

## Language Line Services Quick Reference Guide

### UNITED WAY OF GREATER CLEVELAND

*When receiving a call:*

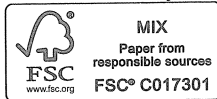
- 1 **Use Conference Hold** to place the Limited English speaker on hold.
- 2 **Dial 1 - (866) 874-3972**
- 3 **Enter on your telephone keypad or provide the representative:**  
*You may press 0 or stay on the line for assistance.*
  - **6-digit Client ID: 5 1 2 9 0 8****Press 1 for Spanish or**  
**Press 2 for all other languages** (*Speak the name of the language at the prompt*)

An interpreter will be connected to the call.

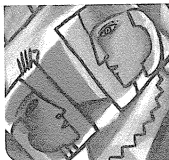
- 4 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 5 **Add the Limited English speaker** to the line.

*When placing a call to a Limited English speaker, begin at Step 2.*

If you need assistance when placing a call to a Limited English speaker, you may press 0 to transfer to a representative at the beginning of the call



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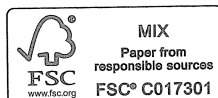


## Language Line Services Important Information

**LANGUAGE IDENTIFICATION** When prompted to select a language, if you do not know which language to request, press "0" and ask our representative to help you. If you are already with the representative on the line ask for help.

**INTERPRETER IDENTIFICATION** Interpreters identify themselves by name and ID number, note this information for future reference or if your organization needs to comply with regulatory requirements.

**WORKING WITH AN INTERPRETER** At the beginning of the call, briefly orient the interpreter on the nature of the call. Speak directly to the limited English speaking individual and not to the interpreter, and pause at the end of a complete thought. To ensure accuracy your interpreter sometimes may ask for clarification and repetition.



**DEMONSTRATION LINE** To hear a recorded demonstration of over-the-phone interpretation, call our demonstration line at 1-800-996-8808.

**DOCUMENT TRANSLATION** For more information call 1-888-763-3364. To submit an order go to [www.languageline.com](http://www.languageline.com), click on the "Products and Solutions" tab, select "Document Translation" and then select the best option to submit request.

**CUSTOMER SERVICE** To provide feedback, commend an Interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.languageline.com](http://www.languageline.com), and click on the "Customer Service" tab to complete a Voice of the Customer feedback form.



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