



amtelco

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Amtelco Secure Messages Partnership Pre-Installation Checklist

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Amtelco's Amtelco Secure Messages (ASM) partnership system configuration requires communication between Amtelco's ASM servers and the Infinity and Intelligent Series (IS) servers at the partner location. The following requirements must be met, and the corresponding information provided to Amtelco, before an installation can be scheduled.

Infinity Customers:

- A public IP address with forwarding enabled for the ASM station number (5xxx) in the Infinity system configuration must be provided to Amtelco. The Amtelco Secure Messages servers use the following IP addresses: 35.164.232.187/32 and 44.212.159.240/32. Only one open port is required.
- Infinity Server version 5.60.14 or later is required.
- Infinity Supervisor version 5.60.025 or later is required.

Intelligent Series Customers:

- A public IP address with forwarding enabled for the IS Server port (typically 5200) must be provided to Amtelco. The Amtelco Secure Messages servers use the following IP addresses: 35.164.232.187/32 and 44.212.159.240/32. Only one open port is required.
- The Intelligent Series Server version 4.1.4924 or later is required.
- The IS Supervisor version 4.1.4924 or later is required.

General Requirements:

- Test phones or devices (Android or Apple iOS) must be available. The Amtelco Secure Messages app should be downloaded prior to system installation. The ASM device app can be found by searching the appropriate on-line store for "Amtelco."

Inbound Port Requirements:

- Inbound ports 5228, 5229 and 5230 must be open in the site's WiFi network to enable Android device users to receive message notifications from the Firebase Cloud Messaging service.
- Inbound port 5223 must be open in the site's WiFi network to enable Apple iOS device users to receive message notifications from the Apple Push Notification Service.

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Outbound Port Requirements:

- Outbound port 443 must be open in the site's WiFi network to allow Android device users to send message notifications to the Firebase Cloud Messaging service and to allow Apple iOS device users to send message notifications to the Apple Push Notification Service.

Network Diagram:

A network diagram detailing the software components of the Amtelco Secure Messages system and their locations in the system hardware configuration is available for download on Amtelco's TechHelper service and support web site.

https://support.amtelco.com/system/files/MSM/6.8/ASM6.8_G_Cloud_Network_Diagram.pdf

https://support.amtelco.com/system/files/MSM/6.8/ASM6.8_Inf_Cloud_Network_Diagram.pdf

Additional Documentation:

Please see the following documents on TechHelper web site for additional information.

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

- The Amtelco Secure Messages Cloud-Based System Guide
- The Amtelco Secure Messages Android App User Guide
- The Amtelco Secure Messages Apple App User Guide
- The Amtelco Secure Messages Contact Web User Guide