¬smarsh®

Capture Mobile (TeleMessage)

Signal Capture

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docs.smarsh.com

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Introduction

Signal Capture is an archiving application that archives Signal communication from Android and iOS devices. The application archives communication from Signal mobile and desktop applications. The application archives the following Signal features:

- Message text
- Multimedia
- Files
- Deleted messages

Signal Capture can be used on corporate and BYOD devices allowing users to separate personal and work-related Signal communications.

The captured communication can be archived to any supported secondary storage device. The archived messages are stored with the content, employee email, and other message metadata. You can search and filter calls and messages in the archive using employee name, email, mobile number, message type, and attachments.

You can use Signal Capture when:

- Your employees use the Signal app for work-related communication with customers, stakeholders, and colleagues.
- You want to utilize Signal-encrypted communication.
- You want to separate private and business communication on the Signal app.
- Your organization uses Corporate or BYOD mobile devices.

Administrators can distribute the application to employees using Apple Business Manager or Google Enterprise Private Store.

Employees can also download the application from the Smarsh App Center.

Self-Onboarding to Signal Capture

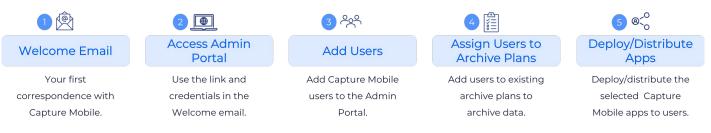
You can self-onboard Signal Capture users to Capture Mobile through the Capture Mobile Admin Portal. Once your organization is provisioned, you will receive a Welcome email from Smarsh.

(i) Important

Self-onboarding is supported only for users with corporate-owned devices.

If your organization supports BYOD (Bring Your Own Device), you must use the Capture Mobile User Provisioning form to onboard your users. Create a case on Smarsh Central to request user provisioning and a Smarsh representative will assist you. For more details about the User Provisioning form, see the article here.

Self-onboarding to Signal Capture involves the following steps:



- Receiving the Welcome email from Smarsh: Your first correspondence with the Capture Mobile solution is the Welcome email you receive from Smarsh. The Welcome email contains the link to the Capture Mobile Admin Portal with your credentials.
- 2. Accessing the Admin Portal: The Admin Portal is your one place to manage users and archiving plans.
- 3. Adding users to Capture Mobile: Add Signal Capture users to the Capture Mobile solution.
- 4. Assigning users to archive plans: Add Signal Capture users to Capture Mobile archiving plans to archive mobile communication data.
- 5. Distributing the app: Distribute the Signal Capture Android and iOS apps to users.

Signal Capture - Logging In to the Admin Portal

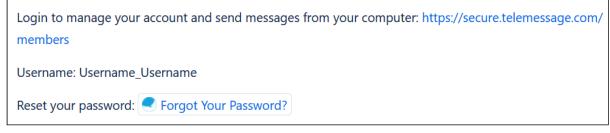
As an administrator, you can choose to log in to the Admin Portal using SSO or username credentials.

Using Username and Password

As a first time user, you will receive the URL to the Admin Portal and log in details from Smarsh. You can choose to receive these details as an email or SMS.

To log in to the Admin Portal:

1. Open the email or SMS received from Smarsh.



Your username is displayed and a link to reset your password is provided.

2. Tap the Forgot Your Password link in the email or SMS.

You are redirected to the **Reset Password** page.

- 3. Enter your email address or registered phone number.
- 4. Click Send me the link.

Reset password	
Enter your email address or registered phone number and we'll send you a link	to reset your password
example@domain.com or registered phone number	
emkky5	
Type the word above:	
cmkky5	
Send me the link	

5. Open the link in the email or SMS.

i Important

The link expires in one hour.

6. Type a new password in the **New Password** box.

7. Re-type the new password in the **Confirm New Password** box.

Reset your password	
New password:	 Password must include: A minimum of 8 characters At least 3 of the following:
Confirm new password:	 A treast s of the following. Uppercase letters Lowercase letters Digits Symbols

Note

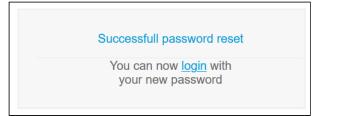
The password must include:

- A minimum of 8 characters.
- At least 3 of the following:
 - Uppercase letters
 - Lowercase letters
 - Digits
 - Symbols

8. Click Set new password.

Reset your p	assword		
New password:	•••••	0	Password must include: • A minimum of 8 characters
Confirm new password:	••••	0	At least 3 of the following: Uppercase letters Lowercase letters Digits Cumbrale
Set new password			 Symbols

9. Click login.



You are redirected to the login screen.

Login	WebChat: Web interface for the TeleMessage messenger
Username	mobile application
Password	Login
□ Remember me	Other products & services:
Login	
	Need Help?
Use Single Sign-On	Contact Us
Forgot Password Privacy Policy Terms & Conditions	

- 10. Type your username in the **Username** box.
- 11. Type your password in the **Password** box.

Note

You must always use the password that you entered on the **Reset Password** page to log in to the Admin Portal.

- 12. (Optional) Select the **Remember me** check box to save your username and password on the browser.
- 13. Click Login.

You are directed to the **User Management** page.

	💽 Add	User	Bulk Actions ~	Export User L	List									
My Contacts	User Ma	nagen	ient 🕛											
User Management Archive Management	You hav		gistered users.											
Reports														
Global Contacts	Activa	ite) (Si	uspend Delete In	wite										
Mailing Lists	□ S	itatus 🗸	Registration Date $_{\bigtriangledown}$	Service Level 🗸	First Name ^	Last Name $_{\bigtriangledown}$	Username $_{\lor}$	Unique Customer Code 🗸	Email	Mobile 🗸	Telegram Capture $_{\bigtriangledown}$	Carrier	Network Status $_{\bigtriangledown}$	Last Archived
Message Query		0	8/27/24, 5:10 AM	Pro Manager										
	0	0	12/12/24, 1:36 AM	Pro User										
	0	0	1/2/25, 6:18 AM	Sub Manager										
	0	0	12/10/24, 10:07 AM	Pro User										
	0	0	12/10/24, 10:07 AM	Pro User										

For consecutive log ins, you can access the Admin Portal at https://secure.telemessage.com/members.

Resetting Your Password

If you forget your password, you can reset it using the **Forgot Password** link.

To reset your password:

1. Open the admin portal URL.

2. Click **Forgot Password** on the login screen.

Login Username Password	WebChat: Web interface for the TeleMessage messenger mobile application
	Other products & services: Download our Android & iOS Apps
Login	Need Help?
Use Single Sign-On	Contact Us
Forgot Password Privacy Policy Terms & Conditions	

- 3. Type your email address or registered phone number in the box provided.
- 4. Type the captcha provided.
- 5. Click **Send me the link**.

Reset password
Enter your email address or registered phone number and we'll send you a link to reset your password
example@domain.com or registered phone number
emkky5
Type the word above:
cmkky5
Send me the link

• If you have entered your email address, you will receive an email with a link to set a new password.

TeleMessage Password Reset
A Admin <no-reply@ ≥.com=""> To: ♀S</no-reply@>
Hello Manager,
We have received a request to reset your TeleMessage account password.
If you submitted the request, you may reset your password at this link.
Take note: This link will expire in 1 hour. If you did not request a password reset or if you have any questions, please contact us at <u>support@com</u>
Thanks!
The Team

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• If you have entered your registered phone number, you will receive an SMS with a link to set a new password.

Login to manage your account: https://secure.telemessage.com/ members
Username:
We have received a request to
reset your TeleMessage account
password.
If you submitted the request, you
may reset your password at this
link: "https:// .com/
newjsp/changePassword.jsp?
token=IJD8CDefsuuEx2gS8kAD-
NRx0gh\$2fQQcdEcD5peMco4MA
<u>\$3d&languageId=enUS</u> ">Forgot+
Your+Password? </td
&pushUrl=&validity=1440&re-
place=false&immediate=false&is-
Binary=false&deliveryReceipt=tru
e&maxSegments=0')

(i) Important

The link expires in one hour.

- 6. Open the link in the email or SMS.
- 7. Type a new password in the **New Password** box.
- 8. Re-type the new password in the **Confirm New Password** box.

Reset your passwo	rd
New password:	 Password must include: A minimum of 8 characters At least 3 of the following:
Confirm new password:	 Uppercase letters Lowercase letters Digits Symbols
Set new password	

Note

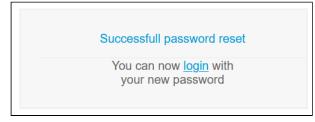
The password must include:

- A minimum of 8 characters.
- At least 3 of the following:
 - Uppercase letters
 - Lowercase letters
 - Digits
 - Symbols

9. Click Set new password.

Reset your p	assword		
New password:	•••••	0	Password must include: • A minimum of 8 characters.
Confirm new password:	••••	0	At least 3 of the following: Uppercase letters Lowercase letters Digits Compared
Set new password			 Symbols

10. Click login.



You are redirected to the login screen. Log in to the admin portal using your new password.

Using SSO

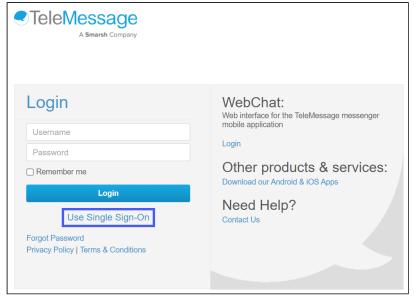
To log in to the Admin Portal using SSO, your organization's SSO must be configured on the Capture Mobile server. To configure SSO, contact your Smarsh representative.

Before you log in to the Admin Portal using SSO, ensure that you have integrated the Admin Portal with Entra ID. For more information, see Integrating Admin Portal with Entra ID.

As a first time user, you will receive the URL to the Admin Portal from Smarsh. You can choose to receive this information as an email or SMS.

To log in using SSO:

- 1. Access the Admin Portal at https://secure.telemessage.com/members.
- 2. Click Use Single Sign-On.



Note

If your organization is configured to use SSO to log in to the Admin Portal and you try logging in using a username and password, the following error message is displayed: "Login failed. Please verify your login method and try again."

3. In the Sign-in with Your Organization screen, enter your organization email address in the Email box.

Note

The organization email address you use to log in must match the one configured for SSO on the Capture Mobile server. If the email address does not match with the one configured on the server, the log in fails.

Sign-in with Your Organization	WebChat: Web interface for the TeleMessage messenger mobile application
Next	Other products & services:
Use Username & Password	Download our Android & iOS Apps Need Help? Contact Us

4. Click Next.

You are redirected to the Microsoft **Sign in** page.

Microsoft Sign in	
Email, phone, or Skype	
Can't access your account?	
	Next
ିର୍ଦ୍ଦ୍ର Sign-in options	

5. Enter your Microsoft email address and click Next.

Sign in	
hay ("Aleman age (.onmicrosoft.com
Can't access your accou	nt?
	Next

6. Enter you Microsoft Active Directory password and click **Sign in**.

Microsoft	
\leftarrow	.onmicrosoft.com
Enter password	
•••••	
Forgot my password	
	Sign in

Note

On consecutive log in, the email address and password are saved, and you can select your email address from the display.

Microsoft	
Pick an account	
岗	.onmicrosoft.com

You are successfully logged in to the Admin Portal and redirected to the **User Management** page.

	💽 /	dd User	🔁 Bulk Actions 🗸	Export User L	.ist									
My Contacts	User	Manager	nent 🕕											
User Management	You have 110 registered users.													
Archive Management	To the foregate ecologies													
Reports														
Global Contacts	A	ctivate S	uspend Delete In	wite										
Mailing Lists		Status	Registration Date $_{\bigtriangledown}$	Service Level 🗸	First Name ^	Last Name $_{\bigtriangledown}$	Username $_{\lor}$	Unique Customer Code $_{\bigtriangledown}$	Email 🗸	Mobile $_{\bigtriangledown}$	Telegram Capture $_{\bigtriangledown}$	Carrier $_{\bigtriangledown}$	Network Status $_{\bigtriangledown}$	Last Archived $_{\bigtriangledown}$
Message Query		0	8/27/24, 5:10 AM	Pro Manager										
		0	12/12/24, 1:36 AM	Pro User										
	0	0	1/2/25, 6:18 AM	Sub Manager										
	0	0	12/10/24, 10:07 AM	Pro User										
	0	0	12/10/24, 10:07 AM	Pro User										
	C	0	12/10/24, 10:07 AM	Pro User										

Additional References

For more information about the User Management page, see Managing Users.

Adding Signal Capture Users

You can add users to Capture Mobile either individually or in bulk.

Adding Individual Users

You can create users by adding them individually.

Note

As an admin, you must have permissions to create users of any user type. Contact your Smarsh representative if you are unable to create users of a particular user type.

To add individual users:

- 1. Log in to the admin portal as an administrator.
- 2. Click the **User Management** tab.
- 3. Click Add User.
- 4. From the **Service Level** drop-down, select the user type. This is a mandatory field.

User Management > Add User						
Service Level: *	•					
	Pro User					
	Sub Manager					
	Sub User					

5. Based on the user type, enter the following details:

· Pro User

Name	Description	Man dator y Field	Additional Information
First Name	Indicates the user's first name.	Yes	
Last Name	Indicates the user's last name.	No	

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Name	Description	Man dator y Field	Additional Information
Mobile Phone	Indicates the user's mobile phone number.	Yes	 The mobile number is in the format country code followed by the phone number. Select the country code from the drop-down list. Enter the phone number as consecutive numbers including the area code and local phone number. For example, if the user is in the US region: Select the country code +1 from the drop-down list. Enter the phone number as 7744607042, where 774 is the area code and 4607042 is the phone number.
Email	Indicates the email address of the user.	No	Email address is not mandatory. However, email address is the primary parameter to distinguish users.
Userna me	Indicates the username of the user.	Yes	 The username is automatically populated after you enter the mobile number and can be modified. If you modify the username: The username name can contain letters, numbers, and the special characters ".", " - ", and " _ ". The username must contain minimum 4 characters.
Passwor d	Indicates the password of the user.	Yes	The password is automatically populated and can be modified. If you modify the password, ensure that the password complies to the following rules: • Contains minimum 8 characters. • Contains maximum 20 characters. • Has three of the following four items: • Uppercase letters • Lowercase letters • Numbers • Special characters. (" ' and , are not allowed.)

Name	Descriptio	n	Man dator y Field	Addition	onal Information	
Unique Custom er Code	Indicates the tag assigned that allows e identificatior filtering capa	No	The Uniqu	que Customer Code is an alphanumeric code.		
Account Sub Manage r	add Sub Manager		No	For existing users, you must assign the Sub Manager permissions individually. In the User Management page, click the Username of the user and select the Account Su Manager check box.		
Add to global address book	add the user to the		No			
User Mana	agement > Ad	d User				
Service Le	evel: *	Pro User		•	•	
First Name	e: *	Tim				
Last Name	e:	Woakes				
Mobile Ph	one: *	+1 🔻 222	27861234		?	
Email:		tims.woakes@s	marsh.com			
Username	*	timwoakes			?	
Password	Password: *				?	
Unique Cu	ustomer Code:	companyhr2				
Ac	count Sub Manage	er				
Ac	dd to global addres	ss book				

· Sub Manager

Name	Description	Mandatory Field	Additional Information
First Name	Indicates the sub-manager's first name.	Yes	

Name	Description	Mandatory Field	Additional Information
Last Name	Indicates the sub-manager's last name.	No	
Username	Indicates the username with which the sub-manager logs in to the Admin portal.	Yes	The username is automatically populated after you enter the mobile number and can be modified. If you modify the username: • The username can contain letters, numbers, and the special characters " • ", " - ", and " _ ". • The username must contain minimum 4 characters.
Password	Indicates the password with which the sub-manager logs in to the Admin portal.	Yes	The password is automatically populated and can be modified. If you modify the password, ensure that the password complies to the following rules: • Contains minimum 8 characters. • Contains maximum 20 characters. • Has three of the following four items: • Uppercase letters • Lowercase letters • Numbers • Special characters. (" • and , are not allowed.)
Email	Indicates the sub-manager's email address.	Yes	The email address must belong to the domain of the company. Email address is the primary parameter to distinguish users.

User Management > Ad	ld User	
Service Level: *	Sub Manager	•
First Name: *	John	
Last Name:	Mathew	
Username: *	johnmatt	?
Password: *	•••••	?
Confirm Password: *	•••••	
Email: *	john.mathew@company.com	

· Sub User

Name	Description	Mandatory Field	Additional Information
First Name	Indicates the sub-user's first name.	Yes	
Last Name	Indicates the sub-user's last name.	No	
Username	Indicates the sub user's username.	Yes	The username is automatically populated after you enter the mobile number and can be modified. If you modify the username: • The username can contain letters, numbers, and the special characters "•", " - ", and " _ ". • The username must contain minimum 4 characters.

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Name	Description	Mandatory Field	Additional Information
Password	Indicates the sub user's password.	Yes	The password is automatically populated and can be modified. If you modify the password, ensure that the password complies to the following rules: • Contains minimum 8 characters. • Contains maximum 20 characters. • Has three of the following four items: • Uppercase letters • Lowercase letters • Numbers • Special characters. ("''' and , are not allowed.)
Email	Indicates the email address with which the sub user will log in to WebChat.	Yes	The email address must belong to the domain of the company. Email address is the primary parameter to distinguish users.
Main User Email Address	Indicates the email address of the main user under whom the sub user is created.	Yes	The main user's email address is required to connect the sub user with the main user. The main user can be a pro manager, sub manager, pro user, or pro user who is also a sub manager.

User Management > Add User				
Sub User	•			
Symon				
Gilly				
symongilly	?			
••••••	?			
••••••				
symon.gilly@company.com				
tim.woakes@company.com				
	Sub User Symon Gilly symongilly •••••• symon.gilly@company.com			

6. Click **Save**.

Adding Users in Bulk

To add users in bulk, see Bulk User Actions.

Additional References

You can also edit, suspend, activate, and delete users from the Admin Portal.

Signal Capture • Assigning Users to Archive Plans

Archive plans are settings that map the Capture Mobile application used to archive communications and your third-party storage destination where communications are archived. Archive plans are created by Smarsh for a Pro Manager in Capture Mobile. An archive plan consists of the following entities:

- **Source:** Indicates the Capture Mobile application used to archive communications.
- **Destination:** Indicates the supported third-party storage destination where communications are archived. To configure archiving destinations such as Microsoft 365, SMTP, and SFTP, see Connectors
- Archive Plan: Indicates the setting that maps a source to a destination.

Before you assign users to archive plans, ensure that archive plans are created for your organization.

To understand the Archive Management page in the Admin Portal, see Managing Archive Plans.

Assign Users

As an admin, you can assign users to your designated archive plans either individually or by using a file. To assign users:

- 1. Log in to the admin portal as an administrator.
- 2. Click Archive Management.
- 3. In the Actions column of the archive plan to which you want to assign users, click Assign.
- 4. Assign users from a file or individually.

Note

Newly added users are automatically assigned to archive plans if:

- The archive source **(Source Policy)** of your archive plan is any network (mobile carrier such as AT&T, Verizon, Telus, and so on.)
- You have only one archive plan.

In all other scenarios, newly added users are not assigned to an archive plan. You must manually assign them.

Assign Users From a File

If you are assigning users for the first time, in the **Assign users from file** section:

1. Click **Download sample file**.



A sample Excel file is generated with the **Username** column.

2. Enter the username of the users you want to assign to the archive plan in the Excel file.

	A	
1	Username	
2	timwoakes	
3	alexboard	
4		
5		

- 3. Save the file.
- 4. Click Browse, select the saved Excel file, and click Open.

(i) Important

- You can only add usernames of those users who are present in the system and assigned to you.
- You can also use a CSV file to assign users.
- 5. Click Assign users.

To assign users from a file consecutively, you can update the existing file and then attach it.

Assign Users Individually

The **Assign users** section displays all users that are *not currently assigned* to the archive plan.

To assign user(s) individually, select the checkbox against the user(s) and click **Assign user**. The selected user(s) is assigned to the archive plan.

To assign all listed users, select the checkbox in the header column and click Assign user.

Assign users Users presented in the table are not currently assigned to this archive plan					
Search	٩				
First Name 🔨	Last Name 🗸	Username 🗸	Email 🗸	Mobile \lor	
				_	
				Assign users	

Video

Watch the video on assigning users here.

Unassign Users

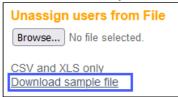
As an admin, you can unassign users from your designated archive plans either individually or by using a file. To unassign users:

- 1. Log in to the admin portal as an administrator.
- 2. Click Archive Management.
- 3. In the **Actions** column of the archive plan from which you want to unassign users, click **Unassign**.
- 4. Unassign users from a file or individually.

Unassign Users From a File

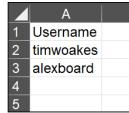
If you are unassigning users for the first time, in the **Unassign users from file** section:

1. Click **Download sample file**.



A sample Excel file is generated with the **Username** column.

2. Enter the username of the users you want to unassign from the archive plan in the Excel file.



- 3. Save the file.
- 4. Click Browse, select the saved Excel file, and click Open.

(i) Important

- In the Excel file, you can only add usernames of those users who are present in the system and assigned to you.
- You can also use a CSV file to unassign users.
- 5. Click Unassign users.

To unassign users from a file consecutively, you can update the existing file and then attach it.

Unassign Users Individually

The **Unassign users** section displays all users that are *currently assigned* to the archive plan.

To unassign user(s) individually, select the checkbox against the user(s) and click **Unassign user**. The selected user(s) is unassigned from the archive plan.

To unassign all listed users, select the checkbox in the header column and click **Unassign user**.

User	ssign users s presented in th arch	e table are curr	ently assigned i	o this archive plan	
	First Name ^	Last Name 🗸	Username 🗸	Email 🗸	Mobile 🗸
		5	_		
					Inassign users

Video

Watch the video on unassigning users here.

Distributing the Android Signal Application

Applicable to Administrators

Admins can distribute Signal Capture for Android by deploying using Google Enterprise Private Store.

App Center Deprecation Notice

According to their official notice, Microsoft will discontinue App Center support on March 31, 2025. If you currently use App Center to distribute Signal Capture for Android, you must transition to one of the following alternate platforms:

- If you use an MDM to deploy via App Center, you must switch to deployment through the Google Enterprise Private Store or an Embedded Download Link.
- If you do not use and MDM and users download the app directly from App Center, you must transition to deployment via an Embedded Download Link.

Note

- Starting March 17, 2025, users will be automatically redirected to the Embedded Download Link when upgrading to the new version of the app.
- Chat history is lost when transitioning to the Google Private Store but will remain intact when using the Embedded Download Link.

Deploy Using Google Enterprise Private Store

Applicable to Administrators

As an admin, you can deploy Signal Capture from your organization's private Google Enterprise Private Store. This method is efficient for organizations that use Google Enterprise as a Mobile Device Management software (MDM). Smarsh requires your organization ID to enable Signal Capture to appear in the company's private store.

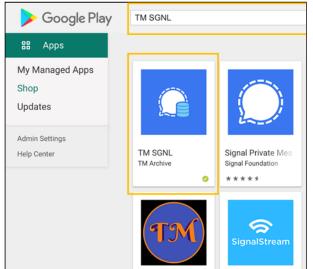
To deploy Signal Capture from Google Enterprise Private Store:

- 1. Retrieve your organization ID:
 - a. Sign in to your enterprise managed Google Play Store.
 - b. Click **Admin Settings** on the left-hand menu.
 - c. Copy your company's Organization ID and email it to your Smarsh representative.

< > C Interstyleay.go	ooge.com/work/autimiserumgs
Google Play	Search
88 Apps My Managed Apps	Settings
Shop Updates Admin Settings Help Center	Organization information : Organization name: Org ID Organization ID:
	Notification Contact Email: Data Protection Officer Name: Email: Phone: Email: Phone:

- 2. Smarsh provisions the organization ID for Signal Capture on Google Private Store. This might take up to seven days.
- 3. Add the application to your organization's private store:
 - a. Sign in to your enterprise managed Google Play Store.
 - b. Click **Shop** on the left-hand menu.
 - c. Enter "TM SGNL" in the Google Play search bar.

d. Click the TM SGNL app.



e. Click Approve.



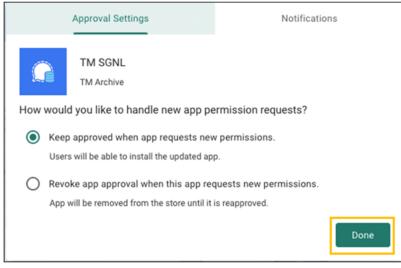
You are prompted to approve permissions for the app.

f. Click Approve.

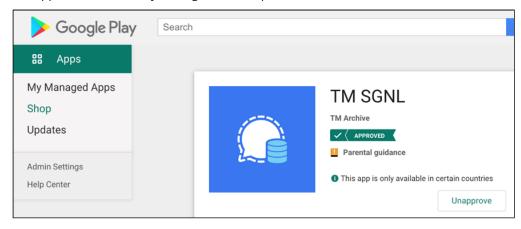


You are prompted to approve requests of future versions. This ensures that the app is not removed from your App Store.

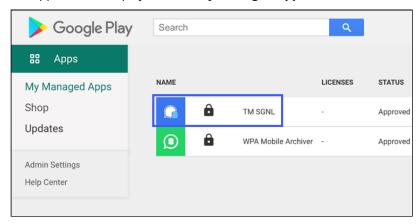
g. Keep the top default setting to keep app permissions approved and click **Done**.



The app is now added to your organization's private store.



The app must be displayed in the My Managed Apps list on the left menu.



Signal Capture is successfully added to your organization's Google Enterprise Private Store. You can distribute this app to end users.

Distributing the iOS Signal Application

Applicable to Administrators

Admins can distribute Signal Capture for iOS in the following ways:

- Signal Distribute Using Apple Business Manager
- Signal Download and Install the Unlisted App

App Center Deprecation Notice

According to their official notice, Microsoft will discontinue App Center support on March 31, 2025. If you currently use App Center to distribute Signal Capture for iOS, you must transition to one of the following alternate platforms:

- If you use an MDM to deploy via App Center, you must switch to deployment through Apple Business Manager or the Unlisted app.
- If you do not use and MDM and users download the app directly from App Center, they can now download the app through an Unlisted link on the App Store.

Note

Chat history is lost when transitioning to the new deployment methods.

Distribute Using Apple Business Manager

Applicable to Administrators

Apple Business Manager (ABM) enables companies to buy apps and content and distribute the purchases to multiple users. Signal Capture is a registered application on ABM. Smarsh enables enterprise customers to distribute Signal Capture to their employees through ABM. Administrators can distribute the application using a Mobile Device Management software (MDM) or by generating a redemption code for their employees to use on the regular AppStore.

Deploying Signal Capture using ABM involves the following steps:

Register Your Organization

To register your organization in ABM, you require a D-U-N-S number. A D-U-N-S number is a unique nine-digit identifier for a business created by credit bureau Dun & Bradstreet. You can apply for a D-U-N-S number here. You'll get a call from a D&B representative to help you through the process, and you'll receive your D-U-N-S number within 30 days. For a quicker service, you can use a DUNSFile to get it in less than five business days at a predefined cost.

After you receive your D-U-N-S number, enroll for Apple Business Manager (ABM):

- 1. Navigate to https://business.apple.com/#/enrollment/form
- 2. Create your account on ABM if your organization does not have an ABM account. If your organization has an ABM account, skip to the next step.

To create an account:

- a. Click Get Started.
- b. Enter the following details:
 - i. First Name
 - ii. Last Name
 - iii. Work Email
 - iv. Business Email
- c. Select your country.
- d. Click Continue.
- e. Create a **Password**.
- f. Verify your phone number.
- g. Enter the characters seen in the code.
- h. Click **Continue.**
- 3. Log in again with your account.
- 4. Enter the organizational information.
 - The legal name of the organization should match with the name in your D-U-N-S number.
 - The Website URL provided is automatically used to generate managed Apple IDs using this account.
- 5. Select the time zone and language.
- 6. Enter the details of the initial account administrator.

Note

- The initial account administrator can give four other managers administrative privileges on the account after successfully enrolling the organization.
- The work mail address should not be associated nor subsequently used for an iTunes or iCloud account or as an Apple ID for any other Apple service or website.
- You must provide an email address that is associated with your business. Consumer email addresses from services such as Gmail or Yahoo Mail are not accepted.
- 7. Enter the verification contact details:
 - The verification contact should be the legal representative of the organization. Apple will contact this representative for formal verification of the initial account administrator and the organization's details.
 - This person should have the authority to sign the terms and agreement of the Apple Business Account on behalf of the organization. The representative can be the CIO, director of IT, or director of procurement in your organization.

(i) Important

The initial account user, and the verification contact should not be the same person.

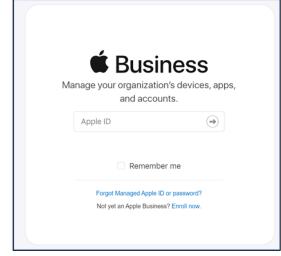
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(D-U-N-S Number (ex: 1	123456789)			
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- 8. Click Continue and review the information before clicking Submit.
- 9. You will receive a mail from Apple stating that the enrollment is in review.
 - Make sure that any filters allow mail from all apple.com domains.
 - During this review period, the verification contact of the organization will be contacted on phone to confirm the provided information.

Acquire App License

Smarsh needs the organization ID to load Signal Capture in the origination private store.

1. Navigate to https://business.apple.com/ and log in to your account with your organization's Apple ID.



2. Click your username at the bottom of the menu. The secondary menu opens.

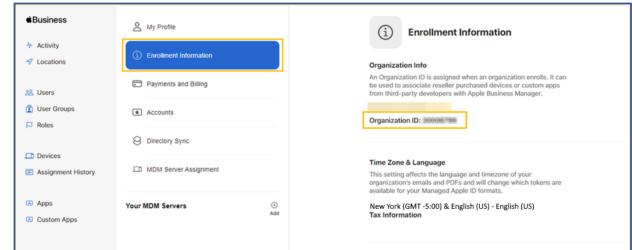


3. Click Preferences.

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Activity
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😰 User Groups
P Roles
Devices
Assignment History
🖾 Apps
Custom Apps
Preferences
⑦ Help
What's New?
Gign Out Sign Out
Elinor O

- 4. Click Enrollment Information.
- 5. Send the following details to Smarsh support:
 - a. Organization's ID number
 - b. Company name

c. Contact details



6. Enable **Custom Apps**.

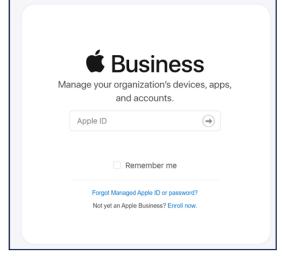
	My Profile		
✤ Activity✓ Locations	(i) Enrollment Information		Time Zone & Language This setting affects the language and timezone of your organization's emails and PDFs and will change which tokens are
<u>終</u> Users	Payments and Billing		available for your Managed Apple ID formats. New York (GMT -5:00) & English (US) - English (US)
 User Groups Roles 	Accounts		Tax Information
Devices	S Directory Sync		Custom Apps Enable or disable the Custom Apps tab for your entire organization.
 Devices Assignment History 	MDM Server Assignment		If enabled, this tab will appear in the sidebar of Apple Business Manager.
Apps	Your MDM Servers	\oplus	
Custom Apps	AirWatch 0 Devices	Add	Terms and Conditions Last Updated on 3/31/2022, 3:48 PM View History

Smarsh will provision your organization ID and a confirmation email is sent to you. It is recommended that you receive the confirmation email before proceeding to the next step.

Add App to ABM Library

To add Signal Capture to your organization's app library:

1. Navigate to https://business.apple.com/ and log in to your account with your organization's Apple ID.



2. Click your username at the bottom of the menu. The secondary menu opens.



3. Click Preferences.

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Devices	
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Custom Apps	
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What's New?	
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4. Click Custom Apps. You will see the Signal Capture (TM SGNL).

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Access Management		se Type Assign to Assign to Choose a Location ↔
Devices	1 Vici	
Assignment History	Price NO.OC	Quantity Payment Method 0 None
Apps Custom Apps	Total	Cost N0.00 Get

If you have received the provisioning confirmation email and still don't see the TM SGNL app, contact Smarsh support.

Distribute App to Employees

ABM allows the distribution of apps to Corporate and Bring-Your-Own-Device (BYOD) users. You can distribute the app to organization employees in one of the following ways:

- Using MDM
- Using Redemption Code

Using MDM

You can use this method to distribute the app to employees in any country.

1. Navigate to https://business.apple.com/ and log in to your account with your organization's Apple ID.

É Du	ainaaa
Manage your organiz	siness zation's devices, apps, ccounts.
Apple ID	(ightarrow
Rem	ember me
	pple ID or password? Business? Enroll now.

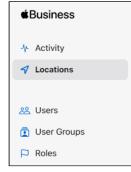
2. Click your username at the bottom of the menu. The secondary menu opens.



3. Click Preferences.

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22 Users	
😰 User Groups	
P Roles	
Devices	
Assignment History	
Apps	
Custom Apps	
Preferences	
Help	
What's New?	
Sign Out	
C Elinor 0	

4. Click Locations.



- 5. Select a single location from your account's location list.
- 6. Click Custom Apps.
- 7. Click the Signal Capture app (TM SGNL).

- 8. From the License Type drop-down list, select Managed.
- 9. In the **Quantity** box, enter the number of licenses required.

Buy Licenses	
License Type	
Managed	\$
Price	Quantity
0.00	500
Total Cost 0.00	

10. Click Get.

Processing the licenses takes a few minutes. Once the licenses are available, you can distribute the app to your employees.

Using Redemption Code

A redemption code is valid only in the parent country of the organization. Do not send redemption codes to employees using the app from the App Store outside the organization's parent country.

1. Navigate to https://business.apple.com/ and log in to your account with your organization's Apple ID.

	siness
and a	iccounts.
Apple ID	۲
Ren	nember me
	Apple ID or password? Business? Enroll now.

2. Click your username at the bottom of the menu. The secondary menu opens.



3. Click Preferences.

∉ Business
Activity
✓ Locations
22 Users
😰 User Groups
P Roles
Devices
Assignment History
🔺 Apps
Custom Apps
Preferences
⑦ Help
What's New?
 Sign Out
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- 4. Click Custom Apps.
- 5. Click the Signal Capture app (TM SGNL).
- 6. From the License Type drop-down list, select Redemption Codes.

7. In the **Quantity** box, enter the number of licenses required.

License Type			Assign to	
Redemption Co	odes	٢	Choose a Location	:
Price	Quantity		Payment Method	
0.00	500		None	

- 8. Click Get.
- 9. When the codes are available for download, click **Download.**

Redemption Codes o			
Purchased	Order Number	Quantity	
06/22/2022	MSBZ12JQFS	500	Download

An Excel file with the list of redemption codes for all employees is downloaded.

10. Share this link with your employees.

Employees can download and install the application only from this link.

(i) Important

Each link in the file is unique to one user and can be used/redeemed only once.

Signal - Download and Install the Unlisted App

Applicable to End Users

Signal Capture for iOS is published as an unlisted app in the App Store. You will receive a Welcome email from Smarsh with a direct link to the unlisted app. You must open this link in your iPhone device.

To download and install the unlisted app:

1. On your iPhone, open the link in Welcome email received from Smarsh.

The Signal Capture for iOS app (TM SGNL Unlisted) page appears.



- 2. Tap the **Downlaod** icon.
- 3. In the confirmation popup window, tap **Install** again.

Signal Capture installs on your phone. You can monitor progress on your iPhone's home screen.

- 4. After the installation is complete, tap the Signal Capture (TM SGNL Unlisted) icon to launch the application.
- 5. Continue with the registration process.

Setting Up Your Signal Account

Applicable to End Users

After you install Signal Capture, set up your account to register your number and use the app.

- Set Up Signal Account in Android
- Set Up Signal Account in iOS

Set Up Signal Account in Android

While setting up your Signal account in an Android device, you can back up chat history only to a local location on your device.

To set up Signal Capture installed on your Android device:

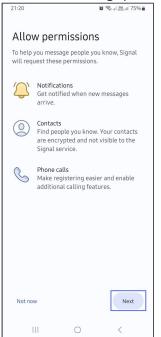
- 1. Tap the installed app (TM SGNL) to open it.
- 2. Tap **CONTINUE**.



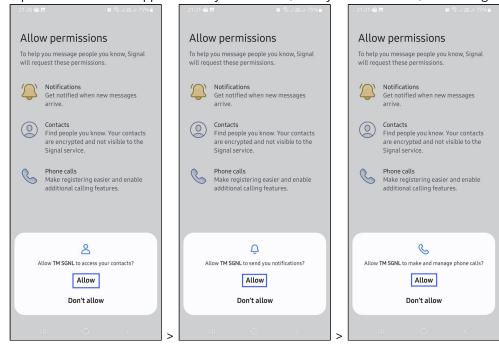
The app requests access to the following:

- To send you notifications
- To access your contacts

• To make and manage phone calls



- 3. Tap Next.
- 4. Tap **Allow** to allow the app to access your contacts, send you notifications, and manage and make phone calls.





5. Enter your phone number and tap **Continue**.

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:							
Phone number							
Enter your phone number to get started.							
+91 • Phone number							
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1	2 ABC	3 DEF	×				
4 GHI	5 JKL	6 MNO	Done				
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A pop-up to verify your phone number appears.

6. Ensure that you have entered the correct phone number and tap **OK**.

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Phone number
Enter your phone number to get started.
+91 • Phone number 94834 65599
Is the phone number below correct?
+91 9
A verification code will be sent to this number. Carrier rates may apply.
Edit number OK
U
III O <

A verification code is sent to your phone number or organization email, based on your organization's settings.



7. Enter the verification code received.

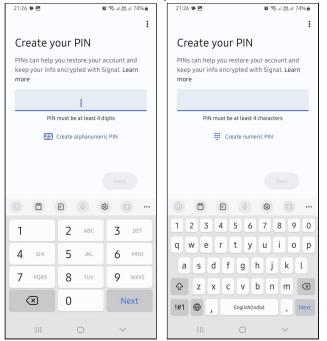
21:24 🍽 🕅 🖏 al 💥 al 74% 💼							
Verification Code							
Enter th	Enter the code we sent to +91 92 9						
Wrong number?							
1	7	9 -	3	2	Т		
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- 8. Set up your profile and tap **Next**.
 - First name is mandatory.
 - Last name is optional.

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Set up your profile	
Profiles are visible to people you message, contacts,	
and groups. Learn more	
First name (required)	
Last name (optional) M	
Next	

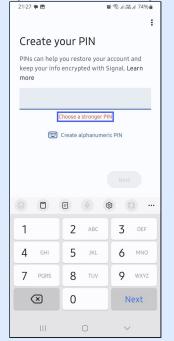
9. Create a PIN to secure your account.

The PIN can be numeric or alphanumeric and must contain at least four characters.



Note

If your PIN is not secure, you are prompted to set a stronger PIN.





10. Enter a PIN and tap **Next**.

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Cre	eate y	our l	JIN			
	can help your info					
	PIN must be at least 4 digits					
	🕮 Create alphanumeric PIN					
					Next	
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11. Confirm your PIN and tap **Next**.

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				Next	
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The home screen of Signal Capture is displayed. You have successfully set up your account.





Video

Watch the video here for additional guidance.

Set Up Signal Account in iOS

While setting up your Signal account in an iOS device, you cannot back up chat history as this feature is not supported.

To set up Signal Capture installed on your iOS device:

- 1. Tap the installed app (TM SGNL) to open it.
- 2. Tap **CONTINUE.**

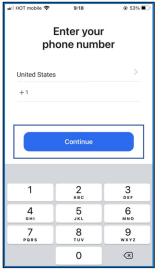


The app requests permissions to access your calls, contacts, media, and send you notifications.

3. Tap Allow Permissions.



4. Enter the phone number mentioned in the Welcome email received from Smarsh and tap **Continue.**



A pop-up to verify your phone number appears.

5. Ensure that you have entered the correct phone number and tap **Yes**.

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	nter you one num	
United States	;	>
+1 919	0049	
		to this number. Is
	Yes	
	Edit	

A verification code is sent to your phone number or organization email, based on your organization's settings.

6. Enter the verification code received.

🖬 HOT mobile 🗢	9:19	۰ 53% 🔳				
Veri	Verification code					
Enter the code	e we sent to +1 9	190049				
	Wrong number?					
Resend Code	in 0:48 Call I	Vle in 0:48				
1	•					
	2	3				
<u> </u>	ABC	DEF				
 GHI	2 авс 5 					
4 7	АВС 5 ЈКЦ 8	DEF 6 MNO 9				
4	ABC 5 JKL	DEF 6 MNO				

The app prompts you to transfer chat history from the native Signal app or Signal Capture or an older device.

- 7. Do one of the following:
 - To transfer chat history, see Transfer Chat History on iOS Devices.
 - If this is your first installation or if you do not want to transfer chat history, tap **Register without Transferring**.



8. Create a PIN to secure your account.

The PIN can be numeric or alphanumeric and must contain at least four characters.



9. Tap **Next**.

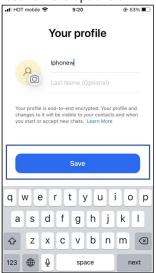
PIN must be at least 4 digits	
Create Alphanumeric PIN	

10. Confirm your PIN and tap **Next**.



- 11. Set up your profile and tap **Save**.
 - First name is mandatory.

• Last name is optional.



The home screen of Signal Capture is displayed. You have successfully set up your account.



Video

Watch the video here for additional guidance.

Linking the Signal Mobile and Desktop Applications

Applicable to End Users

You can link Signal Capture on your mobile device to the Signal desktop application for MAC or PC.

Note

Signal does not support a web application.

To link Signal Capture mobile and desktop applications:

1. Install the Signal desktop application.

a. On your desktop browser, download and install the Signal desktop application.

he⊕ ✔ ⑧ 💆 Donate Careers Developers Blog Support GetSigna	Signal
Signal for desktop	Signal for mobile
Note Note	
Download for Windows Vista Ultimate	iPhone or iPud Android Or visit signal.org/install from your phone
?Not on Windows Signal for Mac Signal for Linux - Debian based distributions	

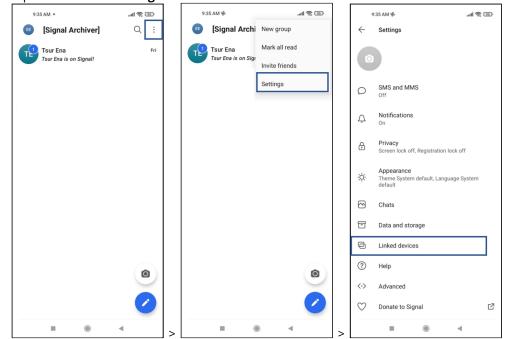
b. Open the application.

If this is the first time that you have downloaded the app, you will see a QR code.



2. Link the mobile and desktop apps.

- a. On your mobile phone:
 - i. Open Signal Capture.
 - ii. Tap the icon > Settings > Linked Devices.



iii. Scan the QR code displayed on the desktop application.



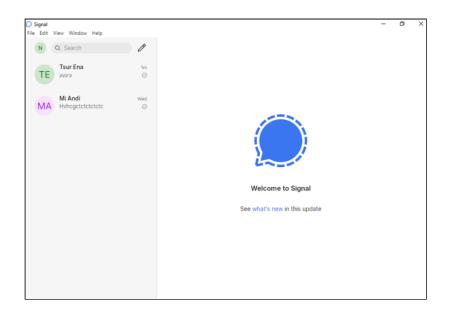
iv. Tap Link Devices.

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← Lin	ked device	s		
	_			
Link this	s device?			
It will be	able to			
• Read al	l your messa essages in y	ges our name		
	ik device			
			4	

b. On your desktop application, enter a name for the device and click **Finish linking phone**.



After your mobile and desktop apps are successfully linked, the desktop application is synchronized to your mobile app. Messages from both applications are archived.



Transfer Signal Chat History

Applicable to End Users

You can transfer chat history on Signal Capture from one device to another.

- Transfer Chat History on Android Devices
- Transfer Chat History on iOS Devices

Transfer Chat History on Android Devices

Applicable to End Users

You can transfer Signal chat history between the following:

- From the native Signal application on an Android device to Signal Capture on the same or another Android device.
- From Signal Capture on one Android device to Signal Capture on another Android device.

To transfer chat history from one Android device to another, you must use a backup file. The chat history is backed up to a local file on your old device. The chat history can be restored on your new phone if the phone has access to the backup file.

Note

- You cannot merge chat history. The chat history from your old phone replaces the history on your new phone, if existing.
- You can transfer chat history between Android devices using different phone numbers.

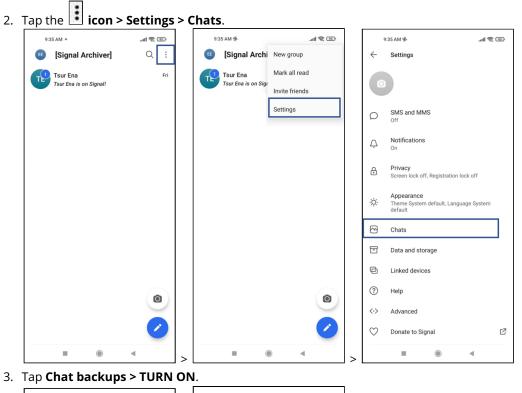
Before you Begin

Before you begin transferring chat history on an Android device:

- Ensure that you have your old phone with you.
- Ensure that both the old and new phones use the same app version.

On your Old Phone

1. Open the Signal application from where you want to transfer chat history.



-00 🗢 III. 9:35 AM 🕏 9:35 AM 🕏 .al 😤 💷 \leftarrow Chats ← Chat backups Backups are encrypted with a passphrase and stored on your device. Chats Message font size Normal TURN ON Show invitation prompts Display invitation prompts for contacts without Signal To restore a backup, install a new copy of Signal. Open the app and tap Restore backup, then locate a backup file. Learn more Use system emoji Disable Signal's built-in emoji support Enter key sends Pressing the Enter key will send text messages Use address book photos Display contact photos from your address book Display contact photos if available Backups Chat backups Backup chats to external storage • •

Signal Capture

smarsh°

4. Select a backup folder or create a new folder and tap **USE THIS FOLDER**.



5. Tap ALLOW.



You will receive a 30-digit code.

6. Save the code.

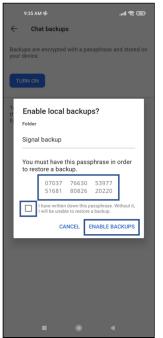
(i) Important

Without the 30-digit code, you will not be able to restore backup.

smarsh°



7. Check the disclaimer checkbox and tap **ENABLE BACKUPS**.



The backup file is enabled. You must manually back up your chat history.

8. Tap Create backup.

9:36 AM 🕏	ری چ اند.
← Chat backups	
Backups are encrypted with a your device.	passphrase and stored on
Create backup Last backup: Never	
Backup folder Signal backup	
Verify backup passphrase Test your backup passphrase	and verify that it matches
TURN OFF	
To restore a backup, install a r the app and tap Restore backu file. <u>Learn more</u>	iew copy of Signal. Open ip, then locate a backup

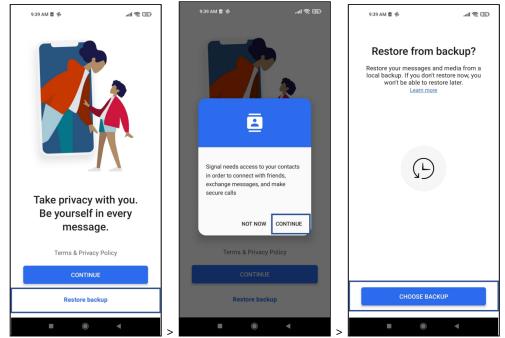
The back up process is initiated and can take a few minutes to complete.



9:36 AM 🚳 🕆 👘 👘 MA 62:9
← Chat backups
Backups are encrypted with a passphrase and stored on your device.
Create backup In progress
978 so far
Backup folder Signal backup
Verify backup passphrase Test your backup passphrase and verify that it matches
TURN OFF
To restore a backup, install a new copy of Signal. Open the app and tap Restore backup, then locate a backup file. <u>Learn more</u>

On your New Phone

- 1. Copy the backup file to any folder on your new phone through a cable or Wi-Fi.
- 2. Download and install Signal Capture.
- 3. Open the app.
- 4. Tap **Restore backup > Continue > CHOOSE BACKUP**.





5. Select the backup file you have copied.



6. Tap **RESTORE BACKUP**.

9:39 AM 窗 争	وی چ اند.
Restore from ba	ickup?
Restore your messages and r local backup. If you don't rest won't be able to restore	tore now, you
Backup timestamp: 2m	
Backup size: 4.3 MB	
RESTORE BACKU	Р
SKIP	
	4

7. Enter the 30-digit code left to right, top to bottom and tap **RESTORE**.

9:39 AM ፬ ቶ ፬ MA ዊ 🕫	
Restore from backup?	
Restore your messages and media from a local backup. If you don't restore now, you won't be able to restore later.	
Backup timestamp: 2m	
Backup size: 4.3 MB	
Enter backup passphrase	
Backup passphrase	
CANCEL	

8. Continue with the set up process.

After you have successfully set up your account, all Signal messages from your old phone are available on your new phone.

Transfer Chat History on iOS Devices

Applicable to End Users

You can transfer Signal chat history between the following:

- From the native Signal application on an iOS device to Signal Capture on the same or another iOS device.
- From Signal Capture on one iOS device to Signal Capture on another iOS device.

When you transfer from iOS device to another, chat history and account information is deleted from your old device. You can transfer chat history between iOS devices only if you are using the same phone number.

- If you are transferring chat history from the native Signal app to Signal Capture between devices, ensure that the version of the native Signal app is older than the Signal Capture version.
- If you are transferring chat history from the native Signal application to Signal Capture on the same device:
 - a. Transfer the chat history from the native Signal app to another device.
 - b. Transfer back the chat history to Signal Capture on your current device.

Note

You cannot merge chat history. The chat history from your old phone replaces the history on your new phone, if existing.

Prerequisites

Before you begin transferring chat history:

- For iOS 14 and above, enable Local network settings for both the native Signal app and Signal Capture.
- Enable Wi-Fi and Bluetooth.
- Disable low power mode in device battery settings, if enabled.

Transferring Chat History

To transfer chat history, you must have your old phone and new phone with you.

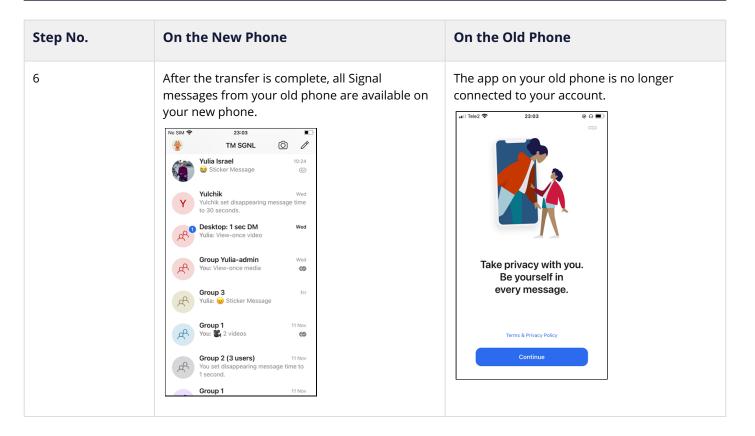
Step No.	On the New Phone	On the Old Phone
1	Download and install Signal Capture.	Open Signal Capture.
2	Open the application.	

Step No.	On the New Phone	On the Old Phone
3	In the Transfer Account & Messages screen, to Transfer from iOS Device.	
4	Wait for the old device to connect. Vest Control of the state of th	<complex-block></complex-block>

¬smarsh[®]

Step No.	On the New Phone	On the Old Phone
5	No SIM	<image/>
5	Wait for the transfer to complete. This may take a few minutes. Image: Complete the transfer to complete the transfer are end to the transfer are end to the transfer are end to the transfer are end-to-end encrypted. 1% 1% About 9 minutes remaining	Image: New Sector Image: Signal Archiver Image: Signal Archiver

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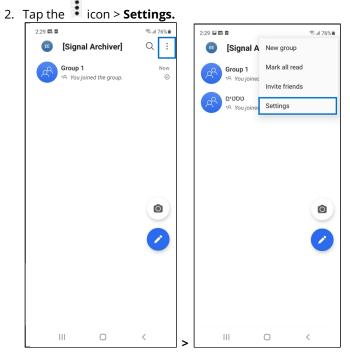


Sending Signal Logs

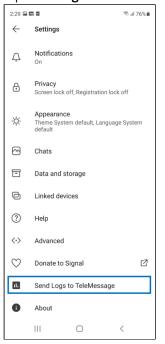
Applicable to End Users

Signal Capture allows you to send logs to Smarsh support in case of technical issues with the app. To send logs from the app:

1. Open the app.

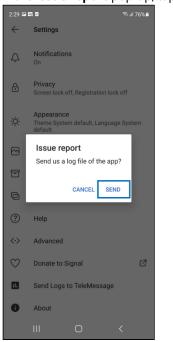


3. Tap Send Logs to TeleMessage.





4. In the **Issue report** pop-up, tap **SEND.**

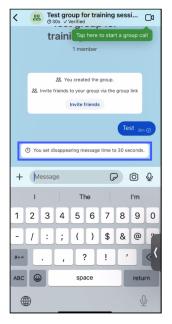


The logs about the issue are sent to Smarsh support.

Enabling Disappearing Messages

Applicable to End Users

The Disappearing Messages feature in Signal Capture allows you manage messages and keep your message history tidy. When this feature is enabled, sent and received, disappears from your devices after the timer has elapsed. All disappearing messages have a timer countdown icon displayed at the bottom of the message bubble.



The timer starts as follows:

- For a sent disappearing message, the timer starts after you have sent the message.
- For a received disappearing message, the timer starts after you have read the message.

To enable disappearing messages:

1. Open the application.

Tap the icon >				09:59 編 🏾 🎬 🗟 36% 🛔
9:35 AM * Signal Archiver]	تی چ اند. : C	9:35 AM & [Signal Archi	.ଣା ରୁ 🐵 New group	← Settings
Tsur Ena Tsur Ena is on Signal!	Fri	Tsur Ena Tsur Ena is on Sigi	Mark all read Invite friends Settings	SM Sc 1 +919 (2) About
	٥		0	 Appearance Chats Stories Notifications Privacy Data and storage
	>			> 0 <

3. Under **Disappearing Messages**, tap **Default timer for new chats**.

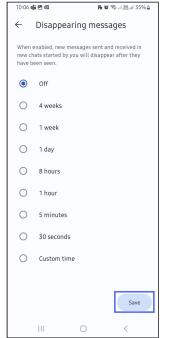
Note

By default, the disappearing messages timer is set to **Off** and messages are always displayed in the conversation thread.

10:04 🖷 🖷 🖷 🖷 🐂 🛱 🖏 📖	₩2.al 35% 🛢				
← Privacy					
Blocked O contacts					
Messaging					
Read receipts If read receipts are disabled, you won't be able to see read receipts from others.					
Typing indicators If typing indicators are disabled, you won't be able to see typing indicators from others.					
Disappearing messages					
Default timer for new chats Set a default disappearing message timer Off for all new chats started by you.					
App security					
Screen lock Lock Signal access with Android screen lock or fingerprint					
	<				



4. Set the disappearing message timer. You can set the timer between 30 seconds and four weeks.



You can set a custom time in terms of seconds, minutes, hours, weeks, and days.





5. Tap **Save**.

10:08	◎ 2 65 ● 10 余山光山 34% ■						
← Disappearing messages							
When enabled, new messages sent and received in new chats started by you will disappear after they have been seen.							
0	Off						
0	4 weeks						
0	1 week						
٢	1 day						
0	8 hours						
0	1 hour						
0	5 minutes						
0	30 seconds						
0	Custom time						
	Save						

Automatic Wake-Up for iOS

Applicable to End Users

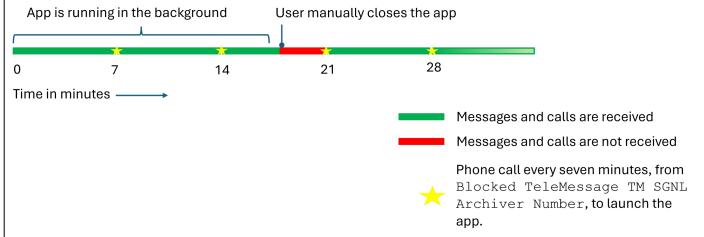
Signal Capture can run in the background at all times to receive messages and calls in real time. For the app to run in the background, you must not remove the app from memory.

You can activate the Wake-Up feature on the app to allow Smarsh to automatically wake-up (launch) the app every seven minutes to receive calls and messages, when the app is removed from memory.

Feature Overview

When the app is closed and removed from memory, the wake-up feature can automatically launch the app every seven minutes to deliver messages and calls. You must manually activate the feature. Once activated, the app will receive a phone call every seven minutes, from Blocked TeleMessage TM SGNL Archiver Number, to launch the app. The following image depicts the app behavior when the wake-up feature is enabled:





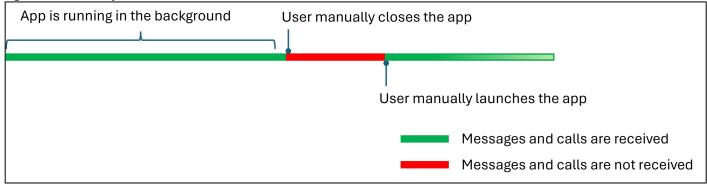
To avoid unwanted prompts from the phone call, you must block the caller on the iOS contacts application.

(i) Important

Block the caller in the iOS contacts application to avoid prompts. Do not add them to the Signal blocked contacts.

The following image depicts the app behavior when the wake-up feature is disabled:

Figure 2: Wake-Up Disabled



The default battery saver configuration for automatic wake-up is 100% and the notifications are pushed every seven minutes. This can cause the device's battery to drain. You can ask Smarsh to lower the batter-saver percentage to reduce battery drain. If the battery saver configuration is set to 50%, the app is running for half of seven minutes, which is 3 and half minutes. Notifications for messages and calls are received only for 3 and half minutes and the app is killed for the remaining time, until the next push.

Enabling Wake-Up

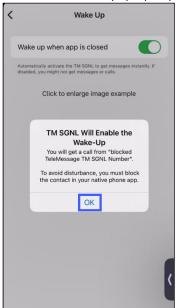
- 1. Open the application.
- 2. Tap the icon > Settings > Wake Up.

9:35 AM *	.all 📚 📧	9:35 AM 🕏	.atl 📚 👀	Done	Settings
[Signal Archiver]	Q :	[Signal Arch		0	Account >
Tsur Ena Tsur Ena is on Signal!	Fri	Tsur Ena Tsur Ena is on Sig	Mark all read	ь	Linked Devices >
			Settings	٩	Appearance >
				D	Chats >
				5	Stories >
				¢	Notifications >
				₿	Privacy >
				Φ	Data Usage >
				Ö	Wake Up >
				?	Submit Debug Logs to TeleMessage >
	٥				Invite Your Friends
				í	About
	۹.		•	>	

3. Toggle the **Wake up when app is closed** option to **ON**.



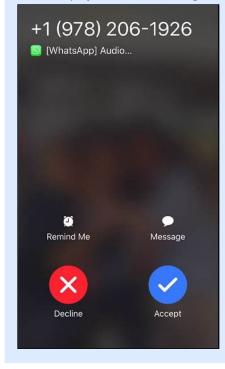
4. In the confirmation pop-up, tap **OK**.



5. You will receive a short call with a single ring to your phone from **Blocked TeleMessage TM SGNL Number**.

Note

If you have not granted the local contacts permission to the app, the contact will not be created. The incoming call will be displayed as the incoming from the number +1 (978) 206-1926.



- 6. Block this number from your native phone application:
 - a. Open the contact details on you native phone application.
 - b. Tap Block this Caller.
 - c. Tap **Block Contact** to block the contact.

Automatic wake-up is successfully enabled. You will receive a call to your Signal registered number every seven minutes. Signal Capture is launched and calls and messages are delivered without any interference in the foreground.

The default battery saver configuration for automatic wake-up is 100%. This indicates that when you manually close the app or remove it from memory, the app is launched every seven minutes by the call from Blocked TeleMessage TM SGNL Number . If you encounter battery consumption due to automatic wake-up settings, contact Smarsh support.

Archiving Signal Capture Data

Applicable to Administrators

You can archive the captured communication to a supported third-party storage destination. To archive the captured communication, inform the Smarsh onboarding team during onboarding.

Based on the third-party storage destination to which you choose to archive, Smarsh creates an Archiving Plan. An archiving plan includes the following entities:

- Source: Indicates the Capture Mobile application used to archive communications.
- Destination/Policy: Indicates the supported third-party storage destination where communications are archived. To configure archiving destinations such as Microsoft 365, SMTP, and SFTP, see Connectors.
- Archive Plan: Indicates the setting that maps a source to a destination.

As an admin, you can manage your assigned archive plans by assigning and unassigning users. For more information, see Managing Archive Plans.

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