



This notification affects the following product(s)

Norpak NAVE II Nielsen Encoder

Subject: Norpak manufactured NAVE II battery replacement and End of Life for NAVE II Encoders

In November of 2003, Norpak Corporation began manufacturing the NAVE II (Nielsen Audio Video Encoder version II) encoder for Nielsen. This Nielsen encoding product utilized VBI video encoding, commonly referred to as AMOL encoding, as well as employing Nielsen Watermark audio encoding technology. Ross Video acquired Norpak in 2010 and assumed responsibility for production and development of Norpak's Nielsen encoding platforms.

The NAVE II encoder utilizes a "coin cell" type battery to retain basic configuration information during power outages. In some units, these batteries are now 12+ years old and have started to fail. The symptom of a dead coin cell battery is the NAVE II encoder's system date reverting to January 1st, 1995 following a loss of power. While in many cases Nielsen's MMS media monitoring system can automatically correct these types of time offsets, we are seeing these failures becoming more prevalent in the field.

If your NAVE II configuration uses SMPTE LTC as the NAVE II encoder's time reference, the date will not auto-correct without manual intervention. Nielsen recommends clients to use an NTP time source for the NAVE II whenever possible, as this feature automatically corrects the date and time following a loss of power failure. This re-synchronization process typically occurs within 5 to 15 minutes.

The coin cell battery used on the Norpak manufactured NAVE II is a standard Lithium 3V CR 2032 type battery. Replacing the NAVE II's coin cell battery requires removing the top cover of the NAVE II to access the battery. Nielsen recommends patching the unit out of service and powering the unit down before proceeding with a battery replacement. Once complete, please confirm all configurations settings on the NAVE II. Nielsen Encoder Support can assist you in confirming correct configuration settings prior to returning the unit to service.

The original Norpak NAVE II is no longer manufactured. An End of Life notice was released for the Norpak NAVE II by Ross Video in the Spring of 2013. Nielsen encourages clients to begin the planning process for upgrading older NAVE II units to current generation Nielsen encoding solutions. Ross Video's newer products include the Ross NWE-3GA for uncompressed domain encoding and Ross's NWE-TS encoder for compressed domain watermarking.

Complete product information is available on the Nielsen Encoder Support website at www.nielsen-encoder-forum.com. If you or your engineers have any questions or require support, please contact Nielsen Encoder Support at (800) 537-4872.

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