



Telephone Interpreting Service

User's Guide



## Getting Started

1. **Dial** 1.866.292.9329
2. **Enter** your assigned access code followed by the # key. If your company has requested the Custom Call Code feature you'll be prompted for it after entering the access code, followed by the # key.
3. You may **dial** "0" at any time during the prompts to speak with a Customer Care Representative if you need assistance.
4. **Enter** the request code followed by the # key. You may listen to the menu of frequently requested languages and select the language at any time.
5. Once the interpreter comes on the line, **introduce** yourself and **instruct** the interpreter to proceed.

*SpeakEasy's* system allows you to dial ahead of the menu without listening to the entire set of instructions. Please note that entering the request code is the most efficient way to reach an interpreter.



## Language List

CODE	LANGUAGE	CODE	LANGUAGE	CODE	LANGUAGE
701	Afrikaans	994	Hindi	523	Pothwari
723	Akan	744	Hmong	749	Punjabi
702	Albanian	724	Hungarian	750	Romanian
91	Amharic	759	Ibo	997	Russian
92	Arabic	727	Indonesian	519	Rwanda
772	Armenian	995	Italian	752	Serbo-Croatian
502	Assyrian	96	Japanese	515	Shanghai
778	Azerbaijan	3	Korean	754	Sinhala
706	Bengali	720	Krio	755	Slovak
752	Bosnian	731	Kurdish	757	Somali
707	Bulgarian	520	Kurmanji	536	Soninke
708	Burmese	700	Language Identify	730	Sorani (Kurdi)
991	Cambodian	732	Lao	1	Spanish
93	Cantonese	733	Latvian	998	Swahili
506	Catalan	734	Lingala	761	Swedish
503	Chaldean	735	Lithuanian	526	Sylheti
780	Creole	775	Macedonian	762	Tagalog
752	Croatian	737	Malay	763	Taiwanese
710	Czech	739	Mandinga	729	Tamil
711	Danish	714	Marathi	992	Thai
713	Dutch	516	Mwini	773	Tigrinia
94	Farsi	533	Mirpuri	764	Turkish
95	French	790	Mongolian	709	Twi
715	Fukienese	521	Ndebele	765	Ukranian
745	Fulani	741	Nepali	999	Urdu
505	Ga	97	Mandarin	2	Vietnamese
784	Georgian	742	Norwegian	747	Wolof
4	German	796	Oromo	769	Xhosa
993	Greek	514	Pangasinan	770	Zulu
738	Gujerati	98	Pashto	0	<b>CUSTOMER CARE REPRESENTATIVE</b>
513	Hakka	522	Pidgin		*Other Languages
721	Hausa	5	Polish		Available Upon Request*
722	Hebrew	996	Portuguese		

Language Translation, Inc., 4379 30<sup>th</sup> Street Ste. 7, San Diego, CA 92104-1323,

Tel. 619.516.4037 Fax 619.516.4089 www.languagetranslation.com



## A Typical Call

1. You will be greeted by the interpreter and they'll identify themselves by their name and interpreter code. For example:

*"Hello, this is Juanita, your Spanish Interpreter #2754, how may I help you?"*

2. Identify yourself, what company you're with, and who your caller is. For example:

*"This is James Grant with the ABC, Inc. and I have Ms. Gonzalez on the line."*

3. Allow the interpreter to introduce themselves to your caller.
4. Briefly state what the situation is and what information you need to give to or get from your caller. For example:

*"We are filling out an application and I need to get some information."*

5. Instruct the interpreter to proceed with the interpretation, with you addressing the interpreter in the first person. For example:

*"Ms. Gonzalez, what's your address please?"*

6. Inform the interpreter when you are ready to end the call.



## Tips for Successful Communication

Identify yourself and your purpose clearly and distinctly – speaking a little slower than usual.

Give the interpreter a quick picture of the situation.

Allow the interpreter time to introduce themselves to your client.

Consider the interpreter a conduit facilitating communication between languages and cultures.

You must direct the interpreter as to what information will be delivered to or obtained from your client.

Sometimes there may be a delay before an interpreter can elicit the information you need because of cultural differences and/or because your client needs to establish trust with the interpreter.

Expect occasional periods of what may appear to be chatter between the interpreter and your client as they work on building the communication bridge. Please be patient, the interpreter will get back with you. If you feel it's appropriate you may interrupt and request input from the interpreter as to what information was being shared between them.

Be aware of linguistic differences. It often requires more words in the target language to express the meaning of the originating language.

Be prepared to hear accented English from some interpreters. If you don't understand them, feel free to ask the interpreter to repeat their response.

Remember that telephonic interpretation is not a simultaneous conversation, it involves at least three people speaking two languages expressing ideas.



## Customer Support

### **Mailing address:**

Language Translation, Inc.  
4379 30<sup>th</sup> Street, Ste. 7  
San Diego, CA 92104-1323

Tel: 619.516.4037  
Toll Free: 800.655.3397  
Fax: 619.516.4089

### **Email/website:**

[info@languagetranslation.com](mailto:info@languagetranslation.com)

[http://www.languagetranslation.com/telephonic\\_interpreting.html](http://www.languagetranslation.com/telephonic_interpreting.html)

### **Contacts:**

Customer Care Representative - "0"  
Adriana Nevin, Corporate Sales Manager - extension 304



## Technical Support

### If you encounter:

- A busy signal at any time.
- Your call remaining unanswered by the automated system after 30 seconds.
- Being on hold for more than five minutes without speaking with a Customer Service Care Representative or being connected to an interpreter.
- You hear any unusual interference (clicks, pops, ringing, severe static, etc.)

### Procedure

**Step 1** Please hang up and re-dial SpeakEasy on its regular toll free number, 866.292.9329. If the problem persists, proceed to step 2.

**Step 2** Call the Customer Service at **800.655.3397 ext. 304** and report the issue.