



What You Need to Know About Your VoIP Device and Security

VoIP phones are powerful communication tools, designed to function on a secure network. They are not intended for deployment on the open internet. Specifically, every VoIP phone contains credentials that allows the phone to place calls, often anywhere in the world.

Protecting your VoIP credentials, just like all of relevant business and personal information, is vital to the overall safety and success of your organization.

Securely deploying phones on your network

A key to protecting VoIP devices from hackers is deploying the phone safely and securely on your network – ensuring the phone is not accessible by anyone on the internet directly.

Most networks have a segment of the network accessible from outside – commonly the internet – called the DMZ. Deploying a phone on a network's DMZ exposes it to attacks from anyone on the internet. Attackers can compromise the credentials stored on the device, place unwanted and often expensive calls or worse.

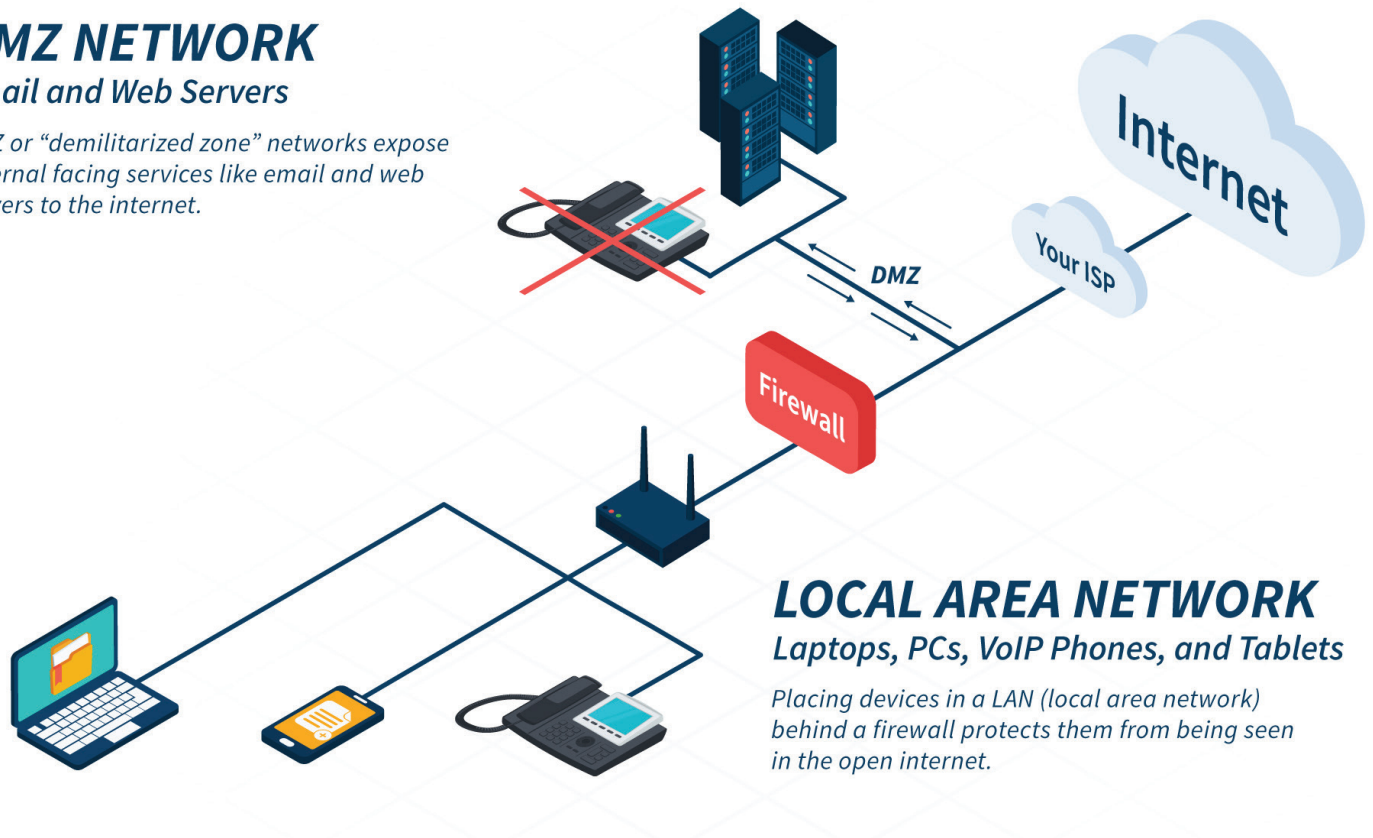
Protecting your VoIP Phone

Remember to never expose any device that contains usernames and passwords to the internet. Following the security protocols outlined by your IT department, you'll be doing your part to keep your VoIP phone safe and avoid costly attacks on your company.

DMZ NETWORK

Email and Web Servers

DMZ or “demilitarized zone” networks expose external facing services like email and web servers to the internet.



LOCAL AREA NETWORK

Laptops, PCs, VoIP Phones, and Tablets

Placing devices in a LAN (local area network) behind a firewall protects them from being seen in the open internet.

Security Checklist

To keep your personal log-in credentials and company information both secured and safe, make sure you follow these steps –

- Establish your firewall and/or VPN connections in line with your company’s security protocols.
- Follow the step-by-step procedure for setting up your VoIP phone per this document, **never placing it in DMZ**: <https://www.virtualpbx.com/wp-content/uploads/2016/01/NetworkConfigurationForVoIPphones.pdf>
- Always exercise sound password strength and protection practices as suggested in this guide: <https://ssd.eff.org/en/module/creating-strong-passwords>
- Going to be out of town on vacation? Turn your VoIP phone off.

We’re Here to Help!

VirtualPBX works hard to help protect your organization. If you ever have a question or concern, we are here to help. Simply give our Professional Services Team a call at 855.872.9911.