AMSConnect System Requirements

Last updated: August 2022

White Listing

Protocols

AMSConnect runs on http and https protocols. Please make sure ports 80, 443, and 8443 are allowed across your fixed and wireless networks.

- TCP port 5223 (Apple push notifications)
- TCP port 5228 (Google push notifications)

Proxy or Firewall

Please check to make sure that the following sites are not blocked:

- https://messenger.amsconnectapp.com
- https://api.amsconnectapp.com
- https://notify.amsconnectapp.com
- https://admin.amsconnectapp.com
- https://apps.amsconnectapp.com

Please check to make sure that emails from the following domains are not blocked:

- amsconnectapp.com
- us-west-2.amazonses.com

Wi-Fi

AMSConnect will actively send and receive messages via both Wi-Fi and a mobile data connection. If a user has enabled Wi-Fi and is running on the approved Wi-Fi networks, AMSConnect will default to Wi-Fi and only move to mobile data when that connection is not available.

Access: The Best Practice we recommend is to provide mobile users with access to a Wi-Fi network that Does Not Require Re-Authentication, such as most "guest networks". This can create a poor user experience as users believe they are connected, however the messages are held pending authentication.

Set Up: The Best Practice is that users must turn off "Ask to Join Networks" on their mobile device. This will keep them from bouncing to unapproved or blocked Wi-Fi networks. Users can use AMSConnect on their home Wi-Fi network.

Questions?

Please email **amsconnect@americanmessaging.net**