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

Install

[Services-technologies/how-tos/webex-engage-install](http://services-technologies/how-tos/webex-engage-install)

Sign In

[Services-technologies/how-tos/webex-engage-sign-in](http://services-technologies/how-tos/webex-engage-sign-in)

Call Control Buttons and Settings

[Services-technologies/how-tos/webex-engage-call-control-buttons](http://services-technologies/how-tos/webex-engage-call-control-buttons)

Add and Update a Contact

[Services-technologies/how-tos/webex-engage-add-update-contact](http://services-technologies/how-tos/webex-engage-add-update-contact)

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