

Employee Lockers Manual

Using Temporary Access



MERIDIAN
SMART LOCKER SOLUTIONS

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Table of Contents

Using Employee Lockers	2
Checking Into New Locker	2
Accessing Checked-In Locker	2
Checking Out of Locker	2
Interacting with Admin Menu	3
Check-In Item	3
System Health	3
System Alarms	3
Devices Status	3
Service Status	3
Maintenance Door	4
Locker Report	4
System Maintenance	4
Windows Desktop Exit	4
Restart	4
Power Down	4
Settings	5
Change Admin PIN	5
Update Details	5
Locker Setting	5
Change Logo	5
Internal Components	6
Spinal Column	6
PC Cabinet	7
Troubleshooting Issues	8
Basic Troubleshooting	8
Opening Lockers from Desktop.....	8
Escalated support.....	8
Replacing parts	9
PC Cabinet	9
Daughterboards	9
Locks	9
Cleaning Your Kiosk	10
Enclosure and Mechanical Surfaces	10
Graphic Panels	10
Touch Screens and Displays	10
Internal Components	10
Notes	10

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Using Employee Lockers

When lockers are available for check-in, the status light on the main column will be green. In the case where all lockers are currently assigned, this status light will turn red. See picture to right. Status light circled.

There are three main use cases for employees to interact with the storage locker:

Checking Into New Locker

An employee who needs access to a new locker will touch their RFID card to the green scanner to be assigned a new locker for storage.

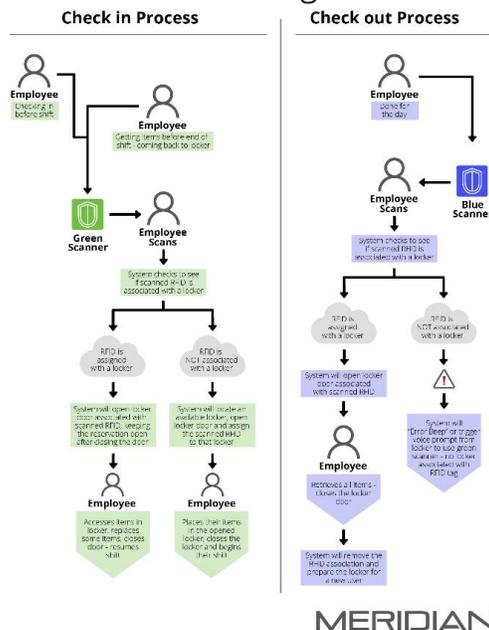
Accessing Checked-In Locker

An employee who needs to access their assigned locker without checking out will touch their RFID card to the green scanner. This requires that the employee has already checked in using the green scanner.

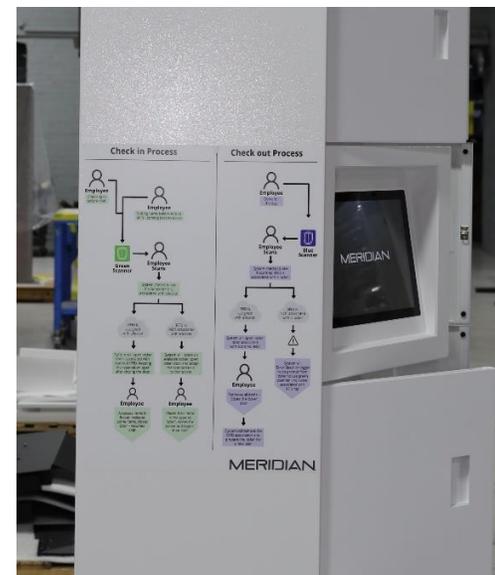
Checking Out of Locker

An employee who needs to check out of their assigned locker will touch their RFID card to the blue scanner. This requires that the employee has already checked in using the green scanner.

NOTE: Checking out will rescind an employee's access to the given locker. Items should not be left in locker after checking out with the blue scanner.



The flow chart for these use cases can be seen to the left. This chart is also printed onto a graphic on the main locker column for users to reference, see below.



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Interacting with Admin Menu

To access the administrator menu, click on the stacked level icon () in the top right-hand corner of the screen. You will be asked for a PIN. The default PIN for this unit is '7777'. Once the PIN has been entered, you will be taken to the main admin menu, pictured right. You will be presented with six menu options. However, only 4 will be used in an Employee Locker environment. Additionally, the number of available (unassigned) lockers will be listed above the menu options.



Check-In Item

Item checking is a core locker functionality that does not apply to Employee Lockers. This option should not be used.

System Health

System Alarms

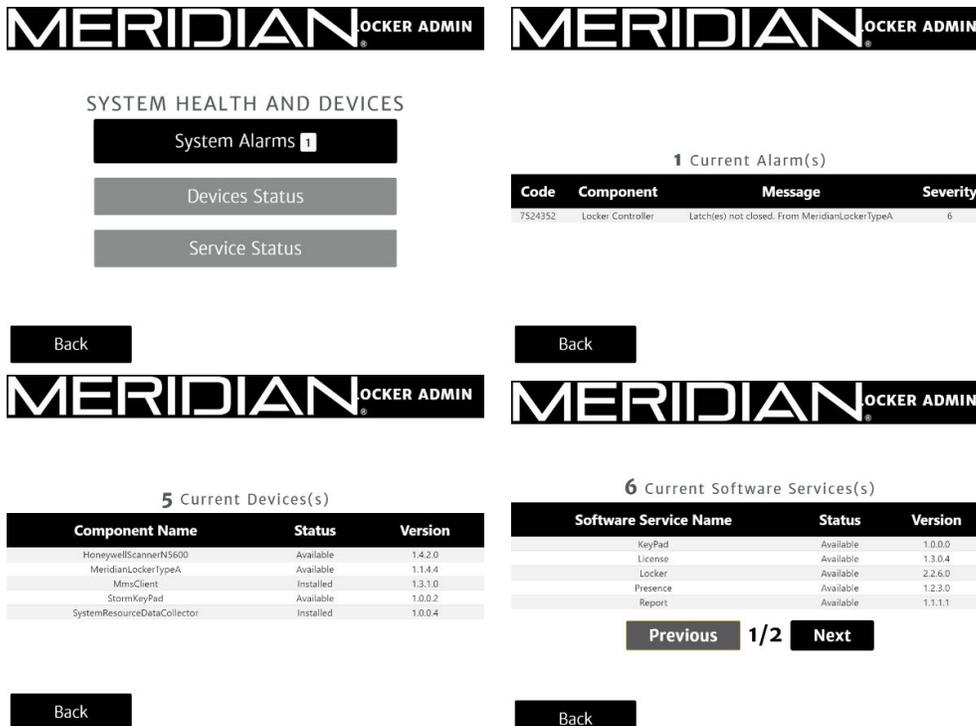
Shows all alarms for hardware and software in one location.

Devices Status

Reports the status and version of all connected hardware components.

Service Status

Reports the status and version of all installed software components.



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Maintenance Door

Maintenance Door

The maintenance door is the locker door that covers the PC cabinet. Typically, this is also the door with the monitor installed. Maintenance door functionality does not apply to Employee Lockers. Employee Lockers require manual access to the PC cabinet. Accessing the PC cabinet is explained on page 7.

Locker Report

The locker report will show the availability status and door state of each locker. The locker number, as well as a diagram showing the locker location, are listed on the left. The Locker Report can be filtered by the three statuses: "Available", "Taken", and "Reserved". The "Reserved" status is for the PC cabinet door and designates that this locker should not be assigned for employees. The 'Pick-up number', 'Item(s)', and 'Duration' fields do not apply to the employee locker functionality and can be disregarded.

If a locker is 'Taken', the status block will become clickable. Tapping on the box that says 'Taken' will open a menu with two options. "Open Door" will open the door, but leave the session running. This means that the employee will still be able to access the locker using their RFID card after the locker is closed again. "Force End Locker Session" will open the door and end the session. After the session is ended, the employee will no longer be able to access the same locker.

System Maintenance Windows Desktop Exit

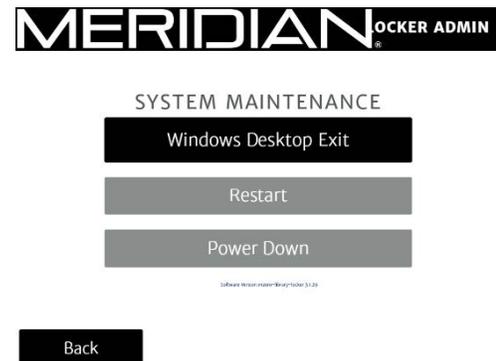
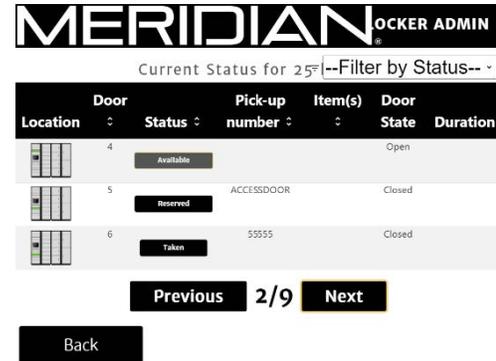
Used to exit to Windows Desktop. Note: Do not re-open the locker application from the desktop, as core services will have been shut down. Instead, use the "KReboot" executable shortcut to safely restart the unit and launch the app.

Restart

Safely restarts unit and application.

Power Down

Powers off entire unit. Note: If the unit is powered down, the unit will need to be manually powered on again by turning on the computer in the PC cabinet.



Change Admin PIN

Allows for changing PIN required to access Admin menu.
Requires confirmation of current PIN. Default PIN is '7777'.

Change Admin PIN

Locker Setting

Update Details

Change Logo

Update Details

Allows company name and locker unit name to be changed
for Meridian server reporting purposes

Back

Locker Setting

Functionality does not apply for employee lockers.

Change Logo

Allows the logo in the black heading banner to be changed. Logo can be imported from URL
(requires internet access), which must include file extension, or selected from file system.

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Internal Components

Spinal Column

The first layer of access to the internal components is the spinal column. To access the spinal column, use the key to unlock the lock at the top of the spinal door¹. Be careful not to pull the door out too quickly or too far and disturb the cabling connected to the door.

Once the door has been removed, you will be able to access the parts within this column. These parts are the RFID card readers², DLP Boards³, USB hubs⁴, locks⁵, and daughterboards⁶.

The RFID card readers and the DLP board are actually connected to the spinal door itself. The RFID card readers provide the main functionality of the unit explained on page 2. The DLP boards manage the red/green light on the outside of the door that indicates locker availability.

The locks are cabled to the daughterboards, which pass on commands from the computer to open locker doors. Each locker number in the software application is configured to a specific port on the daughterboard. This means that any lock that becomes disconnected from the daughterboard must be reconnected to the same port in order to prevent unexpected behavior.



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Internal Components

Beyond the spinal column, most of the internal components are stored in the PC cabinet. This cabinet is behind the locker that has the monitor on the face.

To access the PC cabinet, the user will first need to take off the spinal door. Once the spinal door is removed, use the key to disengage the PC cabinet door lock⁴ and open the locker. Accessing the PC cabinet will typically be performed along with basic troubleshooting, which is covered in the following section.

This cabinet contains the PC¹, a USB hub², and the UPS³. At the back of the PC cabinet is the fan, which runs constantly.

The UPS provides an outlet for all devices that require a regular power outlet.

The USB hub provides additional data ports for the computer so that all devices can connect to and receive commands from the computer.

The computer runs the software application, manages connected devices, and sends display to the monitor.

All components in the PC cabinet will have corresponding diagrams to show the cabling configuration. In addition, all cables will have a label to indicate which components they correspond to. Cabling should strictly follow diagrams so that devices are connected to designated ports and outlets.



Troubleshooting Issues

Basic Troubleshooting

The table below has some scenarios that may apply to your locker set and recommend steps to address.

Screen will not turn on/No power to unit	Open PC cabinet and ensure all components (PC, Wattbox, Monitor) are turned on. There will be a status light on all components to indicate power. If Wattbox does not power on, there may be an issue with incoming main power.
Locker not being assigned to user	Check the locker status light on the spinal access door. If this light is red, there are no lockers available to assign.
Access to Windows desktop needed	Follow the steps on pages 3 and 4 to access the admin menu and exit to the Windows desktop.
Locker not opening/Manual locker opening required	Remove spinal door that covers lock. Use pin or other narrow object to push up on the manual release of the lock. The manual release can be access by the circular hole on the bottom of the lock.
Touch screen not working/not responding	Open PC cabinet and inspect all cabling coming from the monitor for damage. If no damage is detected, remove and reseat the cables in the monitor.

Opening Lockers from Desktop

In the Windows file explorer, there is a testing tool that may be used to open lockers individually or all at once. To access this tool, follow the stops on pages 3 and 4 to access the admin menu and exit to the Windows desktop. Then, use the Windows menu or search tool in the bottom left-hand corner of the screen to open the File Explorer. Search in the File Explorer for the HTML file named "demo.html". Open this tool.

Once the tool launches in the browser, scroll down to the 'Locker' section and find the subsection named "Administrative functions for special access". There are three buttons next to this subsection, only two of which will be used. The 'Open All Doors' option will open all lockers connected to this computer. The 'Open Door' option will prompt for a locker number ("Door ID") to confirm the locker being opened. Note that neither of these options will end employee locker sessions. This tool should only be used to physically open lockers, not to provide functionality.

Once the demo.html tool has been closed, run the 'KReboot64' shortcut from the desktop to restart.

Escalated support

If basic troubleshooting does not solve issue and product support is needed, Tier 1 phone support is available at 910-944-1751 ext 2. Tier 2 ticket support is available at help@mzero.com. Both services available Monday through Friday, 8 AM to 5 PM Eastern Time. Meridian can dispatch technicians to replace parts or enable remote desktop connection.

Replacing Parts

PC Cabinet

When removing components from the PC cabinet, the shelves that contain or cover the component will need to be removed first. Make note of the cabling configuration for all components that are removed, as the cabling must be reseated in the same configuration when the parts are placed back. Cabling for any newly installed component should be the same as the replaced component.

Should the PC fail and need replacement, configuration will be stored on the SD card as backup. When the new PC is swapped in, the SD card should also be transferred to the new PC.

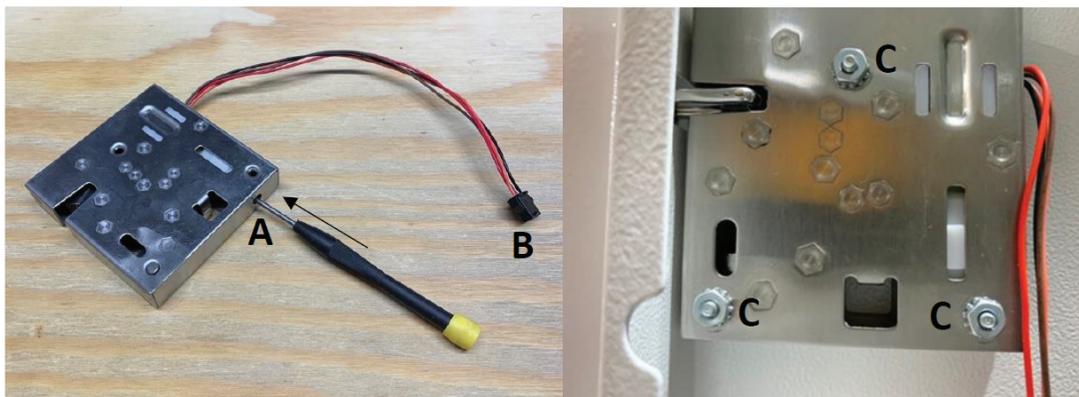
Daughterboards

Daughterboards are located within the spinal columns. Daughterboards are held into their brackets with screws, and the brackets will be held to the locker wall with nuts. Ensure cabling configuration is copied from old daughter board to new daughterboard. This will prevent locker access issues for employees with assigned lockers.

Locks

The most common point of hardware failure in these locker sets is the locking mechanism. To replace a lock, follow these steps:

1. Remove spinal door that covers affected lock (See page 6)
2. Ensure that lock is disengaged by inserting a pin up into the manual release **A** on the bottom of the lock.
3. Disconnect the short lock cables **B** from the extension cabling. Do not remove any cables from the daughterboard.
4. Remove the three nuts **C** that hold the lock to the locker wall, then pull the lock away from the wall.
5. Reverse steps with new lock to attach to wall and cabling.



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Cleaning Your Kiosk

Enclosure and Mechanical Surfaces

Should the kiosk enclosure and mechanical surfaces require general cleaning, they can be wiped down with a non-abrasive cloth moistened with a mild cleaning product or soap and water. Care should be taken not to saturate the enclosure with liquid.

Graphic Panels

The graphic panels of your kiosk are fabricated in materials including PVC and polycarbonate plastics. These graphic panels can also be wiped down with a non-abrasive cloth moistened with a mild cleaning product or soap and water.

Touch Screens and Displays

The touch screen of your kiosk is a PCAP display. Care should be taken when cleaning this screen to eliminate the possibility of scratching the surface. It is recommended that a microfiber cloth and a mixture of 70% isopropyl alcohol, 30% water be used to clean the display.

Internal Components

The internal components should only be dusted using a can of compressed air or by vacuuming the kiosk interior. Special attention should be given to the PC grill and fan exhausts when clearing out dust. Care should be taken not to disturb internal wiring while cleaning these components.

Notes

- **DO NOT** use paper towels to clean any surface on the kiosk. The wood fibers present in paper towels can scratch the surface and cause a scuffed appearance on paint and graphics. These scratches can also result in degraded image quality and touch input on displays.
- **DO NOT** use solvents or solvent-based products to clean the kiosk. These cleaners can damage finishes, plastics, displays, and touch interfaces.
- **DO NOT** power vacuum cleaners or any other devices via the kiosk's internal power strip.

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