

## City of Madison

### TO ACCESS AN INTERPRETER

1. DIAL: 1-866-874-3972
2. ENTER CLIENT ID: 509626
3. INDICATE LANGUAGE:
  - 1 - FOR SPANISH
  - 2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE
  - 0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED
4. ENTER YOUR 2-DIGIT AGENCY CODE, FOLLOWED BY #

### BEST PRACTICES FOR DOCUMENTATION:

- Document the Preferred Language
- Document professional language services offered & client's response
- Document the linguist name & number
- Document the client's understanding using a "Teach Back" method

### IMPORTANT INFORMATION:

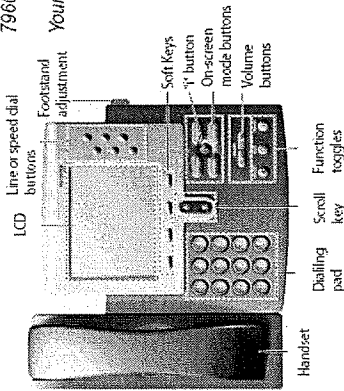
**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL** – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

**LANGUAGELINE DUAL HANDSET PHONE** – If you have a LanguageLine Dual handset phone, lift the handset and press the programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.LanguageLine.com](http://www.LanguageLine.com) and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

7960 IP Phone Diagram, front.  
Your phone has six line buttons.



The Cisco 7960 IP telephone provides easy access to a wide range of business features.

**SOFT KEYS**

Features available based upon the state of your phone

**RING VOLUME**

- With your phone idle, press the volume key to hear the current ring volume
- Press either the up or down volume key to change the ring volume
- When the ring times out, the setting will be saved

**RING TYPE**

- Press the SETTINGS button
- Press the 2 on the dialing pad or scroll to Ring Type
- Press "Select" button twice
- Use the scroll key to select a ring type
- Press the PLAY soft key to hear the ring type
- Press the SELECT soft key to save the ring type

**TO PLACE A CALL**

- Internal**
  - Lift Handset, press the Speaker button, line button or the New Call soft key
  - Dial Extension
- External**
  - Lift Handset, press the Speaker button, line button or the New Call soft key
  - Local – Dial 9 + Number
  - Long Distance – Dial 8 + 1 + Number

**LAST NUMBER REDIAL**

- Press the REDIAL soft key

**CALL HOLD**

To Place a Call on Hold

- From an existing conversation, press the HOLD soft key

To Retrieve a Call on Hold

- Press the RESUME soft key
- If there are multiple calls on hold, scroll to the desired line before pressing the RESUME soft key

**CALL FORWARD**

- When your phone is idle, press the CFWALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail

To Cancel

- Press the CFWALL soft key

**TO TRANSFER A CALL**

- During a call, press the TRANSFER soft key
- Dial the number
- Announce the call
- Press the TRANSFER soft key to complete the transfer, hang up

OR

- If the person you attempt to transfer the call to is not available, press the END CALL soft key and the RESUME soft key to return to the original caller

**CONFERENCE CALL** (maximum of 6)

While a call is in progress, press the MORE soft key and then press the CONFERN soft key. Dial the extension or outside number.

- After the party answers, press the CONFERN soft key to bring the parties together

To add additional parties

- Repeat the above steps
- To reconnect to the Conference when a called party isn't joining

- If the person you attempt to bring into the conference is not available, press the END CALL soft key and then the RESUME soft key to return to the conference call

To remove the last party

- Press the MORE soft key
- Press RMLSTC soft key to drop the last party

**PICK UP**

If your group is set up in software

- When a phone is ringing within your group
- Get dial tone
- Press the MORE soft key until you see PICK UP, then select the feature
- The call will begin ringing on your phone with the caller Id of the person the call was for
- To accept the call, press the ANSWER soft key
- You are now connected

**CALL PARK**

To Park a Call

- On an existing call, press the MORE soft key and then the PARK soft key, the call is automatically placed into a park position, note the position
- Hang Up
- To Retrieve a Parked Call
  - Dial the park position to which the call was parked, you are now connected

IP Phone Diagram, back.  
If you move your phone, this diagram shows you how to reconnect it.

