University of Minnesota

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.

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 the VOIP and 911 resource page 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