

University of Minnesota

Self-Help Guide

Clearspan Webex Teams (formerly Webex Engage): Set Up and Use Your UMN Phone

Clearspan Webex Teams (formerly 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 Teams phone.

Important: VoIP callers should be aware of certain restrictions to 911 calls. Visit z.umn.edu/voip911 for more information.

Set Up and Use Your UMN Phone

Getting Started

Setting Up Webex Teams

Install

</services-technologies/how-tos/webex-teams-install>

Sign In

</services-technologies/how-tos/webex-teams-sign-in>

Check for Updates

</services-technologies/how-tos/webex-teams-check-updates>

Call Control Buttons and Settings

</services-technologies/how-tos/webex-teams-call-control-buttons>

Add and Update a Contact

</services-technologies/how-tos/webex-teams-add-update-contact>

Clearspan Self-Service Password Reset

<https://it.umn.edu/services-technologies/how-tos/clearspan-self-service-passwor...>

Managing Calls

Answer an Incoming Call

</services-technologies/how-tos/webex-teams-answer-incoming-call>

Set Yourself to Do Not Disturb

</services-technologies/how-tos/webex-teams-set-yourself-do-not-disturb>

Make a Call or Call Back After Disconnecting

</services-technologies/how-tos/webex-teams-make-call-or-call-back-after>

Transfer A Call

</services-technologies/how-tos/webex-teams-transfer-call>

Conference a Call

</services-technologies/how-tos/webex-teams-conference-call>

Troubleshooting and Known Errors

</services-technologies/how-tos/webex-teams-troubleshooting-known-errors>

Using Webex Teams in a Call Center

Working with Webex Teams in a Call Center

Sign In To a Queue (Mac)

</services-technologies/how-tos/webex-teams-signing-in-queue-mac>

Sign In To a Queue (Windows)

</services-technologies/how-tos/webex-teams-signing-in-queue-windows>

Training Videos

Install and Sign-In

Video file

Managing Contacts

Video file

Answering and Placing Calls

Video file

Transferring Calls

Video file

Call Center Member for Windows

Video file