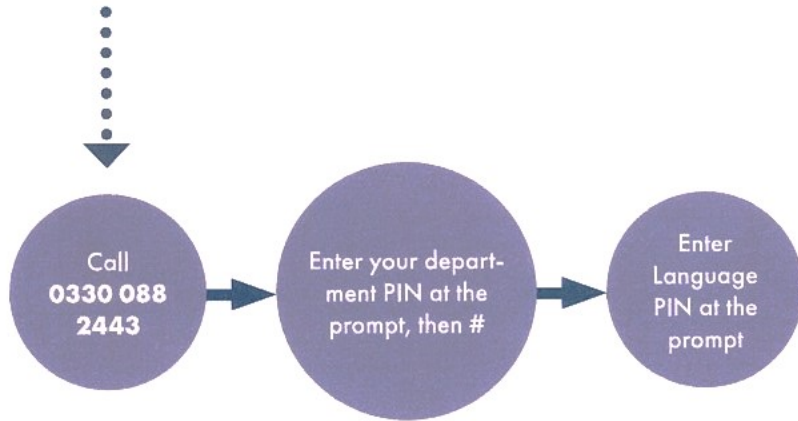


D.A. languages Ltd



TELEPHONE INTERPRETING:

QUICK CLIENT USER GUIDE



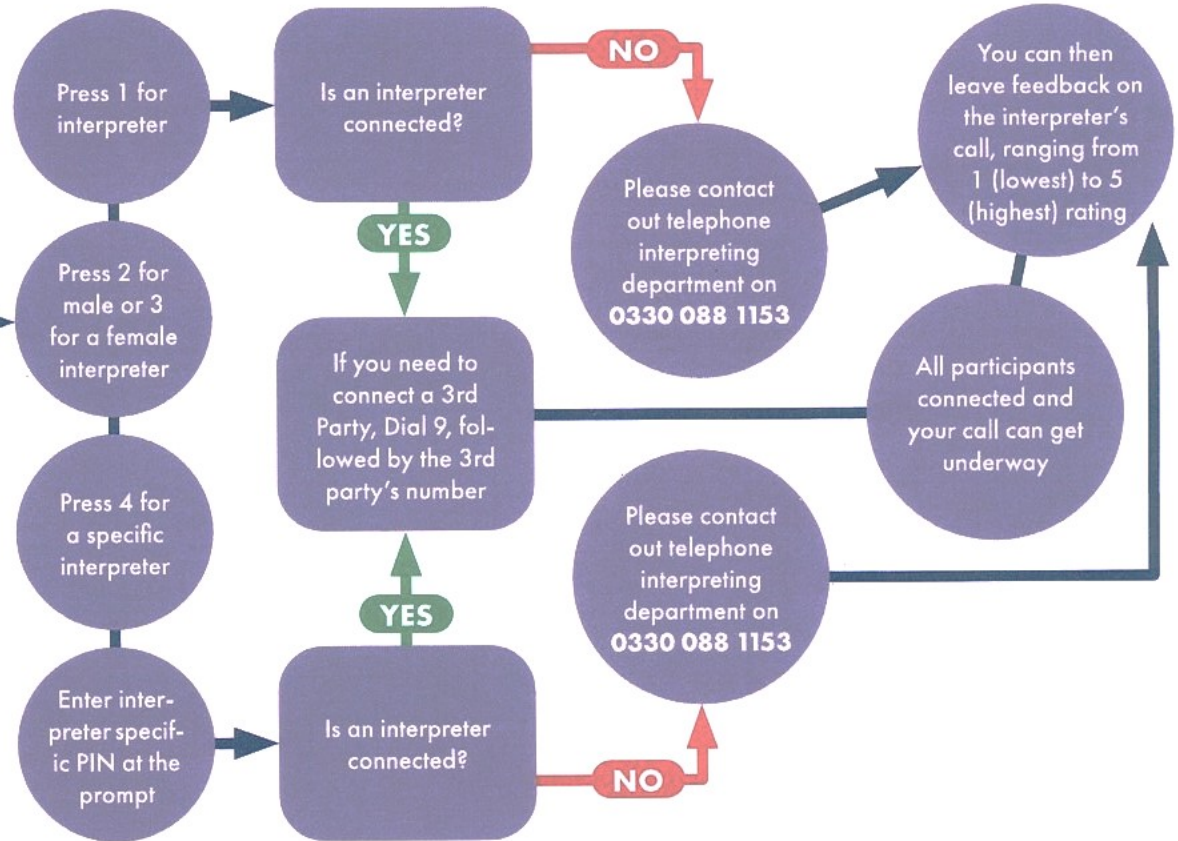
Quick Tips

- Speak in short sentences
- Ensure everyone can hear you (you can ask the interpreter to confirm this with your client)
- The interpreter will introduce themselves by first name and PIN number only
- Take note of this PIN if you'd like to use this same interpreter on another assignment.

D.A. Languages Ltd. provides its Telephone Interpreting services via an automated system that runs 24/7.

If you need an operator, DA staff man the lines during in-office hours 9am-5:30pm Mon-Fri.

A form containing the language PINs you need will be provided separate from this document.



WHEN THE CALL IS FINISHED, SIMPLY HANG UP AND ALL PARTICIPANTS WILL BE DISCONNECTED.



D.A. Languages Limited

Translation & Interpreting Services

D A Languages Ltd: The New Language Line

We are changing the company we use for Translation Services to
D A Languages Ltd.

Below are a list of PINs which you will be asked to put in and this
is based on the Patient's GP Surgery, unless they are a patient
not registered in our area then it will be based on the Patient's
Current Location.

Area Name	Telephone PIN
Liverpool OOH	85375
St Helens OOH	24382
Knowsley OOH	20129
Sefton OOH	98939
Halton OOH	80549
Warrington OOH	30988
Liverpool Extended Access	74148
St Helens Extended Access	61668
Knowsley Extended Access	18235



Make a note of your 'Department PIN' here: _____

Step 1

Call **0330 088 2443** direct from your phone.

Step 2

Enter your 'Department's PIN', followed by the # key; you can then enter the **PIN of the language you require** (see alphabetised list). Press 1 for an interpreter, 2 for a male, 3 for a female interpreter or 4 to speak to a specific interpreter (see next step)

Step 3

Once connected, take note of the **interpreter ID number** (you can use this to connect to the same interpreter for future calls). To connect to any third parties, dial 9 and then the number you wish to connect to.

Step 4

Leave feedback on interpreter at the end of the call. You will have 8 seconds to do this. From 1 (lowest rating) to 5 (highest rating).

Language Codes

Please see the 20 most commonly used language codes (in alphabetical order):

Language	Code
Albanian	065
Arabic	013
Bengali	076
Bulgarian	040
Cantonese	061
Czech	024
French	048
Gujarati	084
Hungarian	019
Italian	008
Kurdish (Sorani)	025
Mandarin	046
Polish	075
Portuguese	077
Punjabi	033
Romanian	029
Slovak	018
Spanish	038
Turkish	066
Urdu	014

Language	Code
Afghan Pashtu	216
Afrikaans	211
Albanian	065
Amharic	004
Arabic	013
Armenian	035
Azeri	006
Bambara	087
Bassa	223
Belarusian	037
Bengali	076
Bosnian	100
Bravanese	241
Brazilian Portuguese	243
Bulgarian	040
Burmese	231
Catalan	213
Chinese Cantonese	061
Chinese Mandarin	046
Congolese Swahili	201
Croatian	106
Czech	024
Danish	217
Dari	043
Dioula	007
Dutch	104
Estonian	228
Ewe	064
Farsi	012
Filipino	202

Language	Code
Finnish	233
Flemish	103
French	048
Fula/Fulani/Poular	062
Georgian	080
German	002
Greek	027
Gujarati	084
Hausa	121
Hebrew	221
Hindi	032
Hungarian	019
Ibibio	131
Igbo	240
Indebele	049
Indonesian	129
Italian	008
Japanese	122
Kannada	203
Khassonke	099
Khmer	232
Kibajuni	086
Kibembe	204
Kikongo	096
Kinyarwanda	058
Kirundi	054
Kituba	127
Konkani	224
Korean	071
Kosovan	210

Language	Code
Krio	011
Kurdish Bahdini	021
Kurdish Kurmanji	059
Kurdish Sorani	025
Lari	088
Latvian	079
Lingala	026
Lithuanian	020
Luganda	010
Macedonian	031
Malay	205
Malayalam	123
Malinke	055
Mandinka	053
Mashi	056
Mauritian Creole	235
Mina	069
Mirpuri	101
Moldovan	073
Mongolian	218
Nepalese	030
Norwegian	227
Oromo	090
Pahari	052
Pashto	015
Patwa	107
Polish	075
Portuguese	077
Punjabi	033
Romanian	029
Russian	074
Sanskrit	092
Seraiki	128
Serbian	108

Language	Code
Sesotho	206
Shona	207
Sinhalese	016
Slovak	018
Slovenian	230
Soninke	238
Somali	063
Spanish	038
Swahili	041
Swedish	042
Sylheti	111
Tagalog	212
Taiwanese	102
Tamil	051
Telugu	125
Thai	120
Tigre	036
Tigrinya	022
Tswana	208
Turkish	066
Turkish- Cypriot	209
Turkmen	229
Twi	219
Ukrainian	060
Urdu	014
Uzbek	242
Vietnamese	034
Welsh	220
Wolof	057
Xhosa	094
Yiddish	236
Yoruba	132
Zaghawa	225
Zulu	028

If you have any issues, please **press # to connect to the operator**. If you are unable to connect to the telephone interpreting line, please call the switchboard on **0161 928 2533**.