

OVER-THE-PHONE INTERPRETER

To use the SPEC OPI Service, complete the following steps:

Follow your organization's process for using your telephone system to connect to Ad Astra.

1

Volunteer calls the taxpayer. With the taxpayer connected, volunteer calls Ad Astra. **Dial 1-877-384-4474.**

**2**

Enter your 9-digit OPI user PIN. The system will confirm your code before proceeding. You will hear: Welcome to Ad Astra. Please select the language for interpretation services by speaking or typing the number.

3

Enter on the telephone keypad or speak any of the following options:

- 1** for **Spanish**
- 2** for **Haitian Creole**
- 3** for **Mandarin**
- 4** for **Russian**
- 5** for **Portuguese**
- 6** for **Arabic**

Press 7 to speak with an **Operator**

For other languages, press **0**, then say the language name or enter the first three letters on the keypad.

After all these steps are completed, an interpreter will be added to the line. After the interpreter joins the conversation, brief the interpreter with a summary of what you're working on with the taxpayer and/or give any special instructions.

To provide feedback on your experience with the IRS OPI Service, you can email your comments to **ts.mp.opi@irs.gov**.