EASY STEPS TO CONNECT WITH A TELEPHONIC INTERPRETER

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1. Please have your Telephonic Instructions Card ready.

   - Dial: x-xx-xxx
   - Enter the Pin/Account Number: x-xx-xxx
   - Select an interpreter: Please press “0” to select your language. (See complete language and code list below)
   - If a Tier 1-based interpreter is not available, please wait to be transferred to the Tier 2 pool of interpreters. You will be required to review some of the information. The interpreter may ask for names, numbers or other information as per your account requirements.
   - In the Tier 2 pool of interpreters, please reenter the Account PIN code. For Spanish, press 1. For all other Languages, enter the 2-digit language code.

2. Dial the access phone number listed on your card.

3. A recorded voice message will ask you to **enter your Account message**. This is a unique account number assigned to your organization, so we know who is calling.

4. Follow the prompts to select your language. You have the list with all the language codes on your card.

   - If you need a language that is not listed, please enter 99.
   - We recommend to schedule very rare languages in advance, such as Mam or Marshallese, rather than attempting to connect on-demand.
   - Please contact scheduler@brombergtranslations.com.

5. Press 1 to add a third-party
   - Press 2 to continue

6. Your name and department please?

7. If a Tier 1 interpreter is not available, please wait to be transferred

8. **IN THE TIER 2 POOL OF INTERPRETERS:**
   - Press 1 for Spanish
   - For all other Languages, enter the 2-digit language code.

9. **Call our support team at 313-437-3253**
   - In the Tier 2 pool of interpreters, please reenter the Account PIN code. For Spanish, enter the 2-digit language code. For all other Languages, enter the 2-digit language code.

   - If you have any questions during the process or face any technical issues, please call our support team at 313-437-3253.

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