Self-Help Guide

Clearspan Communicator: Set Up and Use Your UMN Phone

Clearspan Communicator is the application used for accessing the VOIP (Voice Over IP) softphone system.

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

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

Managing Calls

Answer an Incoming Call
/services-technologies/how-tos/communicator-answer-incoming-call
Make a Call or Call Back After Disconnecting
Using Communicator in a Call Center

Working with Communicator in a Call Center

Join a Queue and View Status

Managing a Call Center with Communicator

Use the Supervisor Web Application

Monitoring Agents and Calls in Queue

Forced Forwarding