



## QUICK REFERENCE GUIDE

### CRST Home Solutions / Installs LLC

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

*When receiving a call:*

1. Press the **“transfer”** button on your phone, and then dial 9 for an outside line.
2. Dial: 1-866-874-3972
3. Enter on your telephone keypad or provide the representative the 6-digit Client ID 702816, then 200
4. Press 1 for Spanish. An interpreter will be connected to the call. Once they are on the line press the **“Conf”** button on your phone twice to conference the Spanish speaking customer in.

*Once connected to the **Language Line**:*

1. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
2. Add the caller to the line
3. Once the call is completed, tell the Interpreter **“End of Call.”**

**Note**- When placing a call to a limited-English speaker, begin at step 2 from *“When receiving a call.”* If you need assistance placing a call to a limited-English speaker, please inform the Interpreter at the beginning of the call.

*The Following are important tips to help you optimize your experience*

**Line Quality Problems**- Explain the problem and ask the Representative to stay on the line to check for sound quality. If you have problems before reaching a representative, press **“0”** to be transferred.

**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 1-800-966-8808 or visit our website at [www.LanguageLine.com](http://www.LanguageLine.com)