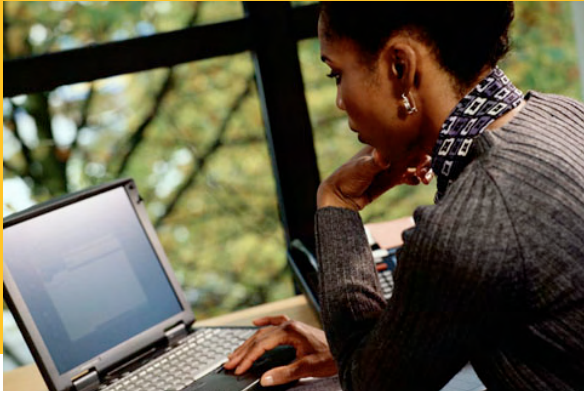


# ShoreTel Self-Paced Training



Easy access to self-paced training builds confidence and ensures that ShoreTel system users take full advantage of all available features



## BENEFITS

- *Students train at their own pace using the modular format*
- *Comprehensive instruction is delivered to the desktop eliminating the need to travel*
- *Self-paced training is available to all ShoreTel system users at no charge*
- *Courses can be retaken whenever the student needs a refresher*
- *ShoreTel provides a personalized transcript of completed courses*

## Overview

ShoreTel® self-paced training gives system users the option to learn whenever and wherever they want. All they need is an Internet connection.

What's more, all of ShoreTel's online computer-based training modules and downloadable quick reference guides are available at no charge.

Self-paced training makes it possible for anyone who doesn't have the time to attend regularly scheduled training sessions to still get the most out of a ShoreTel *Pure IP* Unified Communications system. That, in turn, increases productivity and drives return on investment.

## Comprehensive computer-based training

ShoreTel's computer-based training modules cover all the ShorePhone IP telephones as well as the button box, voicemail configuration, and telephone troubleshooting. They also deliver a solid introduction to the key components of the ShoreTel Unified Communications system:

### ShoreWare Personal Call Manager Module (TC-176)

A wealth of screenshots, interactive demos, practice sessions, and self-tests makes it easy to master Personal Call Manager which is the gateway to all the features and functions of a ShoreTel Unified Communications system. Modules begin with the basics and build on each lesson to make self-paced training easy and effective.

### ShoreWare Operator Call Manager Module (TC-182)

This training module uses an array of screenshots to show trainees exactly what they will see as they invoke different Operator Call Manager capabilities. Supplementary training tools include downloadable demonstrations and a series of self-tests that lets trainees check their comprehension every step of the way. ShoreTel's attention to detail ensures that

new operators are ready to take on their tasks: answering and routing calls; monitoring extensions; setting up conference calls; and accessing voicemail.

### Workgroup Call Manager Modules (Advanced TC-179, Agent TC-180, Supervisor TC-181)

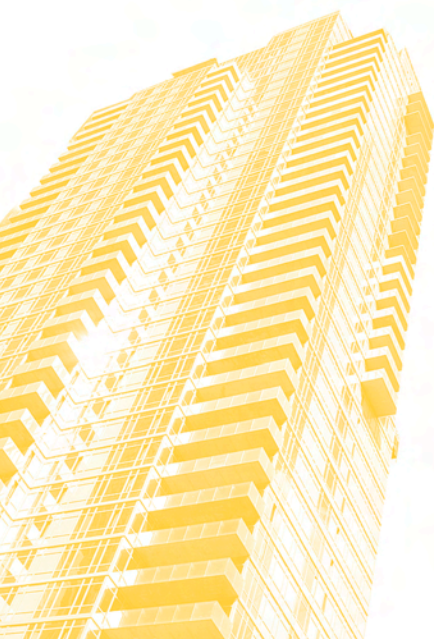
Taking advantage of interactive training, online demos, and a two-track lesson plan, these self-paced training modules introduce workgroup agents to the requirements of the job and to the tools at their disposal. Even employees who are particularly pressed for time can use ShoreTel's computer-based training modules to become more productive. In this case, they'll learn how to handle inbound and outbound calls, monitor calls in queue, and track how long callers have been waiting.

### ShoreWare Director (TC-185)

Thirteen self-paced lessons step the system administrator through ShoreTel maintenance and administration using ShoreWare Director. Whether the administrator is taking this course as a refresher or covering the material for the first time this training will increase their knowledge of the system, confidence with critical tasks and system efficiencies. Students learn to perform end user moves, adds and changes, allocate IP phones, configure auto attendants, configure sites, switches, and trunks, configure workgroups, and take full advantage of other system features.

### Telephone Tutorials (Desk Phones TC-171 through TC-175, Troubleshooting TC-178, Conference Phone TC-186)

These comprehensive tutorials teach system users how to install, log in, place calls, answer calls and interact with their ShorePhone. This training empowers users to take maximum advantage of the rich feature set that makes the ShoreTel telephone a powerful productivity tool. Trainees gain confidence with all tasks including call transfer, conferencing, call parking, and intercom.



## SPECIFICATIONS

### Requirements

- Microsoft Internet Explorer Version 6.0 or higher
- Java Sun JRE 1.5 or higher
- Self-paced training modules are best viewed in 1024 x 786 resolution and require a sound card and speakers

### Self-paced training enrollment

Self-paced training enrollment is done through the Learning Management System (LMS). To log in, go to <http://www.shoretel.com/training/>. The courses are listed on the Catalog page under the ShoreTel University Technical Curriculum heading in the End User sub-section (See Figure 1). **Find the course using the LMS search feature located in the blue navigation bar and search by course number.**

Add each learning activity to My Learning Plan in the LMS before you begin your self-paced training course. If the learning activity is a blended activity, you must enroll separately for each tutorial lesson within the blended activity. Once you have completed all the learning activities within a blended activity, you will no longer see it in My Learning Plan as it is automatically moved to your Transcript where you can view the details.

Catalog		
<a href="#">View Scheduled Learning Activities</a>		<a href="#">List All Discussion Forums</a>
<a href="#">Main Catalog &gt;</a>		
End User		
TC-153	<a href="#">Personal Call Manager</a>	WebEx Event
TC-160	<a href="#">Workgroup Call Manager</a>	Instructor Led Course
TC-163	<a href="#">Operator Call Manager</a>	Instructor Led Course
TC-171	<a href="#">ShoreTel 110IP Telephone Tutorial</a>	Blended Activity
TC-172	<a href="#">ShoreTel 560IP Telephone Tutorial</a>	Blended Activity
TC-173	<a href="#">ShoreTel 212kIP Telephone Tutorial</a>	Blended Activity
TC-174	<a href="#">ShoreTel 230IP Telephone Tutorial</a>	Blended Activity
TC-175	<a href="#">ShoreTel BB24 Button Box</a>	Blended Activity
TC-176	<a href="#">Personal Call Manager Tutorial</a>	ShoreTel Training
TC-177	<a href="#">Voice Mail Tutorial</a>	Blended Activity
TC-178	<a href="#">Troubleshooting the Telephone Tutorial</a>	Blended Activity
TC-179	<a href="#">Advanced Call Manager Tutorial</a>	ShoreTel Training
TC-180	<a href="#">ShoreTel Workgroup Call Manager Agent Tutorial</a>	ShoreTel Training
TC-181	<a href="#">ShoreTel Workgroup Supervisor Call Manager Tutorial</a>	ShoreTel Training
TC-182	<a href="#">Operator Call Manager Tutorial</a>	ShoreTel Training
TC-186	<a href="#">IP 8000 Conference Phone Tutorials</a>	Blended Activity
TC-187	<a href="#">MCM End User</a>	ShoreTel Training
TC-189	<a href="#">ShoreTel 115IP Telephone Tutorial</a>	Blended Activity
TC-190	<a href="#">ShoreTel 265IP Telephone Tutorial</a>	Blended Activity

Figure 1: Learning Management System catalog page

### Additional ShoreTel training services

ShoreTel's training is robust, cost-effective, convenient and can be customized to meet the needs of users and system administrators alike. Our comprehensive approach to training is proof positive of ShoreTel's ongoing commitment to world-class customer service and satisfaction. In addition to self-paced courses, ShoreTel offers training in the following formats.

- **Classroom:** Intensive, on-site workshops cover advanced topics using high-end tools and equipment. Hands-on certification classes enable your technicians and engineers to demonstrate a high level of expertise and accomplishment
- **On-Site:** Maximize your time and minimize your organization's travel costs by bringing ShoreTel training to you
- **Web-Based Instructor:** Combine the benefits of an interactive trainer with the convenience of desktop training through ShoreTel's web-based training classes

No matter what your level of technical expertise or how you use your ShoreTel IP telephony system, the LMS will help you find topics tailored just for your needs. For more information about ShoreTel training contact your authorized ShoreTel reseller or go to [www.shoretel.com/training/](http://www.shoretel.com/training/).

### About ShoreTel

ShoreTel is a leading provider of enterprise Pure IP Unified Communications solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel's distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit [www.shoretel.com](http://www.shoretel.com) or call 1-800-425-9385.



**World Headquarters:**  
960 Stewart Drive  
Sunnyvale, CA  
94085 USA

+1 (800) 425-9385 Toll Free  
+1 (408) 331-3300 Tel  
+1 (408) 331-3333 Fax

info@shoretel.com

www.shoretel.com

**EMEA:**  
+ 44 800 652 8645 Tel

**Asia Pacific:**  
+61 (0)2 9959 8000 Tel