

On Demand Over The Phone Interpreting

Available in 200+ languages

For Phone Interpretation



1. Dial 1.855.532.9464
2. You will be prompted to enter your Access Code followed by the # sign
Your access code/account number is: 549499
3. You will be prompted to say the language needed, or enter the first 3 letters followed by the # sign (ex. say "Spanish" or enter SPA #)
4. Once you confirm your language you will be connected to an interpreter who will prompt you for the following:
-Your PIN Code or 5928
5. Please let the interpreter know if you would like to connect to multiple parties

Recommendations for Effectively Using the Services of an Over The Phone Interpreter

For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please first inform the Customer Service Representative (CSR) before the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound Calls:

- Place LEP on hold and call us. If you do not know the language you need to request, patch our CSR on the call so that they can assess the language of the caller. After a couple questions, we will patch 2-3 interpreters on the line to see which language you will need.
- Short sentences are easiest to interpret.
- Speak freely; all interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.