



Language Line
services

QUICK REFERENCE GUIDE State of Minnesota Non Emergency

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize **Language Line**® Over-the-phone Interpretation Service.

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When receiving a call:

1. **USE CONFERENCE HOLD** to place the Limited-English speaker on hold.
Dial: 1-800-367-9559
2. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: 5 0 9 0 5 2
3. **Press 1 for Spanish**
Press 2 for all other languages (Speak the name of the language at the prompt)
4. **Secure Access Code:**

An Interpreter will be connected to the call.

BRIEF THE INTERPRETER. Summarize what you wish to accomplish and give any special instructions.

ADD THE LIMITED ENGLISH SPEAKER to the line.

SAY "END OF CALL" to the Interpreter when the call is completed.

NOTE: When placing a call to a non-English speaker, begin at Step 2. If you need assistance placing a call to a non-English speaker, please inform the interpreter at the beginning of the call.

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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.

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.

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

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