

Advanced ShoreTel System Administrator

NCA CERTIFIED TRAINING

Course Objectives:
Using an NCA provided ShoreTel Demo Kit you will learn the following:

- Becoming familiar with all relevant ShoreTel services and communication
- Understanding call flows; workgroups, hunt groups, auto attendants
- Using Quick Look; diagnostics and monitoring (D & M) and monitoring server
- Adding users, phones, programming buttons
- Call recording: paging, intercom and collaboration features
- Moving servers and upgrade process overview
- Logs and events to troubleshoot and resolve problems affecting ShoreTel servers and voice mail systems
- Monitor Client Application Server (CAS) to troubleshoot and maintain ShoreTel Communicator
- Using Quick Look, the switch connectivity page, Telnet and D & M Topology,
- Switch status and remote packet capture to troubleshoot and resolve issues on ShoreTel voice switches
- Identifying ShoreTel IP phone problems using ShoreTel utilities, tools, and IP phone dial pad commands
- Customizing the configurable features of specific ShoreTel IP telephones such as audio levels, ring tone, and color display background
- Using ShoreTel tools (logs, cli commands, D & M and Wire Shark) to resolve common system issues



Topics Covered:

- ◆ Understanding call flows - workgroups, hunt groups, auto attendants
- ◆ Adding users, phones, programming buttons
- ◆ Call recording, paging, intercom and collaboration features
- ◆ Moving Servers and Upgrade process overview.
- ◆ ShoreTel Server Services and Virtual Machines
- ◆ Using common support tools
- ◆ Diagnostics and Monitoring tool
- ◆ Quick Look Status Indicators
- ◆ Overview of ShoreTel Log Files
- ◆ Maintaining ShoreTel Log Files
- ◆ Monitoring ShoreTel Services
- ◆ Troubleshooting Services and Processes
- ◆ Viewing Windows Server Services
- ◆ Viewing Event Logs
- ◆ ShoreTel Event Filters
- ◆ ShoreTel Servers
- ◆ Maintaining and Troubleshooting Communicator
- ◆ Access License Types
- ◆ Communicator using CSIS
- ◆ Communicator using TAPI
- ◆ What Client Application Server (CAS) Provides
- ◆ Client CAS Connectivity Issues
- ◆ Loss of Connectivity to the Server and Configuration
- ◆ Client Logs
- ◆ CAS DB Connectivity Solutions
- ◆ Server - Communicator CAS
- ◆ Database and Telephony Connectivity
- ◆ Server - Services, Processes and Events
- ◆ Server Logs - IPDS (CAS) Server Log
- ◆ Client Support and Debugging Tool
- ◆ Viewing Switch Maintenance in ShoreTel Director Diagnostics and Monitoring
- ◆ ShoreTel Voice Switches
- ◆ Using Dial Pad Commands
- ◆ Switch Connectivity
- ◆ IPBXctl and Burn flash
- ◆ Telnet to ShoreTel Switch
- ◆ Categories of ShoreTel Voice
- ◆ Switch cli Tools
- ◆ Basics of Switch Diagnostics
- ◆ Switch Call Routing - LSP and DRS
- ◆ Switch Diagnostics and Monitoring
- ◆ Remote Packet Capture
- ◆ ShoreTel Voice Switch Commands
- ◆ ShoreTel Voice Switch Phone
- ◆ Commands



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