My Next Bus
Real Time Bus Information

North East Lincolnshire
RNIB React
Key Fob
Real Time Bus Information

Green Transport
Working in Partnership
The RNIB (Royal National Institute of Blind People) React units link into the North East Lincolnshire Real Time Bus Information signs.

The system enables you to hear announcements at bus stops telling you:

- Which bus stop you are at & where they are heading towards
- When they are due to arrive

The announcements are triggered by key fobs which you carry which look like;

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**How to apply for a North East Lincolnshire RNIB React Key Fob**

**Providing proof of eligibility**

Applications for North East Lincolnshire Council RNIB React Key Fob will need to provide an original registration card proving they are registered with with the Independent Adult Social Care Services as being blind or partially sighted. If you are not registered, we will require medical evidence from an eye consultant.

To contact the single point of access for further details relating to registration cards, please contact; Single Point of Access - Telephone: 01472 256256 Press Option 2 email focus@nhs.net

**Where to apply for your North East Lincolnshire RNIB React Key Fob;**

Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU
Opening times 8:30am to 16:30pm Monday to Friday, except bank holidays

**How much will a North East Lincolnshire RNIB React Key Fob?**

The North East Lincolnshire RNIB React Key Fobs will cost £50 each. This is the cost the Council has to pay from our supplier to purchase the official RNIB Key fobs.

**How to pay for a North East Lincolnshire RNIB Key Fob**

Applicants will need to pay for their key fob during part of their application. Key fobs can be paid for using a debit card or credit card. (credit cards incur a surcharge)

**What happens if I lose my North East Lincolnshire RNIB Key Fob?**

Replacement key fobs will cost the same as the initial application fee of £50.

Please keep your key fob in a safe place. Lost, damaged or stolen key fobs will be subject to a £50 replacement charge without any exceptions.
How to use the North East Lincolnshire RNIB react key fob - Switching on (activating) the Key Fob

The Key Fob is switched on by pressing both the ‘left’ & ‘right’ buttons, which are on the upper face of the key fob, at the same time. You’ll hear a double bleep from the Key Fob and the blue LED light will flash twice.

Switching off the Key Fob

The Key Fob is switched off by simultaneously pressing both ‘left’ & ‘right’ buttons. You’ll hear a single bleep from the Key Fob and the LED light will flash once.

Using the REACT Key Fob

When the REACT Key Fob is switched on (activated) and brought in close proximity (within 3 to 5 metres) of a bus stop that is fitted with a Real Time Passenger Information (RTPI) information screen, this will automatically initiate a ‘chime’ sound from the RTPI screen unit.

This ‘chime’ will be followed by a summary description of where the bus stop is located and which direction of travel the stop serves.

Customers can then choose to receive a Wayfinding message, telling them more about what is in the vicinity, by pressing the ‘left’ button on their Key Fob. Alternatively, they can go directly to hear the bus arrival information by pressing the ‘right’ button on their Key Fob.

Wayfinding message

When in the vicinity of an audio enabled display, pressing the ‘left’ sided button shall deliver a wayfinding message.

Real-time bus information

When in the vicinity of an audio enabled display, pressing the ‘right’ sided button shall deliver a real-time bus information message.
Frequently asked questions

RNIB React trigger fob instructions

These are instructions for using the RNIB React trigger fob. Your trigger fob is designed to be used with the RNIB React wayfinding and information systems across the UK. The North East Lincolnshire Council system offers real time passenger information (RTPI), for example they can read the information from the electronic display signs showing which buses are due when.

How does the key fob work?

A radio frequency signal is transmitted from your trigger fob. When you walk close to the RNIB React unit, it is picked up and automatically triggers an initial audible message from the RNIB React unit.

How do I carry it?

The trigger fob can either be carried in a pocket or handbag, or worn around the neck with a lanyard, whichever you prefer. To use the fob hold it with the key ring clip nearest to you and the buttons facing upwards.

Replacing the battery

Your Key fob will be supplied fitted with a CR 2032 battery. It is your responsibility to replace the battery should it stop working.

As the trigger fobs are designed to be small enough for a pocket or handbag, the batteries themselves are very small. Many camera shops or hardware stores stock the batteries.

The key fobs are designed to utilise CR 2032 batteries.

Hints and Tips

The following hints and tips are designed to help you use your trigger fob. But if you experience problems of any type when using RNIB React, please contact the organisation who supplied your trigger fob to you.

- Remember to hold your trigger fob with the key ring closest to you and the buttons facing upwards
- Don’t press the buttons continuously as this could delay activation of the messages. When required press the button once, if the message does not play immediately, wait a few seconds and if it still does not play then press once again.
- If the two buttons are pressed together in an attempt to switch the fob off but there is no beep, and the LED does not flash once, leave for 10 seconds before trying again.
- As with all electrical equipment, do not immerse in water.
- To preserve battery life, please ensure that the fob is switched off when not in use.
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plan your journey online

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speak to a travel advisor

*Calls cost 10p per minute plus network extras.

Traveline Text*
text the next bus stop code to 84268

*Normal text message charge plus up to 25p for the reply.

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www.traveline.info

0871 200 22 33

calls cost 12p per minute
plus your phone company’s access charge

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www.nelincs.gov.uk/rti

Any comments or queries about My Next Bus real time bus information system, please contact the transport team: transport@nelincs.gov.uk