

November 2024

wire

Wire for Enterprise

Guide for team members

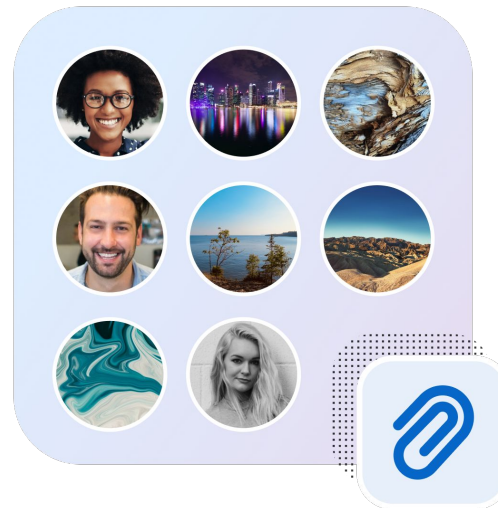


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- **Using Wire**
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Getting started

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Accept invitation

You will receive an invitation from Wire via email

Please don't create a team yourself, but wait for the invitation by email from your administrator:

In the email, select ***ACCEPT INVITATION***.

Team invitation

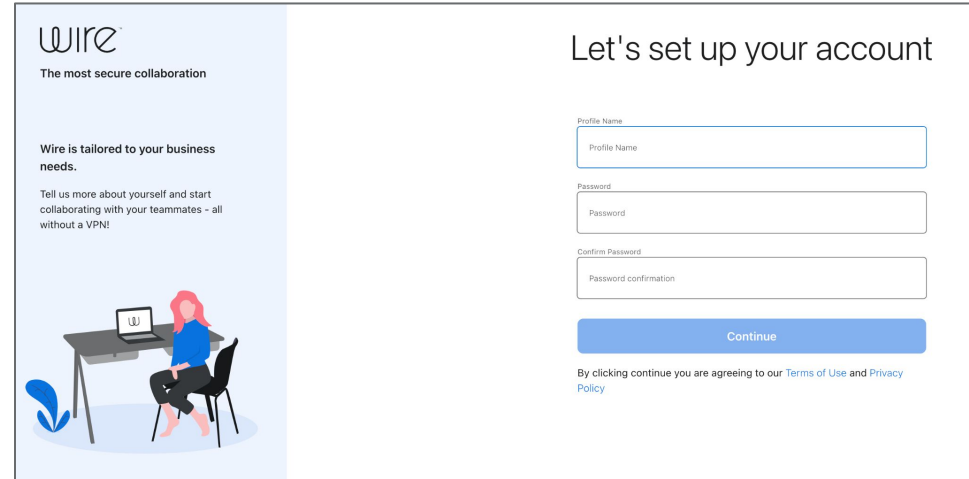
astrid+test555@wire.com has invited you to join a team on Wire. Click the button below to accept the invitation.

ACCEPT INVITATION

Create your account (1)

Enter your data

1. Enter your name and a password.
2. Select *Continue*.



The image shows a two-panel interface for creating a Wire account. The left panel features the Wire logo and tagline, followed by a message about business needs and an illustration of a person at a desk. The right panel is titled 'Let's set up your account' and contains three input fields for 'Profile Name', 'Password', and 'Confirm Password', a 'Continue' button, and a disclaimer about terms and privacy.

wire
The most secure collaboration

Wire is tailored to your business needs.

Tell us more about yourself and start collaborating with your teammates - all without a VPN!

Let's set up your account

Profile Name
Profile Name

Password
Password

Confirm Password
Password confirmation

Continue

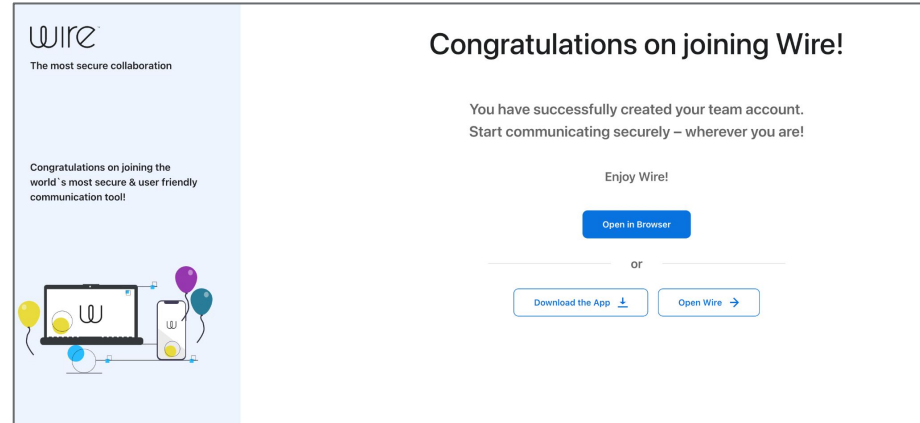
By clicking continue you are agreeing to our [Terms of Use](#) and [Privacy Policy](#)

Create your account (2)

Welcome to Wire!

You are now directly connected with your colleagues and can use all functions with your team and external business partners.

Next, download the app (→ [Download the App](#)) or open Wire directly in your browser (→ [Open Wire](#)).



Download Wire

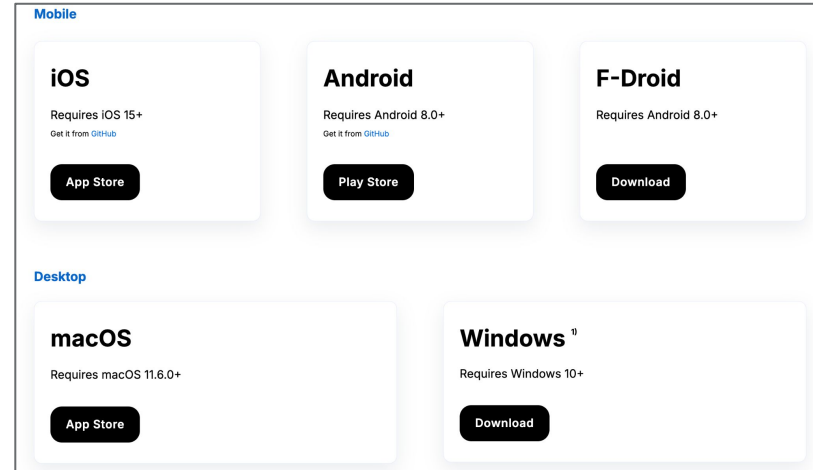
Download the app on all your devices

Wire is available on web, desktop and mobile devices via <https://wire.com/en/download/>.

Wire needs:

- **macOS** 11.6 or newer / **Windows** 10 or newer
- Latest versions of **Google Chrome**, **Microsoft Edge** or **Firefox** (no private mode)
- **iOS** 15.0 or newer on iPhones and iPads
- **Android** 8.0 or newer on Android devices

You can use up to **8 devices** at the same time.



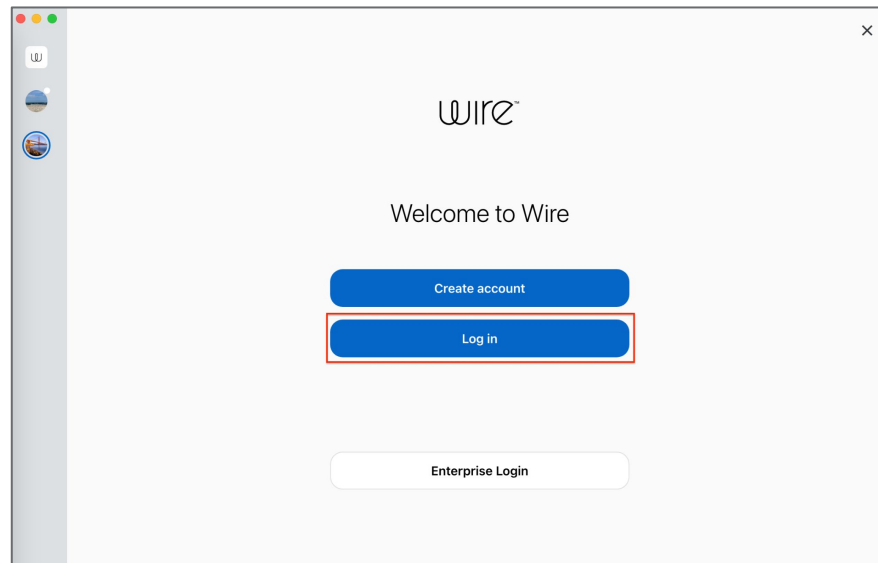
JOIN THE TEAM

Log in

On your desktop and mobile devices

Log in to your devices with your **email address** or **username** and **password**.

When you use Wire on multiple devices, all messages, documents, and calls are **synced across platforms**.

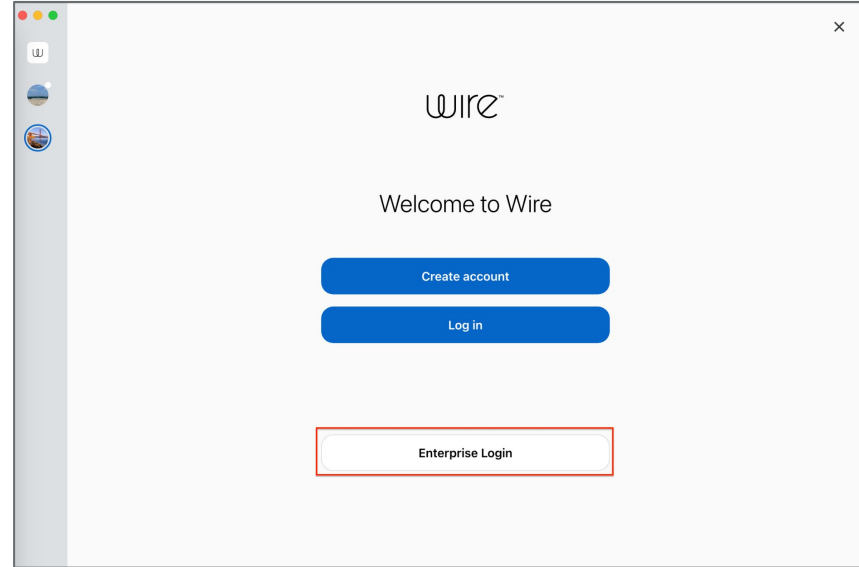


Log in with single sign-on (SSO)

Log in with your usual SSO credentials (1)

Your admin will send you a code. When you log in for the first time, you enter that code to set up SSO.

1. Open Wire.
2. Select *Enterprise Login*.

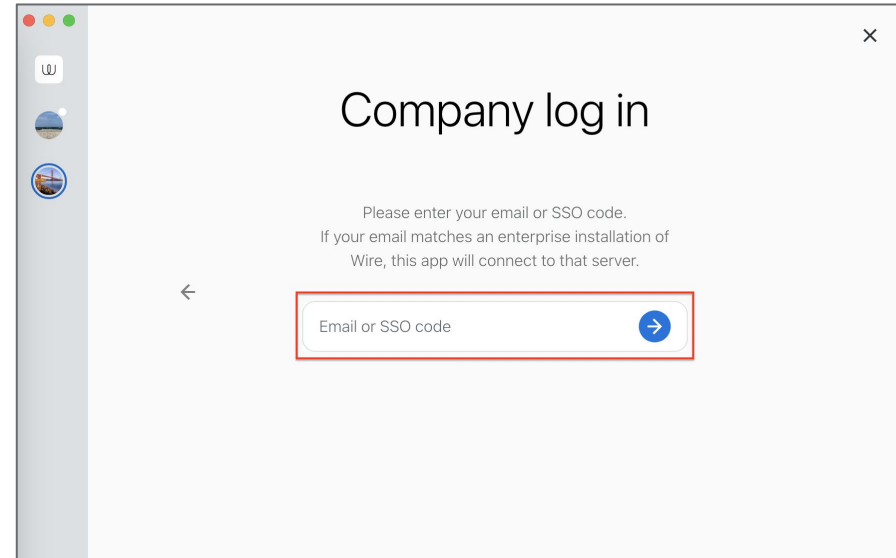


Log in with single sign-on (SSO)

Log in with your usual SSO credentials (2)

3. Enter your email address or your SSO code.

When you use Wire on multiple devices, all messages, documents, and calls are **synced across platforms**.



Overview

Create a group

Search in conversation

Calling (audio & video)

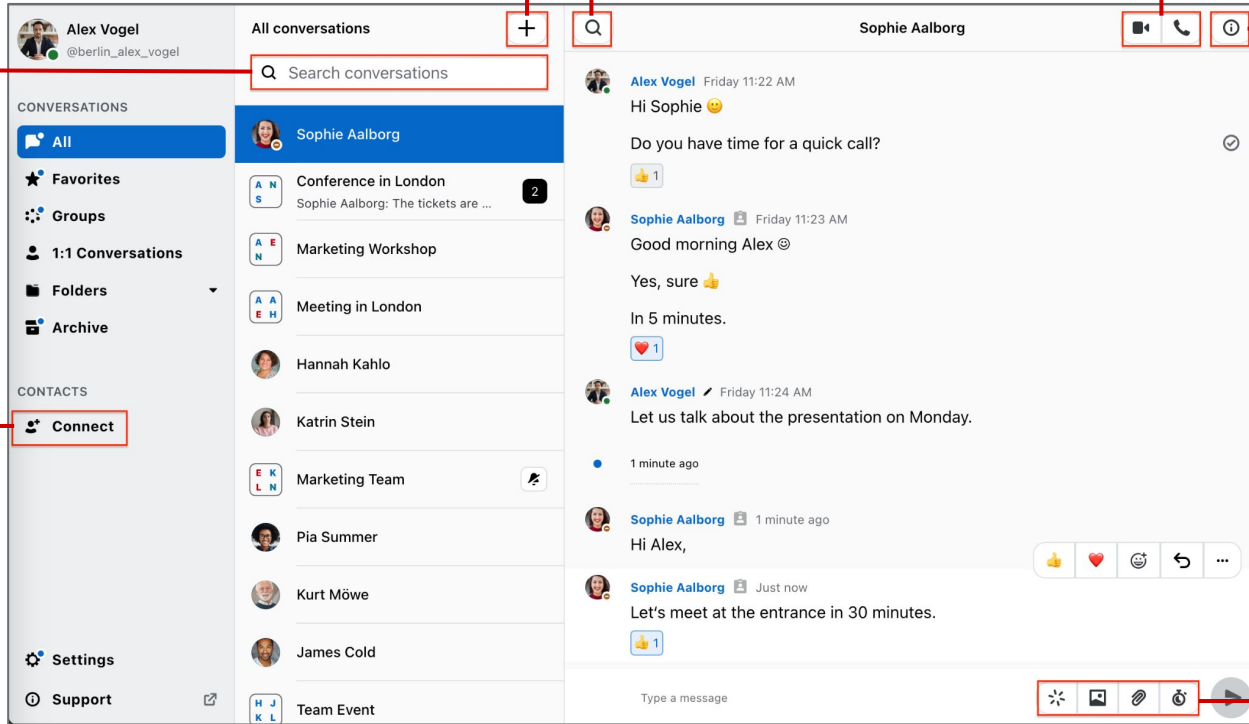
Find conversations

Search for people

Info about this conversation

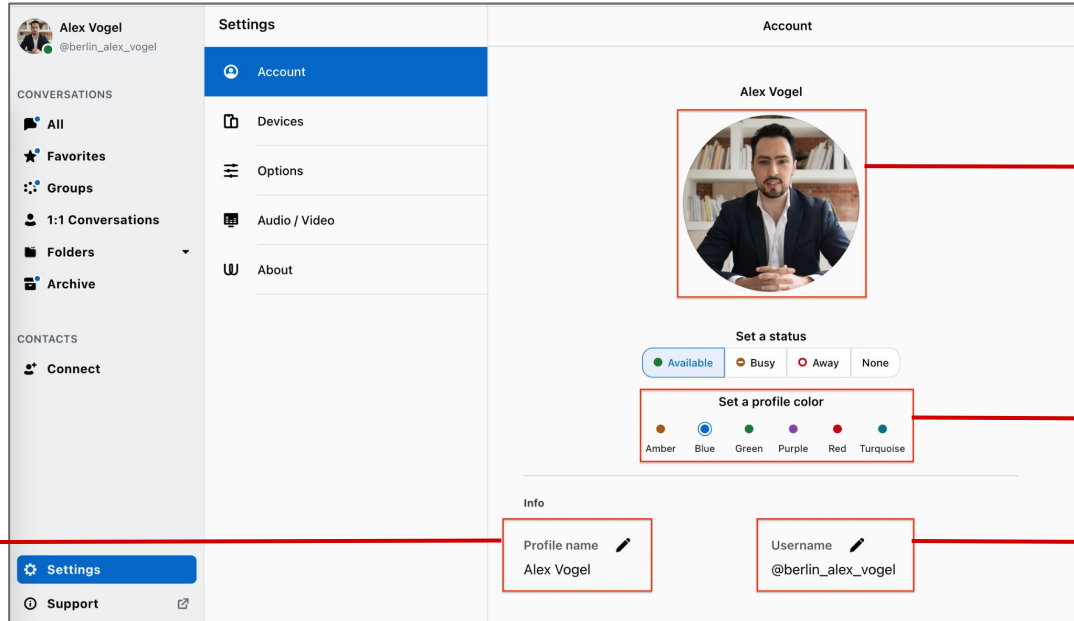
Functions:

- Ping
- Share pictures
- Share files
- Self-deleting messages



Set up and manage your profile in settings

change **profile name**
(your profile name will be visible to all your contacts)



change **profile picture**

change **profile color**

change **username**
(others can find you by your username to send a connection request)

Change your status

Let your team know if you are available, busy or away

The status is visible only to team members. Changing the status affects the settings of notifications.

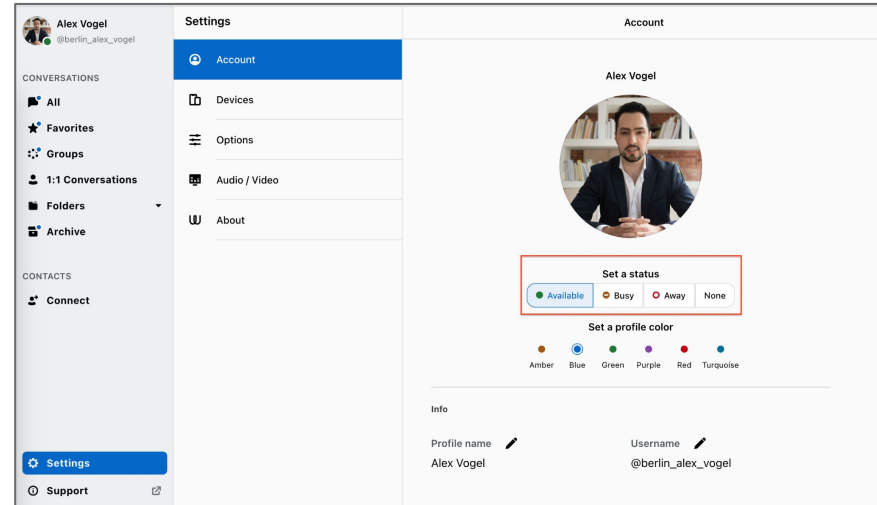
1. Select *Settings* ⚙️.
2. Select a status:

Available – You will receive notifications according to the notification setting in each conversation.

Busy – You will only receive notifications for mentions, replies, and calls.


Away – You will not receive notifications about any incoming calls or messages.

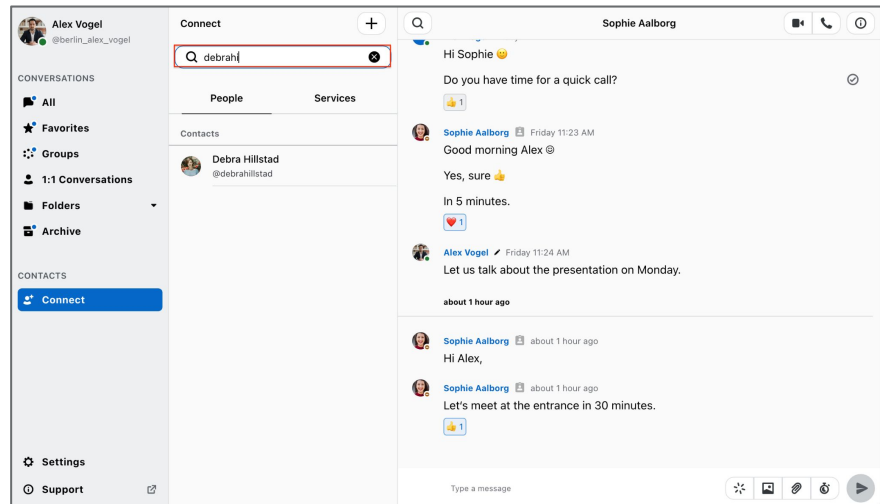
None – You will receive notifications according to the notification setting in each conversation.



Find your team members

You are automatically connected with your team members

1. Select *Contacts*  to show the search field.
2. Type the profile name or username.
3. You get the results under *Contacts*.



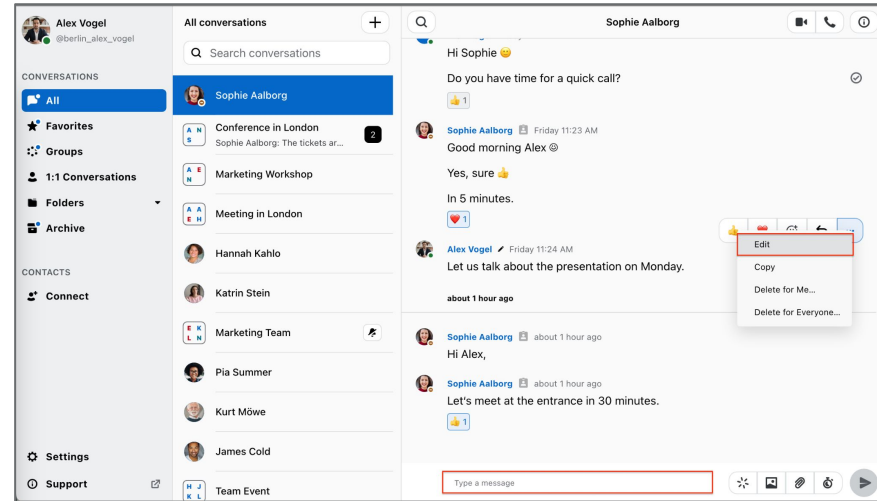
Write your first messages

Send and edit messages

1. Select the appropriate contact in your conversation list.
2. Write the message and press Enter to send it.

Later you can edit your messages at any time by selecting the more button **...** and then *Edit*.

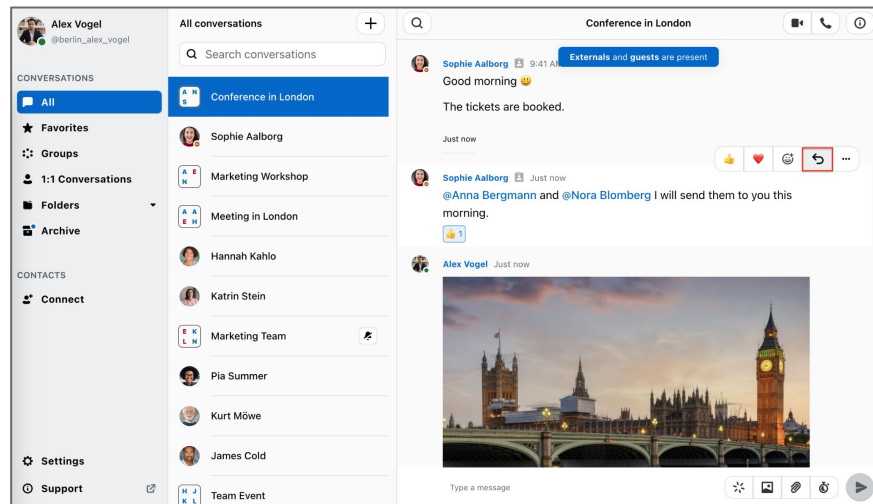
Moreover, you can delete your messages for yourself or everyone.



Reply to a message

Reply directly to a message to keep the conversation structured

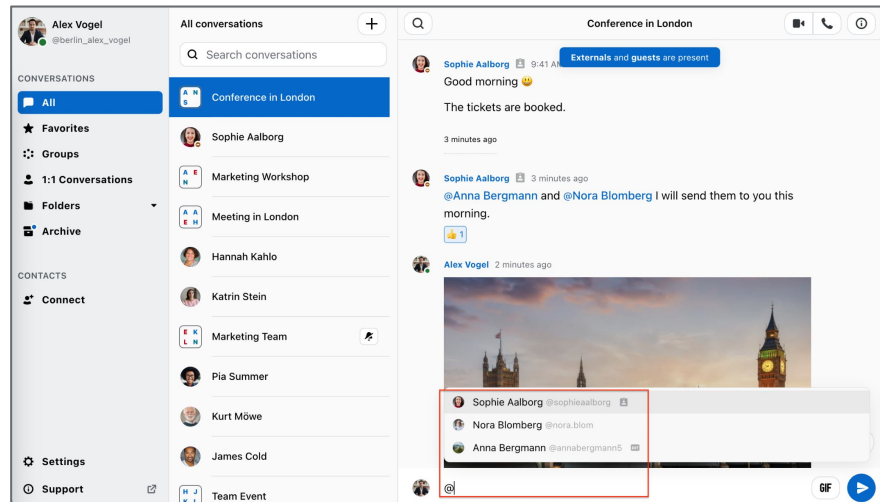
1. Select the appropriate contact in your conversation list.
2. Select the answer button ↶.
3. Write your answer and press Enter.



Mention someone



Helpful when you need the attention of a particular person

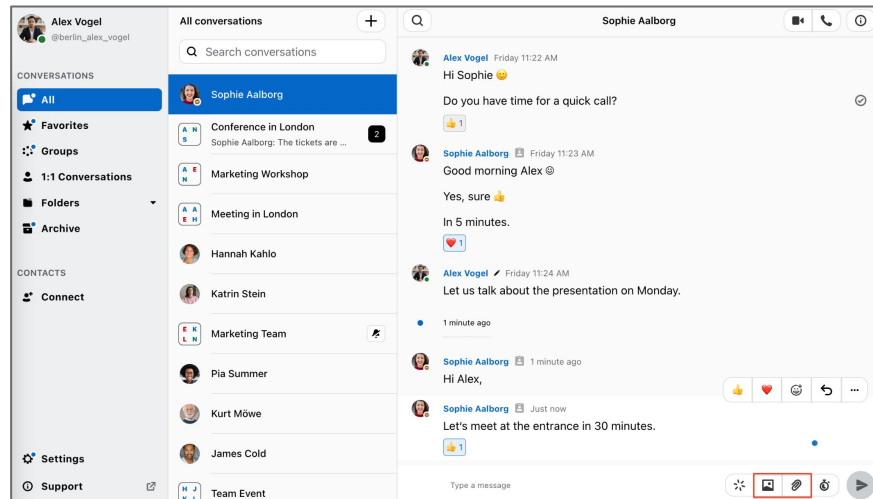
1. Write @ within the conversation, and you will get a list of all participants in the group.
2. Select the appropriate contact(s).
3. Write the message and press Enter.



Share files and pictures

Up to a size of 100 MB

1. Select a conversation in which you want to send the file or picture.
2. Then select the file button  or the picture button .
3. Select the file or the corresponding picture and then select *OPEN*.



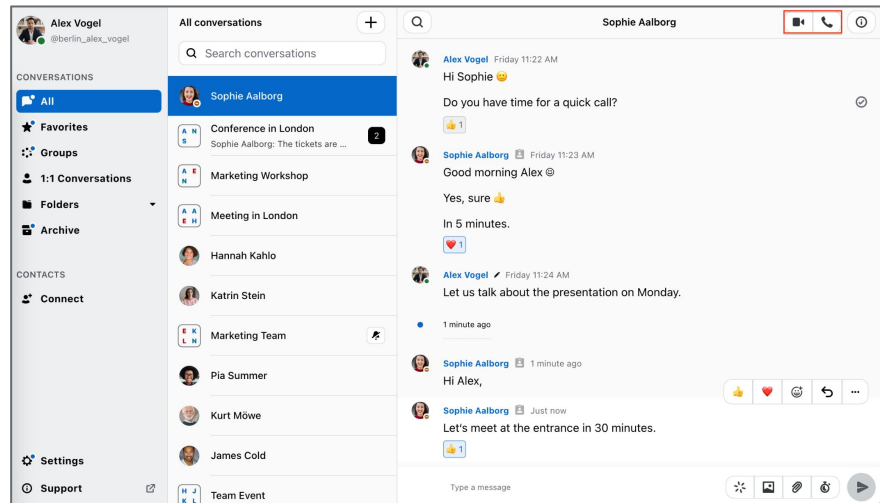
Calling

1:1 calls

Select your contact and then the calling button 📞.

Or select the camera button 📷 to start a video call.

Select the hang-up button 📞 to end the call.



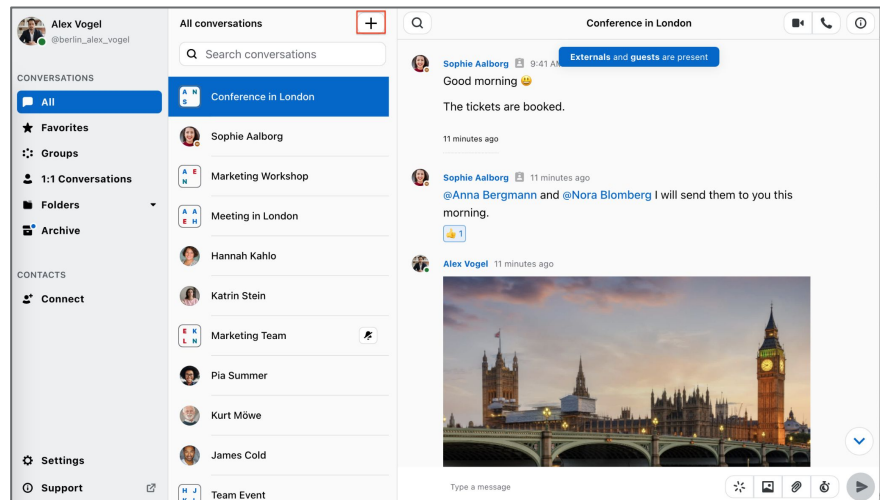
Group conversations

Create a group

You can create a group conversation with up to **500 participants**.

1. Select the button to create a group **+**.
2. Name the group.
3. Select *Next*.
4. Select participants.
5. Select *Done*.

You need to be connected to a person to add them to a group conversation.



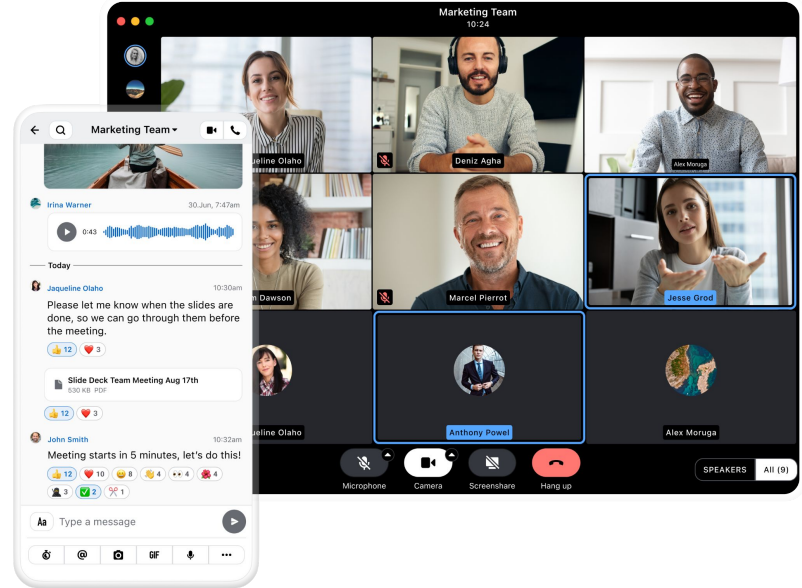
Calling

Initiate conference calls (1)

Up to **150 participants** can take part in a conference call.

All participants are visible to you during the conference call – via video if the camera is on or via the profile picture if the camera is off.

On the first page, you will see up to 9 participants on desktop and up to 8 on mobile devices. If there are more participants, you can move to the next page(s) to see them all.



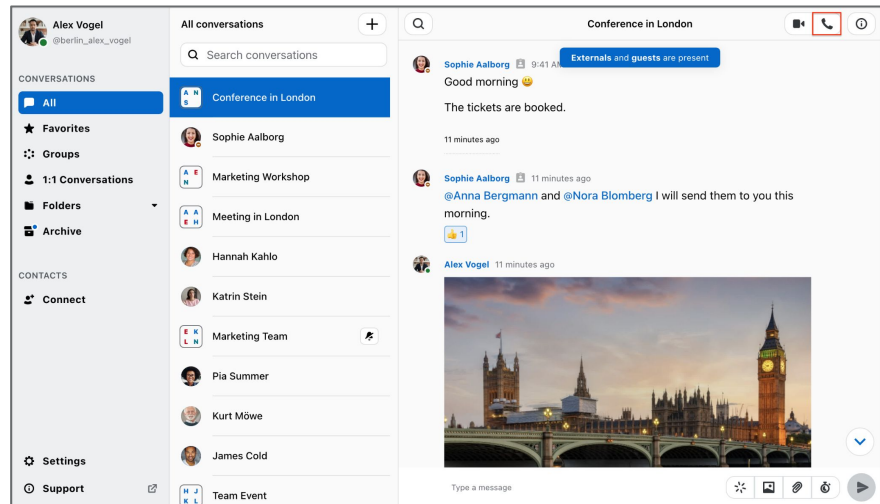
Calling

Initiate conference calls (2)

Select the name of the corresponding group conversation and select the calling button 📞 at the upper right corner.

Everyone in the group conversation receives a notification that a conference call started.


Select the hang-up button 📞 to end the call.



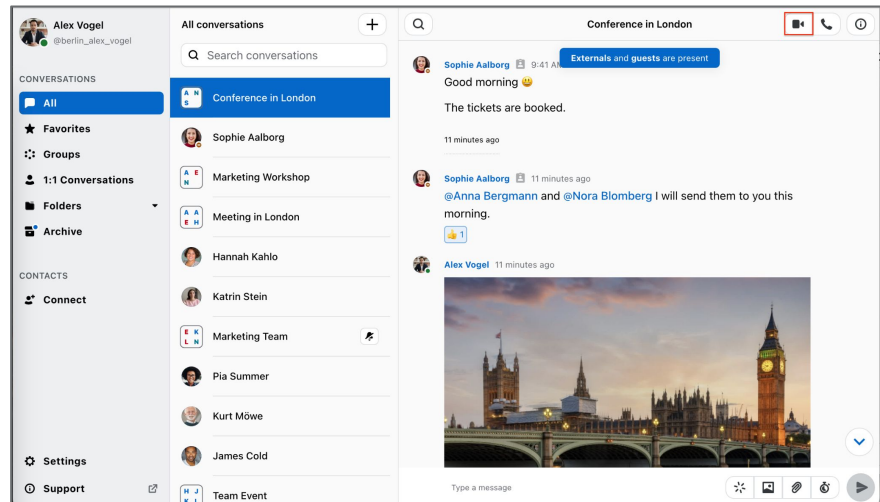
Calling

Initiate video conferences

Up to **150 participants** can take part in a video conference.

Select the name of the corresponding group conversation and select the camera button  at the upper right corner.

Select the hang-up button  to end the call.



Calling

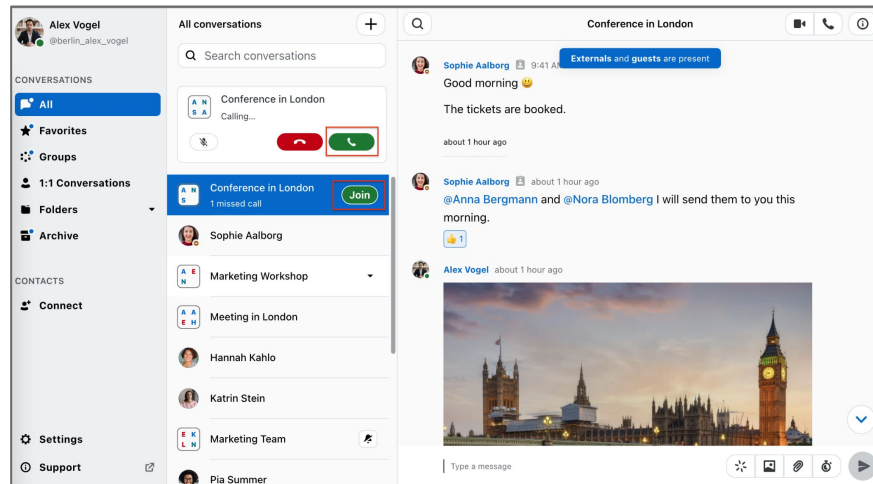
Join a conference call

Select *Join* or the calling button 📞.

Please note: When you join a conference call, you are automatically muted at first.

Select the microphone-on button 🎤, so that everyone can hear you.


To ignore an incoming call, select the hang-up button 📞. You will then no longer hear a ringtone, and the call will disappear for you.




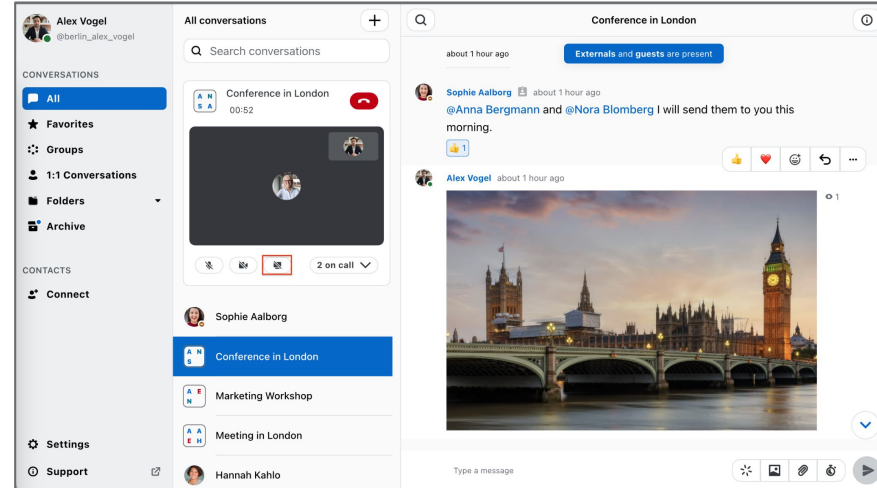
Calling

Share your screen

You can share your screen with the other participants at any time during a call or conference call.

Once you are on a call, simply select the sharing button  .

To exit the function, select the button to cancel screen sharing  .



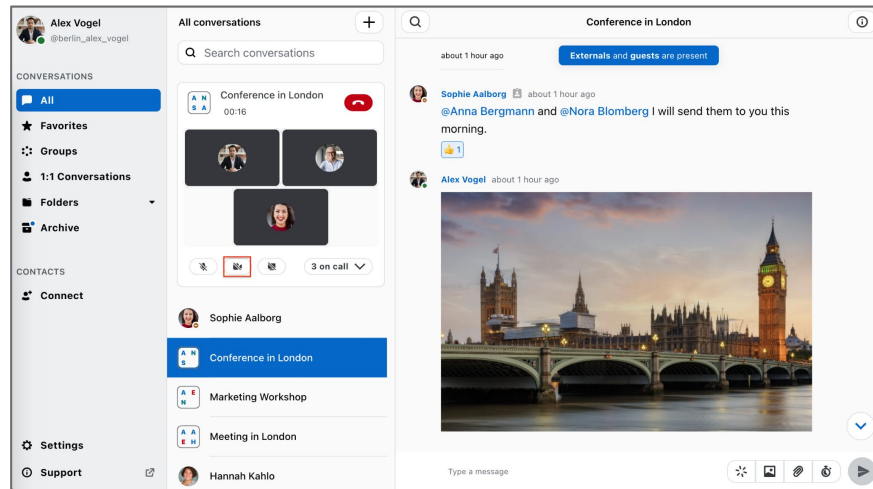
Calling

Use your camera

You can turn your camera on or off at any time during a call or conference call.

Select the button to turn the camera on  .

Select the button to turn the camera off  .



Group conversations

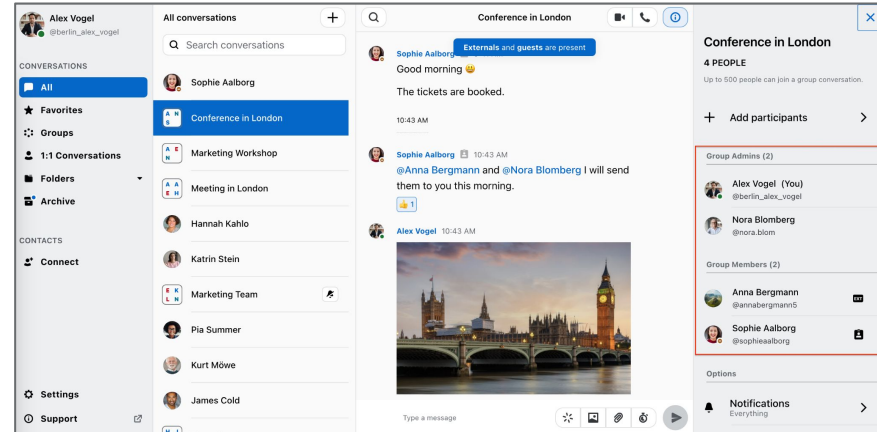
Admins and members

Participants in a group conversation are either group admins or members.

Group members have no permission to manage group conversation settings, but their personal ones.

Group Admins manage the roles, the conversation's name and the settings.

[Learn more about the rights of group participants](#)

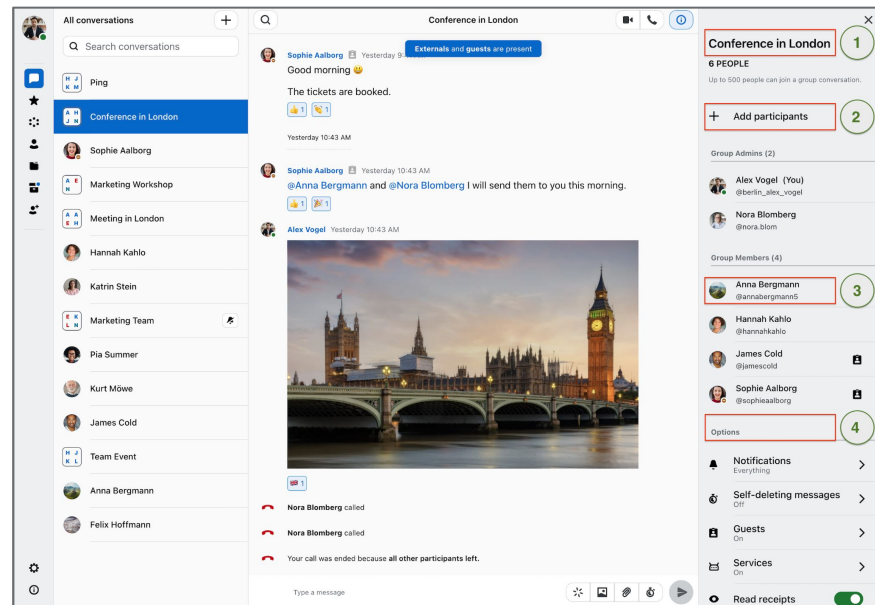


Group conversations

Settings

Group admins manage the group settings:

- 1 Rename the group conversation
- 2 Add participants
- 3 Select participants and manage rights
- 4 Define group options:
 - Self-deleting messages
 - Guests
 - Services
 - Read receipts



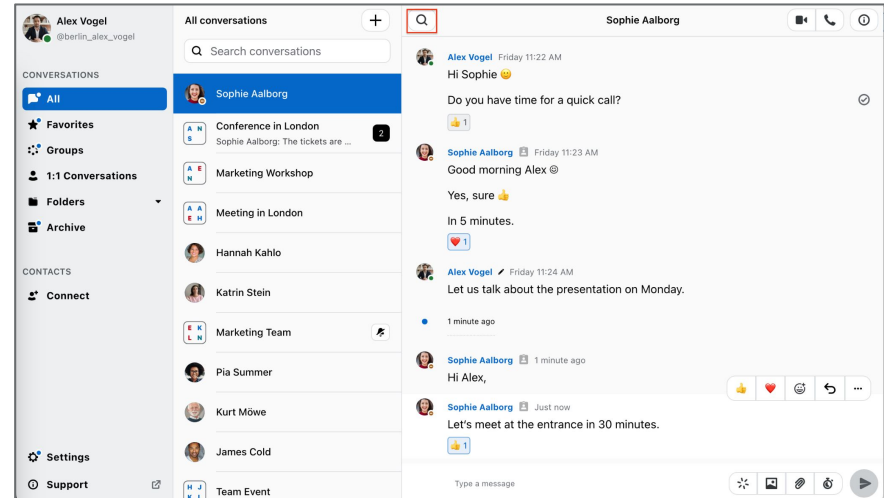
Search in conversations

Find messages, files and pictures

In the conversation:

1. Select the search button 🔍.
2. Enter your search text in the field.
3. Select the search result to see it in the conversation.


Moreover, you will get an overview of all pictures, files, audio, and video messages in this conversation.





Self-deleting messages

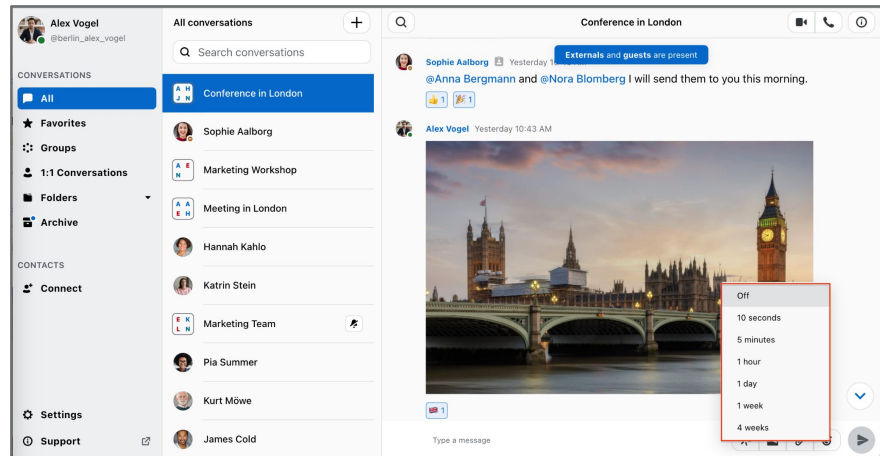
Messages that automatically disappear from the conversation

You can set a timer for texts, pictures, audio messages, documents, etc.

1. Select the timer button  in the conversation.
2. Set the timer.
3. Write a message and send it.

The sender will see a timer  to the left of the message,

The receiver will see the message with the timer  .
The timer will not start until the message is visible on the screen. When the timer runs out, the message disappears.



Back up your conversations

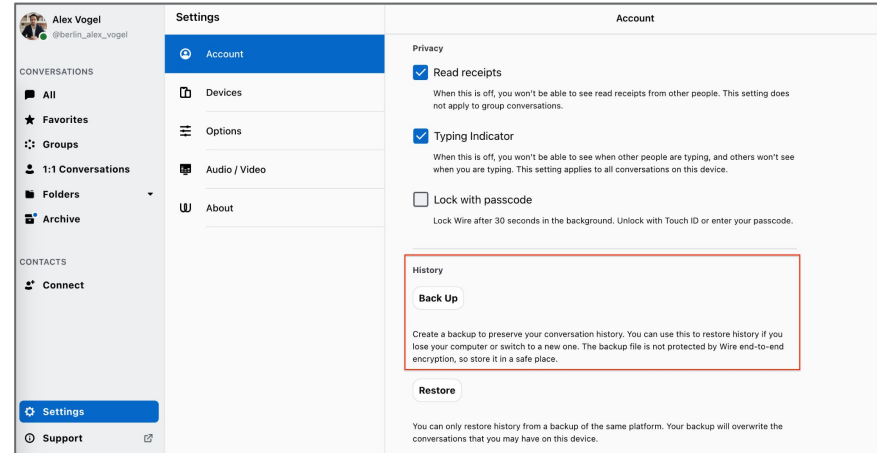
Create a backup

Create a backup to save the conversation history. It helps to restore conversations if you lose your device or want to use a new one.

1. Select *Settings* ⚙️.
2. Select *Back up*.
3. Select *Save File*. Choose a safe place on your device to save the file.

Only backup files of the same platform can be restored, for example, from Android to Android.

[Learn more about backups](#)

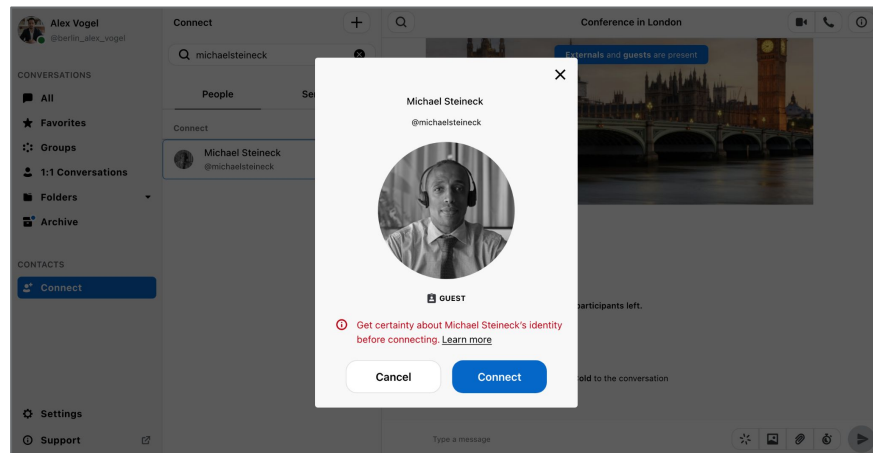


Connect with guests

Send a connection request

Guests are people who use Wire but are not part of your team. Connect with them and add them to a conversation.

1. Select *Connect* in the main navigation to show the search field.
2. Type part of the profile name or username.
3. Select the name.
4. Select *Connect*.



Create guest rooms

Invite people outside your team with a link

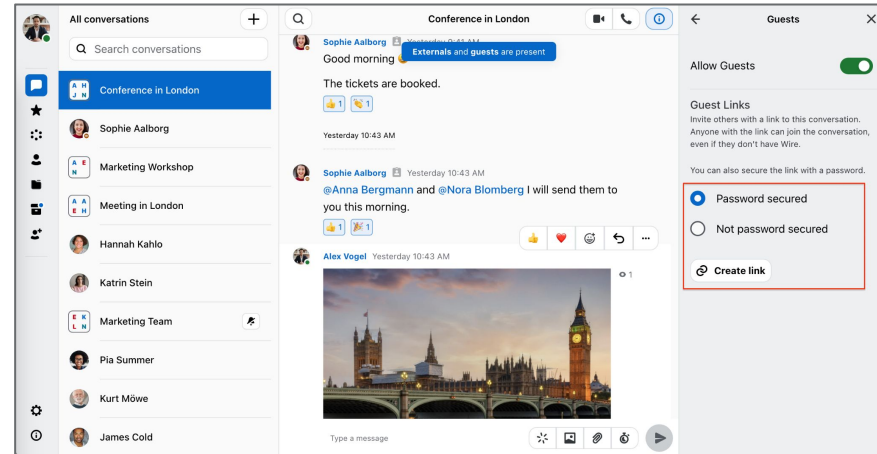
You can invite people who do not have a Wire account to join a secure conversation via a link:

1. Select the info button ⓘ and select the option *Guests*.
2. Enable *Allow Guests*.
3. You can secure the link with a password.
4. Select *Create link*.
5. You can now copy the link and share it, for example, via email or calendar invitation.

Please be aware

- A banner is displayed when guests are present
- A guest has access to the conversation history for 24 hours

[Learn more about guest rooms](#)



Manage read receipts

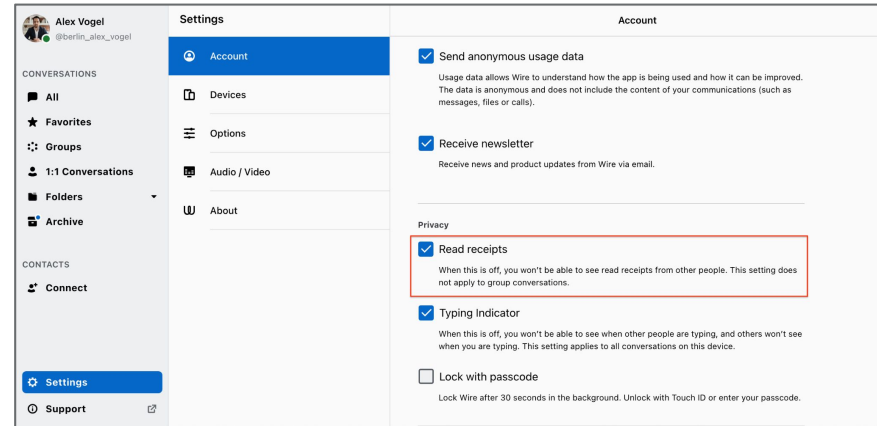
In 1:1 conversations

You can use read receipts to see who has read your messages and at what time. They are visible only to the sender of a message.

1. Select *Settings* ⚙️
2. Enable or disable read receipts.

If this option is disabled, you won't see read receipts from others. This setting does not apply to groups.

The setting affects all 1:1 conversations as well as all devices. You will only see read receipts from each other if both have read receipts enabled.



Lock the app with passcode

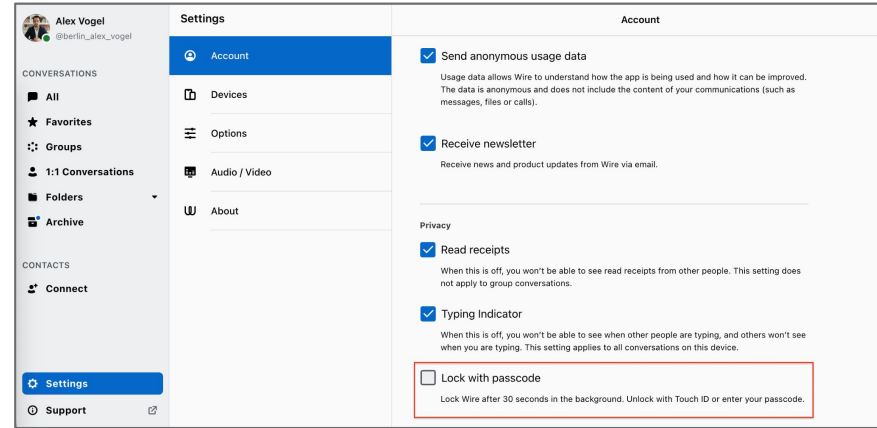
Wire is locked in the background after 30 seconds

Unlock Wire with a passcode or biometric authentication when you want to return to the app.

1. Select *Settings* ⚙️.
2. Turn app lock on.
3. Enter a passcode.
4. Select *Set Passcode*.

Save this passcode as you can't recover it if you forget it.

The feature will be enabled **on all devices and all platforms**.



Manage your devices

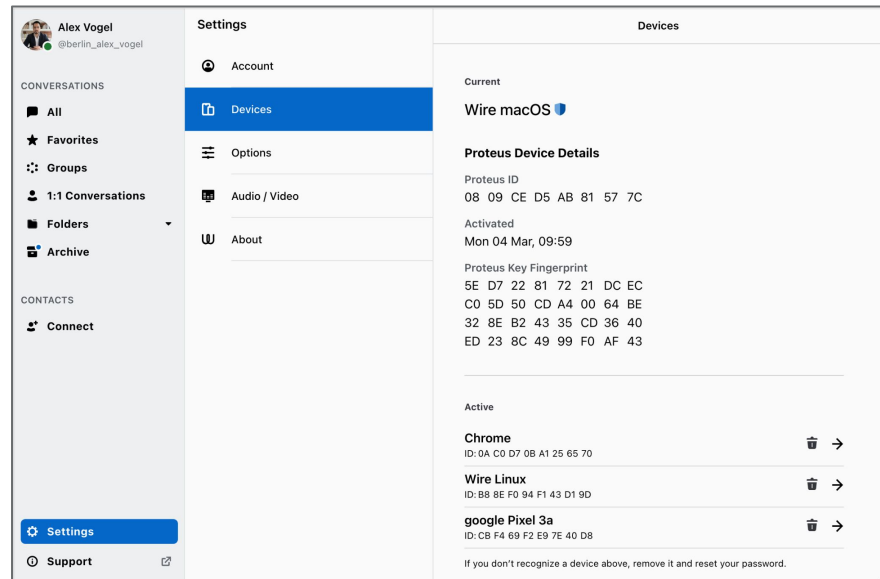
Management and verification of your devices

1. Select *Settings* ⚙️.
2. Select *Devices*.

Here you can see your current device and [fingerprint](#).

You also see the information about each device and verify your devices by comparing the fingerprints of your contacts.


In case of loss, you can [remove the device](#). All Wire data will be deleted from your device.



Verify devices

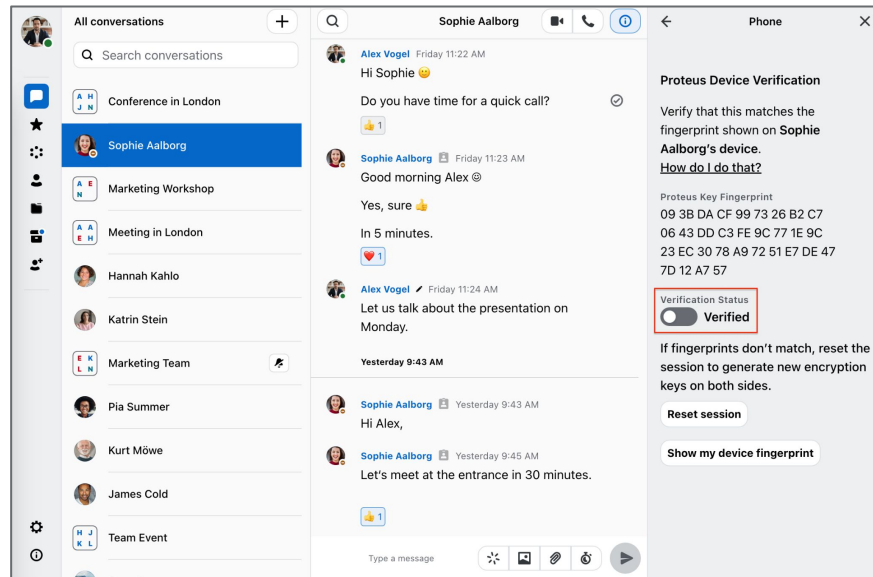
Compare fingerprints

Verifying your conversations by [comparing key fingerprints](#) increases security to the highest level.

DESKTOP  ID: 7C EB 8E 64 EF EC 92 84	>
DESKTOP ID: 94 4F 17 D1 95 2E F7 DE	>

→ **verified**

→ **not verified**

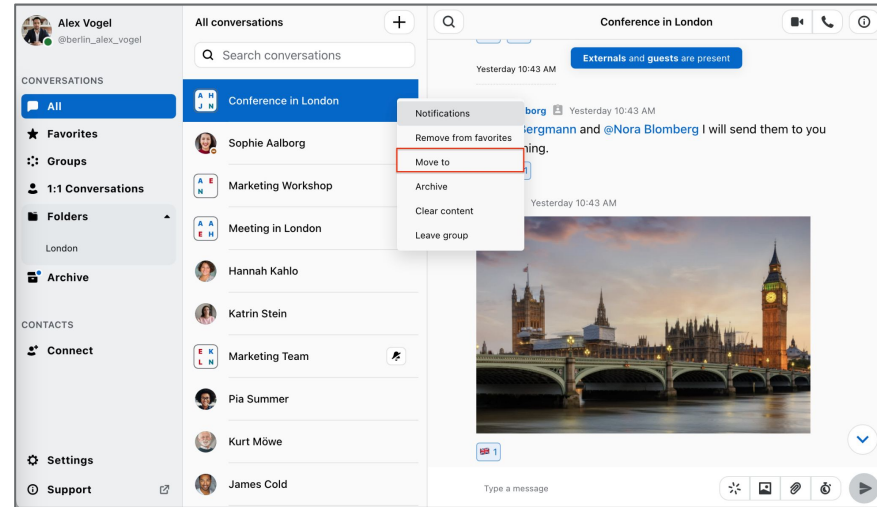


Create a folder

Custom folders for quick access

Add your conversations to your folders to organize them by topic.

1. Hover the cursor over a conversation.
2. Select the arrow ▼ to the right of the conversation to get more options.
3. Select *Move to...*
4. Choose either *+ Create new folder* or a folder that already exists.
5. Name the new folder and select *Create*.



Support

For more information and support

- Access more helpful resources at our [help center](#).
- [Create a support ticket](#) to get help or answers to your questions.
- You will get prioritized support through our ticketing system.

