Next Generation Text Service

Getting started with
Next Generation Text Lite

If you can't hear or speak on your mobile, the Next Generation Text (NGT) Lite app can make calls easier.

Hello.

Use this guide to find out more about the NGT Lite app, from setting it up to getting to know what's what. If you want to see something in particular, here are the main bits:

And for even more about Next Generation Text, have a look at **ngts.org.uk**

Need some help?
You can find more on using your NGT Lite app, including helpful videos, by taking a look at **ngts.org.uk**
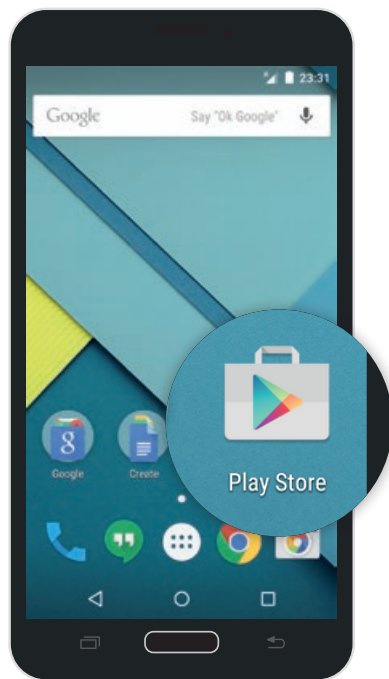
How do I download the app?

It's free to download and you don't have to pay to use it. You only pay for calls you make from your phone.

1 Open ![Play Store icon] **Play Store** on your Android phone or tablet. ❯

2 Search for **NGT Lite**.

3 Select ![app icon] , then tap **Install**.

4 Once it's installed, you need to link the app to the phone number you'll be using to make calls (usually the one you've downloaded it to). We'll show you how on the next page.

The app won't work if it isn't linked. You'll see ![warning icon] on the screen.

> **Tip:** you don't have to download the app to the phone you'll be using to make calls.

Using the NGT Lite app and your phone

For some of these steps, you'll need to switch between the app and your phone's calling screen. These will all have a blue circle, like this **❶** , next to them.

Remember, when making a call always use your phone's keypad, not the one in the NGT Lite app.

How do I link my phone number to the app?

You can link up to ten numbers. Use these steps each time you want to link a new one.

1 Tap ⬚ to open up the app.

2 If this is the first time you're linking a number, the **Options** menu will open. If it doesn't, tap ⚒ to open it.

3 Select **Add Phone Number**. ❯

4 Enter the phone number you want the app to link to and tap **Link**.

5 The app will then ask you to call **0800 500 888** from the phone you want to link.

6 You'll then have 60 seconds to switch to the phone to make the call in the usual way. But don't worry, the app will keep running in the background.

7 When the call connects, wait for a few seconds then hang up.

8 Switch back to the NGT Lite app. You'll see a message saying the number is successfully linked.

The connection icon will be green ⚡, which means you can start using the app. If it isn't green, you might need to go through these steps again.

My connection icon isn't green ⚡

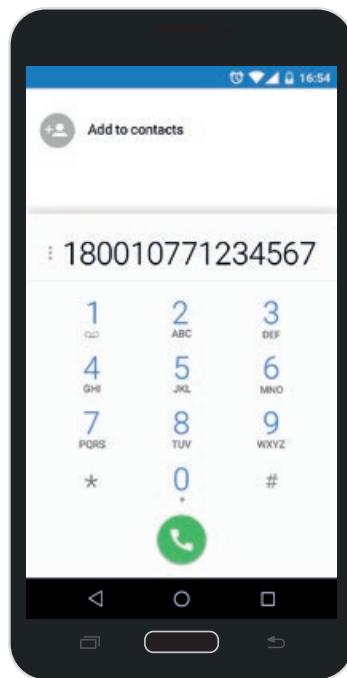If it's red ⚡, there's no internet connection.

If you get a ⚡❗, no numbers are linked.

A ⚡❗ means you need to tap **Validate** to confirm the number you've added. Make sure you're connected and go through these steps again.

How do I use the app to make a call?

Tip: all the different prefix codes you might need when using NGT Lite are on the back of this booklet.

1 Open **NGT Lite** and check ⚡ is showing. This means you're connected and all your chosen phone numbers are linked.

2 Start a call in the usual way on your phone, dialling **18001** before the number you want to call. ❯

3 Go back to **NGT Lite**. You'll be asked if you want to 'Join' or 'Cancel' the call. Tap **Join**.

4 You'll then get progress updates on the screen, like 'NGT Ring Ring', to let you know what's happening with the call.

5 When the person you're calling answers, you'll connect to them direct or through a Relay Assistant.

6 You can answer by typing back or speaking into your phone, depending on the option you've chosen.

7 When you finish the call, switch from the app to your phone to hang up. You'll see a message in the app saying the call has ended.

How do I use the app to take a call?

Your phone will ring or vibrate as usual when someone calls you.

1 Answer the call in the usual way on your phone.

2 Then open NGT Lite.

3 You'll be asked if you want to 'Join' or 'Cancel' the call. Choose **Join**.

4 What happens depends on how the call is being made.

- If your caller is ringing from a mobile or landline and not using text, you'll be connected to a Relay Assistant.

- If you're both using a textphone or the NGT Lite app, you can type directly to each other. There's more detail at **ngts.org.uk**

5 When you finish the call, switch from the app to your phone to hang up. You'll see a message in the app saying the call has ended.

About TextNumbers

TextNumbers work with your mobile or landline number. When someone dials your TextNumber, it automatically connects through the NGT service. It works in the same way as dialling the **18002** prefix and then the full number. It's useful for when you want to add your number somewhere that won't accept the 18002 prefix, like some websites.
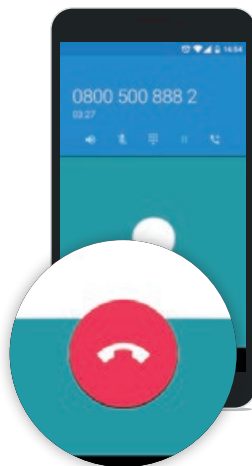
- Home or office landlines have TextNumbers starting **03**.
- Mobiles have TextNumbers starting **07**.

Tip: TextNumbers will work with the NGT Lite app or a textphone.

How do I get a TextNumber?

To get a TextNumber for your mobile or landline, you need to make a call from the phone number you want it for.

1 From the phone you want the TextNumber for, call **0800 500 888** (see 'How do I use the app to make a call?' on page 5).

2 In the NGT Lite app, a message will pop up giving you the option to dial **1** to contact the NGT helpdesk, or dial **2** to get a TextNumber.

3 Press **2** on your phone's keypad.

4 In the NGT Lite app, you'll see the TextNumber that's linked to your phone number. We suggest you make a note of it to share with your friends and family.

5 To finish, end the call in the usual way on your phone. ❯

0800 500 888 2
03:27

Useful numbers

Making a call from a textphone
Dial **18001 + number**

Dial **18000** for emergency calls

For Text Relay Assist calls, dial **0870 240 9598** and, when asked, enter the number you want the Relay Assist to dial for you.

Making a call from a telephone
Dial **18002 + number**

For Text Relay Assist calls, dial **0870 240 5152**. Or if it's available, dial just the TextNumber.

Text Relay 24/7
Text Relay is available all day, every day.

Contacting Text Relay
✉ Email: **text.relay.helpline@bt.com**

☎ Textphone: **0800 500 888**

📞 Telephone: **0800 7311 888**

Where to write to
Text Relay team
Internal Box 14
Telephone House
170–175 Moor Lane
Preston
Lancashire PR1 1BA

Helpdesk opening hours
Monday to Friday
9am to 8pm

Saturday
9am to 6pm

Sunday
9am to 1pm

Bank holidays
9am to 5pm
(closed Christmas Day)

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