



**1-800-Translate**

Telephone Interpreting from Responsive Translation

# Telephone Interpreting Service User's Guide

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***Responsive Translation offers a complete range of translation solutions.  
Please contact us for all your multilingual communication needs.***

## WELCOME TO RESPONSIVE TRANSLATION

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Please take a moment to review this easy-to-use guide. Contact us if you have any additional questions or if you would like to arrange a training session. We want to make sure that you and your clients have a great experience with our telephone interpreting service.

### Your Access Code is:

**Responsive Translation offers a complete range of translation solutions.** Please contact us for all your multilingual communication needs.

**Your Service Manager:** Sarah Rogers at [srogers@resptrans.com](mailto:srogers@resptrans.com) or 201-268-3846

**Please Note:** If you experience any problems with our service, such as a bad connection, long wait time or problems with your interpreter, please hang up and dial again. After you complete your call, please call or email us so we can correct the problem.

## Getting Started

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1. Dial 1-888-872-6752 or 1-877-725-1548.
2. Enter your assigned access code. If needed, dial "0" at any time after entering your access code to speak with a Customer Care Representative (CCR).
3. Enter the language code for the language you need.
4. Once the interpreter comes on the line,
  - Introduce yourself.
  - Describe the purpose of your call.
  - Ask the interpreter to begin.

## Placing a Call to a Person with Limited English Proficiency (LEP)

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1. Follow the "Getting Started" instructions to connect to an interpreter.
2. Call your LEP speaker to establish a three-way conference call with you and the interpreter.

## Answering a Call from an LEP Speaker

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1. Place the LEP speaker on hold, and follow the "Getting Started" instructions to connect to an interpreter.
2. If you have someone on the phone and you do not know what language they speak, dial "0" for the Customer Care Representative (CCR).
3. Your Customer Care Representative will speak with your client and determine what language they speak. They are trained to do this. The CCR will then connect you and your client to the correct interpreter.

## Scheduling an Interpreter in Advance (Recommended for Rare Languages)

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1. Send an email to [services@resptrans.com](mailto:services@resptrans.com) at least 4-5 days before your desired call/meeting time, and include the following information:
  - Language Required
  - Date
  - Time (with time zone)
  - Estimated length of call
  - Access Code (6 digits)
  - Requester Contact Name
  - Requester Phone Number
  - Requester Email
2. The Account Manager will confirm via email within 2-3 days.
3. Call 888-872-6752 or 877-725-1548 a few minutes before your scheduled call, enter your assigned access code and dial "0" for a Customer Care Representative (CCR). Tell the CCR that you are calling in for a scheduled appointment with an interpreter. The CCR will connect you with the interpreter reserved for you.

**Please Note:** Providing your correct time zone is very important when scheduling a call. Don't forget about daylight savings time!

## Using Telephone Interpreting for Face-to-Face Communication

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1. For best results, use a speaker phone in a quiet area or provide a headset for both you and the Limited English Proficiency (LEP) speaker. You may also conference in a cell phone for the LEP speaker if you are short a headset.
2. Follow our "Getting Started" instructions above.

**Please Note:** Ambient noise on speaker phones often reduces the quality of telephone interpreting. Because speaker phones often transmit in only one direction, cross-talk and ambient noise can also prevent interpreters from hearing the conversation.

Call customer service at 1-800-872-6752 or email [services@resptrans.com](mailto:services@resptrans.com) if you'd like more information on purchasing dual handset telephones designed with telephone interpreting in mind.

## Connecting an Interpreter into a Web Conference Call

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1. Dial into your conference call.
2. Place the conference line on hold and dial out to the interpreter at 1-888-872-6752.
3. Enter your assigned access code.
4. Enter your language code or dial "0" after entering your access code to speak with a Customer Care Representative (CCR).
5. Introduce yourself to the interpreter and tell them that you will be connecting them into a larger conference call.
6. Conference yourself and the interpreter back into the conference line.

**Tip:** Use a conferencing service that allows you to dial out to additional parties and call our toll-free number to add in an interpreter.



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## Language Codes for Telephone Interpreting Service

*\* We recommend scheduling an interpreter in advance only for the languages indicated with an asterisk below.*

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Acehnese*	705	Cape Verdean Creole*	328
Achi *	525	Carolinian*	712
Acholi *	702	Castellano (Castilian)*	13
Afar*	701	Catalan*	331
Afrikaans*	302	Cebuano*	332
Akan*	303	Chaldean (Neo-Aramaic)*	333
Akateco*	304	Chamorro*	716
Albanian*	47	Cherokee*	711
Amharic	39	Chichewa*	997
Amoy (Xiamen Hokkien)*	308	Chin	32
Anuak*	309	Chin (Falam)	347
Apache*	706	Chin (Hakha)	682
Arabic	23	Chin (Lai)	68
Arabic (Algerian)	630	Chin (Lautu)*	394
Arabic (Egyptian)	636	Chin (Mizo)	420
Arabic (Hassaniya)*	638	Chin (Tedim)	674
Arabic (Jordinian)	744	Chin (Zo, Zomi)*	487
Arabic (Moroccan)	423	Chin (Zophei/Zyphe)*	490
Arabic (Sudanese)	460	Chinese (Hokkien)*	735
Arabic (Tunisian)	663	Chinese (Lanyin)*	395
Arabic (Yemeni)	542	Chinese (Toisanese)*	472
Arakanese*	312	Chin Matu*	409
Aramaic	313	Choujo*	606
Armenian*	59	Chuj*	335
Ashanti*	704	Chuukese*	18
Azeri (Azerbaijani)*	316	Cotocoli*	715
Bahasa Melayu	318	Creole*	339
Bajuni (Tikulu)	319	Croatian	92
Bambara*	320	Czech*	91
Bashkir*	710	Danish*	340
Basque*	322	Dari	80
Bassa*	545	Dinka*	341
Belarusian*	324	Dioula (Dyula)*	720
Belize Creole English*	556	Dutch	84
Bemba*	709	Edo*	722
Bengali	48	Esperanto	343
Berber*	326	Estonian*	344
Bini*	599	Ewe*	345
Bisaya*	478	Falam	346
Bosnian*	37	Fanti*	348
Bulgarian*	67	Farsi	33
Burmese	21	Filipino	73
Calabrese*	251	Finnish*	351
Cambodian*	51	Flemish*	579
Cantonese	31	Fon*	560

French	26	Kiswahili	673
French Canadian	352	Kituba*	752
French Creole	686	Kizigua*	386
Fukienese*	354	Kongo (Kikongo)*	518
Fulani (Fula)*	36	Konkani*	554
Fur*	355	Korean	30
Fuzhounese*	20	Kosraean*	750
Ga*	356	Kotokoli*	533
Garre*	530	Kpelle*	519
Georgian*	82	Krahn*	387
German*	61	Krio	388
Gheg*	967	Kunama*	691
Greek	68	Kurdish*	76
Guarani*	731	Kurdish Badini*	745
Gujarati	40	Kurdish Kurmanji*	391
Hainanese*	734	Kurdish Sorani	558
Haitian Creole	28	Kyrgyz*	392
Hakka-Chinese*	362	Lanzhou*	756
Harari*	736	Lao (Laotian)*	692
Hausa*	367	Latvian*	393
Hebrew*	90	Lingala*	694
Hindi	43	Lithuanian	69
Hindko*	368	Lorma*	397
Hmong*	44	Luganda*	398
Hokkien*	735	Luhu*	1002
Hunan*	531	Luhya	550
Hungarian*	369	Luo*	754
Ibanag	739	Macedonian*	93
Ibo*	65	Mai Mai	78
Icelandic*	738	Maylay*	695
Igbo*	690	Malayalam	75
Ilocano (Iloko)*	371	Malinke*	401
Indonesian	70	Mam*	403
Italian*	56	Mandarin	24
Ixil*	373	Mandingo*	89
Jamaican*	741	Mandinka*	404
Jamaican Creole*	666	Mara*	758
Japanese*	63	Marathi*	405
Jarai*	374	Marshallese*	81
Javanese*	375	Masalit*	406
Jula*	578	Matu*	408
Kachin*	376	Mbay*	759
Kandahari*	253	Mende*	410
Kanjobal (Q'anjob'al)*	377	Mien*	411
Kannada*	378	Mina*	413
Kaqchikel*	379	Minangkabau*	414
Karen	34	Mirpuri*	534
Karenni*	60	Mixteco*	415
Kasakh*	610	Mixteco Alto*	416
Kayah*	813	Mixteco Bajo*	757
Kazakh*	381	Moldovan*	535
Kejia	532	Mon*	819
Khmer	382	Mongolian*	698
Kikuyu (Gikuyu)*	384	Montenegrin*	761
Kinyarwanda (Kinyamulenge)	94	Moore*	422
Kirghiz	551	Mushunguli*	762
Kirundi*	53	Navajo*	424
Kisii*	98	Neapolitan*	765

Nepali	25	Slovenian (Slovene)*	455
Newari*	764	Somali	29
Nigerian*	829	Soninke*	456
Norwegian*	427	Spanish	1
Nuer*	428	Sudanese*	459
Oromifa	766	Susu*	780
Oromo	96	Swahili	38
Pashto	77	Swedish	462
Patois	772	Sylheti*	463
Persian	74	Tagalog*	46
Pidgin*	432	Taiwanese*	508
Pidgin (Cameroonian)*	767	Tajik*	465
Polish	42	Tamil*	85
Ponapean/Pohnpeian*	435	Telugu*	466
Popti*	436	Temne*	467
Portuguese (Brazilian)	300	Teochew*	468
Portuguese (European)	597	Tetum*	470
Portuguese Creole	438	Thai*	57
Pulaar*	439	Tibetan*	83
Punjabi	249	Tigre*	794
Qeqchi*	444	Tigrinya	45
Quechua*	445	Trukese*	547
Quiche (K'iche)*	19	Turkish	54
Rohingya	16	Turkmen*	790
Romanian	52	Twi*	66
Russian	27	Ukrainian*	71
Samoan*	79	Urdu	41
Sango*	447	Uyghur*	476
Sarahuli*	777	Uzbek*	301
Saraiki*	510	Vietnamese	22
Sarikoli*	448	Visaya*	478
Serbian	62	Wolof*	482
Serbo-Croatian	64	Xhosa*	800
Shan*	449	Yiddish*	484
Shona*	782	Yoruba*	88
Sicilian*	451	Yup'ik*	485
Sinhalese*	453	Zapotec*	524
Siyin (Sizang)	785	Zomi*	488
Slovak*	454	Zulu*	544

## Getting the Most Out of Your Interpreter

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- 1. Introduce yourself to the interpreter:** When your interpreter joins your call, introduce yourself and summarize what you wish to accomplish during the call. Giving the interpreter a quick picture of the situation is particularly helpful if your caller is upset.
- 2. Let the interpreter introduce themselves to the caller:** Now it's the interpreter's chance to do a similar introduction to the Limited English Proficiency (LEP) speaker at the other end of the line.
- 3. Speak in first person:** Speak to your caller *through* the interpreter. Do not speak directly to the interpreter, as in "Tell him..." or "Ask him...." Interpreters are trained to be conduits for your conversation.
- 4. Keep it short:** Pause every few sentences to give the interpreter time to translate your remarks. The longer you go without a pause, the harder it is for the interpreter to translate accurately. An outline before a call will speed up your call.
- 5. Take your time:** Interpreted calls take about 2.5 times more time to complete than English-only conversations. Sometimes interpreters need additional time to get a point across to an LEP speaker or to correctly understand an answer. Speak slowly and clearly to reduce the chance of misunderstanding.
- 6. It's your call:** You are driving the conversation. Sometimes interpreters will need to provide cultural background if the LEP speaker does not understand a question or statement from you. While we recommend patience, it is your call. Feel free to interrupt the interpreter and ask for an explanation. Likewise, if you do not understand the interpreter, feel free to ask for a repeat or clarification.
- 7. Choose your words carefully:** Avoid using slang, jargon, acronyms or technical terms that may not interpret well into other languages. Jokes or "inside baseball" expressions usually fall flat.
- 8. Clarify points right away.** As you would in any conversation, you may have to clarify the points that an LEP speaker does not understand. If you want to clarify, ask the interpreter right away. It is difficult for the interpreter to both interpret and recall the conversation.
- 9. Tell the interpreter when the call is over.**

## A Typical Call

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1. After your call is connected, you will be greeted by the interpreter, and they'll identify themselves by name and interpreter code:

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

**Please Note:** In the unlikely event you reach an interpreter who does not speak the language you asked for, you will need to hang up and re-connect to the Responsive Translation system.

2. Identify yourself, the name of your organization and the name of the caller:

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

3. Allow the interpreter to introduce themselves to your caller.

4. Briefly state the situation, and what information you need to give or receive from your caller:

*“We are filling out an application and I need to obtain some basic information...”*

5. Then ask the interpreter to proceed with the interpreting. Speak directly to the caller in first person:

*“Ms. Gonzalez, what’s your address please?”*

6. Tell the interpreter when you are ready to end the call. The interpreter will let the other party know, and the call may then be ended.