



Accessing an Interpreter / Working with an Interpreter

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Phone Interpreting Quick Reference Guide

**LanguageLine
Solutions®**

Client ID #

HOW TO ACCESS AN INTERPRETER

1. **DIAL TOLL-FREE NUMBER: 1-844-577-4023 (DEDICATED TOLL-FREE NUMBER)**
2. **INDICATE LANGUAGE**

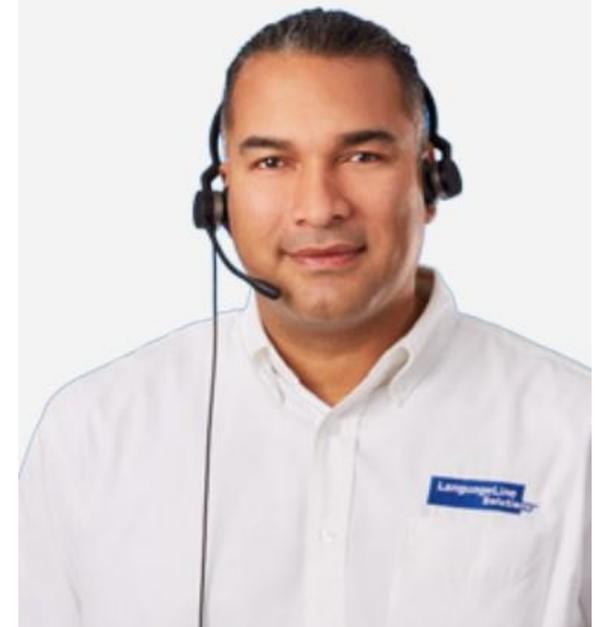
For Spanish Press 1

For Other Press 2

**LanguageLine
Solutions®**

Working with the Interpreter

- **Brief and update the interpreter**
 - Introduce yourself and state the goal of the encounter.
- **Communicating with the customer**
 - Retain control of the call. The interpreter will assist with communication, but you drive the conversation.
 - Use direct speech (first person) at all times. “How are you today?”
 - Speak in short sentences, using 3-5 sentence segments and pause at the end of a thought.
 - Avoid jargon, slang and complicated technical terminology
 - If you sense that the customer does not understand, try to rephrase or explain in a different manner or repeat what you have heard.
 - Remember, whatever the interpreter hears will be interpreted. Avoid private conversations.
- **Closing the conversation**
 - Check with the customer for understanding
 - Document that you worked with an interpreter, include the interpreter name and ID #. This is especially important in healthcare situations.



Accessing an Over-the-Phone Interpreter

Receiving an INBOUND Call From an LEP:

1. Place the LEP on hold using the conference hold button.
2. Dial the LanguageLine toll free service number or hit the pre-programmed button to connect with LanguageLine.
3. Follow the IVR prompts or supply the information requested by the call agent.
4. 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 LEP caller on the line.
7. Say “end of call” to the interpreter to complete the call.

*** Helpful Tip:

If you are unable to identify the language, call LanguageLine and press “0” at the language prompt. A call agent will be connected for assistance.



Accessing an Over-the-Phone Interpreter

Placing an OUTBOUND Call to an LEP:

1. Dial the LanguageLine toll free service number or hit the pre-programmed button to connect with LanguageLine.
2. Follow the IVR prompts or supply the information requested by the call agent.
3. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
4. Ask the interpreter to dial the LEP or place the interpreter on hold and conference in the LEP.
5. Say “end of call” to the interpreter to complete the call.

*** Helpful Tip:

If you are unable to identify the language, call LanguageLine and press “0” at the language prompt. A call agent will be connected for assistance.



Accessing an Over-the-Phone Interpreter

When You Are Face-to-Face With an LEP

You may pass the phone handset back and forth, use a speakerphone, or use the LanguageLine Dual Handset phone.

1. Dial the LanguageLine toll free service number or hit the pre-programmed button to connect with LanguageLine.
2. Follow the IVR prompts or supply the information requested by the call agent.
3. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
4. Say “end of call” to the interpreter to complete the call.

***** Helpful Tip:**

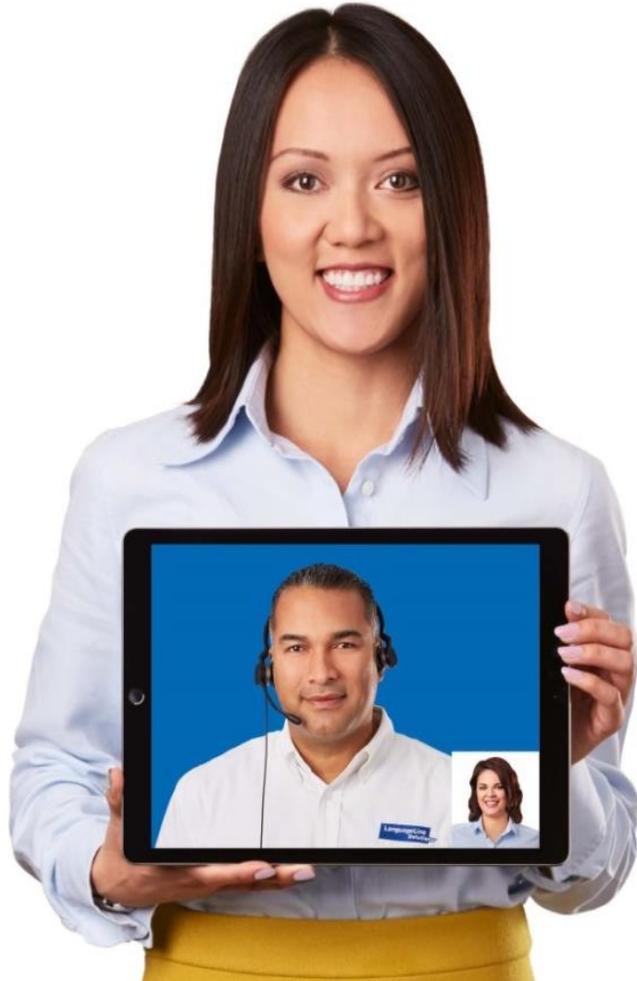
If you are unable to identify the language, call LanguageLine and press “0” at the language prompt. A call agent will be connected for assistance.



LanguageLine Dual Handset Phone



The Next Generation of Video Interpreting....



LanguageLine InSight®

EASY • SECURE • RELIABLE • ROBUST

*Powered by the largest, qualified and trained,
professional linguist team in the world.*

InSight Language Selection Screen

- 44 Video Languages (Including ASL)
- Top Languages & All Languages
- Search Feature
- Language Identifier
- Dynamic Usage Adjustment
- Automatic Schedule Updating



Available Video



Available Audio

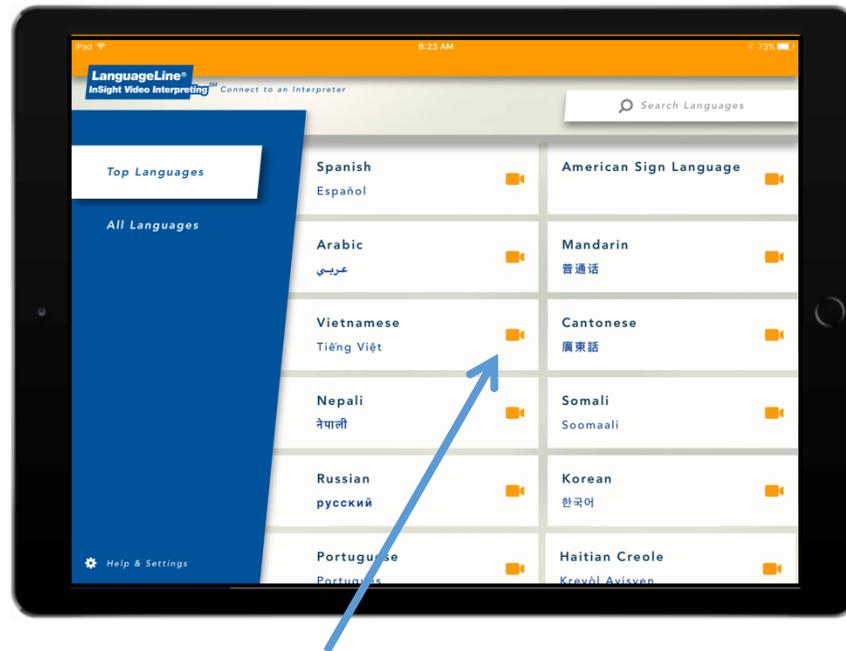
The screenshot displays the LanguageLine Solutions interface. At the top, it says "LanguageLine Solutions® Connect to an interpreter." and includes a search bar "Search by Language or Country". A blue sidebar on the left has two tabs: "Top Languages" (selected) and "All Languages". The main area shows a grid of language options, each with a video camera icon indicating video availability. The languages listed are: Spanish (español), American Sign Language, Arabic (عربي), Vietnamese (tiếng việt), Mandarin (普通话), Cantonese (廣東話), Nepali (नेपाली), Somali (af-soomaali), Russian (русский), Korean (한국어), Portuguese (português), Haitian Creole (kreyòl), French (français), Polish (polski), and Burmese. At the bottom of the sidebar, there are links for "How to Use" and "Help & Settings".

Language	Video Available
Spanish (español)	Yes
American Sign Language	Yes
Arabic (عربي)	Yes
Vietnamese (tiếng việt)	Yes
Mandarin (普通话)	Yes
Cantonese (廣東話)	Yes
Nepali (नेपाली)	Yes
Somali (af-soomaali)	Yes
Russian (русский)	Yes
Korean (한국어)	Yes
Portuguese (português)	Yes
Haitian Creole (kreyòl)	Yes
French (français)	Yes
Polish (polski)	Yes
Burmese	Yes
Bengali (বাংলা)	Yes

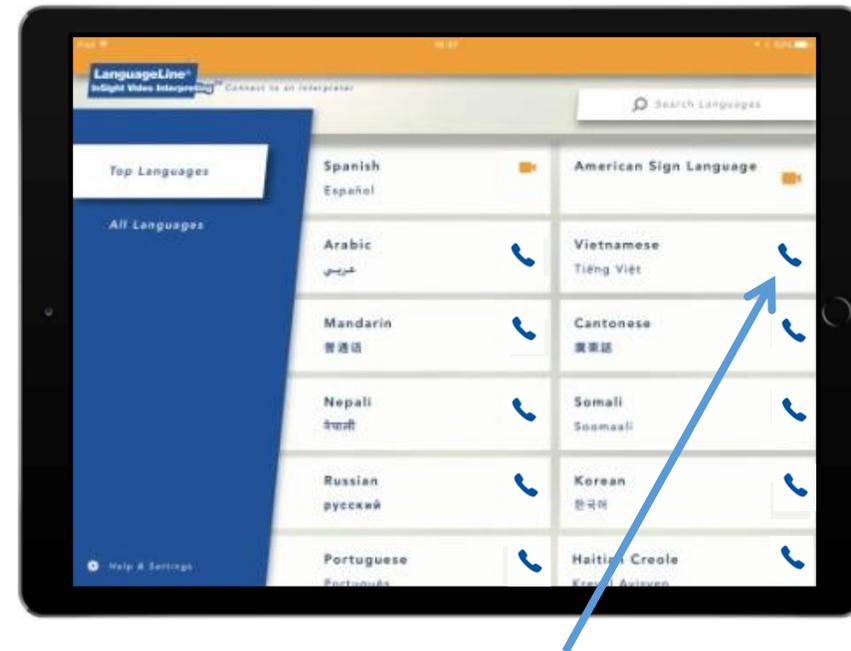
InSight is Easy to Use

Icons Dynamically Adjust with Language Schedule

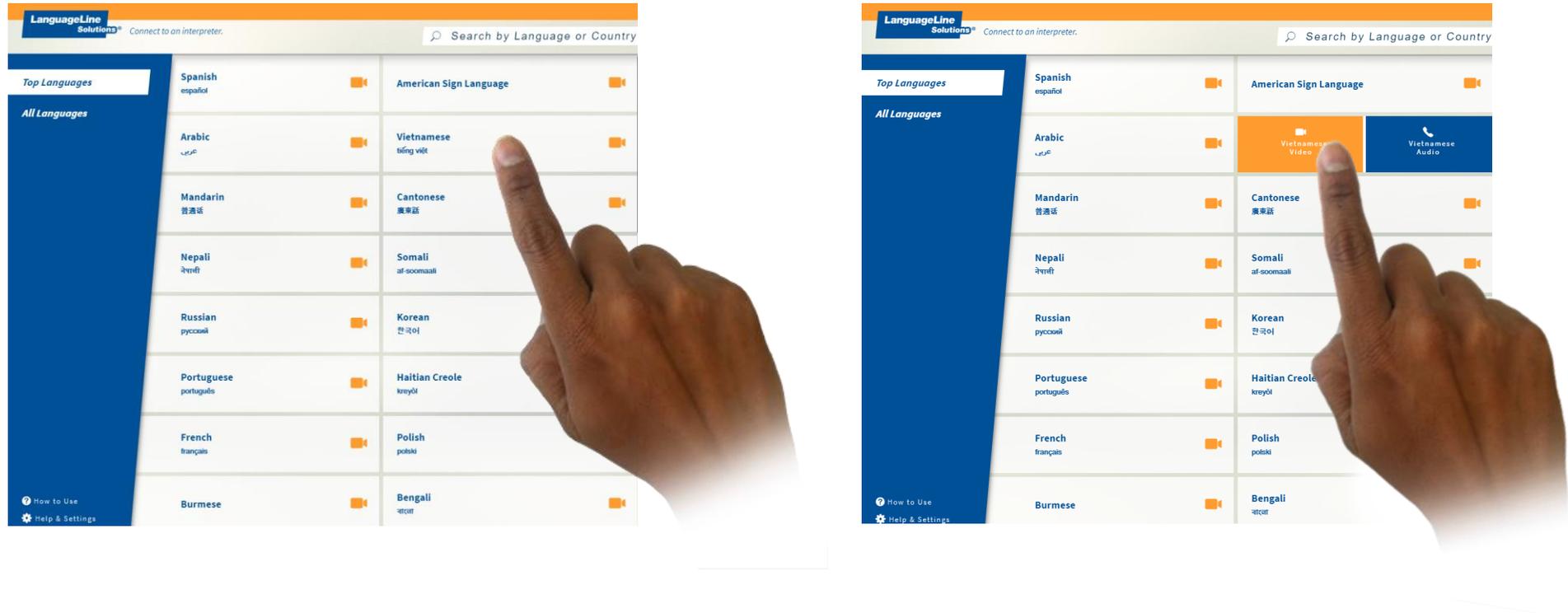
Time of day: 8am Wednesday



Time of day: Midnight Saturday

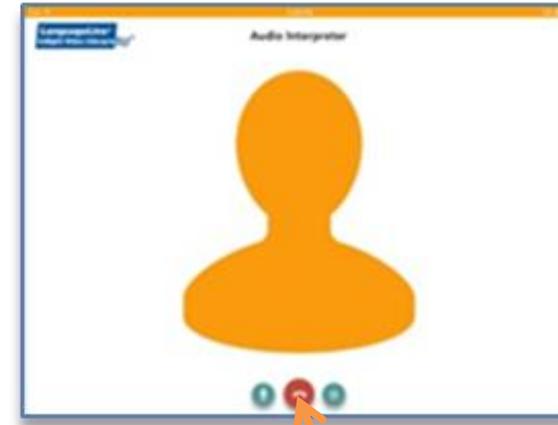
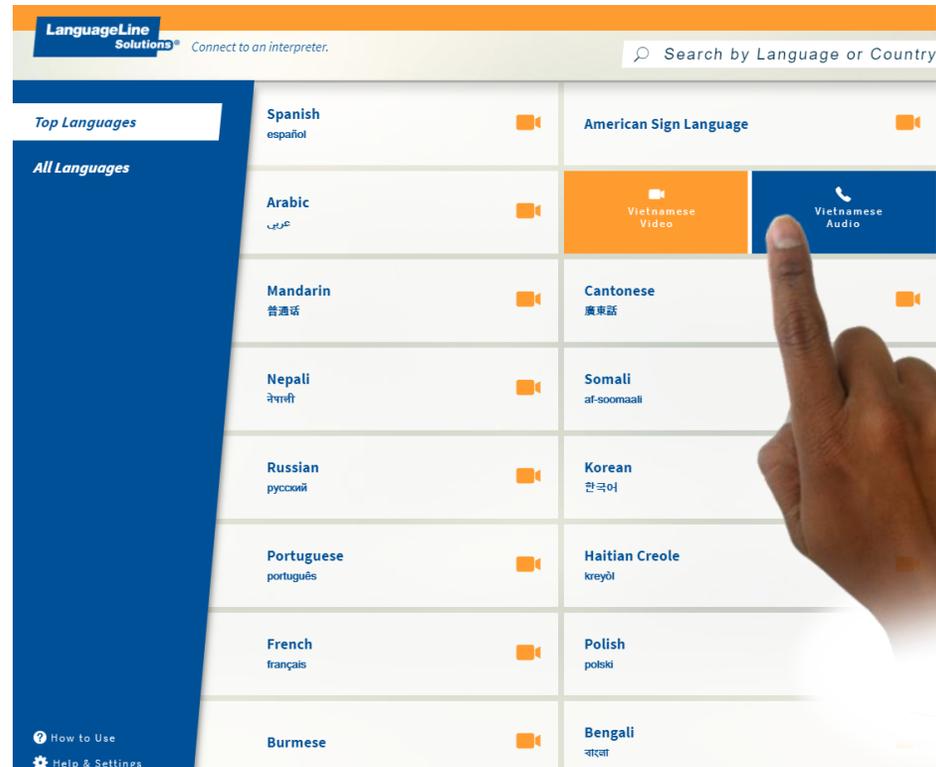


Accessing a Video Interpreter



- Tap the language to select-the language will turn orange for video and blue for audio
- Tap the orange box with video icon to access a video interpreter
- While connecting to the interpreter, a full view allows for proper positioning of the iPad
- Greet your interpreter

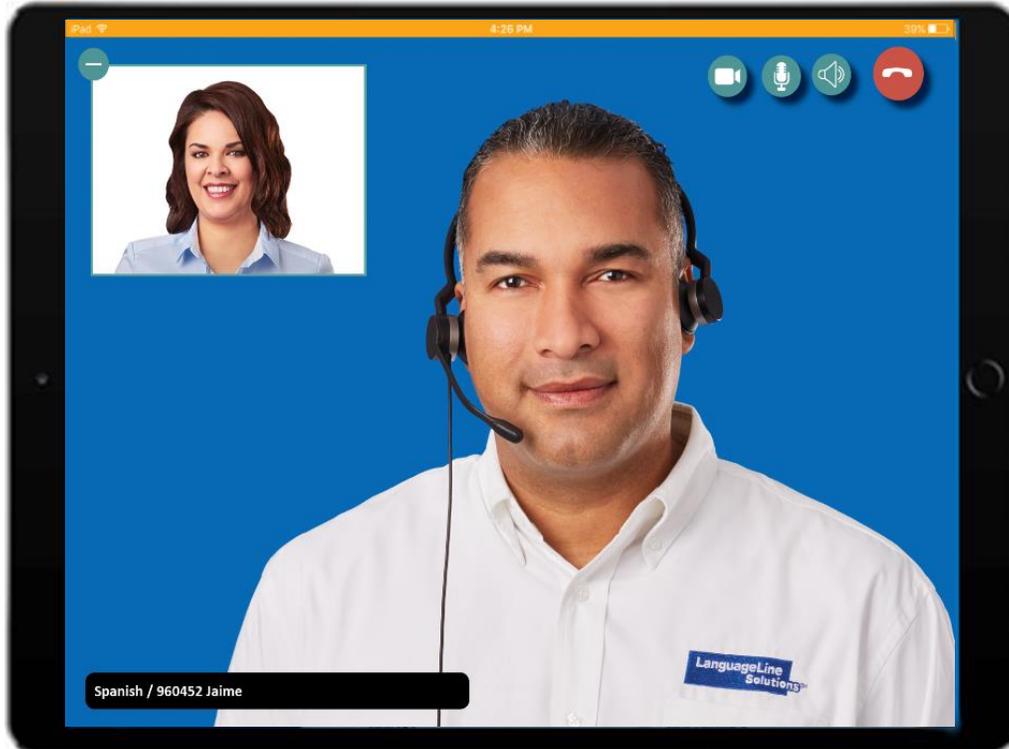
Accessing an Audio Interpreter



Tap to end the call

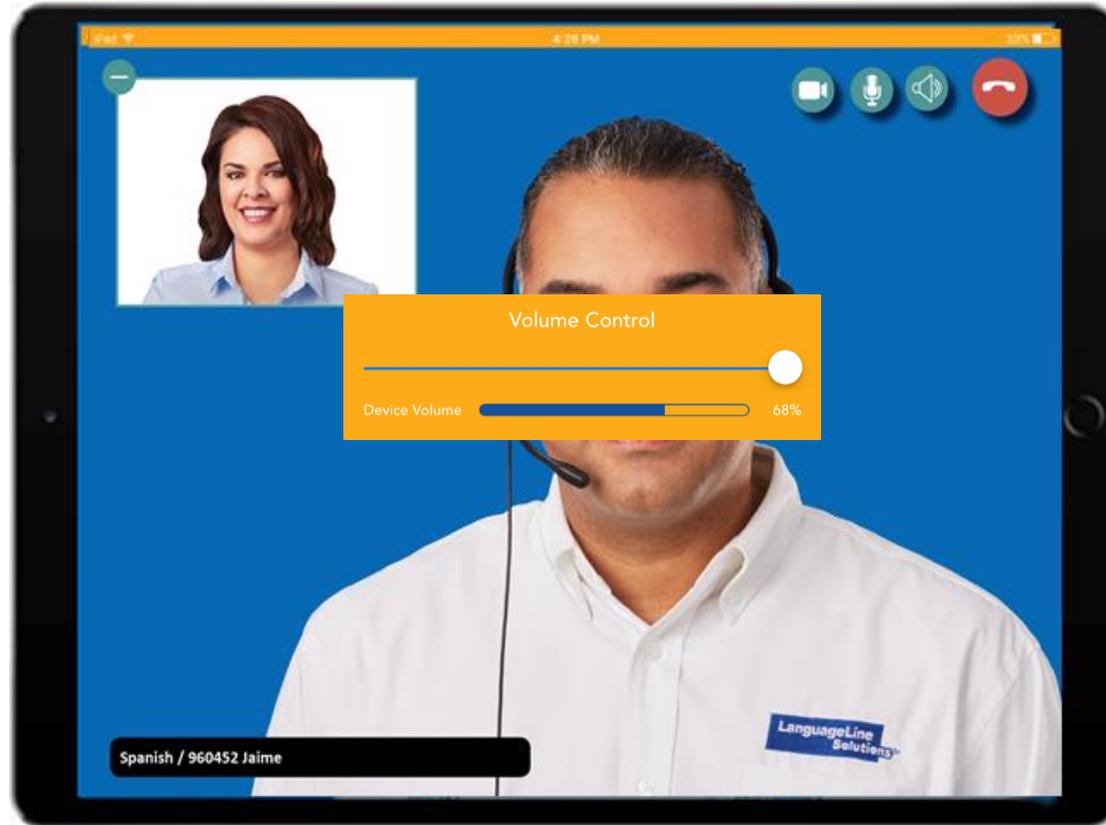
- Tap the language needed to select
- Tap the blue highlighted language with phone icon to access an audio interpreter
- An image icon appears onscreen and your audio interpreting session begins
- Greet your interpreter

Navigating the InSight Tap Control Buttons



-  Minimize or move the self-video window or drag the image to a different location
-  Allow video privacy so the interpreter does not have video access
-  Mute and un-mute audio
-  End the call
-  Access the in-app volume adjustment

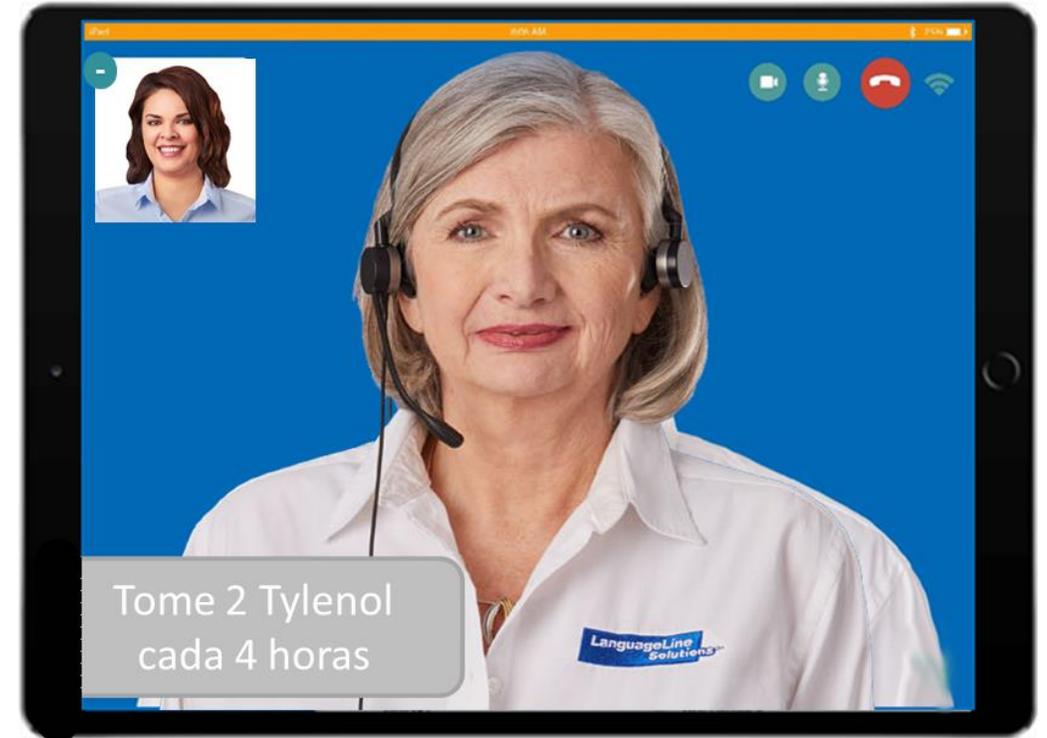
Volume Adjustment



During an active InSight call, turn up the iPad volume to the highest setting using the iPad's volume button. Next tap the volume icon to view the in-app Volume Adjustment Slider bar and adjust the volume to the desired setting.

NotePad Feature

- Text can emphasize key information you would like the client to understand and remember.
- To use the NotePad:
 - Ask the interpreter to bring up the NotePad
 - State what you want typed on the screen
 - Keep the information concise
 - The interpreter will type in the target language



“Interpreter, please bring up the Notepad”

Being Understood is Empowering

Language Access at All Touch Points

WRITTEN

Translation and Localization

LanguageLine® TranslationSM

- 240+ languages available
- LanguageLine® ClaritySM improves translation efficiency, accuracy and meaning
- Ideal for documents and marketing materials

LanguageLine® LocalizationSM

- 240+ languages available
- Ideal for adapting digital and multi media content to target markets

TESTING AND TRAINING

LanguageLine® TestingSM

- Test English and target language fluency
- Ideal for staff and recruits

LanguageLine® TrainingSM

- Develop staff interpreter skills
- Ideal for in-house interpreters



SPOKEN AND SIGNED On-Demand Solutions

LanguageLine InSight Video Interpreting®

- Live video and audio interpreters
- One touch access via LanguageLine interpreting app
- 44 video languages including American Sign Language
- 240+ audio only languages
- Available for smartphones, tablets, PCs and MACs
- Ideal when facial expressions and visual cues enhance understanding

LanguageLine® PhoneSM Interpreting

- Live audio interpreters in 240+ languages
- Available from any phone 24/7
- Custom call routing and Direct ResponseSM available
- Ideal anchor for on demand interpreting programs

Scheduled Solution

LanguageLine® OnSiteSM Interpreting

- Live interpreters at your location, by appointment
- 100+ languages including American Sign Language
- Ideal for complex, critical, sensitive situations

Bridge Language and Cultural Barriers

Improve Productivity, Organizational Image, Customer Experience

Maximize Revenue, Decrease Expense

Thank you



Subscribe to our blogs to learn more about Language Access: www.Blog.LanguageLine.com