

# Answering and Placing Calls

The following instructions describe how to answer and place internal and external calls and how to use related features.


**NOTE**

By default, internal (intercom) calls are assigned to the **IC** button, and external calls are assigned to the **Call Key** buttons.

## Answering Calls

Your endpoint may be preset to automatically answer incoming internal calls in Handsfree Mode. To disable Handsfree Mode, see “Using Handsfree Mode” on [page 27](#). After disabling Handsfree Mode, you can use your handset or headset to answer incoming calls.

**To answer a call:**

Lift the handset, or press  (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. See “Using Handsfree Mode” on [page 27](#).

If you are currently on a call, press the flashing **IC** or **Call Key** button to answer a waiting call. See “[Answering Waiting Calls](#)” below.


## Answering Waiting Calls

If you receive a call while you are on another call, you hear a “call waiting” tone, the **IC** or **Call** button flashes, and the display shows the Caller ID information (if available).

**To answer a waiting call:**

Press the flashing **IC** or **Call Key** button. This places the first call on hold and connects you to the waiting call. You can also place the first call on hold before you answer the waiting call. See “[Placing Calls On Hold](#)” on [page 28](#).

## Using Automatic Call Access

Automatic Call Access connects you to incoming internal or external calls when you pick up the handset or press  (Speaker). When Automatic Call Access is turned off, you must press the flashing **IC** or **Call Key** button to answer incoming calls.

**To use Automatic Call Access for incoming IC calls:**

With the handset on-hook, dial **361** to turn on (or off). AUTO IC ACCESS ON (or OFF) appears.

**To use Automatic Call Access for incoming external (trunk) calls:**

With the handset on-hook, dial **360** to turn on or off. AUTO TRNK ACCESS ON (or OFF) appears.