

# In a Nutshell: App Configuration for End Users

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To help you to set up your Threema Work app and make sure you're ready to chat in a safe and privacy-compliant manner as soon as possible, we have compiled this guide with general recommendations and links to useful documents.

## Overview of App Features

In the following documents, we explain the Threema Work app's features in detail and outline the first steps to set up the app:

- [For Android devices](#)
- [For iOS devices](#)

## Microphone and Camera Access

Make sure the app has access to your device's microphone and camera in order to record voice messages, start (video) calls, and verify contacts.

Here's how you grant access:

- **Android:** on your Android device, navigate to "Settings > Apps > All apps > Threema Work," and grant access to the camera and microphone in "Permissions"
- **iOS:** on your iPhone/iPad, navigate to "Settings > Threema Work," and grant access to the microphone and camera

## Preview of Incoming Messages

Ensure that push notifications are displayed correctly. The following FAQ entries help you to adjust the necessary settings:

- [For Android devices](#)
- [For iOS devices](#)

If you use an Android device, we recommend you to visit [dontkillmyapp.com](https://dontkillmyapp.com). This website lists the settings you need to adjust to make sure your device prefers proper functionality of the app over battery life.

## Block Contacts

If you receive unwanted messages via Threema Work (i.e., spam, junk), you can block the respective contact as follows:

- **Android:** Tap on the profile picture of the contact to open the contact details, and navigate to “Block contact” in the side menu. Alternatively, you can add the Threema ID of the contact to “Blocked contacts” in “Settings > Privacy.”
- **iOS:** Tap on the name of the contact to open the contact details. Then, scroll to the bottom, and activate the “Block Contact” option.

## Problems with Receiving Group Messages

If a group member doesn't receive messages sent into the group chat, it is recommended to synchronize the group. Only the creator/admin of a group can initiate the synchronization (in the group details). If the problem persists after the synchronization, we recommend you to remove the respective member from the group and add them again.

## Backups

If you want to restore Threema Work on a new or reset device, the following guide helps you to back up and transfer your data:

- [Backups on Android](#)
- [Backups on iOS](#)