Confirming Connectivity for Your Multi-Channel Encoding Monitor (MCEM)

The Nielsen MCEM contains a cellular interface to support connectivity exclusively to Nielsen for remote monitoring. The unit supports outgoing calls only.

The steps detailed below can be completed to confirm your station's MCEM is connecting to the Nielsen portal. If you experience any issues during these checks please contact Nielsen Audio Encoding Operations via email at encoding@nielsen.com or call our 24/7 encoding support line at 866-767-7212.

Steps for Confirming Connectivity

1. Verify the unit is properly installed, powered up, and running the latest firmware. The latest firmware can be found on the Radio Engineering Client Portal.
2. Confirm the antenna is connected and is located in an area that has the best signal strength.
3. From the front panel LCD, navigate to the IP address.
4. In the browser address bar, type the IP address of the monitor and log into the MCEM using the credentials below:
   a. Username: Station
   b. Password: C0lumb1aMD
5. Navigate to the **Menu** dropdown
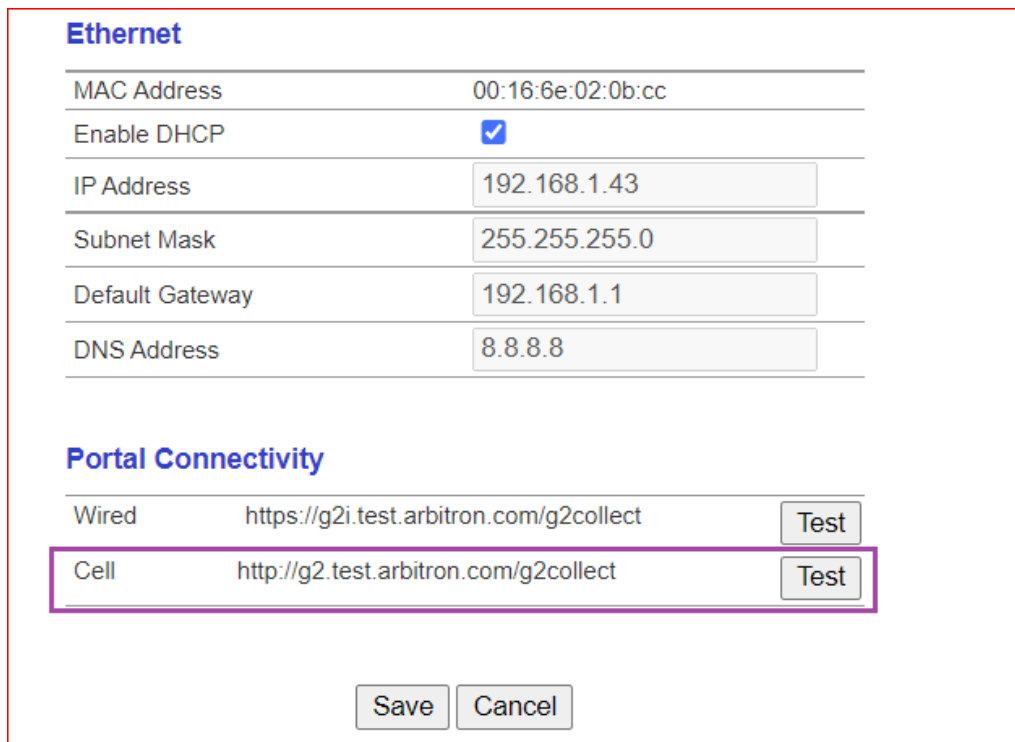
6. Select **Network Configuration**.
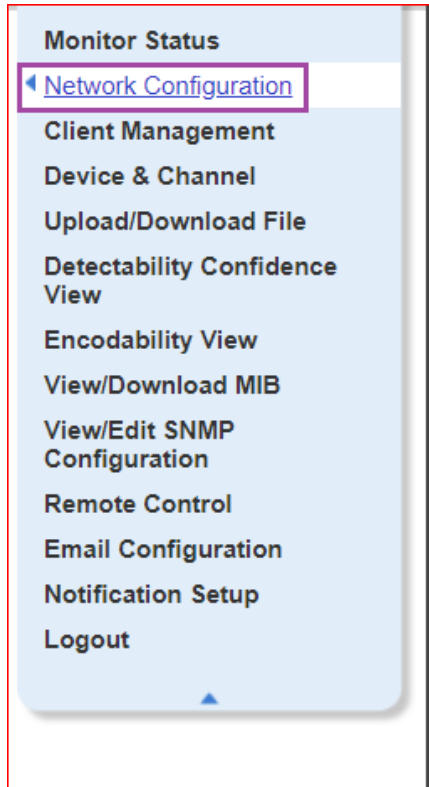
7. Under **Portal Connectivity (Cell)** select "**Test.**"

8. A message box will appear, click "**OK**" to begin the test.

192.168.1.43 says
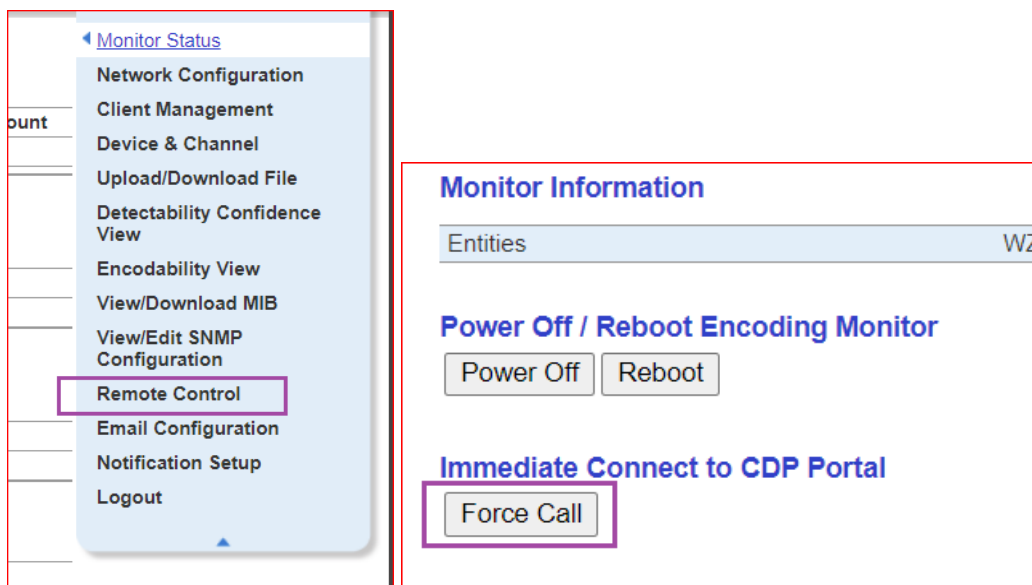
Testing cell portal URL can take up to 1 minute 30 seconds, please be patient.

Click OK to begin the test.

OK
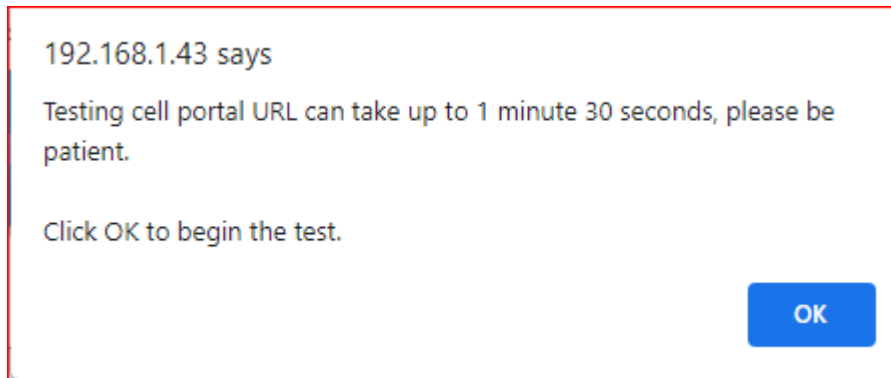
9. A message box will appear indicating if the cell test was completed successfully. Click "**OK.**"

192.168.1.43 says

Cell test of http://g2.test.arbitron.com/g2collect Succeeded : 20220823172108UTC

OK
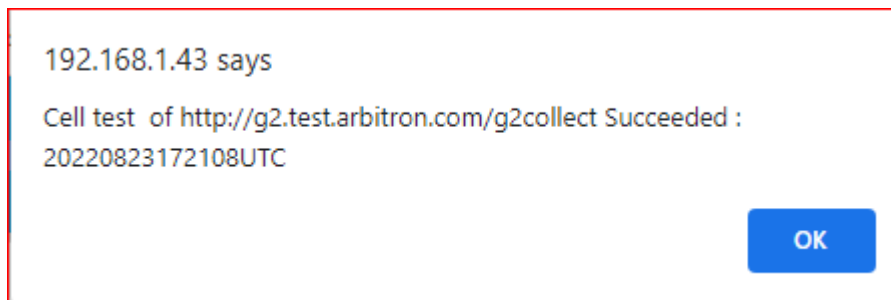
10. From the **Menu** dropdown, select "**Remote Control**" and "**Force Call**."

◀ Monitor Status
Network Configuration
Client Management
Device & Channel
Upload/Download File
Detectability Confidence View
Encodability View
View/Download MIB
View/Edit SNMP Configuration
Remote Control
Email Configuration
Notification Setup
Logout

Monitor Information

Entities   WZ

Power Off / Reboot Encoding Monitor
Power Off   Reboot

Immediate Connect to CDP Portal
Force Call

11. A message dialog box will appear, select "**OK**."
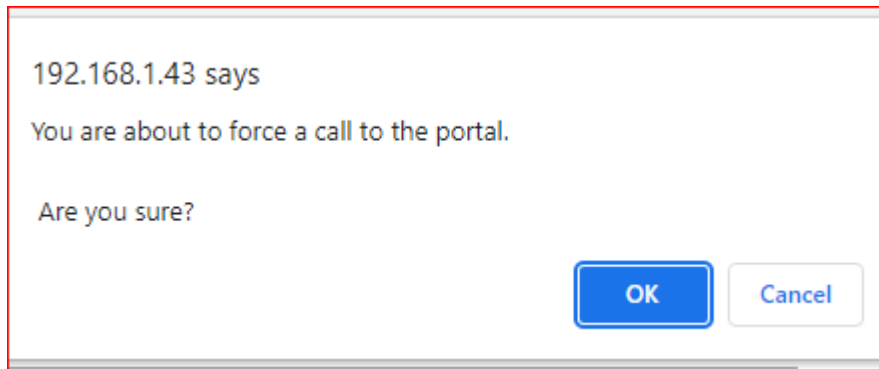
12. Once the portal call is complete, verify the "**Last Portal Upload Time**" displays the current date and UTC time.

If you experience any issues during these checks, or have any questions, please contact Nielsen Audio Encoding Operations via email at encoding@nielsen.com or call our 24/7 encoding support line at 866-767-7212.

PPM Encoding equipment documents and manuals can be found on the Radio Engineering Client Portal.