Self-Help Guide

Clearspan Communicator: Set Up and Use Your UMN Phone

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

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

Important: VoIP callers should be aware of certain restrictions to 911 calls. Visit z.umn.edu/voip911 for more information.

Set Up and Use Your UMN Phone

Getting Started

Setting Up Communicator

Sign In and Install

/services-technologies/how-tos/communicator-sign-in-install

Call Control Buttons and Settings

/services-technologies/how-tos/communicator-call-control-buttons

Add and Update a Contact

/services-technologies/how-tos/communicator-add-update-contact

Self-Service Password Reset

/services-technologies/how-tos/clearspan-self-service-password-reset

Managing Calls

Answer an Incoming Call

/services-technologies/how-tos/communicator-answer-incoming-call

Make a Call or Call Back After Disconnecting

/services-technologies/how-tos/communicator-make-call-or-call-back

Transfer a Call

/services-technologies/how-tos/communicator-transfer-call

Conference a Call

/services-technologies/how-tos/communicator-conference-call

Troubleshooting and Known Errors

/services-technologies/how-tos/communicator-troubleshooting-known

Using Communicator in a Call Center

Working with Communicator in a Call Center

Join a Queue and View Status

/services-technologies/how-tos/communicator-call-center-join-queue-view

Managing a Call Center with Communicator

Use the Supervisor Web Application

/services-technologies/how-tos/clearspan-call-center-supervisor-use-web

Monitoring Agents and Calls in Queue

/services-technologies/how-tos/clearspan-call-center-supervisor

Forced Forwarding

/services-technologies/how-tos/clearspan-call-center-supervisor-forced