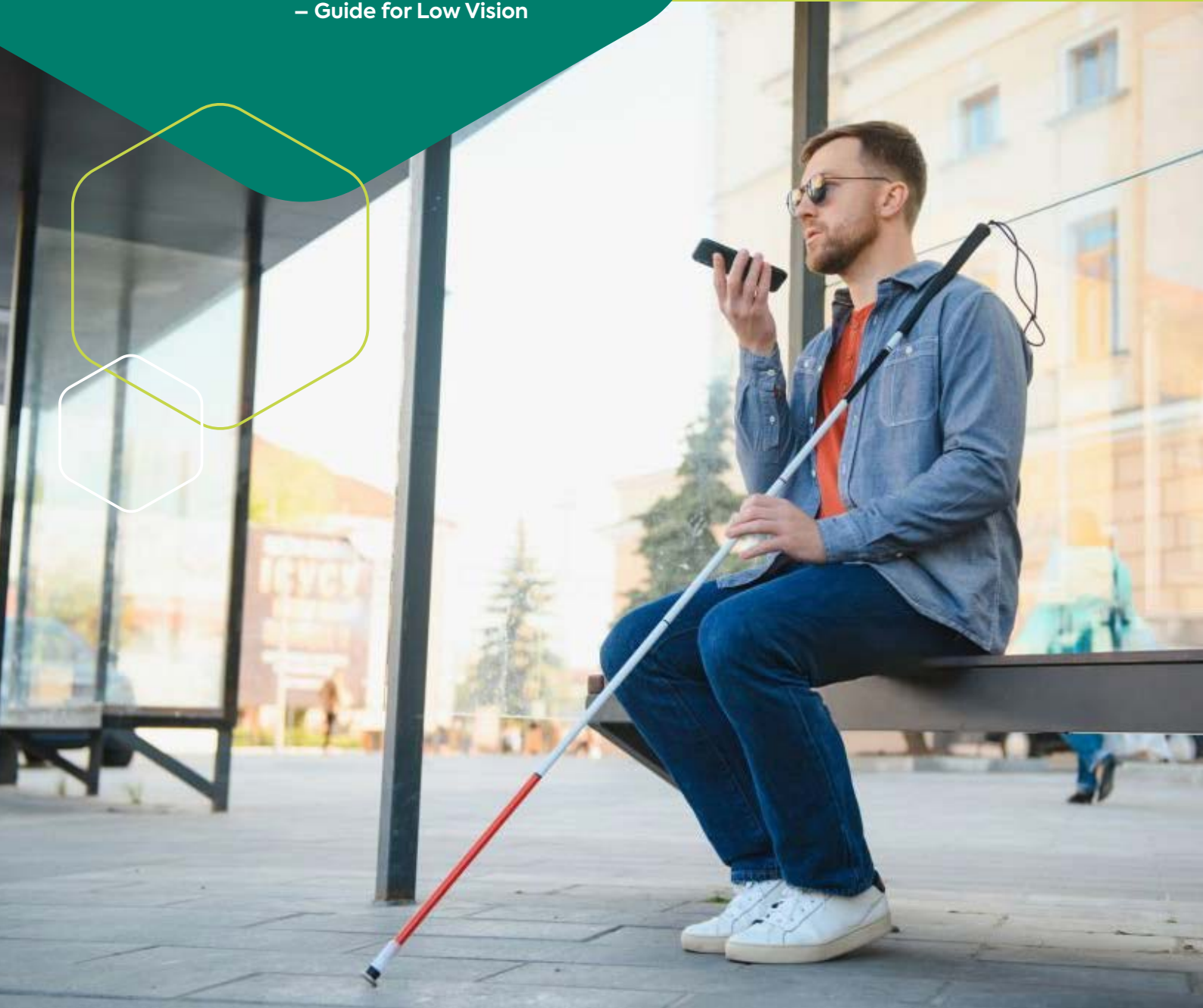


# NaviLens Go User Guide for Belfast Grand Central Station

– Guide for Low Vision



Belfast Grand Central Station



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## Introduction: What is NaviLens Go?

NaviLens GO is an inclusive, multilingual mobile application that helps customers navigate and access service information at Belfast Grand Central Station.

The NaviLens GO app require some interaction with the phone screen. If you are blind or have low vision and prefer minimal interaction, the NaviLens is more suitable. A separate user guide for the NaviLens app is available here:

NaviLens Go is especially helpful for people with partial vision, cognitive disabilities, or anyone unfamiliar with the space or language.

The app supports navigation from the external tactile path at Durham Street / Boyne Bridge Place and continues throughout the station.

NaviLens uses your phones camera to detect colourful NaviLens codes placed around the station. You do not need to line up the camera precisely as the app can detect codes from a distance.

When a code is detected, the app provides spoken and visual information, such as directions to key areas and information about services and facilities.

Service and facility information can be found on codes placed above head height around the station.

Wayfinding information is located on the ground, along the tactile path.

## Getting Started in Seconds

**1** Download the free NaviLens GO app from the [App Store](#) or [Google Play](#). GPS access and a connection to the internet is not required. Please be mindful of your phones battery level when using the app.

**2** Allow Camera Access. When prompted, grant permission to use the phones camera. No login or registration is required.

**3** Scan a NaviLens code. Move your camera around until it picks up a NaviLens code. Your camera does not need to be aimed exactly at the code. The app will instantly detect it provide visual and audible information.

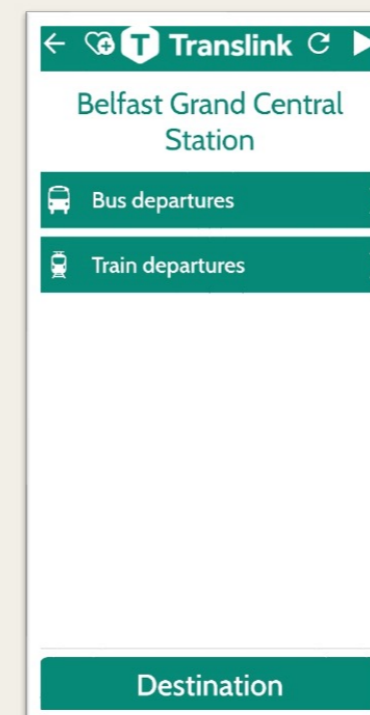
## Accessing Service Information

When you enter the station via Durham Street/Boyne Bridge Place, scanning any floor code using the NaviLens GO app will display bus and rail departure information.

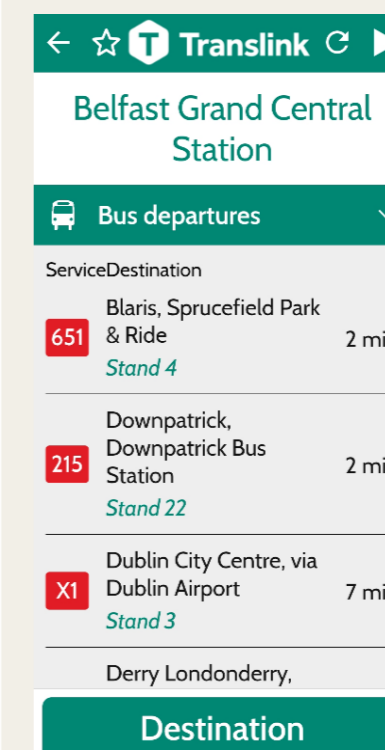
Select bus departures (*image 1*) and information for the next services will be provided along with the service number, service destination, what stand it operates from and the minutes until the service departs (*image 2*)

The rail departures button will include the platform number, destination name and time to next departure (*image 3*).

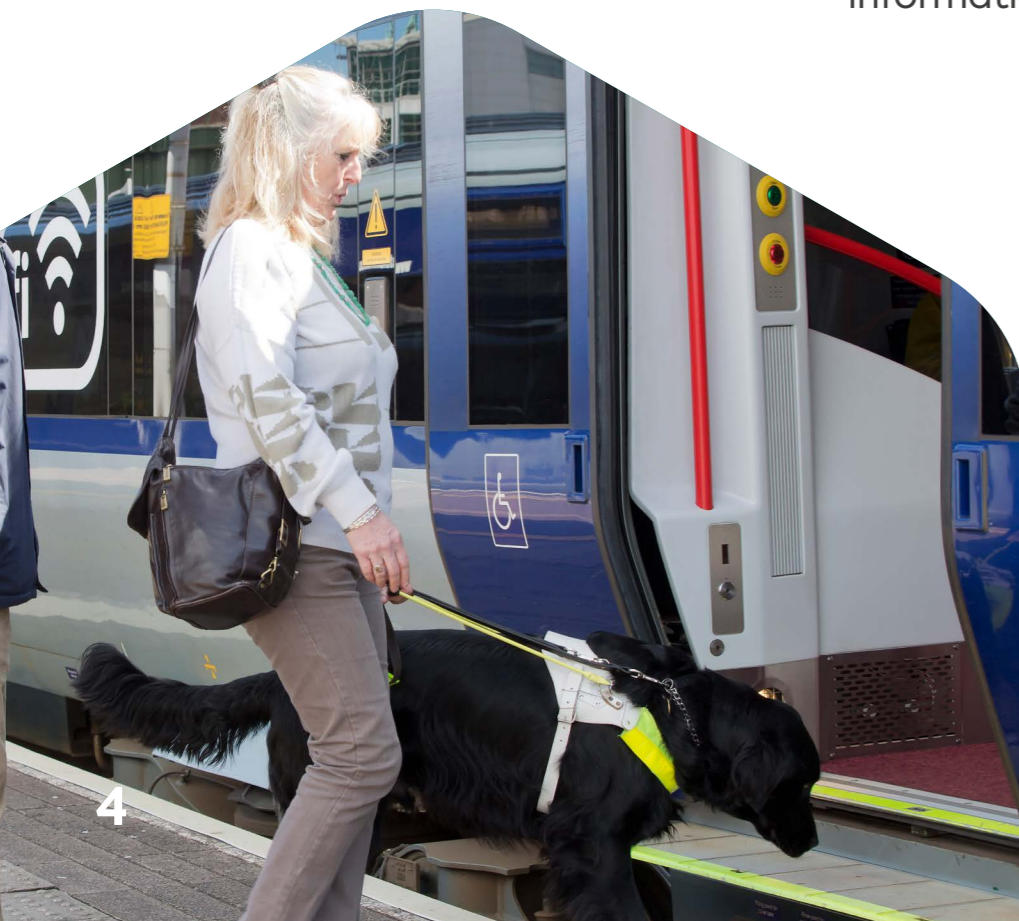
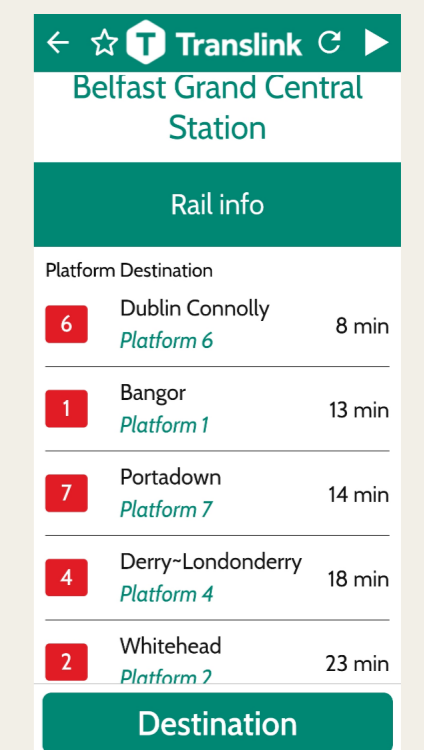
(image 1)



(image 2)

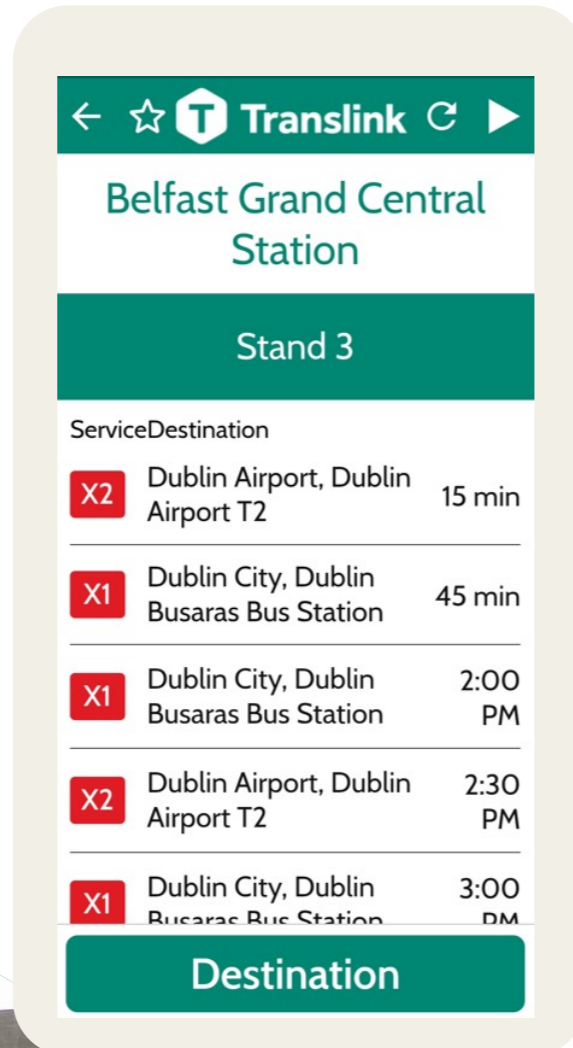


(image 3)



## Bus and Rail departure screens

Each bus stand and rail platform has a passenger information screen and NaviLens code located above head height. Scanning these codes will provide spoken and visual information about the services operating from that specific stand or platform.



## Destination Selection

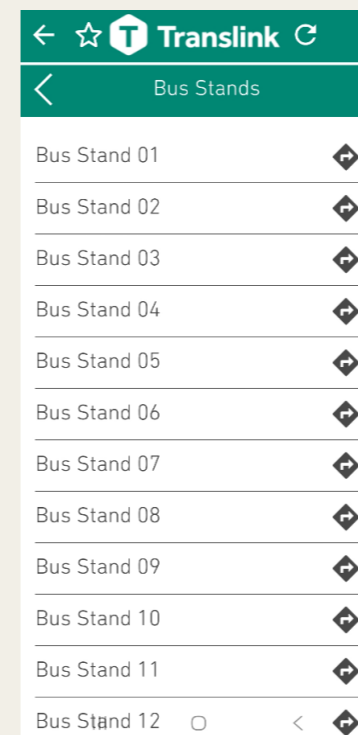
If you know the location of your service or you would like directions to additional services or to exit the station, you can use the Destination button at the bottom of the screen.

- Select your destination from the list.
- Point your phone again towards any NaviLens code nearby.

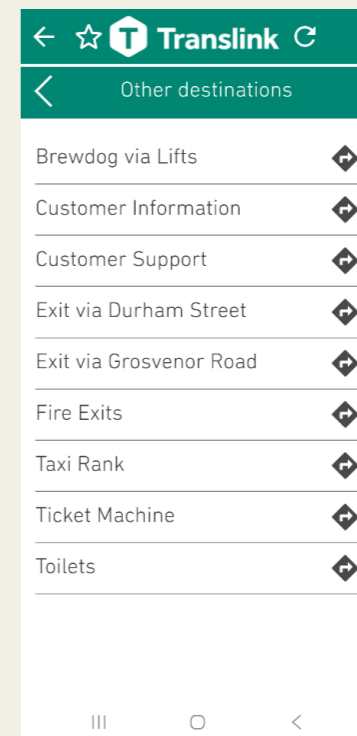
- Select “Destination” for a list of available locations within the station. This includes bus, rail and other destinations (*Image 4 and 5*)

The app will display a clear directional arrow on the screen, providing real-time guidance to your destination (*image 6*)

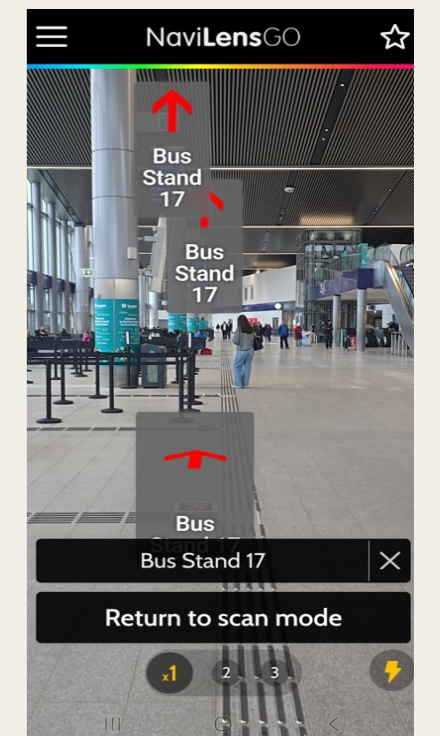
(image 4)



(image 5)



(image 6)



This feature is especially helpful for people who are unfamiliar with the station, do not read English, or prefer clear visual guidance in large or busy spaces.



**Additional Information and features** Additional codes for customer information, toilets, ticket machines, retail and wayfinding signage can be found above head height on all other walls.



**Accessible Toilets Layout Information** NaviLens can be used to obtain information on both the door instructions and the layout of the facility. These codes are located around the door of the facility which the tactile path will direct you to.






**Fire Exit** In case of emergency, staff will be on hand to assist. If the Fire Exit is communicated to be the main doors of the station onto Durham Street/Boyne Bridge Place, NaviLens will guide you here by selecting the Fire Exit option within the select locations feature.



**Multilingual** NaviLens GO automatically adapts to the language of your phone, but you can change the app's language manually at any time from the Settings menu. This ensures that visitors, non-English speakers, and tourists can use the app in their preferred language.



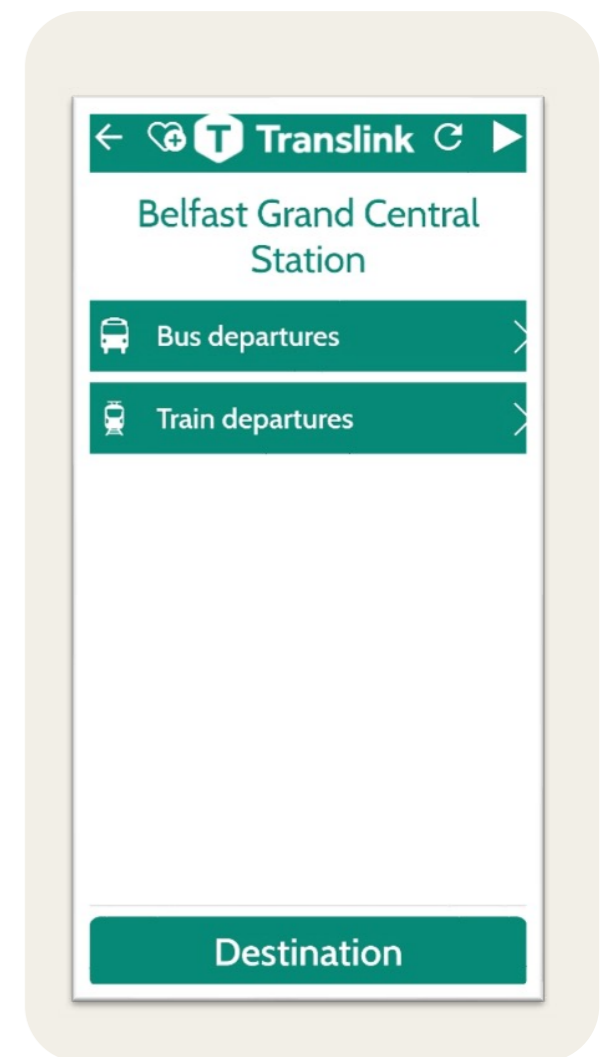
## Main Screen Features

- A “Play”  button in the top-right corner reads the information aloud.
- A “Refresh”  button to update the content without re-scanning a code.
- Access to previous scanned codes via the “History” section, where info can be reviewed or refreshed at any time.
- You can add any detected code to you favourites.  This allows you to
  - Check updated service information
  - Access useful points without rescanning.

## More Customisation in Settings

### From the app’s Settings you can:

- Switch the interface language.
- Activate accessible routing.
- Enable or disable voice guidance.
- Manage your favourites and history.
- Adjust AR arrow preferences





**Need More Help?** For more information about NaviLens at Grand Central Station or for further assistance while using NaviLens at the station, please call the Translink Contact Centre **028 90 66 66 30** or email [\*\*feedback@translink.co.uk\*\*](mailto:feedback@translink.co.uk)

**Thank you** We would like to thank members from RNIB, GuideDogs and the Translink Accessibility Working Group for their valued input to the co-design of NaviLens at the Station and in the development of this guide.