# mzero™

# DirectMe
# User Manual

MERIDIAN
CONCEPT TO COMPLETION

mzerosoftware

# MERIDIAN

## Table of Contents

# MERIDIAN

# SAVE THESE INSTRUCTIONS

## MzeroDirectMe Software Guide

### Introduction: User Manual

Welcome to the Meridian DirectMe software. Follow the instructions in the manual to operate and manage content for your directory kiosk. This manual contains simple instructions to get your self-service device running quickly. You will find useful tips and answers to key questions for your unit. We recommend that you use this manual as a resource when resolving any issues. This document and others are available online to registered clients. For additional inquires on products and accessories for your kiosks contact your Meridian sales representative.

### Section 1: Basic Configuration Checking

Step 1: Power ON

1. Power on the kiosk with the door closed.

2. Meridian Secure Browser software will start automatically and then the attract screen will show.

Step 2: Exiting the Software to the Windows Desktop

1. Touch the top left corner first then the top right corner hidden areas on the screen or press down "mze" three characters together (MAP version 3.8.5 and above) while the attract screen page is being displayed. Note the kiosk must be displaying the attract loop and not browsing a web page for this exit procedure to respond. If browsing a web page you will need to wait unit the browsing session times out and it exits back to the attract loop images before proceeding to exit via the Log-in screen.

2. The operator login screen shown in Figure 1 will appear.

3. Enter the operator password (7777) on the screen, then press "LOG-IN"

# MERIDIAN

*Figure 1 - Operator Login Screen*

4. After successfully entering the password, you should see the maintenance screen (see Figure 2)



*Figure 2 - Maintenance Screen*

5. Click on the "Exit to Desktop" button to exit the kiosk Windows desktop.

**Step 3 : Switching to the Production Mode and Restart**

1. Close the door.

2. Double click on the "Production" desktop icon and wait for the confirmation message (see Figure 3). Press any key to exit this window and then restart the kiosk by clicking on the "Reboot" icon on the desktop, or by using the Windows restart function to restart the kiosk.



*Figure 3 -*
*Change to Production Mode*

## Section 2: Login to Mzero Server for Kiosk Management

NOTE: THIS SECTION ONLY APPLIES TO CUSTOMERS WHO HAVE PURCHASED THE MZERO MANAGE SUBSCRIPTION.

1. Connect to MzeroManage server at www.mzeronet.com. Enter your user name and password to login (see Figure 4).



*Figure 4 -*
*My Kiosks Server Login Screen*

2. After logging in, the main interface will appear with four separate panels and a tab slider across the top. See Figure 5.



*Figure 5 -*
*My Kiosks Server Main Interface*

## MzeroDirectMe Software Guide

From this dashboard, click on the "Check Kiosk Health" link (see Figure 6).



*Figure 6 - Kiosk Health Clinic*

The status of all the available kiosks will be shown. In this same page the links on the left side can be used to check the kiosk(s) connection.

3. Click on the "Reports" tab, then select "Today Usage Details." The corresponding report is shown below in Figure 7.



*Figure 7 - Today Usage Detail Report*

4. If you need further help with the general usage of the My Kiosks server, please press the "Support" button on the upper right corner of the main screen to submit a ticket.

# MERIDIAN

**Section 3: Change the attract screen and URL using the MzeroManage account**

Change the attract screen using a flash file or jpeg images

After you login to you're my-kiosk account, click Create Attract Loop link in dashboard or click Configuration tab, then click Create Attract Loop link (see Figure 8).



*Figure 8 - Create an Attract Loop*

1. Give a name and description (optional) to the attract loop. The duration of display of each image and the time for transition between images can also be changed here. Click "Create."

2. Click "Browse" button and browse for the images to be added to the attract loop. See Figure 9.

3. Click on "Add" to add the image to the attract loop.

4. Browse and add all the necessary images.

5. The attract loop can be previewed in a new window by clicking on the "Preview" button.

6. Clicking the checkbox before each image and clicking the "Delete Checked" button will delete the selected images from the loop.

7. When using a flash file as the attract loop only one file should be added using the same procedure as above. Click "Next" to continue.

# MERIDIAN

*Figure 9 - New Image Added*

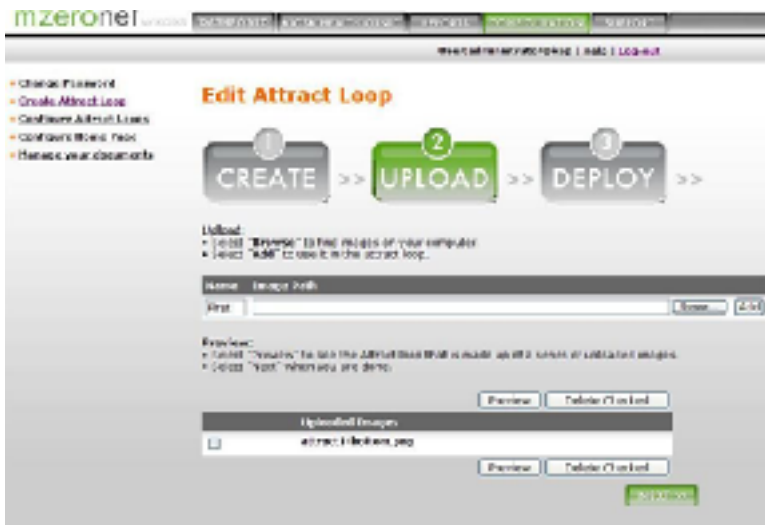8. To select the kiosk to kiosks to which the attract loop is to be displayed, click on the check box beside the kiosk name and then click the "Deploy to Selected Kiosk" button (Figure 10).


*Figure 10 - Attaching Attract Screen to a Kiosk*

This takes you to the confirmation page showing the kiosk or kiosks to which the attract loop is to be deployed. Click the "Confirm" button to confirm the update.

## MzeroDirectMe Software Guide

**Change the URL for DirectMe (with maps)**

Your Kiosk is configured with a URL for displaying Direct Me content. This should not be changed. If for some reason it has changed please log into your MzeroManage account,  click Configure Home Page link in dashboard or click Configuration tab, then click Configure Home Page link. Change the URL to http://localhost:3000/web/index.html by typing in the text box.. Click Deploy button (see Figure 11).



*Figure 11 - Changing the Home URL*

Select the kiosk or kiosks to which the URL is to be deployed and click the "Deploy to Selected Kiosks" button (Figure 12).



*Figure 12 - Deploy New Direct Me Start Page to Kiosks*

Click "Confirm" button to confirm the deployment (Figure 13).



*Figure 13 - Confirm the Deployment*

The new URL will then be deployed to the kiosk(s).

[Continued on Next Page]

## Section 4: Change the attract screens and URL manually

If your kiosk operates offline, you must update the attract screens manually.

**Change the default attract screen manually Using Jpeg files**

- Stop the MAP kiosk application and exit to desktop.
- Locate the file attract_main.xml which is in c:\kingnet\data\custom\custom2 folder, and open it with any text editor.
- Change the image names in this file (be careful, case sensitive).
- Copy your new image files into c:\kingnet\data\custom\custom2\attractmain folder.
- Restart the MAP kiosk application again.

**Change the default URL manually**

- The home page was set by default in the factory. If you need to restore this setting, for Direct Me, the home URL is edited in the internet.xml file  as per the following path:

    c:\kingnet\data\custom\custom2\internet.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<xml>
<Browser>
<HomeUrl>http://localhost:3000/web/index.html</HomeUrl>
</Browser> </xml>
```

# MERIDIAN

## Section 5: Editing Directory Content

Your kiosk is configured to accept content updates locally via USB drive. To author data, you have been issued a login to the website https://directory.mzero.com.

**Log into directory.mzero.com**

- Open a browser to http://directory.mzero.com
- Enter your supplied user name and password and select Sign Me In



**Create a new Profile**

- Open the Menu (1)
- Expand Projects (2) and click `Add New Project`
- Enter a project name (3) and skip the reset of the options on the page (leave as default)
- Press Save (4)

## Structure of the Data

The data is structured by Buildings (of which there could be one or more), then by Companies within the building (one or more) and Persons within the companies.

## Relationship between Building and Companies in the Map

The map that Meridian has provided you has landmarks for each building and company you enter that are currently on your map. Meridian will provide specific instructions on how to name your buildings and companies to match the landmarks stored in your map.

## MzeroDirectMe Software Guide

## QR Codes and Limitations

Embedding the information into the QR code, when scanned by and internet connected mobile phone the QR Code's details are passed along to a website https://directme.meridiankiosks.com as variables. It will then display the map and move the map's landmark to the pointer that matched the scanned item code that was passed along to the site at the time of scan. This allows the kiosk to operate offline

## Limitations

* The total data transfer to generate the qrcode can't exceed 225 characters including the name + description.  I saw one case in the database where they had a really long name and a really long description and the QR code couldn't be generated but AFAIK it's only going to be a very small percentage of cases, if not, only one case. This can be rectified by editing the data to make a shorter description. The case in question had an unusually long description in the burial record.

* The user's mobile phone must be internet connected and a fairly recent browser. I've verified in safari and chrome. May not work in older phones.

* It's difficult to anticipate how the display of the site will work on all screen formats but i tested on a variety of layouts including iphone 5 through to iphone X+ and ipad. As well as a variety of samsung models.

* Generally the mobile view has to be kept portrait oriented or only the map will show not the details.

## Updating the Kiosk
Insert the USB drive with the update into the koisk's USB. The software will detect the update within 2 minutes then display a message Updating.

### When update succeeds
Wait for the message "USB Update Succeeded" then promptly remove the USB drive from the computer by unplugging it.  (see figure on the right) The computer will restart by itself to apply the update.
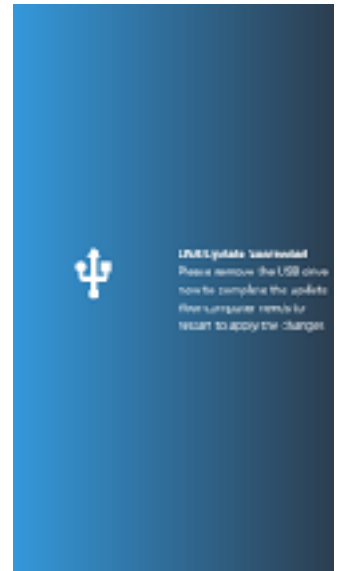
### If the update is not detected
Make sure the directory file on the USB drive is saved to the root and called directory.db. The software only looks for USB devices on drives d:\directory.db through i:\update.db.

### If the update fails
If the update fails, the directory.db was found but the integrity check verification step failed. The file could be invalid or it may be an empty directory with no buildings, companies or persons (requires at least one of each). Export another sqlite database again and save it to the drive.

### The computer keeps applying updates continuously
This may occur if you leave your USB drive plugged in after the update was processed instead of removing the USB drive when instructed.

## Section 6: Creating and Branding a new Cemetery

**Replace New Target Map**

- On the Direct Me (With Maps) kiosks, exit to the desktop using the exit to desktop procedures documented in section 1 Step 2.
- hit click on the App icon to get the installation path.

c) Go to that location, where you will find the "dist_unpacked" folder.

d) Navigate to C:\Users\mzeroAdmin\AppData\Local\Programs\mzero-directme\dist_unpacked\web\maps\oakland and and replace the map images, below are the sizes of main and thumbnail images:

　　　a.Big Image format is in .PNG [8000 X 3400]
　　　b.Thumbnail Image format is in .PNG [3880 X 1606

**2.Delete Existing CSV to reset the map points:**

a) Navigate to C:\Users\mzeroAdmin\AppData\Local\Programs\mzero-directme\dist_unpacked\web\oakland_points.csv

b) Open this "oakland_points.csv" in the text editor and delete the content (please DO-NOT delete the headers) and save.

**3. Replacing Logo:**

a. Navigate to C:\Users\mzeroAdmin\AppData\Local\Programs\mzero-directme\dist_unpacked\web\images

b. Replace logo "SacCity.png" [464X156].

**4. Admin Login (On-Kiosk Editor):**

a. Click on the Hamburger button at the top right of the screen.

b. It will prompt for admin password, enter "123456". Hit Login button, you will be moved to map edit mode.

c. Double click on any location (you wish to add/update/delete) on the map. Note that we highly recommend attaching a mouse to the PC while editing, it is difficult to accurately double-touch on the touch screen so editing will be a lot better with a mouse, when complete editing you can revert to touch screen use.

**4.1 Add Location:**

   a. After clicking on the point, user would be shown a pop-up auto populated with X and Y points, he would be given edit fields to enter Section and plot in it. He need to enter Block/Section/Plot information and click on submit.

   b. If the Block and section he is trying to enter is new, the system will make an entry of this location in CSV, else if it is already there, user will see pop-up saying location already exist in system.

**4.2 Update Location:**

   a. If location already exist, user can edit the coordinates of that location. Last field in the pop up is a drop down to choose "update" operation.

   b. Select "update" option and click on submit, the location will have this new x,y coordinates.

**4.3 Delete Location:**

   a. If a user wishes to delete any unwanted or wrongly marked point, he has to hover over to the point to get the Section / plot and double click on it, enter the section/plot in the pop up.

   b. From drop down (last field), select the "delete" option and submit, it will delete the location.

**5. Move out of Edit/Admin Mode:**

   a. Click on Top right Label "Admin Logout", and you will be logged out of edit mode, all the markers will be removed and normal user can access the application.

## MzeroDirectMe Software Guide

### QR codes and the Mobile Web View



The QR codes link to websites when you are viewing on the cemetery kiosk app.   The QR code brings you to a specific website with the same content as what's on the kiosk. There is a some publication steps required for this function to work. You must also host the website somewhere on the internet on a publicly accessible address.
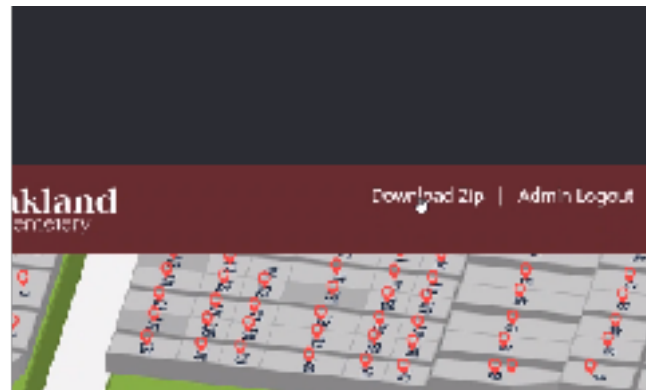


When you log into the administrator account you have two options logout and download zip. Download zip publishes to a designation folder of your USB jump drive . When you press download zip it will create a folder on "websitecode" folder on the first logical jumpdrive disk or the C:\ drive whichever is first.



It creates a folder on your jump drive attached called "websitecode", it save the the folder on the first external drive letter it founds, D, E, F, G or finally C:\websitecode if no external drive was detected when downloading.

This code can then be published on a hosted wordpress site by uploading the folder.  Inside the website code is an index.html and this would be the landing page. In order for the QR code to browse to the index.html that you uploaded to your website host you need to modify the QR code's base URL to reference the index.html

The URL is set in `C:\Users\meroadmin\AppData\Local\Programs\mzero-directme\dist_unpacked\web\configure.json`

Under the configure.json file i have added below key :
{
     "orgname": "oaklandcemetery",

```
      "adminpassword": "123456",
      "baseurl": "https://example.com/hostedcemetery/"
 }
```

Set the base URL for the barcode by....

https://example.com/hostedcemetery/<orgname>/index.html

When the QR code is generated it will link to that URL.

## Section 7: FAQs

| Question | Answer |
|----------|--------|
| Who do you contact if you have lost your MzeroManage account login information or would like to subscribe to this service? | See the following chapters:<br>Contact Meridian<br>Support Help Desk |
| How do you update the attract screens using the mykiosk account? | Section 3: Change the attract screen and URL using the my-kiosk... |
| What kind of content can be run in the attract screen loop? Will a flash file run in the attract loop? | Currently JPEG Images if you update manually. If you are an MzeroManage subscriber, you may also upload mp4 videos. |
| What do I do when I click the attract screen, the Direct Me maps page no longer displays? | Section 3: Change the attract screen and URL using the MzeroManage |

## MzeroDirectMe Software Guide

| | |
|---|---|
| If I don't have a mzeromanage account how do I change the kiosk attract screens locally at the kiosk? | [Section 4: Change the attract screens and URL manually](#) |
| If I don't have a mzeromanage account how do I change the kiosk URL address that the kiosk browses locally at the kiosk? | [Section 4: Change the attract screens and URL manually](#) |

| Question | Answer |
|---|---|
| How can I get status on the kiosk state of health from the mzeromanage account? | [Section 2: Login to MzeroManage Server](#) |
| How can I get kiosk usage reports from the mzero account? | [Section 2: Login to MzeroManage Server](#) |
| The kiosk is not online with the mykiosk account what do I check? | 1. Check the internet connection<br>2. Check the MzeroManage account setup on the kiosk<br>3. Check if  MzeroManage software is running on the kiosk |
| How do I exit the Mzero DirectMe software to get to the Windows desktop on the kiosk? | [Section 1: Basic Configuration Checking](#) |

# MERIDIAN

| Question | Answer |
|---|---|
| How to change the inactivity timeout default setting of 30 seconds? | From the Windows desktop of the kiosk navigate to:<br><br>c:\kingnet\kingnetsettings.ini<br>[Gui]<br>InactivityTimeout=30 |
| How to remove the MAP Secure software? | ➔ Double click Maintenance Mode.bat from the desktop<br>➔ Double click KReboot32.exe (for windows 32 OS), or KReboot64 (for windows 64 OS) to reboot the kiosk in maintenance mode<br>➔ Go to Control Panel, Uninstall a program (view by Category) or Programs and Features (view by small icons)<br>➔ Select MAP Secure Browser from Uninstall or change a program list, then click Uninstall, answer Yes to confirm the action<br>➔ Click Ok on MAP Secure Browser window to continue the removing process |

## Contact Meridian
We are focused on the success of your kiosk deployment.
Meridian offers reliable, knowledgeable and approachable customer service ensuring our customer reaches a perfect solution to their kiosk businesses. Customers can depend on the Meridian team to help their kiosk business grow beyond expectations.

## Meridian Customer Support Services

Meridian's Technical Assistance Center (TAC) supports voice and online support across North America.

## Services Include:

- Timely access to expert technical support
- Case Management
- System Configuration Support
- Product Bulletins
- Critical Situation Escalation
- Knowledge Transfer
- Support History
- Drivers and Downloads
- Email Updates
- FAQs

## Support Help Desk
The TAC Support Help Desk is open from 9AM to 5PM EST Monday-Friday.

Phone  |  866-454-6757, Select "Support"

Customer Service Email | service@mzero.com

Software Support Email | softwaresupport@mzero.com

## Sales Support

Meridian has a strong presence in the North American markets and a history with many customers that goes back generations.

Meridian's dynamic sales team represents all clients and their broad range of products for sales throughout North America. Over time Meridian has developed a reputation for stability and commitment to clients, as well as for exceptional product quality and customer service.

To contact the Meridian sales team:

    Phone | 866-454-6757, Select "Sales"

    Email | sales@mzero.com

## MzeroDirectMe Software Guide

## About Meridian

Meridian is a fully integrated manufacturer of indoor and outdoor kiosks, interactive digital signage and self-service software. As a complete end-to-end self-service innovator, Meridian develops products and services all under one roof, providing greater efficiency, and lean, high-quality results. For nearly two decades, we've helped our partners succeed by designing, engineering, manufacturing and integrating hardware and software solutions from our 13-acre headquarters in North Carolina.

DESIGNED AND MANUFACTURED IN THE USA

## Fast Facts

ISO 9001-2008 Certified

UL Self-Certify Facility

Manufacturing Processes Comply with Green IT

Experts in ADA, FCC and HIPAA Compliance

1,000's of kiosks built and deployed across all industries

Clients include WalMart, Ikea, Panasonic, Clear Channel, HP and Enterprise

## Corporate Offices

**United States**
Meridian Corporate Campus
312 S Pine Street
Aberdeen, NC 28315
USA

**Canada**
Mzero Software Canadian Offices
30 Eglinton Avenue West
Suite 808
Mississauga, ON L5R 3E7

866-454-6757
info@mzero.com
meridiankiosks.com

## Corporate Headquarters

312 S. Pine Street,
Aberdeen, NC 28315

+1 910-944-1751 Ext. 2
Help@mzero.com

## Meridiankiosks.com

**MERIDIAN**
CONCEPT TO COMPLETION