LANGUAGELINE® APP

Connect with Expert Interpreters in Seconds

Reach LanguageLine® Certified℠ 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 experience. It's an ideal solution for organizations that need fast, easy access to interpreting services 24/7.

Why the world's top companies choose LanguageLine:

World-class interpreters: Our 20,000+ interpreters are intensely 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 optimize your program 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 organizations, 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
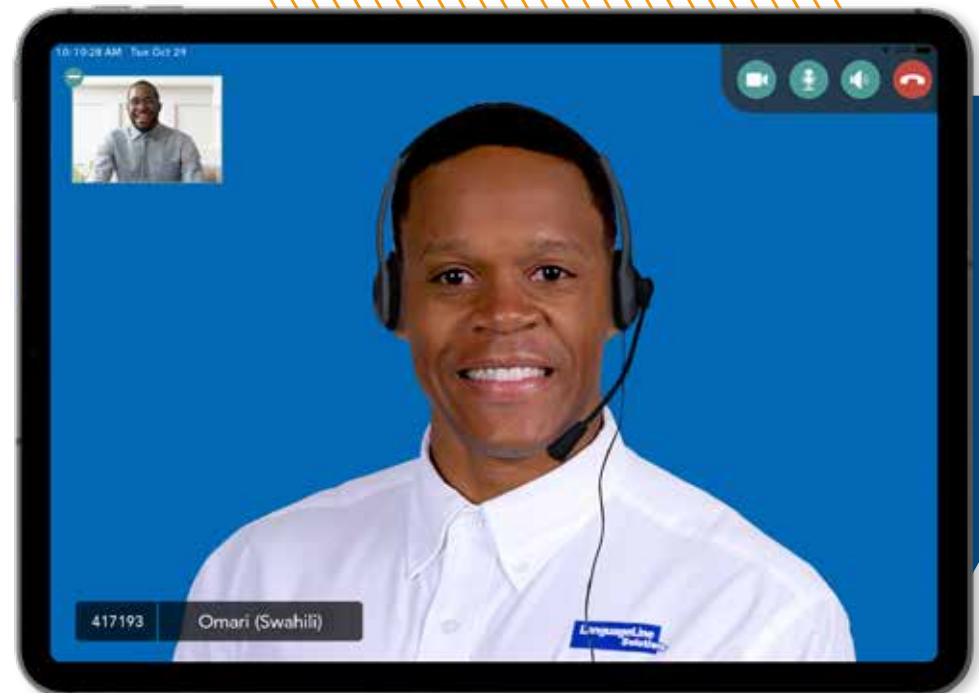
Easy

- 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
- 97% video fill rate with 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
- American Sign Language and British Sign Language
- Dynamic language display
- Search functionality to quickly find a language
- NotePad feature
- Built-in training video
- Online and inline 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.
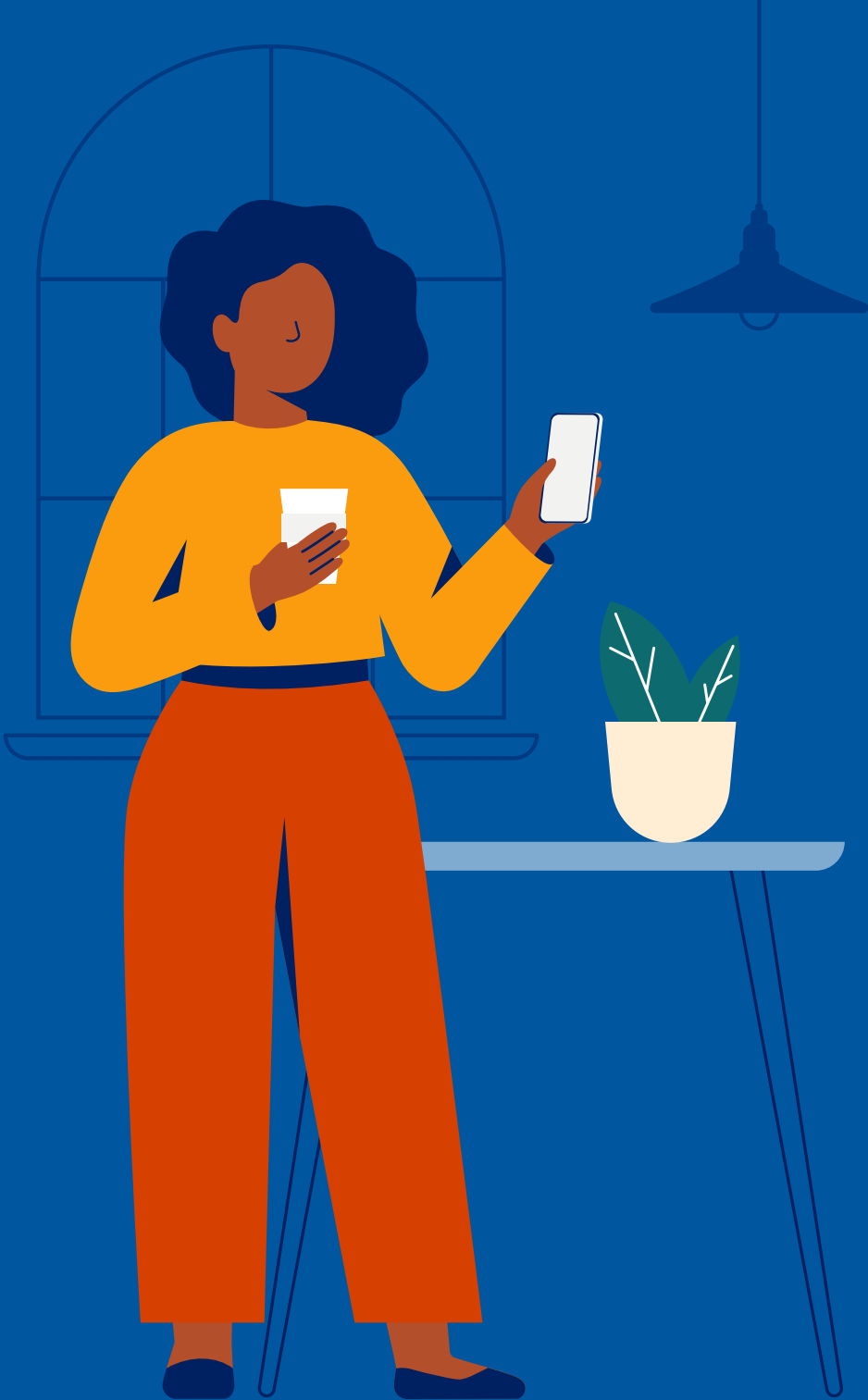
How to Use the LanguageLine App

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

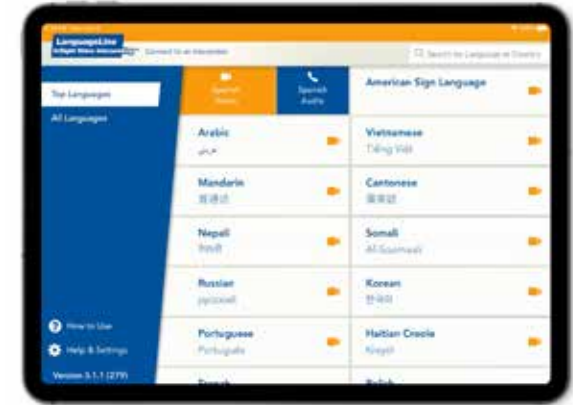Windows® PC or macOS® with Google Chrome™, Mozilla Firefox®, or Microsoft Edge™

★ ★ ★ ★ ⯪

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 organizations that use the LanguageLine App, and also want to maximize 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 harmonize 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 program resources and:

- Prove compliance with laws and regulations
- Save cost by streamlining staff workflows
- Provide documentation for government reimbursements
- 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 top-notch 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 Program. 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

Support for Regulatory Compliance

The LanguageLine App helps protect your organization by making it easier for you to adhere to federal laws and regulations. We'll remove barriers to communication, so your organization complies with:

- Section 1557 of the Patient Protection and Affordable Care Act (PPACA)
- Title VI of the Civil Rights Act of 1964
- Right to Financial Privacy Act of 1978 (RFPA)
- Americans with Disabilities Act of 1990 (ADA)
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Gramm-Leach-Bliley Act of 1999 (GLBA)
- Fraud, Waste, and Abuse (FWA)
- Equal Employment Opportunity Commission (EEOC)

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 Cart℠ with LanguageLine TrueSound℠

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 TrueSound℠

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 program 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 optimize your program. Your service includes 24/7 technical support, implementation, staff training, and ongoing education programs. These value-add services help you maximize efficiency, drive revenue, increase productivity, and maintain regulatory compliance.

Implementation

We offer implementation to support your language access program. 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 and are prepared to be compliant with language access regulations. We support organizations 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

The World's Top Companies Choose LanguageLine

Nearly every Fortune 100 entity has chosen LanguageLine

100% of Telecommunications, Food & Drug, and Aerospace & Defense companies

94% of Healthcare companies

91% of Technology companies

80% of Financial Service companies

Leading healthcare organizations trust us

80% of the best hospitals
(U.S. News & World Report)

70% of the best children's hospitals
(U.S. News & World Report Honor Roll)

80+% of 5-Star Medicare providers

More federal, state, provincial, and local governments choose LanguageLine

Thousands of governments entities across North America and the United Kingdom

Serving public safety, health, social services, courts and corrections, Homeland Security, and more

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

1 We offer 40+ years of language services expertise

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

2 You can count on 360˚ of language access coverage

Across 75+ 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

LanguageLine completes over 1,000 data security and operational audits annually, satisfying clients in highly regulated fields, including healthcare, financial services, and government.

5 We rank 5th in the world as the Best Place to Work (across all industries)

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

- ISO 9001:2015, ISO 17100:2015, and ISO 18587:2017
- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for phone and video interpretation
- CAN/CGSB-131.10-2017 National Standard of Canada for Translation Services
- HITRUST Essentials, 1-year (e1) Certification

7 We can help you ensure regulatory compliance

Safeguard your organization and avoid costly errors. Confidently comply with requirements including ADA, EEOC, and Title VI of the Civil Rights Act of 1964, ACA Section 1557, Joint Commission standards, HIPAA, and CMS.

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 support, ongoing training, and materials you need to maximize 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 optimize your program, 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 growth opportunities with industry-leading services.

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

LanguageLine
Solutions ®