

## 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 [z.umn.edu/voip911](https://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](https://z.umn.edu/services-technologies/how-tos/webex-teams-install)

Sign In

[/services-technologies/how-tos/webex-teams-sign-in](https://z.umn.edu/services-technologies/how-tos/webex-teams-sign-in)

Check for Updates

[/services-technologies/how-tos/webex-teams-check-updates](https://z.umn.edu/services-technologies/how-tos/webex-teams-check-updates)

Call Control Buttons and Settings

[/services-technologies/how-tos/webex-teams-call-control-buttons](https://z.umn.edu/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