

mzero^omanage

USER GUIDE



mzero^osoftware

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MzeroManage User's Manual

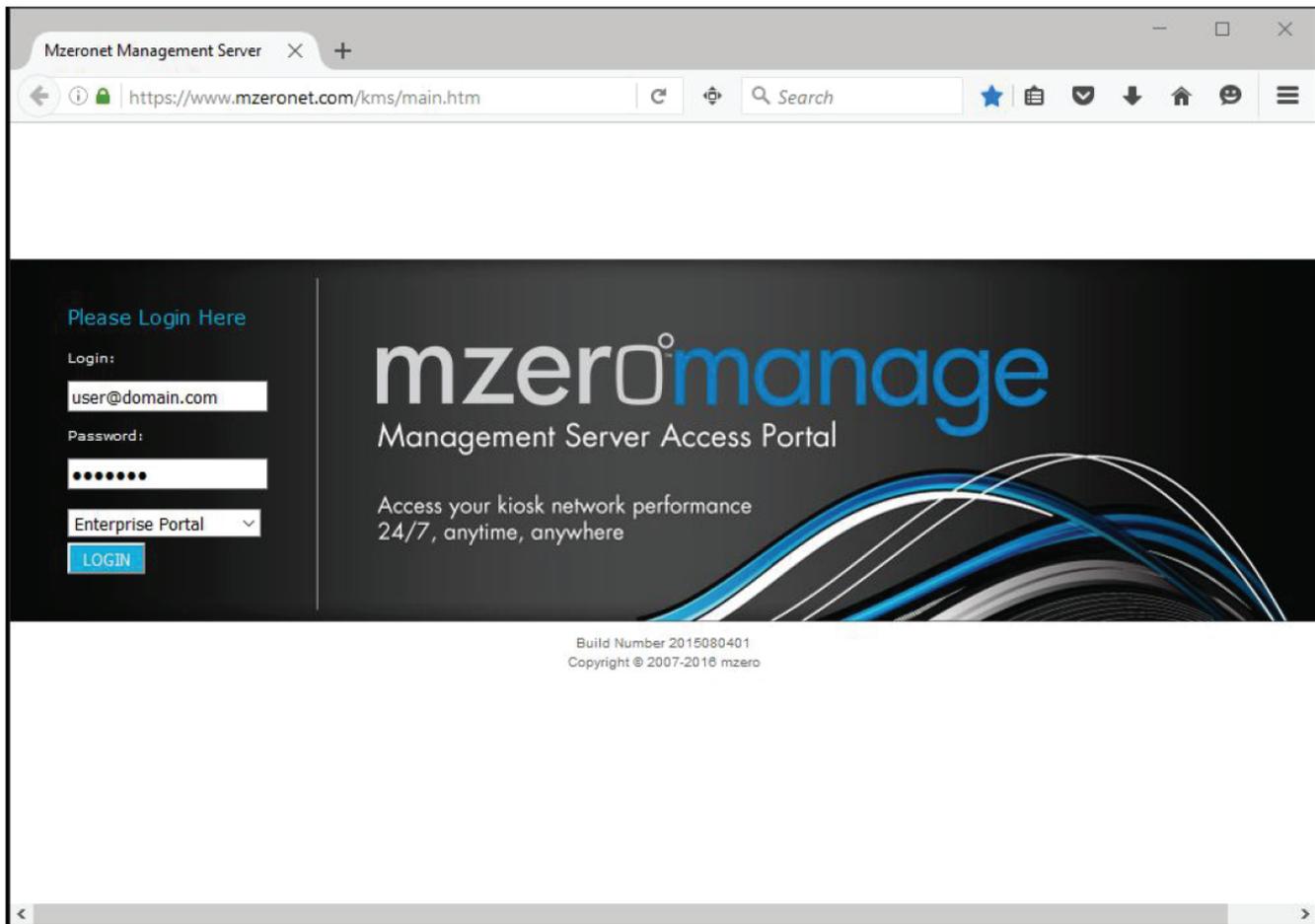
Introduction: User Manual

We recommend that you use this manual as a resource when resolving any issues with your kiosk. The Meridian support team will reference this user manual to assist you with your questions.

This document and others are available online to registered clients. For additional inquiries on products and accessories for your kiosk(s) contact your Meridian sales representative.

Section 1: Login to Mzero Management Server

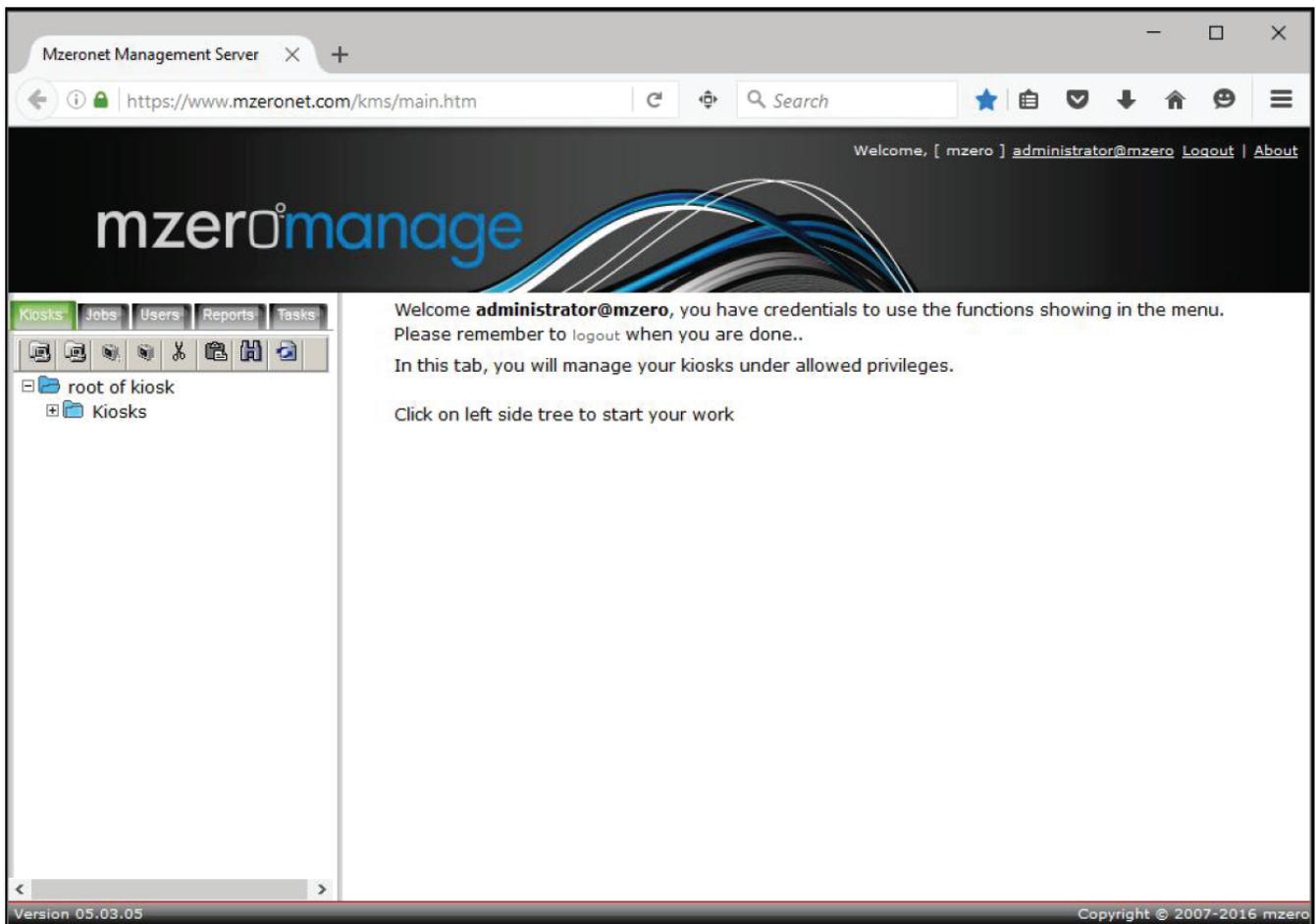
Connect to Mzero Management Server at [mzeronet.com/kms/main.htm](https://www.mzeronet.com/kms/main.htm) . Enter the user name and password as shown below.



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Section 1 Login

After logging in you will see the main interface, which has two panels (Shown Below). Note, not all of the tabs shown may be visible. The tabs are dependent on permissions.



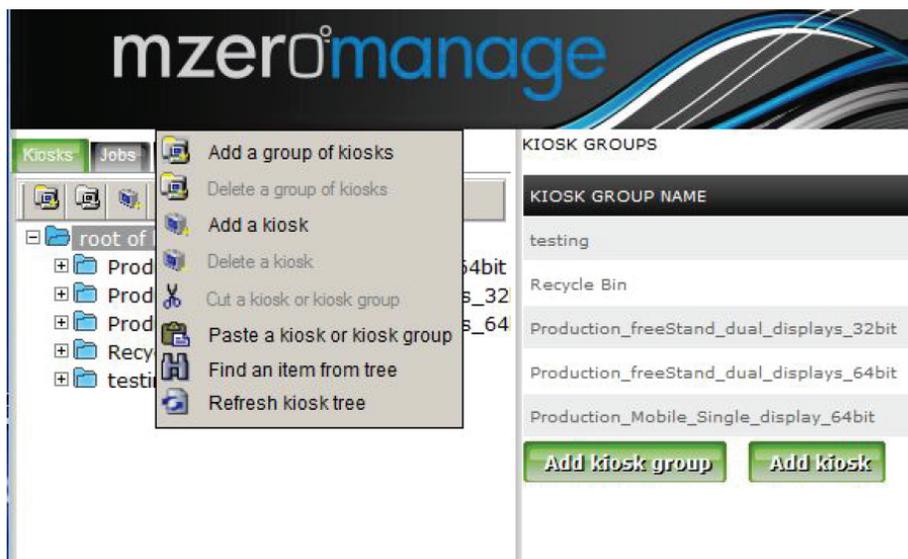
Section 2 Create Kiosk Group

Section 2: Create, Edit and Delete Kiosk Groups and Kiosks

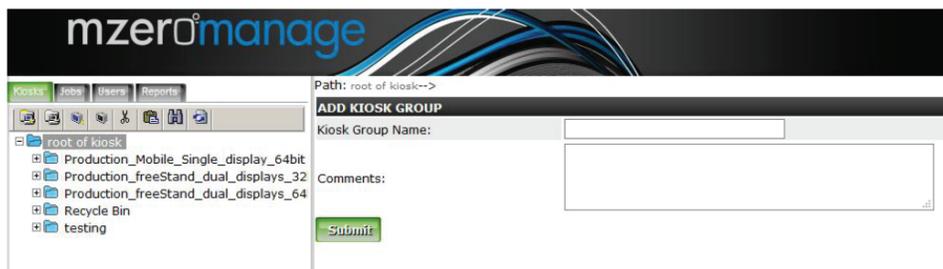
Create Kiosk Group

Click on the root of kiosk in the left side panel. Then use any of the following ways to add a kiosk group to the root of the kiosk. (Shown)

1. Right click on the root of kiosk and select 'Add a group of kiosks'
2. Click on the icon in the left panel
3. Click on the button 'Add Kiosk Group' in the right panel



When add kiosk group is selected in any of the above three ways, a new window opens in the right panel.



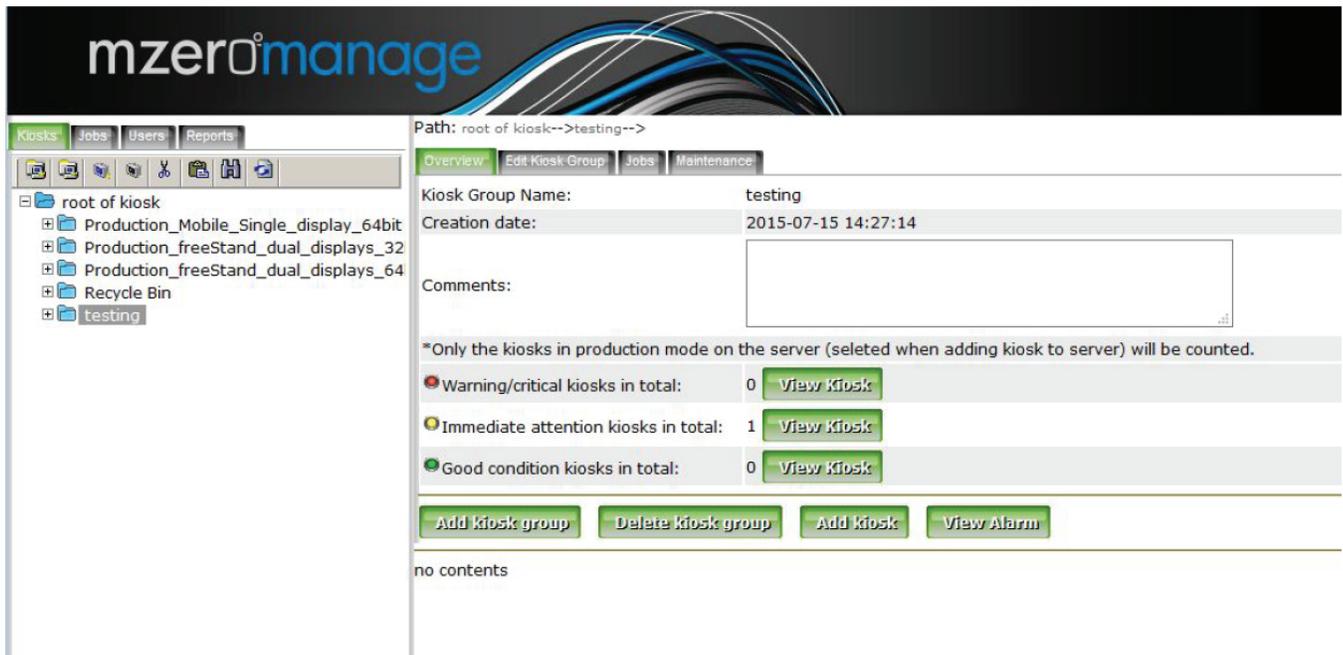
Enter the name of the kiosk group in the text box and click Submit. A new kiosk group is added to the root of kiosk. This group can be seen in the left panel under root of kiosk. Similarly a kiosk subgroup can be added to other groups.

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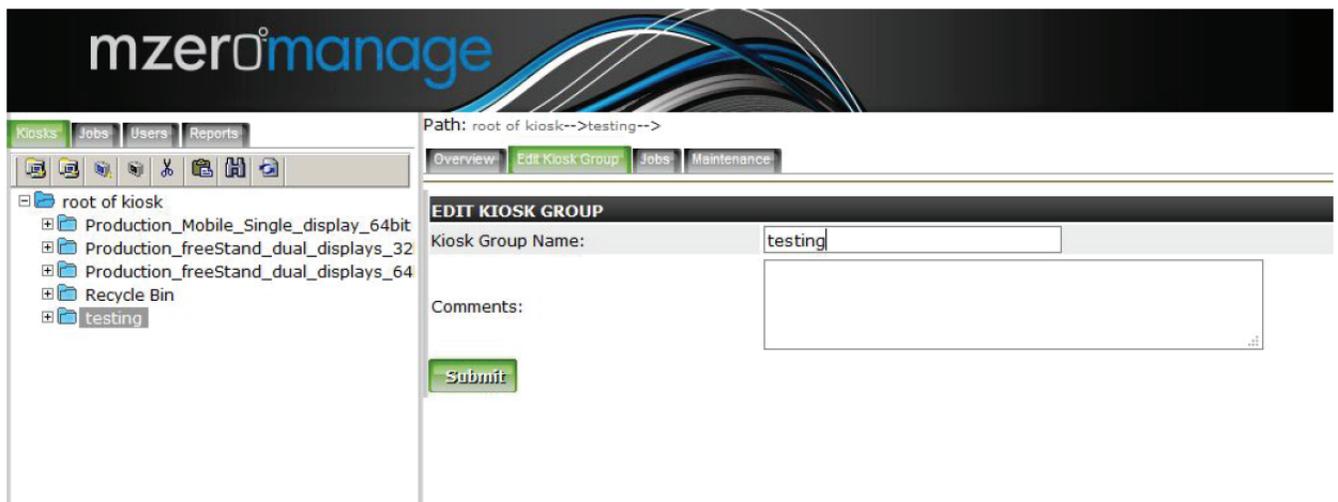
Section 2 Edit Kiosk Group

Edit a Kiosk Group

To edit a kiosk group click on the group in the left panel. In the right panel click on the 'Details' button.



Click on the Edit Kiosk Group tab. Change the name of the group and click Submit.

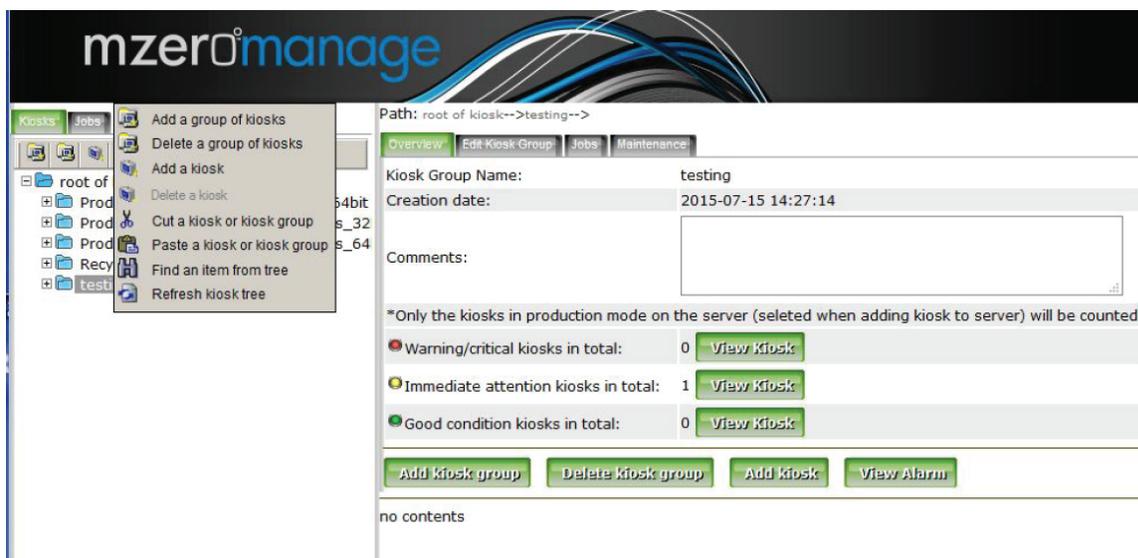


Section 2 Delete Kiosk Group

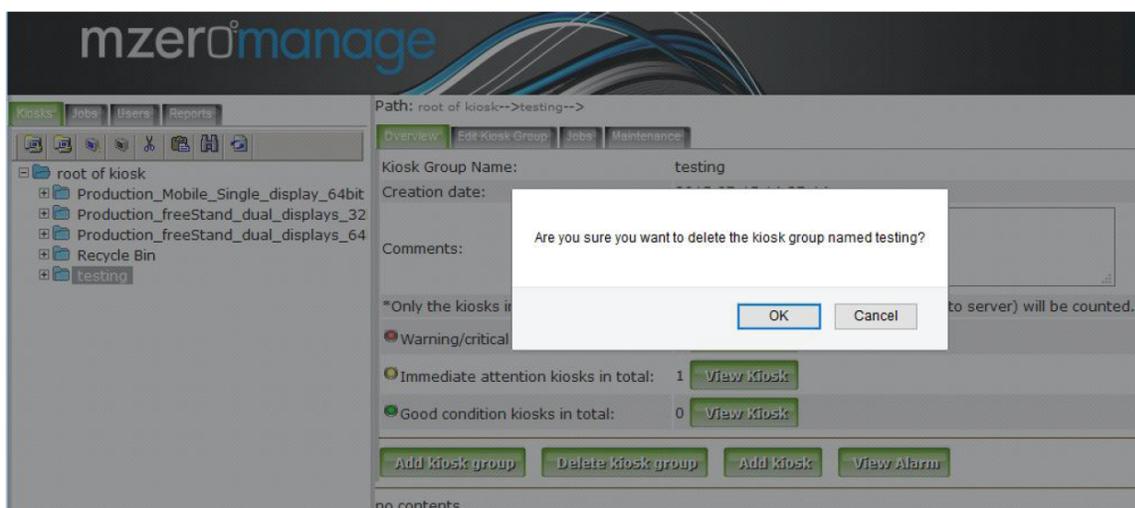
Delete a Kiosk Group

To delete a kiosk group click on the kiosk group in the left panel. Then use any of the following ways to delete the kiosk group

- Click on the icon in the left panel. 
- Right click on the kiosk group and select 'Delete a group of kiosks' from the menu.
- Click on the 'Delete Kiosk Group' button in the right panel.



Confirm deletion by clicking OK on the pop up window. The kiosk group is deleted



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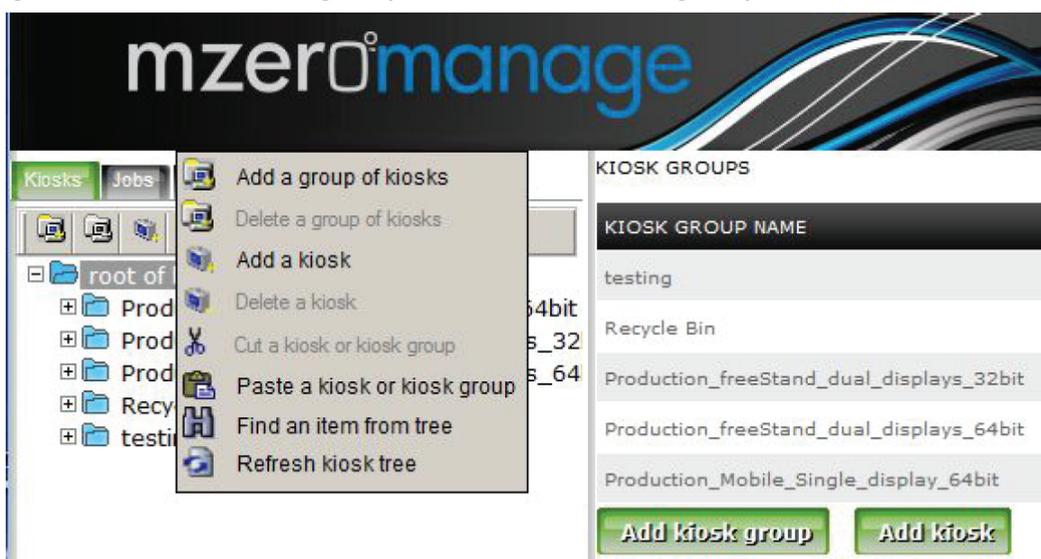
Section 2 Create Kiosk

Create a Kiosk

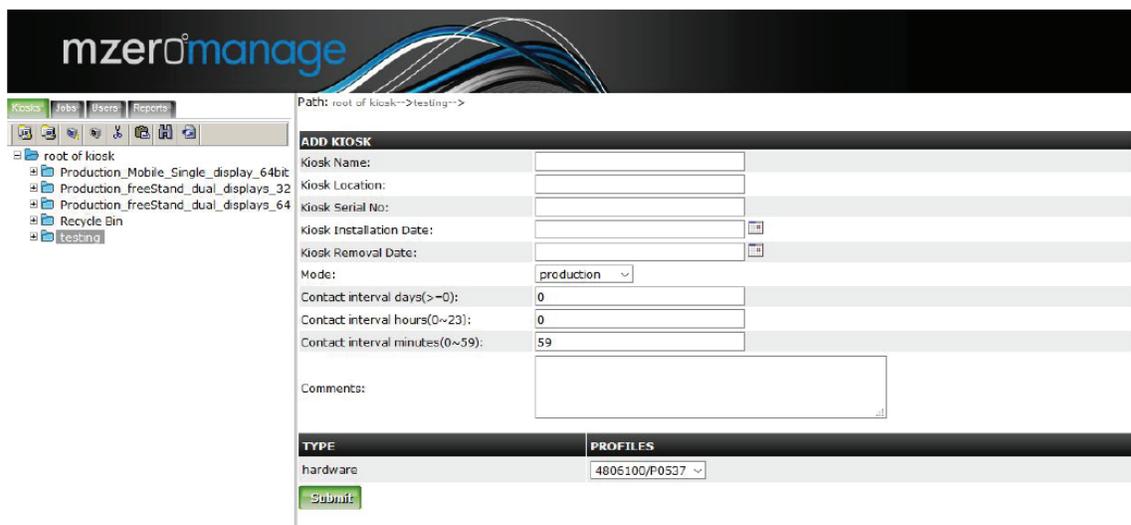
A kiosk can be created at the root of kiosk or in a kiosk group. There are three different ways a kiosk can be created. Click on the root of kiosk and do the following

1. Click on the icon in the left panel 
2. Right click on the root of the kiosk or kiosk group and select 'Add a kiosk' from the menu
3. Click on the button 'Add Kiosk' in the right panel

If a kiosk is being added to the kiosk group click on the kiosk group and use one of the above methods to create a kiosk



After selecting to create a kiosk enter the name of kiosk. Change the mode to production and click submit. A new kiosk is added.

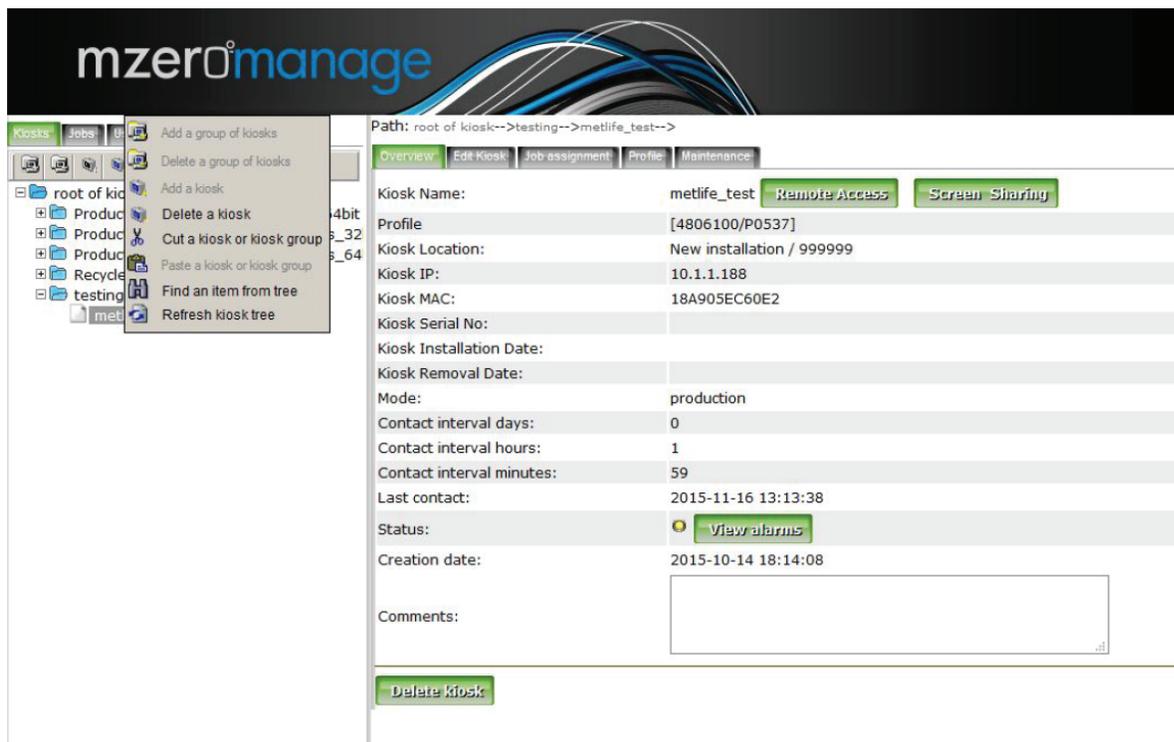
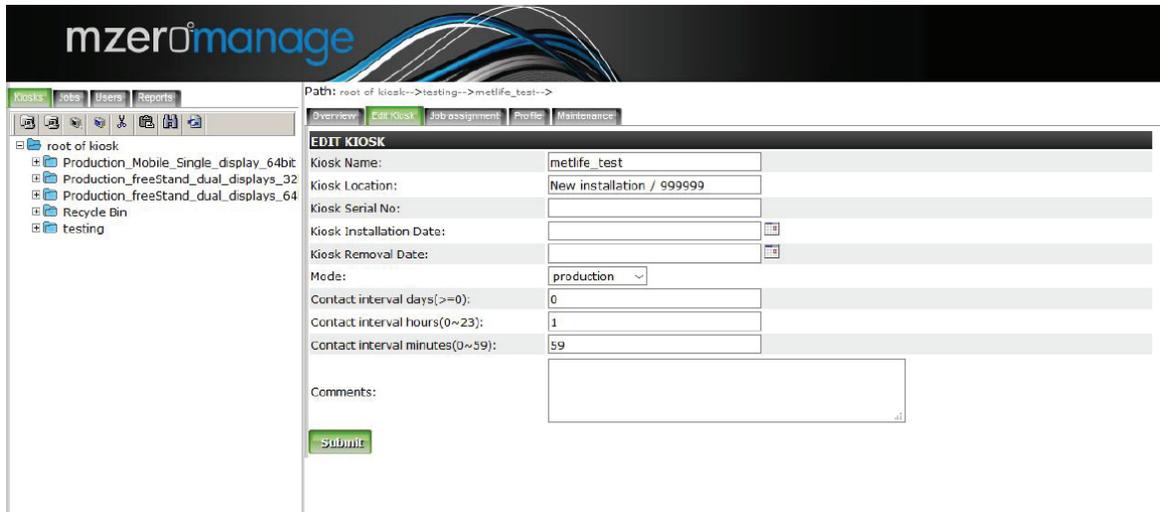


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Section 2 Edit a Kiosk

Edit a Kiosk

Select a kiosk to edit by clicking on the kiosk in the left panel. Then click on the 'Edit Kiosk' tab. Make the necessary changes and click 'Submit'.



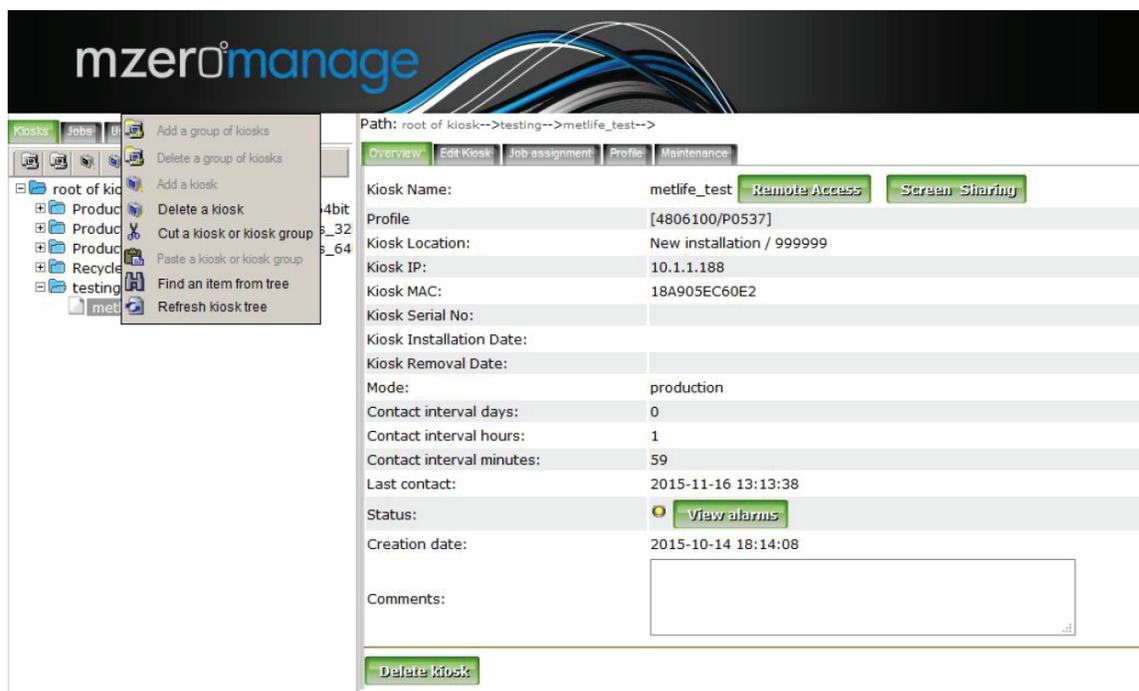
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Section 2 Delete a Kiosk

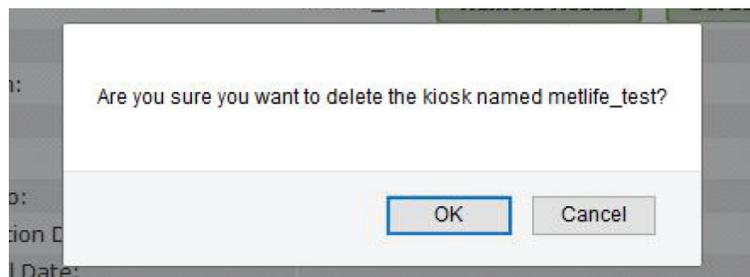
Delete a Kiosk

To delete a kiosk, click on the kiosk in the left panel. Then use any of the following methods to delete the kiosk. (Figure 2.5.2)

1. Click on the icon in the left panel . 
2. Right click on the kiosk and select 'Delete a kiosk' from the menu.
3. Click on the button 'Delete Kiosk' in the right panel.



A window will pop up asking for confirmation. Click 'OK' and the kiosk will be deleted.



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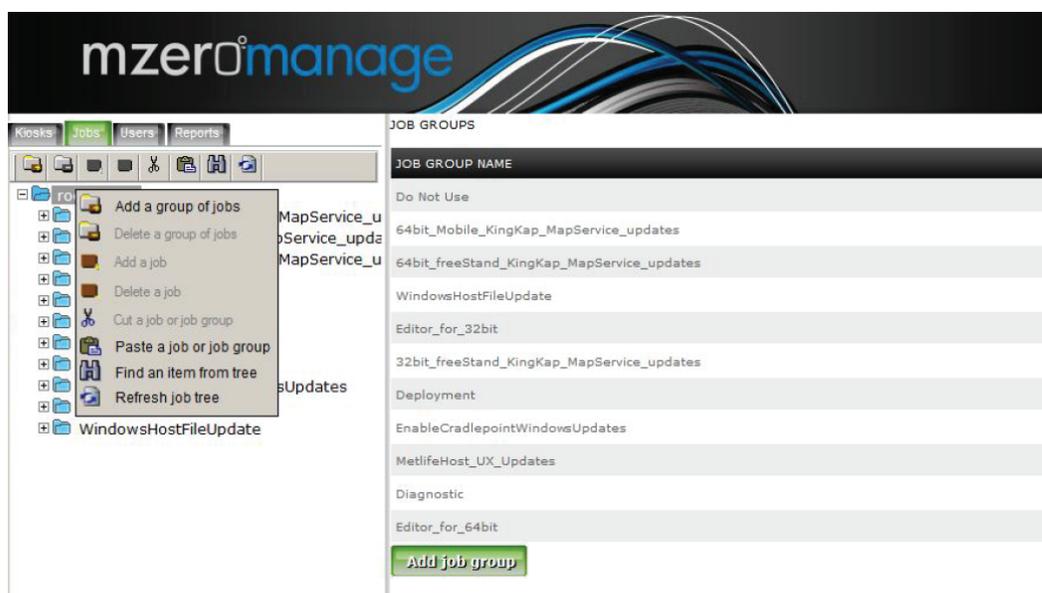
Section 3 Create a Job Group

Section 3: Creating and Assigning Job / Job Groups to Kiosk

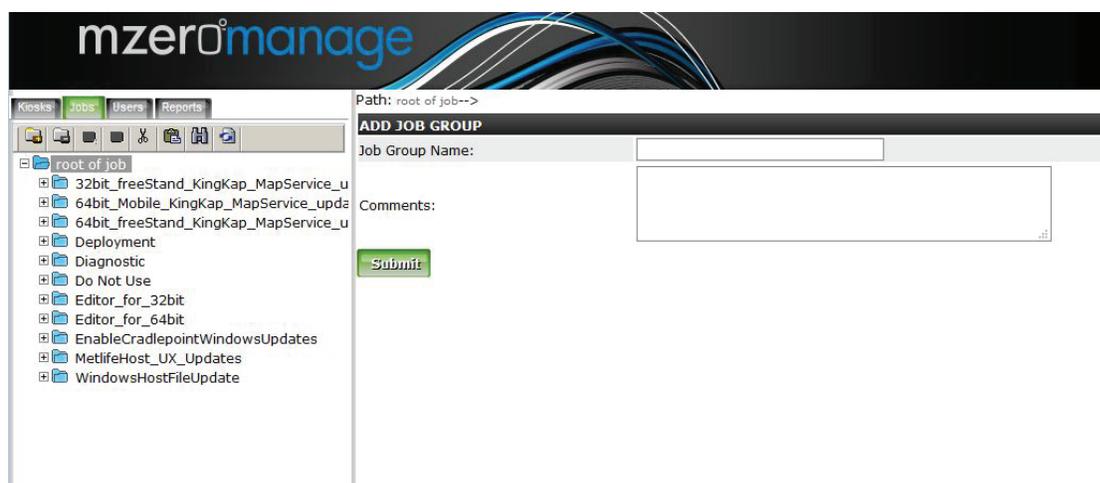
Create a Job Group

To create a job group, click on the jobs tab in the left panel. There are following three ways that a job group can be added.

1. Click on the icon in the left panel. 
2. Right click on the root of kiosk and select 'Add a group of jobs' from the menu
3. Click on the button 'Add job group' in the right panel



After selecting to create a job group a new window will open in the right panel.



Enter the name of the job group and click Submit. A new group is added to the root of job. Similarly a new sub-group can be added to other groups

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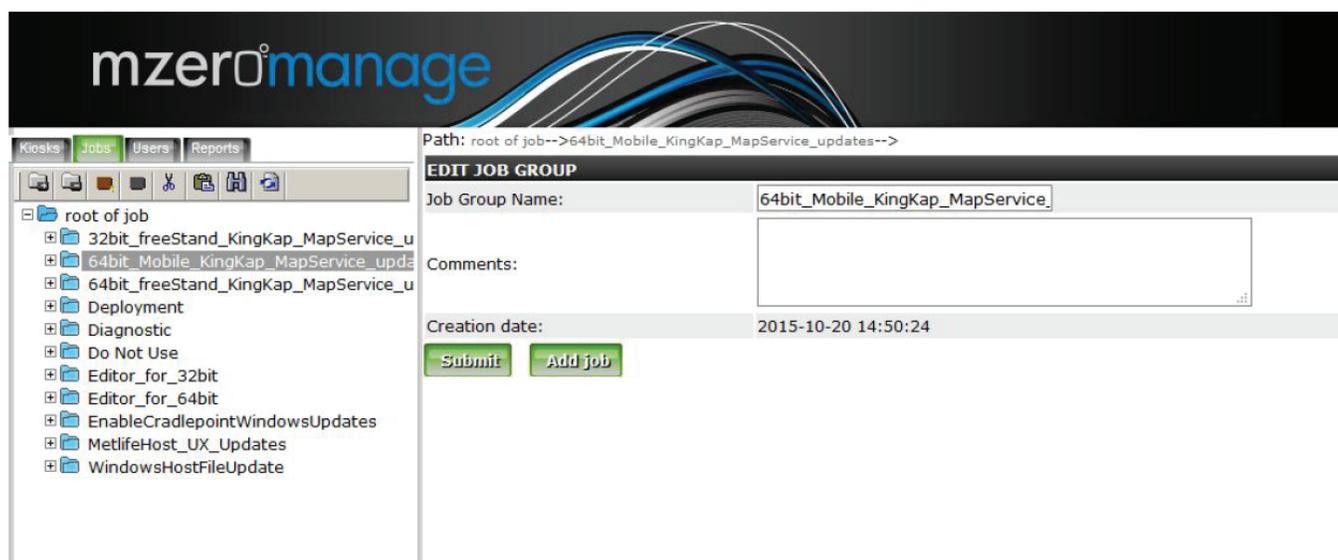
Section 3 Edit a Job Group

Edit a Job Group

To edit a job group click on the job group in the left panel and then click the 'details' button in the right panel



Change the name of the job group , add comments to the job group and click submit.



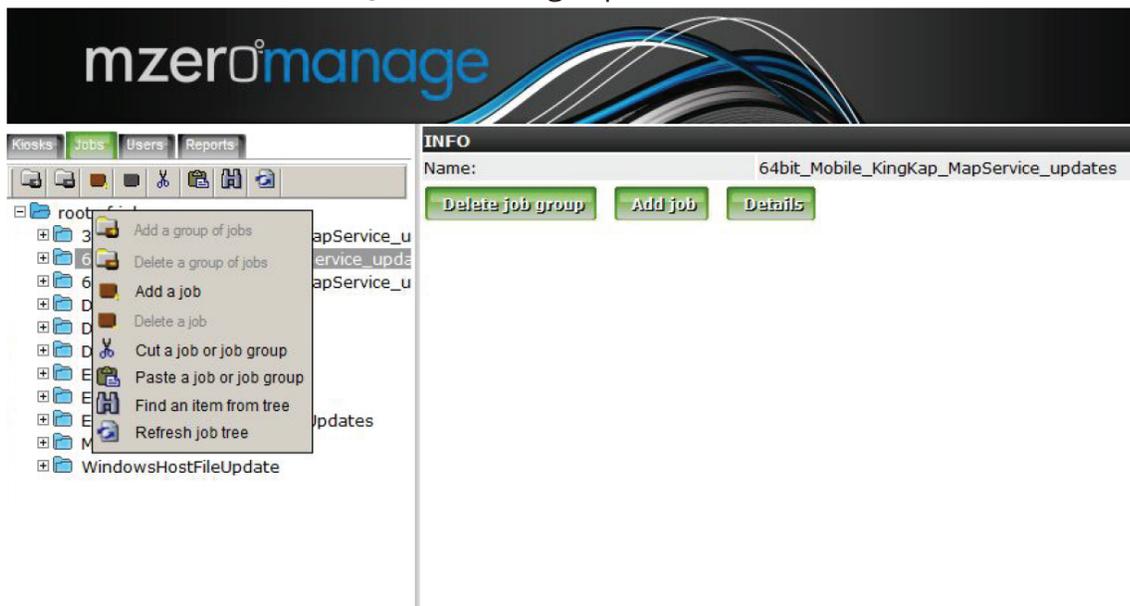
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Section 3 Create an Upload

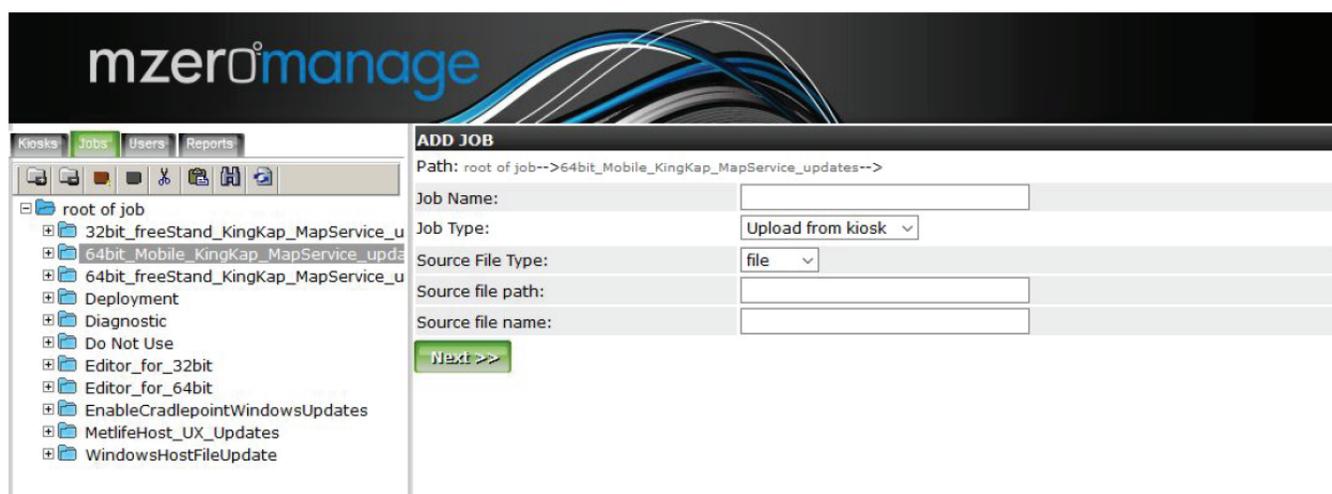
Create an Upload / Download Job

To create a job click on a job group or the root of job and use one of the following

1. Click on the icon in the left panel . 
2. Right click on the job group and select 'Add a job' from the menu
3. Click on the button 'Add Job' in the right panel



A new window will open in the right panel



Section 3 Download Job

There are two kinds of job upload and download

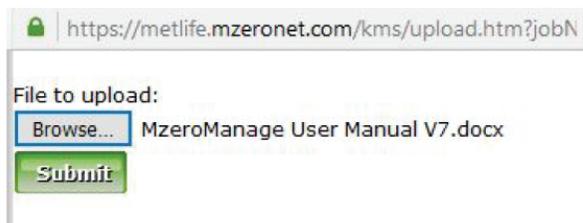
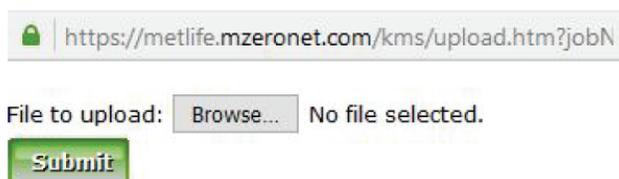
1. To create an upload job (a file or folder is uploaded from the kiosk to the server) Enter the Job name. Choose a source file type if it is file or folder. Enter the path of the file\folder on the kiosk and the name. Click next.

If you want to add a comment you can and then click Submit (Figure 3.4.3) A new upload job is created.



2. To create a download job (to download a job to the kiosk from the server) Change the Job Type to Download to kiosk. The file is to be uploaded to the server before it can download to the kiosk

Enter the file name and Destination file path (path on the kiosk where the file is to be downloaded) and then click the button 'upload a file to job'. A new window will pop up where you can browse for the file to upload to server and then click Submit.



After the file has uploaded, close the window and then click the submit button to create the job. You can verify what content has uploaded to the server by using the 'Click to download' button and download it to your local machine.

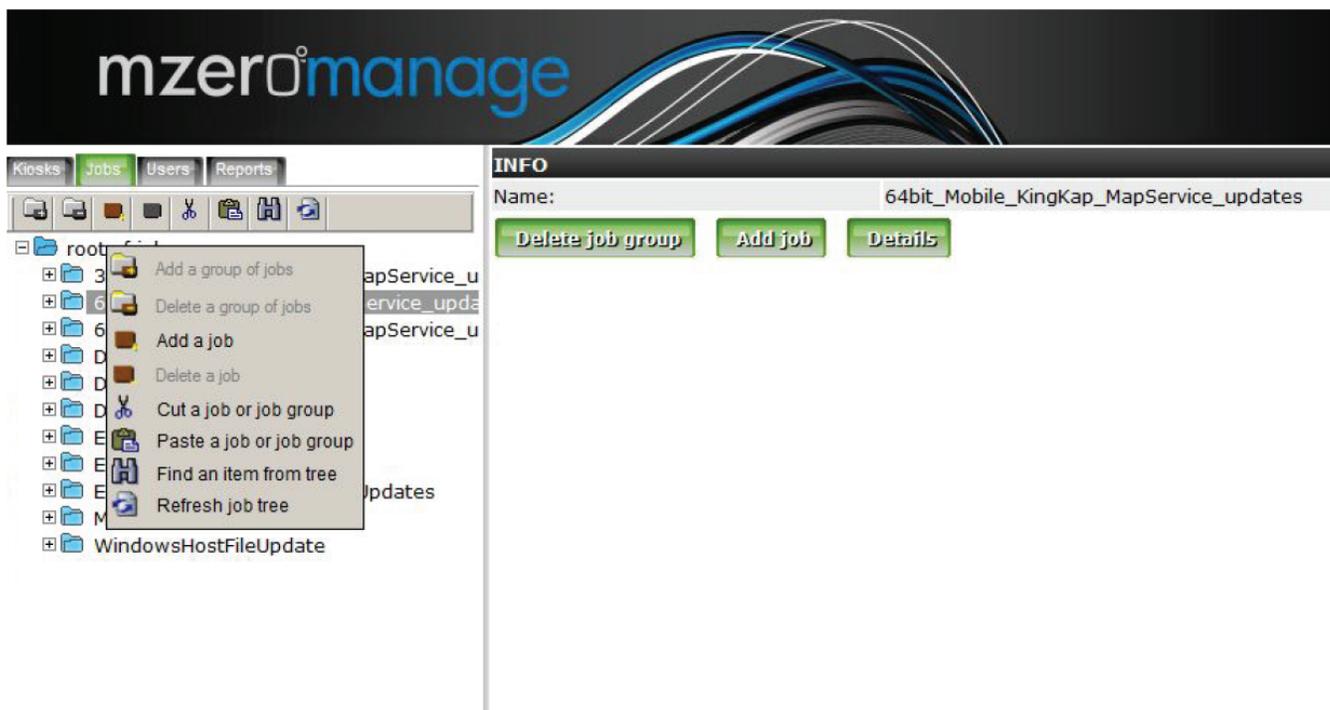
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Section 3 Delete a Job Group

Delete a Job Group

To delete a job group click on the job group in the left panel and use any of the following three ways

1. Click on the icon in the left panel 
2. Right click on the job group and select delete a group of jobs from the menu
3. Click on the button 'Delete job group' in the right panel



A pop-up window appears asking to confirm to delete the job group. Click 'Ok' the job group is deleted.

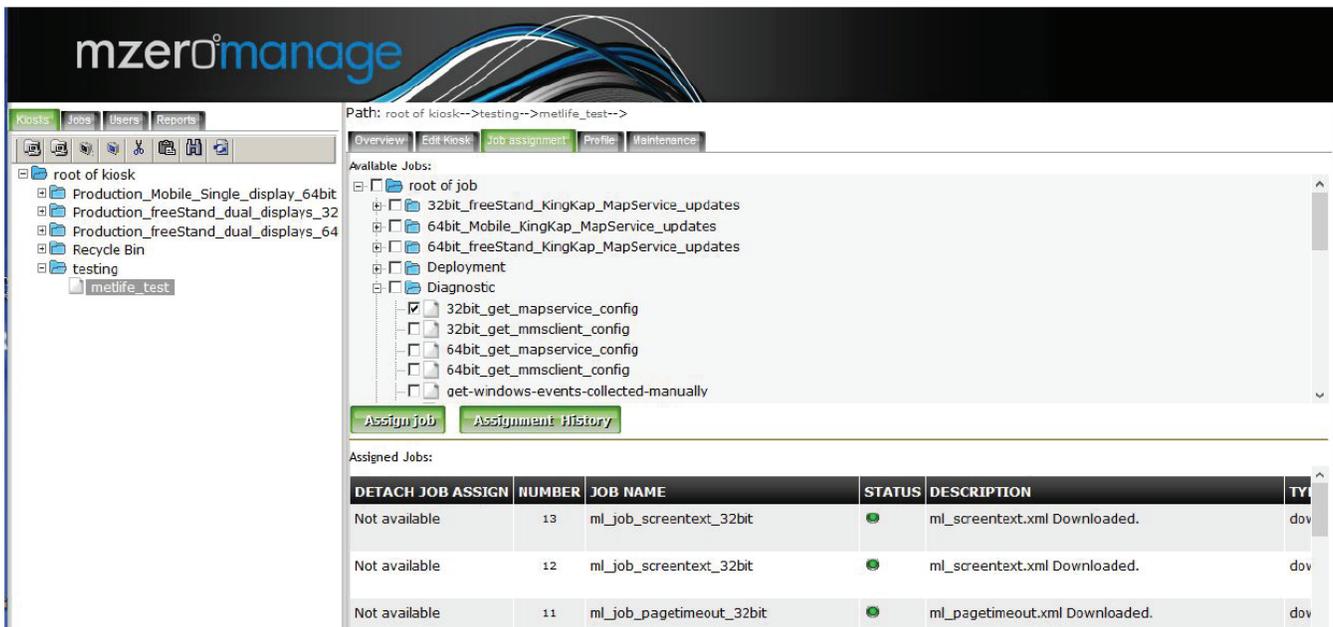


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Section 3 Assigning a Job/Job Group to the Kiosk

Assigning a Job / Job Group to the Kiosk

Click on the kiosk to which the job is to be assigned in the left panel. Click on the Job assignment tab. All the available jobs will be displayed. Select the job or job group that you want to apply to the kiosk by clicking on the check box beside it.



Click on 'Assign Job' button. The job is assigned to the kiosk.

When an assigned job is completed a 'Not Available' sign is displayed in the first column and the status is displayed in the last column. The status will be 'created' when the job is assigned, after it is completed it will show 'uploaded' or 'downloaded' depending on the type of job.

You can detach the job by checking the check box and clicking the 'Detach Job' button. An assigned job can only be detached as long as it has not uploaded or downloaded, once it has the 'Not Available' sign it can no longer be detached from the kiosk.

DETACH	JOB ASSIGN	NUMBER	JOB NAME	STATUS	DESCRIPTION	TY
	Not available	13	ml_job_screentext_32bit		ml_screentext.xml Downloaded.	dov
	Not available	12	ml_job_screentext_32bit		ml_screentext.xml Downloaded.	dov
	Not available	11	ml_job_pagetimeout_32bit		ml_pagetimeout.xml Downloaded.	dov

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Section 3 Assigning a Job/Job Group

Assigned Jobs:

NUMBER	JOB NAME	TYPE	PERCENTAGE	TRANSFERED SIZE	DOWNLOAD LIST	LAST ACCESS	PERFORM DATE	STATUS
1	test upload	upload	100	617	Click to download	2008-04-21 15:59:15.889013		Uploaded.
2	test download	download	100	0		2008-04-21 16:04:16.279088		Downloaded.

If the assigned job is of type upload then when it is done there will be a 'Click to download' button in the download list as shown. This is used to download the file or folder that has been uploaded from the kiosk. This is stored on the server and can be downloaded to the local machine. Click on the link and it can be downloaded.

The screenshot shows the Mzeronet Management Server interface. A window titled 'Mzeronet Management Server - M...' is open, displaying a 'DOWNLOAD LIST' with the following entries:

File Name	Status	Type	Percentage	Transferred Size	Last Access	Perform Date	Status
mzero/Loft-InterACT/1481/2015-11-12-9-17-46_log-Loft-InterACT.zip	Downloaded.	download	100	0			
YVRStage-2015-11-12-13-27-26.zip	Downloaded.	download	100	0			
YVRStage-2015-11-12-12-56-32.zip	Downloaded.	download	100	0			
	Uploaded.	upload	100	8182229			Click to download
Not available	Get logs	upload	100	81665			Click to download
Not available	Get logs	upload	100	65688			Click to download

At the bottom of the window, there is a 'Detach job' button.

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Section 3 Assigning a Job/Job Group

Assigning a Job / Job Group to a Kiosk Group

Click on the kiosk group in the left panel, and then click the 'Details' button in the right panel.

The screenshot shows the Meridian Kiosk Management interface. On the left, a tree view shows the hierarchy: root of kiosk > Mzero Show Room > Kiosks. A list of kiosk models is displayed, including CRAAEMO-208077, Classic22, G2SHOWROOM-210218, Loft-InterACT, MZE-209817, MZE-210073, Mzero_navigator, Navigator_2-208446, VisitorCenter-208837, arc-210534, e5946bc31cec97c8, gemini-207410, gemini2-207410, iSeries42L, iSeries70L, ipadrts-000000, mzero-210616, and rtsnoaa. On the right, the 'Details' view for the 'Kiosks' group is shown. The path is 'root of kiosk-->Mzero Show Room-->Kiosks-->'. The 'Overview' tab is active. The 'Kiosk Group Name' is 'Kiosks' and the 'Creation date' is '2012-03-28 21:17:34'. There is a 'Comments' field. Below this, a summary table shows: 'Warning/critical kiosks in total: 4', 'Immediate attention kiosks in total: 1', and 'Good condition kiosks in total: 15'. Each row has a 'View Kiosk' button. At the bottom, there are buttons for 'Add kiosk group', 'Delete kiosk group', 'Add kiosk', and 'View Alarm'. The text 'no contents' is displayed at the bottom of the right panel.

The screenshot shows the Meridian Kiosk Management interface with the 'Jobs' view selected. The left panel is identical to the previous screenshot. The right panel shows the 'Jobs' view for the 'Kiosks' group. The path is 'root of kiosk-->Mzero Show Room-->Kiosks-->'. The 'Jobs' tab is active. Under 'Available Jobs', a list of job groups is shown, including 'root of job', 'Android Browser', 'JeffJob', 'NOAA_gateway', '__ssms__content_datasync', 'attractLoop', 'deployment', 'diagnostic', 'getSystemEventLog', 'homepage', and 'testjob'. An 'Assign Job' button is located below this list. Under 'Assigned Jobs', it says 'No assigned jobs for this kiosk group'. A 'Detach Job' button is at the bottom of the right panel.

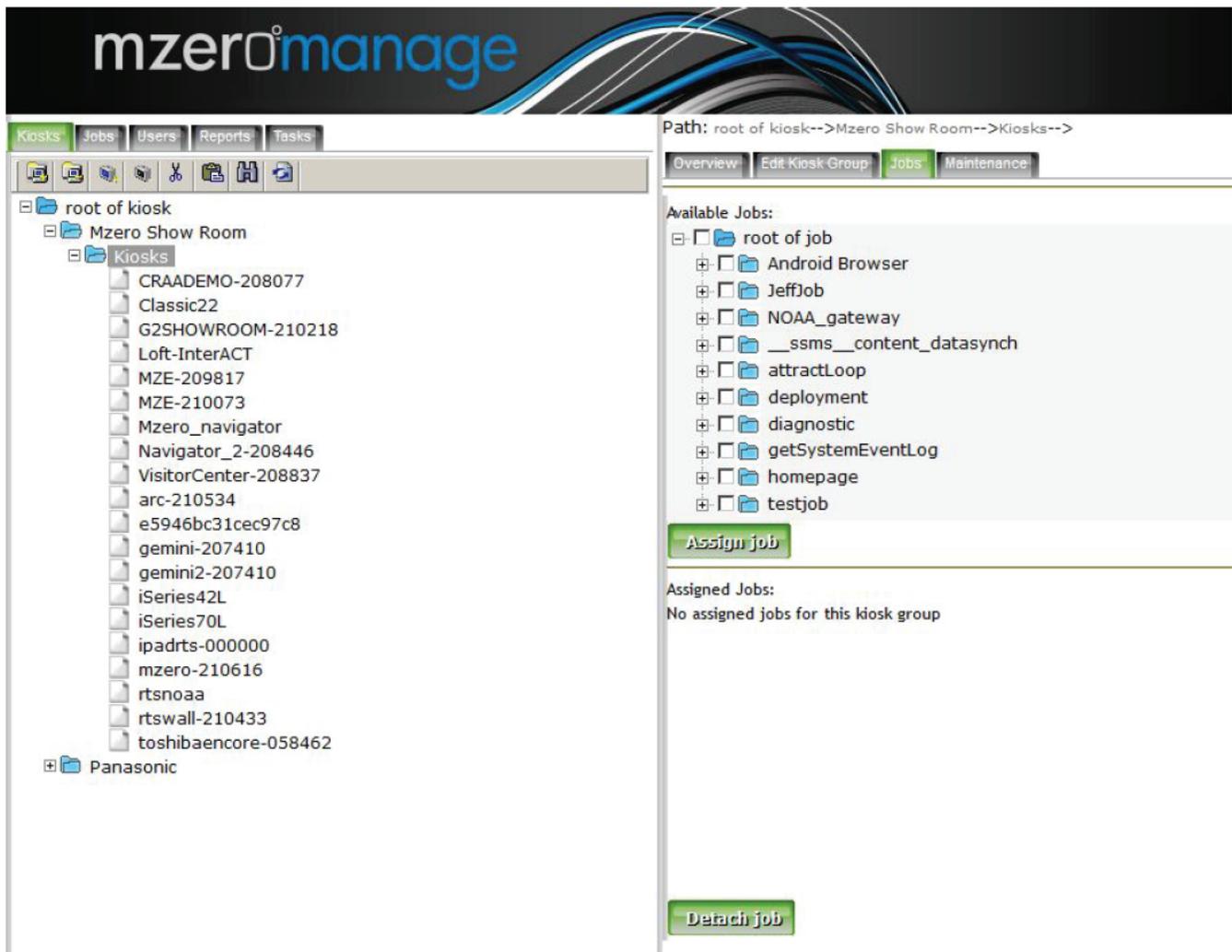
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Section 3 Assigning a Job/Job Group

Click on the jobs tab. You can assign a job or an entire job group to the kiosk group.

If you assign a job group, all the jobs in that group will be assigned to each individual kiosk. Select a job group by clicking on the check box and then click 'Assign job'. All the jobs in that group will be assigned to all the kiosks in the kiosk group. You can check if jobs are assigned or not by clicking on each kiosk.

You can assign a job to a group using the procedure above. Just select a job and click assign it will be assigned to all the kiosks in that group.



Section 4: How to Update Local Content

Prepare Content

All local contents have been stored in c:\kingnet\data\custom\custom3 folder. Make sure rename your starting html page (i.e. index.html) to custom3.htm along with all other contents.

Make sure your content contains data\custom\custom3 directory path and zip the whole data folder. Input c:\kingnet\ in Destination File Path on KMS server workstation when create a download job.

See Section 3 for more details on how to create a job and how to assign a job to kiosk(s)

Configurations for Using Local Content

Open c:\kingnet\data\custom\custom2\configuration.xml, and enter yes for useInternetXml tag
<useInternetXml>yes</useInternetXml>

Open c:\kingnet\data\custom\custom2\internet.xml, and enter custom3 for HomeUrl tag
<HomeUrl>custom3</HomeUrl>

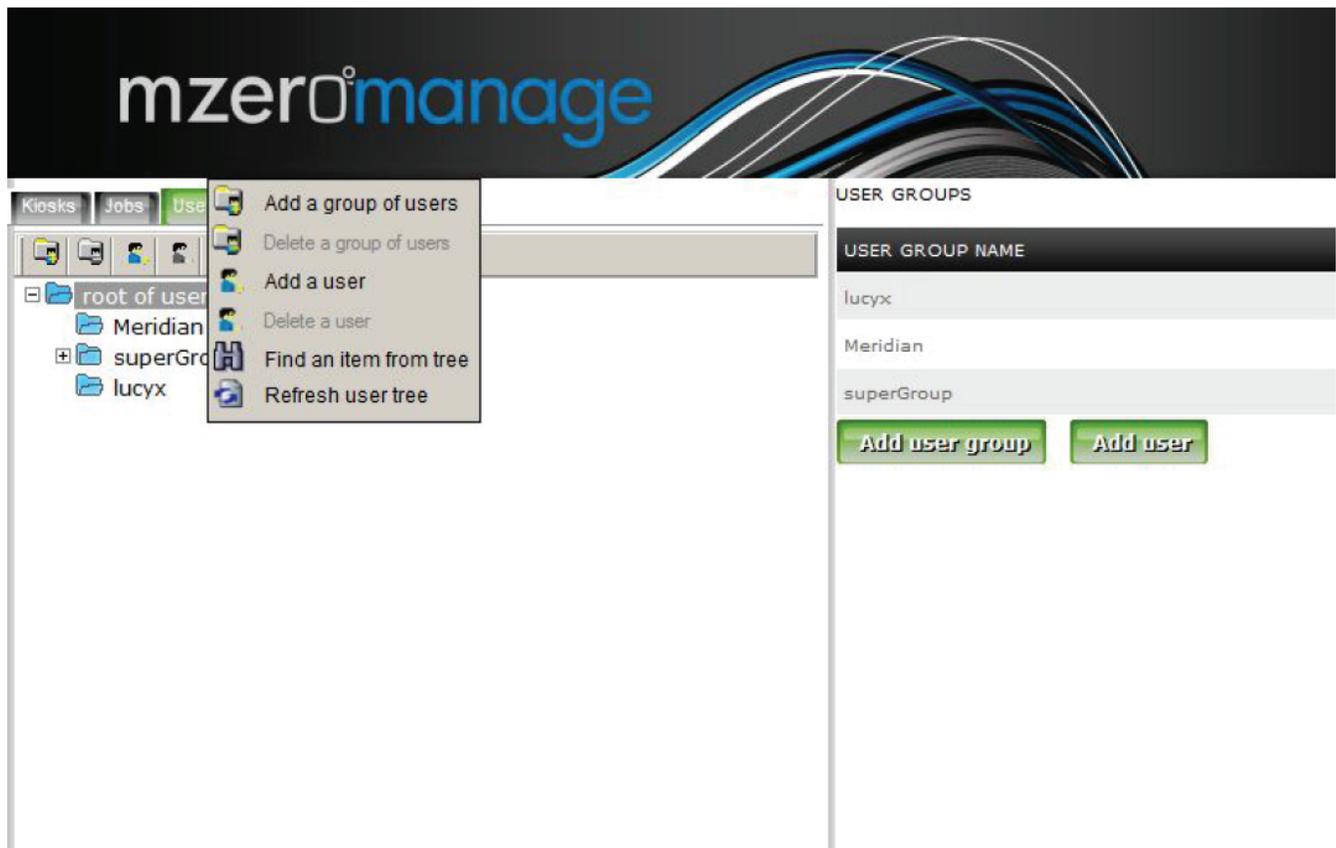
Make sure the changes made in custom2 folder are also in your content block.

Section 5: How to Setup User Accounts and Security Management

Create a User Group

To create a user group click on the root of the user and use one of the following ways:

- Click on the icon in the left panel 
- Right click on the root and select 'Add a group of users' from the menu
- Click on the button 'Add user group' in the right panel

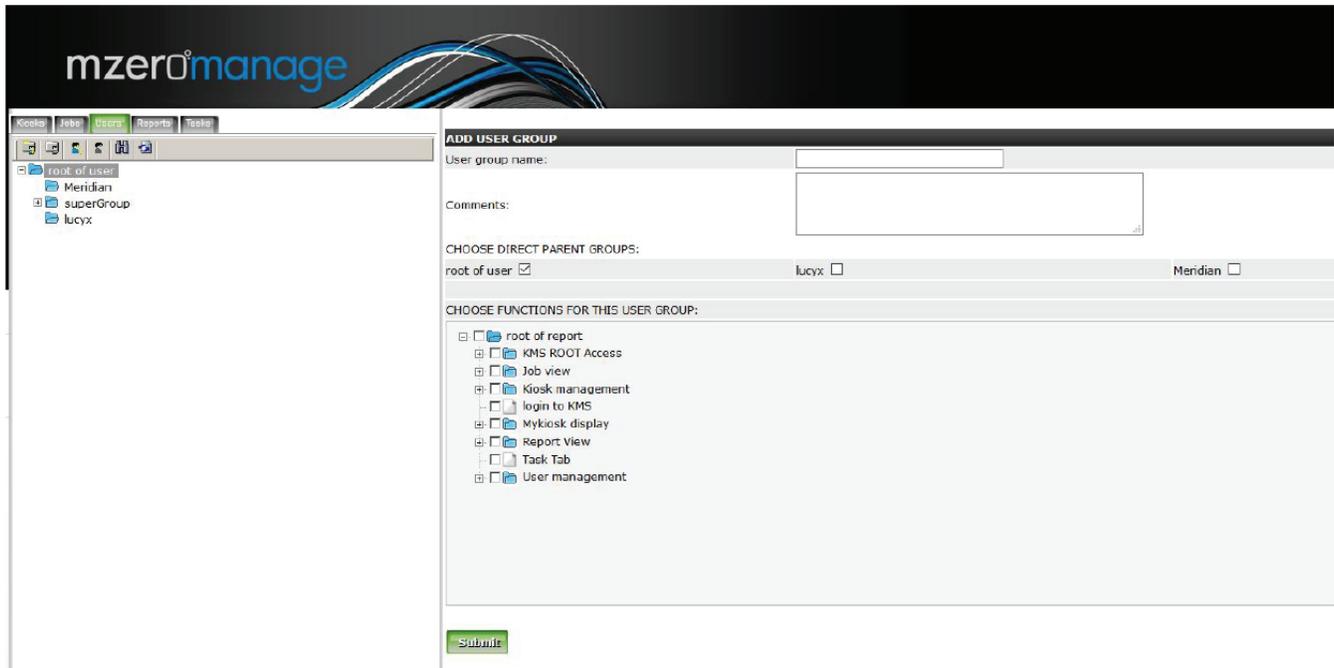


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Section 5 Create a User Group

A new window will open in the right panel. Enter the name of the user group. Select the rights you want to give the user group by clicking on the check box and then click submit. A new user group is added.

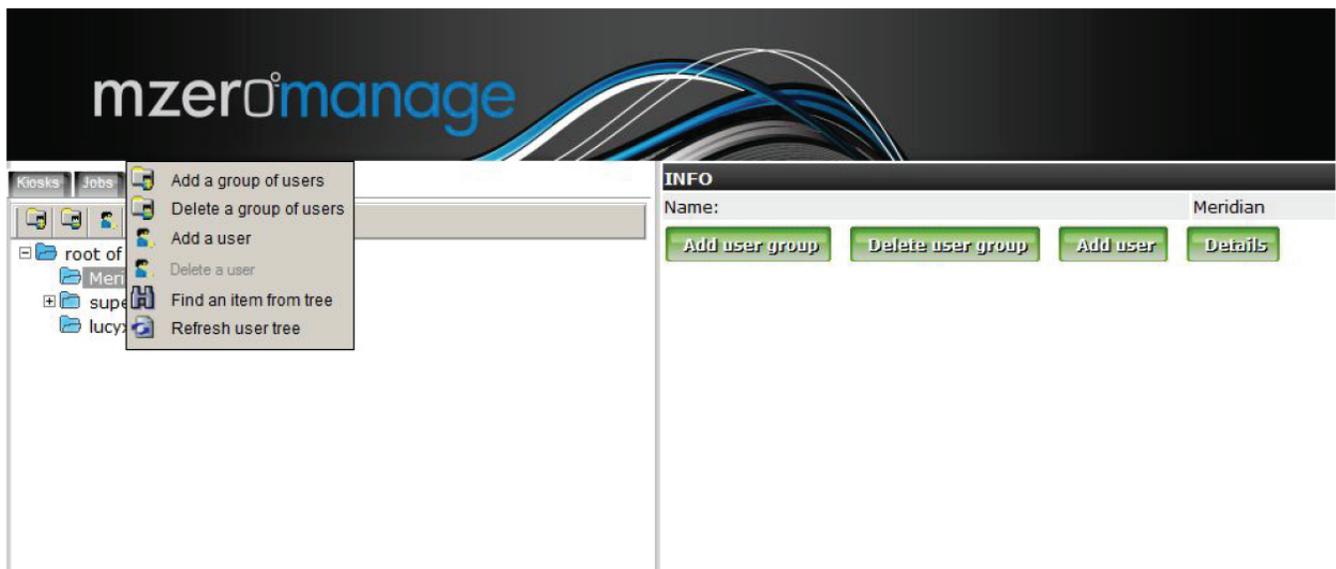


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Delete a User Group

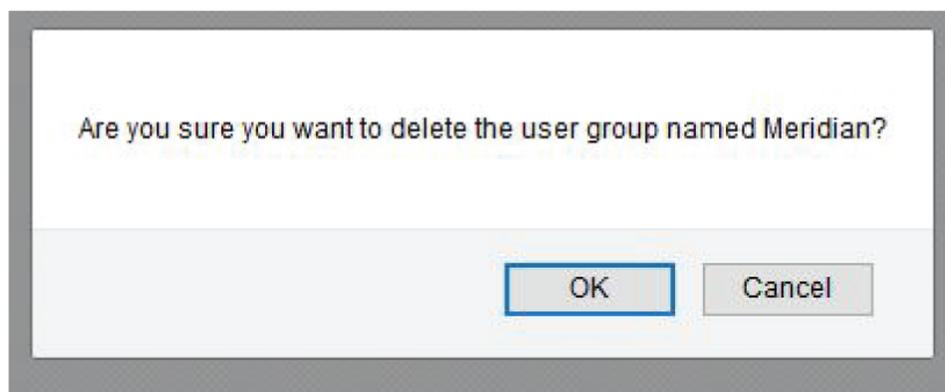
To delete a user group click on the user group and use one of the following ways

- Click on the icon in the left panel 
- Right click on the root and select 'Delete a group of users' from the menu
- Click on the button 'Delete user group' in the right panel



A new window will pop up asking for confirmation. Click on 'OK' to delete the user group.

A user group has to be empty before it can be deleted.



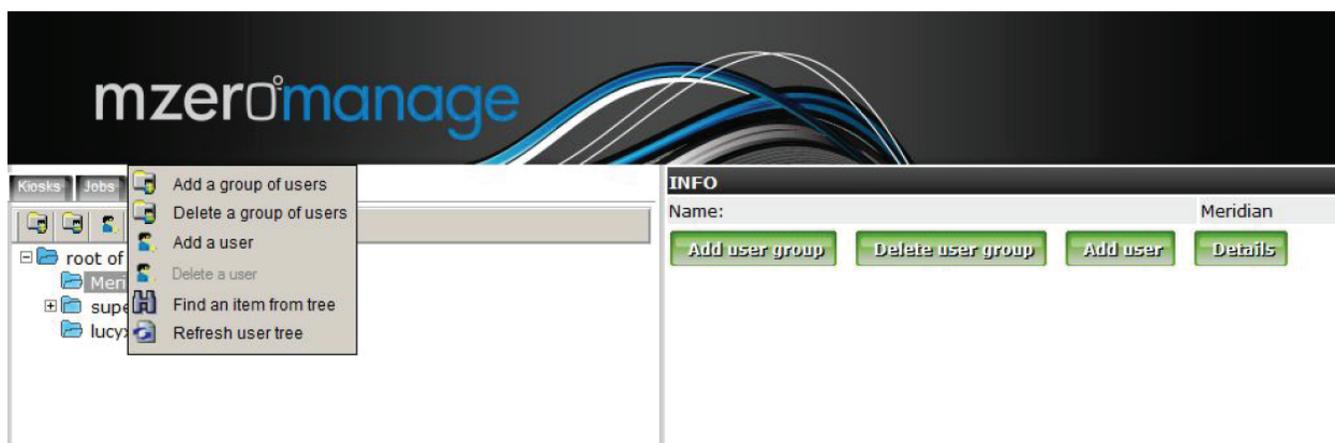
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Section 5 Create a User

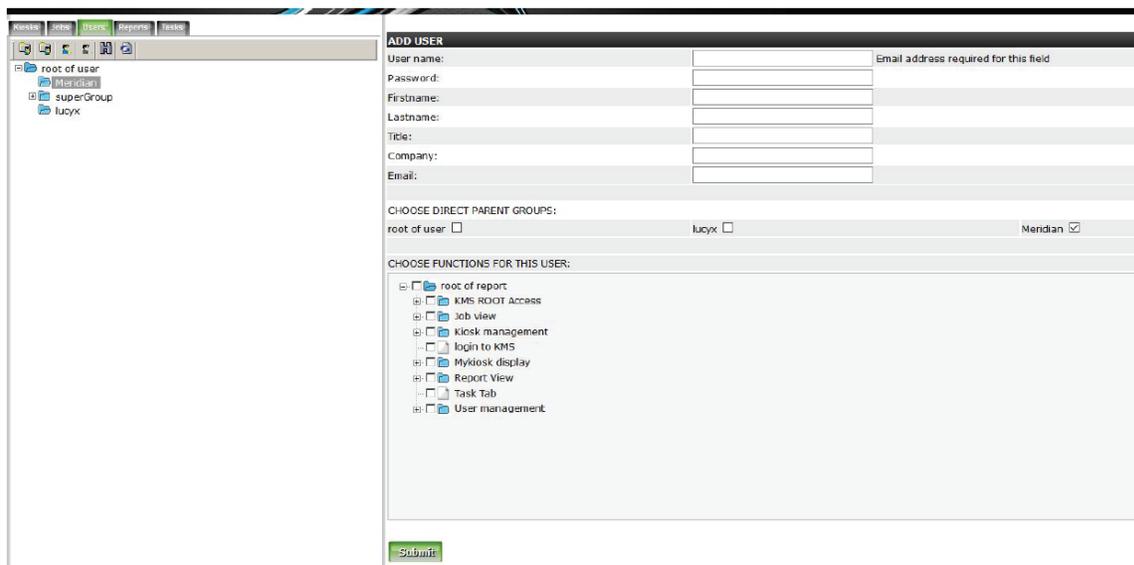
Create a User

To create a user click on the user group or the root of user and use one of the following ways:

- Click on the icon in the left panel 
- Right click on the root and select 'Add a user' from the menu
- Click on the button 'Add user' in the right panel



A new window will open in the right panel. Enter the name of the user. The username should be an email address. Enter the rest of the details. Select the rights or functions you want to give the user by clicking on the check box and then click submit.



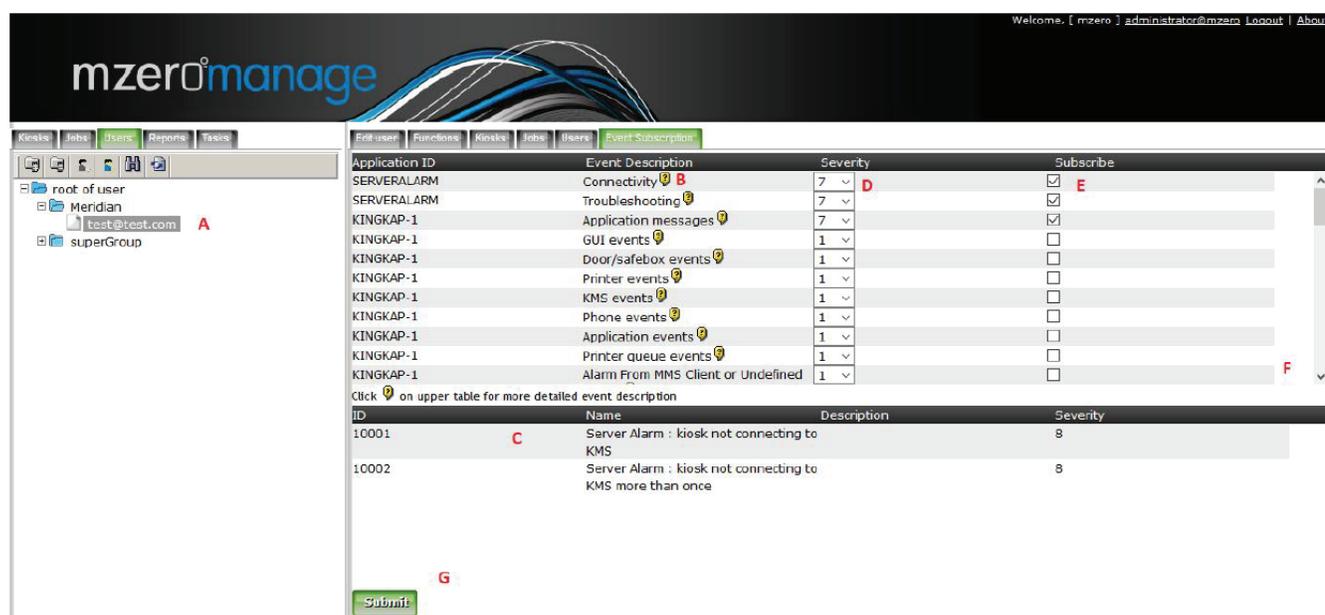
Section 5 Edit a User

Edit a User

You can edit a user by clicking on the user in the left panel. Change the username and password or other necessary details and then click submit.

Subscribe a User to Receive Alerts by Email

To receive an email when an alarm is triggered, click on “event Subscriptions” where enabled as a permission in your account.



Referencing the above figure items (in red):

- A. Select an existing user (A)
- B. Choose a event you wish to subscribe to, the yellow question mark, when clicked shows details about what types of events are in this alarm group (C)
- C. List of alarm group after clicking the yellow question mark beside the alarm group (B)
- D. The severity level is set in (D) for which you want to subscribe to. These range from 1 to 9 where 9 is the most severe. We recommend starting at 7. Alarms 6 and below are increasingly more verbose.
- E. To receive an email during this event check the box (E)
- F. There are more alarms groups than in the visible area, the scroll bar helps you navigate them (F)
- G. When finished press Submit (G)

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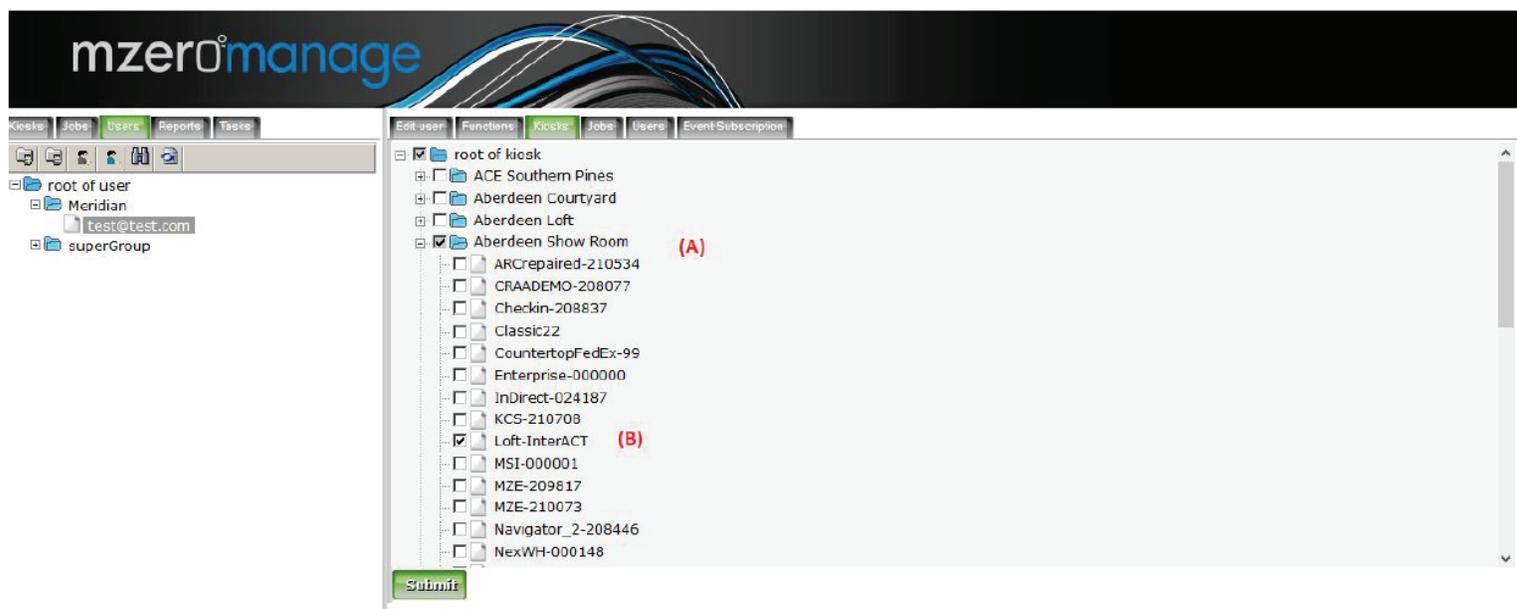
Section 5 Associate User with Kiosks

Associate User with Kiosks (Non-Super Users)

For regular users (non-superuser) you must pick and choose which kiosks or kiosks groups they would like to view and receive alerts for, as part of their login. The benefit of this is you can control notifications and reports to be limited to specific regions or kiosks and exclude any kiosks that they are not responsible for operating or exclude kiosks that are not part of the production environment

Super User accounts automatically see and receive alerts for all kiosks.

Non-superuser accounts must opt-in to a kiosk or kiosk group. If you add a new kiosk for the group, you must adjust the permissions as well.



- Select and expand the group
- Choose the kiosk you need permissions for

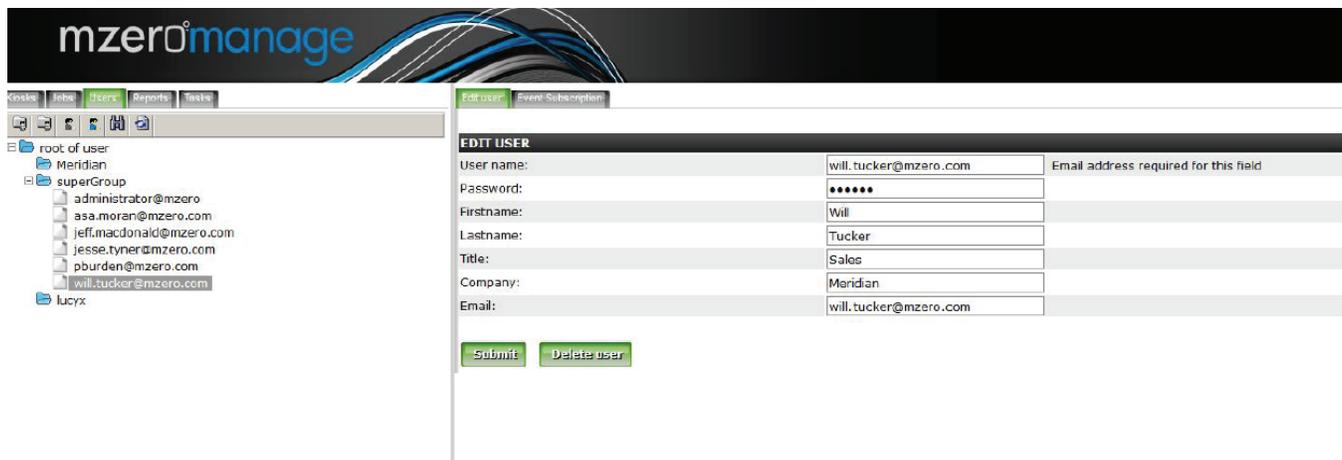
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Section 5 Delete a User

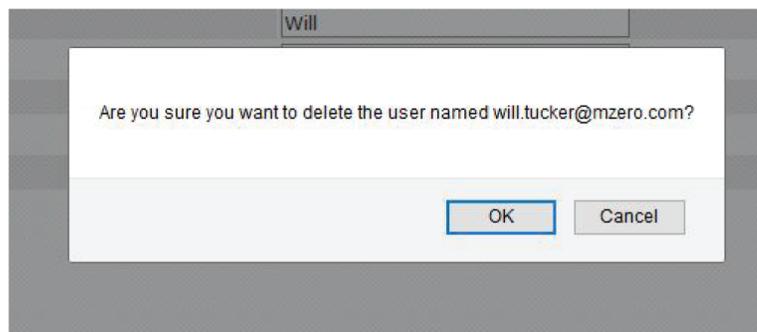
Delete a User

To delete a user click on the user and use one of the following ways:

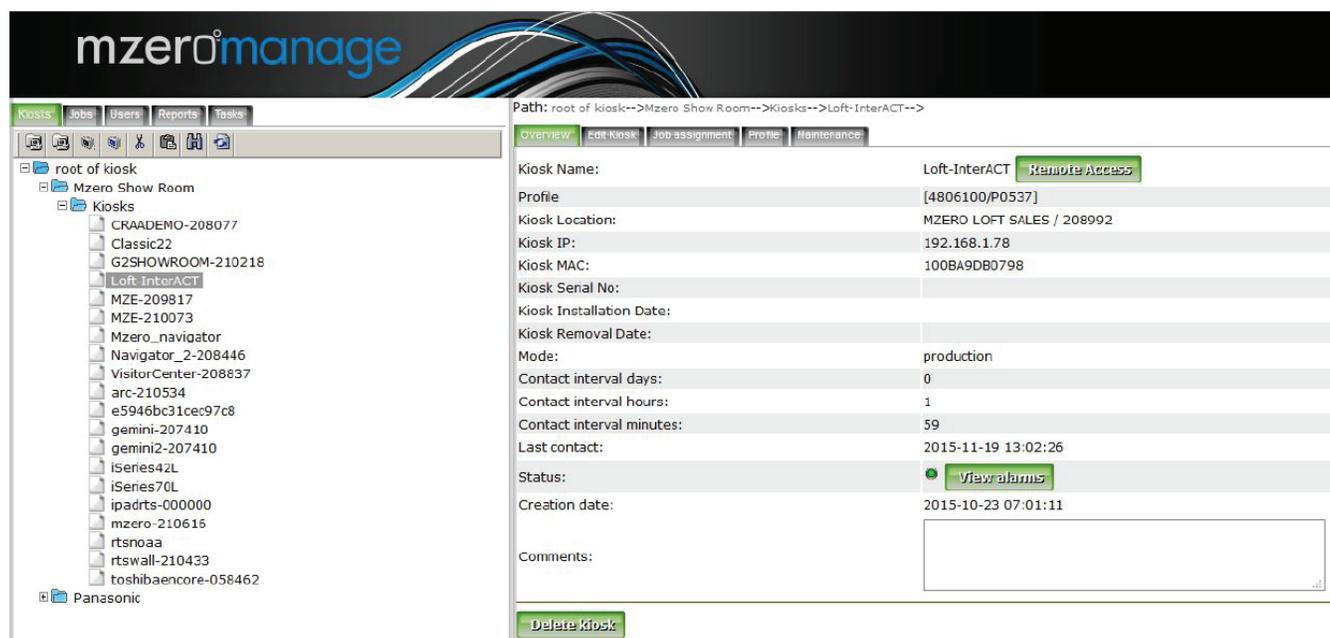
- Click on the icon in the left panel (icon)
- Right click on the root and select 'Add a user' from the menu
- Click on the button 'Add user' in the right panel



A new window will pop-up asking to confirm the deletion. Click 'OK' to delete the user.



Section 6: Kiosk Status



The status of a kiosk can be seen in the overview. Click on the kiosk in the left panel and see the overview tab in the right panel.

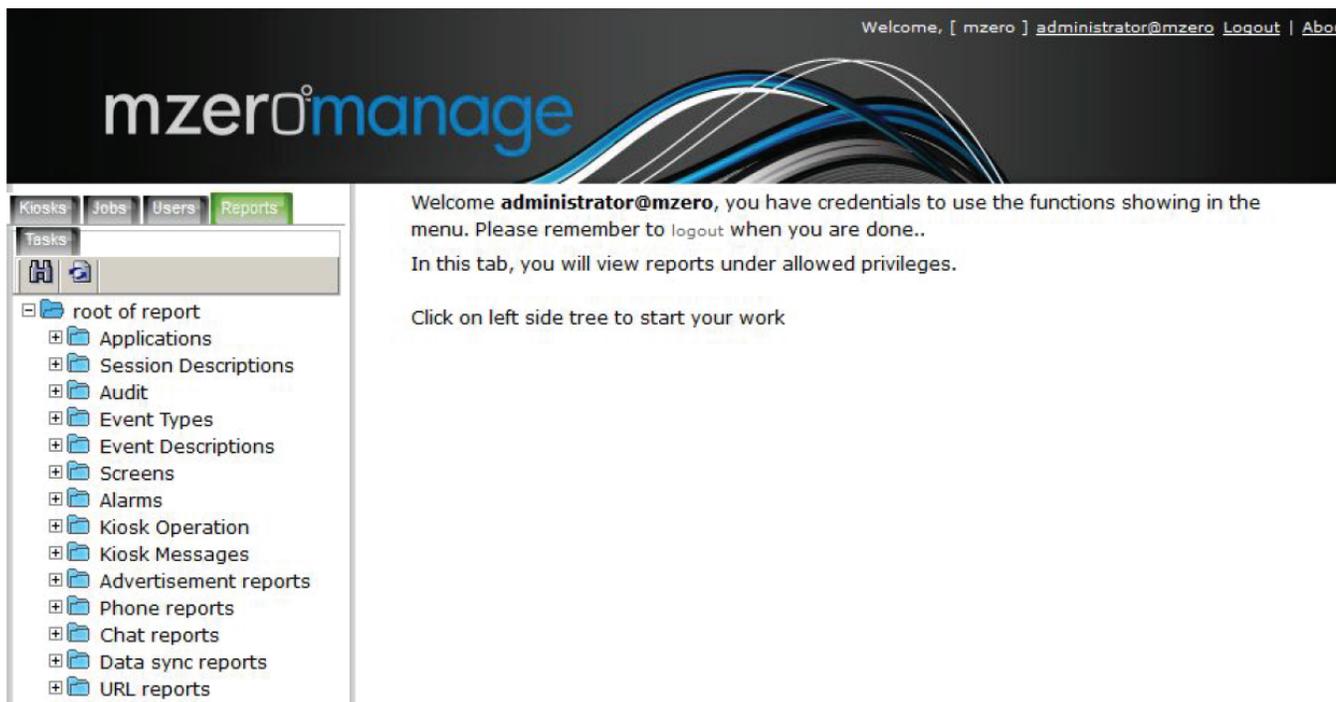
The name, location, serial number is given when the kiosk is created. The IP and MAC address are generated when the kiosk connects to the server. The last contact, creation date, application id, start time and stop time are all generated when the kiosk connects to the server.

The unclear alarms can be viewed by clicking on the view alarm button. A pop-up window appears showing the alarms.

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Section 7 Reports Tab

Section 7: Reports Tab



There are a number of reports that can be seen from the reports tab. The main among these are the alarms, kiosk operation and kiosk messages.

For each option selected in the left panel, a new screen opens in the right panel with 'Execute' button. When the execute button is clicked a new window opens with the report. This report can be exported to different formats. Click on any of the buttons to get a report in that format.



Section 7 Screens

Screens

This section shows the screen usage. Normally, the screen definitions are pre-defined by the software, but the user can add or update a screen definition. Click on the List Screens By Terminal ID and Event ID in the Find Screens section to get details of all used screens.

Query Criteria:
Terminal ID [dec-04]
Result for **List Screens By Terminal ID and Event ID**

202 items found, displaying 1 to 100.
[First/Prev] 1, 2, 3 [Next/Last]

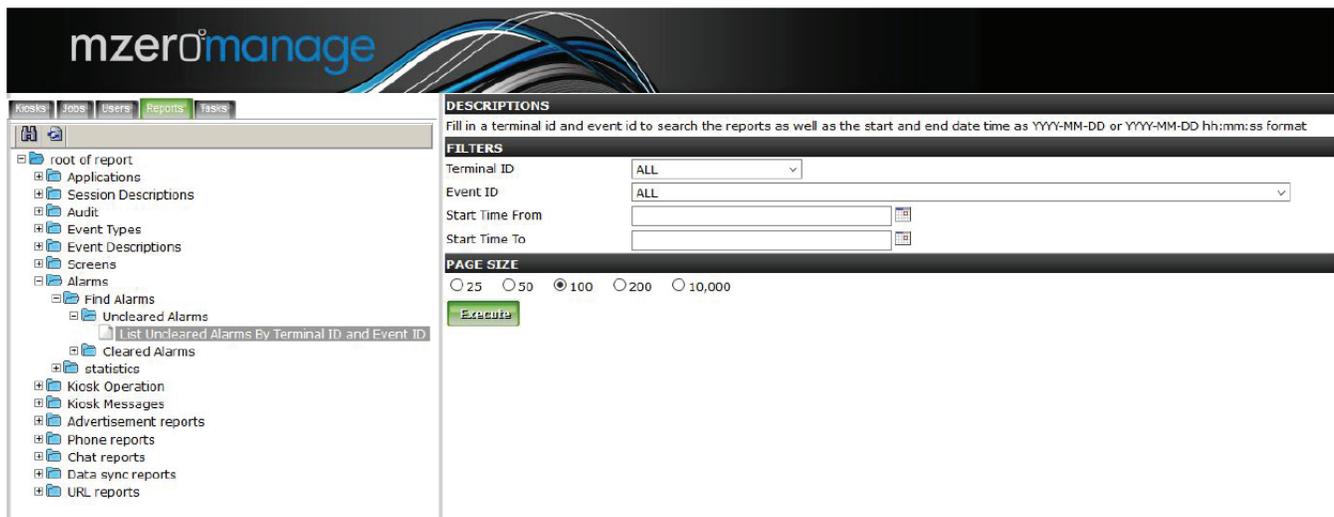
TERMINAL ID	STORE ID	REASON ID	REASON NAME	SCREEN NO	SCREEN NAME	BEGIN TIME	DURATION	PREVIOUS SCREEN	USED	EXIT REASON	DESCRIPTION
dec-04	Laboratory /	9000	System start	1	Attract screen	2007-12-04 10:46:20.109	0:0:4.781	0	false	9001	
dec-04	Laboratory /	9001	Attract screen touch	150	English start mark	2007-12-04 10:46:24.89	0:0:37.860	1	true	9109	
dec-04	Laboratory /	9109	Click exit button	151	English end mark	2007-12-04 10:47:02.75	0:0:0.15	150	false	9109	
dec-04	Laboratory /	9109	Click exit button	1	Attract screen	2007-12-04 10:47:02.765	0:0:2.813	151	false	9012	
dec-04	Laboratory /	9012	Timeout	100	Setting login	2007-12-04 10:47:05.578	0:0:3.578	1	false	9033	
dec-04	Laboratory /	9033	Operator code ok	101	Setting mainmenu	2007-12-04 10:47:09.156	0:0:1.125	100	false	9046	
dec-04	Laboratory /	9046	Terminate	106	Setting exit application	2007-12-04 10:47:10.281	0:0:0.0	101	false		
dec-04	Laboratory /	9000	System start	1	Attract screen	2007-12-04 10:48:48.812	0:0:3.47	0	false	9001	
dec-04	Laboratory /	9001	Attract screen touch	150	English start mark	2007-12-04 10:48:51.859	0:0:12.672	1	true	9109	
dec-04	Laboratory /	9109	Click exit button	1	Attract screen	2007-12-04 10:49:04.531	0:7:38.203	151	false	9001	
dec-04	Laboratory /	9109	Click exit button	151	English end mark	2007-12-04 10:49:04.531	0:0:0.0	150	false		
dec-04	Laboratory /	9001	Attract screen touch	150	English start mark	2007-12-04 10:56:42.734	0:0:4.187	1	true	9109	
dec-04	Laboratory /	9109	Click exit button	1	Attract screen	2007-12-04 10:56:46.921	0:0:2.797	151	false	9001	
dec-04	Laboratory /	9109	Click exit button	151	English end mark	2007-12-04 10:56:46.921	0:0:0.0	150	false		

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Section 7 Alarms

Alarms

This section shows the cleared and uncleared alarms report and the statistics of the alarms.



You can get a report of all the uncleared alarms by selecting the Kiosk (terminal id) and/or the type of alarm (Event Id). You can also select the Start time from and Start time to between which you want the report.

When all the choices are left to default, then the report shows all the existing uncleared alarms. To check the cleared alarms Click on the cleared alarms and use the procedure above.

Section 7 Kiosk Operation

Kiosk Operation

This section shows reports of:

- All the started kiosks
- The startup history of each kiosk
- The downtime of each kiosk
- An option to unlock a locked kiosk

The screenshot displays the mzero manage web interface. At the top, the logo "mzero manage" is visible. Below the logo, there is a navigation bar with tabs for "Kiosks", "Jobs", "Users", "Reports", and "Tasks". The "Reports" tab is currently selected. On the left side, there is a tree view showing the "root of report" with several sub-folders: Applications, Session Descriptions, Audit, Event Types, Event Descriptions, Screens, Alarms, Kiosk Operation, Kiosk Messages, Advertisement reports, Phone reports, Chat reports, Data sync reports, and URL reports. Under the "Kiosk Operation" folder, there are four report options: "List Started Kiosks", "List Startup History by Terminal ID", "List Downtimes of Unit By Terminal ID", and "Unlock A Started Kiosks". On the right side, there is a panel titled "DESCRIPTIONS" with the text "Display all started kiosks." Below this, there is a "PAGE SIZE" section with radio buttons for 25, 50, 100 (selected), 200, and 10,000. An "Execute" button is located below the page size options.

Section 8: FAQs

Question	Answer
How can you tell if the kiosk is connected or not?	Login to the MZero Management Server and click on the reports tab. Click on kiosk operations and then 'List Started Kiosks'. Click Execute. If the kiosk has connected to the server it will show in the report.
How do you deploy a job to the kiosk?	Assigning a Job to the Kiosk
How do you upload a file from the kiosk?	Upload a File
How to check if a file or folder has been uploaded and the contents of this file or folder?	Check Completion of Upload Job and its Content
How to check if a file or folder has downloaded and the contents of this file or folder?	Check Completion of Download Job Check the Contents of the File
How to export a report?	Export a Report
How to view alarms?	View Alarms
How to solve the duplicate ID problem?	Operator may find alarm reported to server about duplicate ID. Duplicate ID means that two or more kiosks have same terminal ID and connected to the same server. To solve this, <ul style="list-style-type: none">→ open the c:\kingnet\kingnetsettings.ini file,→ find the entry called TerminalID (in settings section)→ give every kiosk different ID→ save the file and close

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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

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About Meridian

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.

Fast Facts

- ISO 9001-2008 Certified
- UL Self-Certify Facility
- Manufacturing Processes Comply with Green IT
- Experts in ADA, FCC and HIPPA Compliance
- 1,000's of kiosks built and deployed across all industries
- Clients include Wal-Mart, Ikea, Panasonic, Clear Channel, HP and Enterprise to name a few

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