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 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