

## VoIP Unauthorized advertising calls (SPAM)

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### FAQ-Artikel-Ausdruck

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### Schlüsselwörter

Cisco Spam VoIP telephone

### Lösung (öffentlich)

Unauthorized advertising calls (SPAM) Reporting and complaint channels

Have you been the victim of unauthorized telephone advertising and would like to report it?

To do so, please contact the Bundesnetzagentur. The following information is required for the report:

- What was the phone number from which the call was made?
- What was being advertised?
- How was the conversation conducted?
- The manner in which the conversation was conducted may affect the amount of the fine.

Complaints can be submitted by email to [1]rufnummernmissbrauch@bnetza.de, using the online form, or by post using the printed form. You can find further information on [2]this website.

Phishing calls in which account details and passwords are requested without permission fall within the jurisdiction of the law enforcement authorities.

"Spam filter" on the phone Cisco CP-8851 desk phone

With CP-8851 VoIP phones (executive/secretary phones), you can maintain a "spam list" and reject callers whose numbers you know.

For incoming calls, you can place a call in a spam filter after answering it using the "Spam mark" softkey (scroll all the way to the right using the "... " softkey). You can choose whether the caller should only be marked with a red note ("Telemarketer") the next time they call, or whether they should be rejected immediately ("Potential fraud," caller always receives a busy signal). In the latter case, the current call is also ended immediately. Numbers in the filter can be edited via Settings -> List of spam calls (change spam type) or removed from the list (no spam).

Unfortunately, when the desk phone is reset, the spam list is emptied and must be refilled.

Softphone (WebEx) or other desk phones

For all other VoIP devices, the manufacturer does not currently offer user-specific settings and maintenance of spam lists.

[1] <mailto:rufnummernmissbrauch@bnetza.de>

[2] <https://www.bundesnetzagentur.de/DE/Sachgebiete/Telekommunikation/Verbraucher/UnerlaubteTelefonwerbung/Beschwerdeeinreichen/beschwerdeeinreichen-node.html>