

# VoIP Security awareness Training Slides and Frequently Asked Questions (FAQ)

## **1. What is VoIP and why does it need special security?**

VoIP (Voice over IP) lets you make voice calls over the internet. Because it runs on IP networks, it's exposed to the same risks as web servers—hacking, eavesdropping, and phishing.

## **2. What is SPIT and how do I avoid it?**

SPIT = Spam over Internet Telephony. These are unwanted or fake calls meant to trick you.

- ✓ Never answer unknown or suspicious numbers.
- ✓ Don't share personal info over unsolicited calls.

## **3. What should I do if a caller asks for my extension password?**

Hang up immediately. No real IT or admin team will ask you for your credentials over the phone.

## **4. Is it safe to use my personal phone for VoIP calls?**

Only if it's approved and configured by IT. Always use the company-recommended apps like Zoiper or Linphone and connect via VPN.

## **5. How do I report strange call behavior?**

If you receive repeated spam calls, unusual call logs, or poor audio quality, contact the IT Helpdesk immediately with as much detail as possible.

**G8ST**  
GROUP 8 SECURITY TEAM

## USER AWARENESS GUIDE

### Title: “Think Before You Speak – Stay Safe on VoIP!”

#### Phishing Over VoIP (Vishing)

- Attackers impersonate support teams or admins.
- They ask for passwords, codes, or system access.
- **Don't trust unfamiliar voices — verify through official channels.**

#### SPIT – Spam Over Internet Telephony

- You may receive calls that play fake promotions or ask you to press numbers.
- **Do not interact with the keypad. Hang up and report.**

#### Social Engineering

- Hackers gather personal info from social media or previous calls.
- Then they call you pretending to know your team or manager.
- **Never reveal internal processes or access instructions over the phone.**

#### How to Stay Safe:

- Use strong SIP passwords.
- Never reuse extension passwords across services.
- Always lock your devices when away.
- Avoid taking VoIP calls on public Wi-Fi.
- Keep your softphone apps and OS updated.
- Report anything weird. Fast.

Appendix:

Powerpoint slides on the Repository: <https://github.com/Sidney-Fomeche/GROUP8>

**G8ST**  
GROUP 8 SECURITY TEAM