



Desktop User Guide

Version 6.10



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Download Wickr Enterprise

This page is intentionally left blank for any custom installation instructions.

Otherwise Wickr Enterprise can be downloaded here:

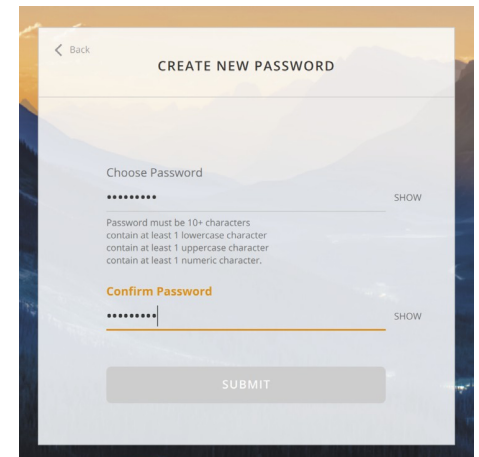
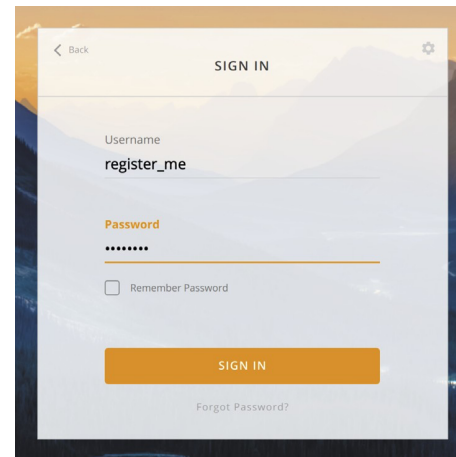
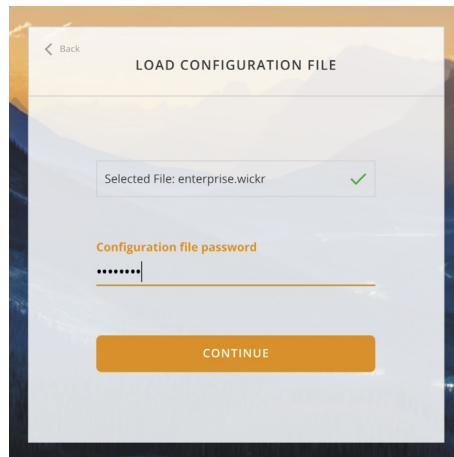
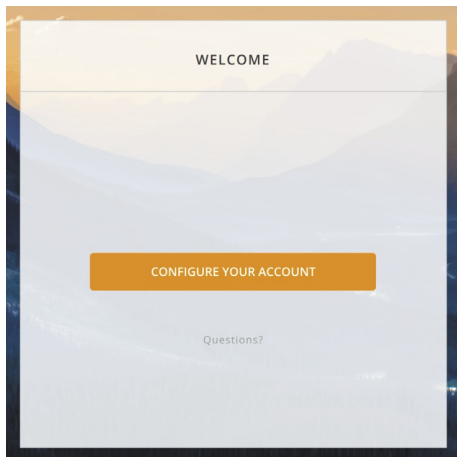
<https://enterprise-download.wickr.com>

Desktop Registration

All Wickr Enterprise apps need a configuration file for users to connect to the environment. Configuration files are password protected and are only valid for a set amount of time.

Clicking the “Configure your Account” button will open a file browser. Choose the configuration file and enter the password to continue.

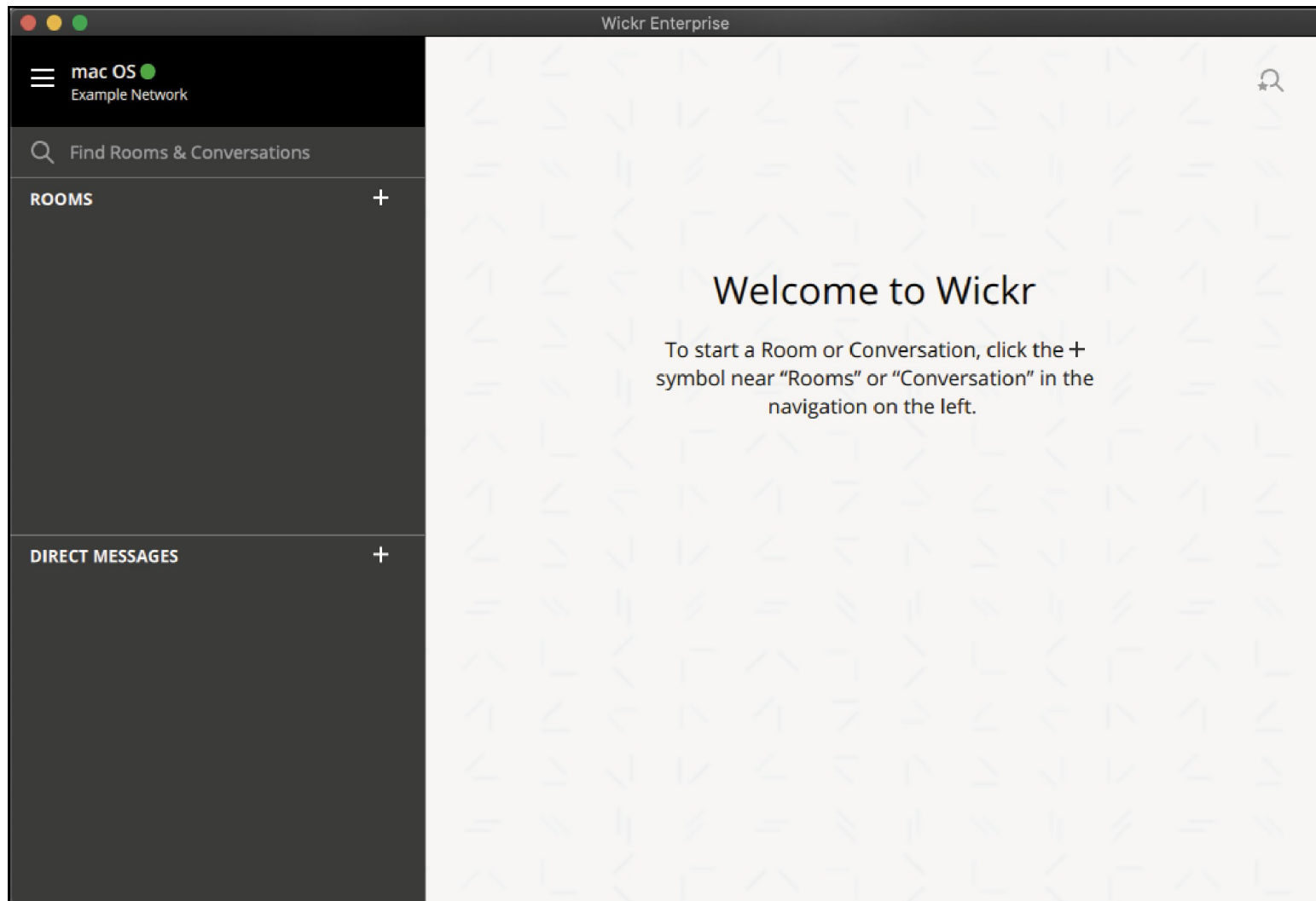
Sign in with the username and password provided by your administrator. If the admin allowed password changes, it must be changed immediately and follow the complexity rules they’ve set.



App Overview

The very first time the app is launched, it will present tutorials for using basic features of the app. This includes creating a room, group conversation, and direct messages. These tips will show up the first time a feature is seen in any portion of the app.

If an administrator has created a default room, it will show up on the left side in the main panel. Otherwise, new users will have a blank view like the screenshot below.



Main Panel

The main panel on the left side will show any rooms, conversations, and direct messages you're a part of. You can create a room, convo, or direct message (DM) here, as well as search for names of rooms.

The image shows a screenshot of the Wickr application interface. The main panel is divided into three sections: Rooms, Direct Messages, and a search bar. Callout boxes provide details for each section:

- Wickr Menu:** Points to the hamburger menu icon in the top left corner.
- Room List:** Points to the 'ROOMS' section, which includes a search bar and a list of rooms. It explains that unmoderated rooms are user-managed, while moderated rooms are managed by moderators.
- Direct Messages:** Points to the 'DIRECT MESSAGES' section, which lists 1:1 conversations. It notes that multi-person conversations have moved to the Rooms list.
- Create a Room:** Points to the plus sign icon next to the 'ROOMS' header.
- Create a Direct Message:** Points to the plus sign icon next to the 'DIRECT MESSAGES' header.

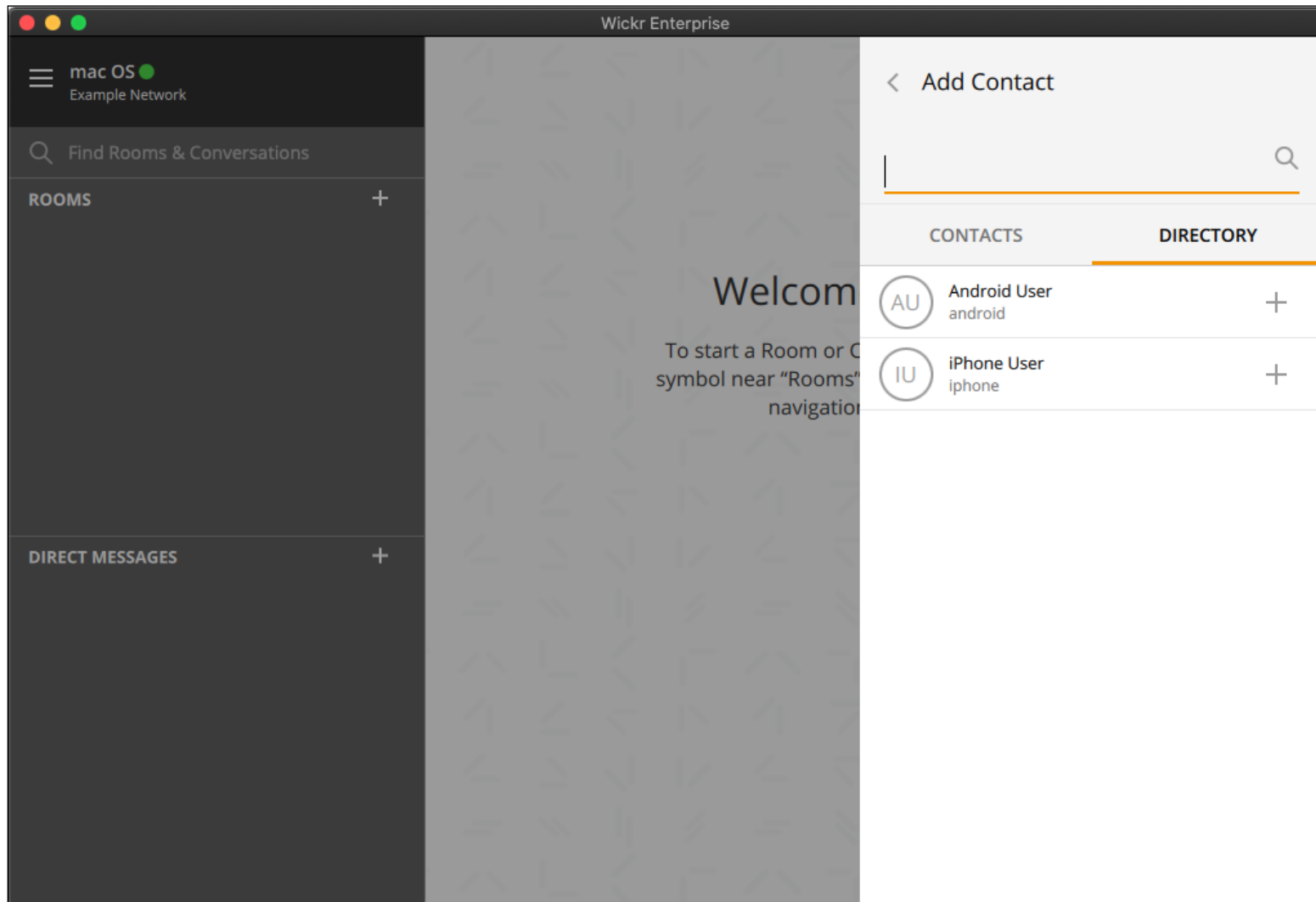
The screenshot content includes:

- Header: mac OS Example Network
- Search: Find Rooms & Conversations
- Section: ROOMS (+)
- Room: Example Room (10:48 AM)
 - Message: iPhone: Everything is perfect.
 - Message: Android User, iPhone User (10:47 AM)
 - Message: mac: This is just an example.
- Section: DIRECT MESSAGES (+)
- DM: iPhone User (10:46 AM)
 - Message: iPhone: Are you around?
- DM: Android User (10:42 AM)
 - Message: mac: Hey!

Create a Direct Message

Clicking the + icon next to **Direct Messages** will bring up the menu on the right. From there you can choose which user to begin messaging.

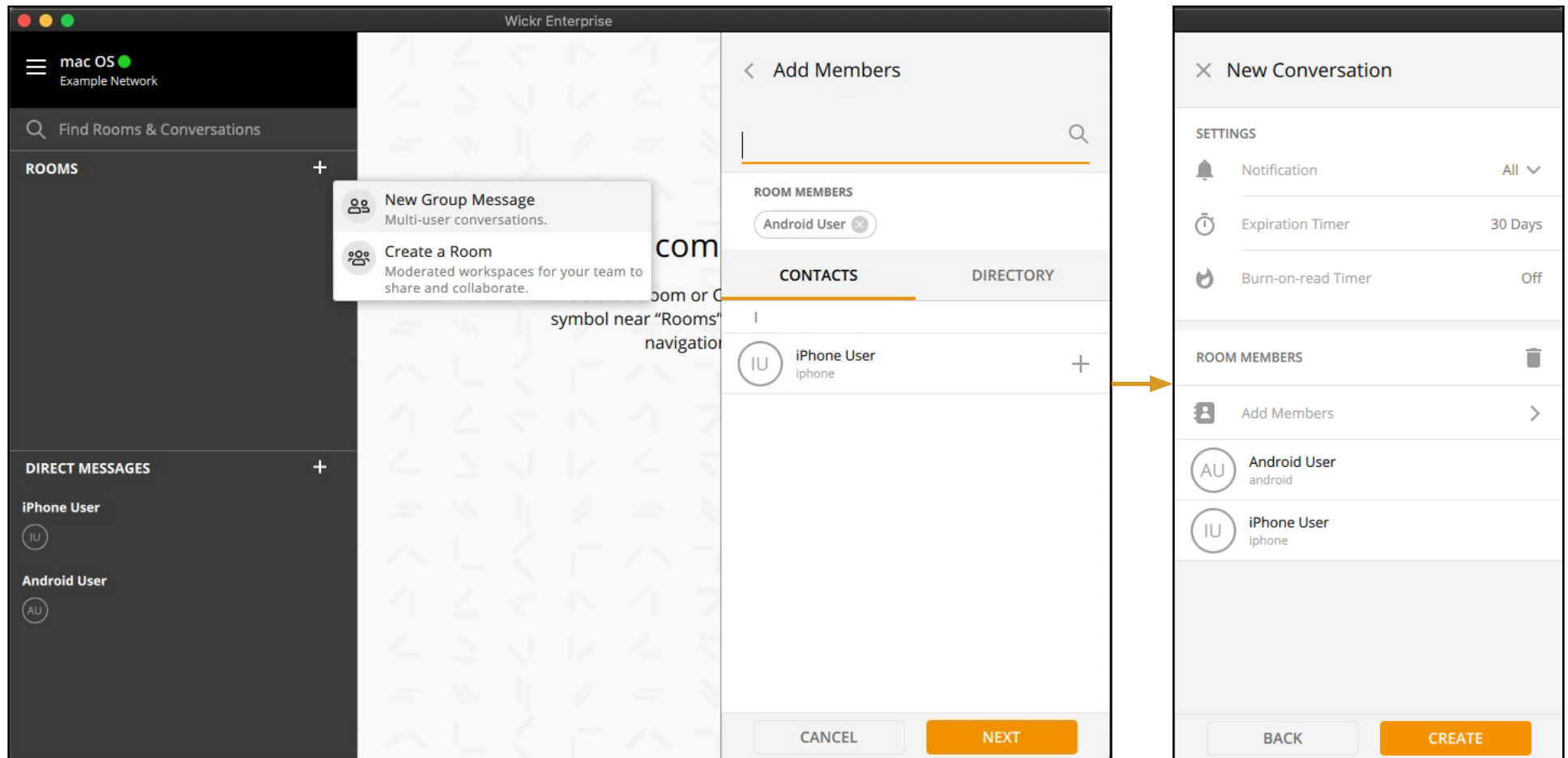
Directory will show users in your network. **Contacts** is always empty on first launch, but will populate as you see other users in rooms and conversations. You can search through either list using the entry above both panes.



Create a Group Message

Clicking the + icon next to **Rooms** will bring up two options. **New Group Message** and **Create a Room**.

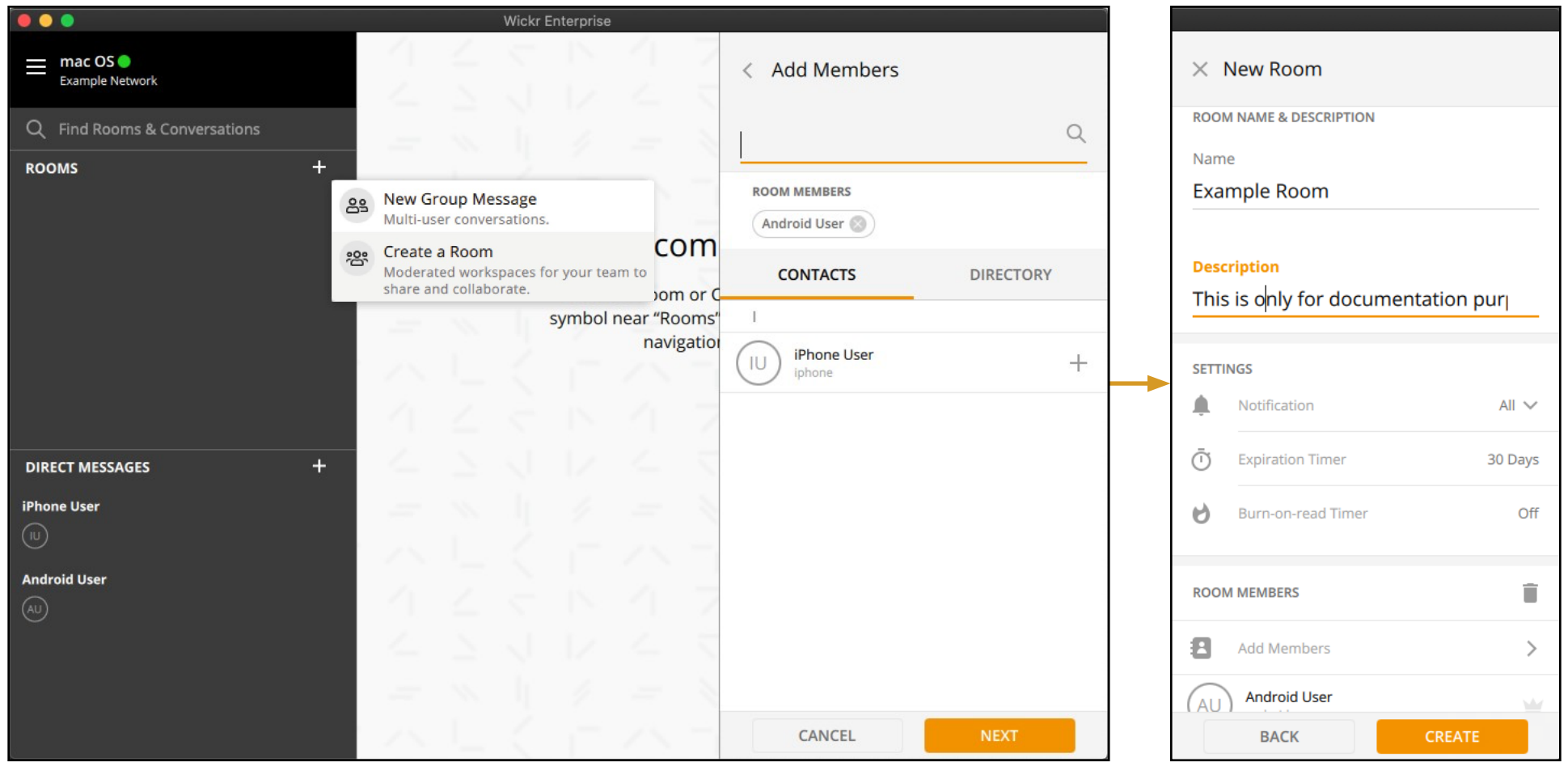
Choosing **New Group Message** will allow you to choose the members to add. After choosing the members, you will have the option to change your personal settings. It's important to remember that others can change their settings and use different expiration options. Additional users can be added to a group, but they can't be removed unless they leave voluntarily.



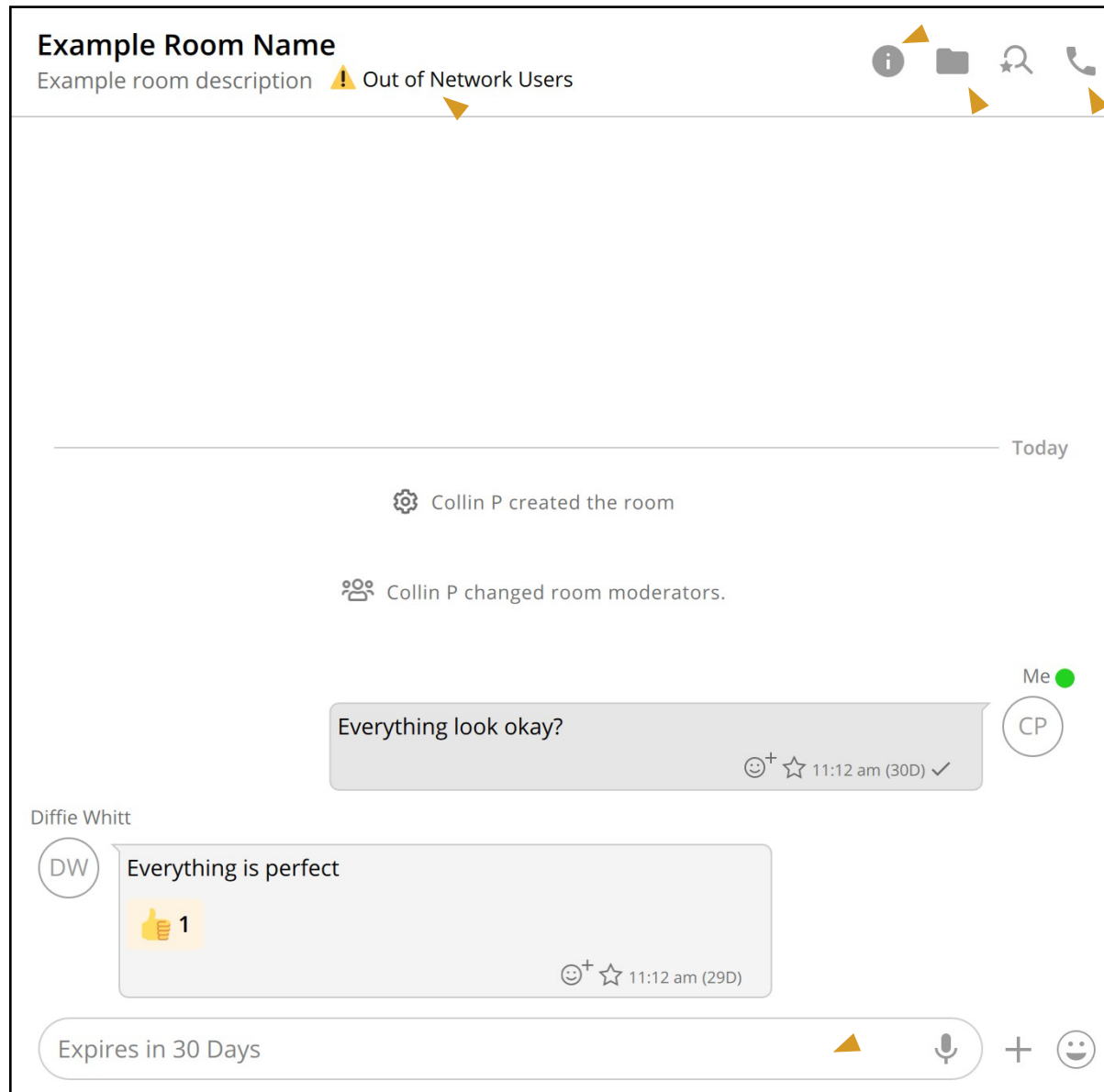
Create a Room

Clicking the + icon next to **Rooms** will bring up two options. **New Group Message** and **Create a Room**.

Choosing **Create a Room** will initially be just like a Group Message. Choosing the members will proceed to the Room Settings pane. The settings on the New Room pane will apply to all members. Room titles can be up to 32 characters and descriptions up to 64 characters long.



Features: Rooms & Conversations



Room Details

Clicking the room title or the (i) icon will open the Room Details pane.

Start a Call

This icon will start a call, or if there is a call in progress it will allow the user to join the call.

Saved Files

This icon will list any files and links that have been saved to this room or conversation.

Out of Network Users

This warning indicates that one or more of the users in the room are from outside of the organization's network.

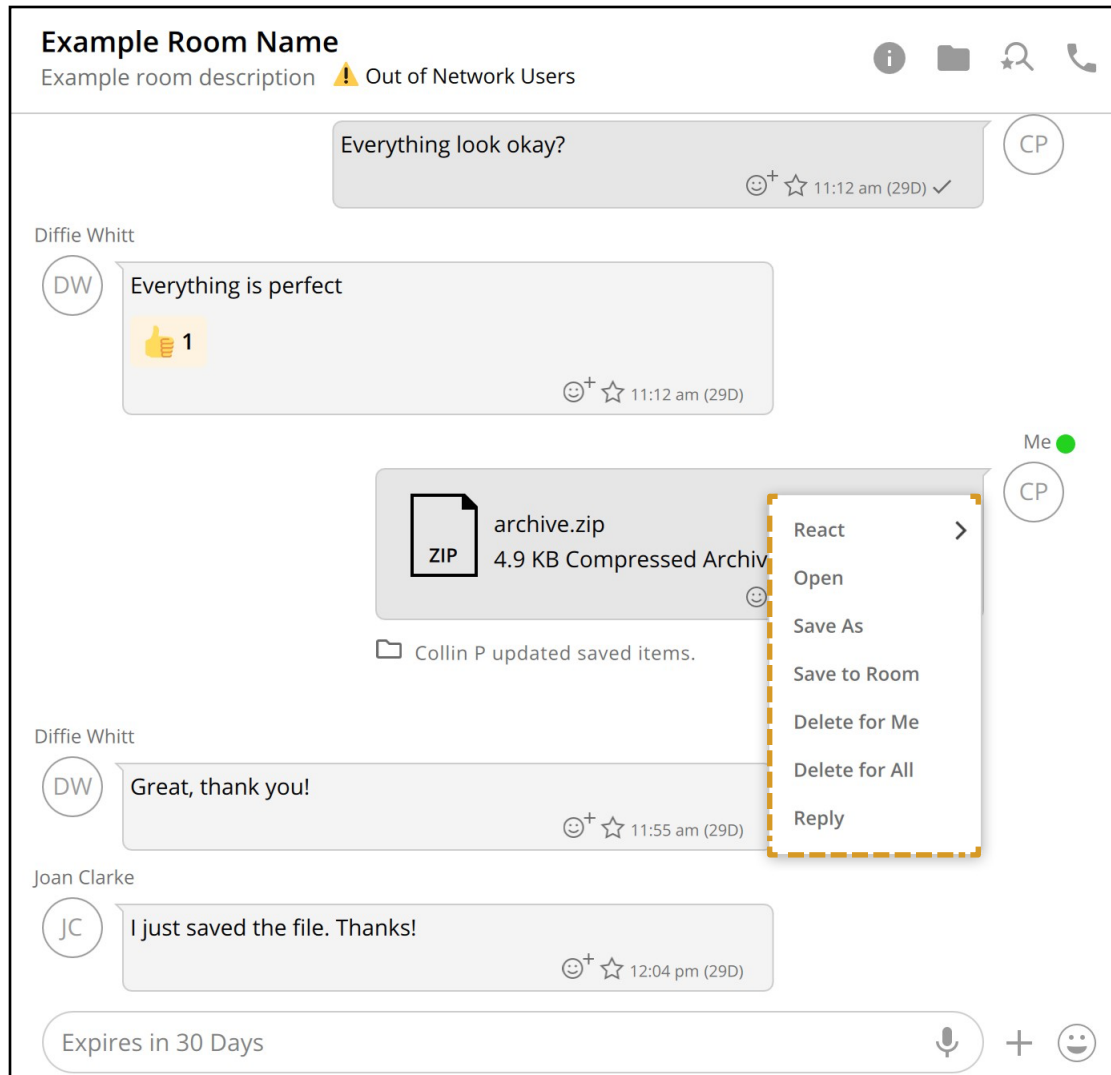
Message Text

This field accepts 10,000 characters of pure ASCII entry. Pasting emoji, formatting, or Unicode will lower the total amount.

Features: Message Options

To open the message menu, right click on the message itself or click on the message menu icon (⋮) for files or links.

Saving a file or a link to a room will retain it for a year in typical deployments. This can be customized when using S3 instead of the Wickr file manager service. These files are available to new members who do not have room history by using the saved files icon at the top of the room.



Save As

This will save the file to your device.

Save to Room

This will save the file to the room, allowing easy access for both existing and new members.

Delete for Me

This will delete a message from your view and clean up history in rooms where you only need important info.

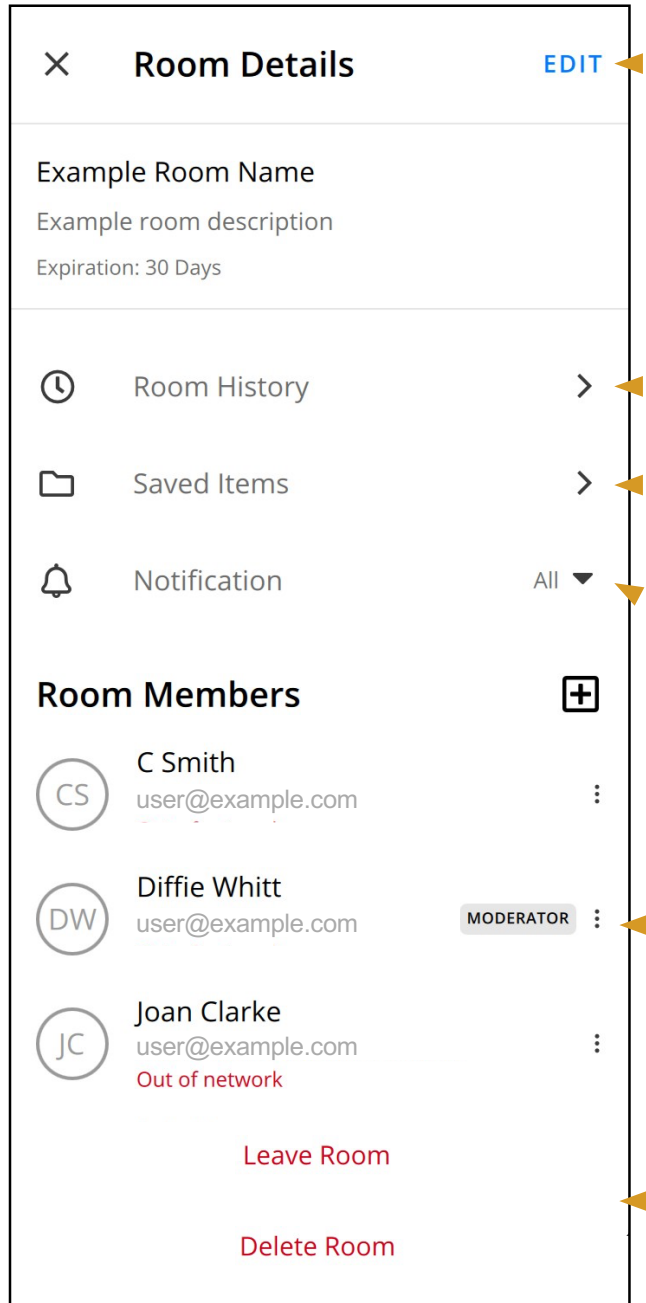
Delete for All

This will remove the message or file for anyone. Perfect for deleting a mistake.

Reply

Reference an older message in a new message.

Room Details



Edit Room

Moderators can click to change the room settings.

Room History

View the timeline of changes and updates made to the room.

Saved Items

Saved items persist longer than normal message expiration, but are still removed after a year.

Notification Settings

You can receive notifications for all messages or only those that mention @you and @all.

Member List

All users will be listed here, and they will have the Moderator tag if they can change the room settings.

Leave or Delete Room

Moderators can delete a room, but normal users can only leave.

Edit Room Details

< Room Details SAVE

Room Name
Example Room

Description
This is only for documentation purp

🕒 Expiration Timer 30 Days ▼

🔥 Burn-On-Read Timer Off ▼

Moderator +

MO mac OS macos Moderator

Members +

AU Android User android

IU iPhone User iphone

Expiration Time

Expiration can be adjusted when starting a message, any time in a conversation, or be set in a room by a moderator.

Burn-on-Read

Burn-on-read can be adjusted when starting a message, any time in a conversation, or be set in a room when the user is also a moderator.

Moderators

If you're a moderator you can add or remove other moderators here. Make sure to always have more than one!

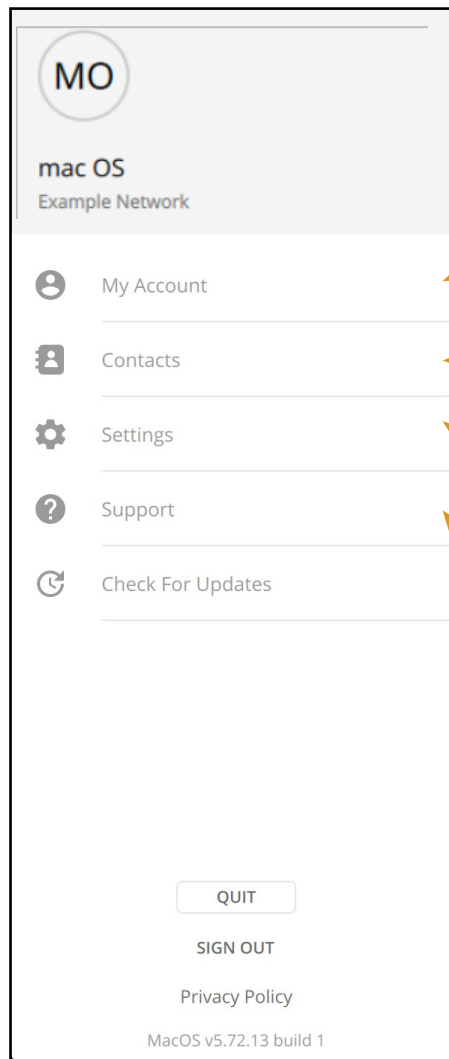
Members

Moderators can add and remove users from this menu.

Wickr Menu

The very first time the app is launched, it will present tutorials for using basic features of the app. This includes creating a room, group conversation, and direct messages. These tips will show up the first time a feature is seen in any portion of the app.

If an administrator has created a default room, it will show up on the left side in the main panel. Otherwise, new users will have a blank view like the screenshot below.



My Account

This allows a user to change their avatar, change their password, toggle idle/active status.

Contacts

The contacts page shows users in your network and users outside of your network that you've been in a room or conversation with.

Settings

Here users can control notifications, privacy & safety, device management, and connectivity.

Support

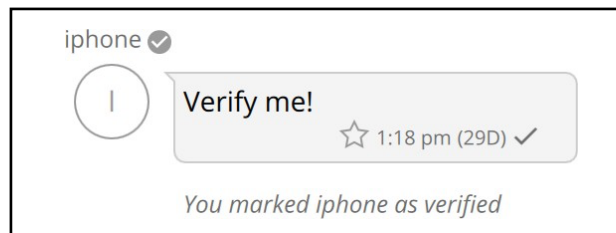
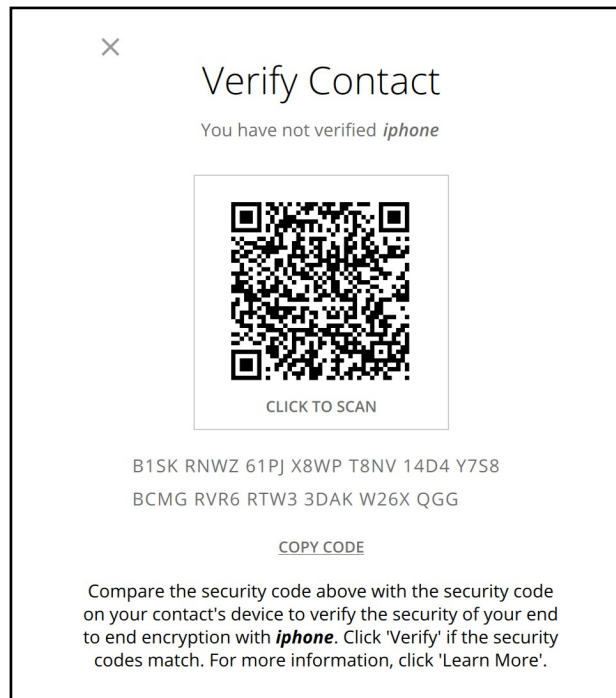
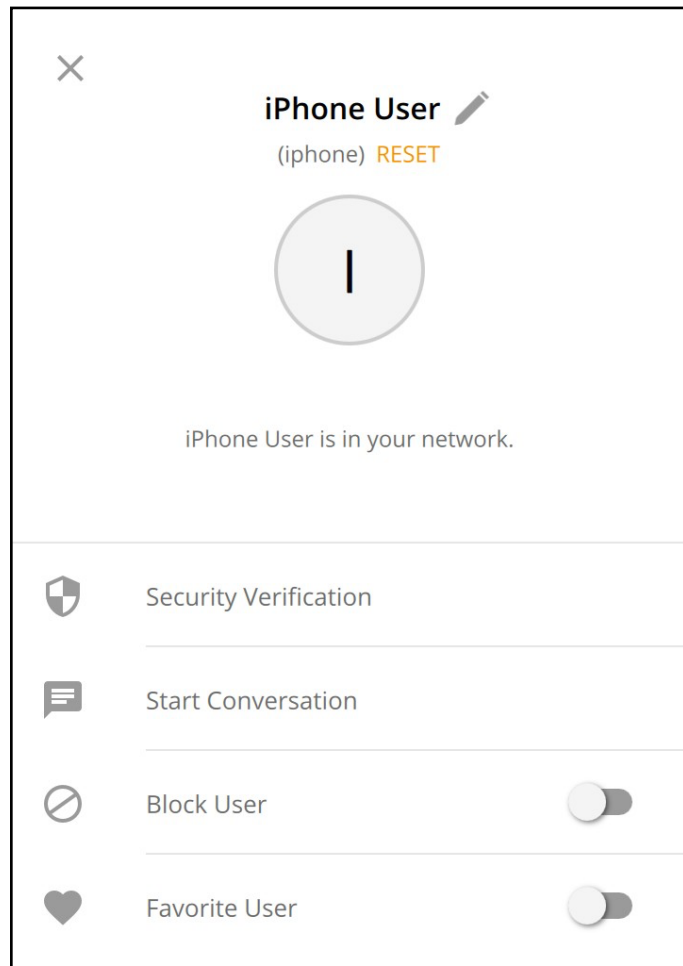
Access to tutorials, links to Wickr Support, logging options, and the option to wipe app data.

Contacts & Verification

Users can have an additional set of security controls by verifying other users they talk to. They can scan a QR code if they're close to the other party, or choose to verify without scanning if they're sure the other party is who they say they are.

Verification status will change if the user is deleted, resets their password, or resets all of their devices. A banner will be shown if a user becomes un-verified.

Clicking a users avatar will bring up this menu:



Important

Reverify any user that becomes unverified as soon as possible.

This is especially true for room moderators, as they may not see their rooms until verified by others.

Calling

Example Room Name

Example room description ⚠️ Out of Network Users



Start a Call

Camera On/Off

Mute On/Off

End Call

Share Screen

Call Participants

See current call participants, host can force mute others, invite others to join the call.

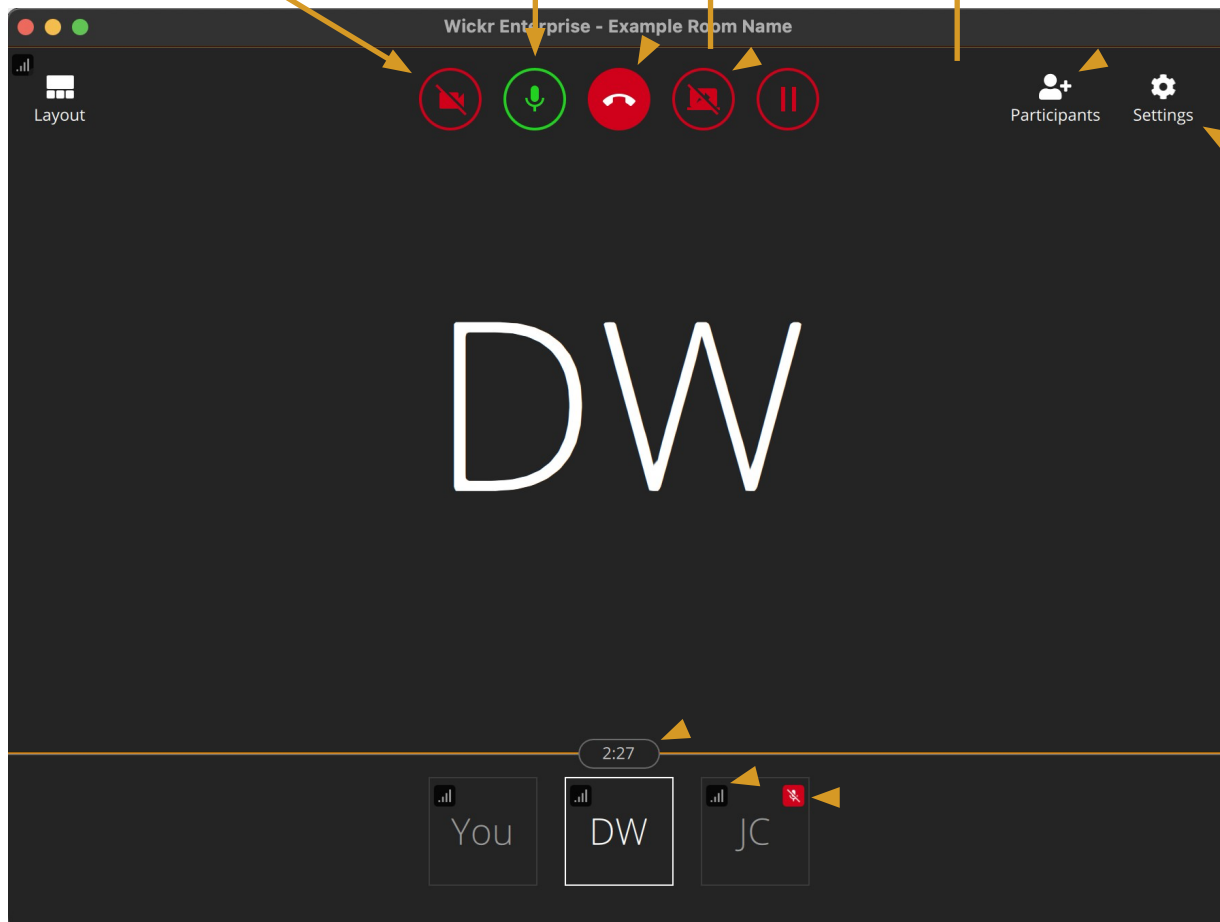
Call Settings

Test and select hardware for camera, speakers, and microphone.

Call Length

Connection Strength

Muted User



Messaging

The screenshot shows a messaging interface with the following elements:

- Header:** "Example Room Name" with a description "Example room description" and a status "Out of Network Users".
- Message 1:** A file named "archive.zip" (4.9 KB Compressed Archive File) sent by "Collin P" at 11:51 am (29D). A menu icon (three dots) is visible on the right side of the message.
- Message 2:** A text message from "Joan Clarke" (JC) saying "I just saved the file. Thanks!" sent at 12:04 pm (29D).
- Message 3:** A "Meeting Ended" notification by "Collin P" with a duration of 00:06:22, sent at 1:52 pm (29D).
- Message 4:** A text message from "Diffie Whitt" (DW) saying "Remember to send me your report next week" sent at 2:26 pm (29D).
- Message 5:** A text message from "Me" (CP) saying "Will do!" with a thumbs-up reaction from 1 user, sent at 2:27 pm (30D).
- Footer:** A bar indicating "Expires in 30 Days" and a bottom navigation bar with icons for voice recording, attachments, and emojis.

Access Message Menu

Click the menu icon or right-click the message to save files, delete messages, and reply directly to messages.

Add Emoji Reaction

Quickly add an emoji reaction to a message.

Star Message

Users can star a message to quickly find it again in the future. Click the star icon in the search bar to show these files and messages.

Record Voice Memo

Attach File or Share Location

Add Emoji to Message

Attaching Files

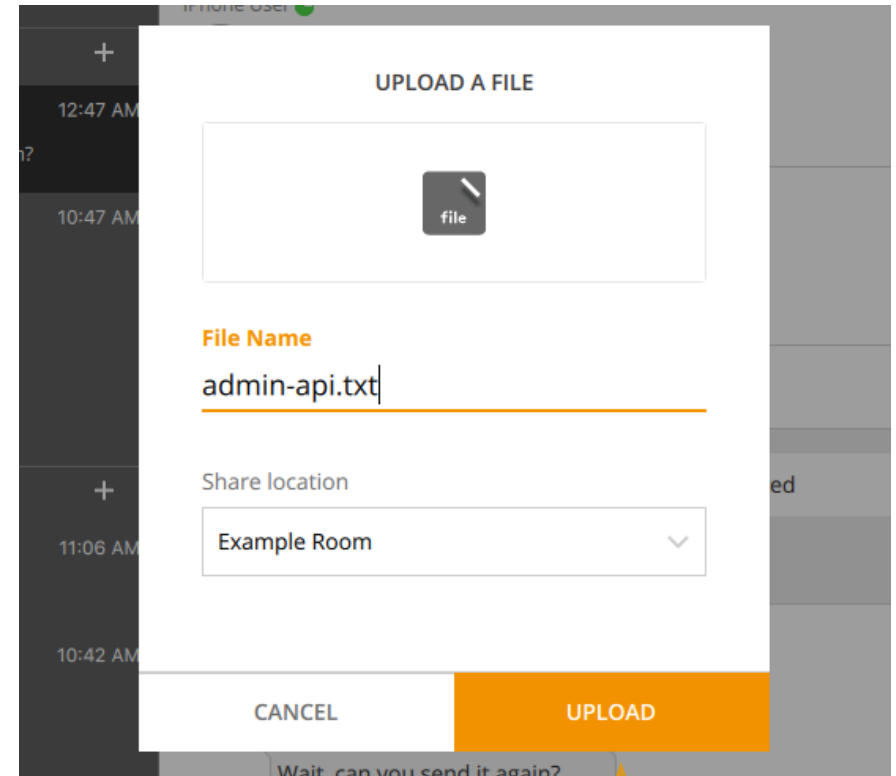
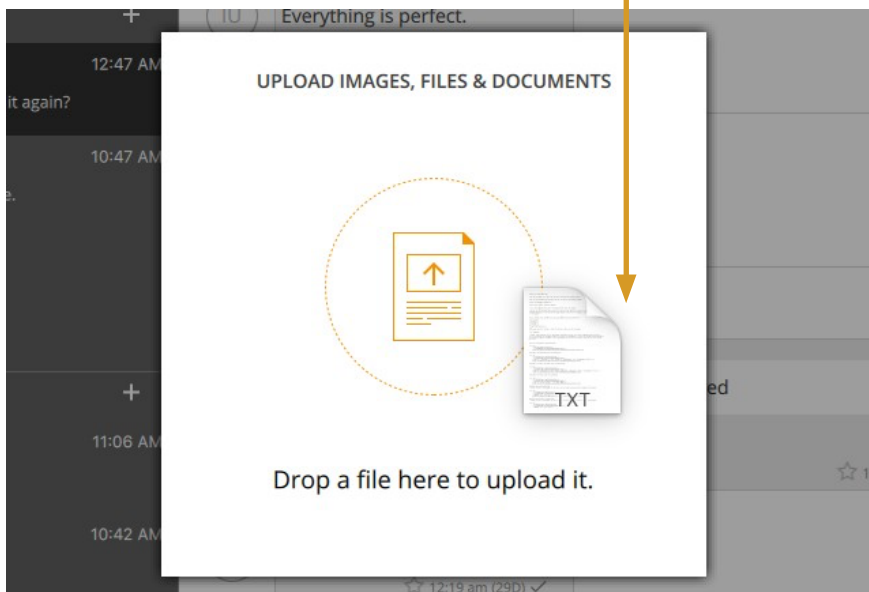


Use File Attachment Button

Click the + icon and Choose File to attach any type of file from your computer.

Use Drag-and-Drop Option

Simply drag the file you wish to attach into the Wickr window.



Confirm the Attachment

Users can confirm the file selected, rename it, and choose what room or conversation to upload to regardless of how the file is attached.

Searching

Universal Search

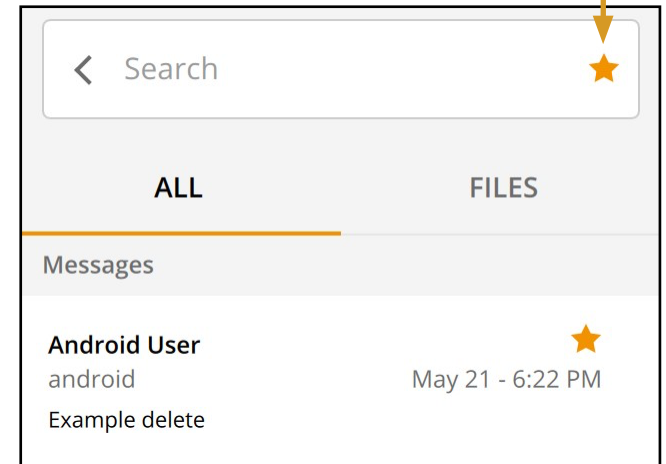
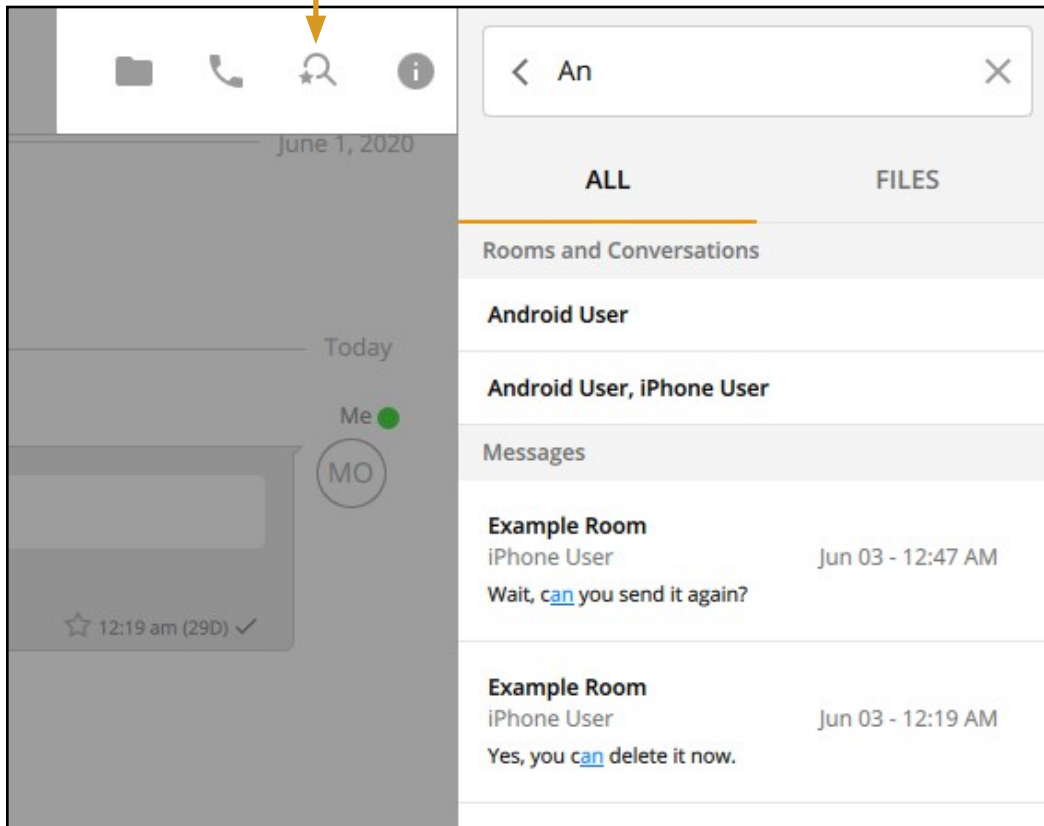
Users can search for any of the following by clicking the magnifying glass on the upper right: Rooms, Conversations, Messages, File Names, and Emojis.

Clicking on any result will take you to that room, conversation, message, or file.

Search for Starred Messages

Users can star a message to quickly find it again in the future.

Click the star icon in the search bar to show these files and messages.

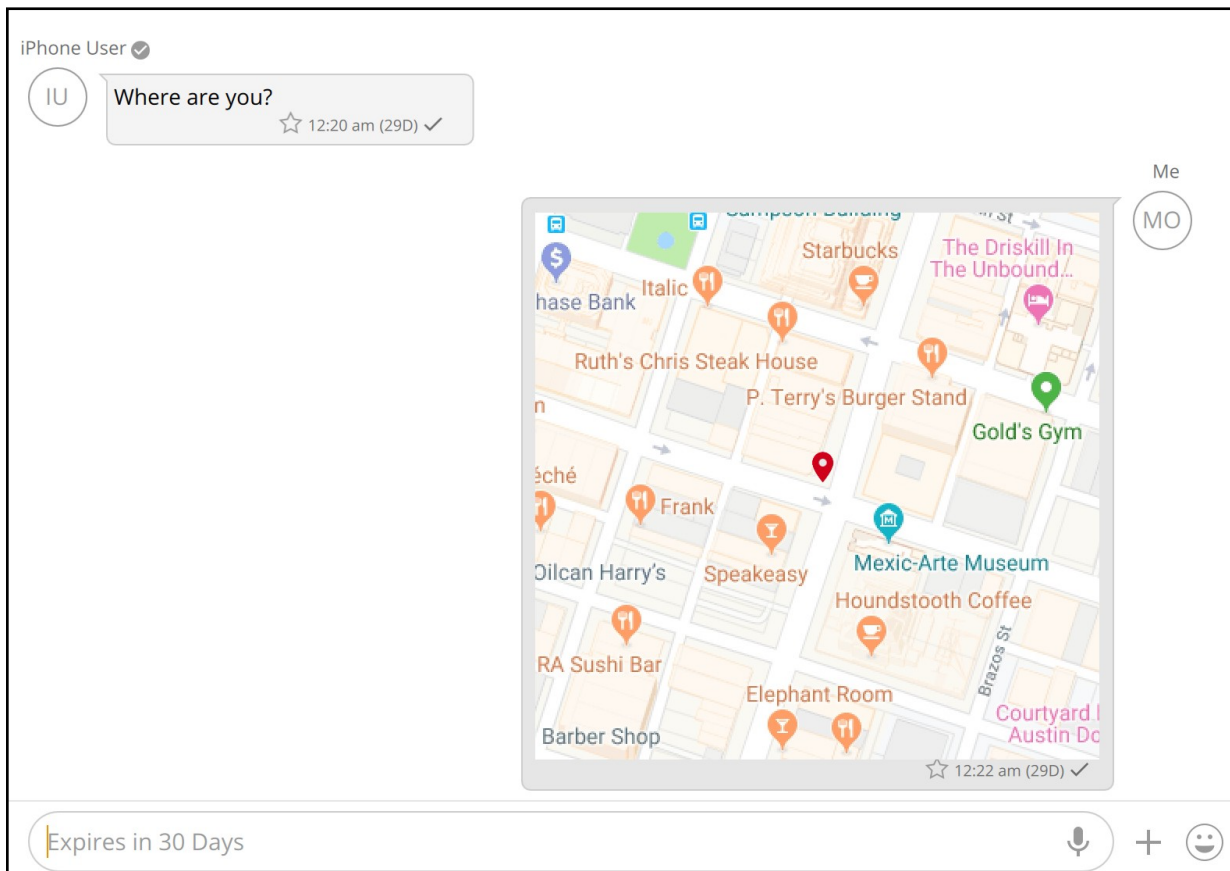


Location



Share Current Location

Clicking the Share Location button will share either a map preview or link to the users location. This feature must be enabled by an admin.



Voice Memos

Users can share voice messages up to one minute long. The messages cannot be downloaded, but can be played repeatedly until the message Expiration time is reached.



Record

Clicking the microphone icon on the bottom right of the window will start recording.



Preview

Users can play the message back before they send it.

Send

If the audio matches what you expect, clicking the message send button will send it to the room or conversation.

Command Line Arguments

Logging

It is sometimes necessary to run the app from the terminal to get information about a problem. This can be done by running the commands below from a terminal on macOS or using PowerShell on Windows 10.

macOS

Command:

```
/Applications/WickrEnterprise.app/Contents/MacOS/WickrEnterprise -logging
```

Log Location(s):

- STDOUT
- ~/Library/Application\ Support/Wickr,\ LLC/WickrEnterprise/logs/

Windows

Command:

```
&'C:\Users\ExampleUser\AppData\Local\Programs\Wickr Inc\WickrEnterprise\WickrEnterprise.exe'  
-logging
```

Log Location:

- C:\Users\ExampleUser\AppData\Local\Wickr, LLC\WickrEnterprise\logs

Alternate Data Directories

To help facilitate installs that don't have persistent storage on the local disk, Enterprise now supports saving the user data to an alternate location.