



User guide

Welcome to the most secure collaboration platform.

Welcome to Wire!

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Creating a team

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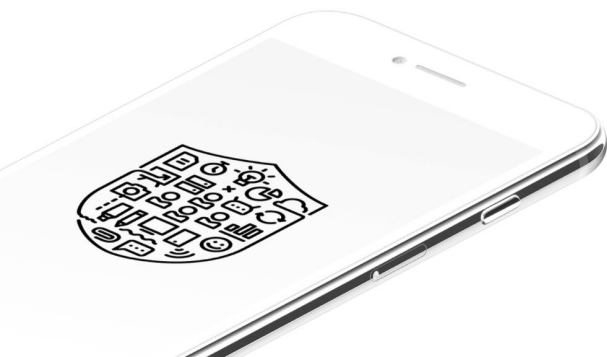
- Desktop and web

- Mobile

- Guest rooms

Troubleshooting

Resources



W

Getting started

1. Creating a team
2. Setting up an account
3. Inviting people to the team
4. Assigning user roles



Team creation


Start by creating a team on wire.com. Enter your organization's name as the team name.

Finishing the steps will give you access to the team admin panel. You can now invite more people from the organization to join Wire to start talking, calling, sharing files and more.

[Create a team](#)

Name your team

You can always change it later.

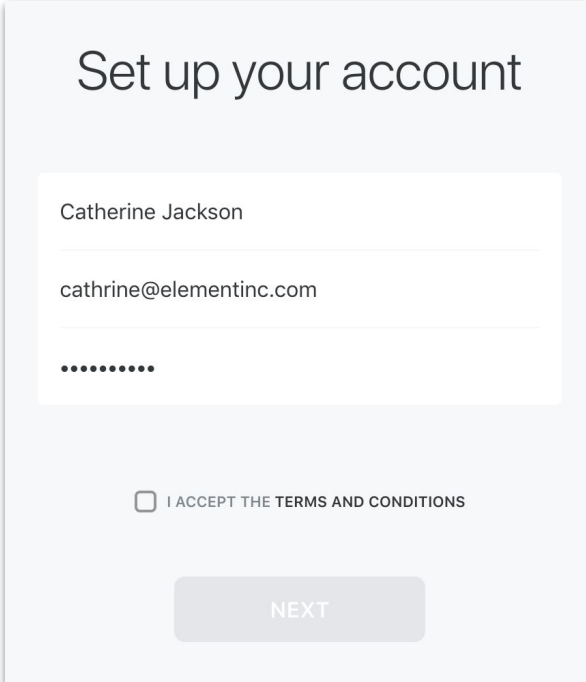


Account setup

As the Team Owner you register on behalf of the organization and will be granted Team Owner privileges.

You will receive an email to confirm your identity before the account is operational.

[Learn about the different roles](#)



The screenshot shows a 'Set up your account' form with the following fields and elements:

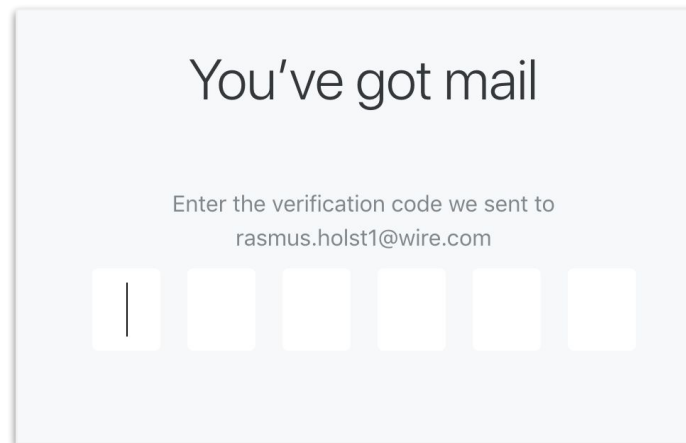
- Title: Set up your account
- Text input field: Catherine Jackson
- Text input field: cathrine@elementinc.com
- Password input field: represented by a series of dots
- Checkbox: I ACCEPT THE TERMS AND CONDITIONS
- Next button: NEXT

Account verification

You will now need to check the email with which you signed up. There will be a message from Wire with your verification code.

Verify the account with the code you received in the email and your team is ready for use.

You are now the Team Owner and ready to understand the roles of the people in your organization and how to invite new team members.



Team Owner

As a team owner, you have full control over who is part of your organization. You have all administrator rights, which allow you to add or remove other team members.

You can also promote and demote users or update team settings. Furthermore you have access to the billing section of your team.

[Learn about the different roles](#)



Catherine Jackson
Owner



Felix Webster
Admin



Eric Löve
Member

Team admin

A team admin is a team member with administrator rights, which allow him or her to add or remove other team members.

Team admins can also promote and demote users from members to admins or owners and can update team settings.

One team can have multiple team admins.



Catherine Jackson
Owner



Felix Webster
Admin



Eric Löve
Member

Team member

A Team Member is a part of the team.

Team Members can easily find each other and start conversations.

Team Members can create and delete conversations, add and remove team members in the group conversations, and invite guests to a team conversation.



Catherine Jackson
Owner



Felix Webster
Admin



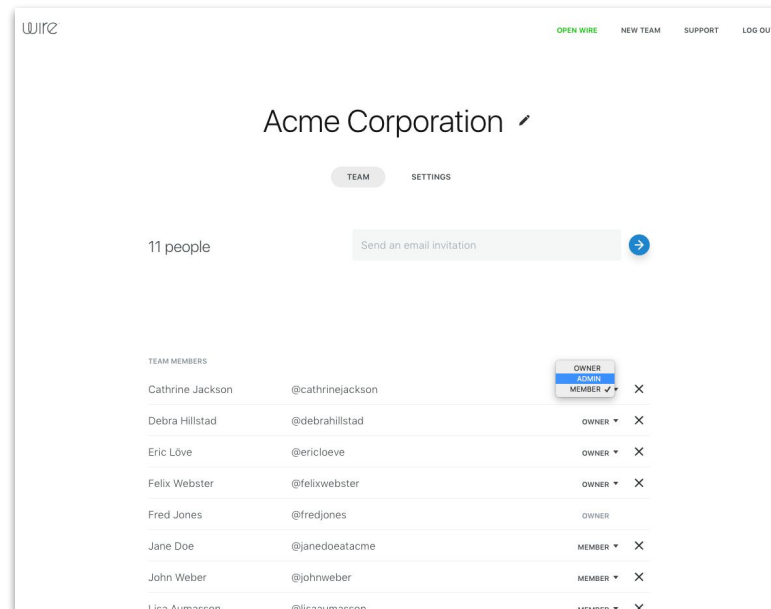
Eric Löve
Member

Inviting team members

As a Team Owner you invite the first people to join your team by sending them email invitations. It's easily done via the Team tab at teams.wire.com.


1. Insert an email address which is not already registered on Wire. The invited person gets an invitation via email, and by accepting, joins your team.
2. Click *Done* once you've invited all of the people you want on your team.

You can always [invite more team members](#) later.

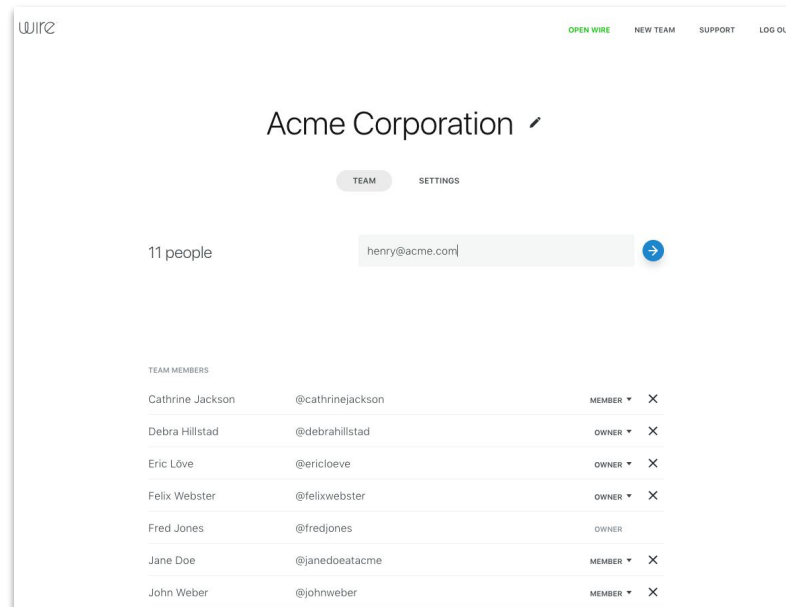


Assigning roles

To assign the role to a team member you use the Team tab at teams.wire.com:

1. Click *Settings*  or go to teams.wire.com
2. Click *Manage Team*
3. Log in with your team account credentials
4. Search for the team member whose role you'd like to assign

Click the arrow next to this team member and select the role (Owner, Admin or Member)



The screenshot shows the 'Acme Corporation' team page in the Wire interface. At the top, there are navigation links: 'OPEN WIRE', 'NEW TEAM', 'SUPPORT', and 'LOG OUT'. Below the company name, there are tabs for 'TEAM' and 'SETTINGS'. A search bar contains the email 'henry@acme.com' with a search button. Below the search bar, it says '11 people'. The main content is a table of team members with their names, email addresses, and roles. The roles are: Cathrine Jackson (MEMBER), Debra Hillstad (OWNER), Eric Löve (OWNER), Felix Webster (OWNER), Fred Jones (OWNER), Jane Doe (MEMBER), and John Weber (MEMBER). Each row has a dropdown arrow and an 'X' icon next to the role.

TEAM MEMBERS		
Cathrine Jackson	@cathrinejackson	MEMBER ✕
Debra Hillstad	@debrahillstad	OWNER ✕
Eric Löve	@ericlove	OWNER ✕
Felix Webster	@felixwebster	OWNER ✕
Fred Jones	@fredjones	OWNER
Jane Doe	@janedoeatacme	MEMBER ✕
John Weber	@johnweber	MEMBER ✕

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Joining a team

1. Accepting invitations
2. Creating an account
3. Downloading the app
4. Logging in





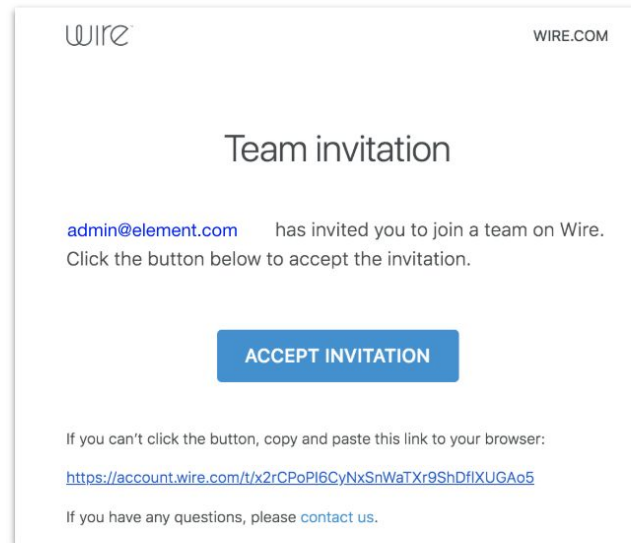
Joining a team

To get started as a team member you need to check your email.

Accept the invitation from your team owner or admin. Then, create your account.

Accepting invitation

1. Check your email.
2. Click *Accept Invitation*.



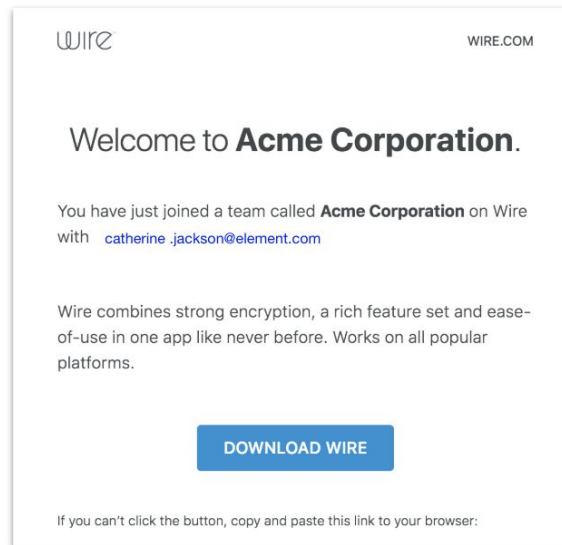


Accepting the invitation

1. Add your name and password
2. Accept Terms of Use and click *Join Team*

Now you are a team member of Wire, welcome!

You are automatically connected to your colleagues and can start using all the [features](#) to communicate with your team and your [external business partners](#) right away.

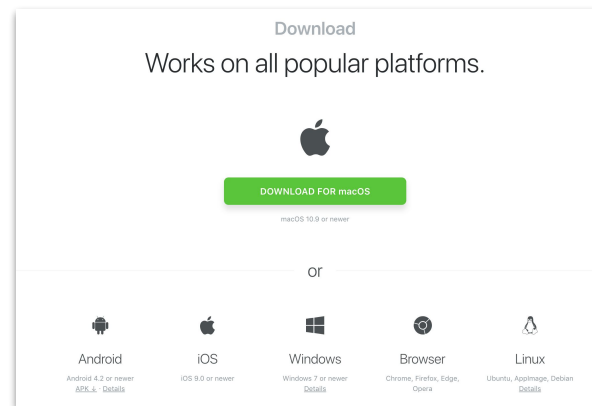




Download Wire

Wire is available for web, desktop and mobile. To receive your Wire messages, calls and files everywhere you can download the applications to your devices from wire.com/download.

Install Wire on all the devices you plan to use it, and log in. Note that as a security feature we will alert your email and existing devices about new logins.





Log in

After downloading Wire on your device log in with your account credentials – your email and password.

Log in to Wire on all your devices to receive and sync messages. Chat history will not be synced to the new devices you log in from for security reasons.



- Join
- Accept
- Download
- Login

W

Navigating Wire

1. Desktop
2. Mobile
3. Guest rooms



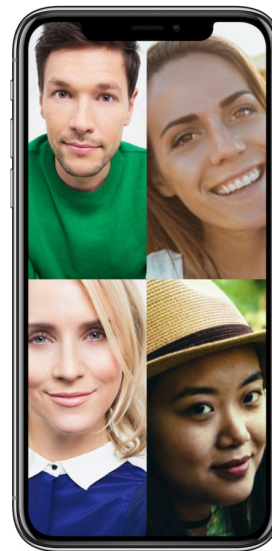


Navigating Wire

This chapter highlights the most common functions to help you navigate and make the most of Wire on desktop and on the phone*.

We take pride in making the user experience great. Wire is built natively for each operating system but maintains a consistent design and usability principles across platforms.

** Please note that there are subtle difference between the platforms in terms of feature availability and navigation.*





Profiles

Conversations

Contacts & group creation

Settings

Search

Calling

The screenshot shows the Wire mobile app interface. On the left is a dark navigation sidebar with icons for profiles, conversations, and contacts. The main area displays a group chat titled 'DAILY STANDUP GROUP'. At the top of the chat is a search bar. Below it is a large image of a 3D bar chart with an upward-pointing arrow. A message from 'Debra' follows, containing a link to 'Wire Secure Messenger: A Year Later | Operational-Security.com' and a line graph. On the right side, a 'Calling' panel is open, showing options to add participants, guest options, and a list of group members. At the bottom of the chat is a 'TYPE A MESSAGE' input field and several icons for chat actions.

Guest rooms

Participants

History

Message functions

Desktop

Mobile

Guests



Group creation
Guest rooms

Directory of
contacts

The screenshot displays the Wire mobile application interface. On the left is a dark sidebar for 'ACME CORPORATION' with options to 'Create group' and 'Create guest room', and a 'CONTACTS' list including Cathrine Jackson, Debra Hillstad, Eric Löve, Felix Webster, Fred Jones, Jane Doe, John Weber, Lisa Aumasson, Markus Westernhagen, Robert Dorothy, and Tessa Bowman. The main area shows a 'DAILY STANDUP GROUP' chat with a post from Debra about revenue, a link to 'Wire Secure Messenger: A Year Later | Operational-Security.com', and a line chart. The chart data is as follows:

Month	Stakes	Drifts	Whites
Jan	10	180	80
Feb	100	100	100
Mar	120	50	100
Apr	130	20	100
May	140	10	100
Jun	180	10	100

Below the chat is a 'GUEST OPTIONS' panel with a 'Guest Toggle' (turned on) and a 'Guest rooms link' (https://app.wire.com/join/?key=krU0n6J1izHRsun0uwAR&code=XQzEBBCCGalf714l_xWq). The bottom of the screen has a 'TYPE A MESSAGE' input and icons for voice, video, attachments, and reactions.

Guest Toggle

Guest rooms link

Desktop

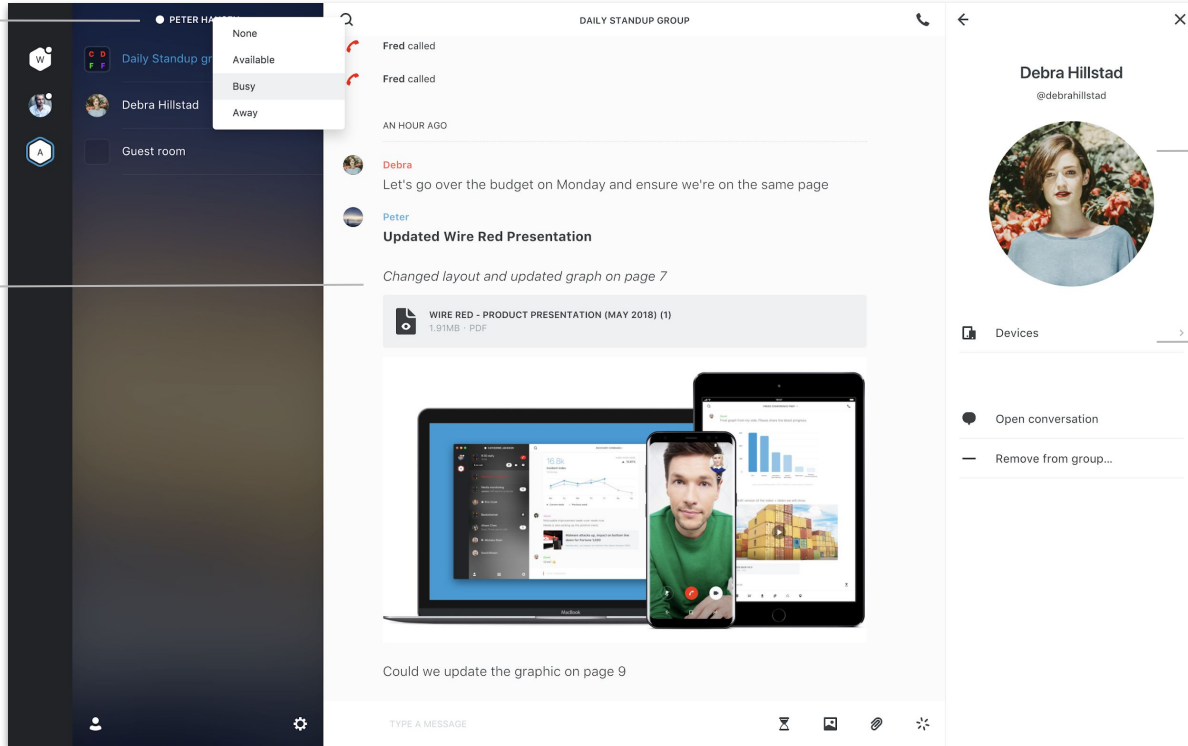
Mobile

Guests



Status

Text formatting



Status and profiles

Active devices and fingerprint

Desktop

Mobile

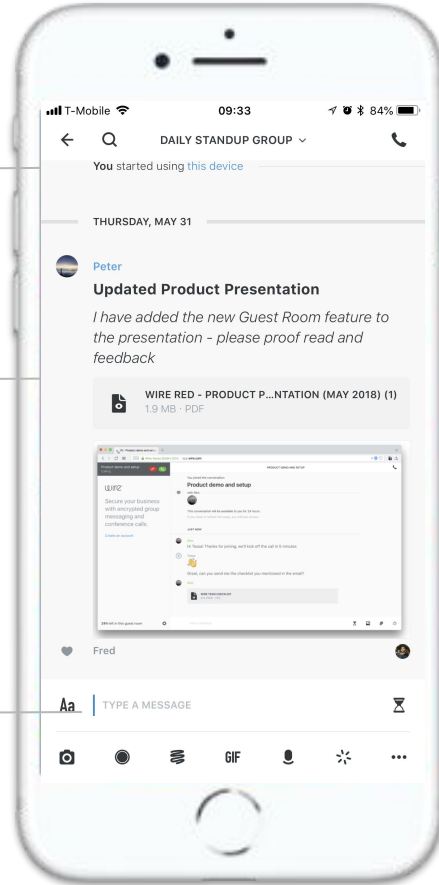
Guests



Group or contact name

Messaging

Text and formatting



Calling

Picture preview

Messaging functions

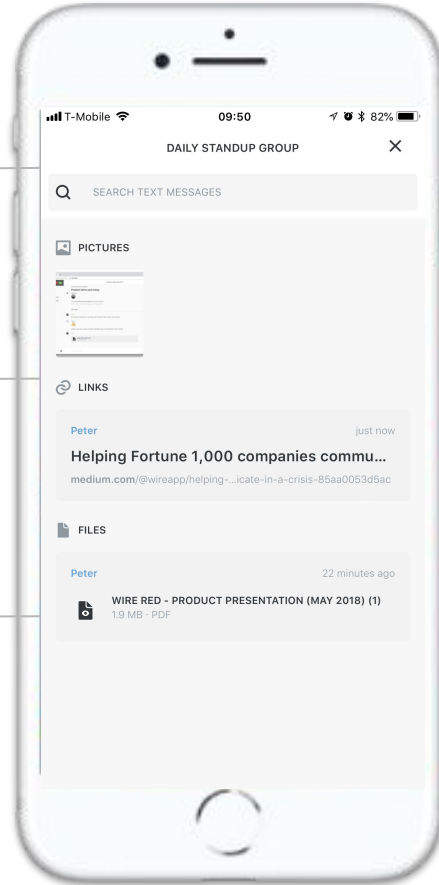
- Desktop
- Mobile
- Guests



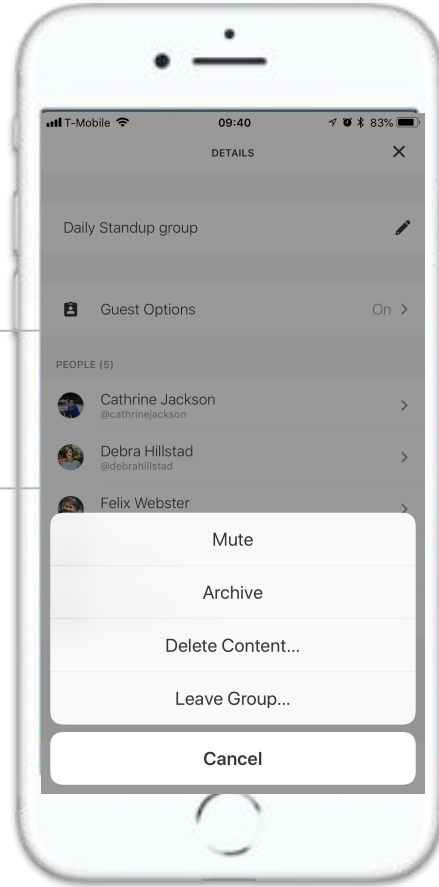
Search

Picture preview

File preview



Link preview



Group naming

Guest toggle

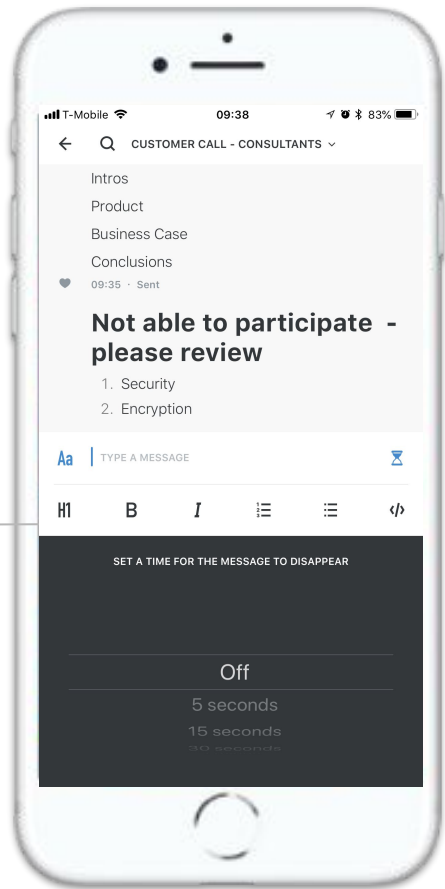
Group participants overview

Content and group management

Desktop

Mobile

Guests



Text formatting

Timed messages

Timed message settings

Desktop

Mobile

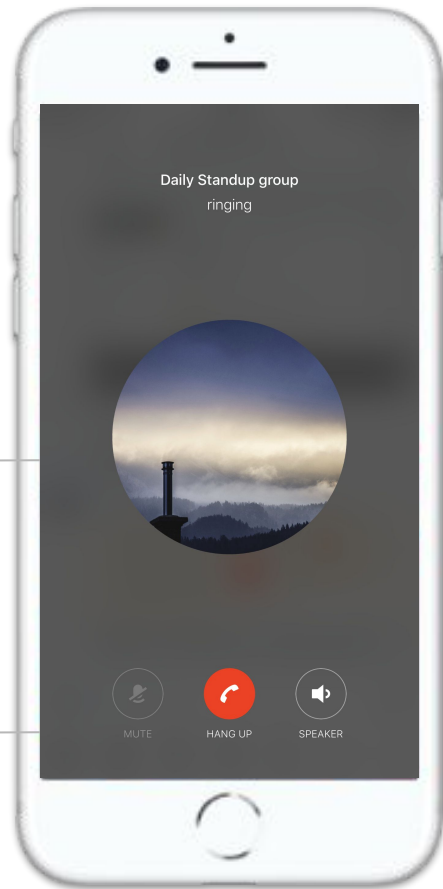
Guests



Group or contact name

Profile picture

Call functions



Desktop

Mobile

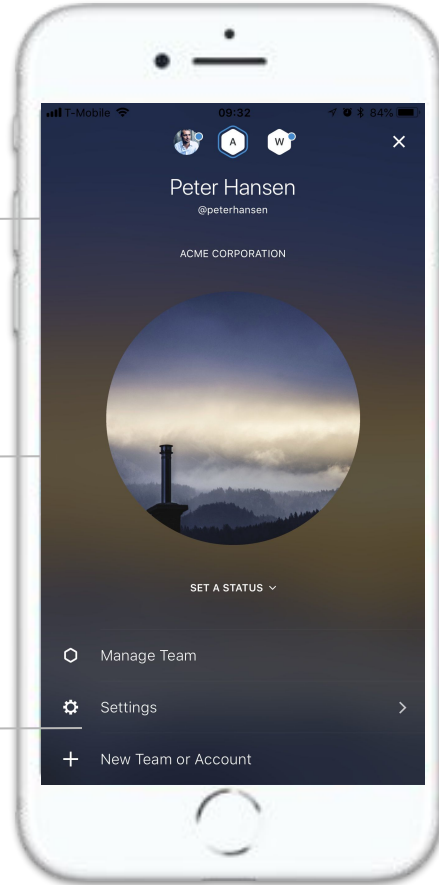
Guests



Profile

Profile picture

Settings and team management



Accounts

Status

Desktop

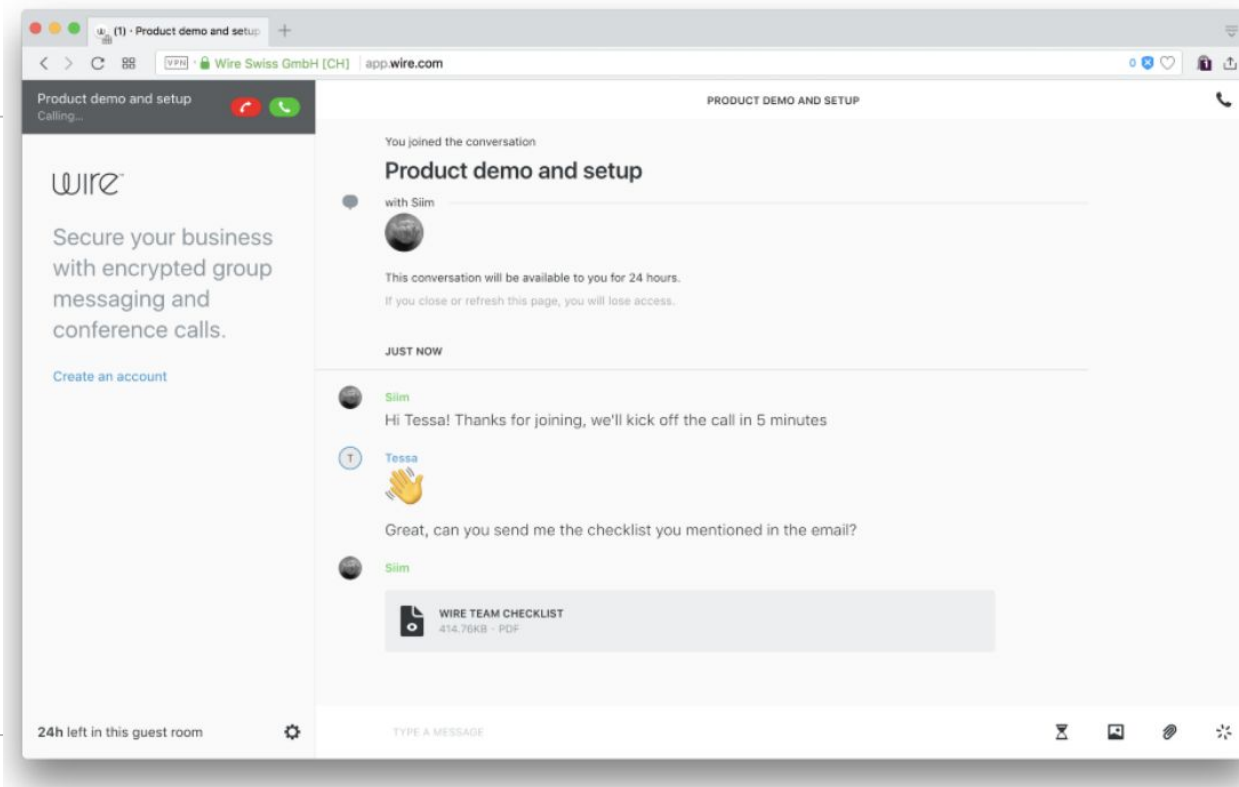
Mobile

Guests



Call status

Guest room link



Timer

Messages

Messaging Functions

Desktop

Mobile

Guests

W

Troubleshooting

1. Password
2. Migration
3. Conversation History and Back-up

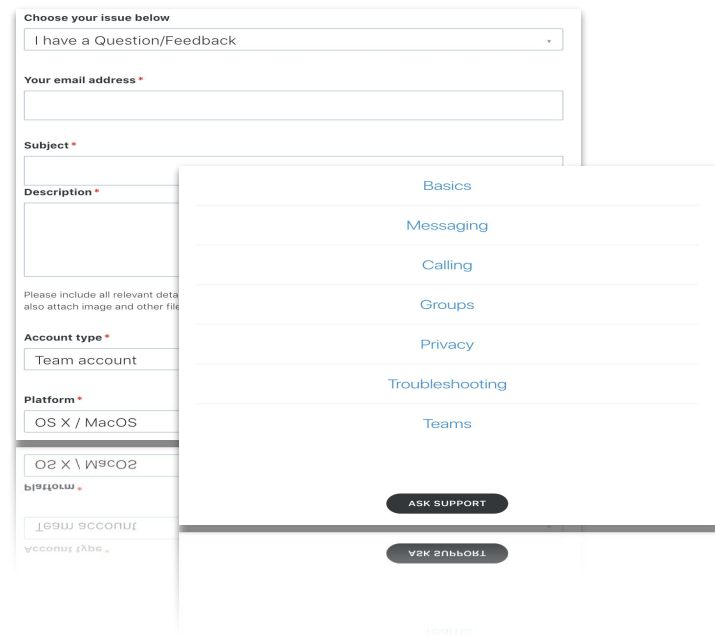




Troubleshooting

We have added the three most common issues Wire users experience and asks about.

With the product is an exhaustive list online for Frequently Asked Questions. Customers also have the ability to directly contact our support via the Wire Service Ticketing system available at support.wire.com





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Reset Password (mobile)

On mobile devices:

From outside the app, go [here](#).

From inside the app, in the conversations list:

1. Tap your Profile in the upper left corner.
2. Tap Settings .
3. Tap Account.
4. Tap Reset Password.

For security reasons, the link that we send you to change your password is only valid for one hour.

Reset Password (desktop)

On desktop (MacOS and Windows) and Wire for Web:

1. Click Settings to show your profile.
2. Click Reset password.

From outside the app, go [here](#).

For security reasons, the link that we send you to change your password is only valid for 1 hour.



Migration from Private Account to Team

In order to create a new team account or join a team you need to use an email address that is not already registered on Wire.

Your Wire personal and team accounts work similar to email. They are two separate identities which can be completely independent of each other. In order to isolate these separate identities, keep your data confidential and your privacy intact, we ask you to create a team or join a team with an email address that is not already registered on Wire. The same applies to usernames -- your username for your personal and business Wire accounts are unique.

To remove work email from personal account:

1. In the Wire (only iOS or Android), go to Profile > Settings > Account.
2. Change your email address.
3. Verify the new email address.
4. Your our old email address can now be used to create a new team account.
5. Ask the team owner to send you an invitation to the team.



Conversation History

To protect your privacy, messages are only stored on your devices. This means that only new messages, not conversation history, will be displayed after you uninstall/install Wire, or start using Wire on a new device.

More questions? [Contact](#) us.

Back-Up

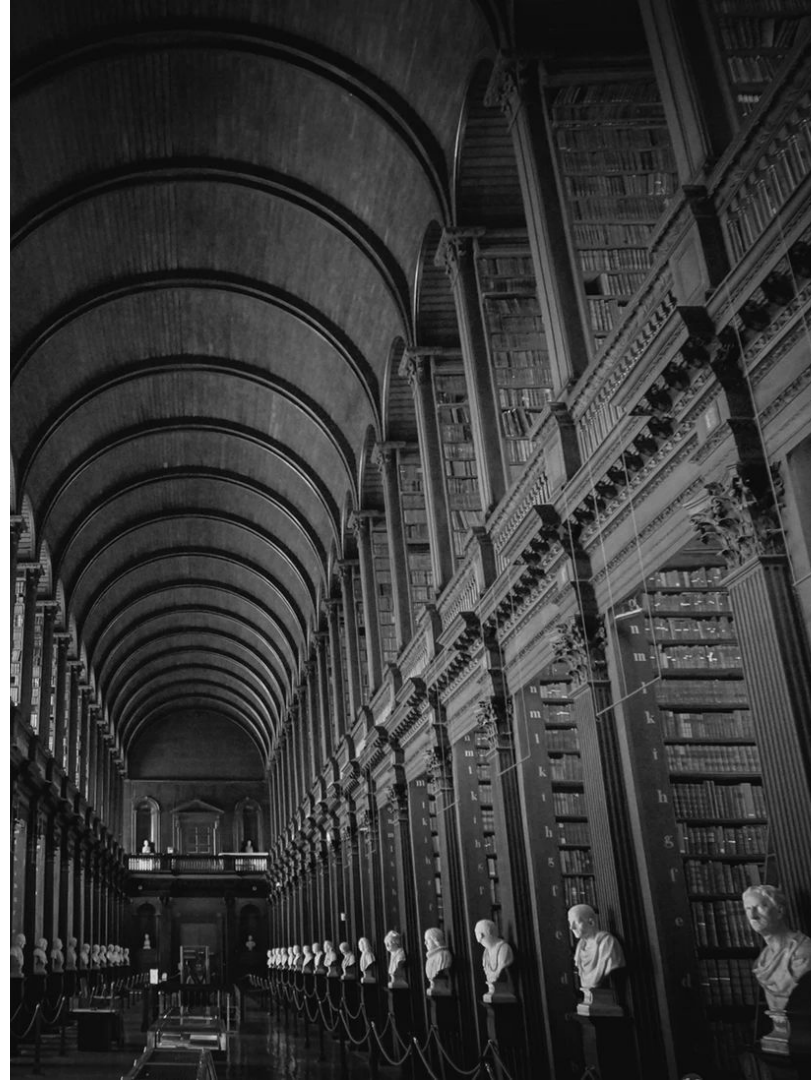
Create a backup to preserve your conversation history. You can use this to restore history if you lose your device or switch to a new one. You will need a fresh login to restore your history from a backup

[Learn more](#)

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Resources

1. Useful links
2. Customer service and response times
3. Billing



Resources

Application download

[Wire for mobile or desktop](#)

Technical

[FAQs](#)

[Security White Paper](#)

[Source code of GitHub](#)

Security audits

[Independent security audits](#)

Customer service and response times

With a team account for your organisation you get prioritized [support](#) from Wire through email. We will answer your question within 24 hours during work days. Our average response time is under 5 hours.

[Create a support ticket](#) to get help, or answers to your questions.

Billing

In your [Team Admin panel](#) you can always view or update the status of your contract. You can also view current payment status and add or change credit card.

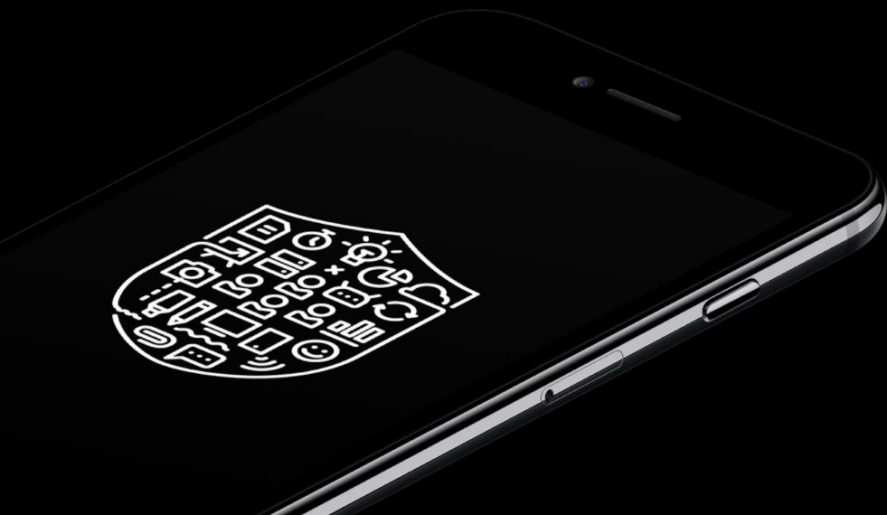
Company Information

Here you can update your company name and billing address.

Payment method

Wire supports credit card or invoice payment.

You can always view, or upgrade your subscription either through the automatic upgrade features or by contacting sales@wire.com



Wire is a global company with offices in Berlin, San Francisco and Zug. We are 65 employees from 28 nationalities and a wide range of backgrounds. Our people have previously worked at companies like Skype, IBM, Telio, TDC, Intec, Huddle, Oracle, Cisco, Fjord, SoundCloud, and Gameloft.

Many in our team worked at Skype in the early days, helping to change the telecom landscape, and contributing to real-time communication technologies that became WebRTC – which now powers tools used daily by hundreds of millions of people.

Building on that foundation, we're ready to revolutionize the way people collaborate and communicate.

Wire. The most secure collaboration platform.