



## Using the People Meter 7

Thank you for taking part in Barb's TV measurement panel.

The information from this panel provides currency for the TV video market in the UK and provides the industry with an understanding of what people watch

It allows program and channel performance to be assessed independently, and for programming and advertising to be bought and sold

We are also measuring the use of subscription video on demand platforms like Netflix and Disney+ And video sharing platforms like YouTube, with all this viewing delivered via multiple platforms and devices.

For us to make sure that the data is accurate,  
the most important things we need from you are to;

**1. Log in and out**  
when you enter or leave the room when the TV is on

**2. Keep your metering and TV equipment plugged in**  
at all times

**3. Let us know** any changes in your household or new TV equipment

## Keeping the metering equipment plugged in.

The people meter 7 needs to remain plugged in at all times, as do our sensors which connect to your other TV equipment, such as set top boxes, DVD players, game consoles etc.

If your meter becomes unplugged a message will appear to advise you, in which case please check the power supply is on, connected and plugged in.



As a participant on the panel,  
it is very important that we have correct information for your household.

Updates may include people moving in and out of the home,  
Including those leaving for university or college.

Any other changes to the television set or the attached equipment,  
like set-top boxes, or if you change your broadband provider.

## Calls from the Panel Admin Team



The Focal Meter connected to your  
Broadband router will detect new smart  
connected devices automatically.

Our Panel Admin team may call you to  
verify who this device belongs to in the  
home and if it is connected to the  
television.



## Calls from the Panel Admin Team



It is therefore important to recognise calls from our team. The easiest way to do this is to add our contact details to your smartphone.

More information on how to do this is provided at the end of this video.

## Logging in and out of the People Meter 7

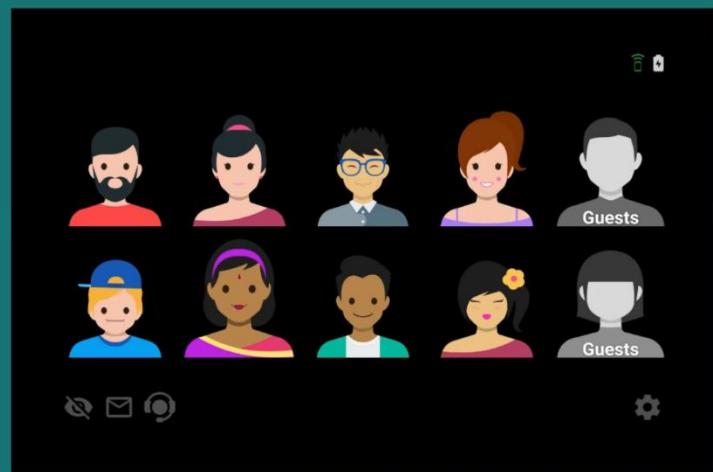


Have your Bluetooth remote handy for this interactive guide and feel free to pause the video after each section to practice or ask your technician questions.

Let's begin by learning how to log in and out of your meter.  
Your meter should be beeping with the message, who is present,  
flashing on the screen.

This is your prompt to log in using the Bluetooth remote, or via  
the touchscreen.

Logging in when you enter the room and logging out when you  
leave is the most important part of the data.

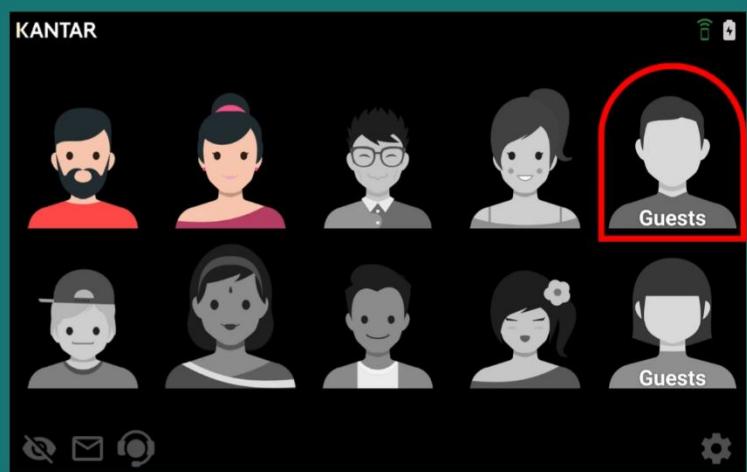


Each member of the household will be assigned a button on the handset,  
and an avatar of your choosing.

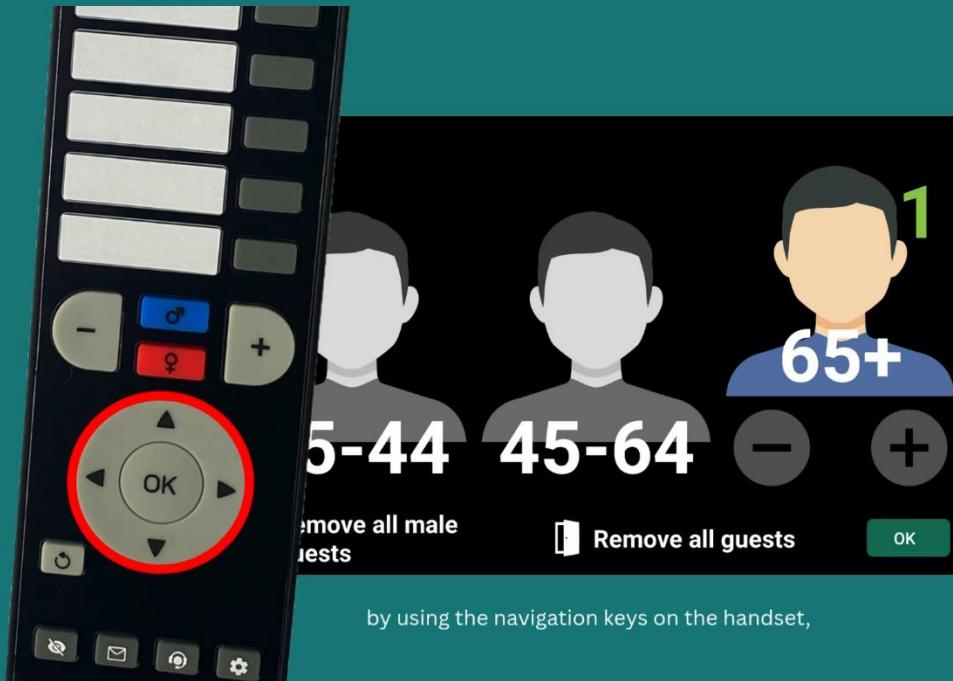


## Adding more guests

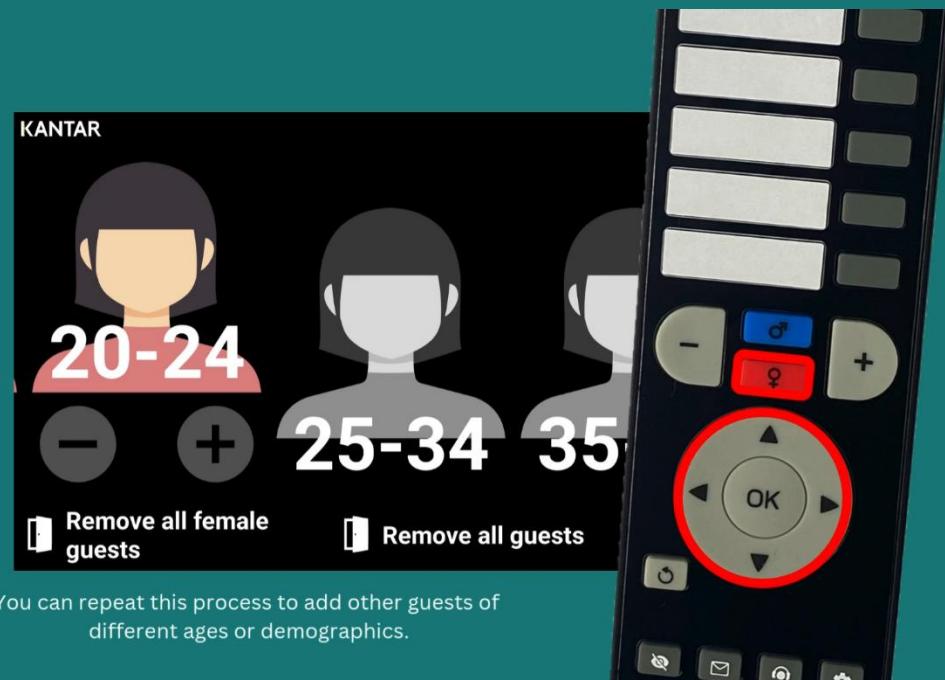
There are also options to add other guests using the add guest buttons on the handset or via the touchscreen.



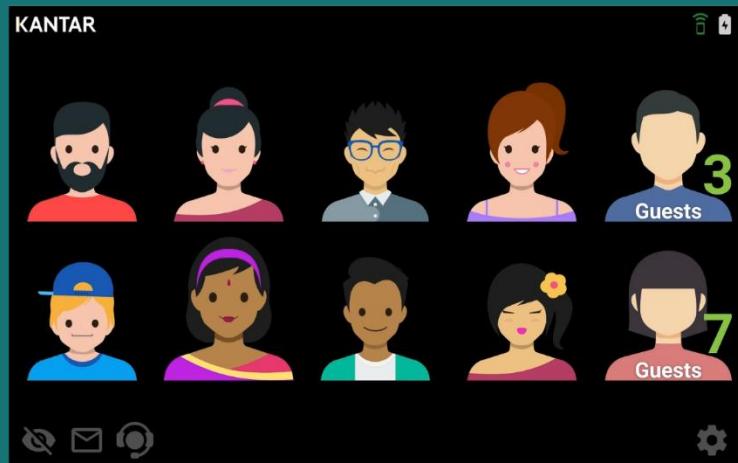
You can also select the guest from the touchscreen.



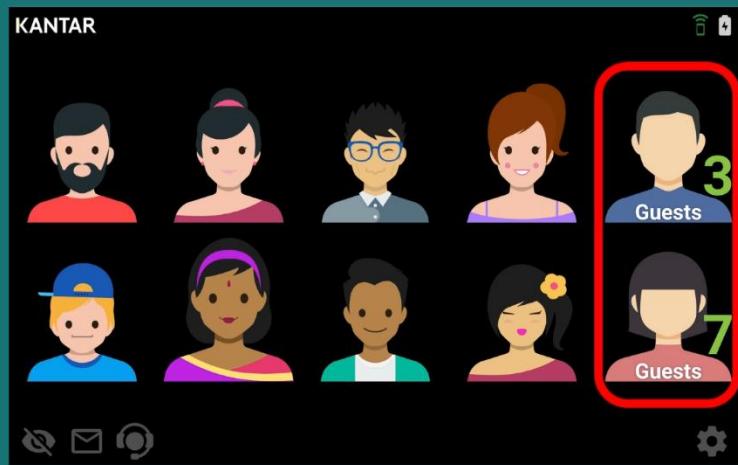
by using the navigation keys on the handset,



You can repeat this process to add other guests of different ages or demographics.

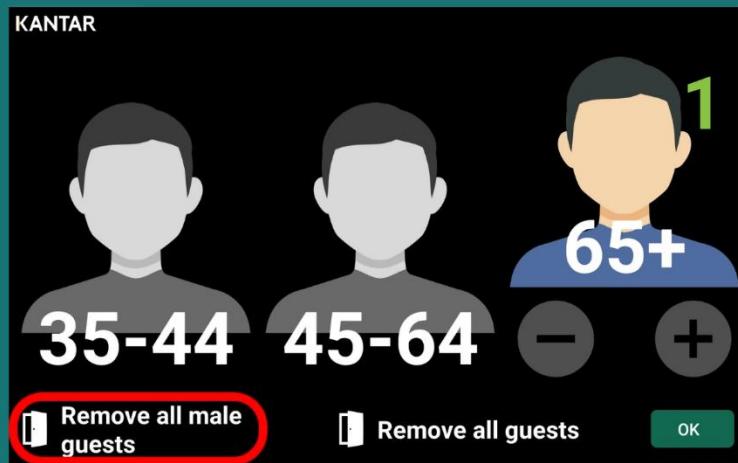


When you have finished adding guests, your meter will return to the main login screen



Here you will see how many guests are currently logged in.

To remove a guest, use the same process as before, by selecting the Guests category, navigating to the appropriate guest, and pressing the minus key.



Alternatively, you can remove all male guests at once using this button,

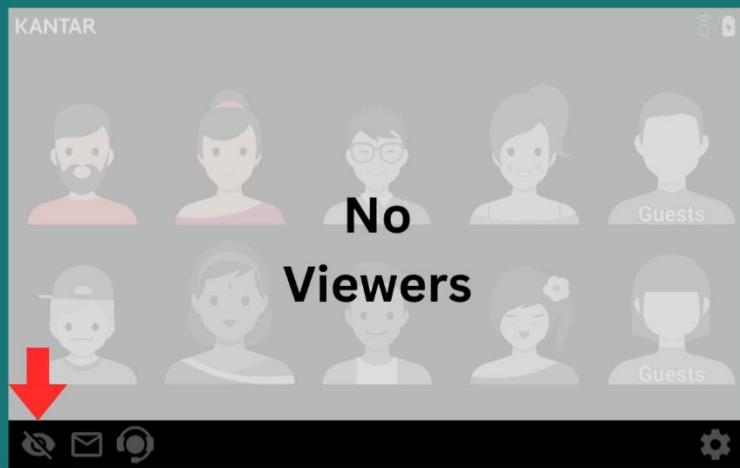


When you turn your TV off, the meter will automatically log everyone out,  
including any guests.

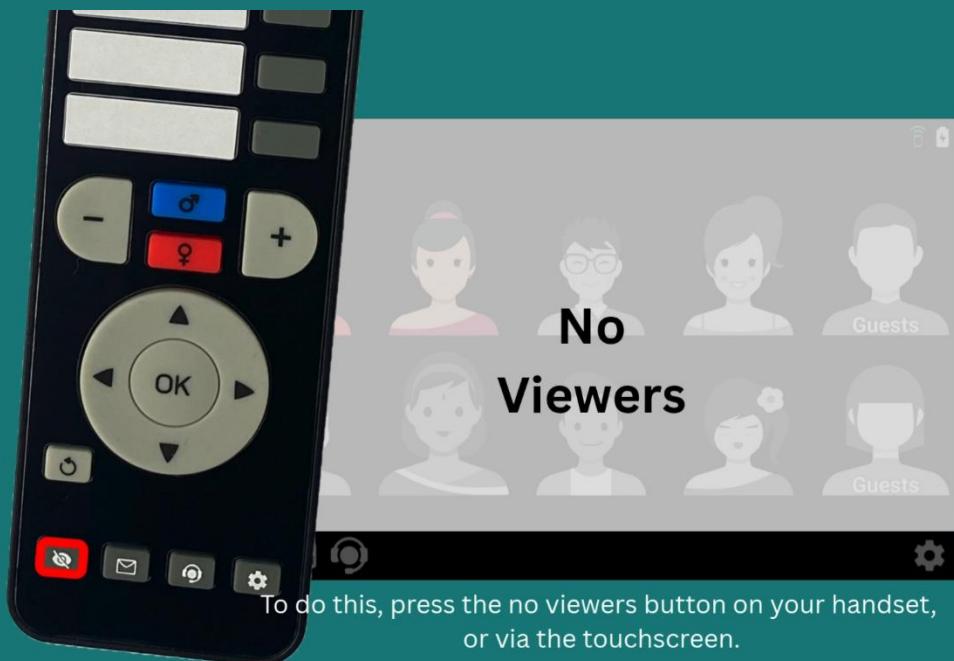


Just switch off your TV as usual — the meter takes care of the rest

Now lets look at some of the other features on your People Meter.



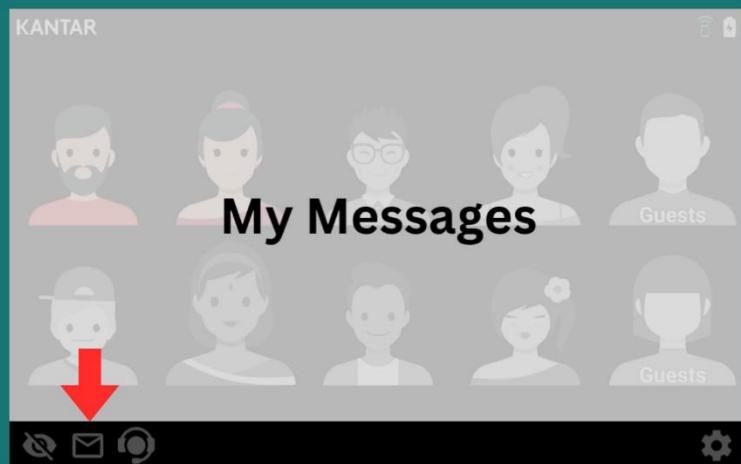
It is important to let us know when you leave the room for an extended period of time whilst leaving the TV on.



To do this, press the no viewers button on your handset, or via the touchscreen.



The meter will then ask you to confirm no one is watching.



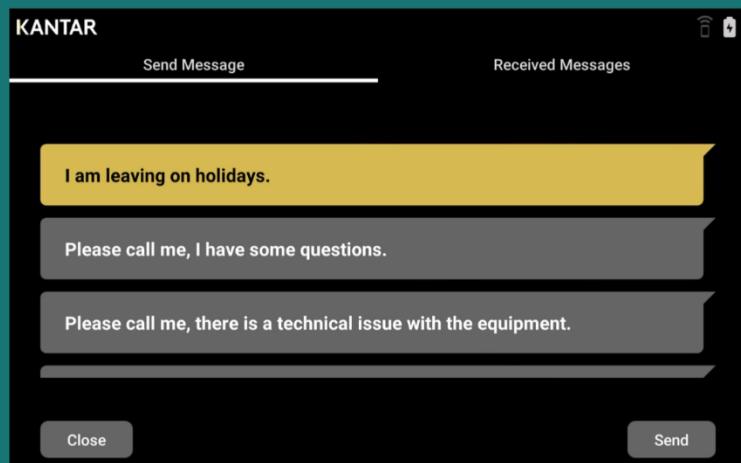
My messages is a new feature currently in development.

Here you will be able to view important messages sent to you by our panel admin team



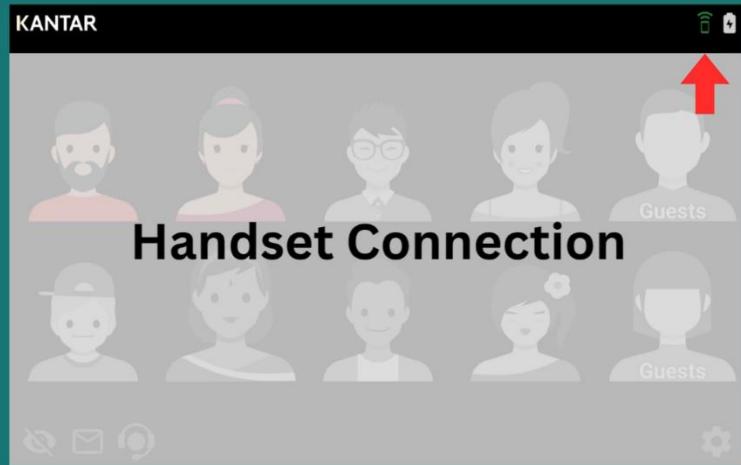
This feature allows you to send us pre-written notifications, like you're leaving on holiday, or to request a call back for example.

Once we receive your message, our team will respond, usually within 48 hours.



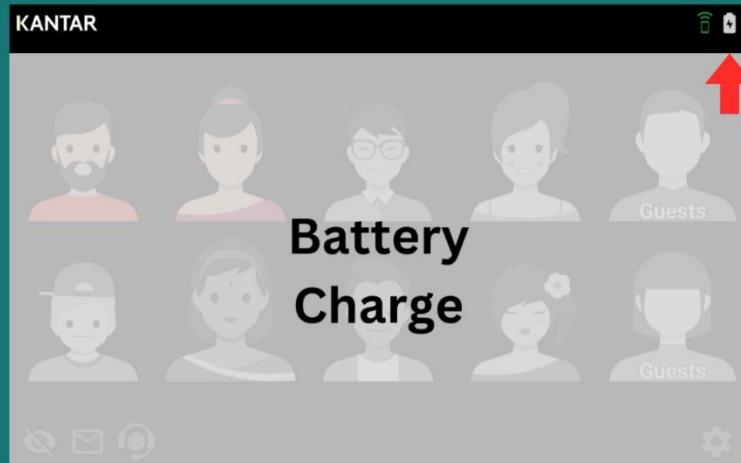
If you are messaging us to let us know you're leaving for holiday, this lets us know not to expect viewing data during this period.

This green icon indicates that your Bluetooth handset connection is good

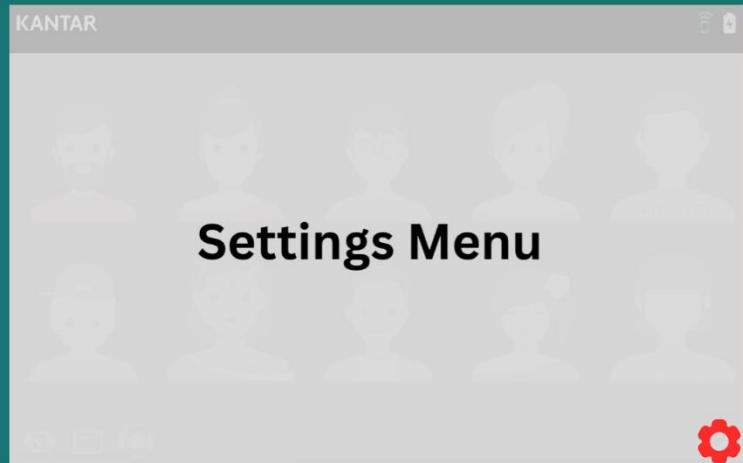


If the icon appears red, please follow the step-by-step guide to repairing in the panel member user guide, provided by your technician.

The battery charge icon lets you know that the tablet meter is still connected to power, and is in charging mode.



Should this icon appear red, please check that the tablet meter is still plugged in and connected to the USB adapter.



The cog in the bottom right of the screen, is the settings menu.

Here you can change things like avatar selection, re-pair Bluetooth handset or update your Wi-Fi password, if you were to change your broadband router for example.

To make any changes, please refer to the user guide provided by your technician, or visit our support information pages online.