



American Tel-A-Systems Inc.
4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424
<https://support.amtelco.com/msm-home>

Amtelco Secure Messages 7.0 Upgrade Instructions

All rights reserved © September 2025

To schedule your upgrade to ASM Server version 7.0, contact Amtelco Field Engineering after the following items have been met. For questions regarding your upgrade, contact service@amtelco.com or 800-553-7679.

1. Prior to your upgrade, all user apps must be upgraded to the newest Apple and Android ASM app versions. Minimum requirements: Android 7.0.5 and Apple 7.0.5 (Please note: app versions 7.0.0-7.0.4 are not compatible). **If users do not meet this minimum, the app will no longer work properly for them.** Users can view their current version from the ASM app menu under “Accounts” and administrators can view current app versions on the Devices page or in the “Device List” report within the ASM Administration Web. When reviewing devices, please note some users may have multiple devices listed and may have devices no longer in use.
2. Our apps are rigorously tested against current operating systems. At the time of this document, our minimum versions supported are: Android OS 12, Apple OS 15, iPadOS 15 and watchOS 8. These versions will change as OS version support ends and new ASM apps are released.
3. ASM Server 7.0 will only be supported with **Intelligent Series version 5.3 or above.**
4. Onsite Installations: Our server specifications have changed. Prior to upgrading, you must meet these new minimum standards. Please refer to Amtelco Field Engineering for assistance. System Specs: https://support.amtelco.com/system/files/ASM/7.0/ASM7.0_TechNotes.pdf
5. ASM Server 7.0 with IS 5.7+, will now require installation of (2) new API services, a customer-provided public-facing website, and a dedicated IS Agent. IS versions below 5.7 do not require the API services.
6. Configurations in the Amtelco Cloud will need to re-issue the Contact Web URL for all users and use the new URL to access the Administration Web: <https://asmadminsevenzero.miamtelcocloud.com/>
7. ASM server 7.0 will require the ASM 7.0 Archive Retrieval program, please reach out to Amtelco Field Engineering if you are currently using ASM Archive.

8. The iOS app version 7.0.5 will only support iPod Touch 7 devices as they are the last model to support Apple OS 15. Please note, this is soon to change as the next major iOS app version 7.1, when released, will no longer support iPod Touch devices.
9. Role-Based IS Messaging will require: ASM Server 7.0, IS Server 5.7+, and ASM/IS licensing. Please refer to your Amtelco salesperson for more information.

