



Instructions to Access Phone Interpreters using a RingCentral Phone

How you can access an interpreter to help you **communicate with a caller** using a RingCentral phone:

1. When on the line with the caller press the **“more”** button.
2. Then press the **“conference”** button (this will place the caller on hold).
3. Dial **844-932-1616** (over-the-phone interpreting service).
4. Enter the language you need as prompted.
5. Enter the school/department authorization code (contact Language Services at 485-7939 if you don't know your code).
6. Wait for interpreter to answer and briefly explain what you wish to accomplish
7. Press the **“more”** button.
8. Press the **“conference”** button to put the caller on the line with you and the interpreter.
9. The interpreter will ask the caller the reason for their call.
10. You will stay on the line with the caller and the interpreter until the caller has been helped. When finished you will tell the interpreter that you are ending the call and then press the **“end call”** button.

How you can access an interpreter to help you **make a call** using a RingCentral phone:

1. Dial **844-932-1616** (over-the-phone interpreting service).
2. Enter the language you need as prompted.
3. Enter the school/department authorization code (contact Language Services at 485-7939 if you don't know your code).
4. Wait for interpreter to answer and briefly explain what you wish to accomplish.
5. Give the interpreter the phone number you wish to call.
6. The interpreter will place the call and explain the reason for your call.
7. You will stay on the line with the called party and the interpreter until the end of the call. When finished you will tell the interpreter that you are ending the call and then press the **“end call”** button.