# Virtual Meter - User Manual for Technician

## Windows XP, Vista, 7 & 8

Kantar Media Audiences

February, 2014

# Document History

## Revision History

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| 1.1 | 17-Jan-2012 | Added inputs from George Akhtar | Sujatha Jothi |
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## Approvals

This document is to be reviewed by:

| Name | Title | Date | Status (Pending for Review, Reviewed, Approved, Rejected) |
|---|---|---|---|
| George Akhtar | Virtual Meter Support Technician | 17-Feb-2014 | Reviewed |
| John Downs | Client Support Manager | 25-Apr-2012 | Reviewed |

## Distribution

This document has been distributed to:

| Name | Title |
|---|---|
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## Document Location

This document can be accessed from the following location:

| Folder Name/Link |
|---|
| 1. KMA Support Site -> Operations -> Meter Systems -> Virtual Meter |
| 2. \\uktnswg-fs03\TAMSystems\Virtual Meter\International\Documents |

# Table of Contents

# 1 Introduction

The Field Technicians have to be trained in Virtual Meter (VM) installation, (a) in new panel homes, it may be necessary to install VM during the TV meter installation visit (depending on panel design), and (b) technicians will be asked to install VM in homes where the panel members are not able to do so.

This document aims at providing the field technicians the guidance required in installing VM on **Windows XP, Vista & 7** in a panel member home; it is intended to be read by technicians who visit the panel member home to install VM.

We assume that the technicians are computer literate and will be able to perform the basic functions such as switching on the PC, ensuring that the internet is enabled on the Home's PC etc.

# 2 Pre-Installation Check

Before you visit the Panel Member (PM) home, ensure you have the Registration Key for each PC in the PM home that you plan to visit.

Note: The registration key is unique to each PC in the home. The registration key can only be used once. The key is stored on each panel member's computer and is used when VM software is updated (which happens automatically).

# 3 Pre-installation Flowchart
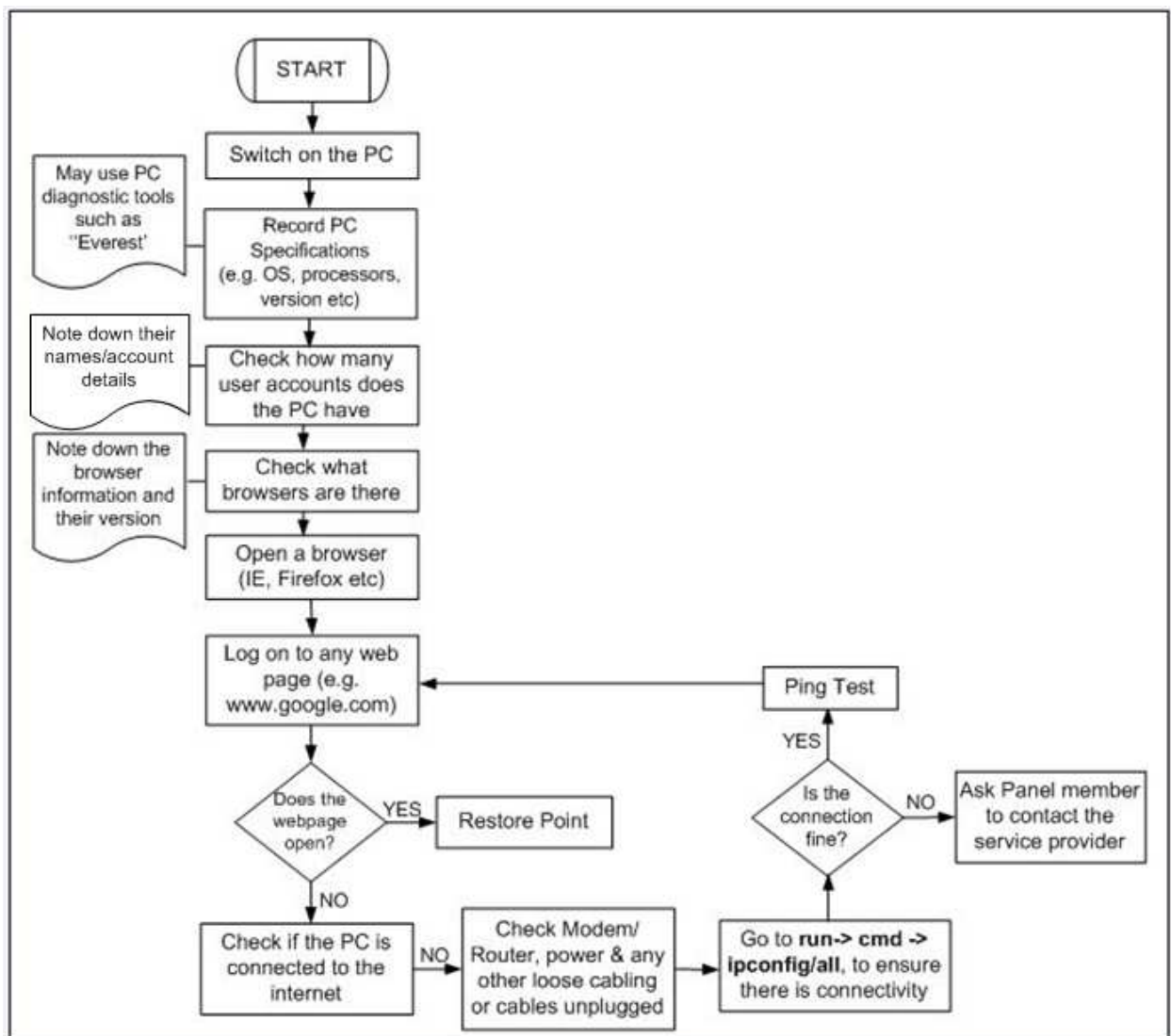
# 4 Installation Process Flowchart
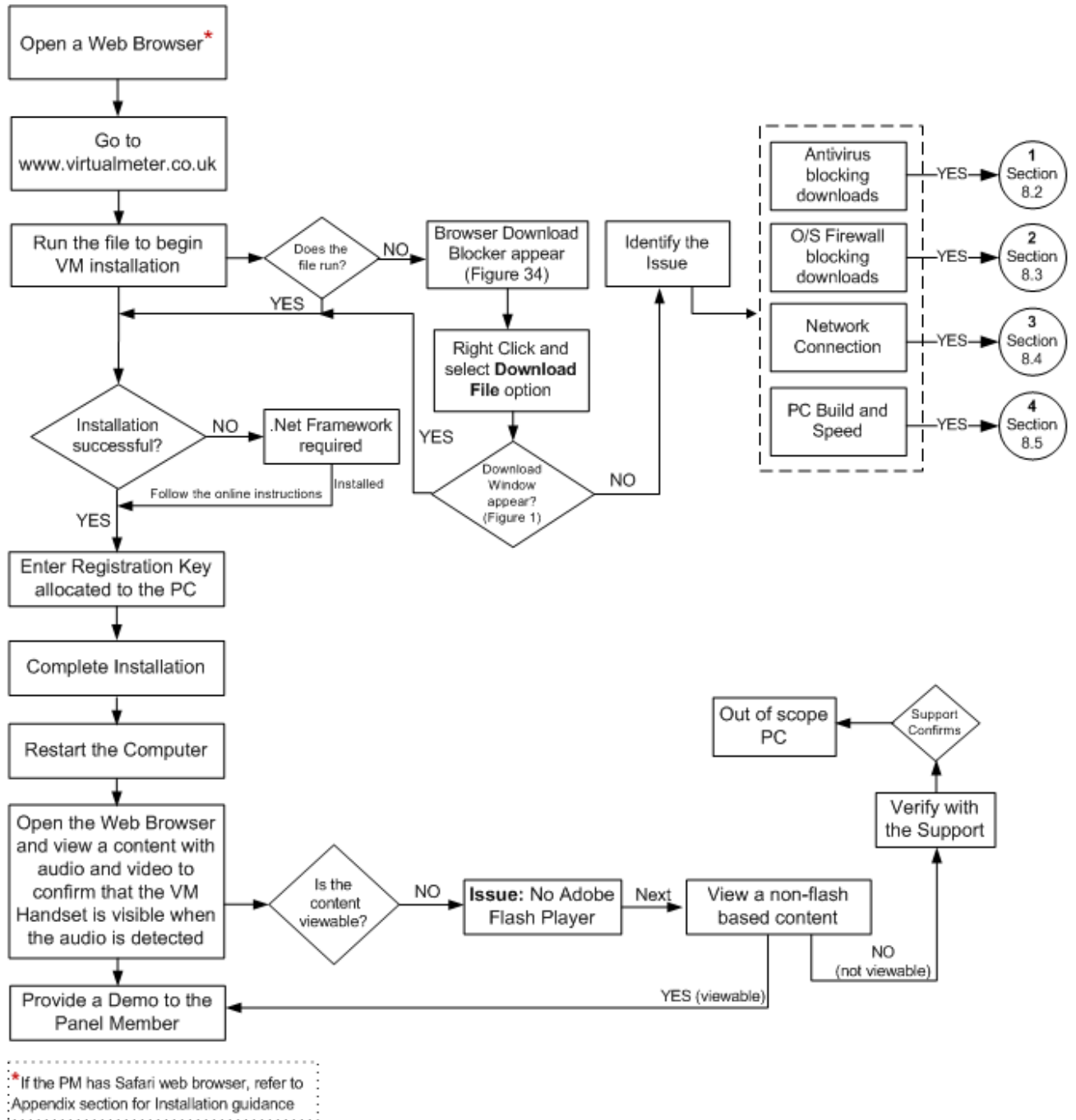
# 5 Installation Process

We recommend installation VM using Internet Explorer (IE). If you have a different browser such as Safari, then refer to the Appendix section of the document for installation instructions.

## 5.1 Installation instructions for computers running Windows (XP, Vista, 7 or 8) with IE browser

The installation is done using a wizard and should be very straightforward. The latest release of Virtual Meter will be available at the website provided to you. Following steps will enable you to install VM software on to the Panel Member's PC.

1. Log on to the website to download the VM software.
2. You will be prompted to run or save the application file. Double click the .msi file.
3. The *VirtualMeter Setup Wizard* will appear.



**Figure 1: Windows Installer**

4. Click **Next** to continue.
5. The *License Agreement* will appear. Select **I Agree**, and then click **Next**.

**Figure 2: License Agreement**

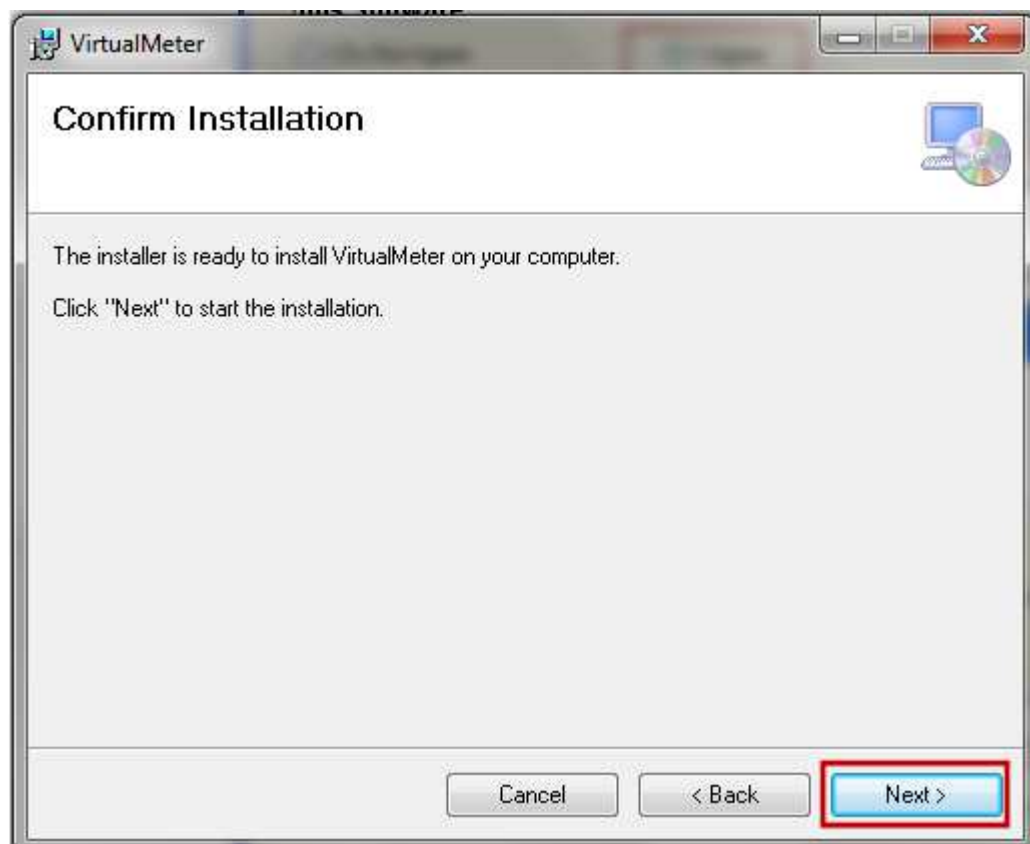6. The *Confirm Installation* window appears. Click **Next** to start the installation.



**Figure 3: Confirm Installation**

7. You will be asked to confirm on allowing the program to install. Click **Yes**.

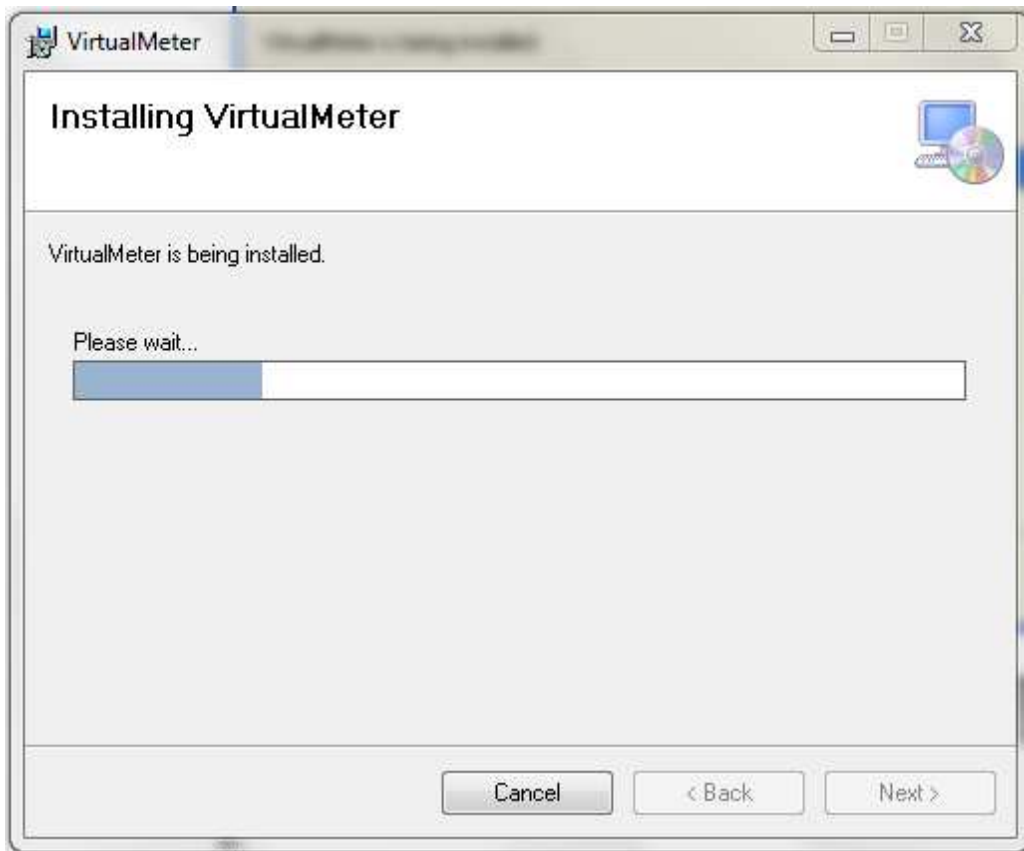8. On confirming, you will see that Virtual Meter being installed.



**Figure 4: Installing Virtual Meter**

9. Now, you will be prompted to enter the registration key to identify the computer you are using, as shown in Figure 5.

10. Type the registration key (number) allocated to the panel member PC. The **Check** button will be enabled.



**Figure 5: Virtual Meter Registration**

11. Click **Check**. You should wait for the registration key to be validated.

**Figure 6: Virtual Meter Registration – Check button**

12. Once the key is verified, the language selection drop-down and **OK** button will be enabled, as shown in Figure 7.



**Figure 7: Virtual Meter Registration – Language selection**

13. The default language will be 'English', select a different language based on your requirement.

14. Then click **OK**. .

15. The installation will continue by configuring the browsers extensions (Figure 8). This will take place just after the main installation has finished.

16. The Virtual Meter software will run a browser check (Figure 8) to confirm that the browser extensions are installed. This is a quick process, which would not last longer than 20 seconds and will not interfere with the performance of your computer.

17. In addition, when you install a new browser, the Virtual Meter will detect the browser the next time the PC restarts, and will install the appropriate extension. You may be prompted to accept the browser extension via the Web App Store.

**Figure 8: VM configuring the web browsers**

18. If you have Chrome browser installed, the *Confirm New Extension* window will appear, click **Ok**, the Virtual Meter will start configuring the Chrome browser (section 5.1.2).
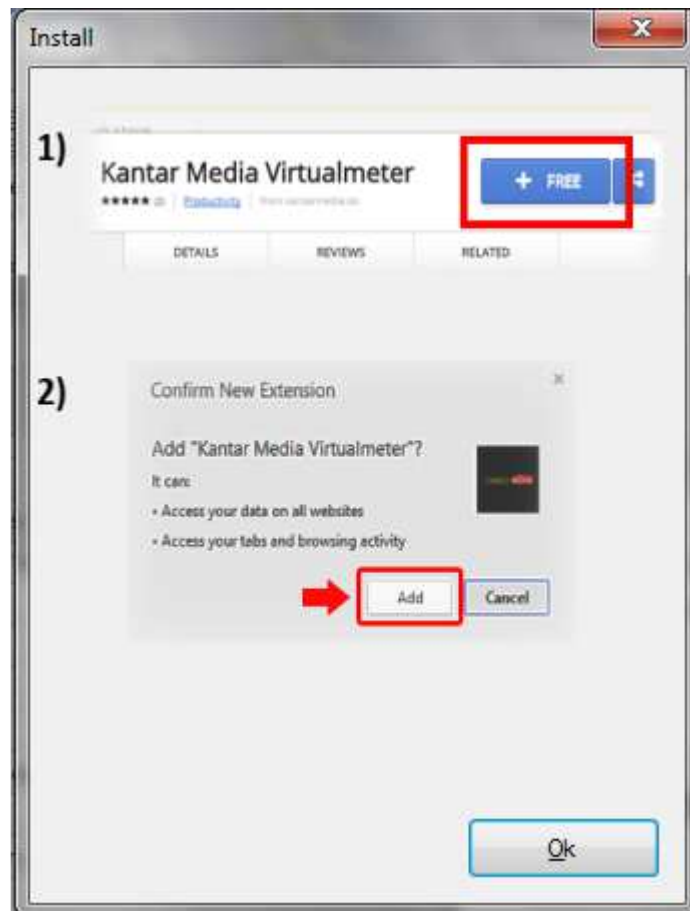


19. If Chrome browser is not installed, the Virtual Meter will start to configure IE browser (section 5.1.1).

20. The configuring process will continue. The following sections (5.1.1 to 5.1.5) illustrate the process of configuring different browsers.

21. Finally, the *Installation Complete* window will appear. Click **Close**.
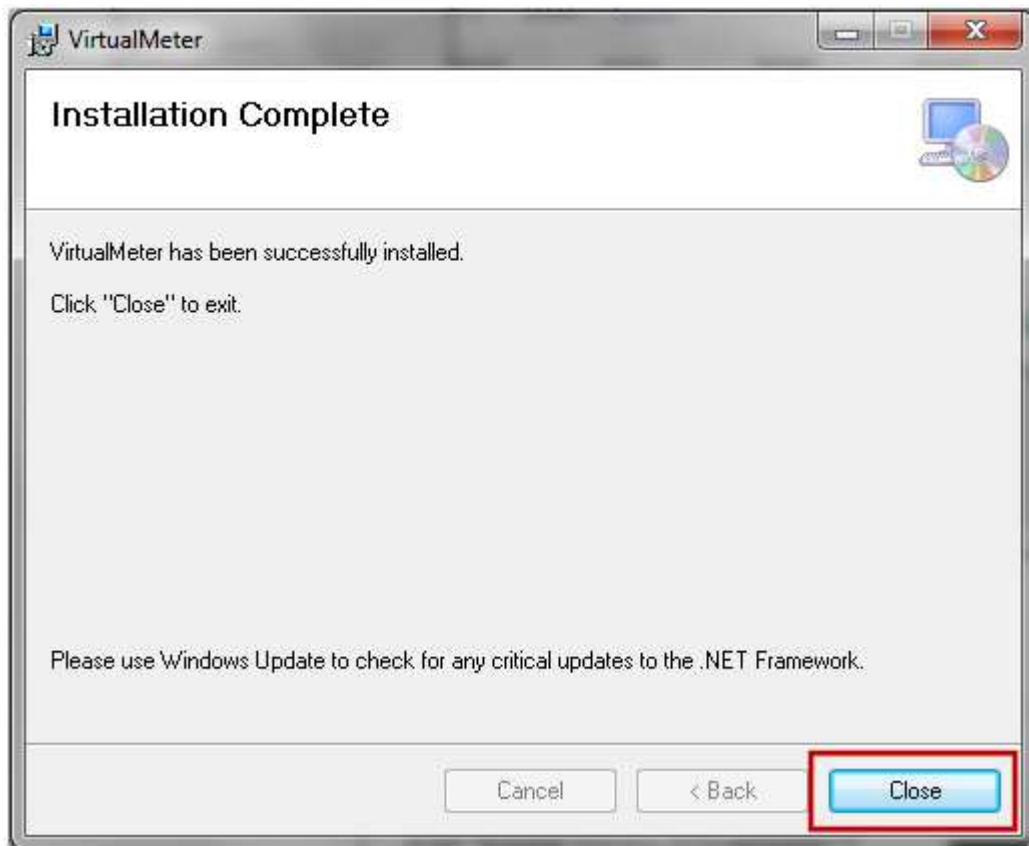
**Figure 9: Installation Complete**

22. You will be asked to restart the PC to complete the installation. Click **Yes**.
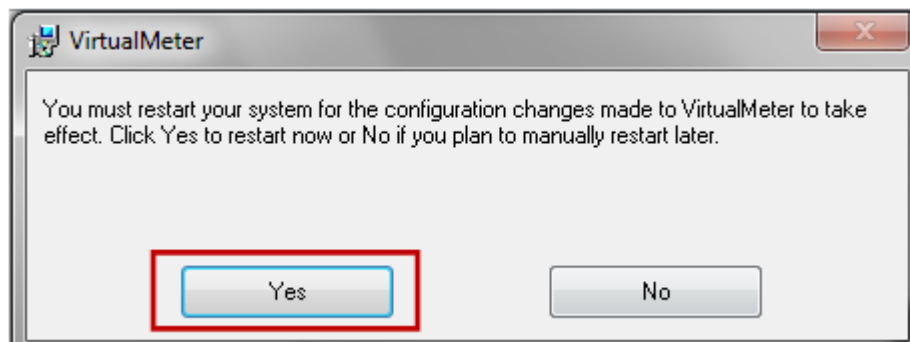


**Figure 10: Restart Request**

23. Once the installation is complete, the Virtual Meter icon will appear on the icon tray (taskbar), usually bottom right of the computer's desktop opposite the windows '**Start**' button.

24. Once the installation is completed, the panel admin team will receive an email saying that the installation was successful.

### 5.1.1 IE

The Virtual Meter will start checking for the toolbar. The following prompt will appear. Here, click **Enable** to enable the toolbar.



The 'Spring' add-on from an unknown publisher is ready for use.          Enable    Don't enable    ×

**Figure 11: IE Notification of Spring Toolbar**
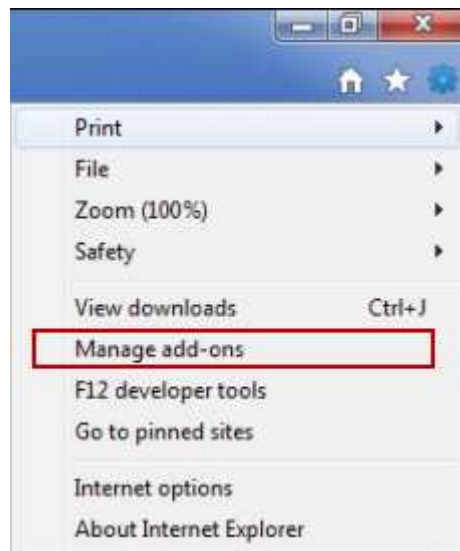
**Figure 12: IE – Checking toolbar**

The toolbar is enabled. You could check by going to **Manage Add-ons** -> **Toolbars and Extensions**, as shown in Figure 13.
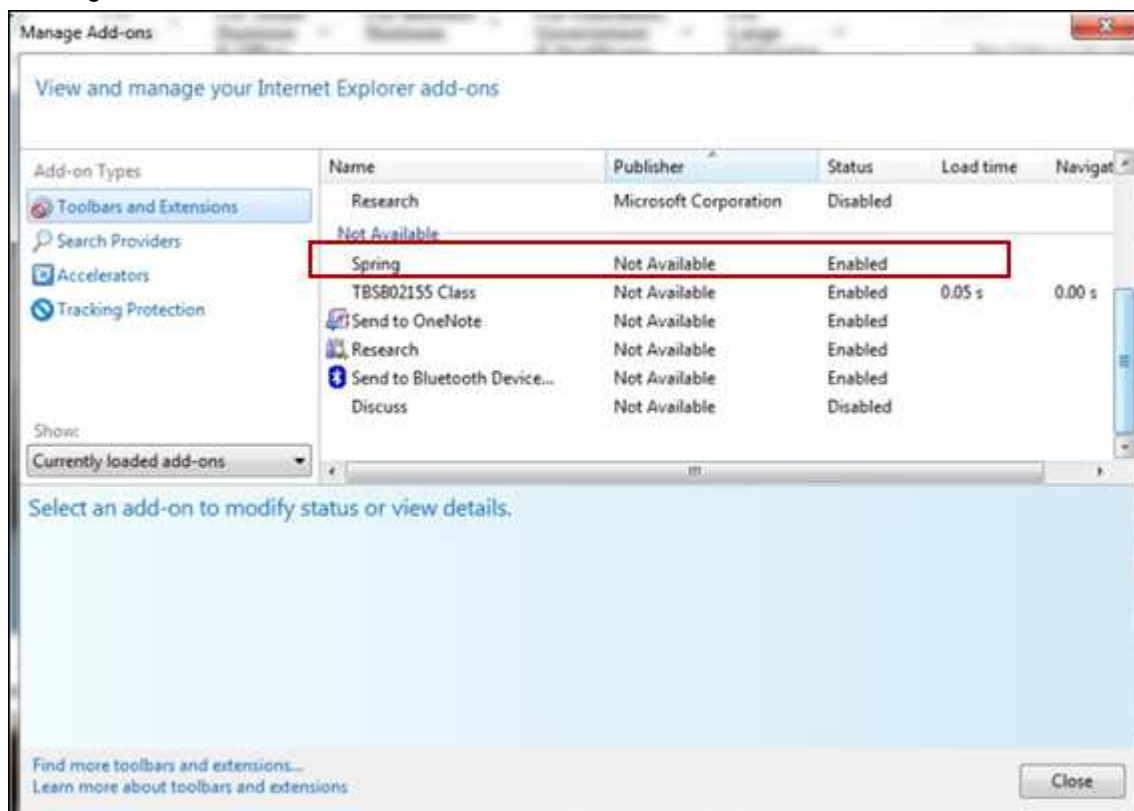


**Figure 13: Toolbar Enabled**

### 5.1.2   Chrome

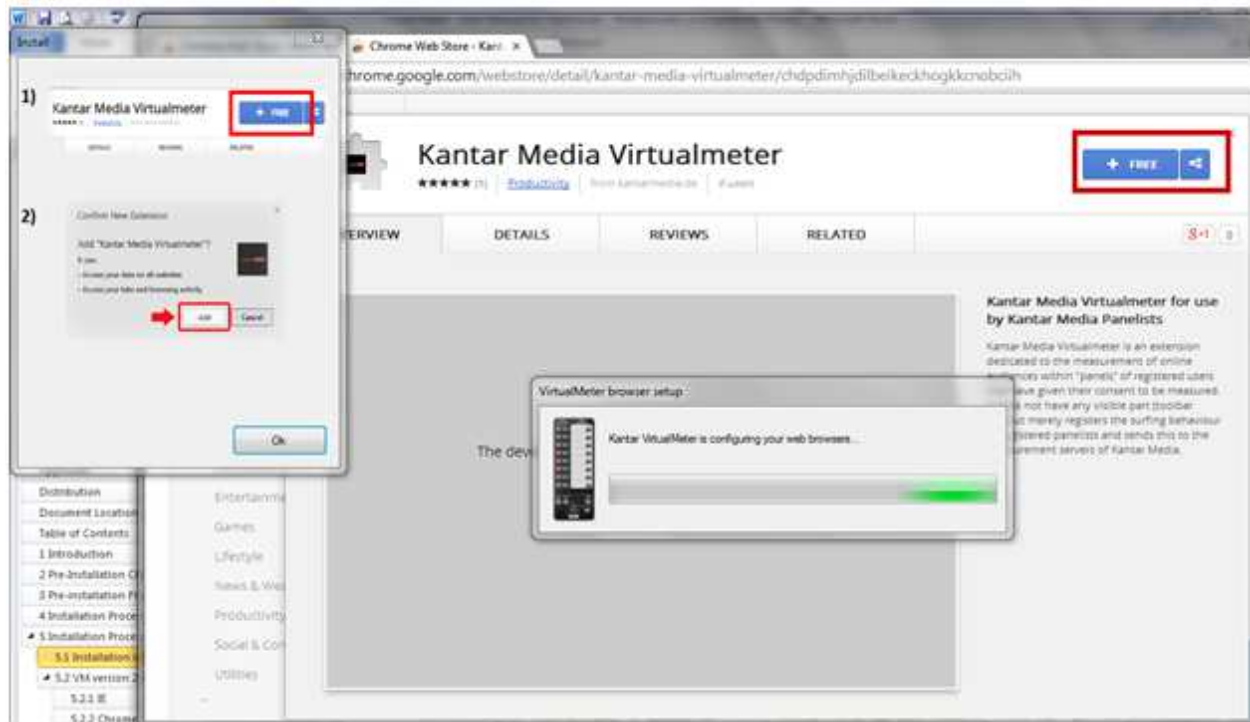The install continues (if Chrome browser is installed on the PC) by configuring the Chrome browser.

**Figure 14: Chrome Prompt**

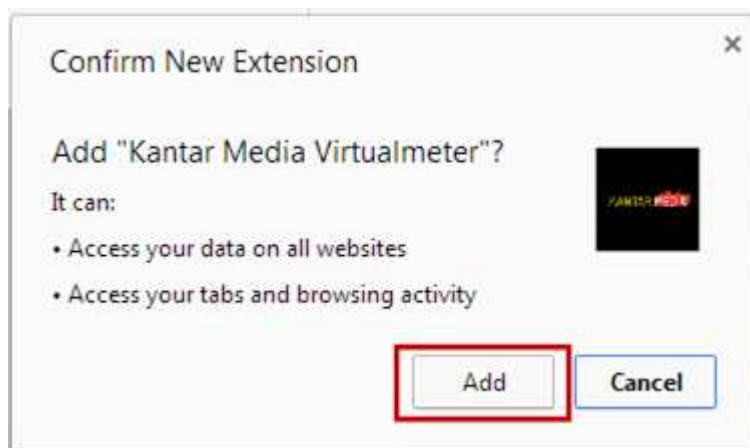Here, click **Free** button. The *Confirm New Extension* window will appear.



**Figure 15: The Confirm New Extension window**

Here, click **Add**.

The Extensions will be added to Chrome, as highlighted in Figure 16.



**Figure 16: Chrome confirming extensions added**

To check this, click on the icon 　, and then go to **Settings** -> **Extension**, the Kantar Media VirtualMeter extension will be enabled as shown in Figure 16.
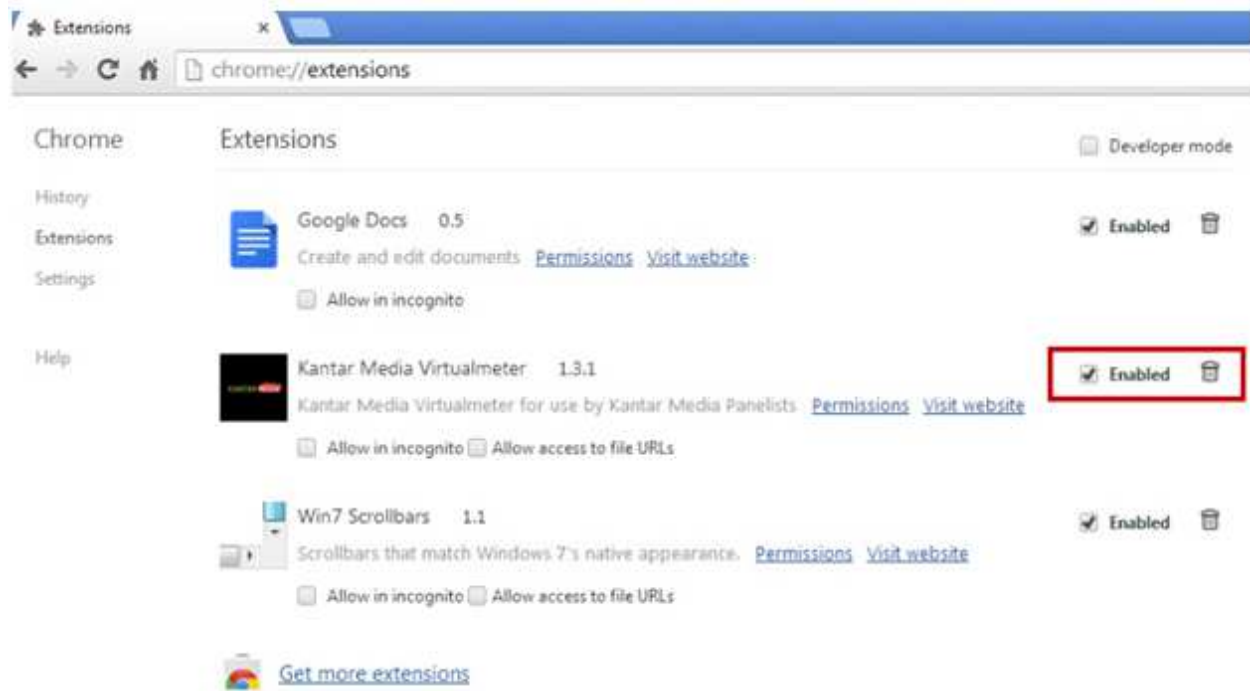
**Figure 17: Chrome Extension enabled**

### 5.1.3 Opera

The install continues (if Opera browser is installed on the PC) by configuring the Opera browser. The Opera Store prompt will appear, click **Ok**.
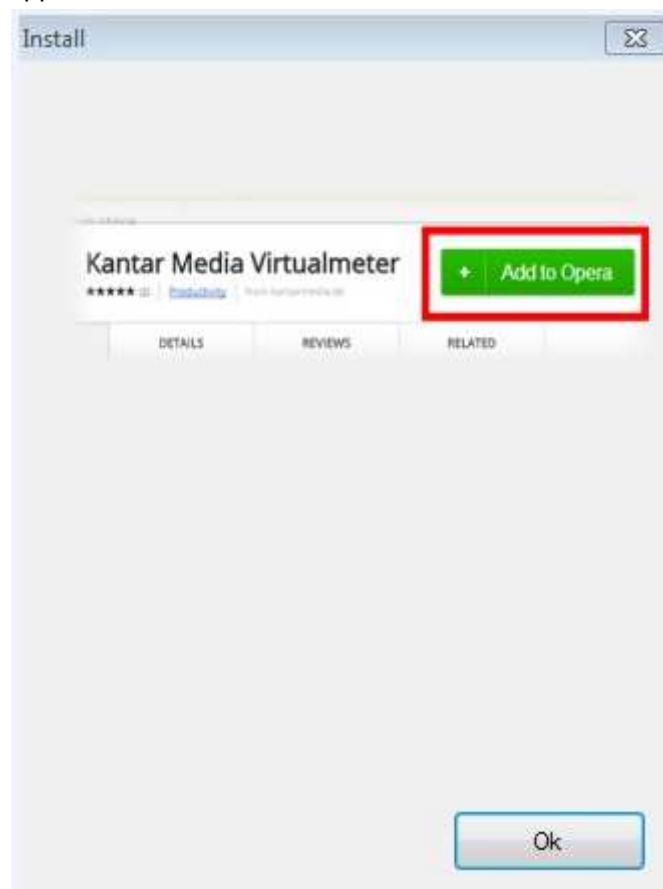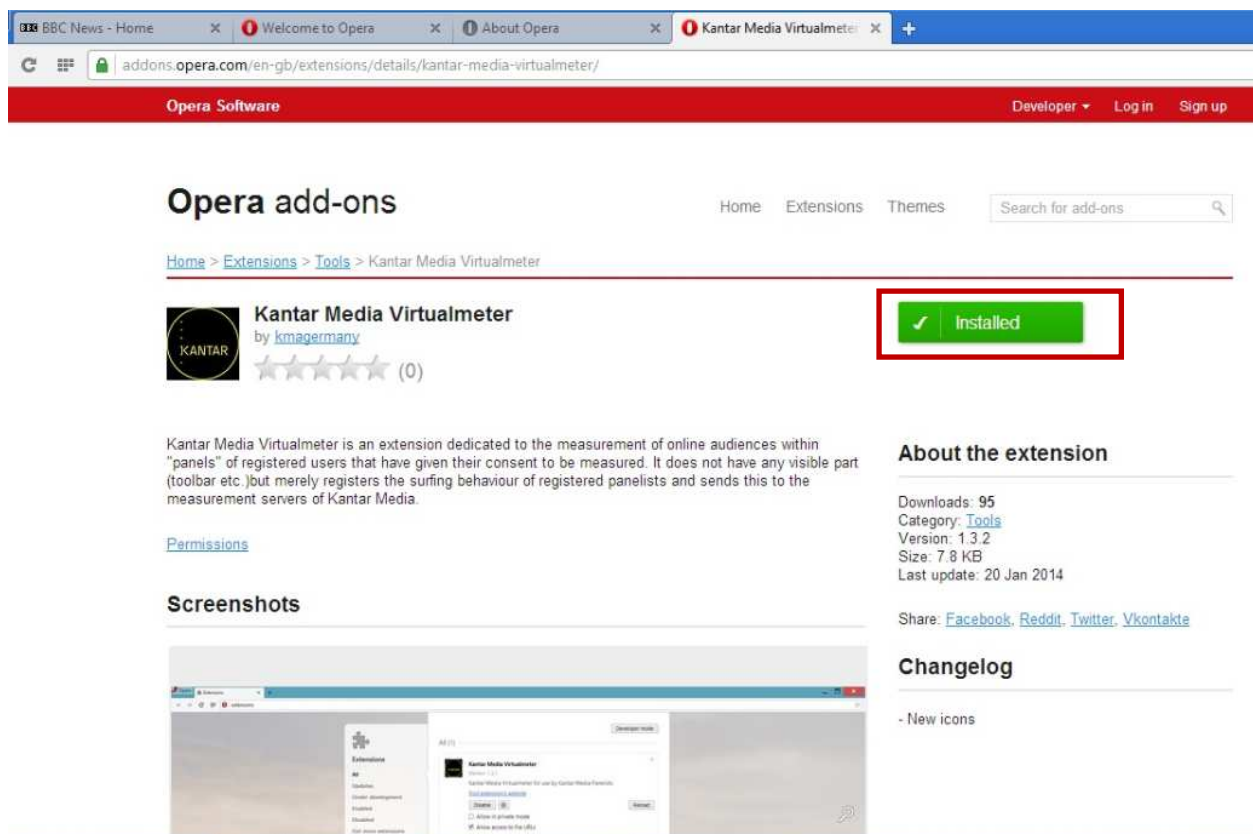


**Figure 18: Opera store prompt**

**Figure 19: Opera web store installed**

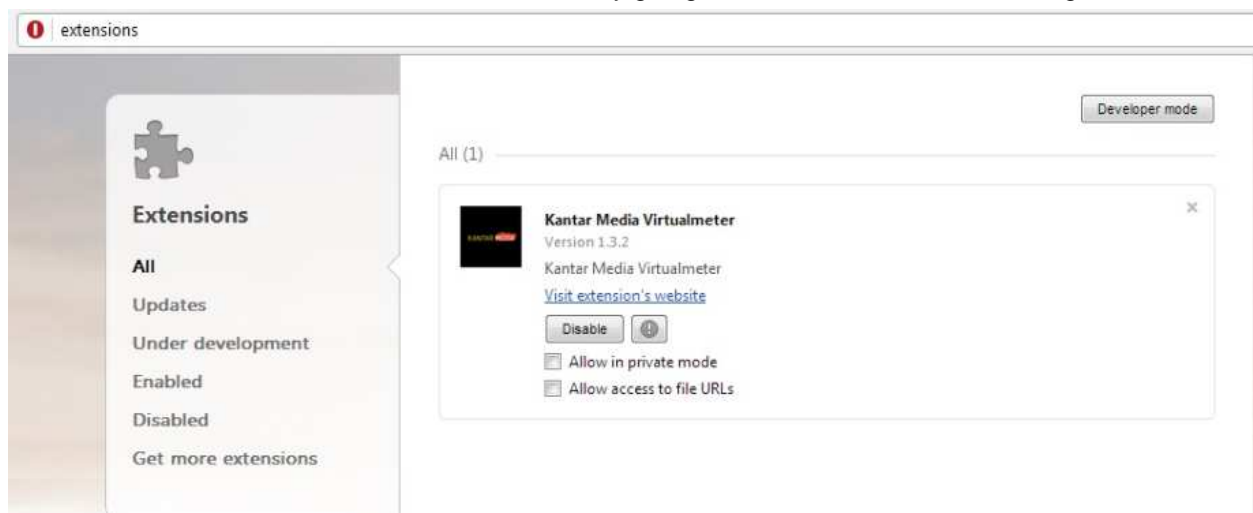The extension will be installed. You could confirm by going to **Extensions**, as shown in Figure 20.



**Figure 20: Opera Extension Installed**

### 5.1.4  FireFox

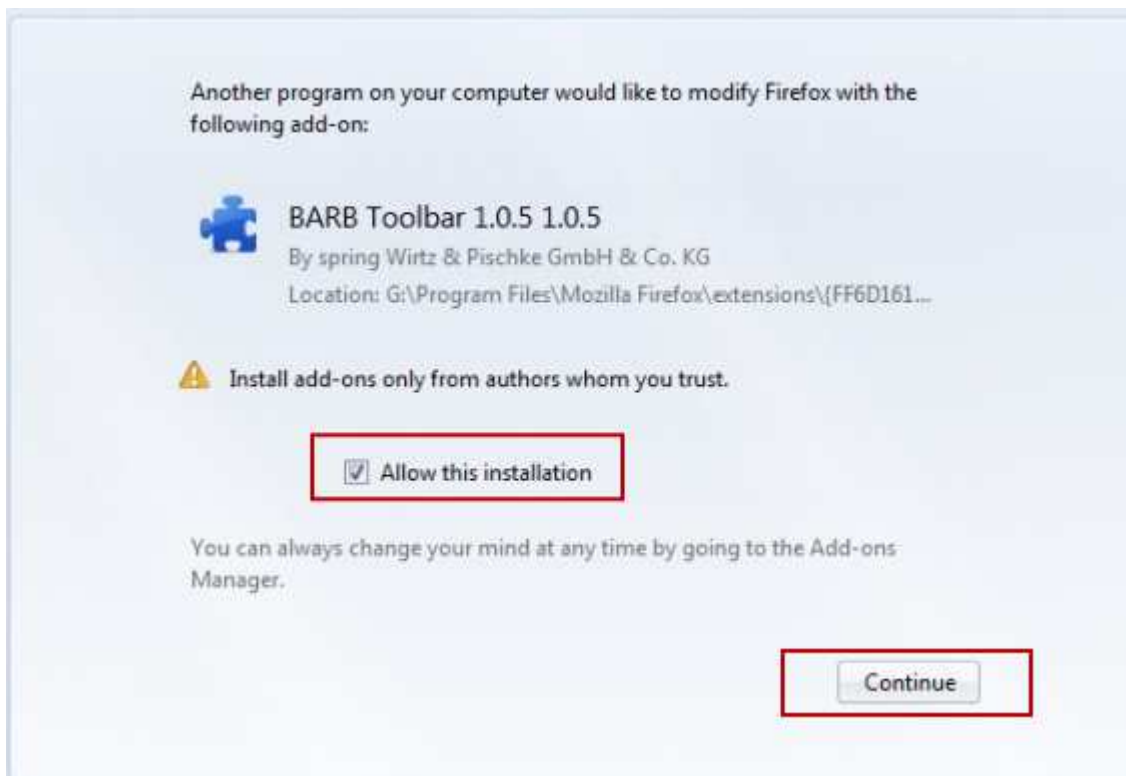When you open a FireFox browser, the following message will appear to confirm the add-on.

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**Figure 21: Add-on Installation Confirmation**

Here, select **Allow this installation** and then click **Continue**, as highlighted in Figure 21.

Finally, you would need to restart Firefox to complete the add-on installation; this can be done by clicking **Restart Firefox** button (Figure 22).
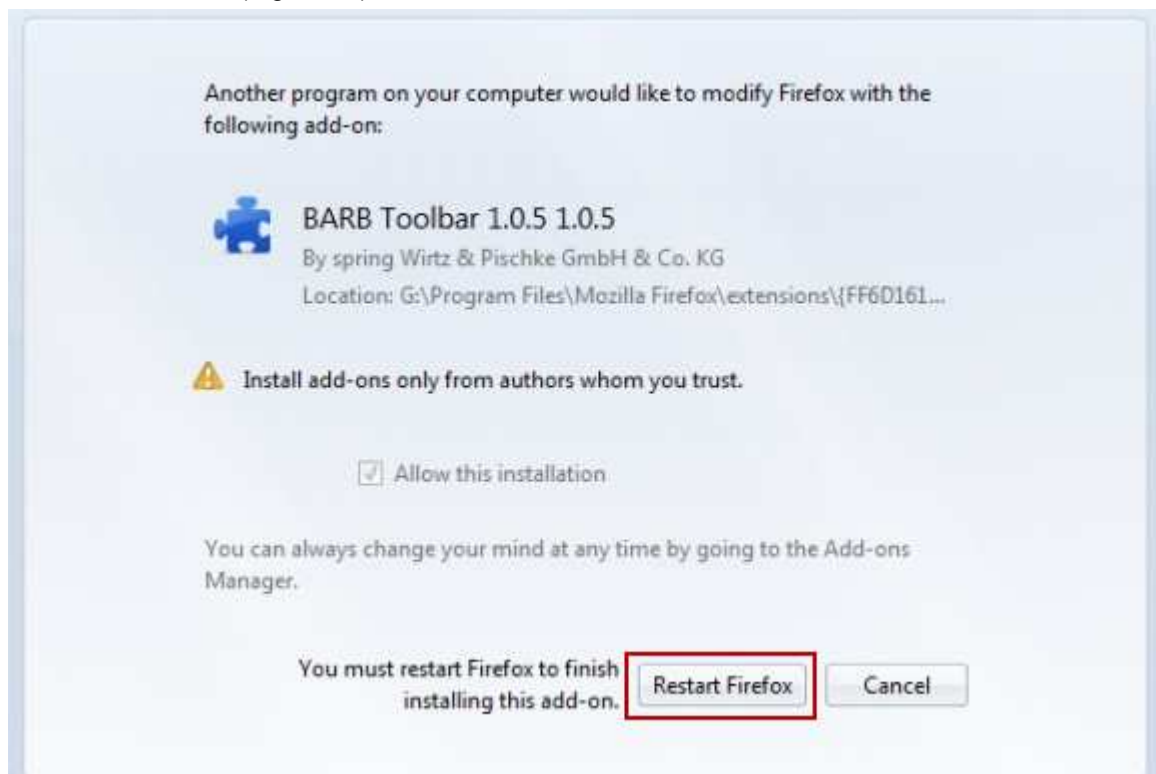


**Figure 22: Restart Firefox**

To check whether the installation is complete, go to ▮ **Firefox** ▾ ▮ -> **Add-ons** -> **Add ons Manager** -> **Extensions**, as shown in Figure 23 .
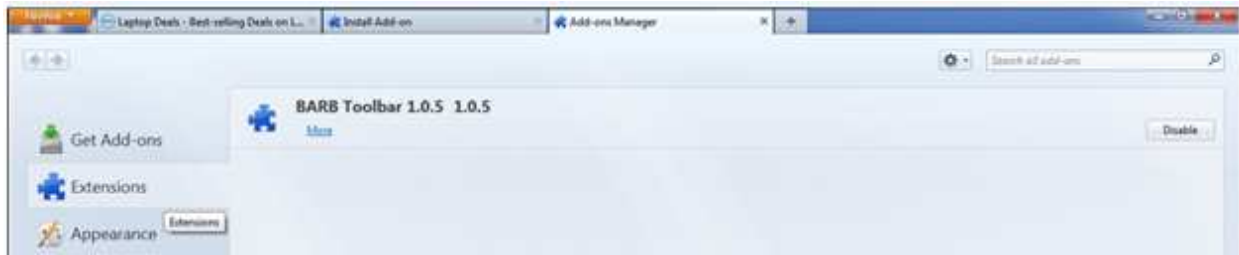
**Figure 23: FF Toolbar Enabled**

### 5.1.5 Safari

When you open a Safari browser, a popup will appear, requesting you to install "Metrica Extension" as a part of the install. You should accept and install, and allow the process to complete the installation. Refer to Appendix 1 for more detailed instructions of the process.

## 5.2 Windows 7

The Virtual Meter software is designed to be used with computers running Windows XP, Vista, Windows 7 and 8 (refer to section 5.3).

Virtual Meter will appear slightly differently on computers running Windows 7. This does not affect how the Virtual Meter software works, but does affect how the panel member sees and accesses the Virtual Meter icon.

Usually, with computer running Windows XP and Vista the Virtual Meter icon appears in the task bar on the desktop, located on the bottom right of the screen.

But, with computers running Windows 7, these icons are not shown. The icon will be there, but not viewable all the time, and will appear when Virtual Meter realises that the panel member is viewing programmes, or when it checks who is viewing. In Windows 7, Virtual Meter icon can be displayed at any time e.g. to sign in or out, by clicking the arrow [icon] icon located on the left of the task bar icons.

## 5.3 Windows 8

Computers running Windows 8 will run Virtual Meter on a Metro Mode and Desktop Mode.

After installing the Virtual Meter, when you open the default browser, it will go to Metro Mode.

Note: Only the default browser will function within Metro mode. Any other browser installed will open normally within the desktop mode.

When you start viewing content, within 15 seconds, the browser will take you to the desktop mode, where the remote control will appear for signing in.

Once you sign-in and click **OK** on the remote control, the browser will return you to the Metro mode, and will revert back to your viewing content.

The example below is illustrated using Chrome as a default browser.



**Figure 24: Content Playing – Transition from Metro Mode to Desktop Mode – Remote control appears**

**Figure 25: Sign-in – Transition from Desktop Mode to Remote Mode**

Once the installation is complete and you have restarted the PC, you will need to give a demo to the panel member on how to sign in, sign out and guest/visitor viewings, as discussed in the following sections.

### 5.3.1 Signing In

When the Virtual Meter detects audio from the panel member's computer, the handset will pop up. This is the action of the Virtual Meter asking the panel member to confirm who is viewing/using the computer. It will keep on periodically popping up until at least one viewer is registered. This is just like the "Who is Viewing" prompt on the PeopleMeter display.

The handset will appear whenever the Virtual Meter software detects sound coming from the sound card (even if the computer is on mute!) – any sound will trigger this – it could be TV, radio, CD music or from a DVD movie sound track.

1. To sign in, click the button next to the person name to log in (as highlighted in Figure 26). Each member in the house will have a button on a virtual handset assigned to them.

2. If you make a mistake at any stage, click **Cancel mistake**.

3. Click **OK** to confirm your selection, now the handset will disappear, and the icon will change from Yellow to Green .

Note: This Icon will only be visible within the desktop mode on a Windows 8 PC.
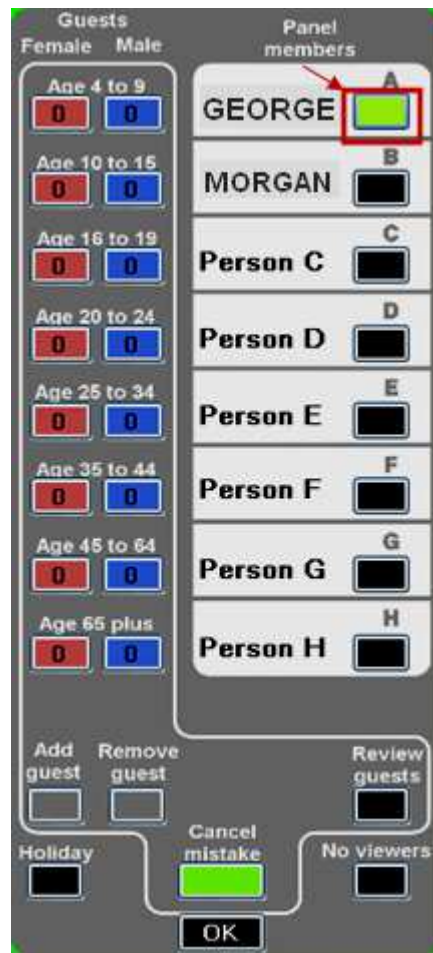
**Figure 26:  The Handset**

4. While viewing, the 'Check Viewers' pop-up will appear displaying the viewer names. The pop-up appears every 20-30 minutes when the panel member is logged in to reconfirm the viewer's presence; otherwise, it occurs every 2-3 minutes, reminding the panel member to log in.

5. Also, demo the panel member the signing out process. To sign out, right click the Virtual Meter icon located on the system tray, the following three options will appear.
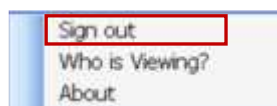


**Figure 27: Sign out option**

6. Select **Sign Out** option. Now the panel member will be successfully signed out.

Note: The panel member will be automatically signed out after 10-12 minutes, if there is no audio output from the PC.

7. When there is no audio detected from the computer or when signed out of the Virtual Meter, the panel member will be able to view only the following option when right clicked on the Virtual Meter icon .



**Figure 28: Option when signed out/no audio**

### 5.3.2 Guests and Visitors

If a guest is viewing (someone who has not got their name on the handset) then the virtual handset is used just like the PeopleMeter handset.

1. Select the age range and gender (**Pink** for Female / **Blue** for Male) the guest falls into, then click **Add guest**. The button will turn green, awaiting confirmation.

2. Confirm by clicking **OK**. The handset will disappear and the icon will change to Green.

3. If there is a mistake at any stage, click **Cancel mistake**.

4. To remove guests, click the pink or blue button showing the guest's age range. Then **Add guest** and **Remove guest** buttons will change to green. Click **Remove guest**. The guest who falls on that age range will be removed.

5. While guest are viewing, the 'Check Viewers' pop-up will display the guest viewers.



**Figure 29: Guest Viewers pop-up**

6. Click ⊠ to close the pop-up.

7. To view the changes, double click the Virtual Meter icon, which will make the handset re-appear with who is viewing details.

# 6 Appendix 1 – Installing VM on a Safari Browser

Note: Screens may change if a different version of Safari browser is used.

If you are installing virtual meter through the Safari browser you may find that there are some differences with the install. The reason for the difference is because of an extension required by Safari.

When installing a popup will appear, requesting you to install "Metrica Extension" as a part of the install. You should accept and install, and allow the process to complete the installation.
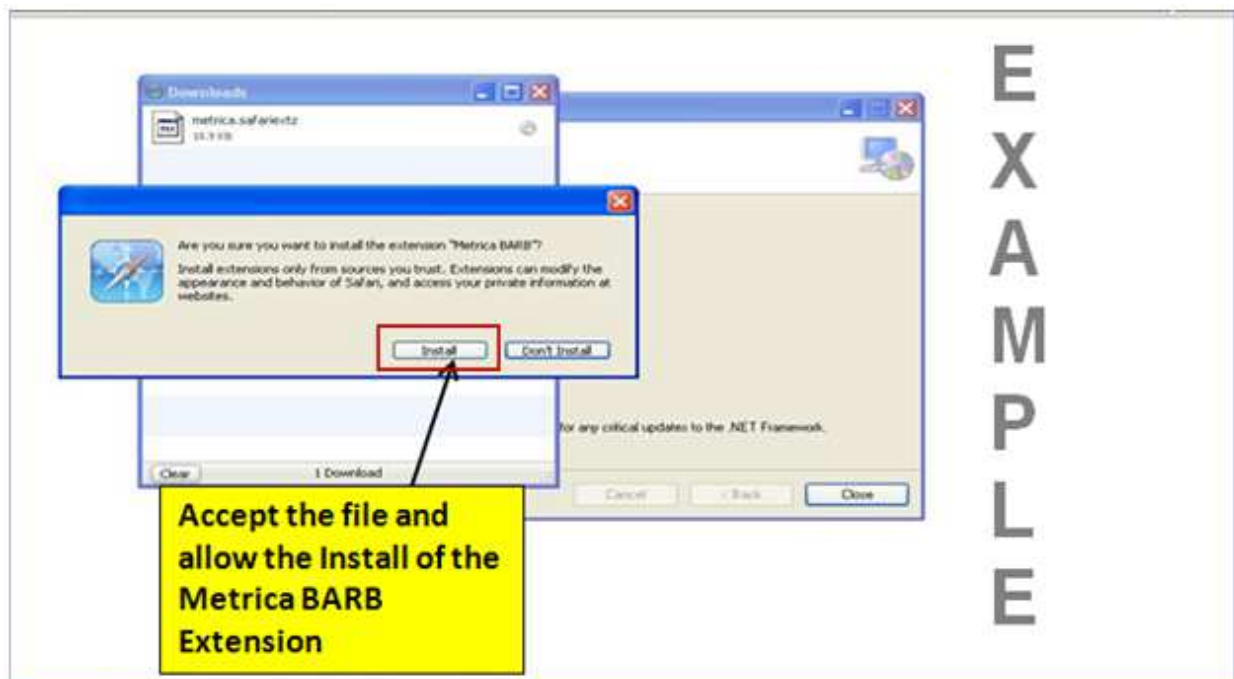


**Figure 30: Metrica Extension Install**

Then, the normal Registration box will appear and you should be able to populate the box with the Registration Key allocated to the panel member as normal; however, when this is completed a web page will open similar to the one shown below.
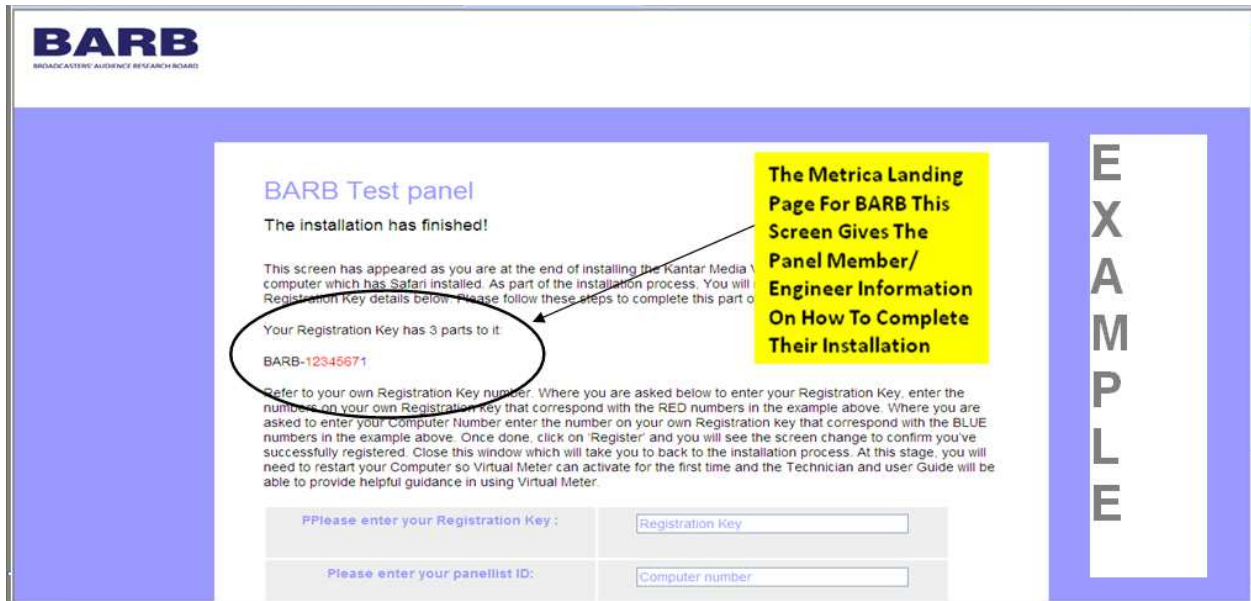


**Figure 31: Web Page – Instructions to complete the installation**

8. On the above screen, you will need to enter **Registration Key**. For example, if you were issued a key BARB-123456789, then the Registration Key that you would need to enter would be the first seven numeric digits (i.e. 1234567) of the VM key.

   Note: Do not enter 'BARB' into this box,

9. Now, enter the **Panellist ID**. This is the next number from the key i.e. "8". The last number (here, 9) is not required for this registration page, it is a check digit used for data verification only.

10. Then click **Register**.
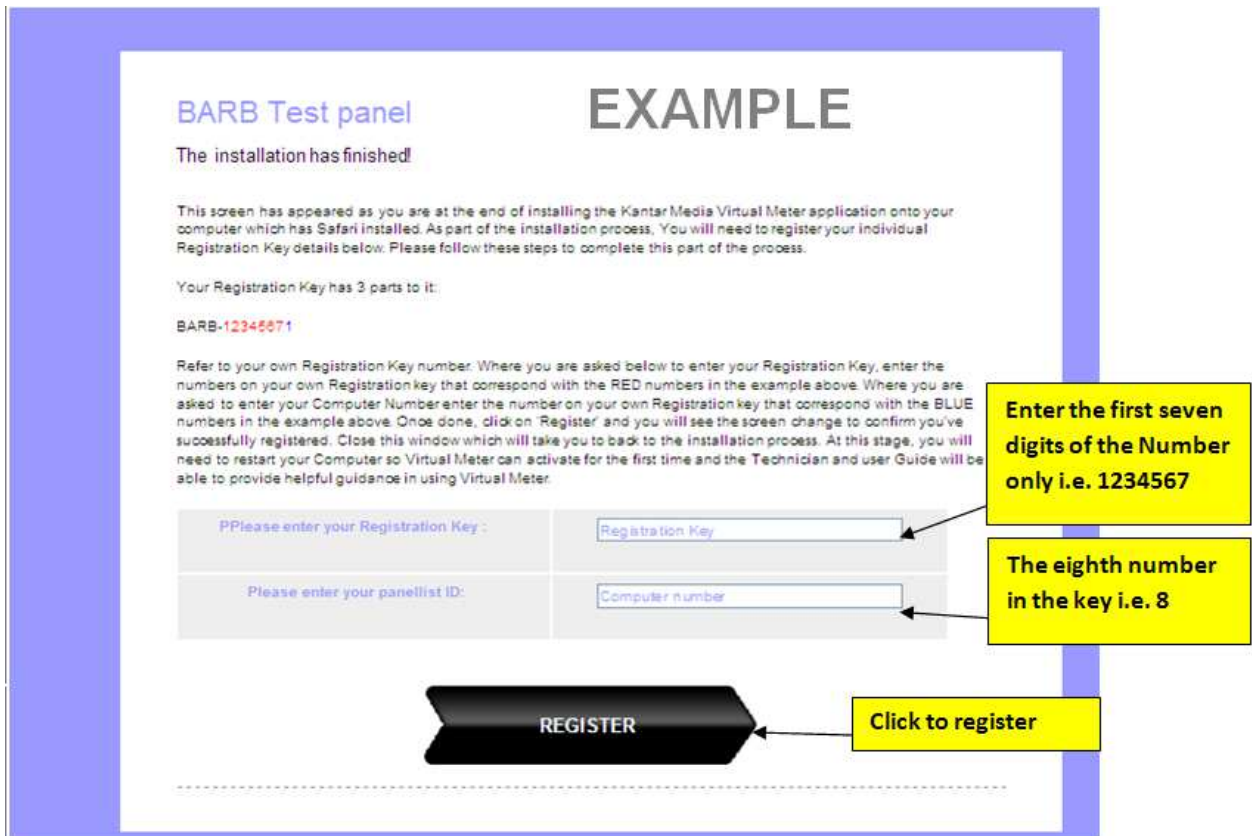
**Figure 32: Web Page – Populating the Information**

11. The 'Registration completed' message will appear. Close this window, you will be taken back to the installation process.
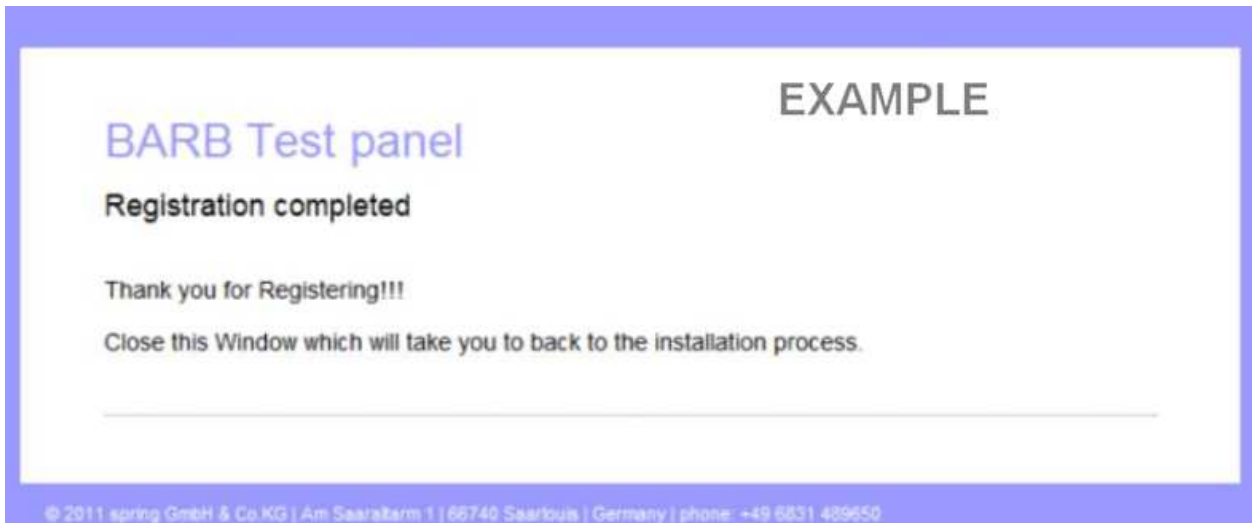


**Figure 33: Registration Complete**

# 7 Appendix 2

## 7.1 Phishing Filter

Depending on the configuration of the computer, a window similar to the one shown below may appear.
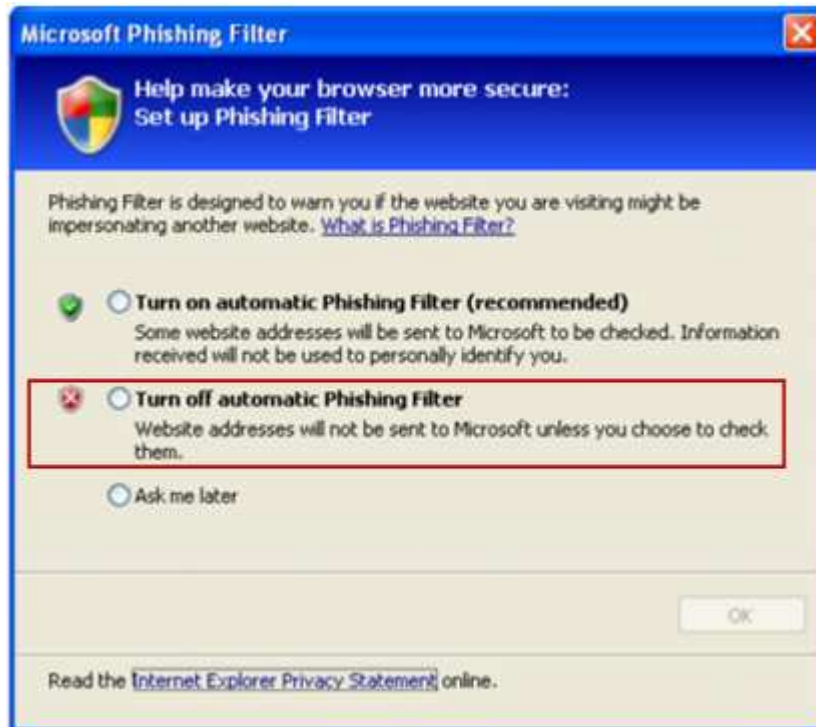


**Figure 34: Phishing Filter window**

Select **Turn off automatic Phishing Filter** option, and then click **OK**.

## 7.2 Compatibility

You may be alerted with Windows Logo testing compatibility warning, as shown in Figure 35. Click **Continue Anyway**.
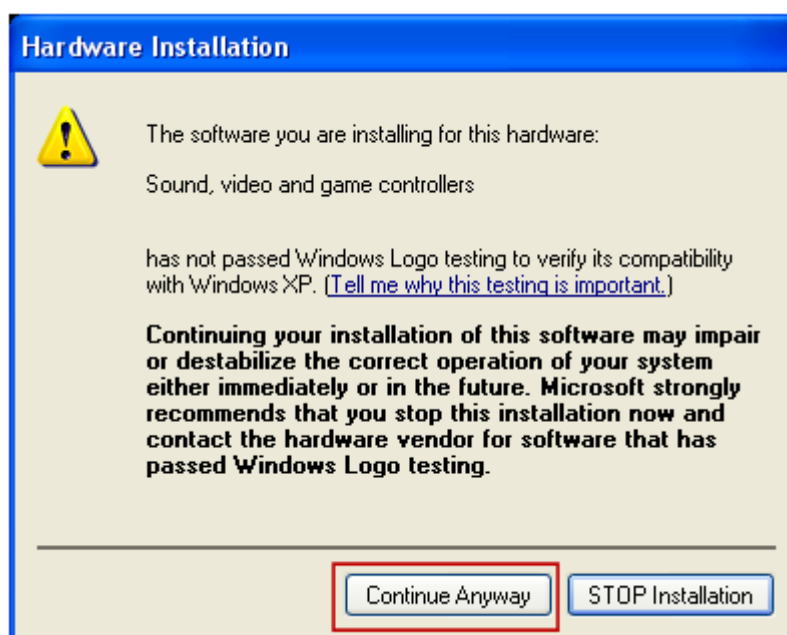
**Figure 35: Windows Logo Testing Compatibility Warning**

# 8 Appendix 3 - Troubleshooting

## 8.1 Browser Download Blocker

When you run the file to begin VM installation, the 'Browser Download' blocker may appear. You would need to right click and select **Download File** option as shown in Figure 36; this will be followed by the download window.
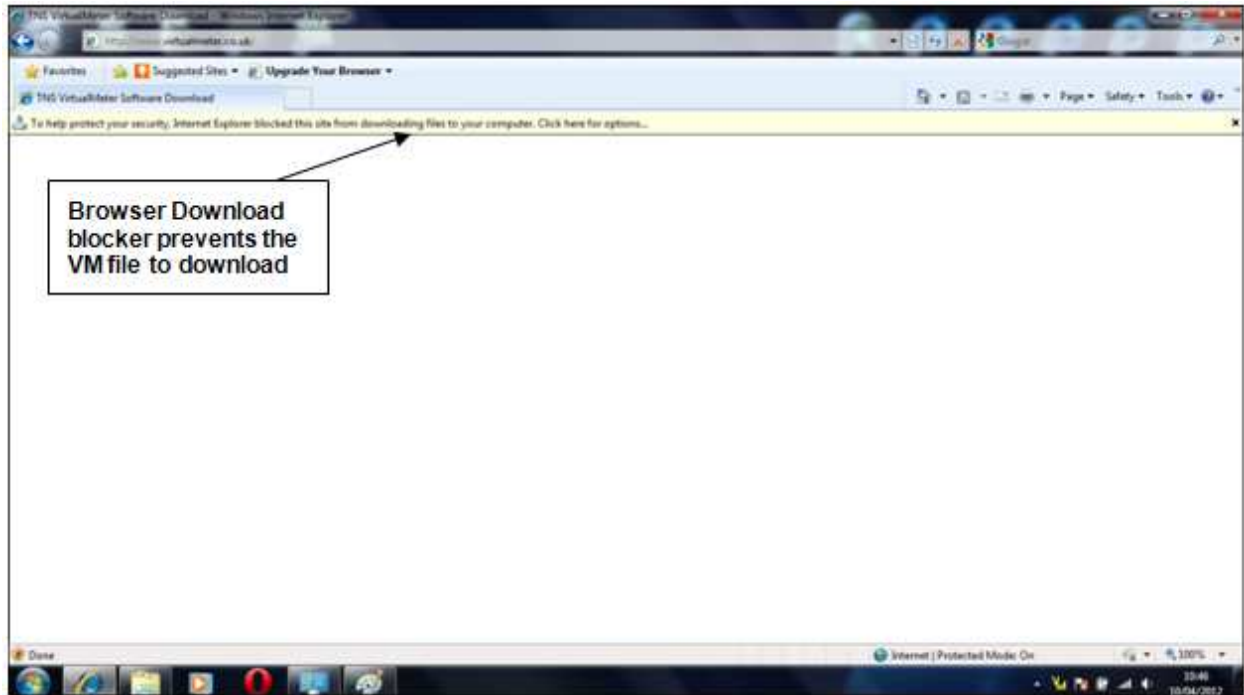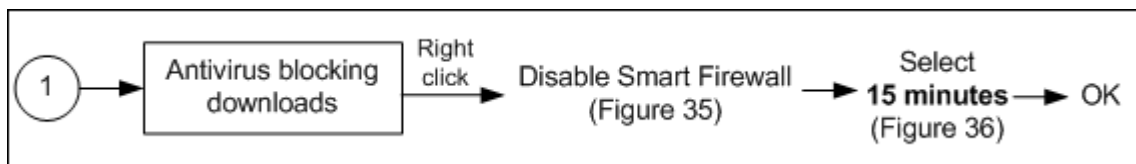


**Figure 36: Browser Download Blocker**

## 8.2 Antivirus

You may experience antivirus (firewall) issues during VM installation. Should these issues arise you should disable antivirus firewall. Once you complete the installation, and restart the system successfully, ensure to **re-enable** the firewall
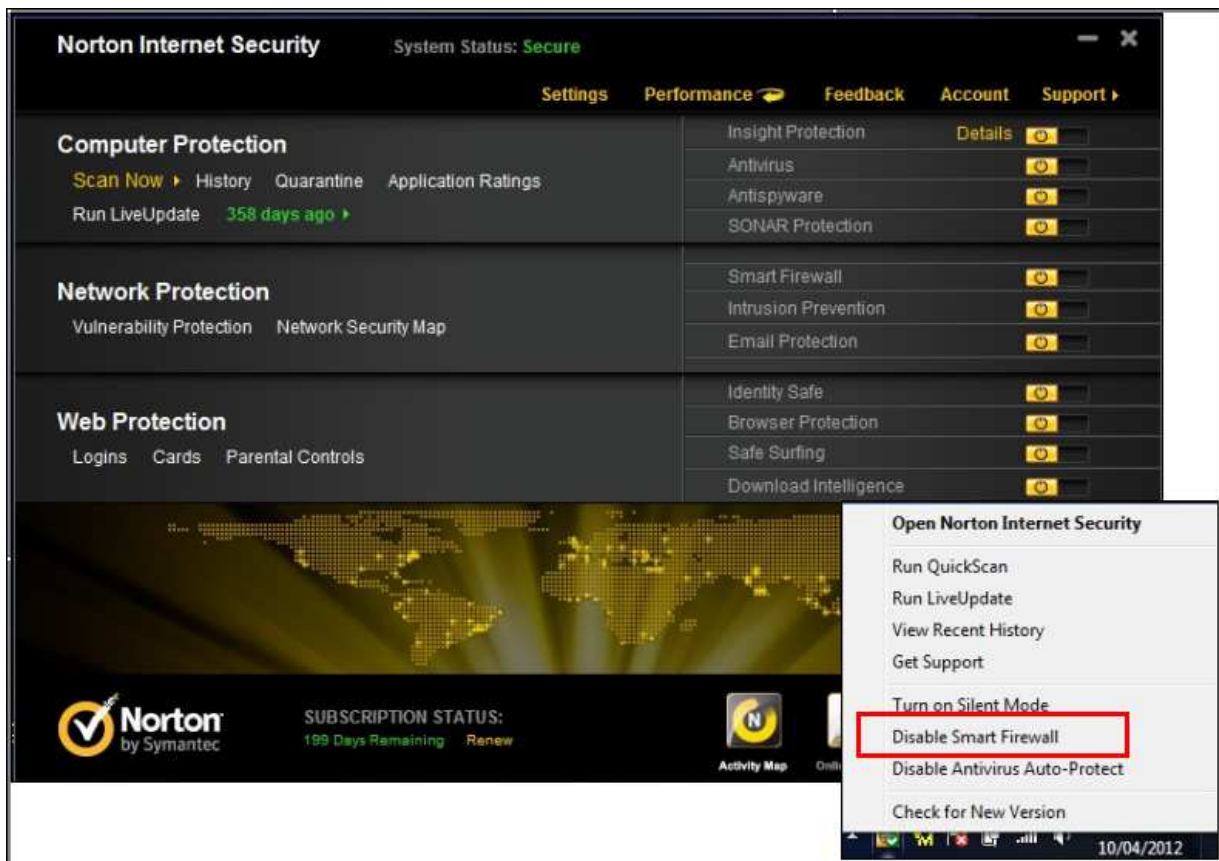
**Figure 37: Disable Smart Firewall option**



**Figure 38: Security Request -15 minutes duration**

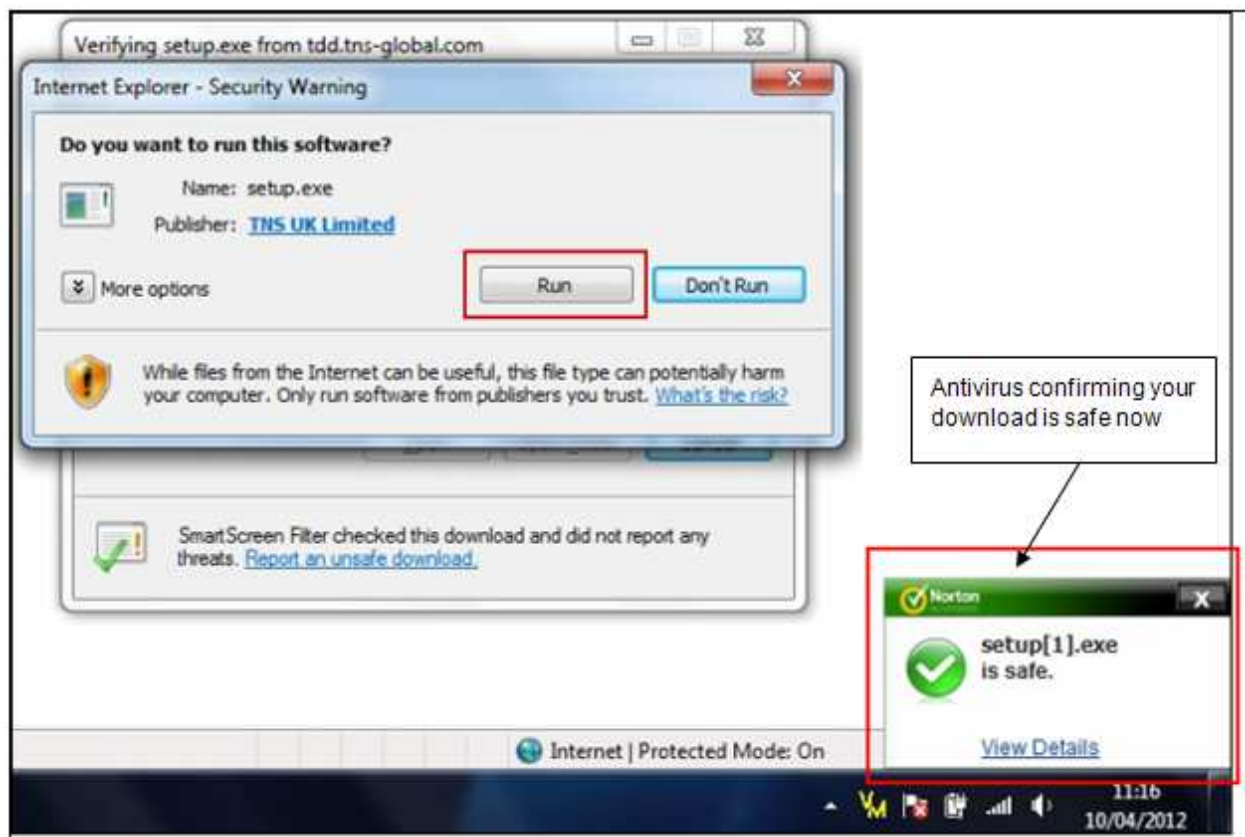Note: Ensure the Antivirus does not block the download, as highlighted in Figure 39.

**Figure 39: Antivirus does not block the download – An example using Norton Antivirus**

## 8.3   Firewall

If O/S firewall blocks the download, then you would need to follow the steps given below. The steps included are for **Windows Vista or later version** and **Windows XP**.
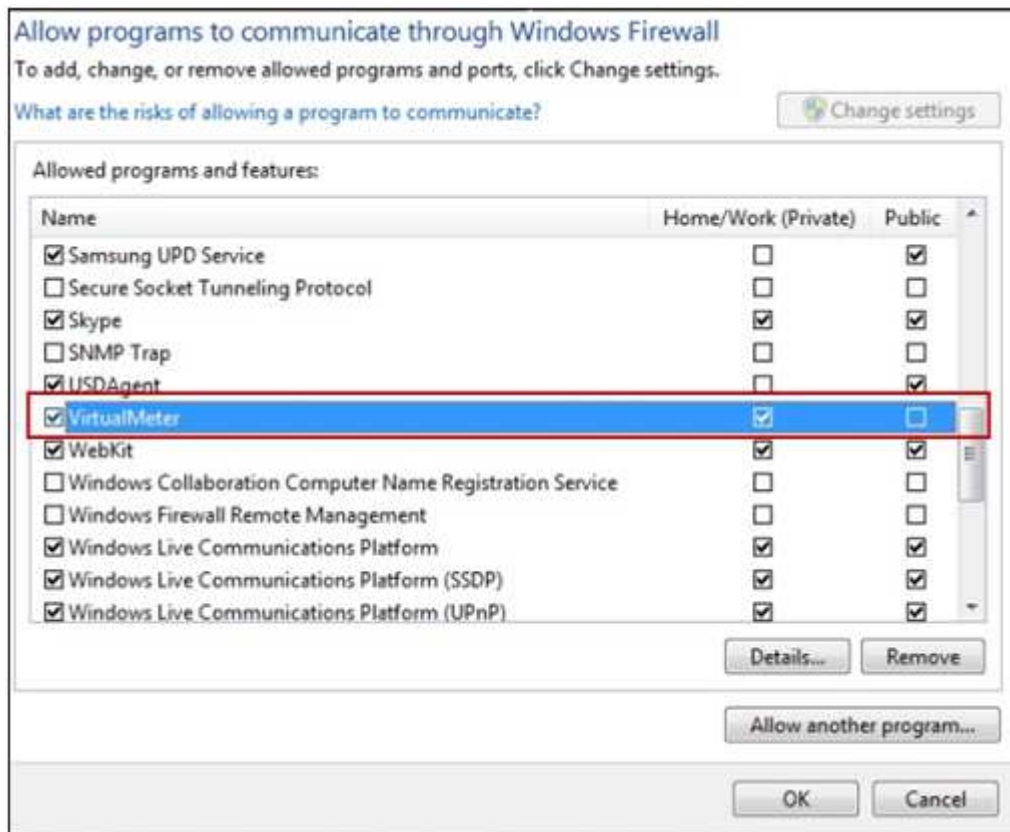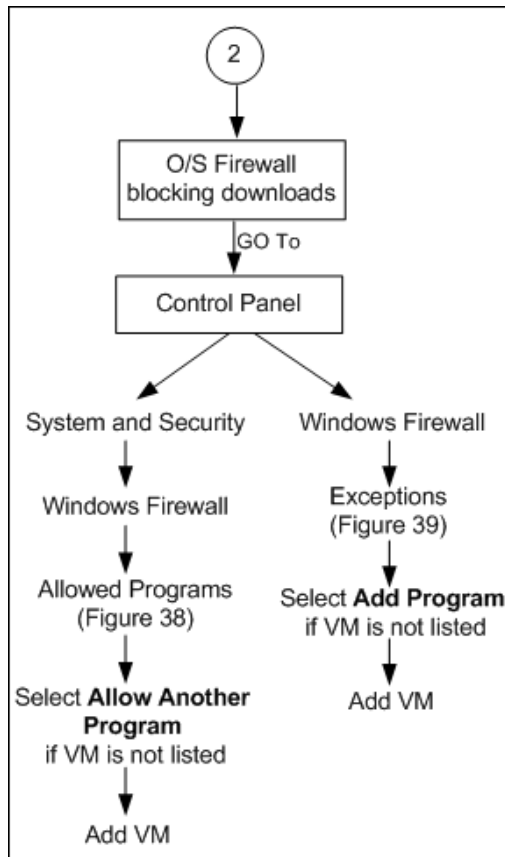
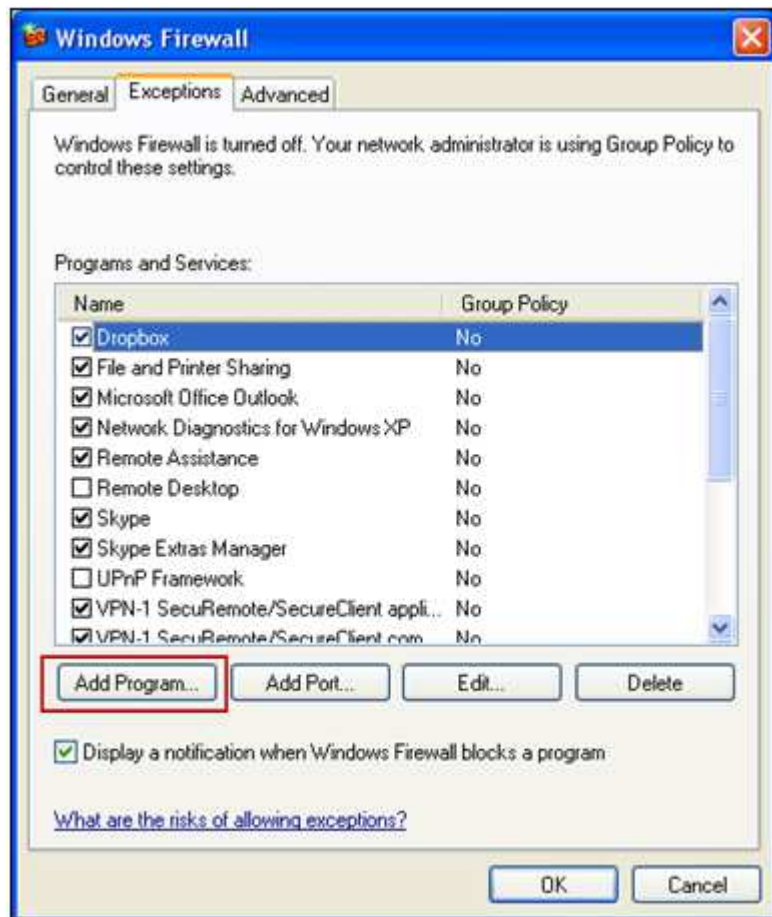**Figure 40: Firewall Settings – Windows Vista or later versions**

**Figure 41: Firewall Settings – Windows XP**

## 8.4 Network Connection

If you experience delay in downloading the VM installation file, then you would need to test the connectivity speed.

Note: This test is to ensure that the network is up to the speed, and does not resolve any issue related to the network speed.
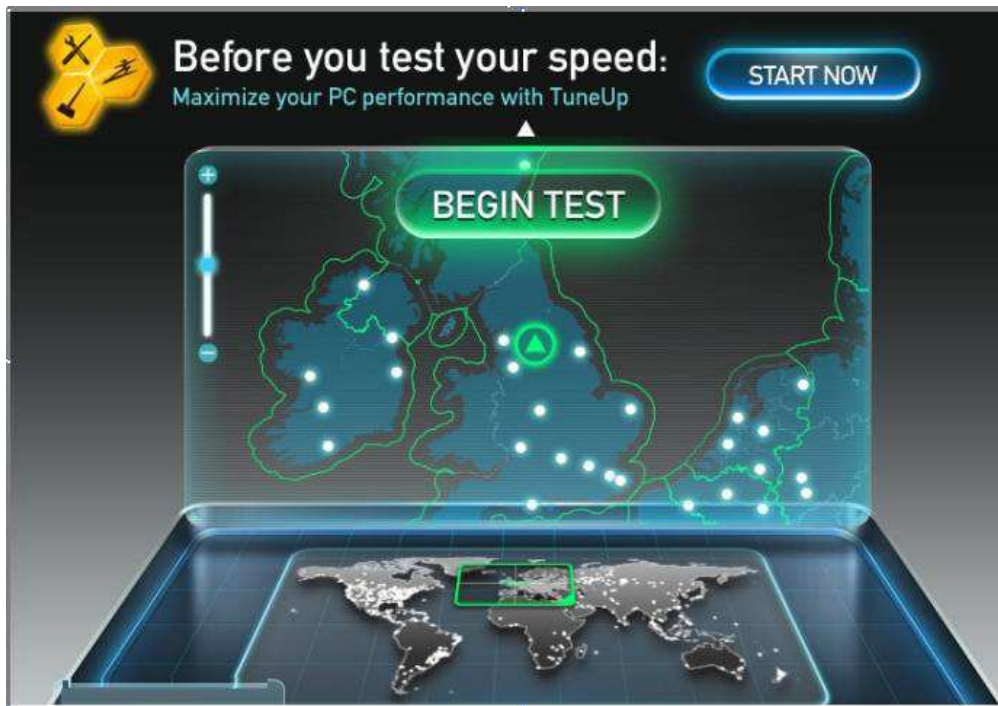
**Figure 42: Begin Speed Test**



**Figure 43: Download Speed**

## 8.5 PC Build & Speed

A PC Build & Speed may restrict/prevent a successful operation of the VM; in such case perform the following test to assess the capability of the PC.
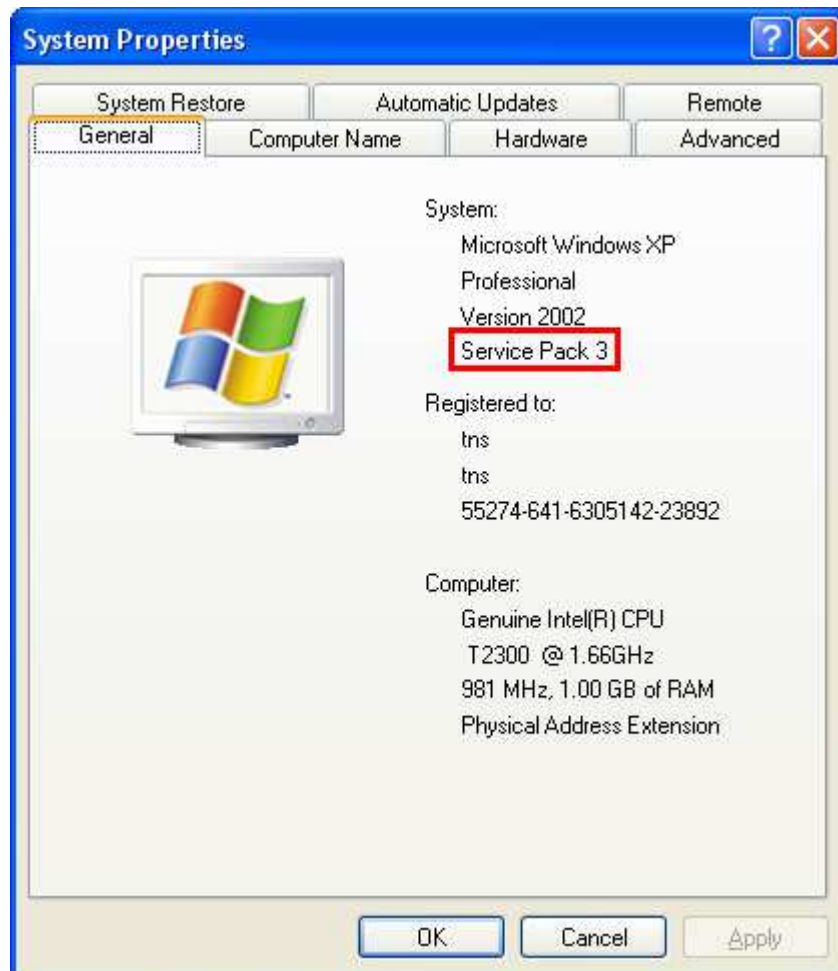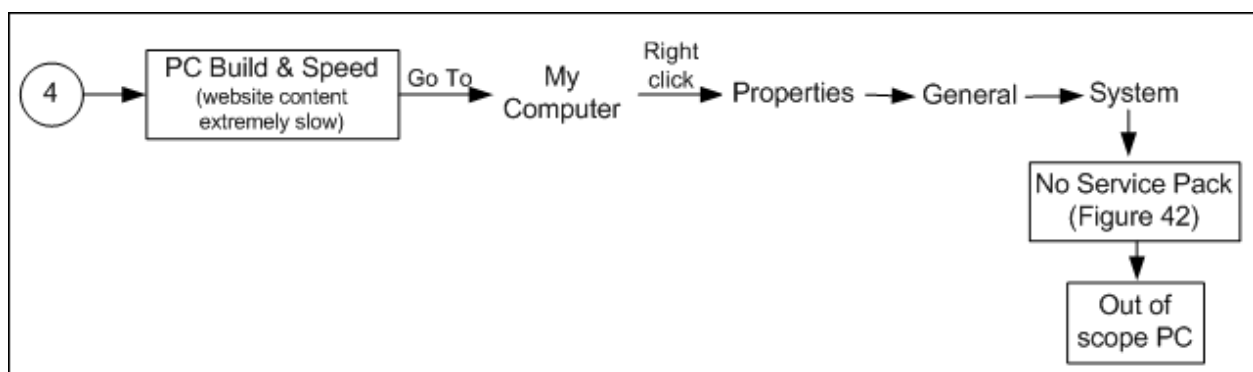
**Figure 44: System Information of a PC – Windows XP**