To connect to a telephone interpreter, please follow the instructions below. Use the options on the right to find the appropriate language.

1. Enter your provided LanguageLoop PIN number.
   You can also speak to a customer representative to assist your call. If you don’t have or cannot remember your LanguageLoop PIN number, our representatives will be able to help.

2. For invoicing purposes, enter your authorisation code then press #.
   This information is used to record the origin and nature of your call.

3. Enter your client reference number, then press #.
   If you either don’t have or don’t require a reference number, just press #.
   This information is used to assign the right interpreter for your job, and for invoices and reporting.

4. If you have to speak over the phone with a Non-English speaker, follow the prompts to enter their phone number, and LanguageLoop will make the connection.
   You can also speak to a Customer Service Representative to assist in making the connection.

5. Enter option 1, 2 or 3 after the prompts to select the language you require.
   If the language you desire is not available, our Customer Service Representatives will happily assist.

6. You’re now in the Loop, and can talk with your Non-English speaker.
   Our system can see when either an interpreter or your client has disconnected from your call.
   You are able reconnect at any time if any issues occur. If the same interpreter is not available, you can either connect to a new interpreter or continue the call without.

If you dial the all other languages number on 03 9280 1907, your call will transfer to a LanguageLoop operator who will assist in connecting you to an interpreter.

For more information, email us at: info@LanguageLoop.com.au or call 03 9280 1941