



Telephonic Interpreting Users' Guide for Landlines (Updated - September 2024)

1. Call (718) 838-9317. Service is available 24/7/365.
2. **Enter your PIN** followed by #.
3. **Select the language.** Please select the language by either speaking it or entering the first 3 letters of the language followed by #
4. **Record a call reference code for billing/reporting purposes.**
If you choose to record a call reference code, the system will repeat the code for verification purposes and you can either press 1 to confirm or press 0 to record again. If you don't want to record any code, you can simply enter * followed by #.
5. You will be asked if the person needing interpretation is with you. If yes, you can either say "Skip" or press * followed by # to continue. If you need the system to call the person in need of interpretation services, you can do it at this time by entering their phone number including country code. However, we recommend that you first engage the interpreter, explain to them the reason for the call and request the interpreter to call the non-English speaking person.
6. You will be connected with an interpreter.
Introduce yourself and instruct the interpreter on how to proceed.

Note: You are able to make third party phone calls within the US but this feature is subject to an extra charge per minute. Once you connect with your interpreter, s/he can connect the third party.

If you have any issues, please...

...hang up and re-dial (718) 838-9317. If the problem persists, please contact Global Arena's customer support team.

Support contact:

Interpreting Management Team @ 215-735-1055 or interpreting@globalarena.com

Headquarters in Philadelphia. Services globally.

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