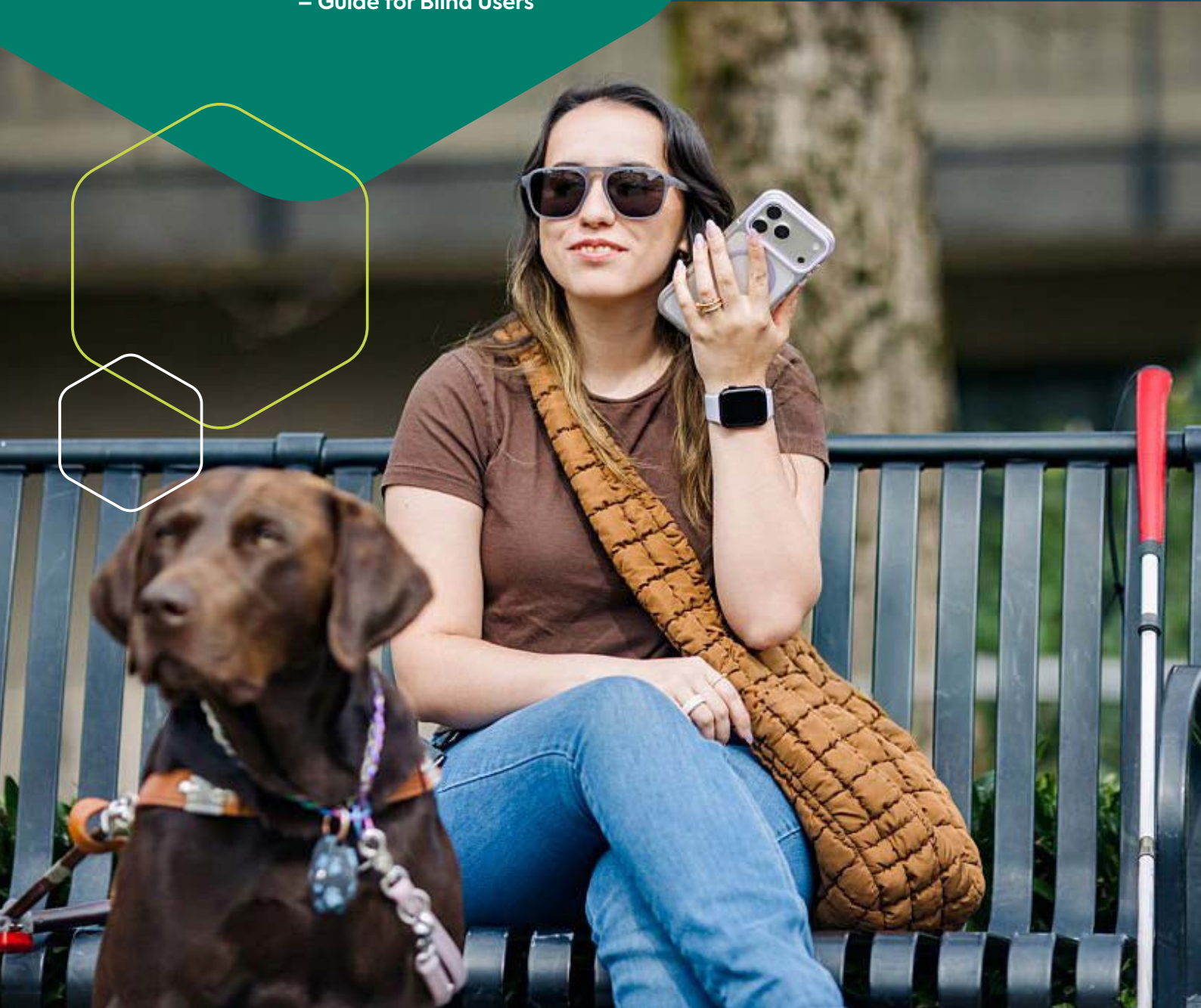


User Guide for NaviLens at Belfast Grand Central Station

– Guide for Blind Users



Belfast Grand Central Station

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Introduction: What is NaviLens Go?

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

It is especially helpful for people who are blind or have low vision, but anyone can use it.

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, the quickest way to access next bus or rail service information is by using the large main information screen inside the station.

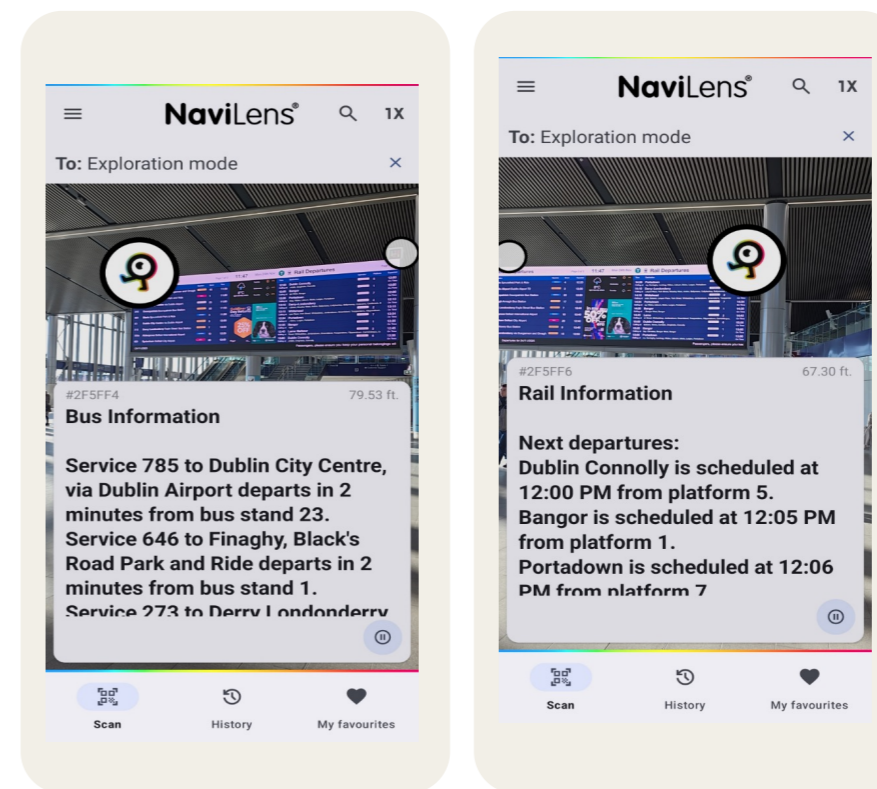
The screen is located directly in front of you as you enter.

There are two NaviLens codes on top of the screen, one at each end.

The right-hand NaviLens code provides information for rail services, as the rail platforms are located to the right when entering the station.

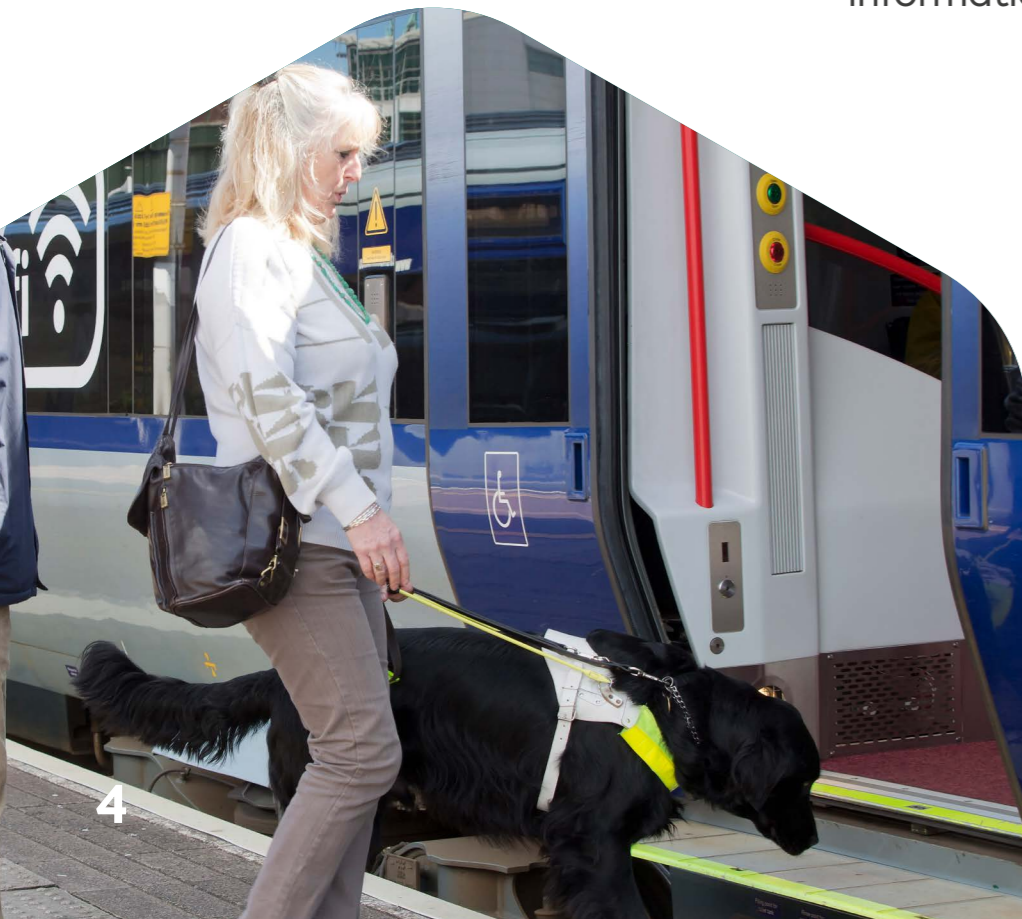
The left-hand NaviLens code provides information for bus services, which are located to the left when entering the station.

Once scanned, they will automatically read out the service information.



If you need further assistance, NaviLens codes on the ground can guide you to the Customer Information Desk.

If you know your service departure stand or platform number, there are NaviLens codes located above door height along every bay and platform that will give you live service information.



Wayfinding Information

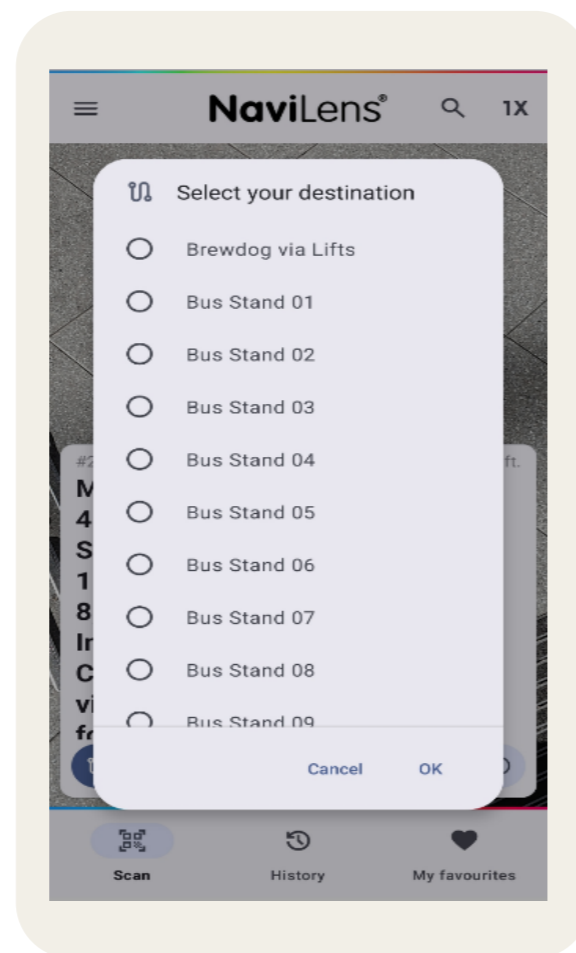
There are two options for wayfinding throughout the station depending on how much you want to interact with your phone.

Explore mode, for minimal interaction or the locate function for more direct wayfinding using the phone screen.

Select Your Destination

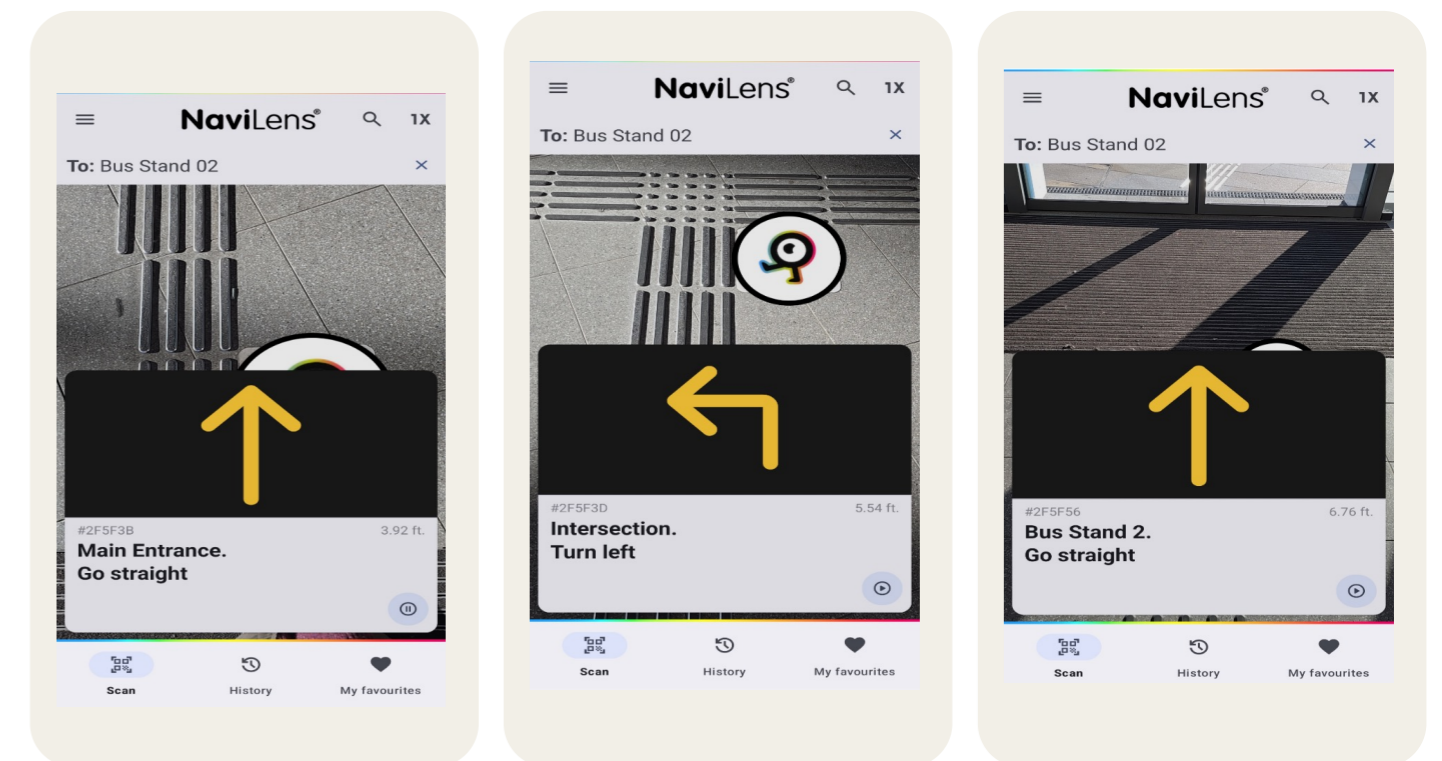
If you know where you want to be, for example, bus stand 2, click the show destinations button and a list of destinations will appear

Click the one you need and the system will create directional arrows to guide you there along with audio directional information.



Travel from the Station

On arrival to the station by either bus or rail, NaviLens codes can guide you out of the station via the tactile path and onto Durham Street/ Boyne Bridge Place and the taxi rank using either the explore mode or selecting Exit/Taxi Rank as a specific destination.





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.

Accessing Retail via Explore Mode and the Locate Function

The retail facilities are not along the tactile path but can still be located using Navilens.

Once the code above the door is scanned, it will bring up the Locate and Show More options.

Click Locate

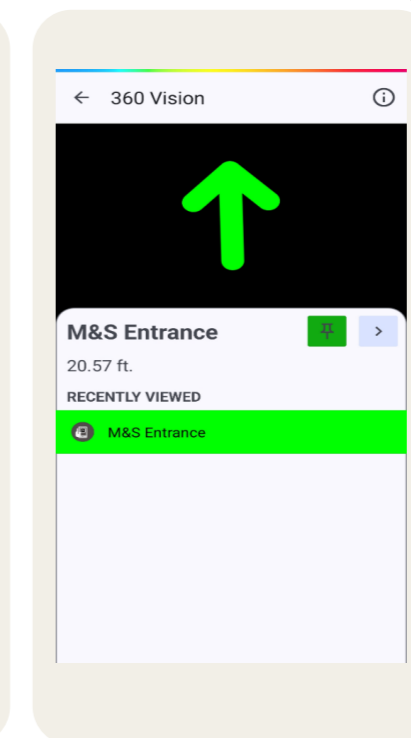
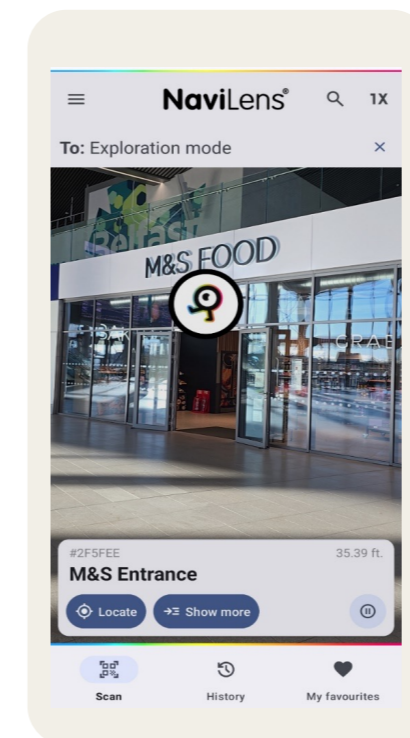
 Locate

Show more

An arrow will be displayed on screen pointing to the direction of the doors along with the distance in feet which will update as you walk.

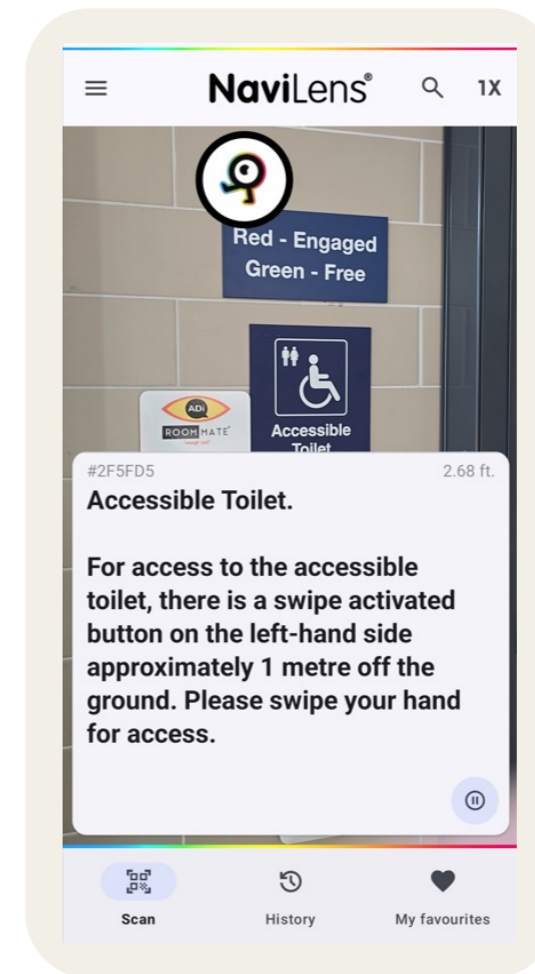
There is also an audio noise, a beep, which will go faster the closer you go to the doors.

The Show More button will give you the name and opening times of the facility.





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.



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

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.