



Language Line
services

Quick Reference Guide for **Language Line**® Interpretation Service

When you need the help of a language interpreter:

- 1. Dial: 1-800-367-9559**
- 2. Enter on your telephone keypad or provide the representative:
6-digit Client ID: 509-052**
- 3. Press 1 for Spanish
Press 2 for all other languages (*Speak the name of the language at the prompt*)**
- 4. Enter on your telephone keypad or provide the representative:
Secure Access Code: 211-700**
- 5. An Interpreter will be connected to the call.** Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
- 6. Hand the phone back and forth between yourself and the voter to communicate.**
- 7. Say “End of call”** to the Interpreter when the call is completed.

Following are important tips to help you optimize your experience.

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you. Just say “Help.”

LINE QUALITY PROBLEMS - Explain the problem and ask the Representative to stay on the line to check for sound quality. If you have problems before reaching a representative, press “0” to be transferred.

WORKING WITH AN INTERPRETER - Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL - Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION - Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1 800 996-8808 or visit our website at www.LanguageLine.com.

Language Line Services, Customer Service Department- 1-800-752-6096, Option 1.