Manuals+ — User Manuals Simplified.

inCompass Ipsos MediaCell+ for Android Installation Guide

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Contents

INSTRUCTION

- These instructions/images may vary depending on the device model you are using.
  This installation will take a few minutes to complete so please do take the time to complete each step in this guide to get the best experience.
- Please be mindful that the previous app named 'MediaCell+' has now been rebranded to the new & latest 'Ipsos MediaCell+' app.

Step #1
Downloading & Installing Ipsos MediaCell+

Once Google Play Store has opened on the 'Ipsos MediaCell+' page.
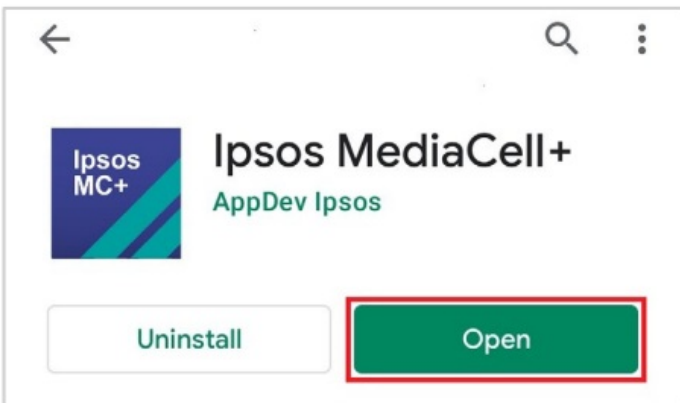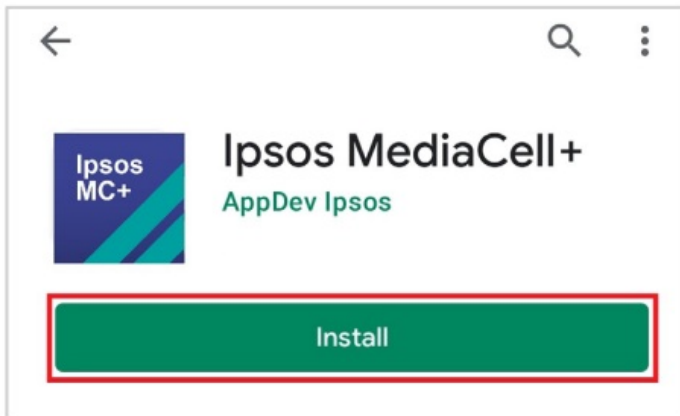
- Please tap 'Install'

  The app will begin to download and install.
- Once installed, tap 'Open'

Activate Ipsos MediaCell+

You will need to activate 'Ipsos MediaCell+' with the activation code we've sent you by Email/SMS message.

Please open this message/email on your smartphone and tap on your Activation Link.

Note: If prompted after tapping the link, select 'Ipsos MediaCell+' and tap 'Always'.

Notifications Permission (Devices running Android 13+ only

Ipsos MediaCell+ requires permission to be able to send you notifications on your device. We require this permission to be able to:

- Notify you if your setup appears incomplete which may affect your ability to earn rewards.
- Ask you some questions regarding data collected from your device.

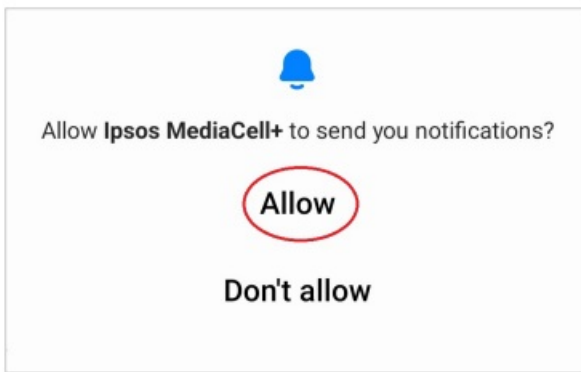**We will never use this feature to send you any advertisements.**

- On the onboarding screen for Notifications, please tap 'Next'.
- You will now be prompted the Notification permission, please tap 'Allow

Legal Acceptance

Please read and accept the following legal screens:

1. Privacy Declaration
2. Terms of Use
3. Privacy Policy

You will need to scroll completely to the bottom of the screens before the 'Accept' button is available.

No data is collected/sent on or from your device until these legal terms have been accepted.

App Permissions

You will now be prompted to allow the required app permissions that Ipsos MediaCell+ requires to function correctly.

Microphone Permission Required for the app to listen for digitally encoded television & or radio broadcasts

- Tap 'Allow' or 'While using the app' to continue
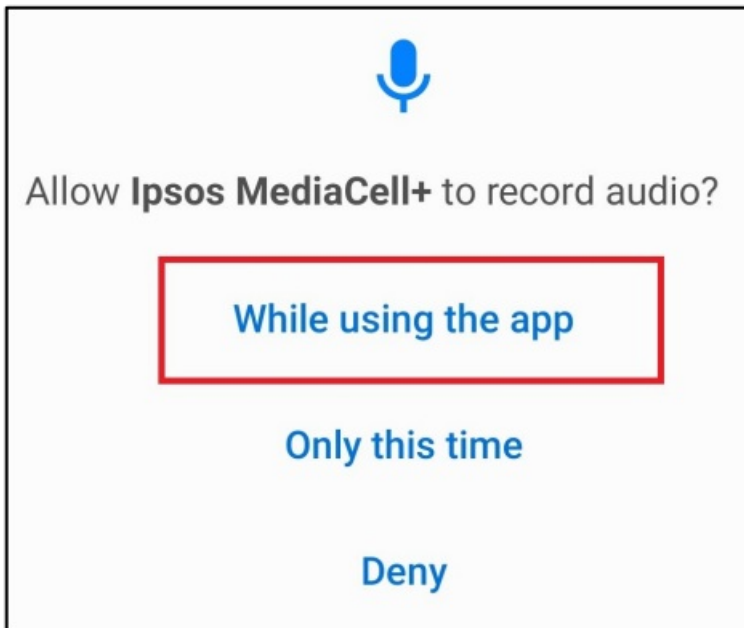
Permission 2 of 2

Manage/Make Phone Calls
To avoid interrupting any received, started or ongoing phone calls, Ipsos MediaCell+ needs access to 'read the phone state'.

- Tap 'Allow' to continue.
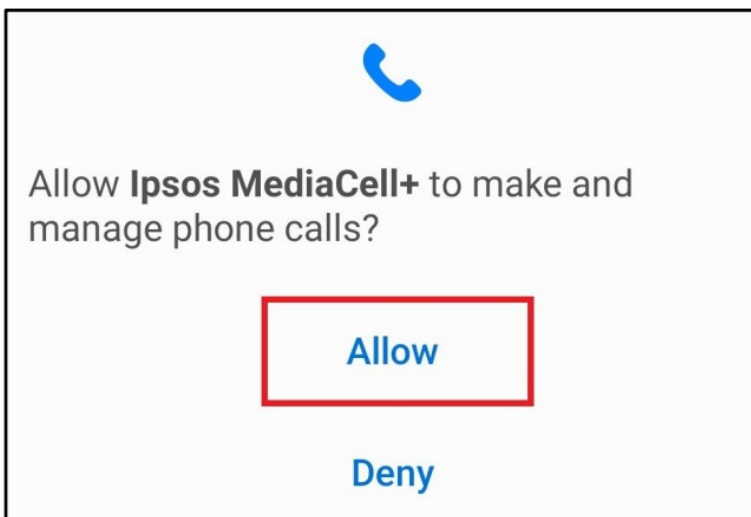
Enabling Accessibility Service

Ipsos MediaCell+ will now prompt you to enable 'Accessibility Services' for the app.

We require accessibility services to explicitly:

- View which apps are being used in the foreground on your device to understand the amount of time spent per

app.

- To view your device browser address bar to read website links & how websites are being accessed.

We do not under any circumstances ever modify what you see on your device screen.
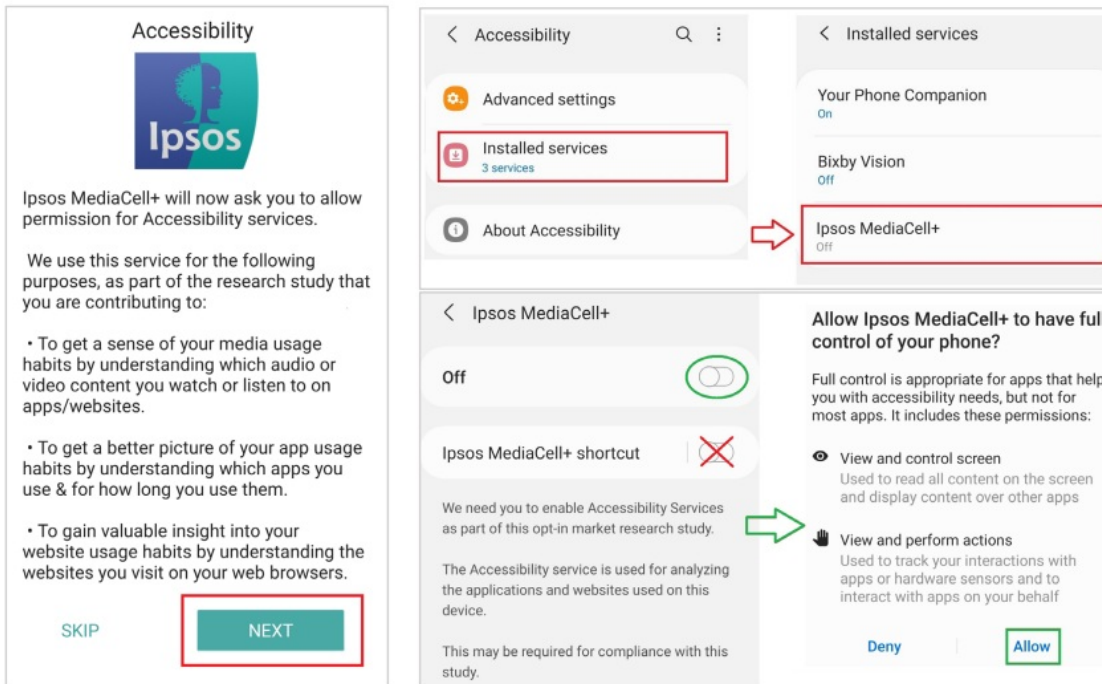
- Scroll down and tap 'Next'.

  You will then be taken to your phone's 'Accessibility' settings.
- Find & tap 'Ipsos MediaCell+' and turn the toggle from OFF to ON.

  Now please kindly return back to the Ipsos MediaCell+ app to continue.

Install VPN Certificate

For devices running Android 10 or under

[For devices running Android 11, please skip to the next page]

- Tap 'Next'

  Note: You may at this point be prompted to enter your lock screen password/ pin – please enter this.

- You will now be prompted to name the certificate, you can leave this as it is & tap 'OK' to save the VPN Certificate.

If you've done the above please kindly move directly to Step 8 to continue.

On Android 11 devices, users need to:

1. Save the VPN certificate first.
2. Install the CA certificate manually from the device 'Settings' menu.

Save VPN Certificate

- Tap 'Next', this will open your files app
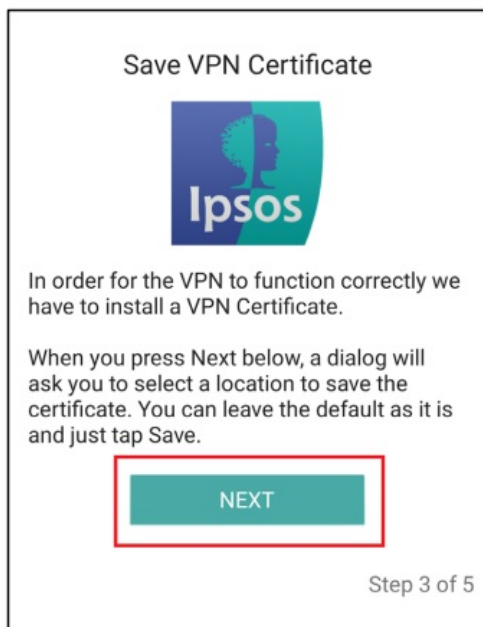
- Tap 'Save' to save our certificate file (.crt).

  Please remember the place you have saved this file (by default, "Downloads" folder) ~ you will need to find this file in the next step.
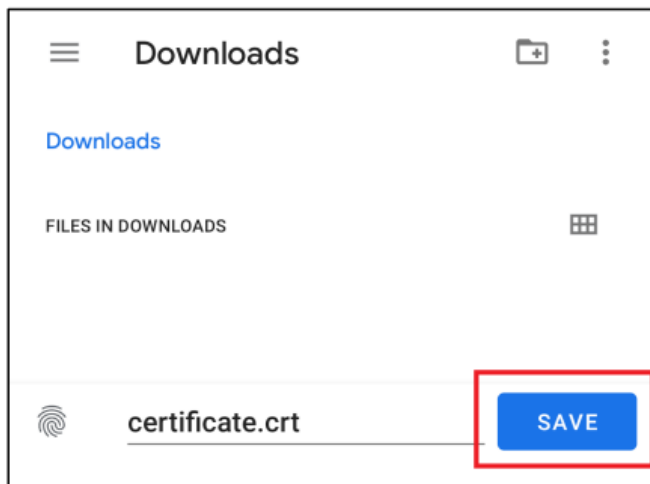
Installing the Saved VPN Certificate

You are now required to INSTALL the certificate file that you saved previously

- Please tap 'Next' – this will open your device 'Security' settings menu.

Install VPN certificate

You are now ready to install the saved VPN Certificate.

Please tap "NEXT" below, this will open your "Security" settings.

NEXT

Step 4 of 5

The exact location will differ depending on device model/manufacturer. To best assist, we have added a table below for where you may find the setting to install the saved certificate.

Note: You can also open your Settings app and click search for 'certificate' to maximise your chance of locating the setting you need.

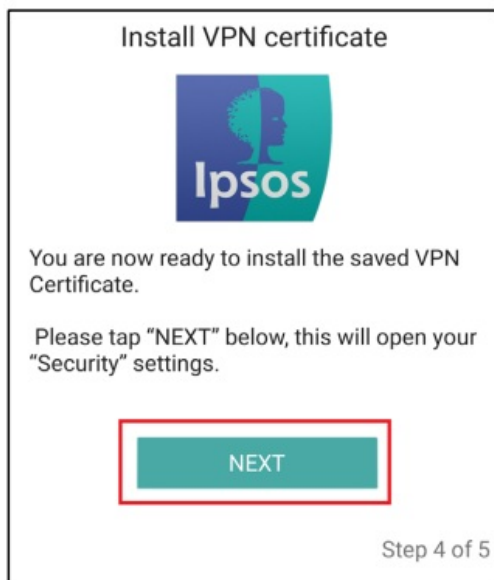| Manufacturer / Android Version	Possible Setting
Android 12+	Open 'Settings' > 'Apps' > Find & tap 'Ipsos MediaCell+' > 'Battery' / 'App battery usage' > Set to 'Unrestricted'.
Android 11 or lower	Open 'Settings' > 'Apps' > Tap 'More Options' / 'Advanced' > 'Special App Access' > Tap 'Optimise Battery Use' > Tap the dropdown and select 'Not optimised' and select 'All Apps' > Find & tap 'IpsosMediaCell+' > Tap 'Don't optimise'.
Xiaomi devices	Open 'Settings' > 'Privacy protection' > 'Special permissions' > Tap 'Battery optimisation' > Tap the dropdown and select 'Not optimised' and select 'All Apps' > Find & tap 'Ipsos MediaCell+' > Tap 'Don'toptimi Open 'Settings' > 'Apps' > 'Permissions' > Tap 'Autostart' > Find & turn on the toggle for 'Ipsos MediaCell+'.
Oppo/OnePlus	Open 'Settings' > 'Battery' > 'More battery settings' > 'Optimize battery use' > Find and tap 'Ipsos MediaCell+' > Tap 'Don't Optimize'. Open 'Settings' > 'Apps' or 'App Management' > Find & tap 'IpsosMediaCell+' > Tap 'Battery usage' > Select 'Allow background activity'+ Enable 'Allow auto-launch'

- Find and tap 'CA certificate' (in the following security warning, tap 'Install anyway')
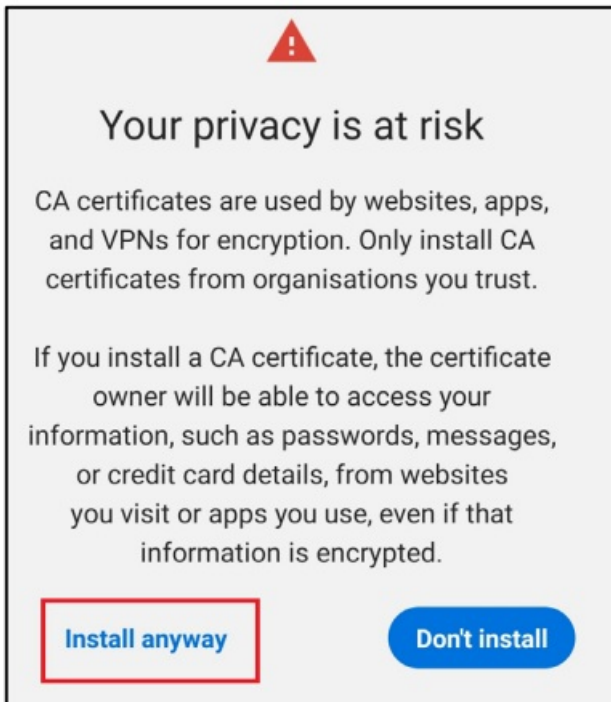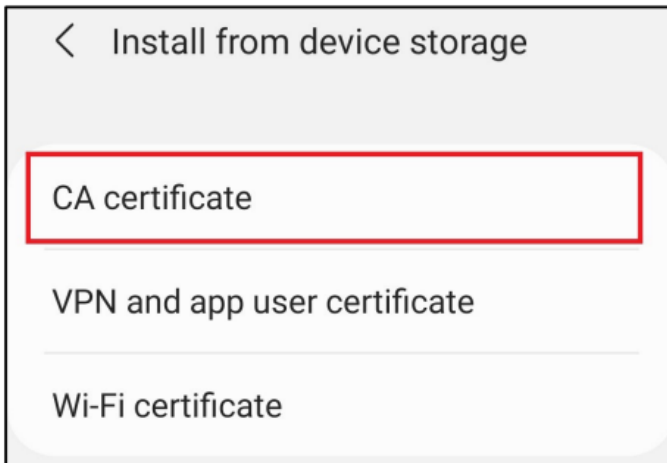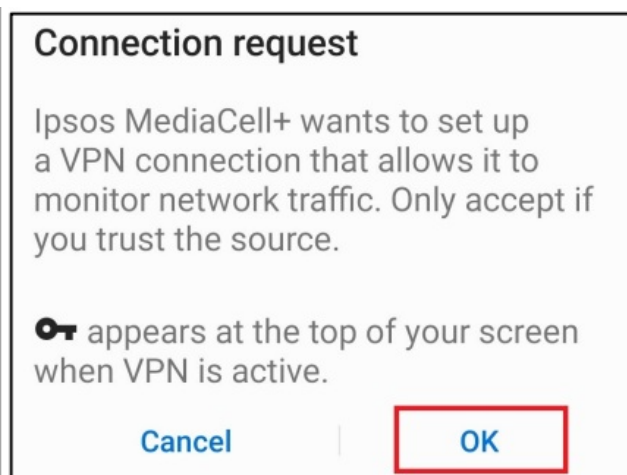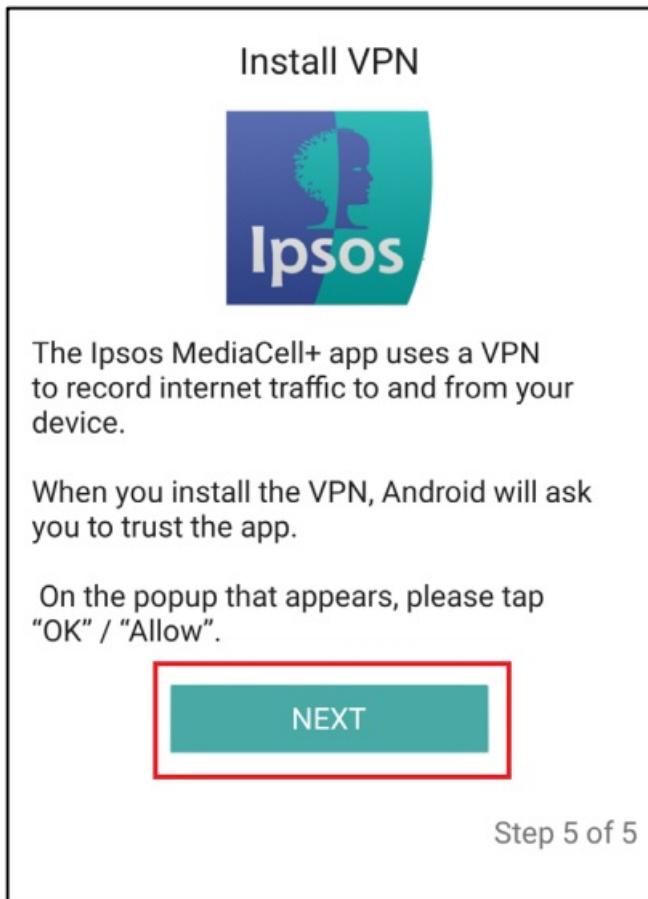
- To install the saved certificate, please find the certificate you saved and tap/select the certificate (.crt) ~ if prompted, please tap 'Done'.
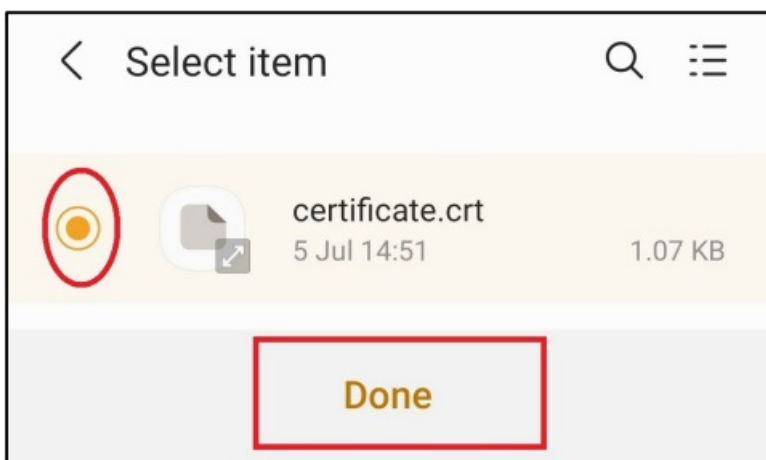
Enable the VPN Connection

Ipsos MediaCell+ needs permission to run the VPN on your device.

- Please tap 'Next'
- Once more, tap 'OK' / 'Always Allow' to the connection request that appears.

Disable Battery Optimisation

The Android operating system that your device runs on can become aggressive in closing background apps/services.

- To prevent any impact to your compliance, using the possible settings below, please kindly check and turn off battery optimisation against Ipsos MediaCell+.

The exact location will differ depending on device model/manufacturer. To best assist, we have added a table below for where you may find the setting(s) that can affect the running of the app.

Note: You can also open your Settings app and click search 'battery' or 'optimise' to maximise your chance of locating the setting you need

Manufacturer / Android Version	Possible Setting
Android 12+	Open 'Settings' > 'Apps' > Find & tap 'Ipsos MediaCell+' > 'Battery' / 'App battery usage' > Set to 'Unrestricted'.
Android 11 or lower	Open 'Settings' > 'Apps' > Tap 'More Options' / 'Advanced' > 'Special App Access' > Tap 'Optimise Battery Use' > Tap the dropdown and select 'Not optimised' and select 'All Apps' > Find & tap 'IpsosMediaCell+' > Tap 'Don't optimise'.
Xiaomi devices	Open 'Settings' > 'Privacy protection' > 'Special permissions' > Tap 'Battery optimisation' > Tap the dropdown and select 'Not optimised' and select 'All Apps' > Find & tap 'Ipsos MediaCell+' > Tap 'Don'toptimise'. Open 'Settings' > 'Apps' > 'Permissions' > Tap 'Autostart' > Find & turn on the toggle for 'Ipsos MediaCell+'.
Oppo/OnePlus	Open 'Settings' > 'Battery' > 'More battery settings' > 'Optimize battery use' > Find and tap 'Ipsos MediaCell+' > Tap 'Don't Optimize'. Open 'Settings' > 'Apps' or 'App Management' > Find & tap 'IpsosMediaCell+' > Tap 'Battery usage' > Select 'Allow background activity'+ Enable 'Allow auto-launch'

YOU'RE ALL SET

The Ipsos MediaCell+ app should now be up and running!
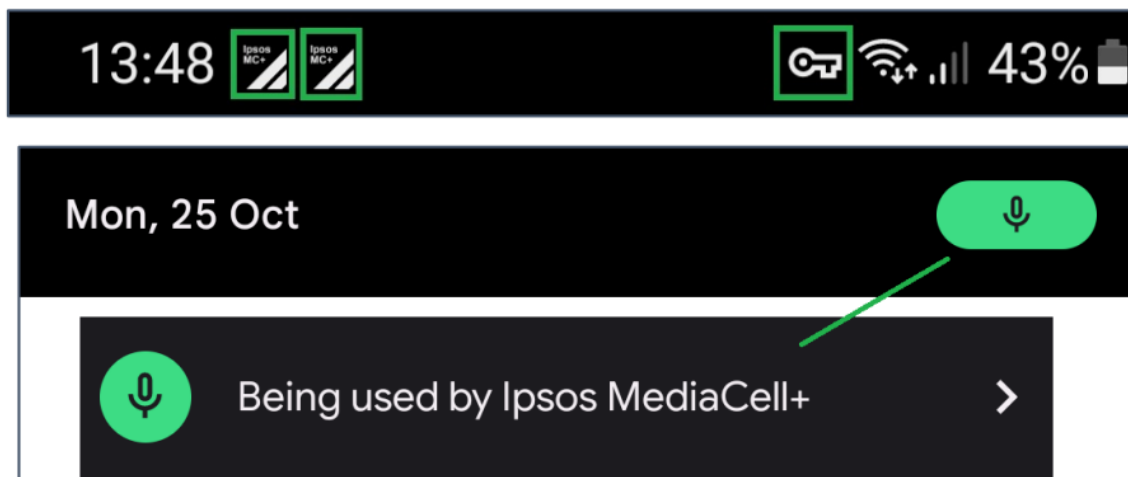
Status Bar (see below):

1. You will see the 'Ipsos MediaCell+' app icon and VPN Key at the top.
2. Only Android 12+ devices will show a 'green' microphone icon.
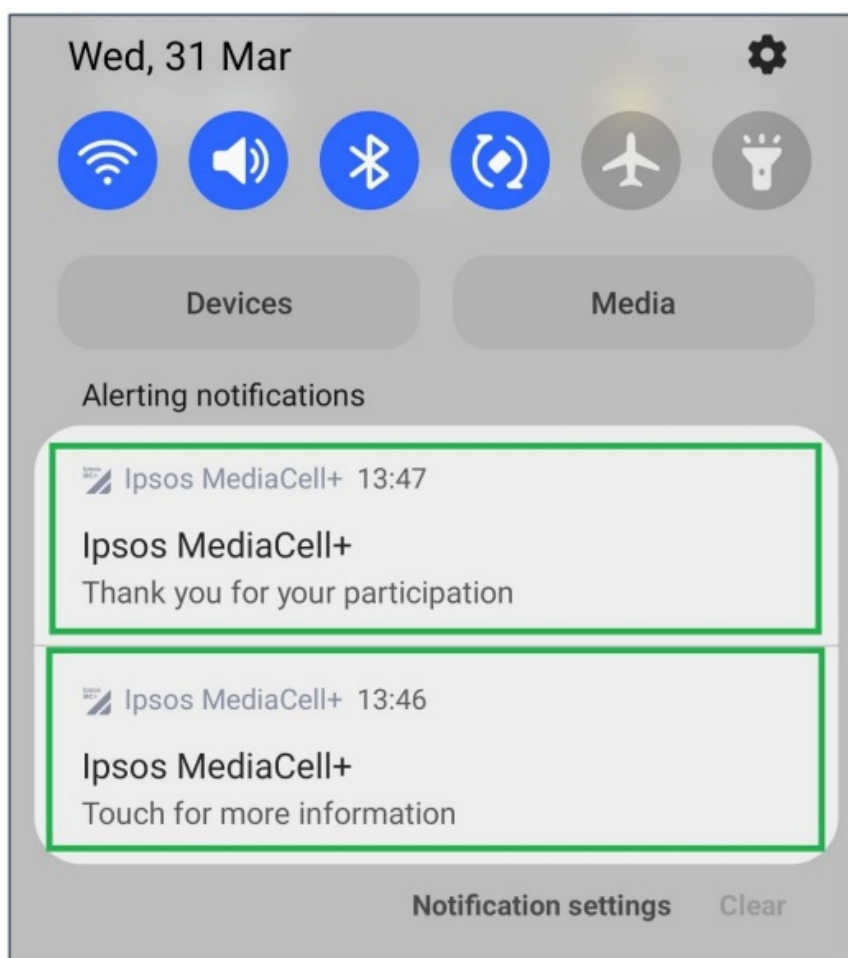
Notification Panel (see below):

- • You will see two notifications for 'Ipsos MediaCell+' app.

Note: These icons and notification messages may vary depending on the device model being used.
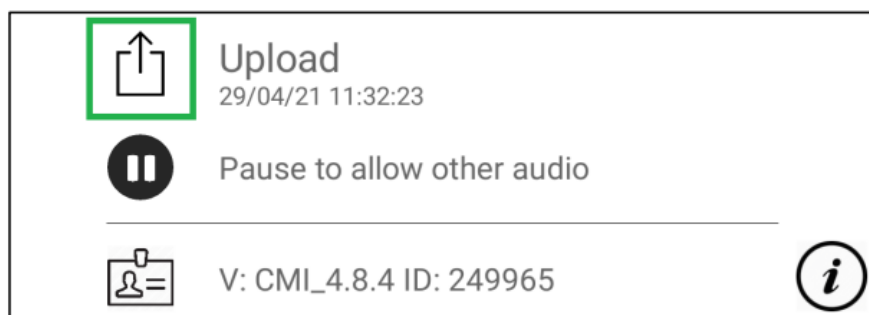
Status Bar

Notification Panel

In-App 'Upload' Button

You can tap the 'Upload' icon (highlighted above) in the 'Ipsos MediaCell+' app if you wish to upload data manually.

Documents / Resources

inCompass Ipsos MediaCell+ for Android [pdf] Installation Guide
Ipsos MediaCell for Android, Ipsos MediaCell, MediaCell, Android