

D.A. LANGUAGES LTD. IS YOUR PROVIDER FOR TELEPHONE INTERPRETING

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



D.A. Languages Limited
Translation & Interpreting Services

PLEASE SEE ALL LANGUAGE CODES BELOW:

Language	Code	Language	Code	Language	Code
Afghan Pashtu	216	Indebele	049	Portuguese	077
Afrikaans	211	Indonesian	129	Punjabi	033
Albanian	065	Italian	008	Romanian	029
Amharic	004	Japanese	122	Russian	074
Arabic	013	Kannada	203	Sanskrit	092
Armenian	035	Khassonke	099	Seraiki	128
Azeri	006	Khmer	232	Serbian	108
Bambara	087	Kibajuni	086	Sesotho	206
Bassa	223	Kibembe	204	Shona	207
Belarusian	037	Kikongo	096	Sinhalese	016
Bengali	076	Kinyarwanda	058	Slovak	018
Bosnian	100	Kirundi	054	Slovenian	230
Bravanese	241	Kituba	127	Soninke	238
Bulgarian	040	Konkani	224	Somali	063
Burmese	231	Korean	071	Spanish	038
Catalan	213	Kosovan	210	Swahili	041
Chinese Cantonese	061	Krio	011	Swedish	042
Chinese Mandarin	046	Kurdish Bahdini	021	Sylheti	111
Congolese Swahili	201	Kurdish Kurmanji	059	Tagalog	212
Croatian	106	Kurdish Sorani	025	Taiwanese	102
Czech	024	Lari	088	Tamil	051
Danish	217	Latvian	079	Telugu	125
Dari	043	Lingala	026	Thai	120
Dioula	007	Lithuanian	020	Tigre	036
Dutch	104	Luganda	010	Tigrinya	022
Estonian	228	Macedonian	031	Tswana	208
Ewe	064	Malay	205	Turkish	066
Farsi	012	Malayalam	123	Turkish- Cypriot	209

TABLE CONTINUES BELOW

Language	Code	Language	Code	Language	Code
Filipino	202	Malinke	055	Turkmen	229
Finnish	233	Mandinka	053	Twi	219
Flemish	103	Mashi	056	Ukrainian	060
French	048	Mauritian Creole	235	Urdu	014
Fula/Fulani/Poular	062	Mina	069	Uzbek	242
Georgian	080	Mirpuri	101	Vietnamese	034
German	002	Moldovan	073	Welsh	220
Greek	027	Mongolian	218	Wolof	057
Gujarati	084	Nepalese	030	Xhosa	094
Hausa	121	Norwegian	227	Yiddish	236
Hebrew	221	Oromo	090	Yoruba	132
Hindi	032	Pahari	052	Zaghawa	225
Hungarian	019	Pashto	015	Zulu	028
Ibibio	131	Patwa	107		
Igbo	240	Polish	075		

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.**

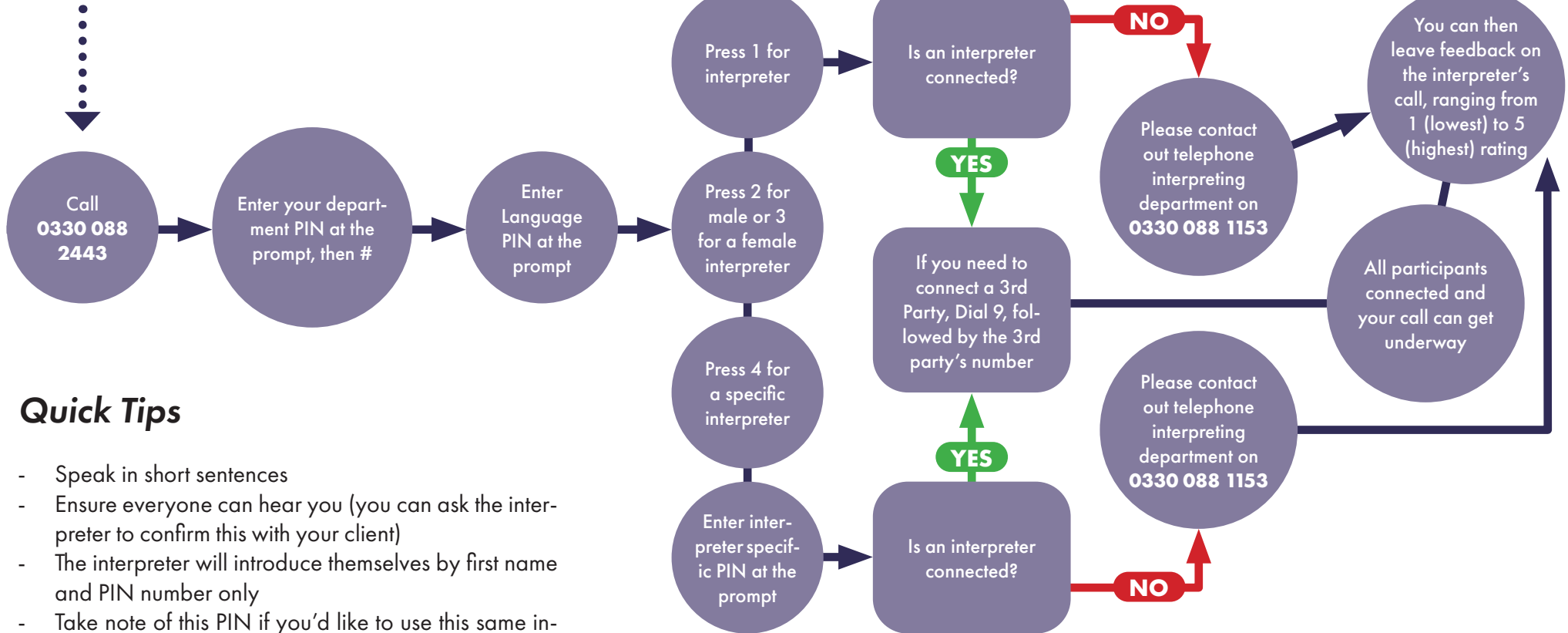
D.A. languages Ltd



TELEPHONE INTERPRETING: QUICK CLIENT USER GUIDE

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.



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.

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

