

Virtual Meter - User Manual for Technician

Windows XP, Vista, 7 & 8

Kantar Media Audiences

February, 2014

Document History

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Revision History

Approvals

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Name	Title	Date	Status (Pending for Review, Reviewed, Approved, Rejected)
George Akhtar	Virtual Meter Support Technician	17-Feb-2014	Reviewed
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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.

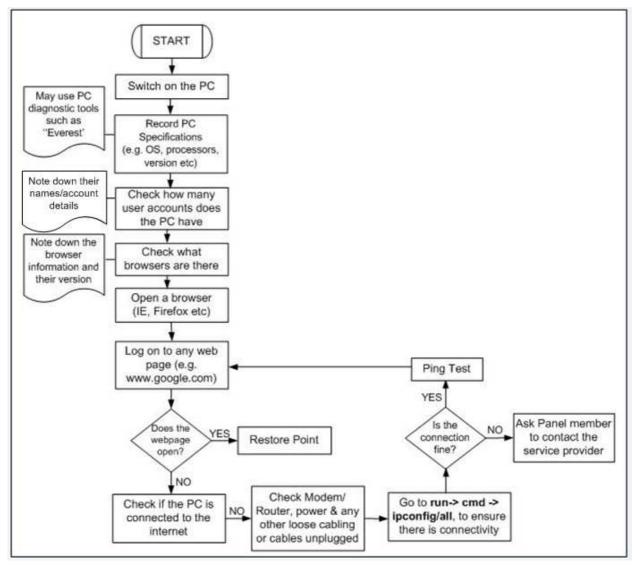
We assume that the technicians are computer literate and will be able to perform the basic functions such as switching on the PC, ensuring that the internet is enabled on the Home's PC etc.

2 Pre-Installation Check

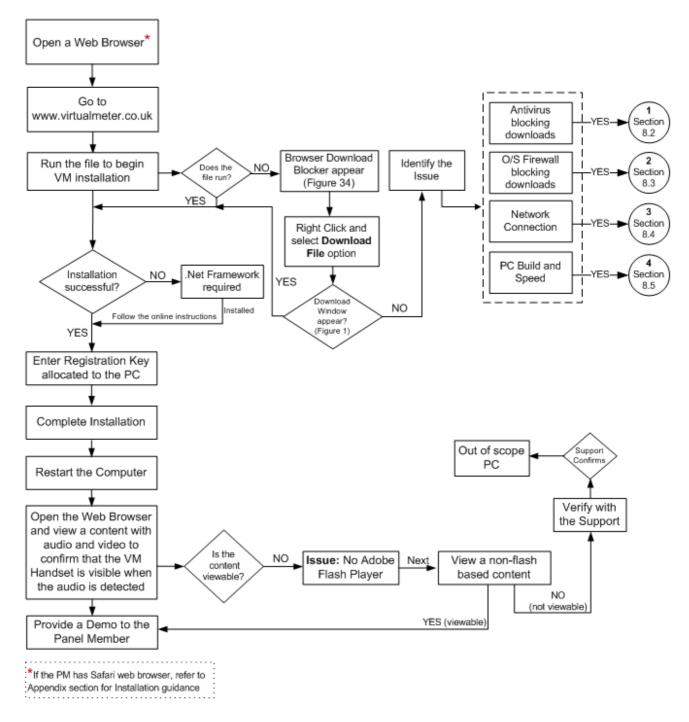
Before you visit the Panel Member (PM) home, ensure you have the Registration Key for each PC in the PM home that you plan to visit.

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.

J VirtualMeter			
Welcome to the Virtu	alMeter Setup	Wizard	
The installer will guide you through I	he steps required to inst	all VirtualMeter on yo	ur computer.
WARNING: This computer program Unauthorized duplication or distribut or criminal penalties, and will be pro	tion of this program, or an	y portion of it, may re	esult in severe civil
	Cancel	< Back	Next >

Figure 1: Windows Installer

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

UirtualMeter	-	
License Agreemer	it	
Please take a moment to read Agree'', then ''Next''. Otherwise		ou accept the terms below, click "I
Kantar Media UK Lin	nited Software Licence	(" The Software")
("Kantar Media") ar the UK. This Softwa panellists who have subject to acceptan	ned and operated by ad its appointed agents re is for use by Kanta been granted permissi ce of these Terms and	Kantar Media UK Limited ("us", "we" and "our") in r Media's online research ion to install the Software, d Conditions ("Authorised you must not install or use
I Do Not Agree	I Agree	
	Cancel	

Figure 2: License Agreement

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

🛃 VirtualMeter	and the second s	
Confirm Installati	on	
The installer is ready to instal	VirtualMeter on your computer.	
Click "Next" to start the insta	llation.	
	Cancel < E	Back Next >

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.

VirtualMeter	
Installing VirtualMeter	
VirtualMeter is being installed.	
Please wait	
Cancel	< Back Next >

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.

Cancel
OK

Figure 5: Virtual Meter Registration

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

erence Number	and the second se
VirtualMeter Registration	
Please enter your reference given in the product documentation	INTERNAL-999850605
Check	Cancel
Which language should be used?	
	ок

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.

ference Number	and the second se	
VirtualMeter Registration		
Please enter your reference given in the product documentation	INTERNAL-999850605	Ĩ
Check Which language should be used?	English	Ŧ
	ок	1

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).

1)	(antar Media	Virtualmeter	+ FREE	1
	**** = Estadada	ter anarreita in	Contraction of the second	
	DETAILS	REVIEWS	RELATED	
2)	Confirm New	Extension	×	
	Add "Kantar N	/ledia Virtualmeter*i		
	Access your dat	a on all websites a and browsing activity		
		Ad	Gancel	

- 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.

😸 VirtualMeter	L		
Installation Complete			
VirtualMeter has been successfully insta	lled.		
Click "Close" to exit.			
Please use Windows Update to check f	or any critical update	es to the .NET Frame	work.
	Cancel	< Back	Close
	10	1.16	1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -

Figure 9: Installation Complete

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

😸 VirtualN	/leter	X
		figuration changes made to VirtualMeter to take ou plan to manually restart later.
	Yes	No

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

Confidential

		o ×
		ft 🖈 😒
	Print	•
	File	•
	Zoom (100%)	•
	Safety	•
	View downloads	Ctrl+J
	Manage add-ons	
112	F12 developer tools	(5)
	Go to pinned sites	
	Internet options	
	About Internet Explorer	

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.

Toolbars and Extensions Research Microsoft Corporation Disabled] 0.00 s
Spring Not Available Enabled Accelerators TBSB02155 Class Not Available Enabled 0.05 s Tracking Protection #TSend to OneNote Not Available Enabled 0.05 s Image: Spring Protection #TSend to OneNote Not Available Enabled 0.05 s	0.00 s
Tracking Protection TBSB02155 Class Not Available Enabled 0.05 s Tracking Protection #I Send to OneNote Not Available Enabled Research Not Available Enabled	0.00 s
Tracking Protection Send to OneNote Not Available Enabled	0.00 s
Research Not Available Enabled	
Send to Bluetooth Device Not Available Enabled	
Discuss Not Available Disabled	
urrently loaded add-ons	
elect an add-on to modify status or view details.	

Figure 13: Toolbar Enabled

5.1.2 Chrome

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

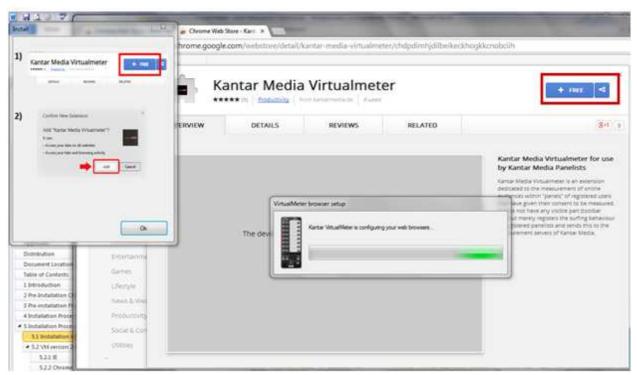


Figure 14: Chrome Prompt

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

Confirm New Extension		×
Add "Kantar Media Virtua	Imeter"?	_
It can:		PANTER HERIC
Access your data on all website	5	
 Access your tabs and browsing 	activity	
	Add	Cancel

Figure 15: The Confirm New Extension window

Here, click Add.

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

Chrome we	b-store		Syna
Aires		Virtualmet	ADDRED TO CHROME
Popular			

Figure 16: Chrome confirming extensions added

To check this, click on the icon s, 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**.

Kantar Media	Virtualmeter	* Add to Opera
DETAILS	REVIEWS	RELATED

Figure 18: Opera store prompt

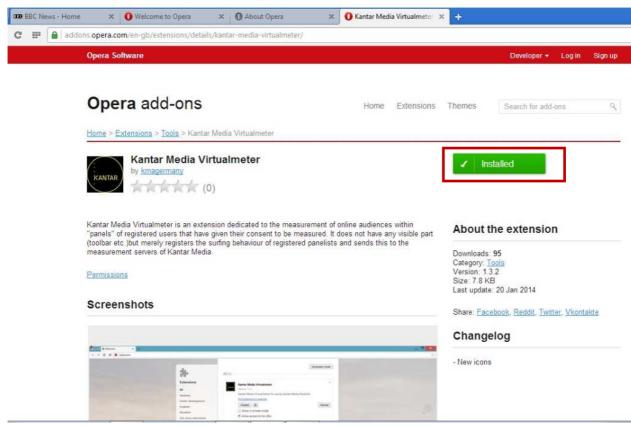


Figure 19: Opera web store installed

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

dia.	All (1)	Developer mod
Extensions All Updates Under development Enabled	Kantar Media Virtualmeter Version 1.3.2 Kantar Media Virtualmeter Visit extension's website Disable Image: Allow in private mode Allow access to file URLs	i
Disabled Get more extensions		

5.1.4 FireFox

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

-	
	BARB Toolbar 1.0.5 1.0.5
	By spring Wirtz & Pischke GmbH & Co. KG
	Location: G:\Program Files\Mozilla Firefox\extensions\{FF6D161
You (Mana	Allow this installation Can always change your mind at any time by going to the Add-ons ager.

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).

	her program on your computer would like to modify Firefox with the wing add-on:
	BARB Toolbar 1.0.5 1.0.5
	By spring Wirtz & Pischke GmbH & Co. KG
	Location: G:\Program Files\Mozilla Firefox\extensions\{FF6D161
A 1	nstall add-ons only from authors whom you trust.
	2 Allow this installation
	can always change your mind at any time by going to the Add-ons ager.
	You must restart Firefox to finish installing this add-on. Restart Firefox Cancel

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

Captop Deals - Best relia	ng Deals on L = 🙀 Install Addi on	🗧 🧟 Add-ons Matager	* +		
(++)				O • Steent at idd an	٩
📥 Get Add-ons	RARB Toolbar 1.0.5 1.0.5				Duable
Appearance					

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 <u>Appendix 1</u> 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 include a 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.

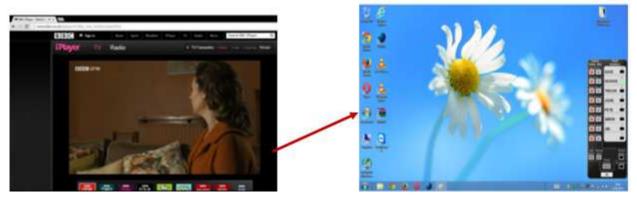


Figure 24: Content Playing – Transition from Metro Mode to Desktop Mode – Remote control appears

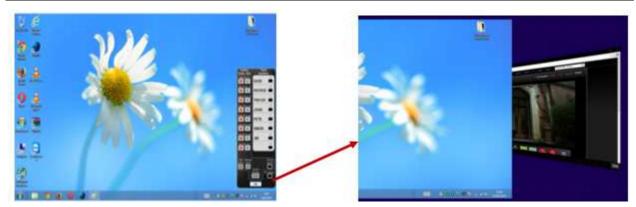


Figure 25: Sign-in – Transition from Desktop Mode to Remote Mode

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.

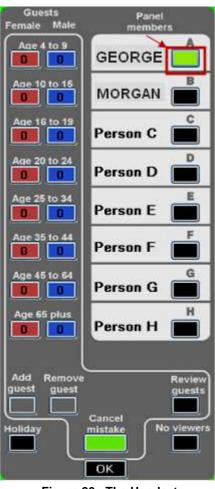


Figure 26: The Handset

- 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.

	Sign out	
	Who is Viewing?	-
	About	
Fig	ure 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 discon, 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.

Describente ministrica sul wieste 11.515	•	E
Are you sare you want to install the extension "Netry Install extensions only from sources you trust. Exten appearance and behavior of Salari, and access your websites.	isions can mudify the	A
Cear 1 Download	Contraction of the ALT Framework.	P
Accept the file and allow the Install of th Metrica BARB	e	L F

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.

numbers on your own Registration key that correspon asked to enter your Computer Number enter the numt numbers in the example above. Once done, click on 'F successfully registered. Close this window which will ta	Balanon process. You will ps to complete this part of On How To Complete Their Installation but are asked below to enter your Registration Key, enter the d with the RED numbers in the example above. Where you are ber on your own Registration key that correspond with the BLUE Register and you will see the screen change to confirm you ve ke you to back to the installation process. At this stage, you will tivate for the first time and the Technician and user Guide will be	E X A M P L
PPlease enter your Registration Key :	Registration Key	E
Please enter your panellist ID:	Computer number	

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.

BAR	B Test panel	EXAMPLE	
The inst	tallation has finished!		
computer		stalling the Kantar Media Virtual Meter application onto you allation process. You will need to register your individual ps to complete this part of the process.	ur
Your Regi	istration Key has 3 parts to it		
BARB-123	345671		
asked to e numbers i		i with the RED numbers in the example above. Where you ber on your own Registration key that correspond with the B	LUE Enter the first sev
need to re able to pr	Ily registered. Close this window which will t sstart your Computer so Virtual Meter can a ovide helpful guidance in using Virtual Met	ke you to back to the installation process. At this stage, you tivate for the first time and the Technician and user Guide v	will digits of the Num
need to re able to pr	lly registered. Close this window which will t astart your Computer so Virtual Meter can a	ke you to back to the installation process. At this stage, you tivate for the first time and the Technician and user Guide v	digits of the Num will be only i.e. 1234567
need to re able to pr	Ily registered. Close this window which will t sstart your Computer so Virtual Meter can a ovide helpful guidance in using Virtual Met	ke you to back to the installation process. At this stage, you tivate for the first time and the Technician and user Guide v r	will be digits of the Num

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.

BARB Test panel	EXAMPLE
Registration completed	
Thank you for Registering!!!	
Close this Window which will take you to back	to the installation process.
11 spring GmbH & Co KG Am Sasraiterm 1 66740 Saarbuis	i Germany phone: +49 6831 489650
	egistration 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.

Microsoft Phishing Filter	\mathbf{X}
Help make your browser more secure: Set up Phishing Filter	
Phishing Filter is designed to warn you if the website you are visiting might be impersonating another website. What is Phishing Filter?	
Turn on automatic Phishing Filter (recommended) Some website addresses will be sent to Microsoft to be checked. Information received will not be used to personally identify you.	
Turn off automatic Phishing Filter Website addresses will not be sent to Microsoft unless you choose to check them.	
O Ask me later	
OK .	
Read the Internet Explorer Privacy Statement online.	

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**.

Hardwa	re Installation
<u>.</u>	The software you are installing for this hardware: Sound, video and game controllers has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway STOP Installation

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.

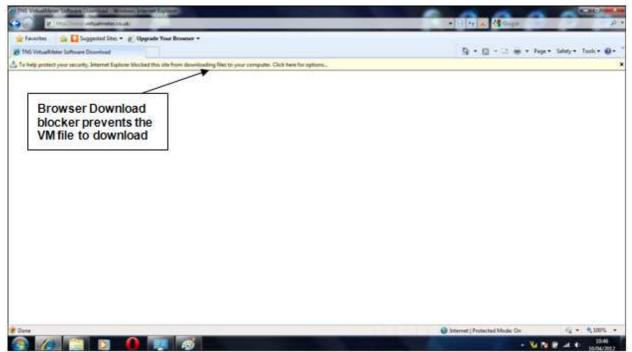
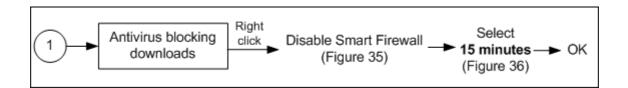


Figure 36: Browser Download Blocker

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



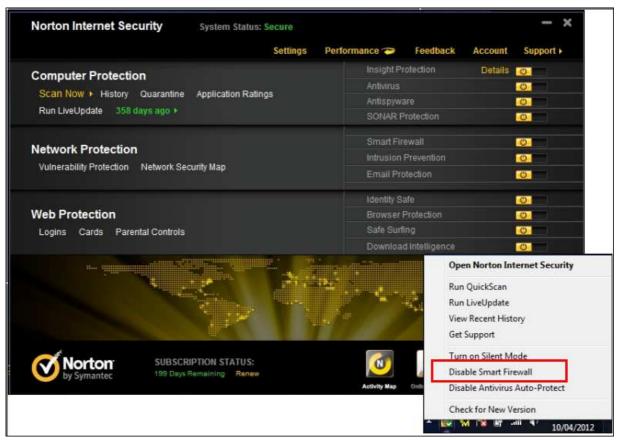


Figure 37: Disable Smart Firewall option



Figure 38: Security Request -15 minutes duration

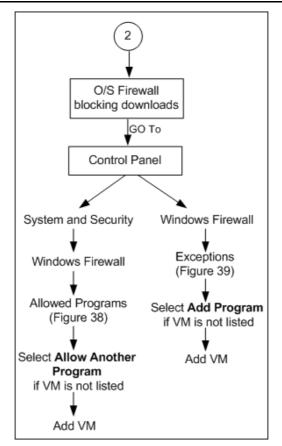
Note: Ensure the Antivirus does not block the download, as highlighted in Figure 39.

Verifying setup.exe from tdd.tns-global.com	
Do you want to run this software? Image: setup.exe Publisher: TNS UK Limited Image: More options Image: More options Image: While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk? Image: SmattScreen Filter checked this download and did not report any threats. Report an unsafe download.	Antivirus confirming your download is safe now
🚱 Internet Protected Mode: On	View Details
- 🐝	Image: Weight of the second

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**.



Allowed programs and features:			
Name	Home/Work (Private)	Public	
Samsung UPD Service			
Secure Socket Tunneling Protocol			
Skype			
SNMP Trap			
VI USDAgent			_
✓ VirtualMeter	2		h
🗹 WebKit		Y	
Windows Collaboration Computer Name Registration Service			
Windows Firewall Remote Management			1
Windows Live Communications Platform			
Windows Live Communications Platform (SSDP)		$\mathbf{\mathbf{Y}}$	
Windows Live Communications Platform (UPnP)	Ð		+
	Details	Remov	e
	Allow anothe	r progran	n

Figure 40: Firewall Settings – Windows Vista or later versions

Windows Firewa			
	umed off. Your network	administrator is us	ing Group Policy to
Name	197.7	Group Policy	^
Dropbox		No	
File and Printer	Sharing	No	
Microsoft Office	Outlook	No	
Network Diagno	stics for Windows XP	No	
Remote Assistan	nce	No	
Remote Deskto	P	No	-
Skype	500 C	No	
Skype Extras M	anager	No	
UPnP Framewoo	rk.	No	
VPN-1 SecuRer	note/SecureClient appli	No	
Contraction of the Contraction o	note/SecureClient.com	No	~
Add Program	Add Port	Edit	Delete
Display a notificat What are the risks of	ion when Windows Fire allowing exceptions?	wall blocks a prog	ram
		-	

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.



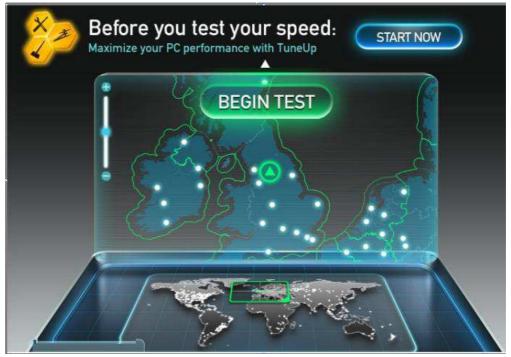


Figure 42: Begin Speed Test

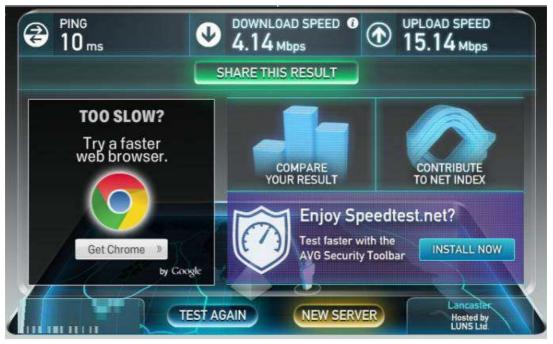
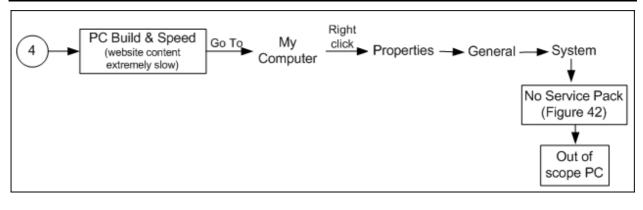


Figure 43: Download Speed

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.



System Restore	Automa	tic Updates	Remote
General Con	nputer Name	Hardware	Advanced
	B	stem: Microsoft Window Professional Version 2002 Service Pack 3 Service Pack 3 egistered to: tns tns 55274-641-63051	
	Co	imputer: Genuine Intel(R) (PU
		T2300 @ 1.66GI 981 MHz, 1.00 GE	
		Physical Address I	

Figure 44: System Information of a PC – Windows XP