

Accessing Language Services

Advise the caller to remain on the line.

Press the Softphone button titled
"Language Services."

No PIN or PSAP identification will be needed.



You will connect to an auto attendant.
Select the language you need.

- ❖ **Press 1** for Spanish
- ❖ **Press 2** for Portuguese
- ❖ **Press 3** for Brazilian Portuguese
- ❖ **Press 4** for Haitian Creole
- ❖ **Press 5** for Russian
- ❖ **Press 6** for Vietnamese
- ❖ **Press 7** for Mandarin
- ❖ **Press 0** for all other languages or
for assistance identifying a language.

You do not need to listen to the entire audio prompt before selecting.

While on hold, there is no music; only a soft beep tone is heard to let you know you are connected.

Useful Phonetically Spelled Greetings

Use this chart to phonetically say **"One moment, please"** when you need to place a limited-English proficient person on hold to add an interpreter to the line.

Arabic	Lah-za men fad-lek
Cantonese	King dang yat dang
French	Attond-hey, see-voo PLAY
German	Bitt-uh var-ten
Hebrew	TEEN lei RE-ga beva-KA-SHA
Italian	See pray-gah dee ah-ten-deh-ray
Korean	CHAHM-shee-mahhn, GHEE-dah-r'yuh-joo-seh-yo
Mandarin	Cheem shaow ho
Polish	PRO-shea CHE-katch
Portuguese	Es-pear-ray PORE-fah-voar
Punjabi	Ik min-it tur-E-eh
Romanian	Un moment, vaa ROOG
Russian	Po-zha-loo-sta podo-zhdi-te
Spanish	Un mo-MEN-to PORE-fah-voar
Tagalog	Sahn-dah-lee Lahng Poh
Turkish	Lute-fan back-la-yeen
Urdu	Sirf aik minute
Vietnamese	Sin doi gay lat

Working Effectively with an Interpreter

- Allow the interpreter to greet you and the caller.
- Write down the interpreter ID number for reference.
- Provide the interpreter with a brief explanation.
- Speak in the first person; Avoid "Can you ask..." statements.
- Use short but complete questions or phrases.
- Avoid slang, jargon, or metaphors.
- Allow the interpreter to clarify linguistic or cultural issues.

Help Desk
1-855-MA-NG911
1-855-626-4911