Hands-On

ShoreTel Provisioning, Installation and Troubleshooting

Course Description

This Hands-On course provides in-depth coverage on the ShoreTel Small Business Edition (SBE), Voice over Internet Protocol (VoIP) telephone system, which integrates voice and data transmission.

ShoreTel Small Business Edition (SBE) was created to help empower small business owners with productivity-boosting UC (Unified Communications) applications, while delivering exceptional ease of management and low total cost of ownership. Most standard functions, such as adding or changing phones, and moving users, can be done by anyone with basic IT knowledge and skills.

This Hands-On course will allow participants to work with an in-class intranet infrastructure constructed with ShoreTel switches, server and telephones. Upon successfully constructing and testing the in-class Intranet, participants will observe the installation of voice hardware and software on PCs.

Students Will Learn

- **Introduction to ShoreTel Small Business Edtion (SBE)**
- **Resource Planning**
- **Installation Best Practices**
- **Configuring ShoreTel Switches, Servers, Phones**
- **Programming ShoreTel**
- **Using the ShoreTel SBE System**
- **And More...**

Course Outline

This course will be tailored to customer specific needs and requirements.

Delivery Method

Instructor-Led with numerous Hands-On labs and exercises.

Equipment Requirements
(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

3 Days

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