



## Language Line Instructions for VLN Volunteer Attorneys for Clinics, Phone Advice and Full Representation Cases

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

1. Dial 1-866-874-3972
2. Enter your six digit client ID: 509132
3. Press 1 for Spanish **OR**
4. Press 2 for all other languages
  - Next speak the name of the desired language, then press 1 if correct or 2 to try again.
  - *Note: If you need assistance, press 0 or stay on the line to be connected to a representative.*
5. Enter on your telephone keypad or provide the representative with:
  - a. Personal Code: 500 (followed by the # sign)
  - b. Organization Name: Volunteer Lawyers Network*An interpreter will be connected to the call.*
6. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions. The interpreter will call the client to conference him or her into the call if the phone you are using cannot make conference calls.
7. Begin Conversation.
8. Say “End of Call” to the interpreter when the call is completed.