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](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

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

Check for Updates
/services-technologies/how-tos/clearspan-webex-engage-check-updates

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

Add and Update a Contact
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