**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.

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**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.

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**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