



When receiving a call:

- 1 **Use Conference Hold** to place the non-English speaker on hold.
- 2 **Dial 1 800 874-9426**
- 3 **Press 1 for Spanish**
Press 2 for all other languages
You may press 0 or stay on the line for assistance.
- 4 **Enter on your telephone keypad or provide the representative:**
 - **6-digit Client ID:** 5 3 5 0 1 0
 - **Organization Name:** State of Nebraska
 - **Personal Code:** _____

(If your personal code is not numeric, a representative will help complete your call.)
An interpreter will be connected to the call.
- 5 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 6 **Add the non-English speaker** to the line.

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

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



Unknown language If you do not know which language to request, our Answer Points will help you.

Line quality problems If you experience problems with the sound quality, call us. Explain the problem and ask the Answer Point to stay on the line to check for sound quality. If you experience problems while using Automated Access, press "0" to be transferred to an Answer Point for assistance.

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 numbers.

Demonstration line Want 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.

Document Translation Call 1 888 763-3364 for information. Fax document with order form to 1 800 648-0170 or e-mail to Translation@LanguageLine.com