



Overview - Security Guide for OfficeServ system

Basic recommendation for all OfficeServ systems (Common)

	Use	Non - Use
SIP Station	- Assign a limit to an international call access by SIP Station's COS setting. Refer to the page 3~5.	- Make all slots for SIP Station disable. Refer to the page 6.
HQ Subsidiary connection	- Non-Tandem Use Delete the trunk number/access code including LCR from the DID table. Refer to the page 7. - Tandem Use but no International Call User Use COS level to restrict an international call. Refer to the page 3~5. - International Call Use with Tandem Use COS level to restrict an international call & list a prefix code for an international call in the 'Toll Deny Table'. Refer to the page 3~5.	-
SVMi	- Delete unused extensions and mailboxes. Refer to the page 17~19. - Disable outcall authorizations of eclass and mclass. Refer to the page 20~21. - Change default DTMF admin passcode. Refer to the page 22.	-

OS7000 Series (Except OS7200 MCP) : V4.65 or more

	Use	Non - Use
SMT-i5243	- SW Version 1.84(2011.12.20) or more is strongly recommended.	-
IP Station / DM	- DM IP White list (DM 5.13.9) - Phone IP White List (DM 5.13.10 (MMC875)) - Management IP White List(DM 5.13.11 (MMC875)) Refer to the page 8~11	Same as left
SIP TRK / Peering	- MMC837 Common Exclusive : No Response(default) Refer to the page 12.	Same as left



OS7000 Series (Except OS7200 MCP) : From V4.60 to V4.63x

	Use	Non - Use
SMT-i5243	- SW Version 1.84(2011.12.20) or more is strongly recommended.	-
SIP TRK / Peering	- MMC837 Common Exclusive : No Response(default) Refer to the page 12.	Same as left

OS7000 Series (Except OS7200 MCP) : From V4.22a to V4.53x

	Use	Non - Use
SIP TRK / Peering	- MMC837 Carrier Exclusive : Enable Refer to the page 13.	Same as left

OS7000 Series(Except OS7200 MCP) : Under V4.22a or OS500/100/12 & OS7200 MCP

	Use	Non - Use
SIP TRK / Peering	- Non-Tandem Use Delete the trunk access code including LCR in the menu 3.2.3 (MMC714) Refer to the page 7 - Tandem Use MMC832 IN/OUT Digit Translation between main and branch offices. Refer to the page 14~16	- MMC832 IN/OUT Digit Translation Refer to the page 10



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International Call Restriction by COS Setting for SIP Extension (1/3)

1. Menu : IT/DM 4.7.1 (MMC301)

Use COS level to restrict an international call for SIP extensions. Set all Ring Plan of SIP extension to '2'.

4.7.1						
Tel Number	Ring Plan					
	1	2	3	4	5	6
0301	2	2	2	2	2	2
0302	2	2	2	2	2	2
0303	2	2	2	2	2	2
0304	2	2	2	2	2	2
0305	2	2	2	2	2	2
0306	2	2	2	2	2	2
0307	2	2	2	2	2	2
0308	2	2	2	2	2	2
0309	2	2	2	2	2	2
	2	2	2	2	2	2
0909	2	2	2	2	2	2
	1	1	1	1	1	1
	1	1	1	1	1	1
	1	1	1	1	1	1
	1	1	1	1	1	1
	1	1	1	1	1	1
	1	1	1	1	1	1

SIP Extension
number



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International Call Restriction by COS Setting for SIP Extension (2/3)

2. Menu : IT/DM 4.7.2 (MMC701)

Change the Toll Level of COS for SIP extension to below 'B'. Default Toll Level of COS 02 is 'B'

4.7.2		COS 01	COS 02	COS 03	COS 04	COS 05	COS
Item		A	B	C	D	E	
Toll Level							
Features	AA CALLER	Yes	Yes	Yes	Yes	Yes	
	ABSENCE	Yes	Yes	Yes	Yes	Yes	
	AUTO RDL	Yes	Yes	Yes	Yes	Yes	
	CALL BACK	Yes	Yes	Yes	Yes	Yes	
	CLI ABND	Yes	Yes	Yes	Yes	Yes	
	CLI INQR	Yes	Yes	Yes	Yes	Yes	
	CLI INVT	Yes	Yes	Yes	Yes	Yes	
	CONFERENCE	Yes	Yes	Yes	Yes	Yes	
	DALM CLR	Yes	Yes	Yes	Yes	Yes	
	DIRECT	Yes	Yes	Yes	Yes	Yes	
	DISA	Yes	Yes	Yes	Yes	Yes	
	DND	Yes	Yes	No	No	No	
	DND FWRD	Yes	Yes	Yes	Yes	Yes	
	DND OVRD	No	No	No	No	No	
	DOOR	Yes	Yes	Yes	Yes	Yes	
	DSS	Yes	Yes	Yes	Yes	Yes	



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International Call Restriction by COS Setting for SIP Extension (3/3)

3. Menu : IT/DM 4.8.1 (MMC702)

List a prefix code (e.g.00X) for International call in the 'Toll Deny Table' as below. Set the value to 'Yes'

4.8.1							
Entry Number	Digit	Deny					
		B	C	D	E	F	G
1	00X	Yes	Yes	Yes	Yes	Yes	Yes
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							



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Make All Slots for SIP Station Disable

Menu : IT/DM 6.3.2 (MMC857)

If there is no use of SIP Station, change all virtual slots for SIP station to other types to avoid an illegal SIP user registration.

6.3.2										
Cabinet	Slot	Previous Card	Current Card	VSL	VDL	ITP	WIP	SIPP	SIPA	S0
4	1	Wired ITP	Wired ITP							
	2	Wired ITP	Wired ITP							
	3	Wired ITP	Wired ITP							
	4	Wired ITP	Wired ITP							
	5	Wired ITP	Wired ITP							
	6	Wired ITP	Wired ITP							
	7	Virt. SLI	Virt. SLI							
	8	SIP Station	SIP Station							
	9	SIP Station	SIP Station							
	10	SIP Station	SIP Station							
	11	SIP Station	SIP Station							
	12	SIP Station	SIP Station							
	1	SIP Station	SIP Station							
	2	SIP Station	SIP Station							
	3	SIP Station	SIP Station							
	4	Group Conf.	Group Conf.							
	5	Group Conf.	Group Conf.							



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Delete the Access Code (inc. LCR)

Menu : IT/DM 3.2.3 (MMC714)

In case of 'Non-Tandem Use', delete the trunk number/access code including LCR from the menu 3.2.3 or MMC714.

3.2.3

Entry Number	Incoming digits	Ring Plan						Translate Name
		1	2	3	4	5	6	
1	0800	0808	0808					
2	0801	0808	0808					
3	0805	0808	0808					
4	0****	B	B	B	B	B	B	
5	18****	B	B	B	B	B	B	
6	37****	B	B	B	B	B	B	
7	5****	B	B	B	B	B	B	
8	6****	B	B	B	B	B	B	
9	7***	B	B	B	B	B	B	
10	9	9	9	9	9	9	9	
11								
12								
13								
14								
15								
16								
17								
18								

Delete it, if 7*** is a trunk number.

Delete LCR code



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IP White List – DM (V4.65 or Later)

Menu : DM 5.13.9

Only the IP addresses listed here is allowed to access the system using DM.

If there are no IP addresses in the list, then the system is fully open so any PC using DM can access the system.

5.13.9.DM IP White List

Entry No	IP Address	Description
1	0.0.0.0	
2	0.0.0.0	



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IP White List – Phone (V4.65 or Later)

Menu : DM 5.13.10 (MMC875)

Define IP addresses for the registration of Samsung IP phones, SIP Phones, PCs or Servers running CTI solutions and LAN Printers (DM 5.6.2). Registration to the system is permitted only for IP addresses listed here.

5.13.10.Phone IP White List		
Entry No	IP Address	Description
1	165.213.80.50	
2	165.213.80.100	
3	165.213.80.101	
4	165.213.80.102	

[Exception]

If <Use IP White List> of DM 2.7.1/ 2.7.2 is set to <Disable>, the designated phone can register to the system although its IP address is not inputted in DM 5.13.10 Phone IP White List.



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IP White List – Management (V4.65 or Later)

Menu : DM 5.13.11 (MMC875)

Define IP addresses for Telnet, FTP Server, and SMDR. System allows only the IP addresses defined here to access the system.

5.13.11.Management IP White List		
Entry No	IP Address	Description
1	165.213.80.177	
2	0.0.0.0	
3	0.0.0.0	
4	0.0.0.0	



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IP White List – IP Address Range Rule (V4.65 or Later)

There are two ways to input DM/ Phone/ Management IP address.

One is inputting each IP address to each entry. Another is inputting IP address range as below

IP address format	IP address range
A.B.C.255	A.B.C.1 ~ A.B.C.254
A.B.255.255	A.B.0.1 ~ A.B.255.254
A.255.255.255	A.0.0.1 ~ A.255.255.254



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Make the 'Common Exclusive' Enable (V4.60 or Later)

Menu : IT/DM 5.2.12 (MMC837)

Set the value of 'Common Exclusive' option to 'No Response'

- No Response

SIP INVITE MSG from outside unauthorized IP address will be ignored. And if the message happens repeatedly, the IP address will be blocked for a while.

- Response

For the SIP INVITE MSG from outside unauthorized IP address, the 403 Forbidden response will be followed.

5.2.12.SIP Stack/Ext/Trunk Options		
	Item	Value
SIP Trunk Configuration	Default SIP Carrier	1
	iBG Expire Time (sec)	10
	LCR Fast Setup	Disable
	Incoming Mode	Follow DID Translation
	Peer CLI Table	1
	Received CLI Forward On Alias	Disable
	Comm Exclusive	No Response
	Common MSG Block Timer (Sec)	600
	Register MSG Block Timer (Sec)	60
	Register Retry Limit	2



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Make the 'Carrier Exclusive' Enable (V 4.22a ~ V4.53c)

Menu : IT/DM 5.2.12 (MMC837)

Set the value of 'Carrier Exclusive' to 'Enable'.

- Enable

For the Invite Message from outside unauthorized IP address, the 403 Forbidden response will be followed.

5.2.12		
Item	Item	Value
SIP Stack Configuration	Retrans T1 Time (100ms)	5
	Retrans T2 Time (100ms)	40
	Retrans T4 Time (100ms)	50
	General Ring Time (100ms)	50
	Invite Ring Time (100ms)	50
	Provisional Time (100ms)	1800
	Invite No Response Time (100ms)	50
	General No Response Time (100ms)	50
	Request Retry Time (100ms)	50
SIP Extension Configuration	Signal Port	5060
	IP-UMS/IVR Signal Port	50
	SIP Expire Time (sec)	60
	NAT Reg Expire Time	60
SIP Trunk Configuration	Carrier Exclusive	Disable
	Default SIP Carrier	Disable
	iBG Expire Time (sec)	Enable
	Incoming Mode	Follow DID Trans
	Peer CLI Table	1
	Received CLI Forward On Alias	Disable

Enable it !!



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MMC832 IN/OUT Digit Translation (Under V4.22a) (1/3)

Site : Non-Use of SIP Trunk/Peering

Menu : IT/DM 5.2.4 (MMC832)

Except for the first digit of DID numbers for SIP incoming call, set the value of 'Access Digit' and 'Insert Digit' as below to block illegal SIP Peering call attempt.

5.2.4.

Table Number	Access Digit	Insert Digit	Digit Length	Delete Length
0	0	500	1	0
1	1	500	1	0
2	3	500	1	0
3	4	500	1	0
4	5	500	1	0
5	6	500	1	0
6	7	500	1	0
7	8	500	1	0
8				0
9				0
10				0
11			0	0
12			0	0
13			0	0
...			~	~

Input the value between 0~9 except for 2 (If 2 is a first digit of DID numbers)

Operator group number or any invalid number.



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MMC832 IN/OUT Digit Translation (Under V4.22a) (2/3)

Site : Main & Branch Office & PSTN trunk line into the main office only.

Menu : IT/DM 5.2.4, 5.2.3 (MMC832)

SCHEME - When making a call from Branch to Main office, any 8 digits are added in front the calling number. And then if 8 digits appended is not same as the numbers main system has known, the call attempt will be denied as an illegal thing.

1. Branch Office : OUT Table DB Setting.

Insert the trunk access digit and then put any 8 digits into 'Insert digit' section.

5.2.3.

Table Number	Access Digit	Insert Digit	Digit Length	Delete Length	IP Table Number	Start Entry of IP Table	Server Use
0	9	87654321	1	0	0	0	No
1			5	0	1	0	No
2			5	0	1	0	No
3			5	0	3	0	No
4			5	0	3	0	No

Put any 8 digits as you please



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MMC832 IN/OUT Digit Translation (Under V4.22a) (3/3)

2. Branch Office : IN Table DB Setting.

Route a trunk access code to an operator or invalid number as below.

5.2.4.

Table Number	Access Digit	Insert Digit	Digit Length	Delete Length
0	9	500	1	0
1			1	0
2			1	0
3			1	0
4			1	0

Route a trunk access code to an operator or invalid number

3. Main Office : IN Table DB Setting.

Insert the same number as Insert digit in BR OUT DB into 'Access Digit' section and put the length of digit as below. Then, make the trunk access code routed to an operator or invalid number.

5.2.4.

Table Number	Access Digit	Insert Digit	Digit Length	Delete Length
0	87654321		8	8
1	9	500	1	0
2			1	0
3				0
4				0
5				n

Set the 'Delete length' as a length of password digits.

Route a trunk access code to an operator or invalid number



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Delete unused SVMi extensions & mailboxes (ALL) (1/3)

SVMi creates many extensions and mailboxes defined in DM 2.1.6 and DM 5.9.1. You have to remove the extensions and mailboxes that are not used to prevent illegal use.

1. DM 2.1.6 – Set 'SVM Auto Setup' to 'No'.

2.1.6.SVMi Options		
Item		Value
SVM Type		SVMi Card
Restart SVM		No
VM Ring Mode	Ring Plan 1	1
	Ring Plan 2	2
	Ring Plan 3	1
	Ring Plan 4	1
	Ring Plan 5	1
	Ring Plan 6	1
Warning Destination		5000
Alarm Threshold		80
Halt Status		Restart
SVM Auto Setup		No
	Station Name	Yes
	DLI/SLI	Yes
	Desktop ITP	Yes
	WiFi Phone	No
	SIP Phone	No



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Delete unused SVMi extensions & mailboxes (ALL) (2/3)

2. DM 5.9.1 – Select 'None' for each station that you do not want to create a subscriber for.

5.9.1.SVMi Create Subscriber		
Tel Number	User Mail Box	Group Index
2021	Both	1
2022	None	1
2023	Ext	1
2024	Mailbox	1
2025	Both	1
2026	Both	1
2027	Both	1
2028	Both	1
2029	Both	1
2030	Both	1
2031	Both	1



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Delete unused SVMi extensions & mailboxes (ALL) (3/3)

3. DM 8.1.8 & 8.1.11 - Open Block Table – Extension & Mailbox

Delete the extensions and mailboxes that are not used.

8.1.8.Extension

VMS : 1 ▼ No. ▼ Search Add **Delete**

Select	Ext No.	Label Name
<input type="checkbox"/>	2024	EXT 2024
<input type="checkbox"/>	2025	EXT 2025
<input type="checkbox"/>	2026	EXT 2026
<input type="checkbox"/>	2027	EXT 2027
<input type="checkbox"/>	2028	EXT 2028
<input type="checkbox"/>	2029	EXT 2029
<input type="checkbox"/>	2030	EXT 2030
<input type="checkbox"/>	2031	EXT 2031



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SVMi Outcall Authorization (ALL) (1/2)

1. Open Block Table – EClass block

Set 'Outcall Authorizations' to 'No' and remove all 'excepted area codes' for all Eclass blocks.

EClass Block (Standard)						
General		Prompts	Hold Controls	OverHead Page	OutCall	Call Director
		Outcall Authorizations				
		On/Off	Station Type			
On premise		No				
Off premise		No				
Long distance		No				
Excepted Area Codes						
1	2	3	4	5		



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SVMi Outcall Authorization (ALL) (2/2)

2. Open Block Table – MClass block

Set 'Callback Authorizations' to 'No' and remove all 'excepted area codes' for all Mclass blocks. Set 'Ports to use' to 'None' for 'Alert Message Notification and Delivery' if you use SVMi-E series earlier than V5.4.1.1 or OS7100/OS7030/OS7070/OS7200S) earlier than V4.53.

MClass Block (Standard)					
General		Public Caller Interface		OutCall	
		Alert		Pager	
Ports to use		Start	None	All	All
		Stop	None	All	All
Number of attempts		3		3	3
Busy retry time		5		5	5
No answer retry time		15		15	15
		Callback Authorization			
		Y/N		Station Type	
On Premise		No			
Off Premise		No			
Long distance		No			
Excepted Area Codes					
1	2	3	4	5	



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Change SVMi Admin Password (ALL)

Change default passcode of 'System Admin' to the other one.

You can access SVMi DTMF administration with this passcode.

8.5.System Parameters			
General	Management	Language	E-mail Gateway
		System Timers	
Daily Maintenance	3 : 0		
		System Password	
Subscriber Default Password	0000		
Subscriber PSWD Min Length	4		
System Admin	0000		
Force Subscriber to Change PSWD	Change Default Password and Deny Simple One		
		Voice Files	
Min Recorded Length	100		
Dialtone Trim size	150		



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