Reference Guide:
How to Use LanguageLine Solutions
for Telephonic Interpretation

To assist LEP/NEP customers over the phone:

1. Place the caller on hold with **conference hold**.
2. Dial **1-866-874-3972.** For assistance, press 0 at any time or stay on the line.
3. Enter your 6-digit **Client ID** and **select a language**.
   - Press 1 for Spanish or
   - Press 2 for other languages. When prompted, say and confirm the language you need.
4. Enter your **Access Code** (if applicable).
5. **Record the interpreter's name and ID number.**
6. **Brief the interpreter**. Provide your agency name and objectives for the call.
7. **Add the caller** to the line.
8. Tell the interpreter to **end the call** when you are done.

Client ID: _____	**Access Code*:** _____
	*Does not apply to all agencies

To assist LEP/NEP customers in person:

1. Dial **1-866-874-3972.** For assistance, press 0 at any time or stay on the line.
2. Enter your 6-digit **Client ID** and **select a language**.
   - Press 1 for Spanish or
   - Press 2 for other languages. When prompted, say and confirm the language you need.
3. Enter your **Access Code** (if applicable)**.**
4. **Record the interpreter's name and ID number.**
5. **Brief the interpreter**. Provide your agency name and objectives for the call.
6. Tell the interpreter to **end the call** when you are done.

Frequently Asked Questions

What should I do if I get disconnected?

If you get disconnected, redial the interpreter hotline and press 0 to speak with a representative. Explain the situation and provide the name and ID number of the interpreter you were working with so that the representative can reconnect you with that person.

What if I can't identify the customer's language?

If you do not recognize a customer's language and the customer does not self-identify, then call the interpreter hotline and dial 0 to speak with a representative. The representative can assist you in identifying the language. During in-person interactions with LEP/NEP customers, remember to use the Language ID Card or Language ID Desktop Poster before contacting a LanguageLine representative.

How do I reach Customer Service?

The Customer Service number for LanguageLine Solutions is **1-800-752-6096**.

Why is the call taking so long?

Interpreters communicate meaning-for-meaning rather than word-for-word. As a result, interpreted speech may be longer than the original statement. Familiar phrases in English often require explanation or elaboration in other languages and cultures.

How can I provide feedback?

Please share your feedback, positive or negative, with the Language Access Program at the Office of Human Rights. Call (202) 727-4559 and ask for a member of the Language Access team, or email ohr@dc.gov with "Attention: Language Access Program" in the subject line. Make sure to include the interpreter's name and ID number to report any compliments or complaints regarding the quality of the interpretation provided. Please also share your feedback with your agency's Language Access Coordinator or Point of Contact.