

Maryland Department of Health and Mental Hygiene  
**STEPS TO ACCESS LanguageLine Solutions**  
**TELEPHONIC INTERPRETERS**  
(using NEC Dterm Series i telephone)

**Step 1**

•With the LEP constituent on the line, **PRESS "TRANSFER"**

[Do NOT press Hold]

**Step 2**

•When you hear the tone, **DIAL 1-866-874-3972** to reach a LanguageLine Solutions interpreter

**Step 3**

•**Enter the CLIENT ID** your office was assigned: \_\_\_\_\_  
•If you are unsure of your office client ID number, contact the OEOP  
Equal Access Compliance Unit at (410) 767-6600.

**Step 4**

•**Select the Language Needed**  
Press 1 for Spanish  
Press 2 for all other languages. You must state the language needed.  
Press 0 for assistance if you do not know the language you need.

**Step 5**

•**Wait for** the LanguageLine Solutions **interpreter to answer.**  
•**Inform the interpreter that you are adding the LEP constituent to the call.**

**Step 6**

•**PRESS "CONF"** to add the LEP constituent to the call (three-way conference call).  
A red light will illuminate from the CONF button which confirms all three callers are on the line.

**Step 7**

•**Speak to the interpreter in FIRST PERSON** (as if s/he is the LEP constituent).  
•**Remain on the line** with the interpreter and LEP constituent for the duration of the call.

**Step 8**

•**Provide the information and number(s)** to the office(s) the LEP constituent is trying to reach.  
•After the LEP constituent receives all information, **END THE CALL** by hanging up the phone.

**Step 9**

•**TRACK THE CALL** using the **DHMH LEP Tracker.**  
•To obtain a DHMH LEP Tracker, contact your local LEP Coordinator or the OEOP Equal Access Compliance Unit at (410) 767-6600.