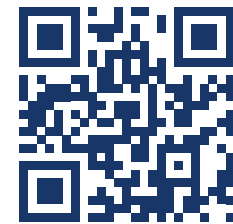# Installing your
# **FocalMeter**

As a leading audience data company, Numeris brings clarity and understanding of audio and video behaviours to an evolving cross-platform, cross-media landscape.

Driving intelligent audience data



Learn more at numeris.ca

**So you've just opened your package and you're ready to get started, but wait!**

You need to allow your equipment to rest at room temperature for 24 hours before turning them on or installing them. If you have any questions please call us at 1-866-730-7960 or 1-866-548-8991.

# We know you're excited but wait...

# The FocalMeter Quick Install Guide

We've created this guide to help you install your new **FocalMeter**. If you have any problems along the way, please give our Panel Administration team a call or send an email using the following contact information for your location:

**Quebec (French):**
1-866-226-7655 or multimediapanel@numeris.ca

**Ontario, Quebec, New Brunswick Nova Scotia, Newfoundland or Prince Edward Island (English Only):**
1-866-548-8991 or multimediapanel@numeris.ca

**Households in British Columbia, Alberta, Saskatchewan or Manitoba:**
1-866-730-7960 or multimediapanel@numeris.ca

## Contents of the Box

Aside from the documents you'll find in the box, there's also some hardware you'll need to be familiar with to understand the installation process.

**A**

**FocalMeter**

This device is the brain of the operation and sends the measurement data back to our Numeris offices.

**B**

**Network Cable**

Used to connect the FocalMeter to your home Wi-Fi router.

**C**

**Power Cord**

This needs to be connected from your FocalMeter to a plug outlet in the wall.

You'll notice we've included a return waybill in the box. Hang onto this waybill and this box so that you can return the equipment back to Numeris if and when it's needed. If you are missing any of these items, please contact your regional Panel Administration team.
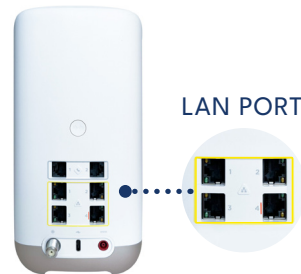
# How to Install the FocalMeter

You don't need to turn off or unplug your Wi-Fi router while you install the FocalMeter. Just follow these steps:

1. With your Wi-Fi router within reach, find an open LAN port.

LAN PORT

2. Plug either end of the provided network cable (B) into the LAN port on your router.

3. Plug the other end of the provided network cable into the FocalMeter (A).

4. Connect the provided power cord (C) to the FocalMeter (A). Plug the other end of the provided power cord (C) into an outlet.

5. A solid green light and a red flashing light will appear. That's it! Your panel administrator will contact you shortly to complete the final registration step.

6. When your FocalMeter is successfully Installed, it will display a solid green light. When you're done, the installation should look something like this:

# Frequently Asked Questions

**Q: I accidentally unplugged the FocalMeter. What should I do?**

**A:** Don't worry, just plug it back in! When you see a solid green light, you know it's working. If you don't see a solid green light, please contact us via the contact information on the back of this guide.

**Q: I installed the FocalMeter but now my internet isn't working properly, what do I do?**

**A:** If you notice disruptions with your internet or any other services following the installation of the FocalMeter, please unplug the FocalMeter immediately to restore your network and contact us to report the issue.

**Q: Do I need to keep my router and the FocalMeter plugged in overnight?**

**A:** Yes, please. Leave your router and the FocalMeter plugged in all the time, including overnight and when you are away from home. This allows the FocalMeter to share the data properly.

**Q: How much of my data plan will the FocalMeter use?**

**A:** The FocalMeter uses a small amount of data, less than 5MB per day.

**Q: How much does it cost in electricity to run the FocalMeter?**

**A:** The cost is minimal. Each meter uses about 4 watts which translates to just a few pennies per day.

**Q: If I change my internet or TV providers or change the devices in my household, do I need to tell you?**

**A:** Yes please! Let us know if there are any changes to your providers, router, or any of the devices in your household.

**Q: What do the different lights on the FocalMeter mean?**

**A: Solid Green:** The FocalMeter is working correctly.
**Flashing red, solid red or any other colour (solid or flashing):** There may be a technical problem with your meter, please contact us via the contact information on the back of this guide.

**Q: How do I reboot the FocalMeter if the light is not a Solid Green Colour?**

**A:** If you notice a problem with the FocalMeter or if you see that the solid green light has disappeared, just unplug the power cord, wait 30 seconds and plug it back in. When you see a solid green light, you'll know it's working. If you don't see a solid green light, please contact your regional Panel Administration team via the contact information below.

**Q: How do I uninstall the FocalMeter?**

**A:** To uninstall the FocalMeter, first notify the Panel Administration team that you would like to uninstall the FocalMeter. Next, unplug the network cable and the power cord.

**Q: How do I return the equipment?**

**A:** Contact your Panel Administration team by reaching them at the toll free number or email address for your location:

**Quebec (French):**
1-866-226-7655 or multimediapanel@numeris.ca

**Ontario, Quebec, New Brunswick Nova Scotia, Newfoundland or Prince Edward Island (English Only):**
1-866-548-8991 or multimediapanel@numeris.ca

**Households in British Columbia, Alberta, Saskatchewan or Manitoba:**
1-866-730-7960 or multimediapanel@numeris.ca

Once you've let them know you'll be returning the equipment, pack up the FocalMeter, network cable, and power cord in the original box and stick the waybill we included to the outside of the box. You can then either drop it off yourself at any Purolator location or Staples store, or we can schedule Purolator to come directly to your home and pick up the package. Please notify us by phone or email that you are returning the equipment and/or if you would like us to schedule a pick up.

## More Questions

Visit us at **www.numeris.ca/onlinetv** to find out more about the FocalMeter and answers to other frequently asked questions.

If you can't find the answer you are looking for, we would be happy to answer any questions you might have. Call or email us using the contact information below:

**Households in Quebec (French):**
1-866-226-7655 or multimediapanel@numeris.ca

**Households in Ontario, Quebec, New Brunswick, Nova Scotia, Newfoundland or Prince Edward Island (English only):**
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