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<https://support.amtelco.com/msm-home>

miSecureMessages 6.8 Upgrade Instructions

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To schedule your upgrade to MSM Server version 6.8, 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 MSM app versions. Minimum requirements: Android 6.8.X and Apple 6.8.X (or higher if available). **If users do not meet this minimum, the app will no longer work for them.** Users can view their current version within the MSM app menu and administrators can view current app versions on the Devices page or in the “Device List” report within the MSM Administration Web. When reviewing through the web, please note some users may have multiple devices listed.
2. Our apps are rigorously tested against current operating systems. At the time of this document, our minimum versions tested are: Android is OS 7, Apple iOS 13 and watchOS 7.0.
3. Regarding the MSM Administrative and MSM Contact Web sites, we no longer test against nor support any versions of Internet Explorer. We only support current versions of Chrome, Edge, Firefox and Safari.
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. Current specs:
https://support.amtelco.com/system/files/MSM/6.8/MSM6.8_TechNotes.pdf
5. The new Phone Masking feature also requires IS 5.5 with Genesis 5.7.



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