

# Telephone Interpreting Quick Guide

To use the Word360 Telephone Interpreting Service call: **0203 3226 365**

**Personal Access Code**

**Department Access Code**

## On-Demand Telephone Interpreting

1. Press Option 1 for our On-Demand service
2. Enter your 6-digit Personal Access code followed by # key
3. Enter your 6-digit Department code followed by # key
4. Enter the Language Code followed by the # key
5. Select your gender preference if required.

## Pre-Booked Telephone Interpreting

1. Press Option 2 to access the pre- booked telephone call
2. Add the digits of the Wordskii booking reference number e.g., WP123456, enter 123456.

## Add additional Participants

Once you are connected with an interpreter, you can add additional participants by pressing the \*key and then 1 and following the instructions.

## Call International Numbers

Press the \* key once you are connected with an interpreter and then 1. Follow the instructions to connect the international number.

## Get Support

If you need one of our operators to assist you with your call, press the \* key and then 4.

## Language Codes

Albanian 105	Greek 171	Mandarin 228	Somali 286
Amharic 107	Gujarati 172	Mirpuri 237	Spanish 289
Arabic 108	Hindi 177	Pashto 253	Sudanese 342
Bengali 126	Hungarian 181	Persian 257	Sylheti 293
Bulgarian 132	Italian 190	Polish 258	Tamil 298
Cantonese 136	Kurdish 211	Portuguese 259	Tigrigna 304
Czech 145	Kurdish Bahdini 119	Punjabi 265	Turkish 307
Dari 147	Kurdish Sorani 288	Romanian 269	Twi 308
Farsi 156	Latvian 216	Russian 271	Urdu 310
French 160	Lithuanian 218	Slovak 284	Vietnamese 314