

QUICK REFERENCE GUIDE



Minnesota 911

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Dial: **1-888-XXX-XXXX** (Client ID is prepopulated so you don't need to enter it)
*This is a private/dedicated number for interpreter access during a 911 call only.
PSAPs should contact Dana Wahlberg at dana.wahlberg@state.mn.us for this number*
2. Enter on your telephone keypad or provide the representative:
 - Press 1 for Spanish
 - Press 2 for Somali
 - Press 3 for Hmong
 - Press 4 for all other languages and speak the name of the language you need at the prompt.

If having difficulty or need assistance Press 0 or say "help" at any time.
An Interpreter will be connected to the call.
3. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
4. ADD THE limited-ENGLISH SPEAKER to the line.
5. Say "End of Call" to the Interpreter when the call is completed.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

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 number.

DEMONSTRATION LINE – 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 – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@languageline.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

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www.LanguageLine.com