

University of Minnesota

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>