



# Automated Telephone Interpreting Service (ATIS) user guide

ATIS...more languages, connected faster.  
**1800 131 450**

ATIS Languages		
Albanian	Hindi	Rohingya
Amharic	Indonesian	Russian
Arabic	Italian	Samoan
Assyrian	Japanese	Serbian
Bengali (alt Bangla)	Khmer	Sinhalese
Bosnian	Kirundi	Somali
Cantonese	Korean	Southern Kurdish (alt Feyli)
Chaldean	Kurmanji (Kurdish)	Spanish
Hakha Chin	Macedonian	Sudanese Arabic
Croatian	Malay	Swahili (alt Ki-Swahili)
Dari	Mandarin	Tamil
Dinka	Myanmar language (alt Burmese)	Thai
Farsi (alt Persian)	Nepali	Tibetan
Filipino (alt Tagalog)	Oromo	Tigrinya
French	Pashto	Turkish
German	Polish	Urdu
Greek	Portuguese	Vietnamese
Hazaragi	Punjabi	

Please ensure you are using a phone that has conferencing ability to call the non-English speaking client if they are not with you, as ATIS cannot create a conference call for you automatically.  
Follow the conferencing steps inside this booklet to conference your non-English speaking client into the call.



# Welcome

The Translating and Interpreting Service (TIS National) has improved the Automated Telephone Interpreting Service (ATIS) to give you better access to a phone interpreter.

The automated service allows you to connect to a phone interpreter without having to call the TIS National Contact Centre.

## Benefits of using ATIS

- Available in over 50 languages.
- More interpreters accepting requests through the automated service.
- Ability to connect through to a phone interpreter using self-service.
- ATIS users receive up to a 10 per cent discount off TIS National's immediate phone interpreting charges, so using the service is an excellent opportunity to reduce interpreting costs.
- Save time by avoiding lengthy call queues when requesting a phone interpreter in these languages.

# To access ATIS:

1. Call 1800 131 450.
2. When prompted, say the language you need.
3. Choose the gender of your interpreter by pressing:
  - (1.) to select either gender
  - (2.) to select a female interpreter
  - (3.) to select a male interpreter.
4. Enter your ATIS Account number and ATIS Access number then press #.
5. Write down the job number provided.

## ATIS instructional video

The ATIS instructional video has been created to provide a visual demonstration on how to use the ATIS service.

**Watch** the ATIS instructional video ([tisonational.gov.au/ATISvideo](https://tisonational.gov.au/ATISvideo))

# Register for ATIS

There are three ways to register for ATIS:

1. If you are a new client, within the client registration form, click 'yes' in the section 'Would you like to create an ATIS account for this client code?' ([tisnational.gov.au/register](https://tisnational.gov.au/register))
2. If you already have a TIS National client code, submit an ATIS application form on the TIS National website ([tisnational.gov.au/applyATIS](https://tisnational.gov.au/applyATIS))
3. If you already have a TIS National client code and can access your TIS Online account, you can add a new ATIS account from within your TIS Online account ([tisonline.tisnational.gov.au](https://tisonline.tisnational.gov.au)).
  - Click the 'Agency account' tab.
  - Click 'Add new ATIS account'.
  - Enter your chosen account name and access number.

## ATIS Languages

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# Frequently Asked Questions

## **How do I conference my client into the call?**

Please ensure you are using a phone that has conferencing ability to call the non-English speaking client if they are not with you, as ATIS cannot create a conference call for you automatically.

## **Steps to create a conference in ATIS**

Follow these steps to conference your non-English speaking client into the call.

1. Once the interpreter has been connected, notify the interpreter that you need to place them on hold to call the non-English speaker.
2. Press the 'Conference' button (this will also put the interpreter on hold). \*
3. Dial the non-English speaker's phone number.
4. When the call connects, press the 'Conference' button again to add the client to the call.
5. Inform the interpreter that the non-English speaking client has been connected.

\*The steps for conferencing may vary depending on your phone.

## **ATIS conferencing tips:**

- To end the conference, hang up your phone.
- To transfer a conference to another telephone, press the 'Transfer' button, dial the number and press the 'Transfer' button again. All parties will be transferred.
- Find out how to conference using your phone prior to calling ATIS.



### **Do I already have an ATIS account?**

If you are unsure if you or your section already has a registered ATIS account, please contact our Client Liaison Team by email [tispromo@homeaffairs.gov.au](mailto:tispromo@homeaffairs.gov.au) or phone 1300 655 820.

### **What if ATIS does not offer the language my client speaks?**

For languages not serviced through ATIS, please call the TIS National Contact Centre on 131 450 where a TIS National staff member will assist you to allocate an interpreter in that language.

### **What should I do if the call disconnects?**

If the interpreter or your client disconnects from the call, simply press \* 0 (star, zero) on your phone keypad and you will be transferred to the TIS National Contact Centre for assistance with reconnection.

### **What if my phone doesn't have conferencing ability?**

Once the interpreter is on the line, simply press \* 0 (star, zero) on your phone keypad and you will be transferred to the TIS National Contact Centre where we can conference in your non-English speaking client.

# Login requirements

TIS National Client code:

ATIS Account number:

ATIS Access number:

Automated Telephone  
Interpreting Service (ATIS)

**1800 131 450**

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**TIP!** Save this number in your phone to access ATIS anywhere, anytime.

