Product Guide

eM Client for OX App Suite

v1.03

Table of Contents

1. eM Client for OX App Suite

1.1. The purpose for this document

This document provides an overview of the new product eM Client for OX App Suite.

The document has been designed to help Open-Xchange customers and partners understand the logic behind this new product.

1.2. The idea behind eM Client for OX App Suite

Open-Xchange eM Client for OX App Suite is a full-featured email client with a modern and easy-to-use interface for Windows users. In addition to user-friendly email functionality, this application offers several integrated features: a calendar, tasks and contacts. Additionally, eM Client for OX App Suite can be used offline with full OX App Suite synchronization.

This new addition to OX App Suite uses open and proven industry-standard protocols such as IMAP, SMTP, and CardDAV/CalDAV for secure and hassle-free connection to OX App Suite.

The application stores data locally on the client machine. This guarantees that end users can access their data even when offline. Any changes made in offline mode are automatically synchronized: when the user is online again, they are sent back to the OX App Suite server.

1.2.1. Key email features

eM Client for OX App Suite provides all the essentials for today's email, including these:

- Secure communication (SSL and TLS)

- Advanced email rules management

- Spelling check across the entire application

- Templates, signatures, tagging, and categorization

1.2.2. Key calendar features

The following useful calendar features are provided, among others:

- Various calendar views
- Sharing of calendars and tasks
- Full-text search covering all events and tasks
- Meeting scheduling that uses intuitive "Free"/"Busy" indicators

1.2.3. Key features for contacts

These are some of the convenient features provided for contacts:

- Custom contact views
- A full range of data fields
- Support for categorization and folders
- Easy merging of contacts
- A full communication history

2. An introduction to eM Client for OX App Suite

Use of eM Client is very widespread, and many users want to continue to use this personal information management (PIM) suite as their desktop or laptop working environment even when using Open-Xchange middleware servers. With eM Client for OX App Suite, users can continue to work through eM Client, while the organization benefits from the cost, security, and innovation advantages of the Open-Xchange middleware solution.

Open-Xchange's middleware was designed from the ground up on the principle that it could be interfaced/used with a wide variety of clients; it allows flexible choice of the end user's preferred client interface with little or no change in functionality being experienced.

For example, some employees of an organization might use eM Client to access the Open-Xchange middleware, other users may choose to use the Web-based interface with the aid of various

browsers, while still others may use a mobile interface to coordinate group appointments.

The Open-Xchange middleware is capable of synchronizing the data from all of these environments at the same time. This makes the middleware a valuable integration platform for solid cooperation among your personnel.

2.1. eM Client as an email client and collaboration environment

With eM Client for OX App Suite, the desktop client is interfaced with the OX middleware in such a way that a large proportion of the collaboration-aiding features available to groupware users can be accessed directly via eM Client. Specifically, it handles the synchronization of folders, contacts, calendars, email messages, and tasks.

3. Installation of eM Client for OX App Suite

3.1. System Requirements

For installation and use of eM Client for OX App Suite, a few basic system requirements must be met. These are documented at the following URL:

http://oxpedia.org/wiki/index.php?title=AppSuite:OX_System_Requirements#eM_Client_for_OX_App_Suite

3.2. Language Setting

For a smooth experience with eM Client for OX App Suite in your language, a Windows system in that language is required. eM Client for OX App Suite messages are displayed in the system language set by the user.

3.3. The installation process

You can install eM Client for OX App Suite on your client PC by running the setup file. The .msi file is provided via the official Open-Xchange installation guide found on this page:

http://oxpedia.org/wiki/index.php?title=AppSuite:eM_Client_for_App_Suite

To start the installation, double-click on the .msi setup file.
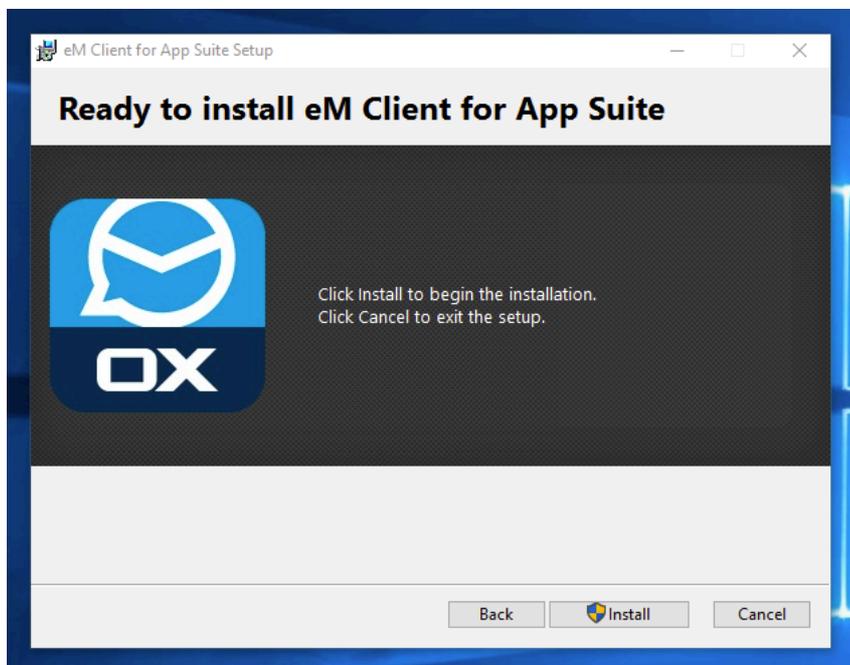
After installation, the user is presented with some Windows default option for handling of applications and can confirm or reject these.
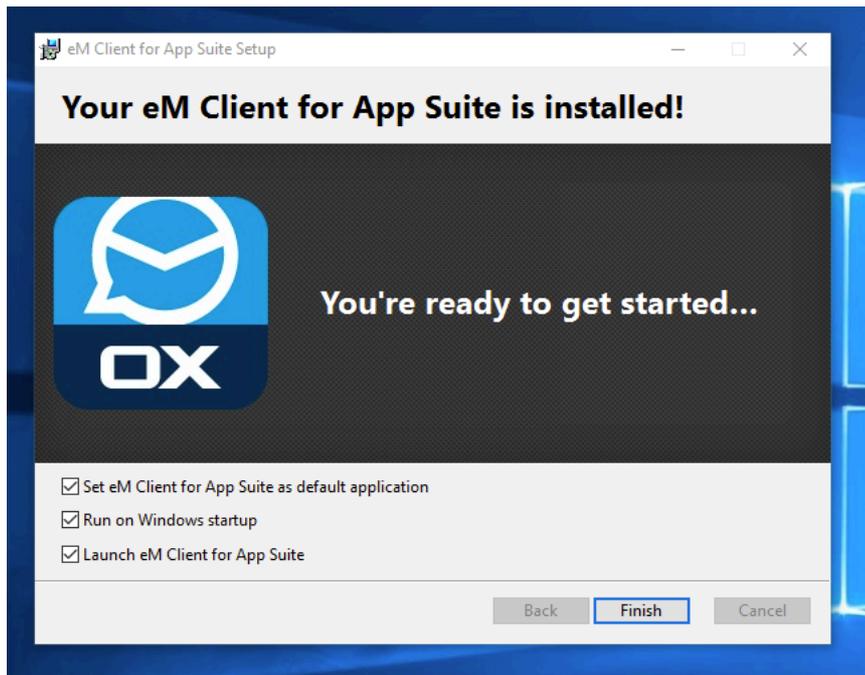
In the very next step, the user begins experiencing one of the great benefits of eM Client for OX App Suite: the opportunity to choose/design a graphical theme matching his or her personal preferences.
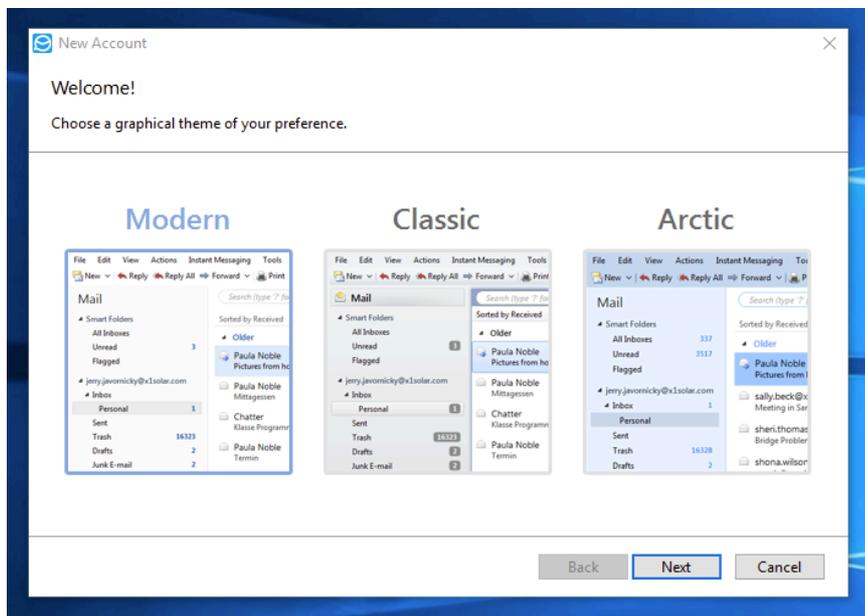

3.4.   Setting up an account

With eM Client for OX App Suite, it is possible to create a new account via an automatic setup process. Starting the setup requires

just entering the email address and personal password for the Open-Xchange environment.
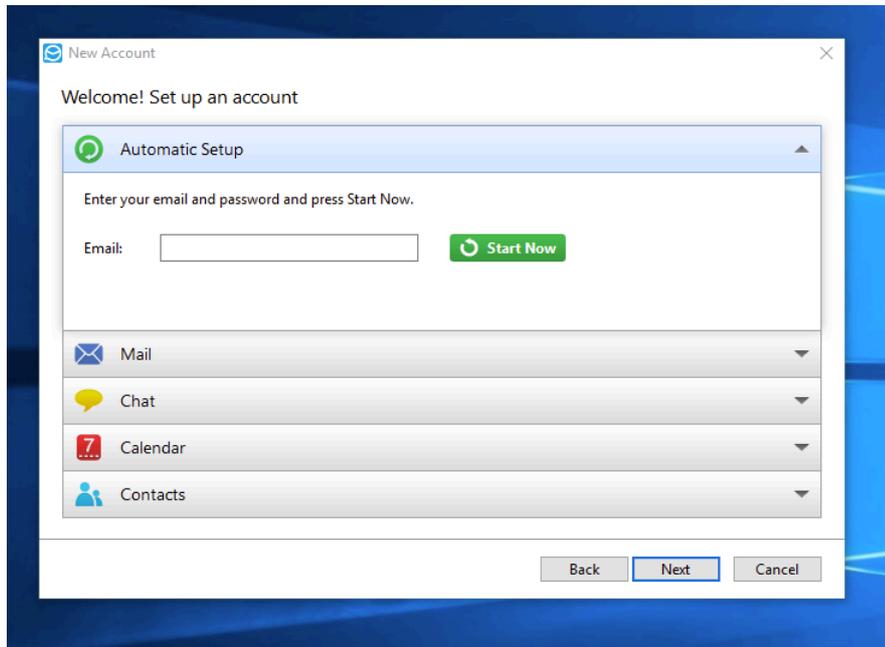
In addition to the automatic setup functionality, there is an option of choosing manual setup processes for the various apps.
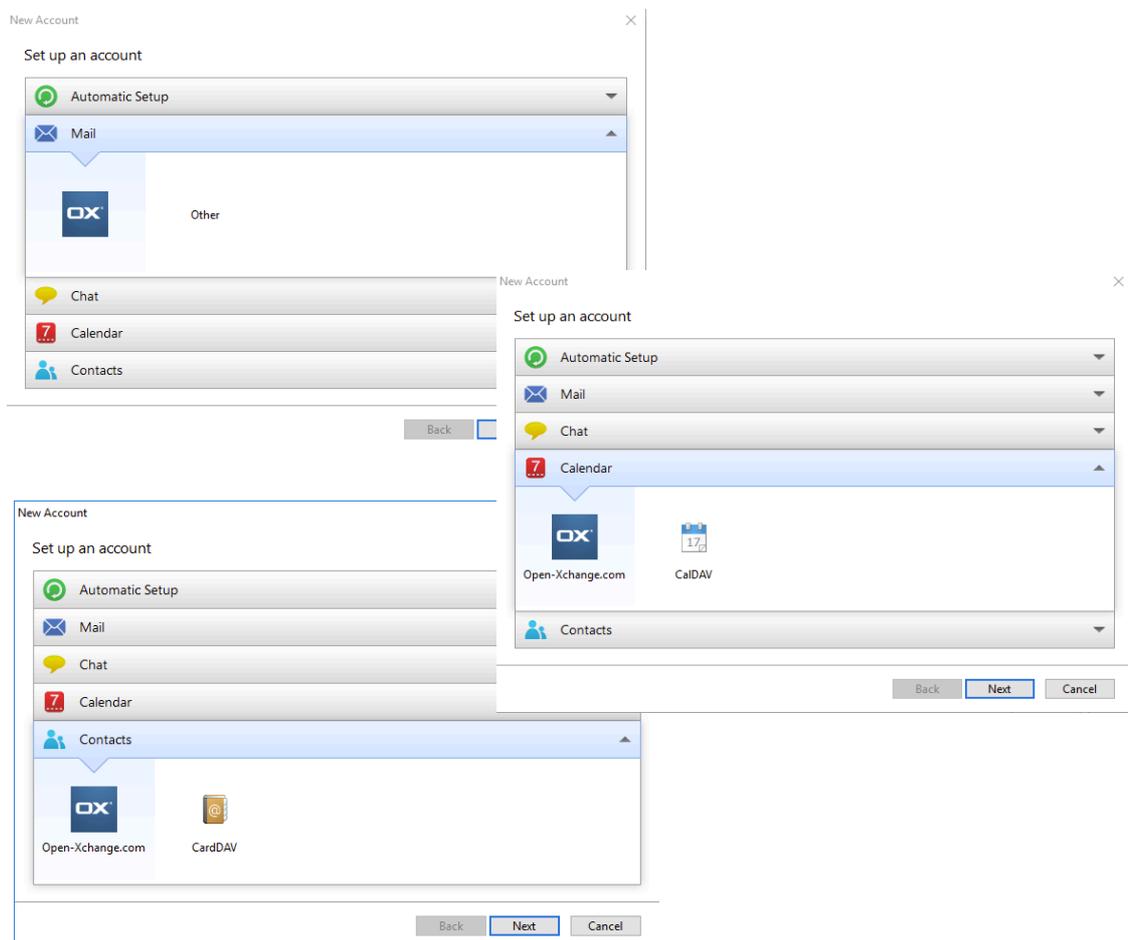
4. The general design

eM Client for OX App Suite provides a comfortable, familiar design and a well-known usage concept. On the left side, the user can find the rider for all the individual apps synchronized with the Open-Xchange middleware.
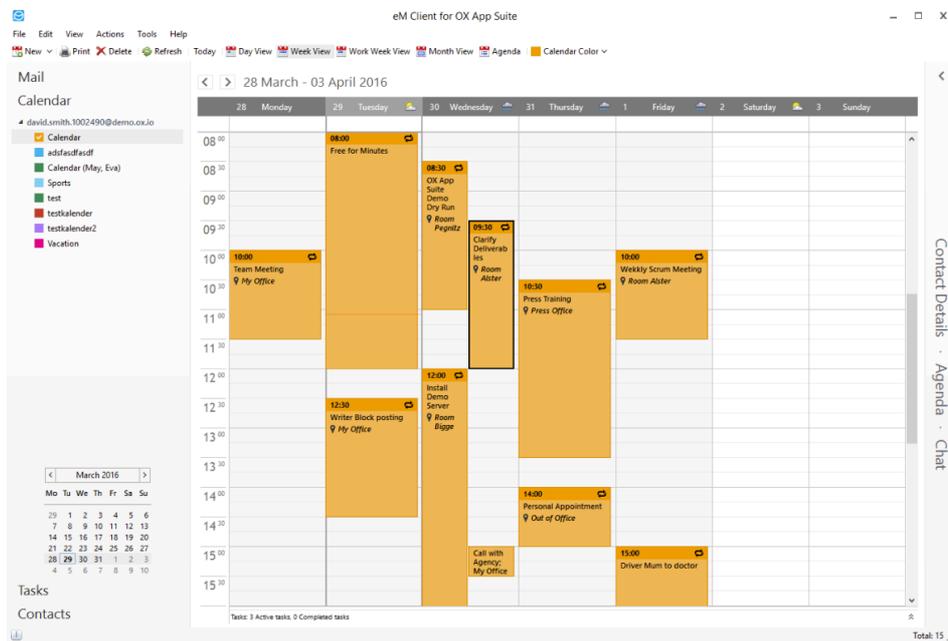
The middle pane of the window shows the details on the app selected.
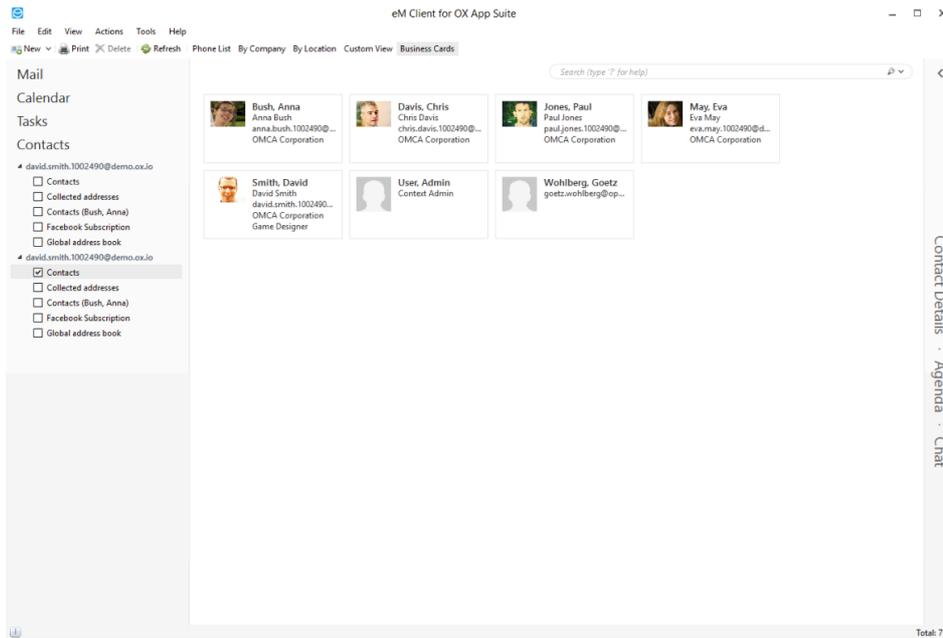
Finally, some quick links to further information are provided on the right.
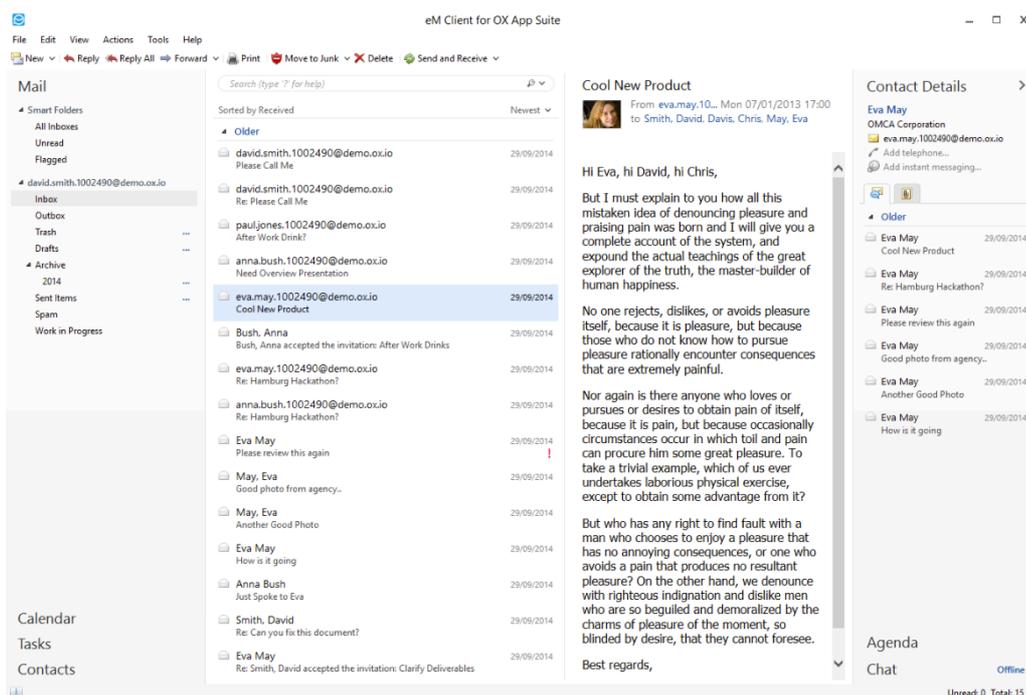
5. eM Client for OX App Suite with OX Mail

Mail integration within eM Client for OX App Suite uses a highly sophisticated email solution that is accessed with the client. It provides all relevant email and data from Open-Xchange App Suite.

This solution boasts drag and drop, threading, and other modern features alongside standard functions such as creation, replying, and reply to all.

eM Client for OX App Suite both provides a standard folder structure and allows the creation of complex subfolder structures. The folder

view can be hidden, to provide better viewing when screen space is limited.
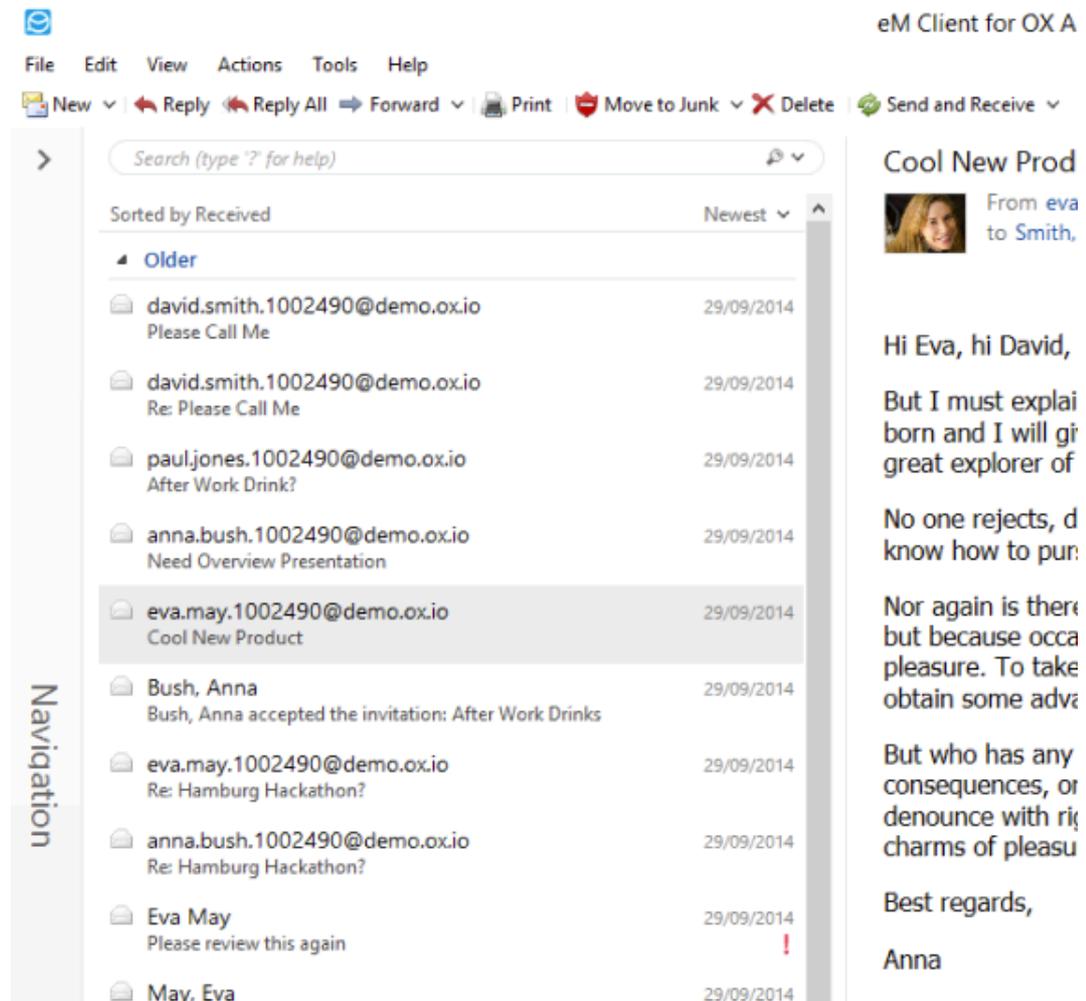
eM Client can sort folder content by date, From line, label, or subject (all in ascending or descending order); display conversations; separate unread from read messages; and more. Also, searches can be performed across all mail folders.

In composition and sending of email, eM Client for OX App Suite provides standard fields such as To, Subject, Cc, and Bcc. From the creation dialog, the user can add attachments, signatures, and personal business cards. The creation dialog also lets the user choose between text and HTML mail.

When a user is creating an email message, the necessary contact information can be accessed directly from the Contacts module.
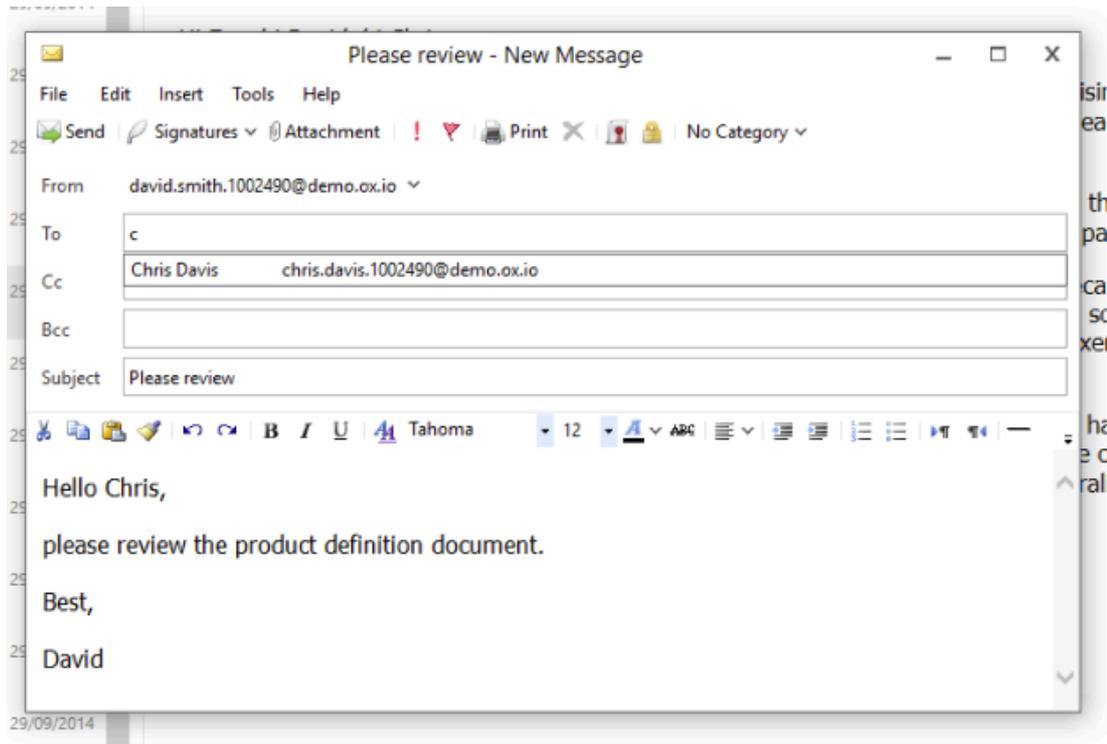
Multiple email accounts can be attached to OX App Suite. These accounts will also be synced with eM Client for OX App Suite. When this option is activated, the standard system folders (Inbox, Drafts, Sent, Spam, and Trash) for all the indicated accounts will be presented in a unified view within a single folder, "All Inboxes." This option gives users the best overview of all mail accounts. Seeing mail for each account in the same view enables users to work easily and quickly with various email communication channels.
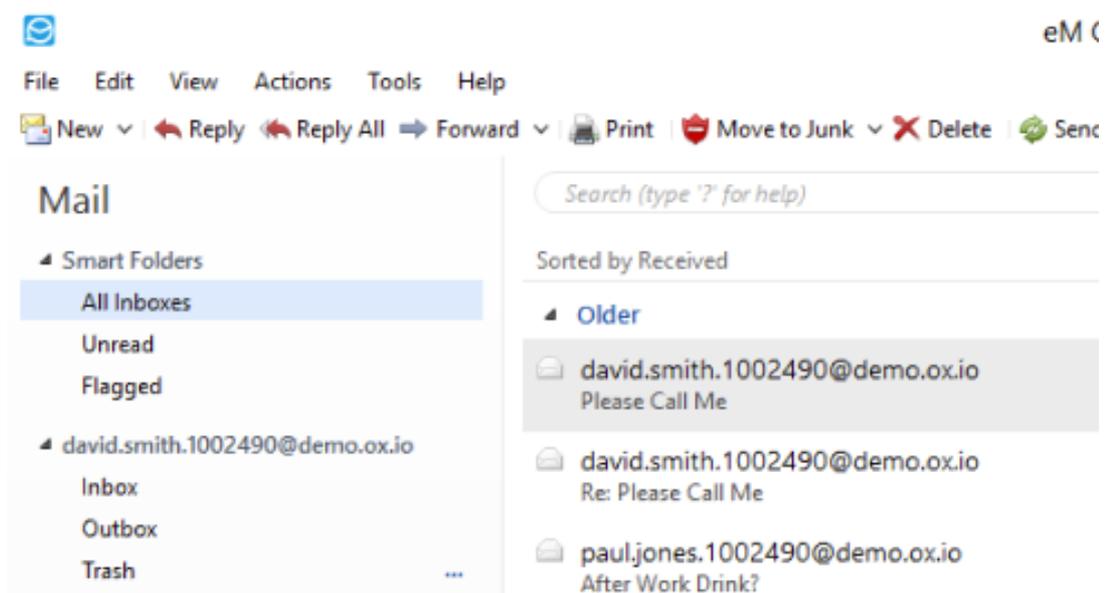
Another highly useful feature is the ability for users to click on the sender or the receiving address and instantly see further details on the right.
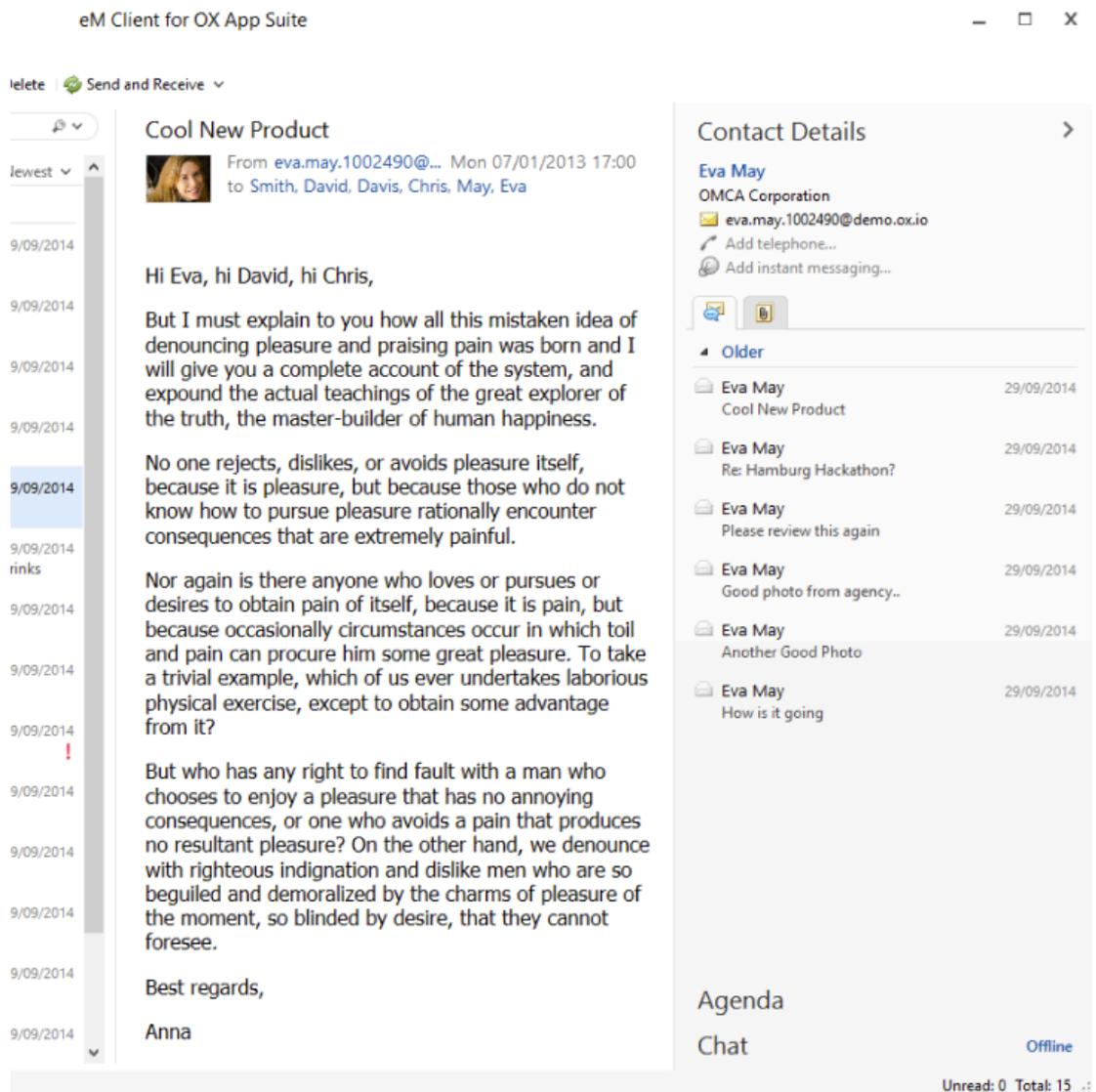
The description above gives only an idea of some functions and benefits available with the mail app within eM Client for OX App Suite. Of course, the mail app "under the hood" provides much more for working with mail, both well-known functions and other useful tools.

6. eM Client for OX App Suite with OX Calendar

The calendar app within eM Client for OX App Suite provides functionality for managing both personal and business appointments. Users can view, create, and edit appointments. With another standard operation, it is possible to accept or decline an invitation to an appointment. A user can create a serial appointment for meetings that repeat on a regular basis. The functionality is completed with the usability-enhancing possibility of attaching documents or files to an appointment.

When inviting others to an appointment, the user can obtain their data from OX Contacts. Users can check whether other prospective participants are free for the scheduled appointment and whether resources such as rooms or devices are available. Those participating are automatically notified about changes to the appointment.
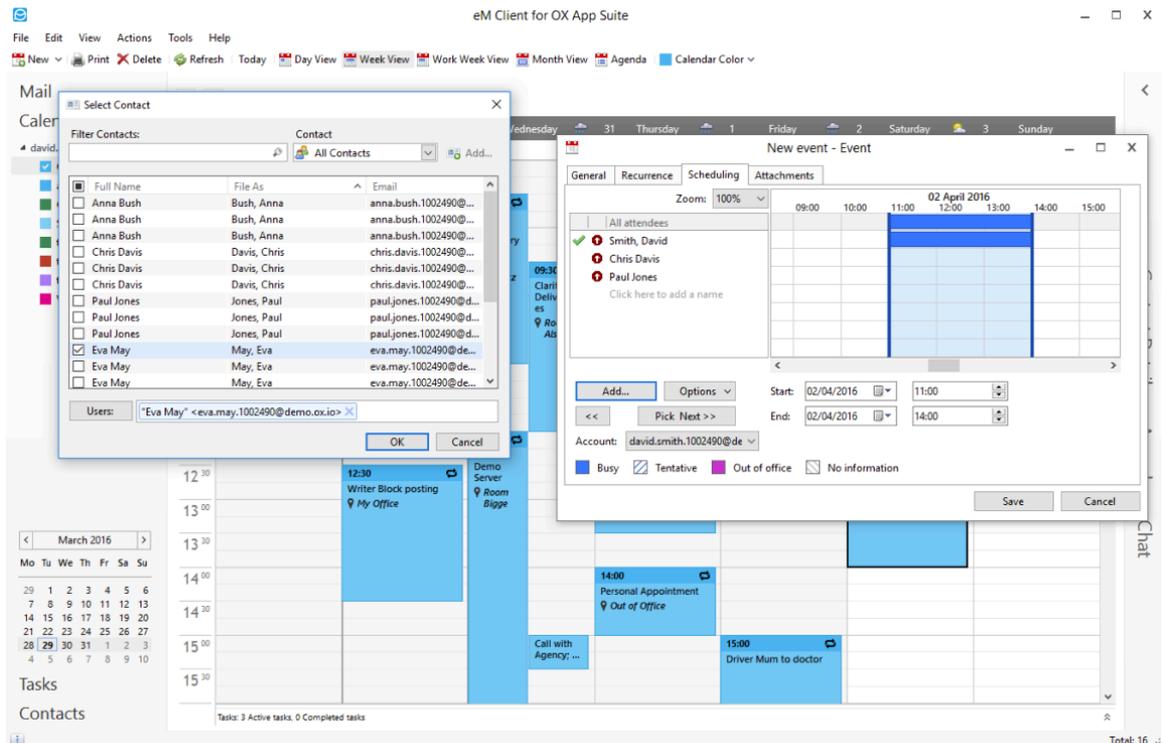
The calendar app provides various views: calendars can be shown by the day, work week, week, or month, and a list view is available too. It is also possible to hide the folder structure. In a calendar view, a single click on an appointment displays a detailed view of that appointment. From this view, the user is able to edit the details, delete the appointment, or change confirmation of it.

The Free/Busy overview shown in the creation dialog is a sophisticated multi-user scheduling tool. It lets users create appointments from a list of users or distribution lists. To schedule an appointment with the members of a team, the user simply clicks on the list for that team and selects the appointment. The view for the

appointment then presents the Free/Busy information for the whole team. This functionality is available in the creation or edit dialog for a new appointment. Additionally, it is possible to perform a query to check the availability of participants and resources.
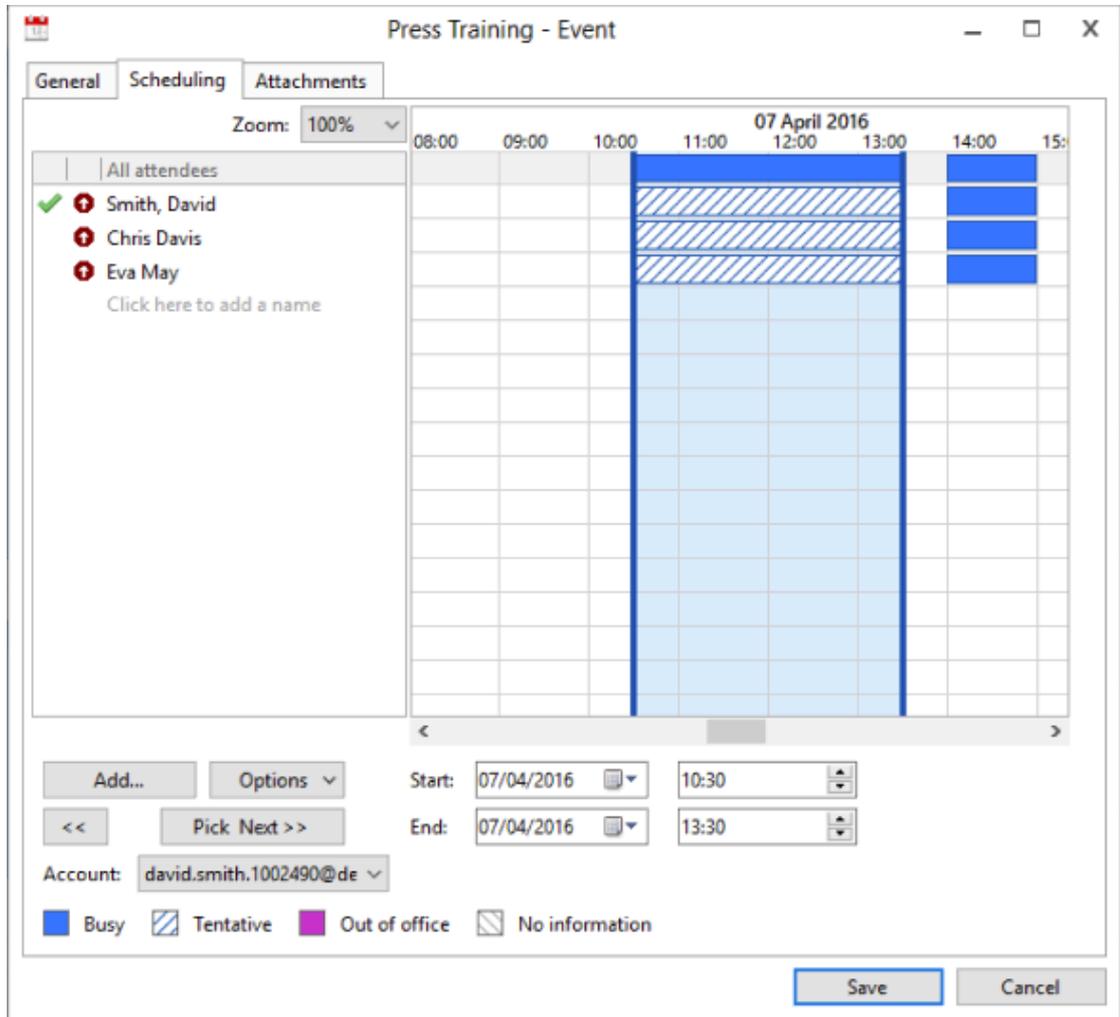
The additional view on the right side in the app provides all the
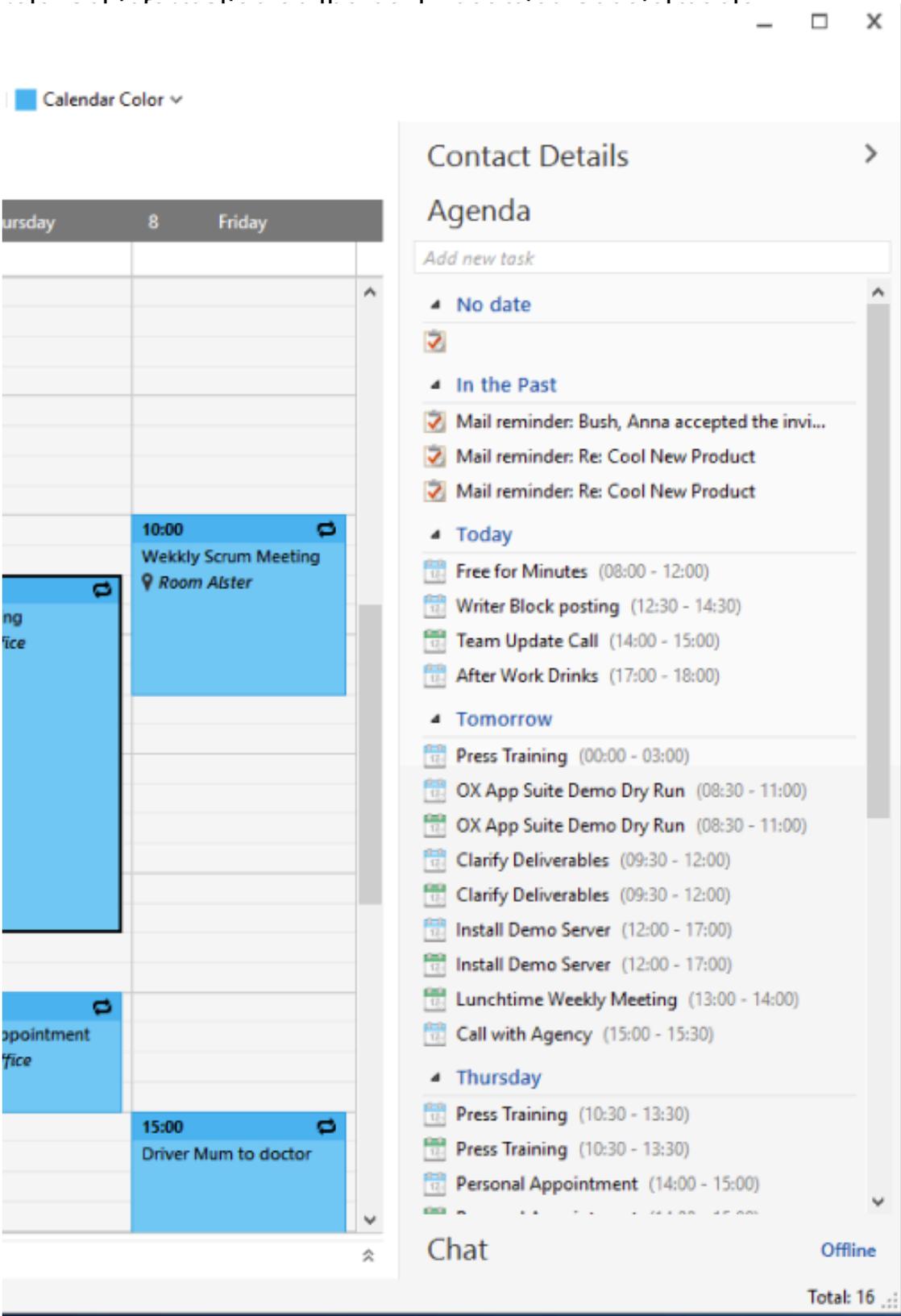
The eM Client for OX App Suite calendar provides the ability to color-code appointments, folders, and calendars. In combination with the

possibility of activating all available calendars, users can fully customize the appearance of their calendars. It is possible to set a specific color for each sub-calendar in the user's personal calendar area.
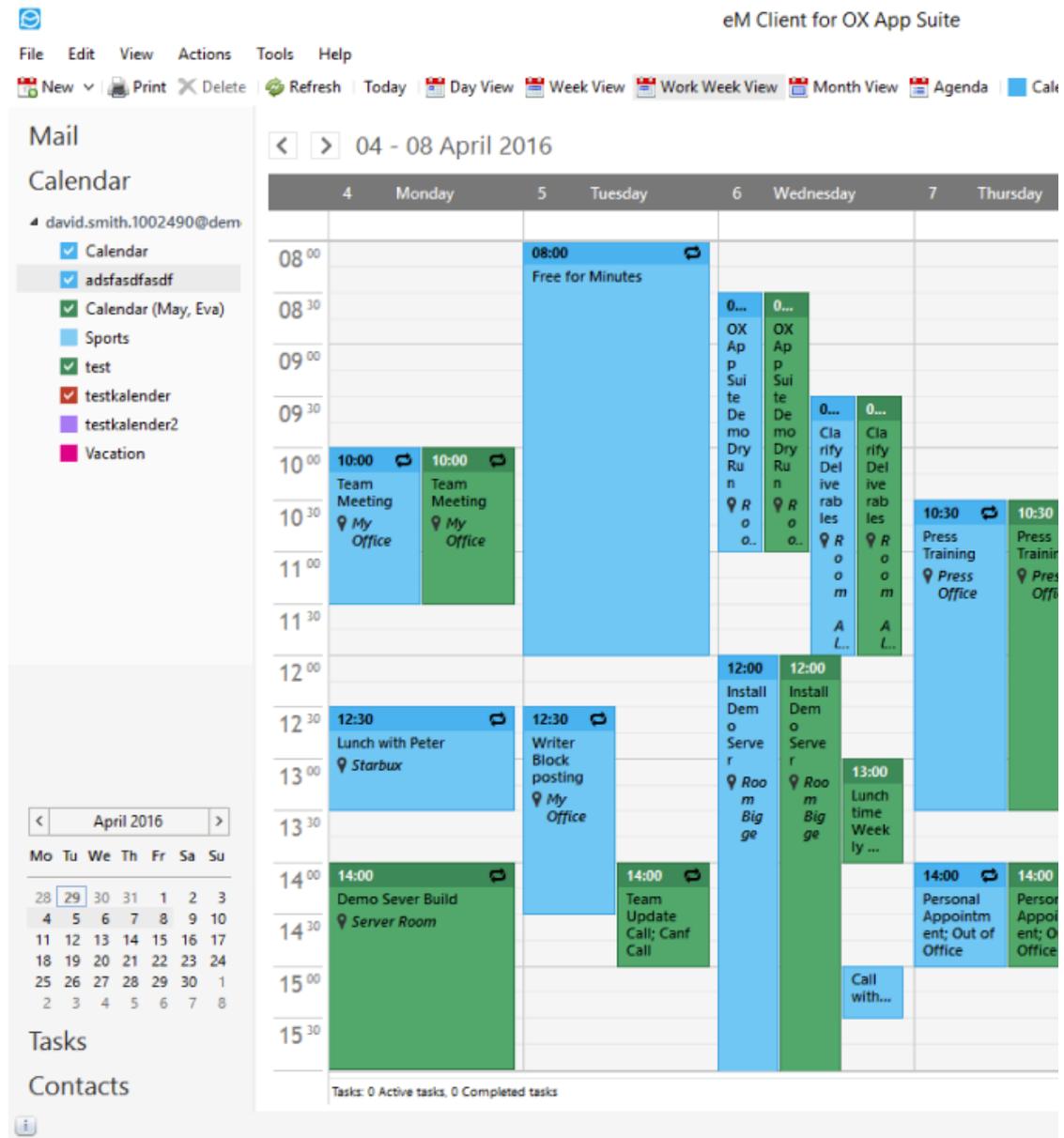

An appointment created in a shared calendar (write permission is required) is always shown as on behalf of the calendar-owner.

This is only a partial list of the functions and benefits available with the calendar app in eM Client for OX App Suite. Naturally, the calendar app provides much more, with plenty of well-known and other useful functions for working with appointments.

7. eM Client for OX App Suite with OX Contact

The contacts app is used for managing private and business contacts. Users can view, create, and edit contacts. The global address book contains contact data for all groupware users. It is possible to use the contact data for sending email, for inviting people to participate in appointments directly from the calendar, and for delegating tasks to other users from within the task module.
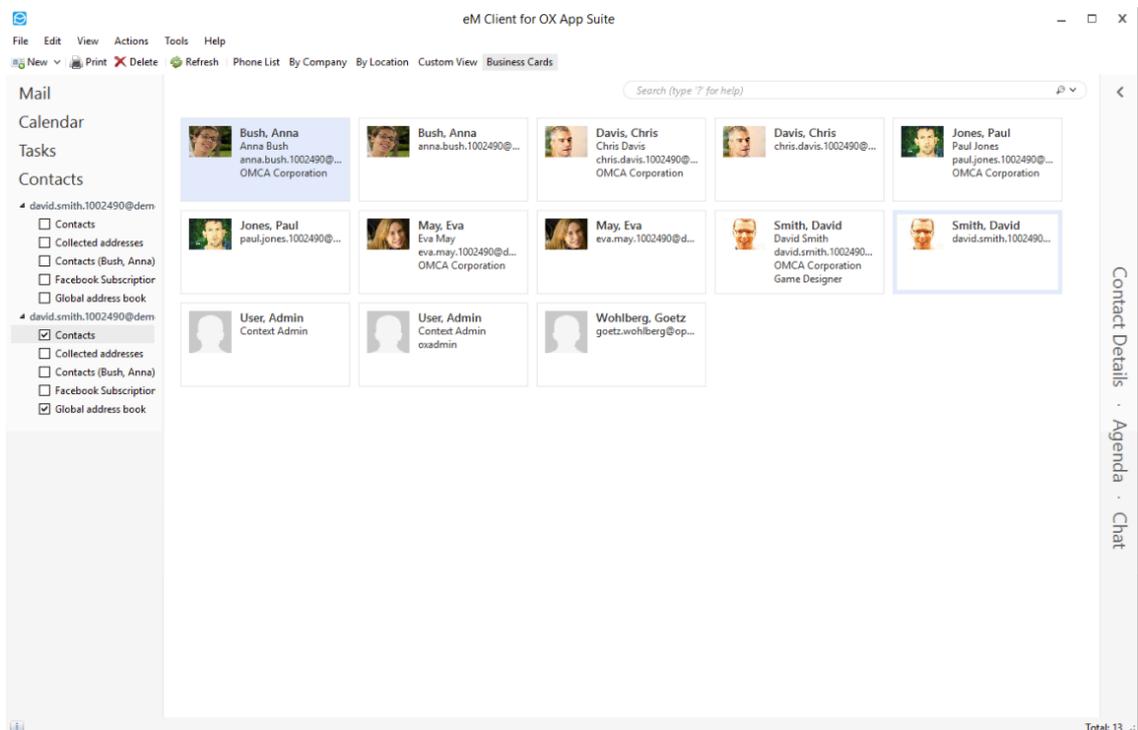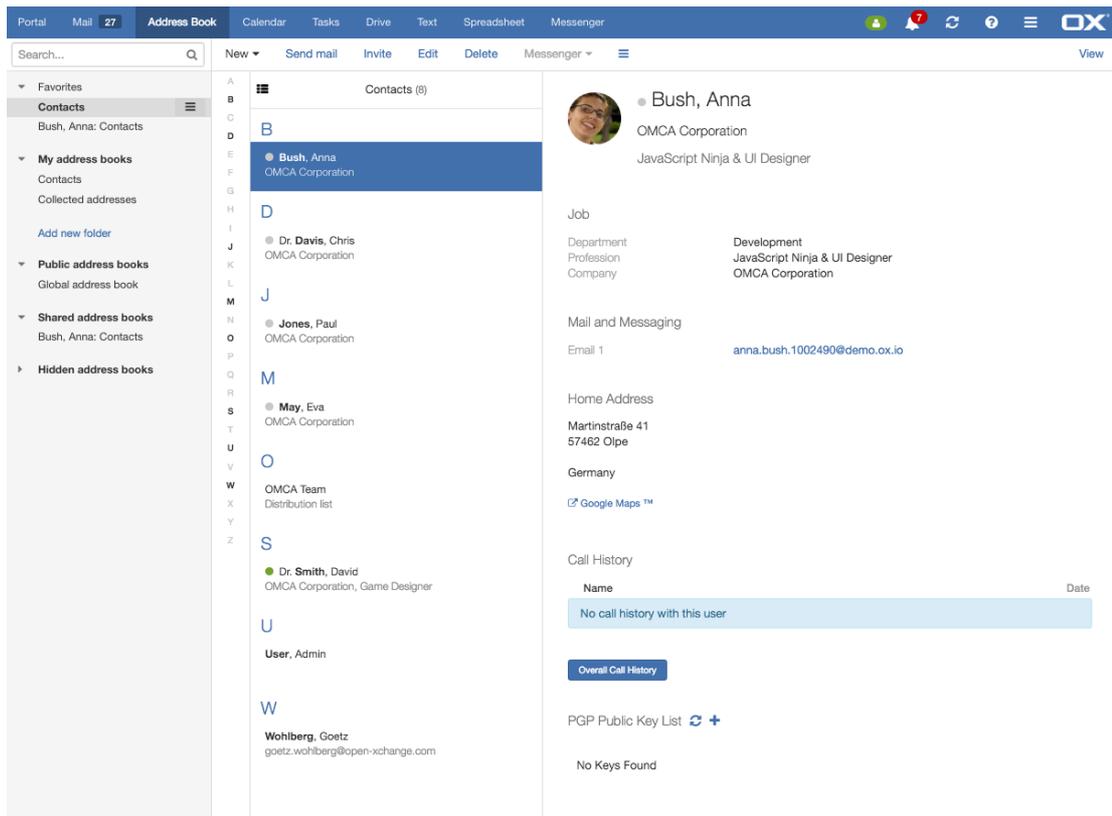
The contacts app can also be used to create and manage distribution lists containing both internal and external contacts.
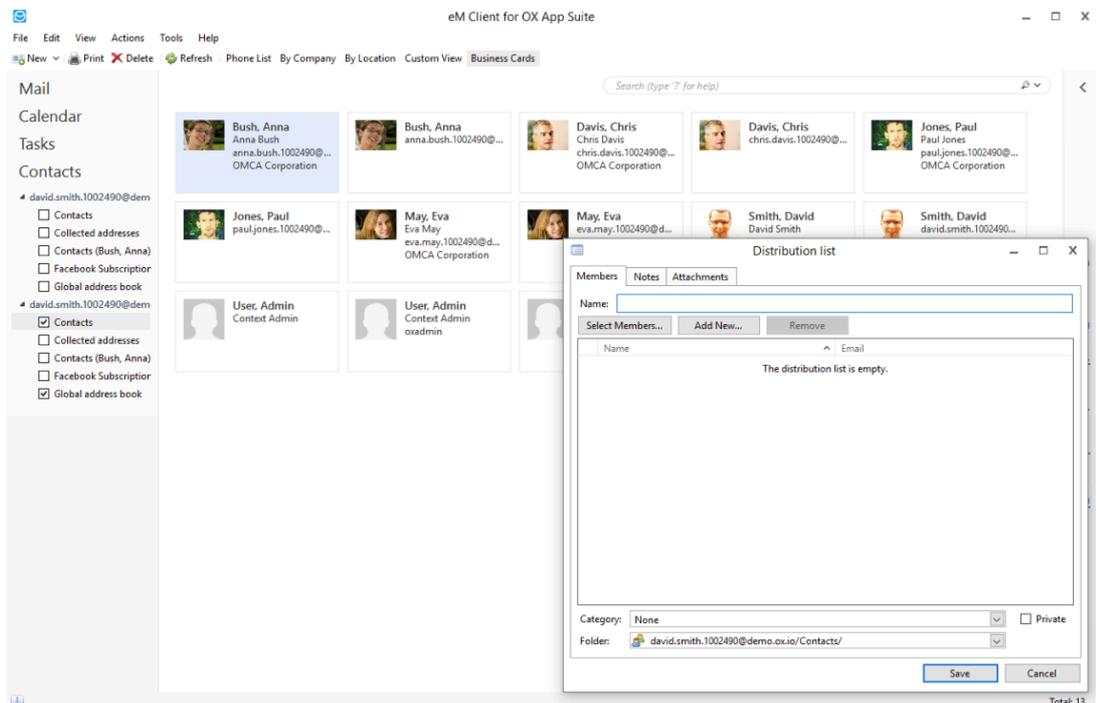

The contact details are provided in a separate window, with the data presented in special riders. To add more data, one can edit the

selected contact. All fields added or already containing data are then displayed.
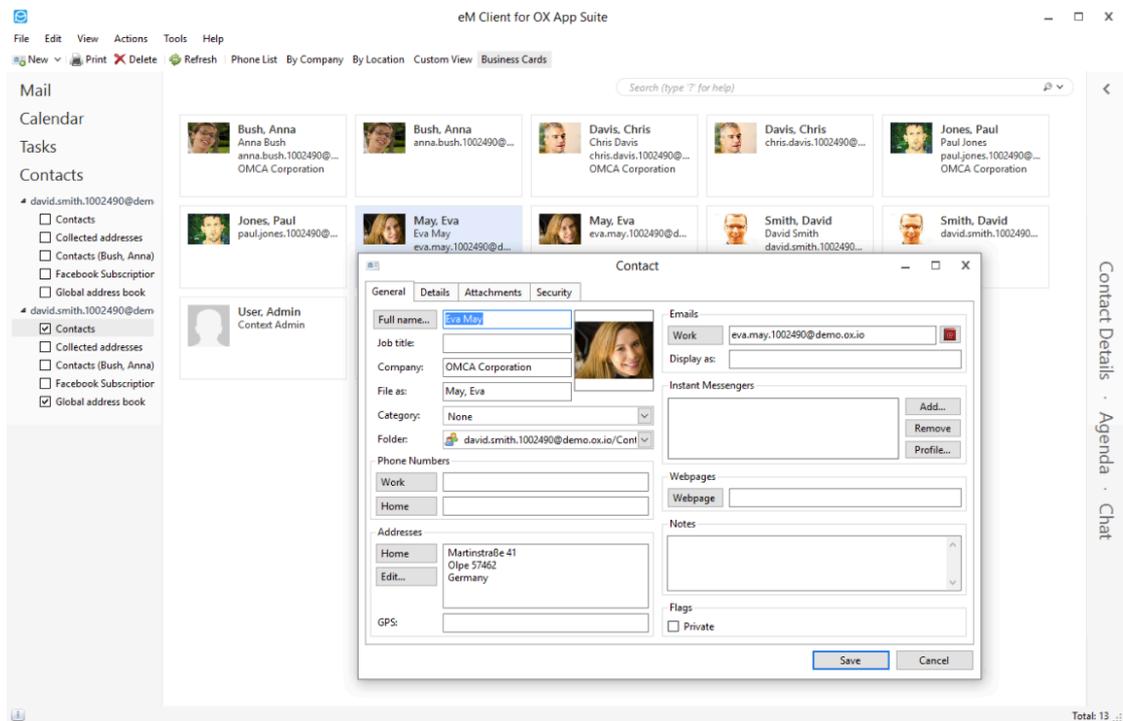
The contacts app also allows moving and copying contacts between folders.

The contacts folder (or address book) can also be shared, internally and externally (read access is required for this). From this folder, users can either issue invitations or generate a link to any contact folder. Administration is managed directly from the folder's context-sensitive menu, under "Properties."
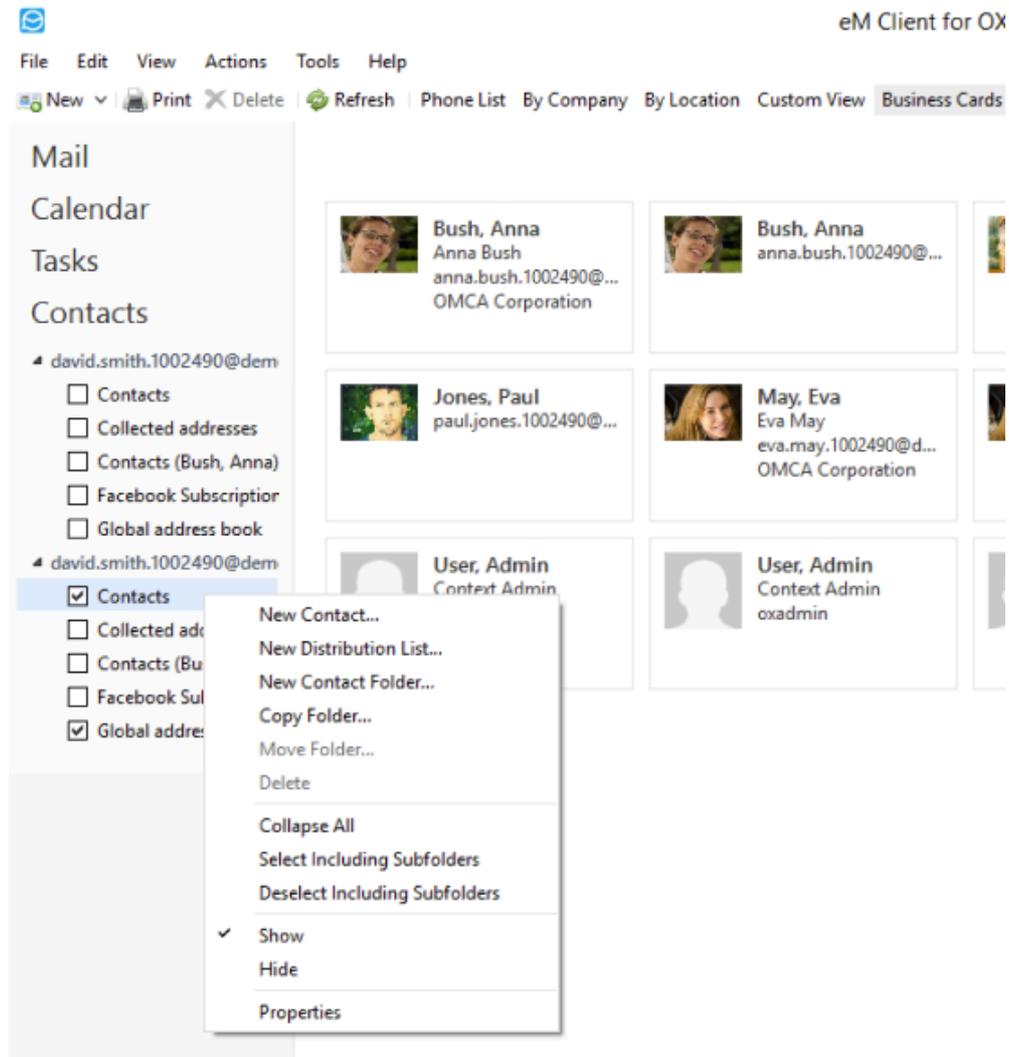
OX App Suite's import feature gives users the ability to import contacts to private or public folders. It is possible to choose vCard or CSV files for import. In the import screen, the currently selected folder is chosen by default.

This is not a complete list of the functions and benefits of the contacts app that is part of eM Client for OX App Suite. Of course, the app provides many other useful functions for working with contacts.

8. eM Client for OX App Suite with OX Task

The task app lets users manage private and business tasks. A user can view, create, and edit task information. For completeness and usability, users can attach documents/files to a task. Users can also

manage task schedules by setting a start and due date and specifying a status for the task in question.
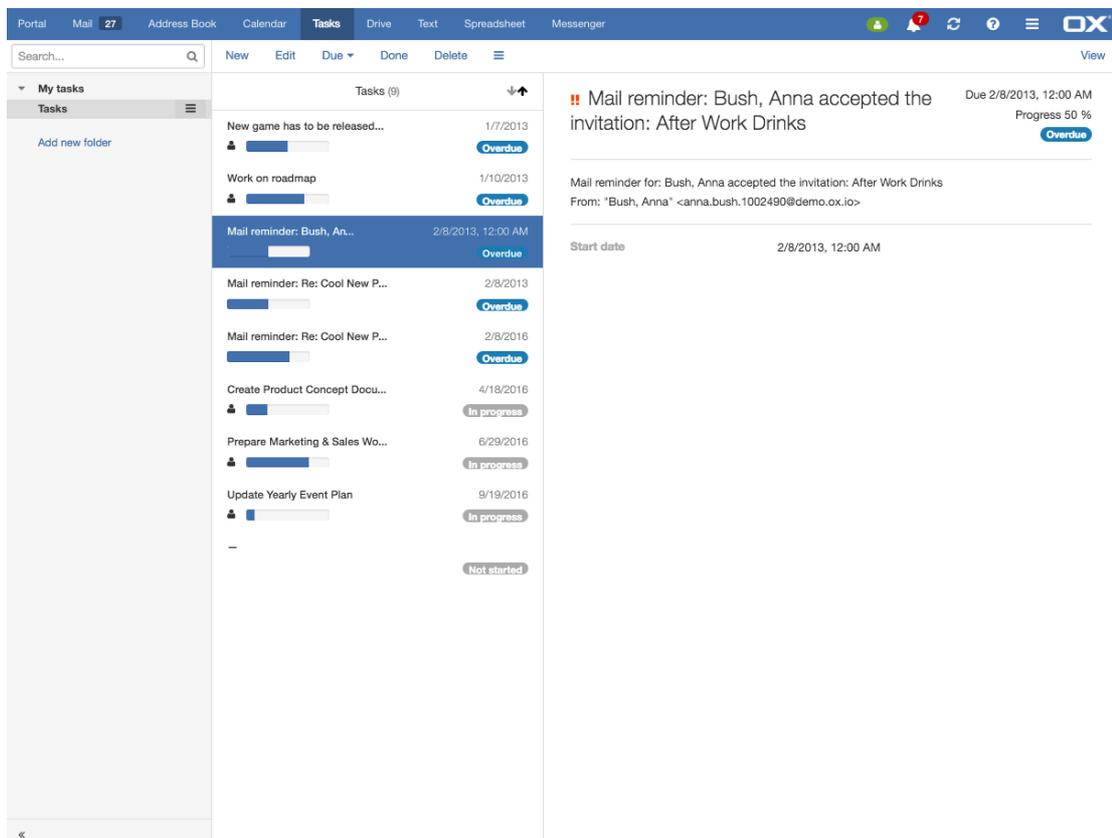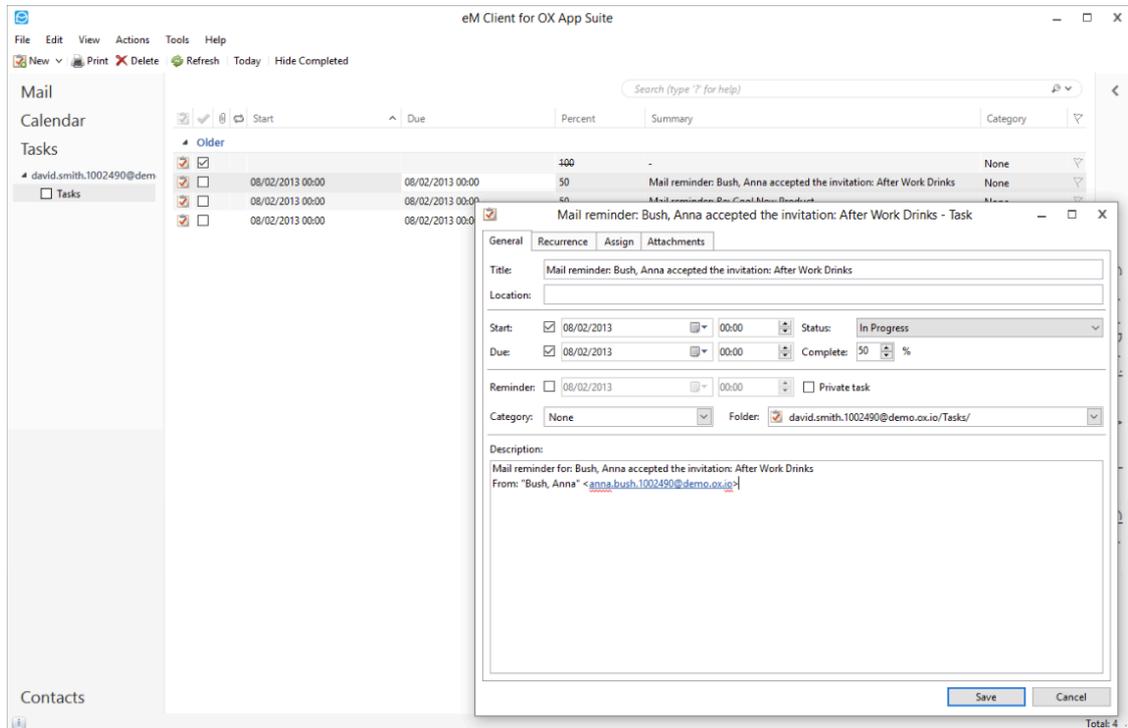
Users can delegate tasks to other participants. Assignments in OX Tasks can also be shared, both internally and externally (this requires

read access). Users can either use the "Invite People" option or generate a link to any task folder. Administration is performed directly from the task folder's context-sensitive menu.

We have listed only some of the functions and benefits offered by the task app within eM Client for OX App Suite. Of course, the task app provides many other features for working with tasks, both established functions and useful operations that are less well-known.