

LANGUAGELINE® APP

Connect with Expert Interpreters in Seconds



Reach LanguageLine® CertifiedSM Interpreters in the Moment of Need

The LanguageLine App connects you to clear audio and video interpreting sessions in seconds. It empowers frontline staff to overcome language barriers wherever they arise—boosting productivity, eliminating frustration, and providing a better customer or patient experience. It's an ideal solution for organisations that need fast, easy access to interpreting services 24/7.

Why over 30,000 organisations worldwide choose LanguageLine:



World-class interpreters: Our 20,000+ interpreters are rigorously trained, vetted, and monitored to ensure linguistic quality and excellence.



Outstanding service: We offer the industry's fastest, most reliable connections, exceptional SLA performance, and 99.99% platform uptime.



Committed partnership: Count on a dedicated account manager, 24/7 technical support, and onsite training to optimise your programme implementation and rollout.



**Overcome Language and
Cultural Barriers in Seconds, 24/7**

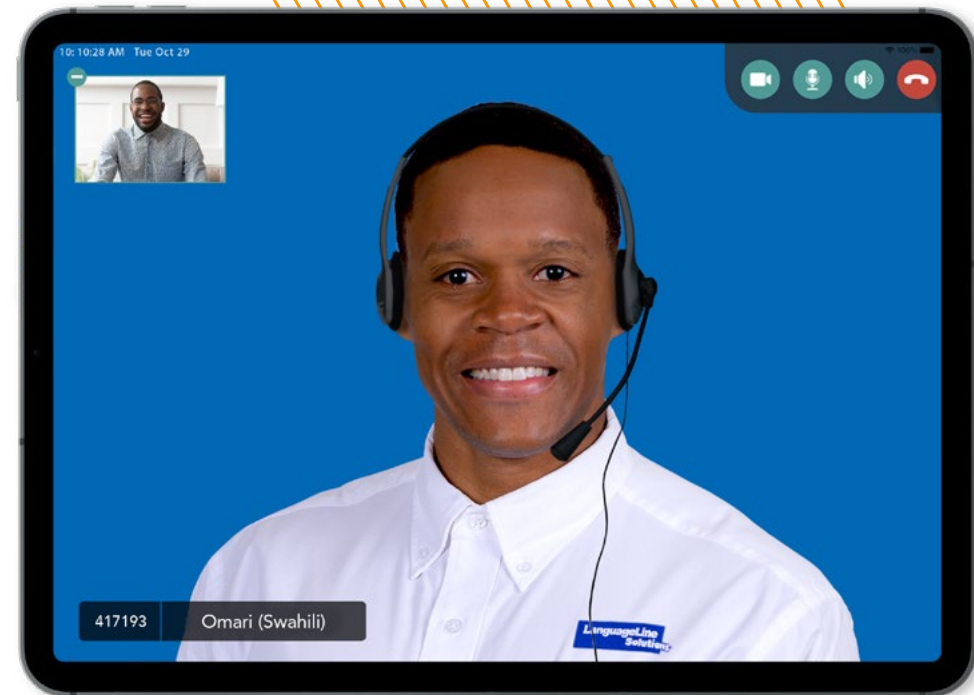
Connect With Expert Interpreters From Anywhere

For over four decades, LanguageLine has supported exceptional language access solutions for businesses, government organisations, and healthcare providers worldwide. Our unwavering commitment to providing high-quality service has made us the industry leader.

Our state-of-the-art app makes it easier than ever to access live, professional audio and video interpreters. In seconds, your employees can connect to our team of 20,000+ professionally trained LanguageLine Certified Interpreters in 240+ languages.

Reliably fast access to interpreters on popular mobile devices makes it ideal for teams and individuals, including:

- Hospital staff
- First responders
- Police officers
- Legal teams
- Delivery people
- Utility technicians
- Financial consultants
- Educators, students, and parents



Easy

- One-time, flexible authentication code
- Device identification feature
- One touch access directly to a video or audio interpreter

Reliable

- Connect directly to an interpreter in less than 30 seconds
- High quality video and audio
- Automatic rollover to audio when video is unavailable

Secure

- Full end-to-end encryption to secure information
- Works through most standard firewall configurations
- Complies with regulations and laws
- Video and audio privacy features

Robust

- Audio interpreting in [240+ languages](#)
- Video interpreting in [40+ languages](#)
- Includes British Sign Language
- Dynamic language display
- Search functionality to quickly find a language
- NotePad feature
- [Built-in training video](#)
- Online reporting



Communication, simplified

The LanguageLine App features an intuitive interface so your staff can begin using the app right away. And because it's compatible with mobile device management (MDM) software, it can be easily deployed across large, geographically dispersed teams.





How to Use the LanguageLine App

After downloading the app, simply enter a one-time authentication code and device name to begin connecting immediately to interpreters. The LanguageLine App makes it easy to get language assistance on iOS devices, Android devices, and PCs.



[LanguageLine App for iOS devices](#)



[LanguageLine App for Android™ devices](#)



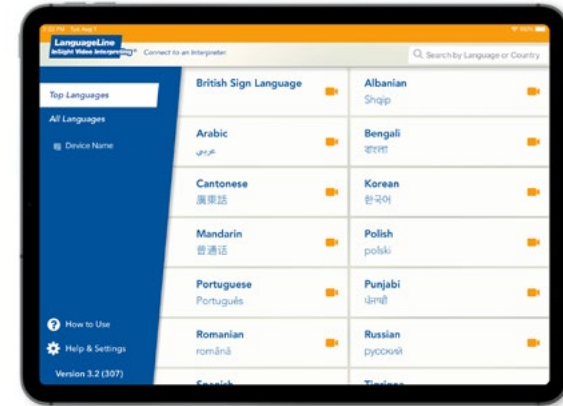
[Windows® PC or macOS® with Google Chrome™, Mozilla Firefox®, or Microsoft Edge™](#)



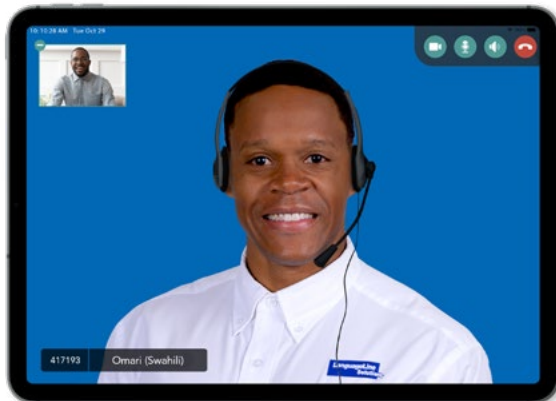
**Rated 4.6 out of 5 based on 5M+ post-call
“How Did We Do?” user ratings**



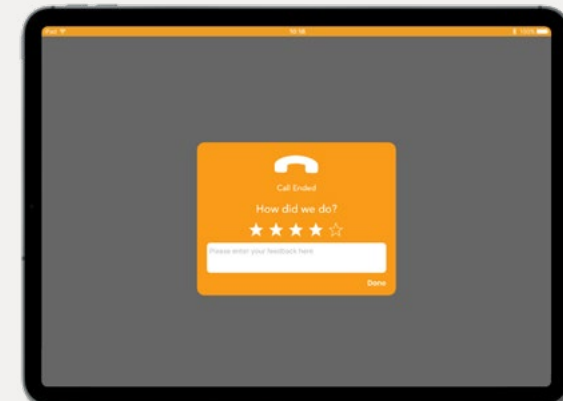
1 Launch the app



2 Find language, choose modality



3 Begin interpreting session



4 Provide optional ratings and comments after each call

LanguageLine App Innovations for Evolving Needs

TeamLink® Secure Routing

For organisations that use the LanguageLine App, and also want to maximise the productivity of their staff interpreters, we offer TeamLink. Route calls to your staff interpreters first. Calls automatically roll over to LanguageLine Certified Interpreters when staff interpreters are occupied or unavailable ensuring full coverage in 240+ languages.

With TeamLink, you'll also benefit from LanguageLine's detailed reporting, which helps you track usage to determine your ROI from your interpreting team.

Efficiency-Boosting Integrations

The LanguageLine App can be integrated with many leading business platforms to streamline workflows, enhance data collection, and improve reporting capabilities.

- Using Session Initiated Protocol (SIP) connectivity, integrate the app within a wide range of equipment such as airport kiosks and hospital bedside devices
- Our secure electronic health record (EHR) system integrations allow healthcare providers to harmonise data collection with interpreting sessions providing workflow efficiencies for clinicians and administrators

Count on Comprehensive Reporting

We offer manual, semi-automated, and fully automated data collection options. With the data you need tied to each interpreting session, you can better manage your language access programme resources and:

- Prove compliance with laws and regulations
- Save cost by streamlining staff workflows
- Analyse demographic data
- Allocate departmental expenses

MyLanguageLine, our online reporting platform, provides 24-hour insight into your account. Monitor your usage, review calls placed, view invoices, and download and schedule analysis reports to help increase productivity.



**Partnering with LanguageLine
is like hanging a sign that says,
“240 Languages Spoken Here.”**



Work with the Language Partner You Can Trust

You have options for language service providers. But not everyone offers unmatched platform availability, industry-leading technology, expertly trained linguists, and full support for your compliance needs. You can count on LanguageLine to deliver:

Superior Uptime

Our platform uptime exceeds 99.99% availability with redundant mission-critical systems and automatic failover between sites.

Unparalleled Quality

All LanguageLine interpreters undergo rigorous testing and training before working with our clients. Each potential interpreter must pass our Interpreter Skills Assessment test determining bilingual fluency in English and their target language. Then, they must complete our standard training and the Quality Assurance Programme. Continuous monitoring and career development ensure that our interpreters have a lifetime of career excellence serving our clients.

ASTM Certification

ASTM International defines 12,000+ standards used worldwide to improve product quality, enhance health and safety, and let customers know they can count on products. LanguageLine is the only language service provider to be certified for:

- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for our phone and video interpretation services



Governance, Compliance, Security

LanguageLine can help you to meet legislation and standards such as the Equality Duty, Accessible Information Standard and Consumer Duty, in a safe and secure manner.

LanguageLine is GDPR compliant and maintains Cyber Essentials Plus certification. We also operate with a suite of quality assurance and security certifications, including ISO 9001 for Quality Management, ISO 27001 for Information Security Management, ISO 27701 for Privacy Information Management and ISO 17100 for translation services.



Improve Understanding with the Right Equipment and Materials

LanguageLine offers a wide range of equipment that makes it easier to improve language access throughout your daily workflows. We also provide materials to promote language services among your staff and those you serve.





LanguageLine® Rolling CartSM with LanguageLine TrueSoundSM

This all-inclusive, ready-to-assemble stand has a secure audio-amplification enclosure and tilting head. The adjustable rolling cart provides effortless movement to increase staff efficiency.

- Supports a more effective interpreting session
- Meets ANSI standards for mobile healthcare carts and section IEC 60601 for tip test
- TrueSound audio-amplification enclosure enhances the volume of an iPad without wires, batteries, or charging



Tabletop Stand with LanguageLine TrueSoundSM

This sturdy tabletop stand offers flexible positioning, ideal in reception areas, showrooms, help desks, and more. Plus, it features our TrueSound audio-amplification enclosure, which enhances an iPad's volume without wires, batteries, or charging.

- Clear, distinct sound in ambient environments
- Full-reverse screen tilt and negative tilt



Complimentary Support Materials

Promote your language access programme with clear directions and handy tools. Our language ID poster, desktop display, and brochure offer instructions in the 20 most frequently-requested languages to help your customers, constituents, and patients quickly request language assistance.

Enjoy Complimentary Support for Implementation and Rollout

Our implementation team and account executives provide comprehensive, complimentary support to help you activate and optimise your programme. Your service includes 24/7 technical support, implementation, staff training, and ongoing education programmes. These value-add services help you maximise efficiency, increase accessibility, enhance health outcomes, drive revenue, increase productivity, and maintain regulatory compliance.

Implementation

We offer implementation to support your language access programme. 100% of LanguageLine clients rate our support service and process as “good” or “excellent.”

- We'll provide onsite support for large-scale rollouts of interpreting equipment. Our team will deploy and install your equipment and provide end-user training at all of your locations.
- Remote support is provided for small group training, and deployment of one or two pieces of equipment

Training

The LanguageLine App is easy to use, however we provide initial and on-going training to ensure your staff members understand the full functionality of the app. We support organisations of all sizes with in-person, remote, and self-service training.

Support

If you need guidance or run into technical issues, contact LanguageLine for 24/7 technical support. Our friendly experts will help you continue to overcome barriers to language access.



**Count on expert
implementation and
24/7 technical support**





A Trusted Partner

Over 30,000 organisations worldwide, across multiple sectors, trust LanguageLine to provide on-demand language support solutions

Public Sector:



Medical



Government



Emergency
Services



Welfare



Education



Police and
Criminal Justice

Private Sector:



Financial
Services



Insurance
Services



Legal
Services



Manufacturing



Marketing and
PR Agencies



Travel and
Tourism

10 Reasons You Can Trust Us to Solve Your Biggest Language Challenges

1 We offer 40+ years of language services expertise

Every modern organisation needs a language access partner. We've been providing support, reducing expenses, increasing revenues and enhancing reputations for clients across a range of industries for decades.

2 You can count on 360° of language access coverage

Across 64+ million interactions a year, whether on-demand by phone or video, in person, or in writing, our team of 35,000+ expert linguists proudly serve our clients.

3 You benefit from our culture of innovation

LanguageLine leads the global language access industry with advanced technology designed to unlock efficiencies—saving you time and money.

4 Confidentiality and data security are integral to our business

In 2022, LanguageLine completed 1,011 data security and operational audits satisfying clients in highly regulated fields, including healthcare, financial services, and government.

5 The LanguageLine Olympus on-demand interpreting platform exceeds 99.99% uptime

6 We've earned the industry's highest certifications for quality

- ISO 27001:2013, ISO 9001:2015, ISO 17100:2015, ISO 18587:2017, and ISO 27701:2019
- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for phone and video interpretation

7 We can help you ensure regulatory compliance

Safeguard your organisation and avoid costly errors. LanguageLine is fully GDPR compliant and adheres to the conditions of Cyber Essentials Plus.

8 We provide complimentary implementation support

No language access plan can succeed unless frontline staff are aware of their responsibilities and the services available to them. LanguageLine delivers the support, ongoing training, and materials you need to maximise your investment, free of charge. Our dedicated team of implementation specialists provide onsite and remote training for over 40,000 client employees annually across 10,000 global locations.

9 We'll keep you informed

Easy-to-use reporting helps you understand and optimise your programme, while educational webinars and blog content grow your expertise.

10 Our year-over-year retention rate for 30,000+ clients is 98%



**Connect to our team of 20,000+
professionally trained interpreters
from most mobile devices, 24/7**



Let's Talk Solutions

Discover the additional ways LanguageLine can help turn your biggest language challenges into opportunities with industry-leading services.

- On-Demand Audio & Video Interpreting
- In-Person Interpreting
- Virtual Meetings
- Inbound & Outbound Calling
- Translation
- Localisation
- Transcription
- Staff Testing & Training

LanguageLine
Solutions®

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