
Language Access Resources for On-Demand Interpretation

City of Madison
Department of Civil Rights



Documents Included:

Language Identification Chart

(This document should be printed and posted in a place that is viewable by community members so they can point to their language.)

On-Demand Interpretation Options

Tips for Working with Interpreters

LanguageLine On-Demand Phone Number Instructions

Two-Digit Agency Code for LanguageLine On-Demand Phone Number

Activation Guide for Video Remote Interpretation (VRI) App

Log-In Guide for Video Remote Interpretation (VRI) App

How to Make a Conference Call

(These documents should be printed and near front desk phones for City staff to reference.)

Language Identification Guide

LanguageLine Solutions' Interpreters are available in more than 240 languages and American Sign Language, 24 hours a day, seven days a week to communicate with limited English proficient or Deaf or Hard-of-Hearing individuals.

- Present this guide to determine which language to request.
- Languages are listed by geographic location.
- The individual can point to their preferred language.
- Each statement is translated to read:

English English
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Visit www.LanguageLine.com or call 1-800-752-6096 for more information on all our language access solutions:

- Phone, video, and onsite interpreting
- Translation and Localization
- Bilingual staff and interpreter testing and training

CustomerCare@LanguageLine.com

1-800-752-6096



Pacific Islands

Fijian Vosa Vakaviti
Dusia na nomu vosa. Ni na Vakarautaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.

Ilocano Ilokano
Itudo yo ti sao yo. Ag awag da ti maysa nga mangipat-patarus nga tumulong kadakayo nga awan ti bayad na.

Indonesian Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.

Malay Bahasa Melayu
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.

Marshallese Kajin Majól
Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ eok ilo ejjelok wóneen.

Samoan Fa'asamoa
Fa`asino lau gagana. Ole a vala`au se fa`amatala`upu. Ua saunia se fa`amatala`upu e aunoa ma se tau e te totogiina.

Tagalog Tagalog
Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.

Tongan Lea Faka-Tonga
Tuhu`l mai ho`o lea fakafonua. `E ui ha fakatonulea. `Oki ta`etotongi kia `a e fakatonulea.

North America, South America, and Caribbean

American Sign Language 
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

French Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

Haitian Creole Kreyòl
Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

Navajo Diné k'ehjí
Nizaad biká'ígíí bich'í' dah diilníh. Ata' halne'é ta' hágo bí'dí'doonih. Ata' halne'é éi doo haida yit'éego bik'é ní'diiléel da. T'áájíik'e ná ata' hoodoolnih.

Portuguese Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

Spanish Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Europe - continued

Icelandic Íslenska
Bentu á þitt tungumál. Það verður hringt í túlk. Túlkurinn er þér að kostnaðarlausu.

Italian Italiano
Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.

Lithuanian Lietuvių
Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.

Macedonian Македонски
Покажете на јазикот на кој зборувате. Ќе повикаме преведувач. Услугите на преведувачот се бесплатни.

Norwegian Norsk
Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.

Polish Polski
Proszę wskazać swój język i wezwiami tłumacza. Usługa ta zapewniana jest bezpłatnie.

Portuguese Português
Indique o seu idioma. Um intérprete ser-lhe-á solicitado. A interpretação é fornecida sem qualquer custo para si.

Romanian Română
Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret care vă este asigurat gratuit.

Russian Русский
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

Serbian Српски
Покажите свој језик. Преводилац ће бити позван. Преводилац је за вас обезбеђен бесплатно.

Slovak Slovenčina
Ukážte na svoj jazyk. Zavoláme tlmočníka. Tlmočenie je pre vás bezplatné.

Spanish Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Swedish Svenska
Peka på ditt språk. En tolk kommer att tillkallas. Tolken erbjuds utan kostnad för dig.

Ukrainian Українська
Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.

Yiddish יידיש
ווייזט אן אויף אייער שפראך און מען וועט רופן אן איבערזעצער. איר דארפט גארניט באצאלן פאר דער איבערזעצונג.

Europe

Albanian Shqip
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.

Armenian Հայերեն
Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք: Թարգմանիչի ծառայությունները տրամադրվում են անվճար:

Basque Euskara
Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.

Bosnian Bosanski
Pokažite svoj jezik. Pozvat ćemo tumača. Usluga tumača su besplatne za vas.

Bulgarian Български
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.

Croatian Hrvatski
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelj/a ćete dobiti besplatno.

Czech Čeština
Ukažte na váš jazyk. Bude zavolán tlumočnick. Tlumočení je pro vás bezplatné.

Danish Dansk
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.

Dutch Nederlands
Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.

Estonian Eesti keel
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teie jaoks tasuta.

Finnish Suomi
Osoita maasi kieltä. Kutsumme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.

French Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

German Deutsch
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.

Greek Ελληνικά
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.

Hungarian Magyar
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.

India, Pakistan, and Southwest Asia	
Bengali <p>আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হলে। দোভাষী আপনি নিখরচায় পাবেন।</p>	বাংলা
Gujarati <p>તમારી ભાષાનો ઉદ્દેશ કરો. દુભાષિયાને બોલાવી શકાશે. દુભાષિયાને બોલવવામાં તમારે ખર્ચ આપવો નહિ પડે.</p>	ગુજરાતી
Hindi <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	हिंदी
Malayalam <p>നിങ്ങളുടെ ഭാഷയിലേക്ക് ചുണ്ടുകൾ ഒരു വ്യംഖ്യാതാവിന്റെ സേവനം ലഭ്യമാക്കും. ഈ വ്യംഖ്യാതാവിന്റെ സേവനം നിങ്ങൾക്ക് സൗജന്യമായാണ് നൽകുന്നത്.</p>	മലയാളം
Nepali <p>आपनी भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।</p>	नेपाली
Punjabi <p>ਅਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦਾ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</p>	ਪੰਜਾਬੀ
Sinhalese <p>ඔබේ හමව පෙත්වන්න. හම පරිවර්තකයෙකු කැඳවනු ඇත. හම පරිවර්තකය ඔබ වෙත තෙමීමල සැපයෙනු ඇත.</p>	සිංහල
Tamil <p>உங்கள் மொழியைச் சுட்டிக்காட்டுங்கள். மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார். மொழிபெயர்ப்பாளருக்காக நீங்கள் செலவு செய்யத்தேவையில்லை.</p>	தமிழ்
Telugu <p>మీ భాషను గుర్తించండి. మీ భాషనువారకులను పిలువబడును. మీకు ఎటువంటి ఖర్చు లేకుండా భాషనువారుకులను సమకూర్చబడును.</p>	తెలుగు
Urdu <p>اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔</p>	اُردو

Africa	
Acholi <p>Siem thok ma iyae. Ja loko ibiro luongi. Jaloko no ochiuni ma onge chudo.</p>	Acoli
Amharic <p>ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎለታል።</p>	አማርኛ
Arabic <p>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</p>	العربية

Africa - continued	
Dinka <p>Weet ten thoungdie. Raan weetgeryc a col. Agerwelyic ku a cin aroop biyik yen.</p>	Thok monyjang
French <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	Français
Hausa <p>Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafintan ne ba tare da sai an biya kuɗi ba.</p>	Hausa
Italian <p>Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	Italiano
Nuer <p>Ku tilmään luqäddädää. Turjubään äyää looyëëri-doonää. Turjubäänkä läguḡu yëëräyo wää bilääh.</p>	Mägäcä luqäddä
Oromo <p>Gara afaan keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophaawa.</p>	Oromo
Portuguese <p>Indique o seu idioma. Um intérprete ser-lhe-á solicitado. A interpretação é fornecida sem qualquer custo para si.</p>	Português
Portuguese Creole <p>Nho pontâ pa lingu qui nho ta papiâ. No ta arranja um interprete pa nho. No ta rranje um interprete e nho ca ta pagâ nada pa el.</p>	Crioulo Portugues
Somali <p>Farta ku fiiquqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>	Af-Soomali
Swahili <p>Onyeshâ lugha yako. Mkalimani ataitwa. Utapewa mkalimani bila gharama yoyote.</p>	Kiswahili
Tigrinya <p>ቋንቋኹም አመልክቱ። አተርጓሚ ከጻዋእ ይኸእል እዩ። ንአተርጓሚ እትክፍልዎ ዝኾነ ክፍሊት የለን።</p>	ትግርኛ
Wolof <p>Taannal sa lakk ngir fiou bolela ak kou degg sa lakk moun dimbeuli leu. Ndimbeul bi do ci fey dara.</p>	Wolof
Yoruba <p>Tóka sí èdè rè. A ó pe ògbùfọ kan. Ọfẹ̀ ní a ó pe ògbùfọ̀ yí fún ọ.</p>	Yorùbá

Middle East	
Arabic <p>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</p>	العربية
Armenian <p>Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչվիք: Թարգմանիչ ծառայությունները տրամադրվում են անվճար:</p>	Հայերեն
Azerbaijani <p>Danişdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq.Tərcümə xidməti üçün ödəniş tələb olunmur.</p>	Azərbaycan dili
Dari <p>زبان مورد نظر را نشانی کنید. یک مترجم فراخوانده خواهد شد. این برای شما کدام هزینه در پی نخواهد داشت.</p>	داری
Farsi <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	فارسی
Hebrew <p>הצבע לעבר השפה שלך, ואנחנו נתקשר למתורגמן. שירותו של המתורגמן ניתן ללא תשלום.</p>	עברית
Kurdish <p>نماژ ه به زمانهکتان. وەرگێزێک بانگ دهکرت. بۆ نامادهکردنی وەرگێز هیچ پارهیەک له تو وەرناگیردرێت.</p>	کوردی
Pashto <p>خپلې ژبې ته اشاره وكړئ. يو ژباړونكی به راوبلل شي. ستاسو له پاره د ژباړونكي انتظام په وړيا توگه كيږي.</p>	پښتو
Turkish <p>Konuştduğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.</p>	Türkçe

Asia		
China <p>請指認您的語言，以便為您提供免費的口譯服務。</p>	请指认您的语言，以便为您提供免费的口译服务。	
Cantonese <p>廣東話</p>	广东話	
Chaochow <p>潮州話</p>	潮州话	
Fukienese <p>福建話</p>	福建話	
Mandarin <p>國語</p>	普通话	
Shanghai <p>上海話</p>	上海話	
Taiwanese <p>台灣話</p>	台湾话	
Toishanese <p>台山話</p>	台山話	

Asia- continued	
Burmese <p>သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။</p>	မြန်မာ
Hmong <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	Hmoob
Indonesian <p>Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.</p>	Bahasa Indonesia
Japanese <p>あなたの話す言語を指してください。無料で通訳サービスを提供します。</p>	日本語
Karen <p>နံၚ်လိၤဆူန့ၚ်န့ၚ်.တၢ်ကတိၢ်ပုၤက့ၚ်ထံတၢ်.တၢ်ဟ့ၚ်ပုၤက့ၚ်ထံတၢ်လၢတဆိၚ်ဒီးဆဲးဖူဆကလံၤဘၚ်.</p>	ကညီက့ၚ်
Khmer (Cambodian) <p>សូមផ្តល់ភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។</p>	ខ្មែរ (កម្ពុជា)
Korean <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>	한국어
Laotian <p>ຂ້ຳປອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.</p>	ພາສາລາວ
Malay <p>Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.</p>	Bahasa Melayu
Mien <p>Nuqv longc meih nyei waac fngx. Ninh mbuo porv waac mienh oix zuqc heuc daaih lorx meih. Ninh mbuo porv waac mienh tengx nyei jiauv louc yaac baecq thenx maiv zuqc cuotv zinh nyaanh faan-liuc.</p>	Mein
Mongolian <p>Танай хэлээ заа. Орчуулагч дуудагдана. Орчуулагчийн тусламж танд үнэгүй байх болно.</p>	Монгол
Thai <p>ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย</p>	ไทย
Vietnamese <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>	Tiếng Việt

ON-DEMAND INTERPRETATION OPTIONS

Video Remote Interpretation (VRI)



OR

Over the Phone Interpretation



WHAT IS IT?

Connect with a **live interpreter via video** through your computer, tablet, or smart phone device in the office or field.

Access Interpretation in:
American Sign Language (ASL)
42 Spoken languages

Connect with a **live interpreter via phone call** at the office or in the field.

Access Interpretation in:
240+ Spoken languages

IDEAL FOR

No need to schedule in advance.
Available 24/7 in dozens of languages.
Ideal for short conversations
(between two or three people, at offices/ reception areas, and in the field).

ADVANTAGES

Ideal for communicating with d/Deaf and Hard of Hearing individuals.

Users can **observe non-verbal cues** such as facial expressions and body language.

Cost-effective way to provide language access.

Available anywhere with phone access

DISADVANTAGES

Relies on strong internet connection to work. Will result in technical issues if internet connection is weak.

Not designed for planned events that require advance preparation.

Only for spoken languages.

Cannot observe nonverbal communication such as body language.

For emergencies and communication with high degree of empathy, VRI preferred.

TIPS FOR WORKING WITH INTERPRETERS

BEFORE AN EVENT

- Determine if interpretation will be **simultaneous** or **consecutive**.
- Provide interpreters with **materials in advance** (ideally one week).
- **Determine audio needs** (request a microphone or headsets in advance).

IN-PERSON

- **Place “interpreter” signs** at entrance of the event in target languages so attendees can easily spot interpreters and headsets if available.
- When speaking or listening to someone using an interpreter, provide **eye-contact to the individual receiving language access**. Do not shift eye contact to the interpreter.
- For one-on-one meetings, create triangular arrangement. For large audiences, arrange classroom style.



BEST PRACTICES

- **Speak in first person**, do not say “can you tell them...”
- Speak in your **normal volume and slightly slower speed**.
- **Pause after each complete thought**. Do not pause mid-sentence.
- **One speaker at a time**. Interpreters can’t interpret people speaking over one another.
- For large group meetings with sign language interpreters, speakers should **introduce yourself before speaking each time** (i.e. “This is Lucia, I think we should...”).
- For Video Remote Interpretation (VRI), **the camera and screen should be facing the signer**. The interpreter does NOT need to see the hearing person. The camera should be positioned to capture the top of the signer’s head to just above their waist.
- Be willing to **pause or reschedule** for technical issues or to ensure language access services are available.

QUESTIONS?

Email lap@cityofmadison.com



City of Madison

TO ACCESS AN INTERPRETER

1. DIAL: **1-866-874-3972**
2. ENTER CLIENT ID: **509626**
3. INDICATE LANGUAGE:
 - 1 - FOR SPANISH
 - 2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE
4. ENTER YOUR 2-DIGIT AGENCY CODE, FOLLOWED BY #

BEST PRACTICES FOR DOCUMENTATION:

- **Document** the Preferred Language
- **Document** professional language services offered & client's response
- **Document** the linguist name & number
- **Document** the client's understanding using a "Teach Back" method

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

Display	Value	Created By	Created Date
CDA HOUSING OPERATIONS	92	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
CDA REDEVELOPMENT	91	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
WATER	86	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
METRO TRANSIT	85	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
PARKING	82	Kassandra Character, 5/16/2019 8:39 AM	5/16/2019
MONONA TERRACE COMM CONV CTR	80	Kassandra Character, 5/16/2019 8:39 AM	5/16/2019
PLANNING	65	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
PCED OFFICE OF DIRECTOR	64	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
ECONOMIC DEVELOPMENT	63	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
COMMUNITY DEVELOPMENT	62	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
BUILDING INSPECTION	60	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
PARKS	51	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
LIBRARY	50	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
TRAFFIC ENGINEERING	45	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
STREETS	44	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
TRANSPORTATION	43	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
FLEET SERVICES	41	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
ENGINEERING	40	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
POLICE	31	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
FIRE	30	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
EMPLOYEE ASSISTANCE PROGRAM	22	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
TREASURER	21	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
MUNICIPAL COURT	20	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
MAYOR	19	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
INFORMATION TECHNOLOGY	17	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
HUMAN RESOURCES	16	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
FINANCE	15	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
COMMON COUNCIL	14	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
CLERK	13	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
CIVIL RIGHTS	12	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
ATTORNEY	11	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
ASSESSOR	10	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019

Activation Guide Video for Remote Interpretation (VRI) App



This video remote interpretation app allows you to access American Sign Language (ASL) interpretation for short conversations or when an interpreter cannot be scheduled in advance. It only takes a few clicks to be connected with an interpreter in seconds!

This app should already be on your desktop for your city-issued device. It may have a picture with the text “Interpreters” on it or it may be a blank image with the text “LanguageLine Insight.” Double click on the app to open it up.

Check out this [demo video](#) and [activation guide](#). The first time you use the app, it will require an authentication code and device name which are in the activation guide. You can practice using the app today so that you are ready when you need to use it. If you don't have the app on your desktop or you work remotely, you may need to manually install the desktop shortcut.

Manually Install the Desktop Shortcut

1. Connect to VPN
2. Close out of your browser windows (Microsoft Edge) if you have them open
3. Go here: <\\sccm\packages\Language Line Solutions Instructions>
4. Double-click the “LanguageLine.vbs” script 5. The shortcut will appear on your desktop

*NOTE: The shortcut should appear without a prompt to install it. Check your desktop after running the script to verify that it is there. If you do not see the shortcut on your desktop or need help installing the shortcut, please submit an [IT request here](#).

Organization Name:

Log In Guide for Video Remote Interpretation App

Easily access audio and video interpreting empowering you to provide outstanding service when communicating with the Limited English Proficient and Deaf or Hard-of-Hearing. The LanguageLine app is available for iPads, Smartphones, tablets, and laptops to quickly connect to professional interpreters anytime, anywhere 24/7/365. Follow these instructions to complete a one-time activation of your device.

Laptop/PC with Google Chrome Browser	iPhone or iPad	Android Device
 <ol style="list-style-type: none"> Using Chrome, enter this url: https://InSight.LanguageLine.com Insert your Authentication Code Type a Device Name Click on “Activate Device” Click on “ALLOW” for access to your camera and microphone. 	 <ol style="list-style-type: none"> On your iPhone or iPad tap the App Store icon and search for “LanguageLine InSight”. Tap “Get” and “Install”. After download is complete, tap the “Interpreters” icon and follow the screen prompts to complete the one-time authentication of your device. After you tap “Activate Device”, tap “OK” two times to allow the application to access your microphone and camera. 	 <ol style="list-style-type: none"> On your Android device tap the Google Play store icon and search for “LanguageLine”. Tap the “Interpreters” icon. Then tap “Install”. After download is complete, tap “Open”. Tap “OK”, then tap “Allow” twice to allow the application to access your microphone and camera. Follow the screen prompts to complete the one-time authentication of your device.

YOUR AUTHENTICATION CODE AND DEVICE NAME

Authentication Code (not case sensitive):

Device Name (35 digit maximum):

TIPS FOR A SUCCESSFUL INTERPRETATION SESSION

1. Introduce yourself and brief the interpreter.
2. Speak slowly in short sentences.
3. Allow the interpreter time to interpret.
4. Check for understanding.

VIDEO USER TRAINING

- [Quick Health Care Training \(2 minutes\)](#)
- [Health Care End User Training \(3 minutes\)](#)

QUESTIONS OR NEED ASSISTANCE?

Contact your LanguageLine Account Executive or CustomerCare@LanguageLine.com / 1-800-752-6096
For 24/7 Technical Support call 1-844-373-1951

Conference calling

1. From a connected call (not on hold), press the **Conference** button .
2. Make a new call.
3. Press the **Conference** button or the **Conference** softkey (before or after the party answers).
The conference begins and the phone displays “Conference.”
4. Repeat these steps to add more participants. The conference ends when all participants hang up.

View and remove participants

During a conference, press the **Details** softkey. To remove a participant from the conference, scroll to the participant and press the **Remove** softkey.