

## Self-Help Guide

# Clearspan Webex Teams (formerly Webex Engage): Set Up and Use Your UMN Phone

Clearspan Webex Teams (formerly Webex Engage) is an application used for accessing the VOIP (Voice Over IP) softphone system. The other softphone system used at the University is [Clearspan Communicator](#).

This self-help guide provides instructions for setting up and using your UMN Webex Teams phone.

**Important:** VoIP callers should be aware of certain restrictions to 911 calls. Visit [z.umn.edu/voip911](http://z.umn.edu/voip911) for more information.

## Set Up and Use Your UMN Phone

### Getting Started

#### Setting Up Webex Teams

Install

</services-technologies/how-tos/webex-teams-install>

Sign In

</services-technologies/how-tos/webex-teams-sign-in>

Check for Updates

</services-technologies/how-tos/webex-teams-check-updates>

Call Control Buttons and Settings

</services-technologies/how-tos/webex-teams-call-control-buttons>

Add and Update a Contact

</services-technologies/how-tos/webex-teams-add-update-contact>

Clearspan Self-Service Password Reset

<https://it.umn.edu/services-technologies/how-tos/clearspan-self-service-passwor...>

## **Managing Calls**

Answer an Incoming Call

</services-technologies/how-tos/webex-teams-answer-incoming-call>

Set Yourself to Do Not Disturb

</services-technologies/how-tos/webex-teams-set-yourself-do-not-disturb>

Make a Call or Call Back After Disconnecting

</services-technologies/how-tos/webex-teams-make-call-or-call-back-after>

Transfer A Call

</services-technologies/how-tos/webex-teams-transfer-call>

Conference a Call

</services-technologies/how-tos/webex-teams-conference-call>

Troubleshooting and Known Errors

</services-technologies/how-tos/webex-teams-troubleshooting-known-errors>

## **Using Webex Teams in a Call Center**

### **Working with Webex Teams in a Call Center**

Sign In To a Queue (Mac)

</services-technologies/how-tos/webex-teams-signing-in-queue-mac>

Sign In To a Queue (Windows)

</services-technologies/how-tos/webex-teams-signing-in-queue-windows>

## **Training Videos**

### **Install and Sign-In**

Video file

### **Managing Contacts**

Video file

## **Answering and Placing Calls**

Video file

## **Transferring Calls**

Video file

## **Call Center Member for Windows**

Video file