

Language Line Quick Reference Guide

When receiving a call:

1. Use the transfer button to put the caller on hold to begin the conference call set up.
2. Dial 1 800 367-9559.
3. Press 1 for Spanish
Press 2 for all other languages. If you press 2, speak the name of the language.
4. Enter your 6 digit Client ID on the telephone keypad. (Client ID 542050, same for all depts)
5. Enter your access code followed by the pound (#) sign. (Dept Phone Coordinators have the access code for each department.) An interpreter will be connected to the call.
6. Press transfer to connect yourself, the interpreter and the caller in a conference call.
7. Brief the interpreter. Summarize what you wish to accomplish and give special instructions.
8. Say "end of call" to the Interpreter when the call is completed.

When placing a call to a non-English speaker, begin at Step 2.

When the non-English speaking person is in your office, set them up at a separate phone for a conference call or use a speaker phone.