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.

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
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