# SilverSpeak

ON-DEMAND VIRTUAL INTERPRETER PORTAL



# About SilverSpeak:

The SilverSpeak system allows clients to use on-demand interpretation services through

- Phone call
- Video or audio call on your desktop
- Video or audio call on your tablet or cell
- Zoom

### Rates:

- \$2.99 per minute
- Prescheduled sessions will incur a 60 minute minimum charge even if less than 60 minutes are used.

# **How to Proceed:**

• See options in the *Connect* section on the home page of SilverSpeak.live

# **Important Notes:**

- See the list below of the languages for which we offer on-demand interpretation services.
- If the language states 'Preschedule Recommended', contact us and we will work with you to set up your session.
- If the language mentions 'Business Hours', please note this is referring to 8:00 AM through 8:00 PM U.S. Eastern Daylight Time, Monday-Friday.

Language	Phone (OPI)	Video (VRI)
Acehnese	On Demand 24/7	VRI Not Supported
Acehnese	On Demand 24/7	VRI Not Supported
Achi (Rabinal, Calbulco)	Preschedule Recommended	VRI Not Supported
Acoli	On-Demand 24/7	VRI Not Supported
Aderi	Preschedule Recommended	VRI Not Supported
African Creole (Krahn)	Preschedule Recommended	VRI Not Supported
Afrikaans	Preschedule Recommended	VRI Not Supported
Aguateco	Preschedule Recommended	VRI Not Supported
Akan	On-Demand 24/7	VRI Not Supported
Akateko	Preschedule Recommended	VRI Not Supported
Albanian	On-Demand 24/7	Preschedule Recommended
Algerian	Preschedule Recommended	VRI Not Supported
American Sign Language	N/A	On-Demand 24/7
Amharic	On-Demand 24/7	VRI Not Supported
Anuak	Preschedule Recommended	VRI Not Supported
Arabic	On-Demand 24/7	On-Demand (Business Hours)

Language	Phone (OPI)	Video (VRI)
Arakanese	Preschedule Recommended	VRI Not Supported
Aramaic	Preschedule Recommended	VRI Not Supported
Armenian	Preschedule Recommended	VRI Not Supported
Asante	Preschedule Recommended	VRI Not Supported
Ashanti	On-Demand 24/7	VRI Not Supported
Assamese	Preschedule Recommended	VRI Not Supported
Assyrian	Preschedule Recommended	VRI Not Supported
Azerbaijani	On-Demand 24/7	VRI Not Supported
Azeri (Cyrillic)	Preschedule Recommended	VRI Not Supported
Azeri (Latin)	Preschedule Recommended	VRI Not Supported
Azeri (Turkish)	Preschedule Recommended	VRI Not Supported
Badini	On-Demand 24/7	VRI Not Supported
Bahasa (Malaysian)	Preschedule Recommended	VRI Not Supported
Bajuni	Preschedule Recommended	VRI Not Supported
Balochi	Preschedule Recommended	VRI Not Supported
Bamanankan	Preschedule Recommended	VRI Not Supported
Bambara	Preschedule Recommended	VRI Not Supported
Basa Sunda	On-Demand 24/7	VRI Not Supported
Bashkir	Preschedule Recommended	VRI Not Supported
Basque (Euskera)	Preschedule Recommended	VRI Not Supported
Bassa	Preschedule Recommended	VRI Not Supported
Belarusian	Preschedule Recommended	VRI Not Supported
Bengali	On-Demand 24/7	VRI Not Supported
Berber	Preschedule Recommended	VRI Not Supported
Bosnian	On-Demand 24/7	Preschedule Recommended
Breton	Preschedule Recommended	VRI Not Supported
Bulgarian	On-Demand 24/7	Preschedule Recommended
Burmese	On-Demand 24/7	On-Demand (Business Hours)
Buryat	Preschedule Recommended	VRI Not Supported
Cambodian	On-Demand 24/7	VRI Not Supported
Cantonese (Chinese)	On-Demand 24/7	On-Demand (Business Hours)
Cape Verde Creole	On-Demand 24/7	VRI Not Supported
Carolinean	Preschedule Recommended	VRI Not Supported
Catalan	Preschedule Recommended	VRI Not Supported
Cebuano	On-Demand 24/7	VRI Not Supported
Chadian (Arabic)	Preschedule Recommended	VRI Not Supported
Chaldean	On-Demand 24/7	VRI Not Supported
Chamorro	Preschedule Recommended	VRI Not Supported
Chin (Lai)	Preschedule Recommended	VRI Not Supported

Language	Phone (OPI)	Video (VRI)
Chinese (Hokkien)	Preschedule Recommended	VRI Not Supported
Chinese Shanghainese	On-Demand 24/7	VRI Not Supported
Chinese Xiang	Preschedule Recommended	VRI Not Supported
Chinn	Preschedule Recommended	VRI Not Supported
Chiu-Chow	On-Demand 24/7	VRI Not Supported
Chuj	Preschedule Recommended	VRI Not Supported
Chuukese	Preschedule Recommended	VRI Not Supported
Corsican	Preschedule Recommended	VRI Not Supported
Cotocoli (Tem)	Preschedule Recommended	VRI Not Supported
Croatian	On-Demand 24/7	Preschedule Recommended
Czech	On-Demand 24/7	VRI Not Supported
Danish	Preschedule Recommended	VRI Not Supported
Dari	On-Demand 24/7	VRI Not Supported
Diola	Preschedule Recommended	VRI Not Supported
Dinka	Preschedule Recommended	VRI Not Supported
Divehi	Preschedule Recommended	VRI Not Supported
Dutch	Preschedule Recommended	VRI Not Supported
Dyula	Preschedule Recommended	VRI Not Supported
Edo	Preschedule Recommended	VRI Not Supported
Estonian	Preschedule Recommended	VRI Not Supported
Ethiopian	Preschedule Recommended	VRI Not Supported
Ewe	Preschedule Recommended	VRI Not Supported
Falam Chin	On-Demand 24/7	VRI Not Supported
Fante	Preschedule Recommended	VRI Not Supported
Farsi	On-Demand 24/7	Preschedule Recommended
Filipino (Tagalog)	On-Demand 24/7	VRI Not Supported
Finnish	Preschedule Recommended	VRI Not Supported
Flemish	Preschedule Recommended	VRI Not Supported
French	On-Demand 24/7	On-Demand (Business Hours)
French Canadian	On-Demand 24/7	Preschedule Recommended
French Creole	On-Demand 24/7	VRI Not Supported
French-Albanian	Preschedule Recommended	Preschedule Recommended
French-Arabic	Preschedule Recommended	Preschedule Recommended
French-Italian	Preschedule Recommended	Preschedule Recommended
French-Spanish	Preschedule Recommended	Preschedule Recommended
Frisian	Preschedule Recommended	VRI Not Supported
Fukienese Chinese	Preschedule Recommended	VRI Not Supported
Fulani	Preschedule Recommended	VRI Not Supported
Fuqing	On-Demand 24/7	VRI Not Supported

Fuzhou Ga Galician Garre Galician Garre Georgian German Gerek Greenlandic Guarani Guaree Guinea-Bissau Creole Hakha Chine Hakka Chinese Hassaniya Arabic Hausa Hebrew Hindi Hunan Hungarian Igbo Ilocano Ilonggo Indonesian Isixhosa Isixihosa Isixihosa Italian Romgian Istalian Recommended Istalian Romgian Istalia	Language	Phone (OPI)	Video (VRI)
Galician Garre Georgian German German Ghulfan (Arabic) Greek Greenlandic Guarani Guinea-Bissau Creole Haitian Creole Haska Chinese Hassaniya Arabic Haunan Hungarian Hungarian Hungarian Hungarian Illoggo Indonesian Illoggo Indonesian Illoggo Isixhosa Isixhosa Isixulua Italian Gereshadic Gerenlandic Guere Guinea-Bissau Creole Guinea-Bissau Creole Hatha Chinese Hassaniya Arabic Hon-Demand 24/7 Dreschedule Recommended Ilorago Indonesian Inuktitut Italian Isixhosa Isixulua Italian Gerek Greenlandic Guere Preschedule Recommended On-Demand 24/7 Preschedule Recommended VRI Not Supported VR	Fuzhou	Preschedule Recommended	VRI Not Supported
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IsizuluPreschedule RecommendedVRI Not SupportedItalianOn-Demand 24/7Preschedule Recommended	Irish	Preschedule Recommended	VRI Not Supported
Italian On-Demand 24/7 Preschedule Recommended	Isixhosa	Preschedule Recommended	VRI Not Supported
	Isizulu	Preschedule Recommended	VRI Not Supported
Italian-Romanian Preschedule Recommended Preschedule Recommended	Italian	On-Demand 24/7	Preschedule Recommended
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Jakaltek Preschedule Recommended VRI Not Supported	Jakaltek	Preschedule Recommended	VRI Not Supported
Japanese On-Demand 24/7 Preschedule Recommended	Japanese	On-Demand 24/7	Preschedule Recommended
Jawanese Preschedule Recommended VRI Not Supported	Jawanese	Preschedule Recommended	VRI Not Supported
Jiangsu Preschedule Recommended VRI Not Supported	Jiangsu	Preschedule Recommended	VRI Not Supported

Language	Phone (OPI)	Video (VRI)
Jola-Fonyi	On-Demand 24/7	VRI Not Supported
Jordanian	Preschedule Recommended	VRI Not Supported
Kabiye	On-Demand 24/7	VRI Not Supported
Kachin	Preschedule Recommended	VRI Not Supported
Kannada	Preschedule Recommended	VRI Not Supported
Kaqchikel	Preschedule Recommended	VRI Not Supported
Karen	On-Demand 24/7	Preschedule Recommended
Karenni (Kayah)	On-Demand 24/7	VRI Not Supported
Karen Pow	Preschedule Recommended	VRI Not Supported
Kazakh	Preschedule Recommended	VRI Not Supported
Khmer (Cambodian)	On-Demand 24/7	Preschedule Recommended
Kibajuni	On-Demand 24/7	VRI Not Supported
K'iche	Preschedule Recommended	VRI Not Supported
Kikongo	Preschedule Recommended	VRI Not Supported
Kikuyu	Preschedule Recommended	VRI Not Supported
Kinkani	Preschedule Recommended	VRI Not Supported
Kinyamulenge	On-Demand 24/7	VRI Not Supported
Kinyarwanda	On-Demand 24/7	Preschedule Recommended
Kirundi	On-Demand 24/7	Preschedule Recommended
Kiswahili	On-Demand 24/7	VRI Not Supported
Kituba	Preschedule Recommended	VRI Not Supported
Korean	On-Demand 24/7	On-Demand (Business Hours)
Kosraean	Preschedule Recommended	VRI Not Supported
Kotokoli	Preschedule Recommended	VRI Not Supported
Kpelle	Preschedule Recommended	VRI Not Supported
Krio	Preschedule Recommended	VRI Not Supported
Kunama	Preschedule Recommended	VRI Not Supported
Kurdish	On-Demand 24/7	VRI Not Supported
Kurdish (Bahdini)	Preschedule Recommended	VRI Not Supported
Kurdish (Kurman)	Preschedule Recommended	VRI Not Supported
Kurdish (Sorani)	Preschedule Recommended	VRI Not Supported
Kurmanji	On-Demand 24/7	VRI Not Supported
Laotian	On-Demand 24/7	VRI Not Supported
Latvian	Preschedule Recommended	VRI Not Supported
Lebanese (Arabic)	Preschedule Recommended	VRI Not Supported
Leta	Preschedule Recommended	VRI Not Supported
Lingala	On-Demand 24/7	VRI Not Supported
Lithuanian	On-Demand 24/7	VRI Not Supported
Loma (Liberian)	Preschedule Recommended	VRI Not Supported

Language	Phone (OPI)	Video (VRI)
Lower Sorbian	Preschedule Recommended	VRI Not Supported
Luganda	On-Demand 24/7	VRI Not Supported
Luo	On-Demand 24/7	VRI Not Supported
Luxembourgish	Preschedule Recommended	VRI Not Supported
Maay Maay	On-Demand 24/7	VRI Not Supported
Macedonian	On-Demand 24/7	Preschedule Recommended
Madi	Preschedule Recommended	VRI Not Supported
Malay	Preschedule Recommended	VRI Not Supported
Malayalam	Preschedule Recommended	VRI Not Supported
Malaysian	On-Demand 24/7	VRI Not Supported
Maldivian	Preschedule Recommended	VRI Not Supported
Malinke	Preschedule Recommended	VRI Not Supported
Maltese	Preschedule Recommended	VRI Not Supported
Mam	Preschedule Recommended	VRI Not Supported
Mandarin	On-Demand 24/7	On-Demand (Business Hours
Mandingo	Preschedule Recommended	VRI Not Supported
Mandinka	Preschedule Recommended	VRI Not Supported
Maori	Preschedule Recommended	VRI Not Supported
Mapudungun	Preschedule Recommended	VRI Not Supported
, Mara Chinn	Preschedule Recommended	VRI Not Supported
Marathi (Indian)	Preschedule Recommended	VRI Not Supported
Marshallese	Preschedule Recommended	VRI Not Supported
Masalit	Preschedule Recommended	VRI Not Supported
Matu Chin	Preschedule Recommended	VRI Not Supported
Mbay	Preschedule Recommended	VRI Not Supported
Mende	Preschedule Recommended	VRI Not Supported
Micronesian Pohnpheian	Preschedule Recommended	VRI Not Supported
Mien	On-Demand 24/7	VRI Not Supported
Mina (Togolese)	Preschedule Recommended	VRI Not Supported
Mirpuri	Preschedule Recommended	VRI Not Supported
Mixteco Alto	Preschedule Recommended	VRI Not Supported
Mizo (Chinn)	Preschedule Recommended	VRI Not Supported
Mohawk	Preschedule Recommended	VRI Not Supported
Moldovian	On-Demand 24/7	VRI Not Supported
Mongolian	On-Demand 24/7	VRI Not Supported
Montenegrin	Preschedule Recommended	VRI Not Supported
Mushunguli	Preschedule Recommended	VRI Not Supported
Navajo	Preschedule Recommended	VRI Not Supported
Neapolitan	On-Demand 24/7	VRI Not Supported
Neupontan	On Demand 24/7	VIII NOT Supported

Language	Phone (OPI)	Video (VRI)
Nepali	On-Demand 24/7	On-Demand (Business Hours)
Nigerian	On-Demand 24/7	VRI Not Supported
Ningbo	Preschedule Recommended	VRI Not Supported
Norwegian	Preschedule Recommended	VRI Not Supported
Nuer	Preschedule Recommended	VRI Not Supported
Occitan	Preschedule Recommended	VRI Not Supported
Oriya	Preschedule Recommended	VRI Not Supported
Oromifa	Preschedule Recommended	VRI Not Supported
Oromo	On-Demand 24/7	VRI Not Supported
Pahari	Preschedule Recommended	VRI Not Supported
Pampango	Preschedule Recommended	VRI Not Supported
Pangasinan	Preschedule Recommended	VRI Not Supported
Papamiento	Preschedule Recommended	VRI Not Supported
Pashto	On-Demand 24/7	Preschedule Recommended
Patois (Jamaican)	Preschedule Recommended	VRI Not Supported
Persian	On-Demand 24/7	VRI Not Supported
Pidgin	Preschedule Recommended	VRI Not Supported
Pohnpheian	Preschedule Recommended	VRI Not Supported
Polish	On-Demand 24/7	Preschedule Recommended
Portuguese (Brazilian)	On-Demand 24/7	Preschedule Recommended
Portuguese (Continental)	On-Demand 24/7	On-Demand (Business Hours)
Portuguese Creole	Preschedule Recommended	VRI Not Supported
Pulaar	Preschedule Recommended	VRI Not Supported
Punjabi	On-Demand 24/7	Preschedule Recommended
Q'anjob'al	Preschedule Recommended	VRI Not Supported
Qeqchi	Preschedule Recommended	VRI Not Supported
Quechua	Preschedule Recommended	VRI Not Supported
Quiche	Preschedule Recommended	VRI Not Supported
Rahkine	Preschedule Recommended	VRI Not Supported
Rohingya	On-Demand 24/7	Preschedule Recommended
Romanian	On-Demand 24/7	VRI Not Supported
Russian	On-Demand 24/7	On-Demand (Business Hours)
Sami (Inari)	Preschedule Recommended	VRI Not Supported
Sami (Lule)	Preschedule Recommended	VRI Not Supported
Sami (Northern)	Preschedule Recommended	VRI Not Supported
Samoan	On-Demand 24/7	VRI Not Supported
Sango	Preschedule Recommended	VRI Not Supported
Sanskrit	Preschedule Recommended	VRI Not Supported
Saraiki	Preschedule Recommended	VRI Not Supported

Language	Phone (OPI)	Video (VRI)
Scottish Gaelic	Preschedule Recommended	VRI Not Supported
Serbian	On-Demand 24/7	Preschedule Recommended
Sethang	Preschedule Recommended	VRI Not Supported
Setswana	Preschedule Recommended	VRI Not Supported
Shona	Preschedule Recommended	VRI Not Supported
Sichuan	Preschedule Recommended	VRI Not Supported
Sicilian	Preschedule Recommended	VRI Not Supported
Sinhalese	Preschedule Recommended	VRI Not Supported
Slovak	On-Demand 24/7	VRI Not Supported
Slovenian	Preschedule Recommended	VRI Not Supported
Smi (Skolt)	Preschedule Recommended	VRI Not Supported
Smi (Southern)	Preschedule Recommended	VRI Not Supported
Somali	On-Demand 24/7	On-Demand (Business Hours)
Soninke	Preschedule Recommended	VRI Not Supported
Sorani	On-Demand 24/7	VRI Not Supported
Sotho	Preschedule Recommended	VRI Not Supported
Spanish	On-Demand 24/7	On-Demand 24/7
Spanish-Italian	Preschedule Recommended	Preschedule Recommended
Spanish-Portuguese	Preschedule Recommended	Preschedule Recommended
Spanish-Romanian	Preschedule Recommended	Preschedule Recommended
Sri Lankan (Tamil)	On-Demand 24/7	VRI Not Supported
Sudanese Arabic Creole	On-Demand 24/7	VRI Not Supported
Swahili	On-Demand 24/7	On-Demand (Business Hours)
Swedish	Preschedule Recommended	VRI Not Supported
Sylheti	On-Demand 24/7	VRI Not Supported
Syriac	Preschedule Recommended	VRI Not Supported
Tachew	Preschedule Recommended	VRI Not Supported
Tahitian	Preschedule Recommended	VRI Not Supported
Taiwanese	Preschedule Recommended	VRI Not Supported
Tajik	On-Demand 24/7	VRI Not Supported
Tamazight	Preschedule Recommended	VRI Not Supported
Tamil	On-Demand 24/7	VRI Not Supported
Tatar	Preschedule Recommended	VRI Not Supported
Tedim Chin	Preschedule Recommended	VRI Not Supported
Telugu	On-Demand 24/7	VRI Not Supported
Teochew	On-Demand 24/7	VRI Not Supported
Thai	On-Demand 24/7	VRI Not Supported
Tibetan	On-Demand 24/7	VRI Not Supported
Tigre	Preschedule Recommended	VRI Not Supported

Language	Phone (OPI)	Video (VRI)
Tigrinya	On-Demand 24/7	Preschedule Recommended
Toisanese	Preschedule Recommended	VRI Not Supported
Tongan	On-Demand 24/7	VRI Not Supported
Tosk	Preschedule Recommended	VRI Not Supported
Trique	On-Demand 24/7	VRI Not Supported
Trukese	Preschedule Recommended	VRI Not Supported
Tshiluba	Preschedule Recommended	VRI Not Supported
Turkish	On-Demand 24/7	Preschedule Recommended
Turkman	On-Demand 24/7	VRI Not Supported
Twi	Preschedule Recommended	VRI Not Supported
Ugyhur	Preschedule Recommended	VRI Not Supported
Ukrainian	On-Demand 24/7	VRI Not Supported
Upper Sorbian	Preschedule Recommended	VRI Not Supported
Urdu	On-Demand 24/7	VRI Not Supported
Uzbek	Preschedule Recommended	VRI Not Supported
Vietnamese	On-Demand 24/7	On-Demand (Business Hours)
Visayan	Preschedule Recommended	VRI Not Supported
Walloon	Preschedule Recommended	VRI Not Supported
Welsh	On-Demand 24/7	VRI Not Supported
Wolof	On-Demand 24/7	VRI Not Supported
Yakut	Preschedule Recommended	VRI Not Supported
Yapese	Preschedule Recommended	VRI Not Supported
Yi	Preschedule Recommended	VRI Not Supported
Yiddish	Preschedule Recommended	VRI Not Supported
Yoruba	On-Demand 24/7	VRI Not Supported
Yupik	Preschedule Recommended	VRI Not Supported
Zomi	Preschedule Recommended	VRI Not Supported
Zulu	Preschedule Recommended	VRI Not Supported
Zyphe Chinn (Zophei Chinn)	Preschedule Recommended	VRI Not Supported