Self-Help Guide

Clearspan Webex Engage: Set Up and Use Your UMN Phone

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

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

**Important**: VoIP callers should be aware of certain restrictions to 911 calls. Visit [z.umn.edu/voip911](http://z.umn.edu/voip911) for more information.

Set Up and Use Your UMN Phone

Getting Started

Setting Up Webex Engage

Sign In and Install
/services-technologies/how-tos/webex-engage-sign-in-install

Call Control Buttons and Settings
/services-technologies/how-tos/webex-engage-call-control-buttons

Add and Update a Contact
/services-technologies/how-tos/webex-engage-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/webex-engage-answer-incoming-call

Make a Call or Call Back After Disconnecting
/services-technologies/how-tos/webex-engage-make-call-or-call-back

Transfer A Call
/services-technologies/how-tos/webex-engage-transfer-call

Conference a Call
/services-technologies/how-tos/webex-engage-conference-call

Troubleshooting and Known Errors
/services-technologies/how-tos/webex-engage-troubleshooting-known

Using Webex Engage in a Call Center

Working with Webex Engage in a Call Center

Sign In To a Queue (Mac)
/services-technologies/how-tos/webex-engage-signing-in-queue-mac

Sign In To a Queue (Windows)
/services-technologies/how-tos/webex-engage-signing-in-queue-windows