

FAQ

How do I protect my System from outside callers who set up international and long distance calling features accessed through an employee's mailbox?

First of all in the VoiceMail (VM) / Auto Attendant system – the programming can be set to NOT allow an access to an outside line. If you need this feature enabled in your VM then creative passwords can be used to further protect your stations.

By default VM boxes are programmed with a password that is the same as the extension #. This enables the customer to access their mailbox easily for initial setup. But if this password is not changed, callers into the system just need to enter the same extension number they just dialed to get to your phone, again to access the stations' programming.

The trick is to find a password that the employee can remember easily, while the administrator can also have access to the password. The Phone System administrator may want to set up more secure passwords (number combinations) by setting up each station with the last 4-6 digits of an employee's social security number, or the numeric values of a word that is only know to the employee and the administrator.

Although some people have used their extension # (or direct dial number) in a backward sequence as a password, this is an easy one for malicious callers to guess. Another easy password for an employee to remember, is their extension number in reverse or mixed multiple sequences. E.g. Extension number 20 could be 02-02-02-02 or 02-20-02-20.; easy to remember but not that easy to guess how many multiples a malicious caller might be willing to try.

Otherwise each station can pick a number that is a special sequence of numbers known only to them. System Administrators can keep a master data file that records each station's passwords if needed later to change from the supervisor's menu. But also administrators with Supervisor access can view any Vertical (Comdial) system mail box's password through their systems' administration functions.