User guide

Welcome to the most secure collaboration platform.

Welcome to Wire!
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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
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
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.
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.
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)
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.
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 differences between the platforms in terms of feature availability and navigation.
Group creation
Guest rooms
Directory of contacts

Guest Toggle
Guest rooms link

Desktop
Mobile
Guests
Let's go over the budget on Monday and ensure we're on the same page.

Updated Wire Red Presentation

Changed layout and updated graph on page 7

Could we update the graphic on page 9?
Messaging functions

- Group or contact name
- Text and formatting
- Picture preview

Calling

Desktop
Mobile
Guests
Guest toggle

Group participants overview

Group naming

Content and group management

Desktop  Mobile  Guests
Timed messages

Text formatting

Timed message settings
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
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
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.
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, Tello, 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.