

July 2025

wire

Wire for Enterprise

Guide for
team members

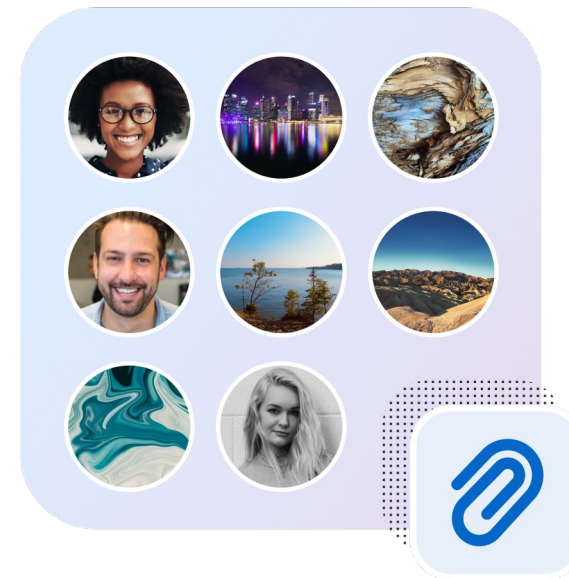


Content

Getting started

- **Join your team**
 - Accept invitation
 - Create your account
 - Download Wire
 - Log in

- **Using Wire**
 - Overview
 - Set up and manage your profile in settings
 - Change your status
 - Find your team members
 - Write your first messages
 - Reply to a message



Content

Getting started

- **Using Wire**
 - Mention someone
 - Share files and pictures
 - Calling
 - Group conversations
- **Additional functions**
 - Search in conversations
 - Self-deleting messages
 - Back up your conversations
 - Connect with guests
 - Create guest rooms
 - Manage read receipts



Content

Getting started

- **Additional functions**
 - Lock with passcode
 - Manage your devices
 - Verify devices
 - Create folders
- **Support**



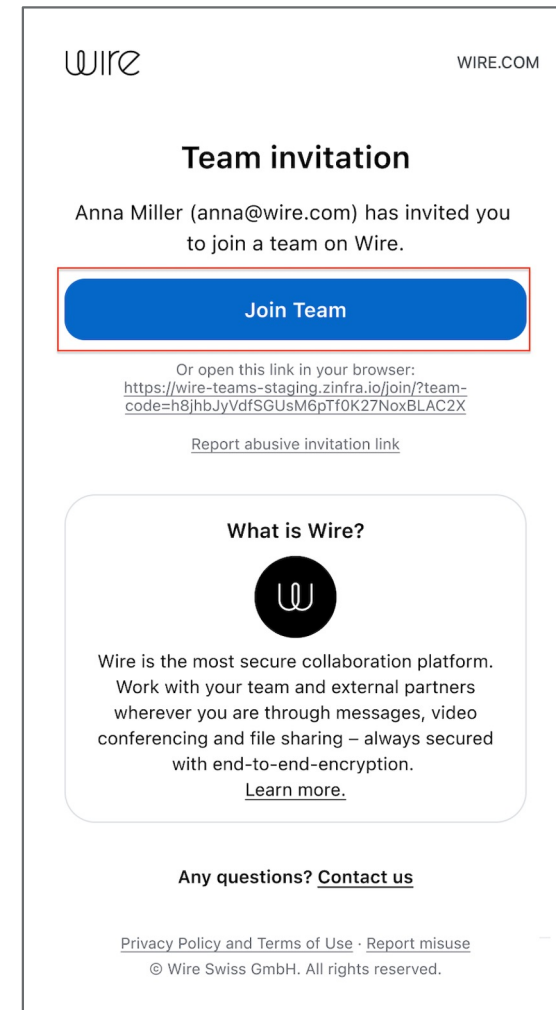
JOIN THE TEAM

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 ***Join Team***.



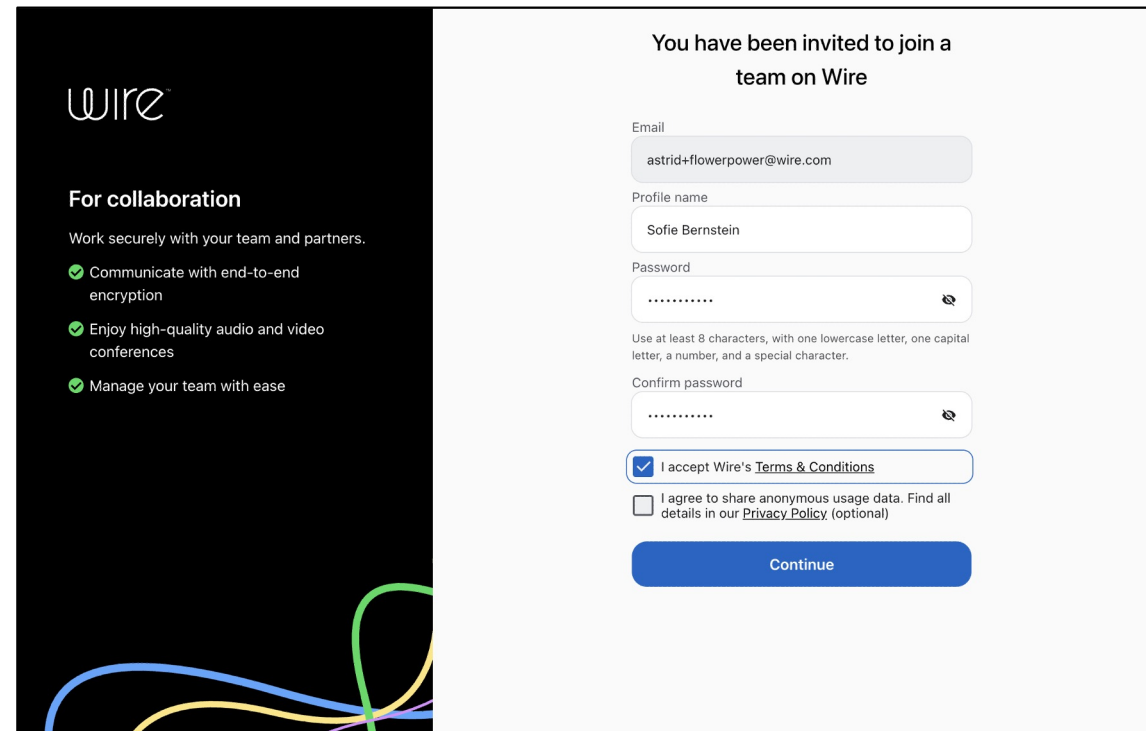
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JOIN THE TEAM

Create your account (1)

Enter your data

1. Enter your name and a password.
2. Accept the Terms of Use.
3. Select *Continue*.



The image shows a two-panel interface for creating a Wire account. The left panel has a dark background with the Wire logo and a list of collaboration benefits. The right panel is light gray and contains the registration form.

wire

For collaboration

Work securely with your team and partners.

- ✓ Communicate with end-to-end encryption
- ✓ Enjoy high-quality audio and video conferences
- ✓ Manage your team with ease

You have been invited to join a team on Wire

Email
astrid+flowerpower@wire.com

Profile name
Sofie Bernstein

Password
.....

Use at least 8 characters, with one lowercase letter, one capital letter, a number, and a special character.

Confirm password
.....

☒ I accept Wire's [Terms & Conditions](#)

☐ I agree to share anonymous usage data. Find all details in our [Privacy Policy](#) (optional)

Continue

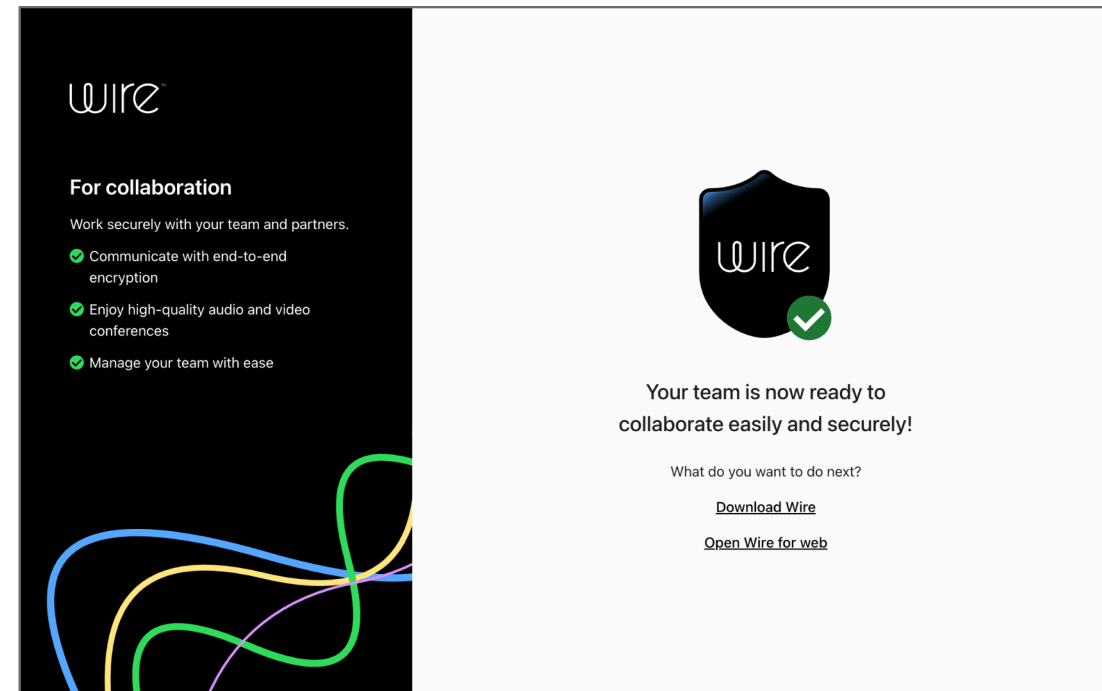
JOIN THE TEAM

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 for web](#)).



JOIN THE TEAM

Download Wire

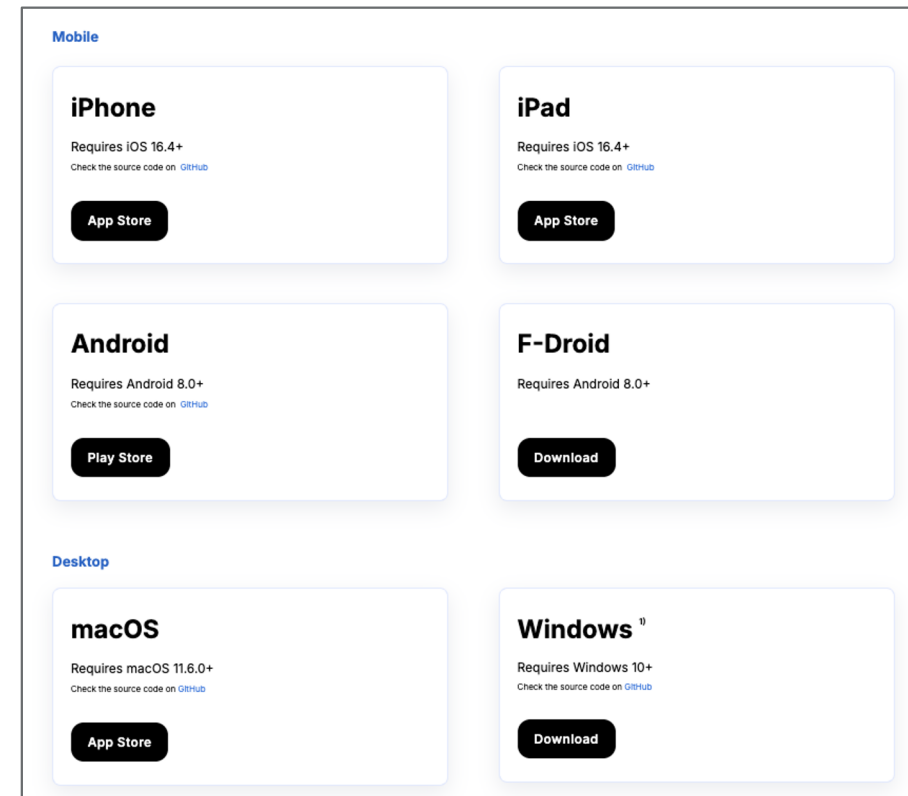
[Download the app](#) on all your devices

Wire is available on web, desktop and mobile devices.

Use:

- **macOS** 11.6 or newer / **Windows** 10 or newer
- Latest versions of **Google Chrome**, **Microsoft Edge** or **Firefox** (no private mode)
- **iOS** 16.4 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.



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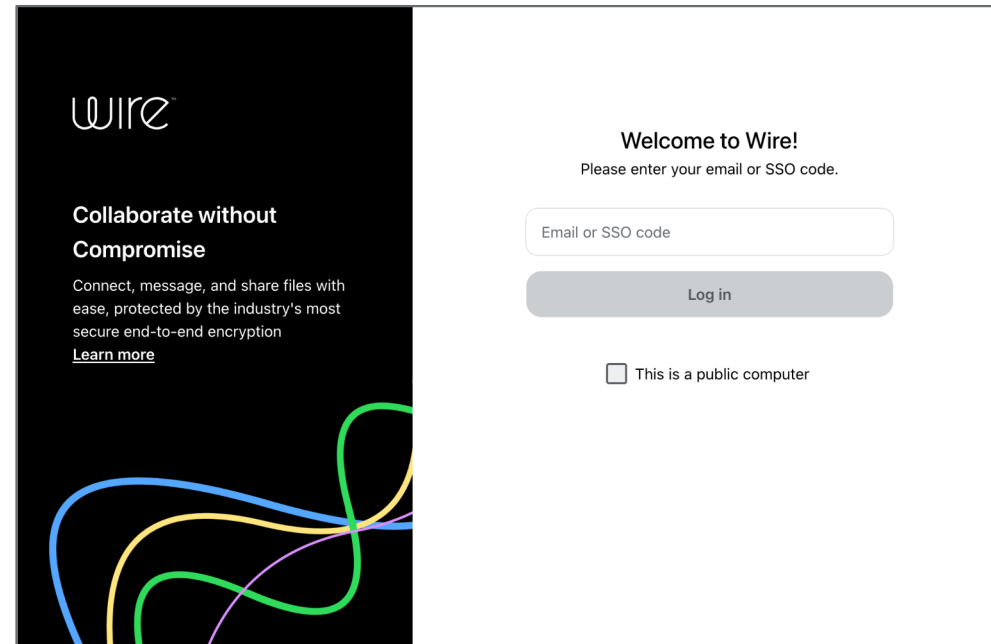
JOIN THE TEAM

Log in

On your desktop and mobile devices

Log in to your devices with your **email** and **password**, or **SSO code**.

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

The image shows the Wire login interface. On the left is a dark sidebar with the Wire logo at the top. Below the logo, the text reads "Collaborate without Compromise". Underneath, a smaller line of text says "Connect, message, and share files with ease, protected by the industry's most secure end-to-end encryption", followed by a link that says "Learn more". At the bottom of the sidebar are several colorful, abstract wavy lines. The main area on the right is white. It starts with the heading "Welcome to Wire!" followed by the instruction "Please enter your email or SSO code.". Below this is a text input field with the placeholder text "Email or SSO code". Under the input field is a grey "Log in" button. At the bottom of the main area is a checkbox with the label "This is a public computer".

wire™

**Collaborate without
Compromise**

Connect, message, and share files with
ease, protected by the industry's most
secure end-to-end encryption
[Learn more](#)

Welcome to Wire!
Please enter your email or SSO code.

Email or SSO code

Log in

☐ This is a public computer

Overview

Create a group

Search in conversation

Calling (audio & video)

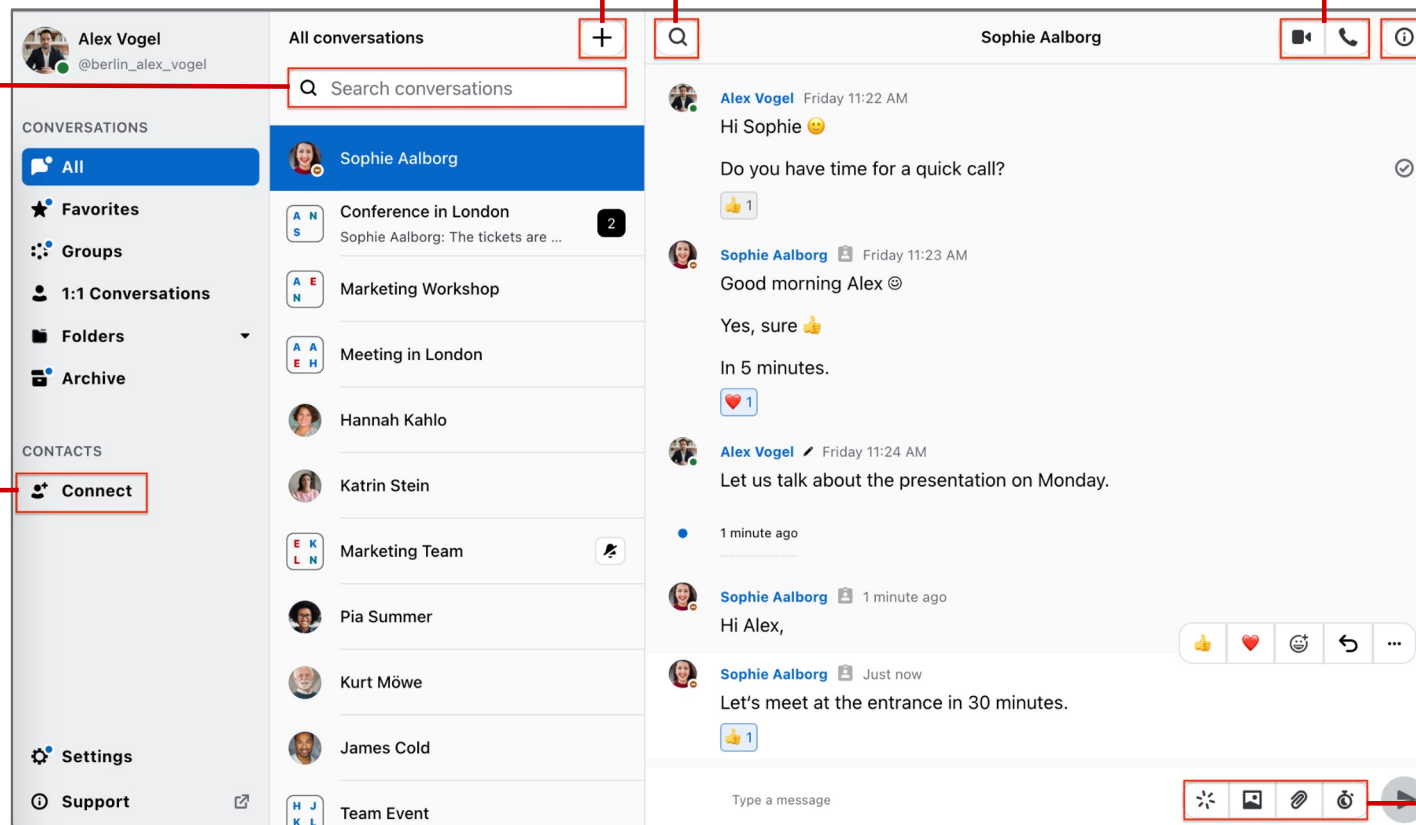
Find conversations

Search for people

Info about this conversation

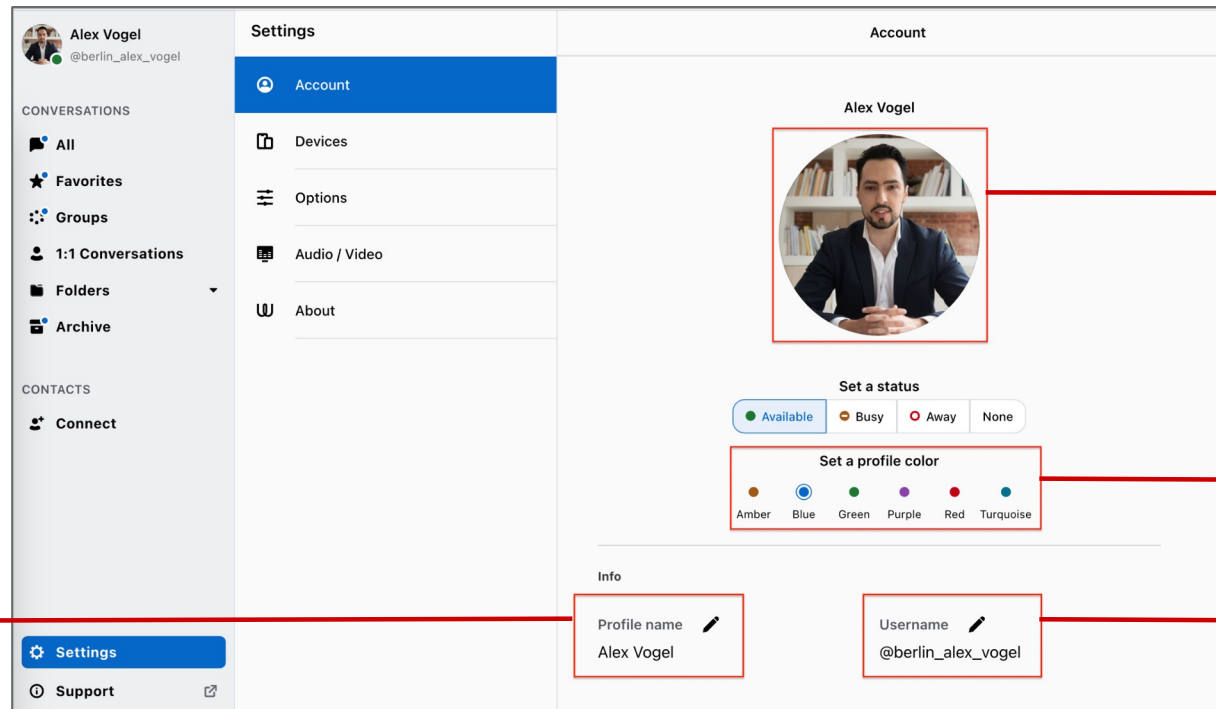
Functions:

- 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.

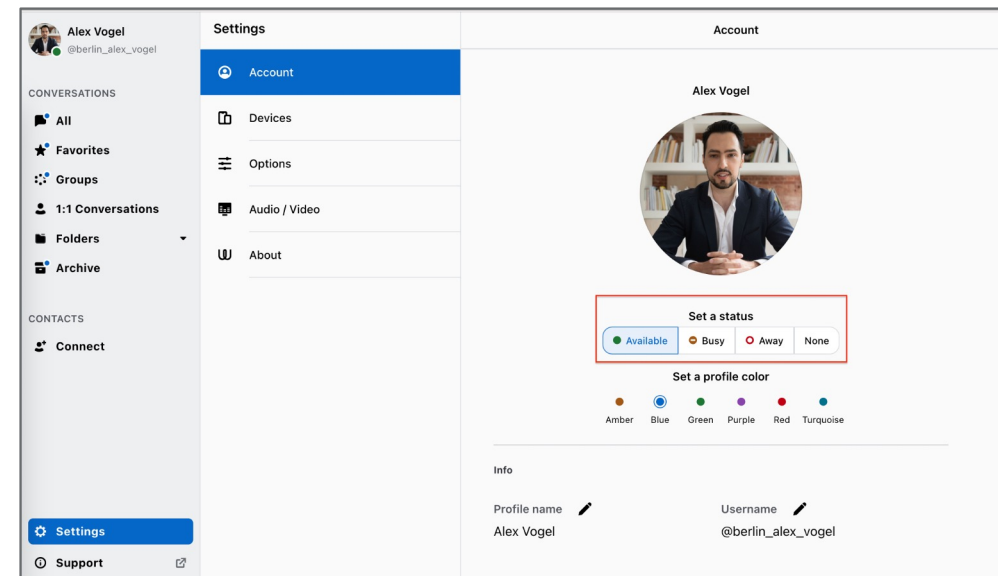
1. Select *Settings* ⚙️.
2. Select a status:

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.

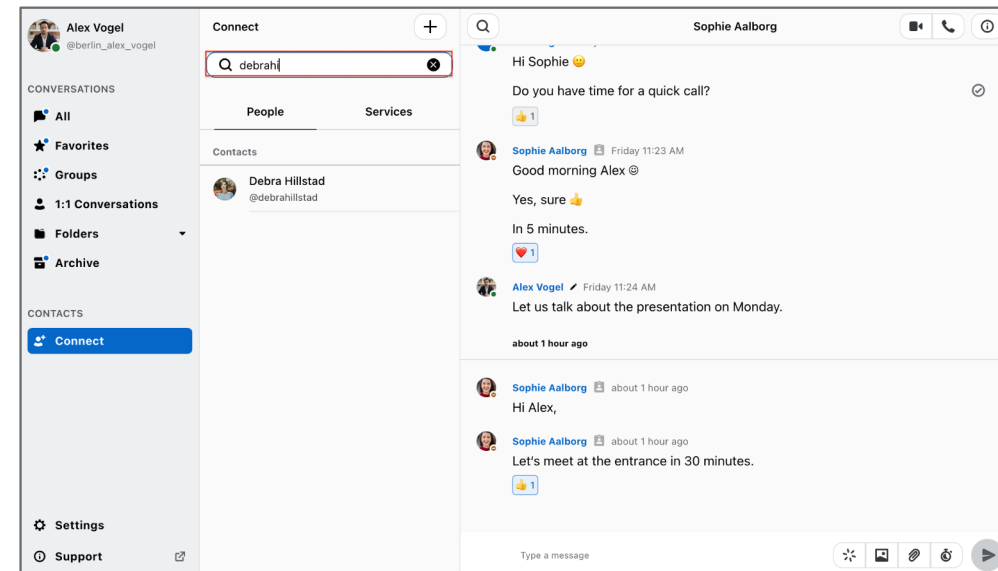
None – You will receive notifications according to the notification setting in each conversation.



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.



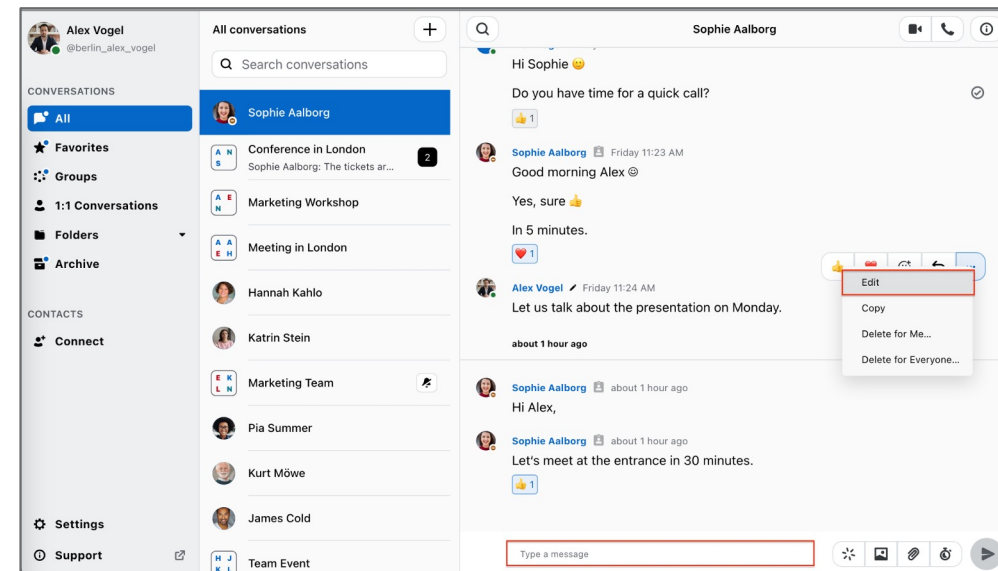
Write your first messages

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*.

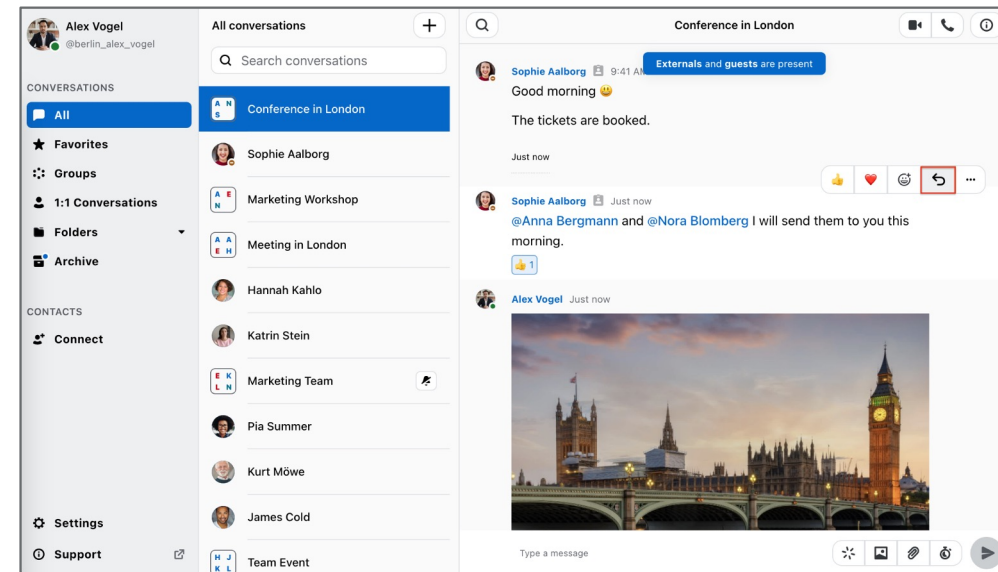
Moreover, you can delete your messages for yourself or everyone.



Reply to a message

Reply directly to a message to keep the conversation structured

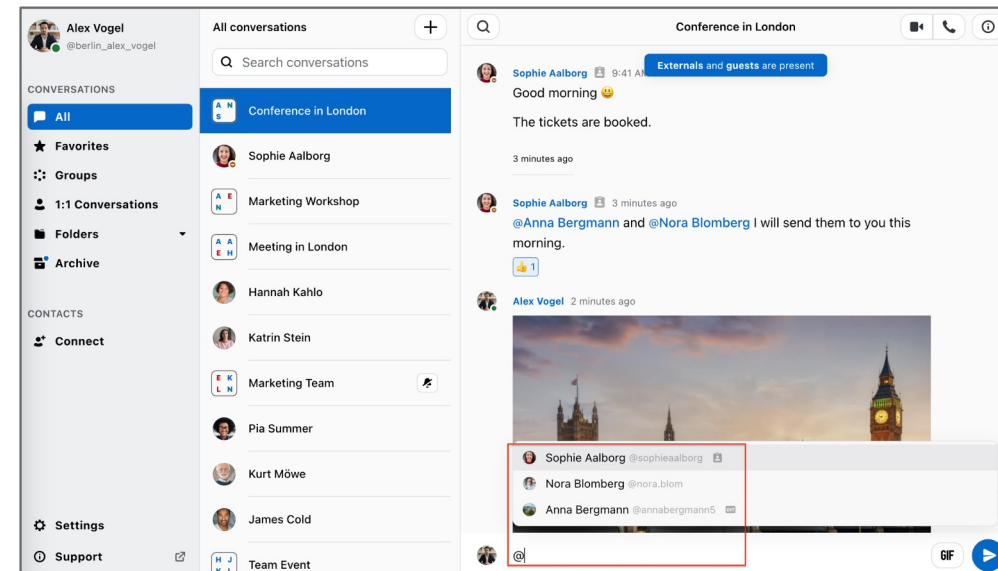
1. Select the appropriate contact in your conversation list.
2. Select the answer button ↩.
3. Write your answer and press Enter.



Mention someone



Helpful when you need the attention of a particular person

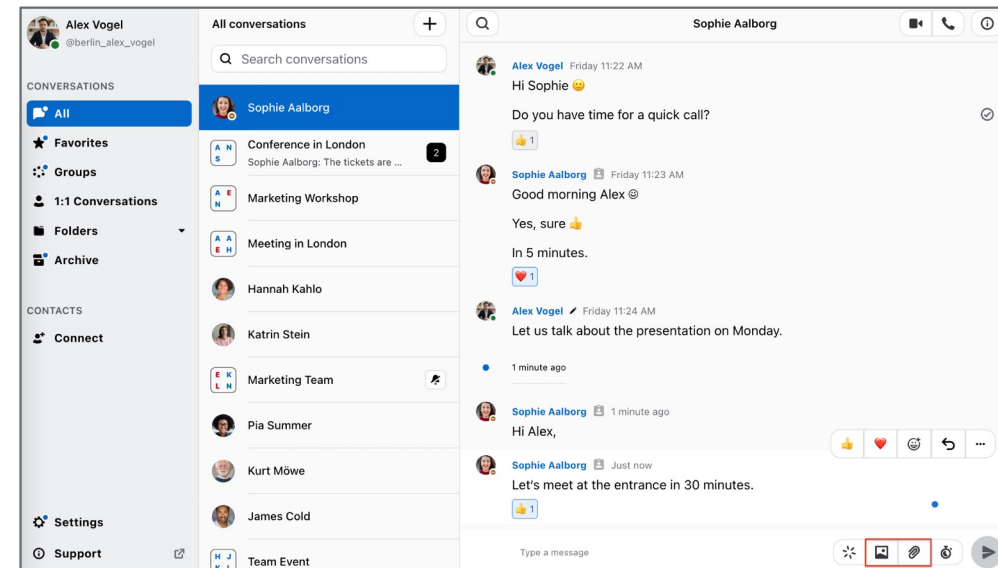
1. Write @ within the conversation, and you will get a list of all participants in the group.
2. Select the appropriate contact(s).
3. Write the message and press Enter.



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*.

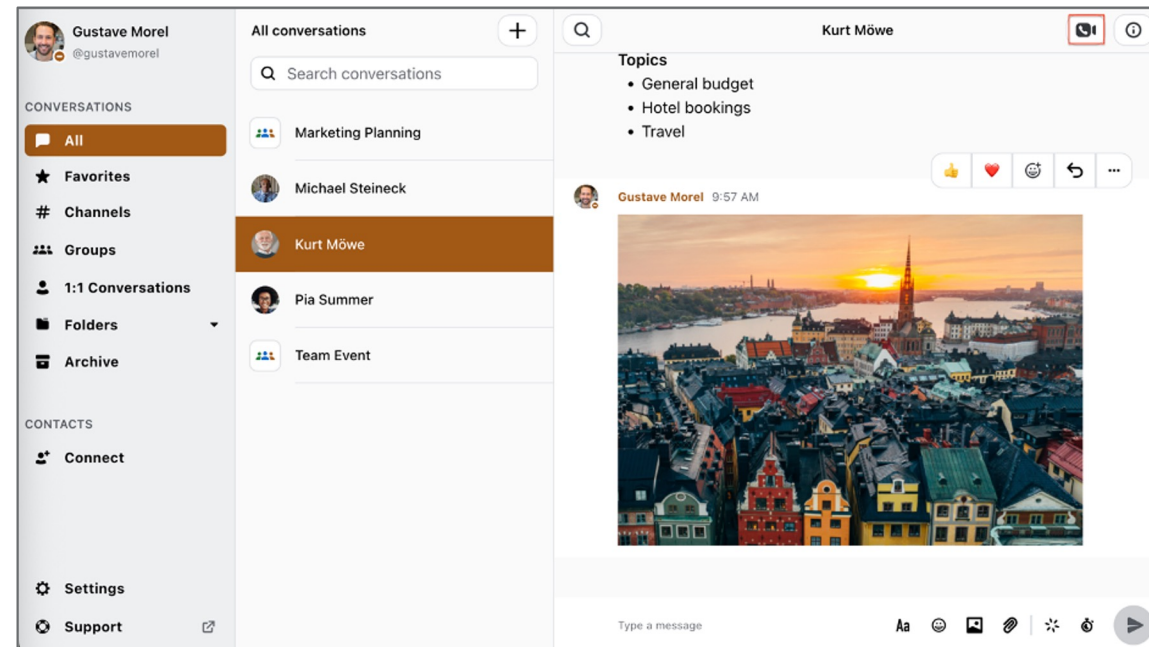


Calling

1:1 calls

Select your contact and then the calling button . You can turn on your camera anytime.

Select the hang-up button  to end the call.



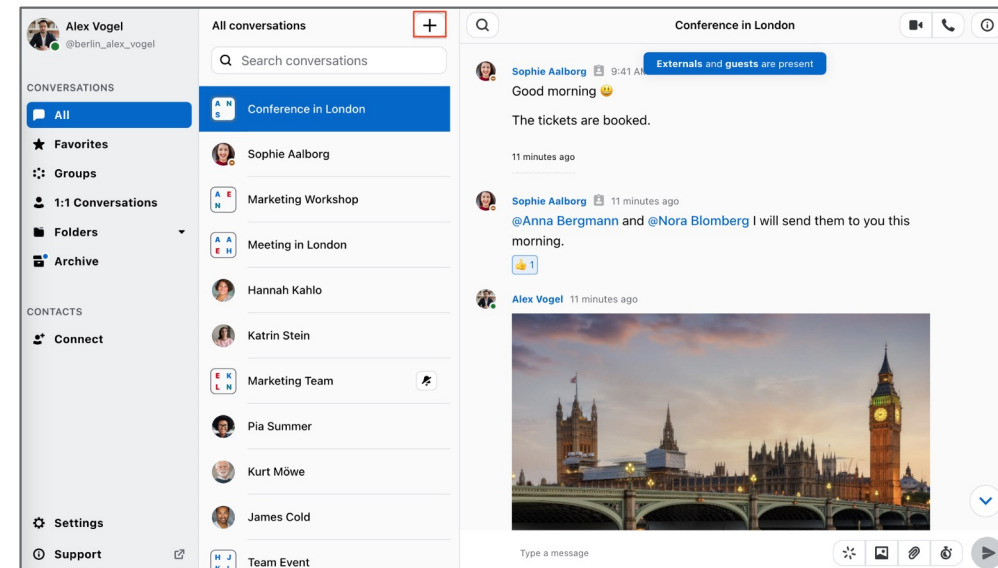
Group conversations

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.



USING WIRE

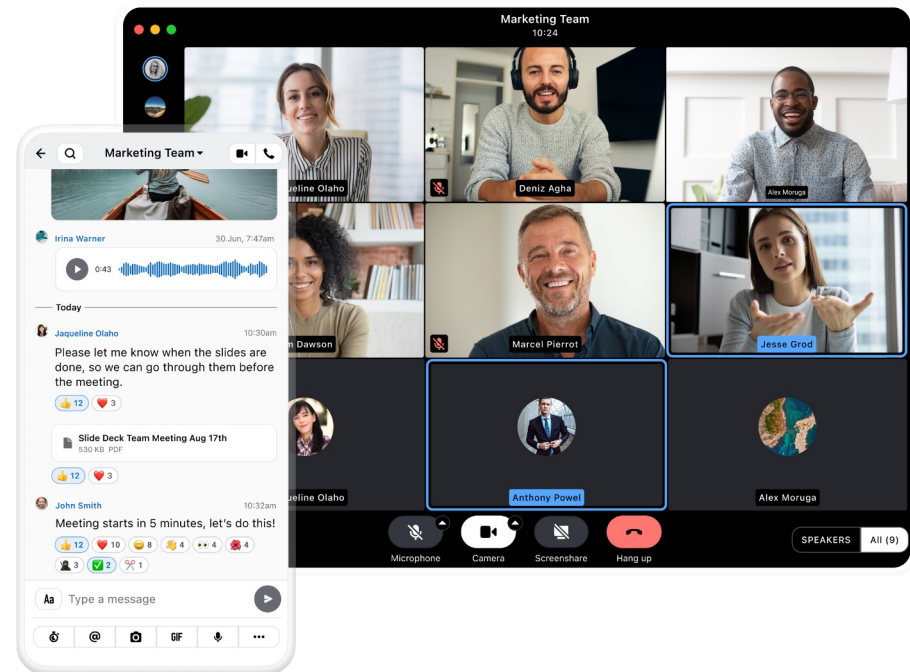
Calling

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.



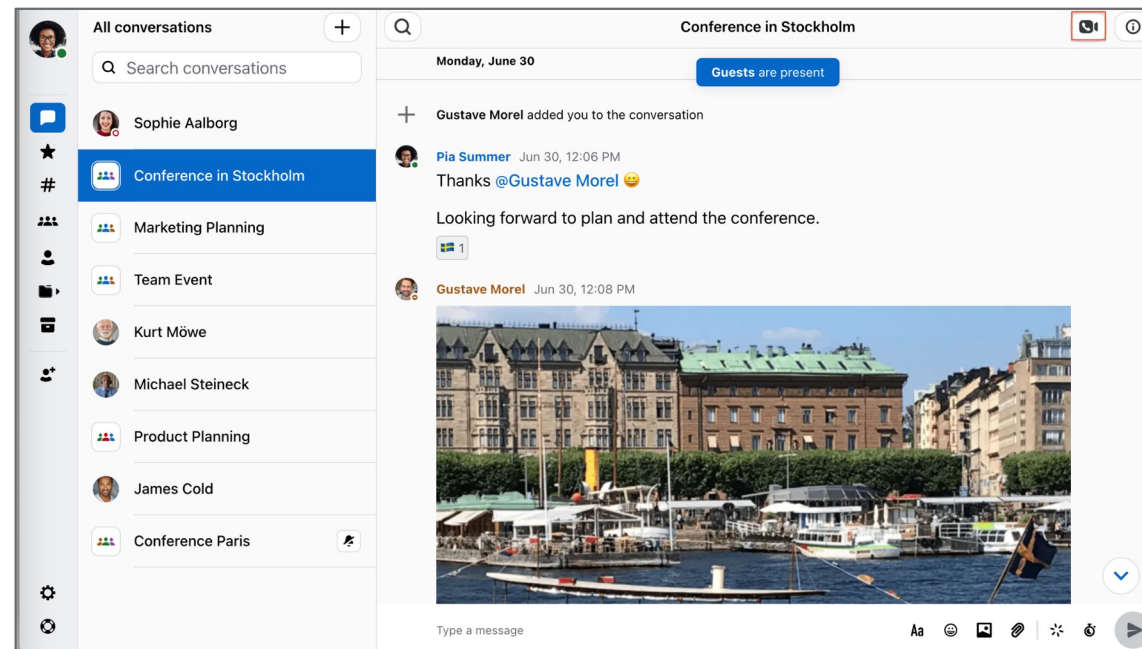
Calling

Initiate audio or video conferences

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

Select the name of the corresponding group conversation and select the calling button 📞 at the upper right corner. You can turn on your camera anytime.

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



Calling

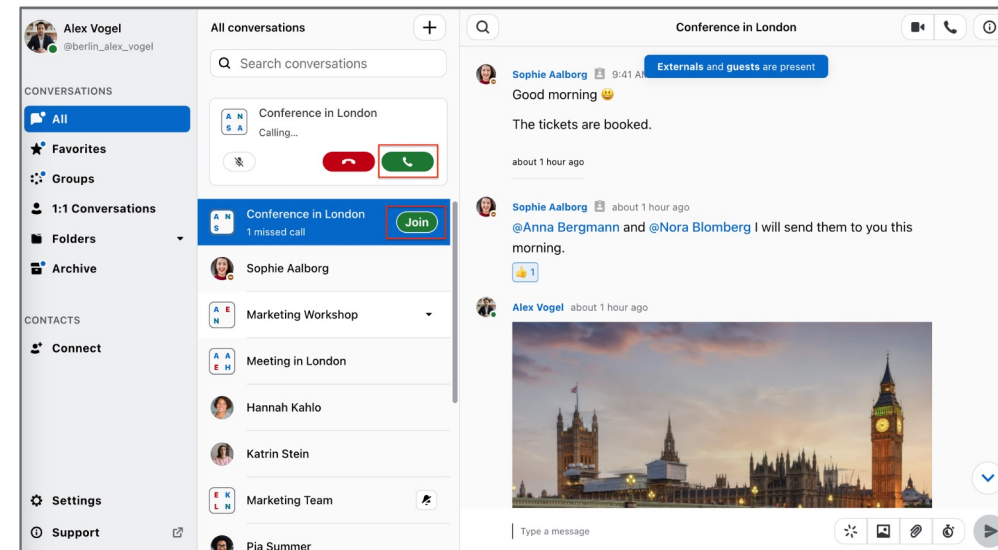
Join a conference call

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.





USING WIRE

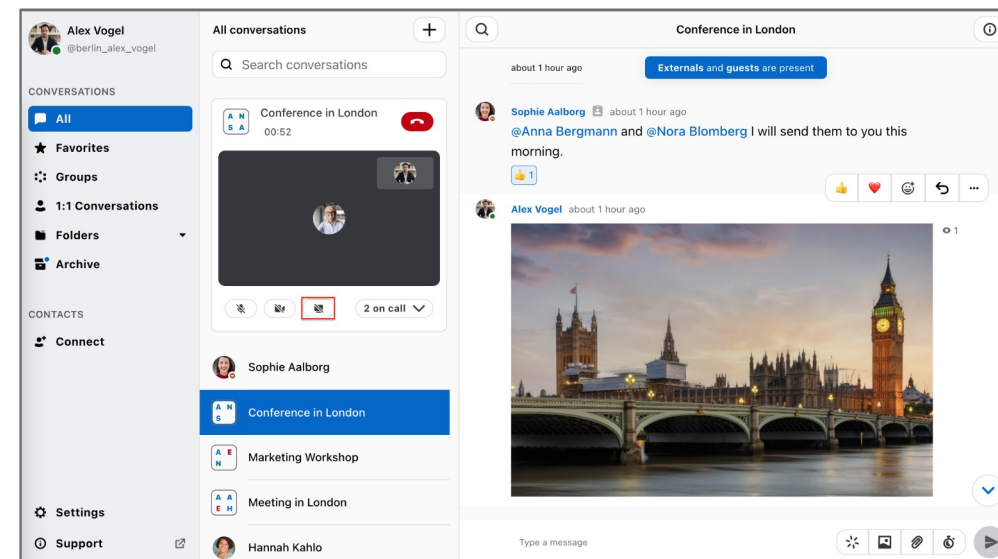
Calling

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 .



USING WIRE

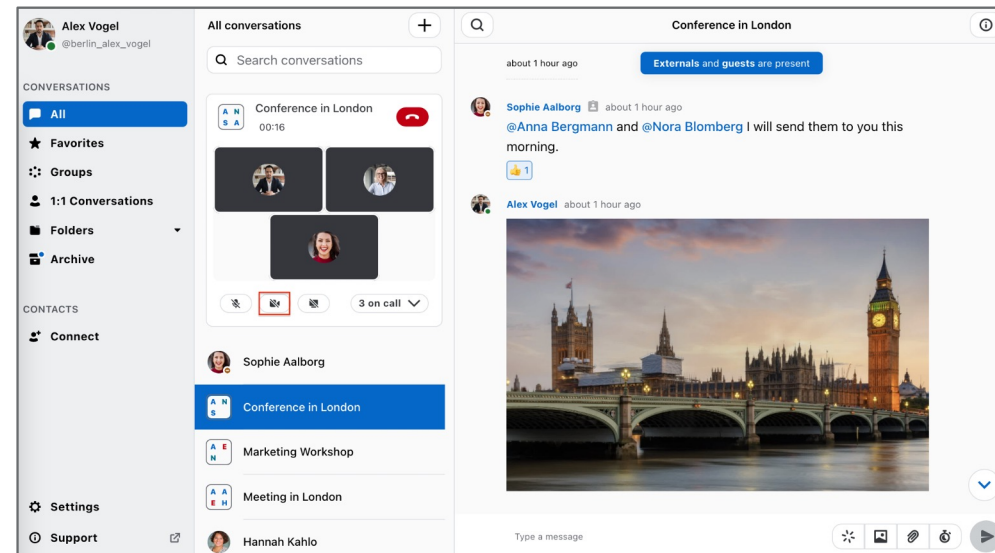
Calling

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

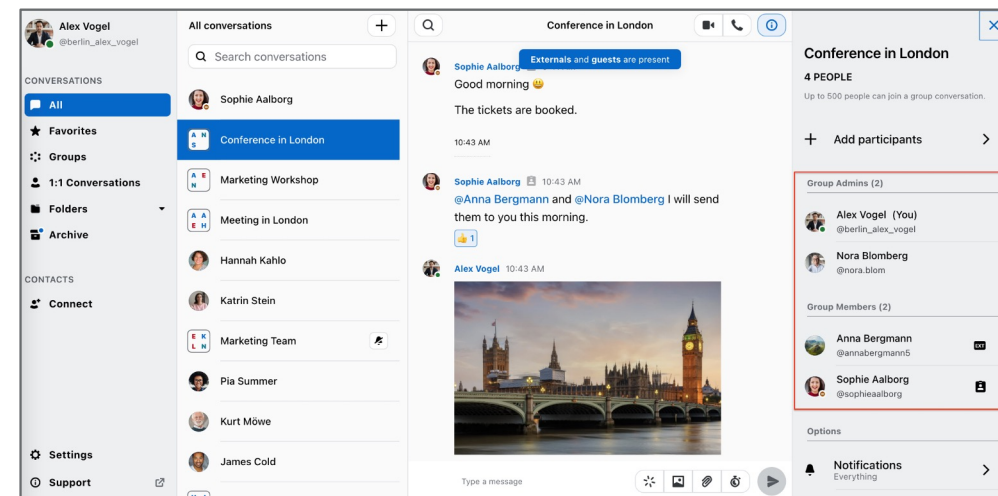
Admins and members

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](#)

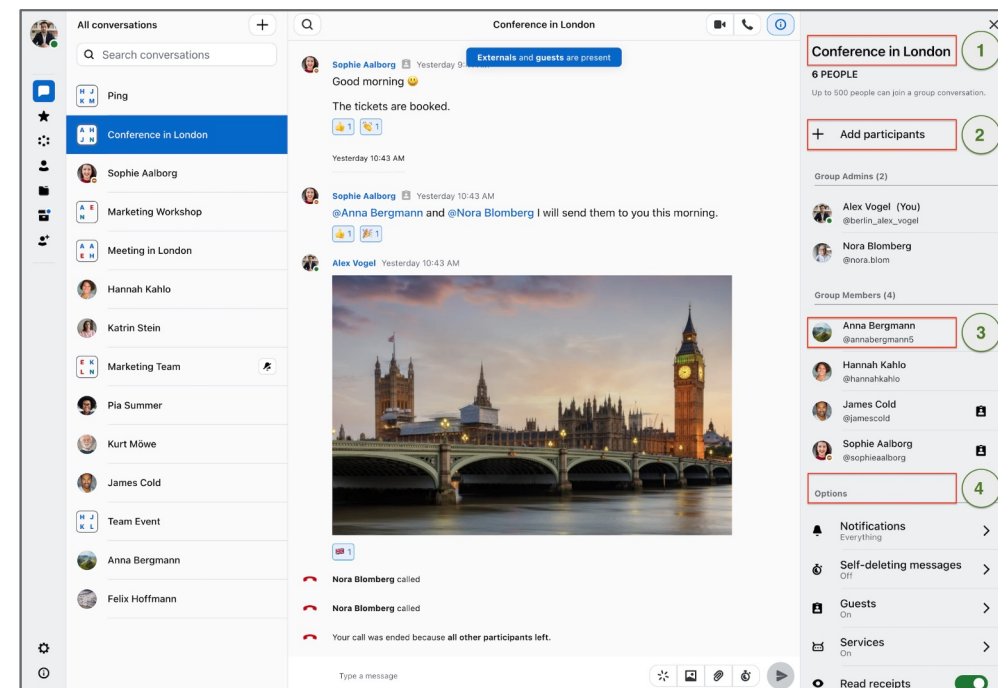


Group conversations

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



ADDITIONAL FUNCTIONS

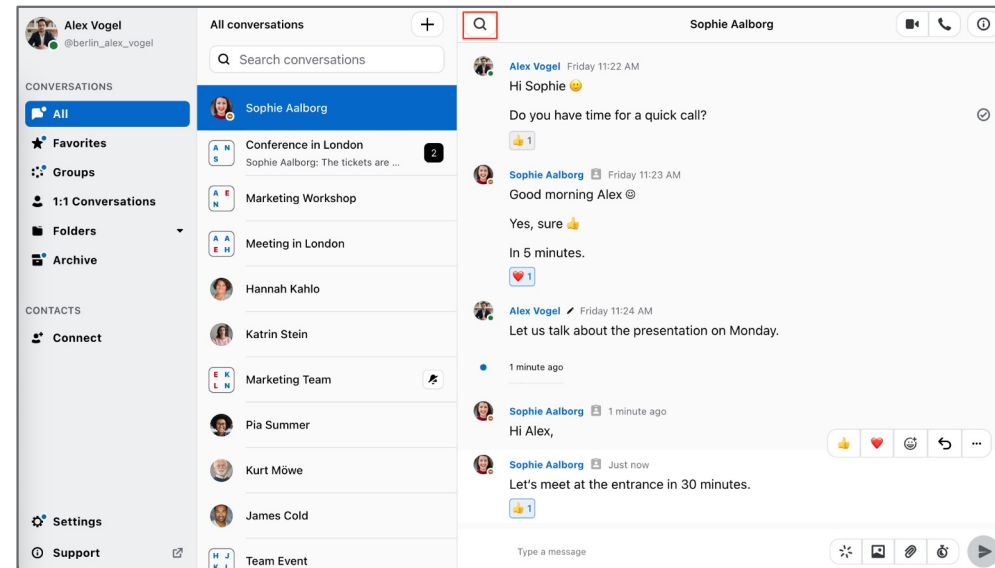
Search in conversations

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.



ADDITIONAL FUNCTIONS

Self-deleting messages

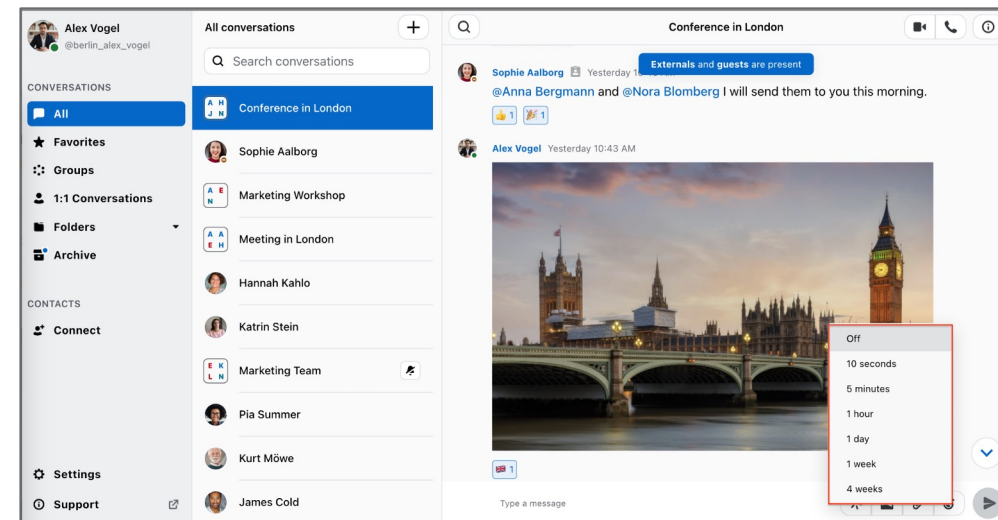
Messages that automatically disappear from the conversation

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

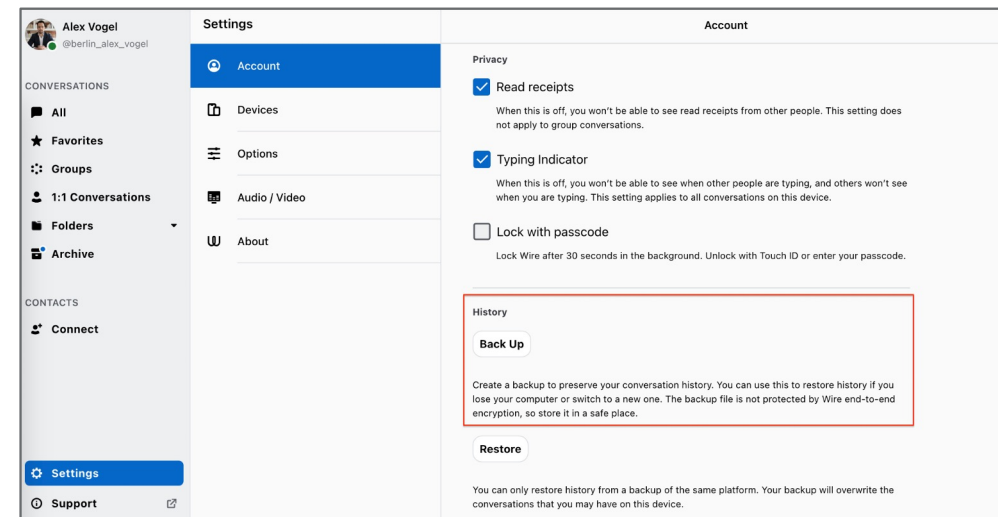
Create a backup

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](#)



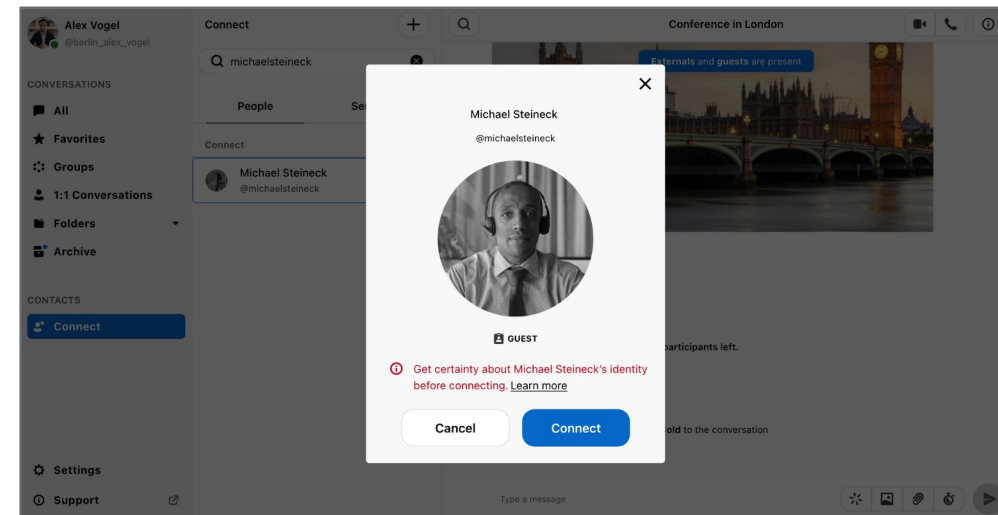
ADDITIONAL FUNCTIONS

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*.



ADDITIONAL FUNCTIONS

Create guest rooms

Invite people outside your team with a link

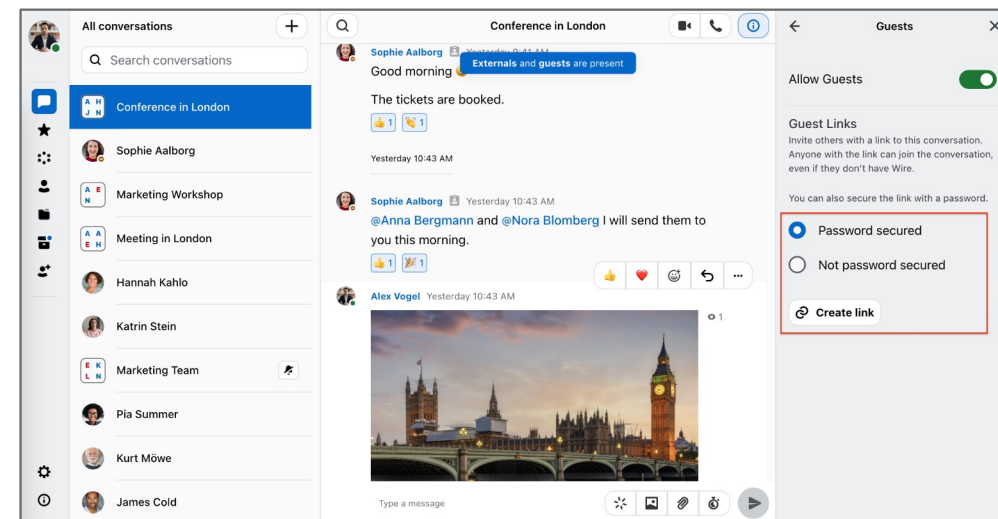
You can invite people who do not have a Wire account to join a secure conversation via a link:

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

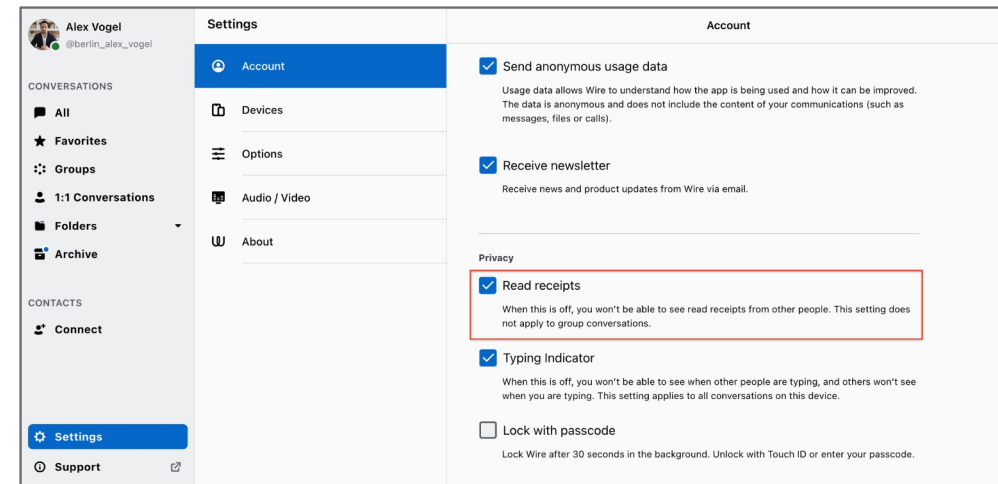
In 1:1 conversations

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.



ADDITIONAL FUNCTIONS

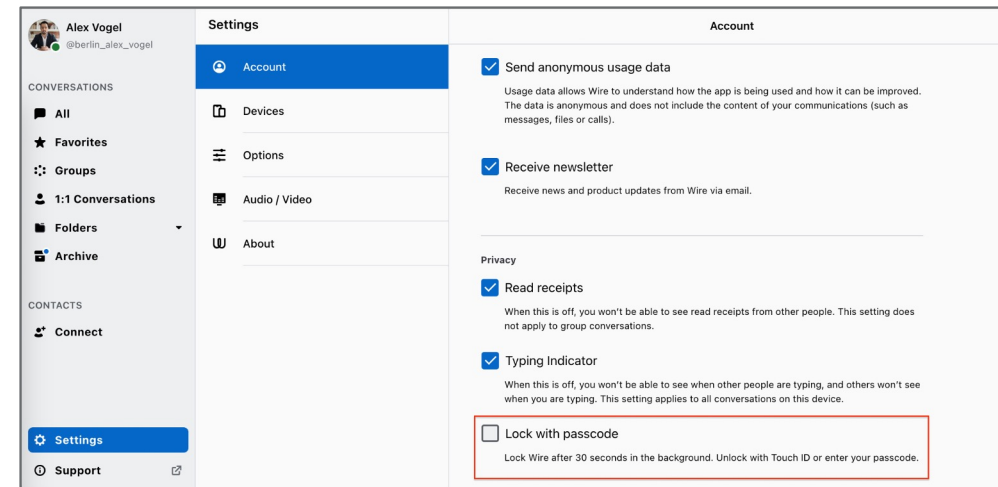
Lock the app with passcode

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**.



ADDITIONAL FUNCTIONS

Manage your devices

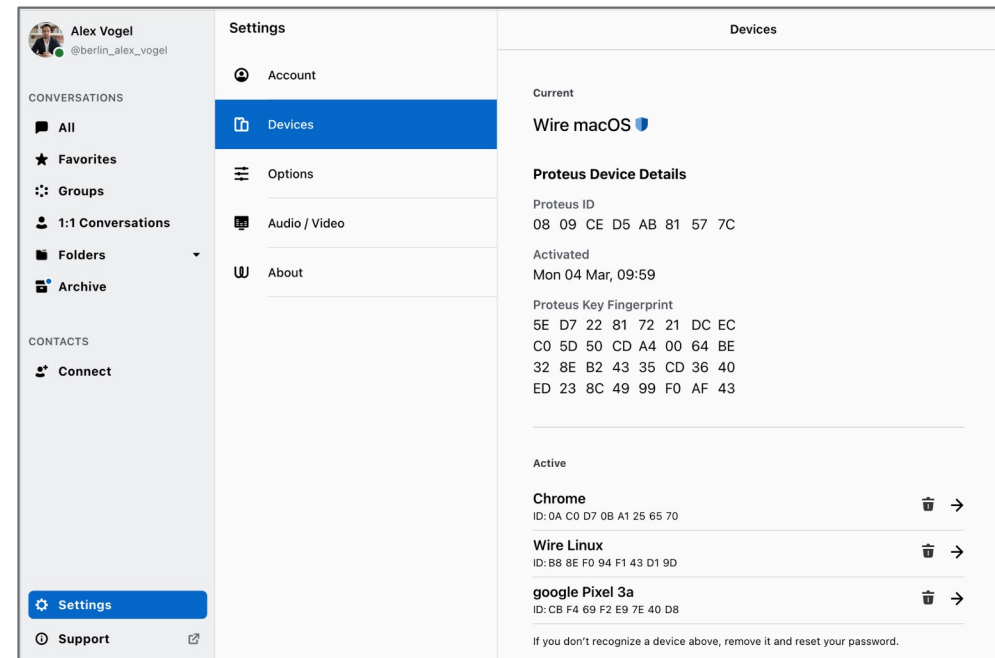
Management and verification of your devices

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.

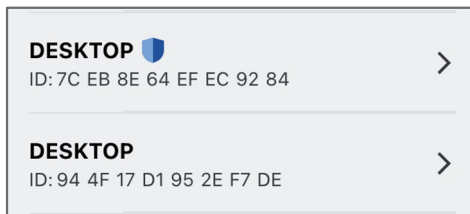


ADDITIONAL FUNCTIONS

Verify devices

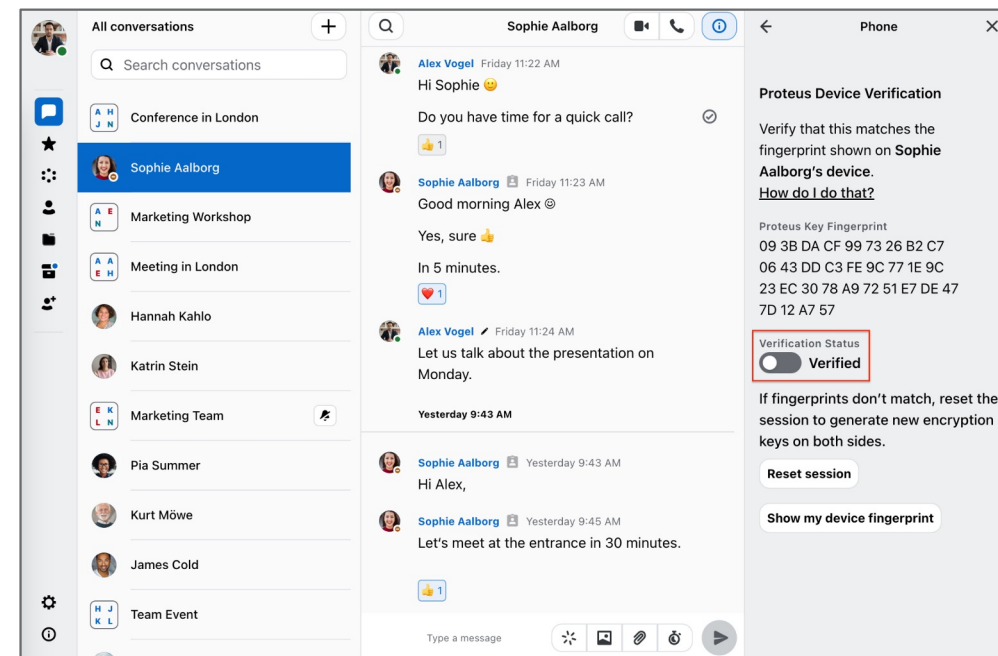
Compare fingerprints

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



→ **verified**

→ **not verified**



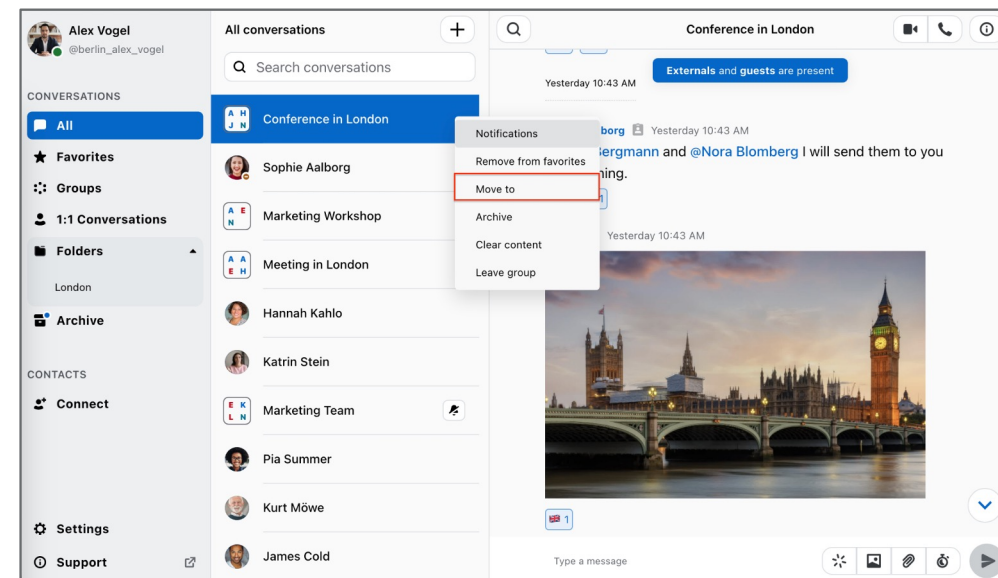
ADDITIONAL FUNCTIONS

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.

