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| **Steak N' Shake VoIP UC** |  | |
| **Purpose:** Unknown | |
| **Author:** Unknown | |

Steak N' Shake VoIP/UC

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| **General Information** |
| |  | | --- | |  |   **Nuvia Related Information**   * + **Root Domain:** steaknshake-uc.com   + **Nuvia Portal Provisioning URL:** [Stake 'N Shake's Branded Nuvia Portal](https://portal.connect-uc.com/portal/?gp=554cf44b66839) or, [Nuvia Portal for SageNet and all SageNet's customers](https://portal.connect-uc.com/portal/?gp=51a7693674b54)   + **User ID:**     - **For HQ:** first\_name.last\_name@steaknshake-uc.com     - **For stores:** functional\_location@steaknshake-uc.com       * If more than one user, functional\_location-XXX@steaknshake-uc.com, where XXX indicates the special need, such as Conf etc.   + **Default Passwords:**     - **User password:** SnS12345     - **PMC password:** SnS12345     - **Voicemail PIN:** 1234     - **MeetMe chair:** 1234   + **User provisioning – Nuvia fields:**     - **First name:** for human user – first name. For a store, Steak 'N Shake     - **Last name:** for human user – last name. For a store, the store number     - **Email:** leave blank if a store (unless store has an email address)   **User Related Information**   * + **Personal agent URL:** [Genband PA](https://pa.connect-uc.com/)   + **Voicemail URL:** [Genband Visual Voicemail](http://vm-cim.genband.com/)   + **Voicemail access number:** (317) 210-8668   + **MeetMe Conferencing center access number:** (317) 210-8710   + **Call Grabber number:** (317) 210-8711 |

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| **Dial Plan**  **Store Related**   * + Default UC license: Voice Essentials (S\_UC\_VE)   + Extension dial: 4+four digit store number (leading 0 as needed)   + Standard phone: Yealink Yea-W52P (two handset)   **HQ Related**   * + Default UC license: Multimedia Office with Voicemail (S\_UC\_MOE\_VM)     - Some used have mobility and/or MeetMe   + Extension dial: typically 5+last four digits of the phone number   + Phones:     - Standard phone: Polycom VVX310 (TBD)     - Some users have Polycom VVX500 (TBD)     - Special users:       * Conference phones: SoudStation IP 6000 (TBD)   **Detailed Dial Plan**  [Steak 'N Shake's Dial plan](https://kb.sagenet.com/index.php?title=Special:Upload&wpDestFile=TBD) |

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| **Document Download Library**   |  |  |  | | --- | --- | --- | | **QRC for Online Viewing**   * + [Polycom VVX310 phone](https://kb.sagenet.com/images/0/09/SNS_Polycom_Nuvia_BrochurePDF052015b.pdf)   + [Polycom VVX500 phone](https://kb.sagenet.com/images/1/1f/SNS_Polycom_VVX500_600_BrochurePDF070915FINAL.pdf)   + [Yealink W52P cordless phone](https://kb.sagenet.com/images/5/5c/SNS_Yealink_PDF052015b.pdf)   + [Personal Agent - Voice Essentials](https://kb.sagenet.com/images/2/23/SNS_PerAgentWebPort_Nuvia_Bro_EssenPDF052815.pdf)   + [Personal Agent - Voice Premium](https://kb.sagenet.com/images/d/db/SNS_PerAgentWebPort_Nuvia_Bro_PremPDF052815.pdf)   + [PC Client (GenCom for Windows)](https://kb.sagenet.com/images/3/39/SNS_Gencom_for_WindowsPDF052015b.pdf)   + [Nteract for Android (Mobility client)](https://kb.sagenet.com/images/4/4d/SNS_Nteract_android_AndroidPDF052015b.pdf)   + [Nteract for iPhone (Mobility client)](https://kb.sagenet.com/images/4/47/SNS_NteractforiPhonePDF052615.pdf)   + [Voicemail (Web interface)](https://kb.sagenet.com/images/1/12/SNS_VisualVoicemailWebPDF052015b.pdf)   + [Voicemail (Dial interface)](https://kb.sagenet.com/images/c/cd/SNS_VisualVoicemailTelephonyPDF052015b.pdf)   + [MeetMe conferencing](https://kb.sagenet.com/images/2/21/SNS_MeetMeConfPDF052015b.pdf) | **QRC for Printing**   * + [Polycom VVX310 phone](https://kb.sagenet.com/images/0/0f/SNS_Polycom_Nuvia_BrochurePRINT052015b.pdf)   + [Polycom VVX500 phone](https://kb.sagenet.com/images/5/51/SNS_Polycom_VVX500_600_BrochurePRINT070815FINAL.pdf)   + [Yealink W52P cordless phone](https://kb.sagenet.com/images/1/1c/SNS_Yealink_PRINT052015b.pdf)   + [Personal Agent - Voice Essentials](https://kb.sagenet.com/images/9/9a/SNS_PerAgentWebPort_Nuvia_Bro_EssenPRINT052815.pdf)   + [Personal Agent - Voice Premium](https://kb.sagenet.com/images/7/71/SNS_PerAgentWebPort_Nuvia_Bro_PremPRINT052815.pdf)   + [PC Client (GenCom for Windows)](https://kb.sagenet.com/images/8/8c/SNS_Gencom_for_WindowsPRINT052015b.pdf)   + [Nteract for Android (Mobility client)](https://kb.sagenet.com/images/a/a0/SNS_Nteract_AndroidPRINT052015b.pdf)   + [Nteract for iPhone (Mobility client)](https://kb.sagenet.com/images/4/42/SNS_NteractforiPhonePRINT052615.pdf)   + [Voicemail (Web interface)](https://kb.sagenet.com/images/6/6a/SNS_VisualVoicemailWebPRINT052015b.pdf)   + [Voicemail (Dial interface)](https://kb.sagenet.com/images/d/d8/SNS_VisualVoicemailTelephonyPRINT052015b-DID.pdf)   + [MeetMe conferencing](https://kb.sagenet.com/images/3/33/SNS_MeetMeConfPRINT052015b-DID.pdf) |  | |

Release Notes

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| **Version** | **Date** | **Modified By** | **Changes Made** |
| 1.0 | Unknown | Unknown | Initial Issue |
| 1.1 | 07/14/25 | Tanisha Batta | Added to the template and adjusted formatting. |