

The Files section in 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 AirWatch 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 (⋮) adhered to each attachment to preview, email, or save locally in Boxer for future use.



# Boxer Settings

Tap the Settings icon (⚙️) at the bottom action banner to access Boxer Settings page.

## 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.
- **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.
- **Automatic Reply** – Enable or disable Out of office automatic replies from the device. Out of office 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 VMware 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.
- **Certificate** – View detailed information about the installed CBA certificates.

## 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 newest on top or oldest on top.
- **Show Avatars** – You can enable or disable avatars on email list view.
- **More > External Addresses**
  - **Mark external addresses** – When enabled, 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 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 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, 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 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, 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 Boxer Contacts.
  - **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 Boxer automatically lists all matching contacts from your GAL.

## More

- **Advanced**

- Configure the Default browser, set the Initial View of the 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 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.
- Support > Send Logs – Send application log as email attachment. You can also send or copy logs when you take a screen capture within Boxer app.

# Calendar and Contacts

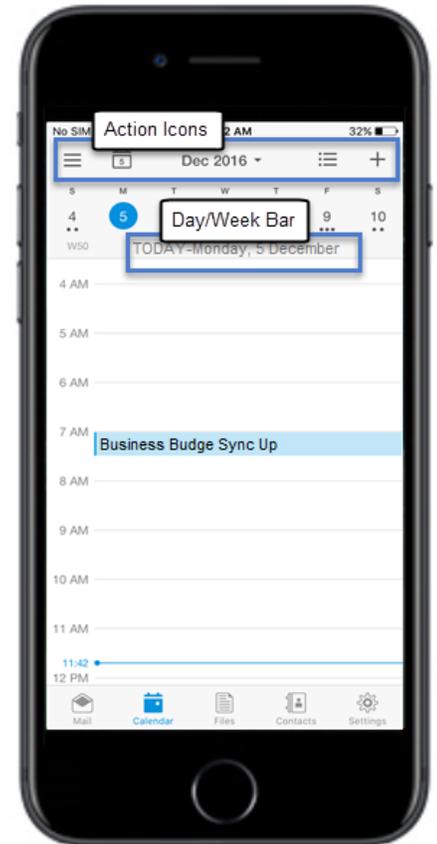
## Calendar

View, manage, and create calendar events from the Calendar (📅) tab. To enable calendar syncing, navigate to Boxer's **Settings > Accounts > Exchange > Sync Calendar** and enable **Sync Calendar**.

### View Calendar Events

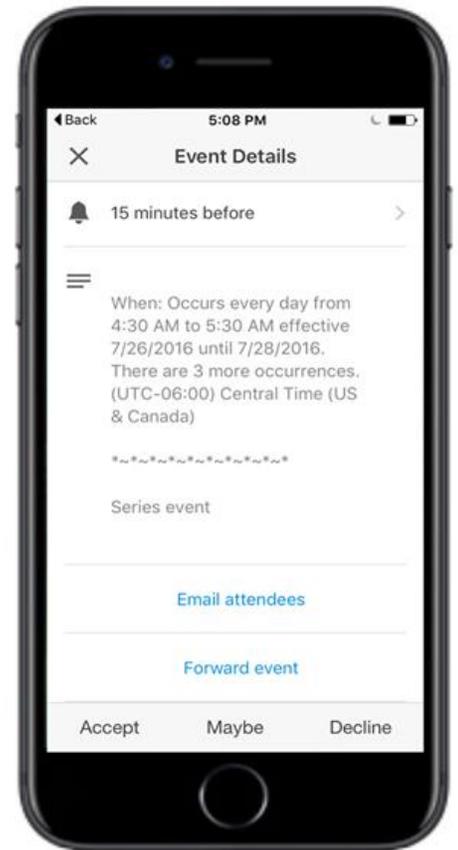
From the Calendar screen, scroll through to view the synced calendar events.

Icons	Definition
	Access to the slide-out navigation pane to toggle between the calendar events and appointments.
	Access <b>Today</b> view.
 Or 	Toggle between these <b>Agenda</b> icons to switch between <b>Day</b> view and <b>Week</b> view.
	Create new events. (Optional) Tap and hold on any random date to create a new event. Enter the required details in the respective fields.
<b>Day/Week Bar</b>	Tap and drag down the <b>Day/Week Bar</b> to access month view.
	This is available in iPads and in landscape mode in iPhone 6/6s Plus devices. Use these tabs to switch between Day, Week, and Month view.
<b>Week Number</b>	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.



Tap open an event to view event details and to utilize the following options.

Option	Definition
<b>Email attendees</b>	You can send an email only to the organizer or to all attendees including the organizer.
<b>Forward event</b>	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.
<b>Accept</b>	Accept an event.
<b>Maybe</b>	If you have conflicting events, tap and propose a new time and date to the event organizer.
<b>Decline</b>	Decline an event.



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.
- **Do not send a message**

### Conference Call

Dial into a conference call without having to remember the meeting ID. On tapping the conference number having access code or pin, 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. Boxer displays the availability when creating or editing an event.

Following status are displayed by 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.

### Notes:

- Previewing recipient availability for events with duration less than thirty minutes is not supported.
- Distribution lists with more than 20 recipients is not supported. 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, Boxer displays 'Fetching availability is not supported by your email server' message.
- If you encounter network errors when previewing the availability of recipients, Boxer displays 'Issue while fetching availability' message.

## Add Calendar Attachments

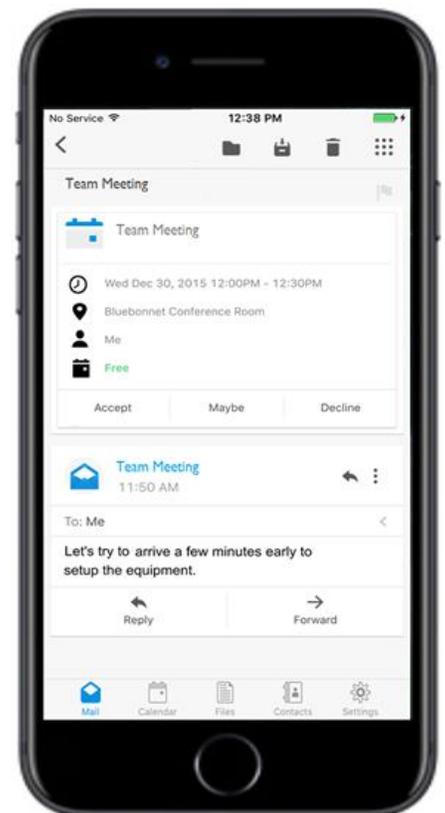
You can add attachments when you are creating a calendar event. For enabling the calendar attachments feature, you must first tap the **Enable new features** from the notification bar and then select **Proceed**. The back-end services are upgraded to support the calendar attachment feature and a resync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

Icons	Definition
<b>Accept</b>	Accept your invites.
<b>Maybe or Decline</b>	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 <b>Free</b> or <b>Busy</b> .

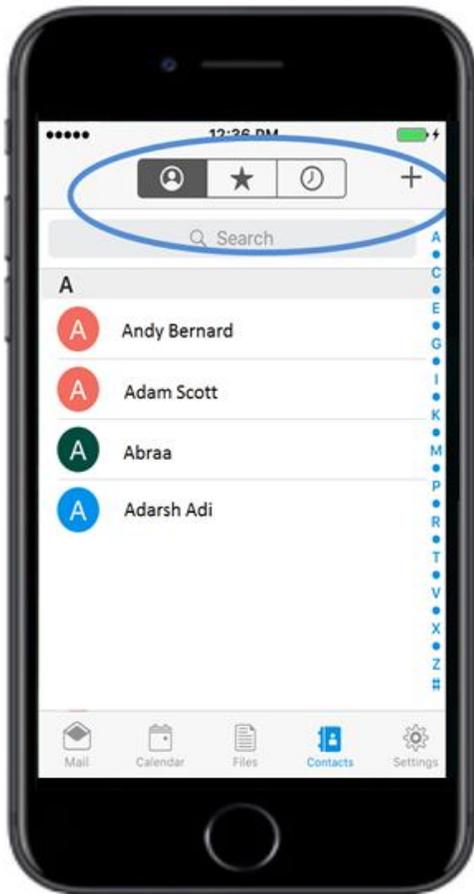


## Contacts

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

### View Contacts

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



Options	Definition
👤	View all saved contacts.
★	View starred email address of contacts.
🕒	View contacts that have been recently emailed.
+	Create new contacts with fields such as name, middle name, title, department, company, office location, email address, and many additional fields.
Search Bar	Search for users or contact information in Global Address list by first name, middle name, last name, title, company, office, email address, phone numbers. <b>Note:</b> Boxer displays Active Directory (AD) user photos as the display picture for the contacts in Global Address List.

### Caller ID Functionality

Boxer utilizes two methods to identify your incoming calls and texts. You can enable Caller ID functionality by using the Export Contacts feature to export your Boxer contacts to your native contacts app. From release v4.8, Boxer supports the native iOS CallKit functionality on devices running iOS 10.0 or later versions. You can use the CallKit functionality with Boxer for identifying your incoming calls and texts.

### Export Contacts

If configured by your administrator, 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 app under the VMware 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 Boxer settings.”* to your native contacts app. Any changes you make to these contacts in the native contacts app does not get reflected in Boxer Contacts.

## Caller ID (CallKit Support)

You can now use the Boxer to identify incoming calls without exporting your Boxer contacts to native contacts app. This 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.

To enable CallKit support for Boxer:

1. Navigate to Settings > Phone > Call Blocking & Identification.
2. Select Boxer and tap the toggle button to enable CallKit support. CallKit support is enabled and your incoming calls and messages are identified using Boxer contacts.