

6 Ways to Avoid Toll Fraud

in your ShoreTel Phone System

We are seeing a resurgence of toll fraud across the country. The following are common things to avoid in order to secure your ShoreTel system.

1

Avoid using default or easily guessable voicemail and communicator client passwords

- a. The default passwords of “changeme” and “1234” are widely known
- b. We recommend setting more complex passwords

2

Avoid enabling the **Enable Voice Mail Callback** feature in Class of Service (COS) - Voicemail Permissions in **Administration > Users > User Groups**

- a. This feature allows a user to listen to a message in their mailbox and choose the option to call the party back. External parties can spoof their inbound caller ID and leave a message for a user.
- b. If that user has a default or easily guessed passwords (1234, 123456, or the # same as their extension), then this person can then call back into the system and login to the user's mailbox at that time. They listen to their message from the spoofed address and use the callback feature to dial the number
- c. If the inbound caller originally spoofed their phone number to be from Zimbabwe, the system would make an outbound call to Zimbabwe.

3

Avoid allowing the **Voice Mail Notification** User Group to have international dialing rights, either by means of the **COS - Call Permissions** set to **No Restrictions** where **International Long Distance** dialing is allowed.

- a. Not only does this add to the issues outlined in issue #2, it also opens the door to the same behavior via a Conference Bridge/SA device.
- b. If the Conference Bridge is externally reachable, individuals can join via the web bridge and use the **Call Me** feature to have the system dial their phone to join them to the bridge via audio. However, if an international number is provided it will (by default) be able to dial the number.

4

Avoid allowing ShoreTel Director access via the web

- a.** The HQ server should never be accessible from the web.
- b.** If Director needs to be accessed while outside the network, we would recommend connecting via a VPN tunnel or a remote access tool (LogMeIn, GoToAssist, etc)

5

Avoid using default or shared admin accounts in ShoreTel Director

- a.** The “admin” account is the default account with Director access when the application is installed, and as such is widely known on the internet.
- b.** All administrators should have individual login for system access
- c.** This allows more granularity in terms of determining who made changes within Director at any given time.

6

Avoid allowing unrestricted access to international dialing across all user groups.

- a.** This can be limited on a per user group basis
- b.** This can also be limited by requiring account codes, which require a user to enter a pin number if they attempted to make an international call.

Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!