

Software Overview: Standard Smart Lockers

The purpose of this document is to act as an overview and quick start guide for Meridian Locker Software. Other articles and documents will be linked to this one for more specific details as part of our knowledge base. All items covered in this document will strictly be inside the locker software.

Please refer to our Mzero Software Quick Start Guide & User Manual for kiosk operations and information on the Mzero Manage portal.

Note: Images shown in this document may not be an exact match to your specific locker system.

Locker Administration

To access the Locker Admin, press the stacked menu icon in the top right corner of the screen. A screen will appear asking for the administrative PIN. The default PIN is 7777. After the administrative PIN is entered, the next screen shows all the administrative functions available within the locker software.



PLEASE ENTER PIN

1	2	3
4	5	6
7	8	9
0	*	#

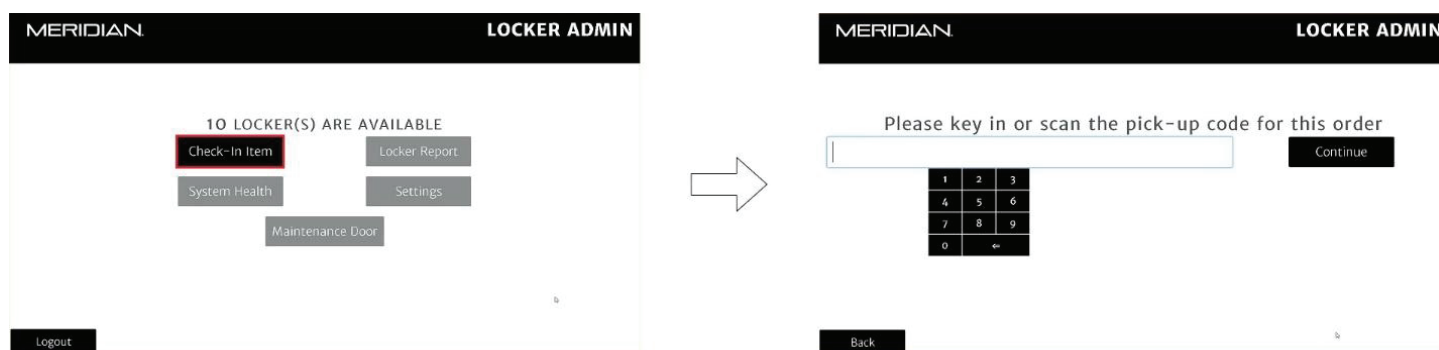
BACK

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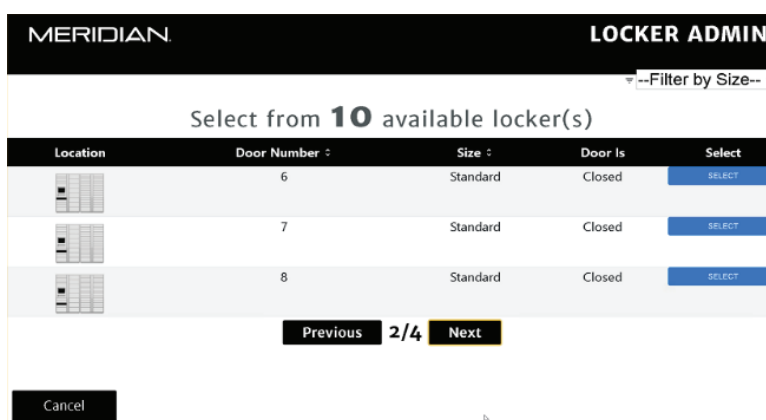
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Checking in Items

The first option in the locker admin screen is to check in items. Selecting the check-in item option, the next screen will prompt for the pickup code. This can be manually entered using the on-screen numeric keypad or by scanning the pickup code via the barcode scanner on the front of the unit.



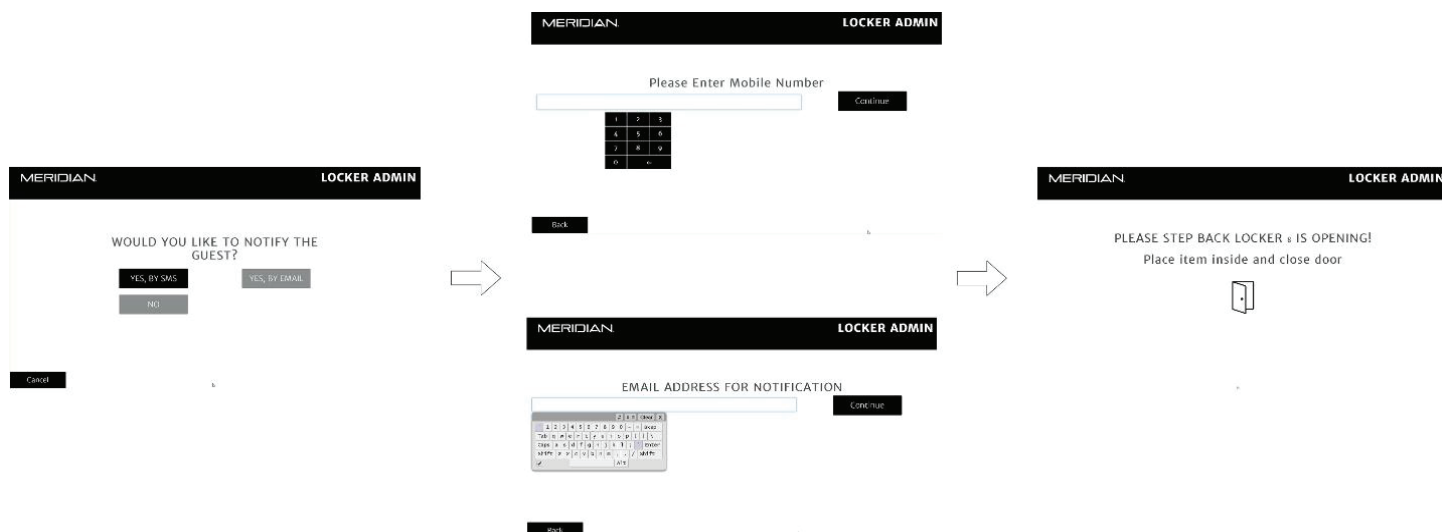
Once the pick-up code has been entered, the system will check the available lockers and then present them on screen. Using the previous and next buttons at the bottom of the screen, you can cycle through each of the available lockers.



After selecting a door, you will be prompted if you would like to notify the guest. You can select "Yes, by SMS" or "Yes, by email." Alternatively, you can select "No" and the guest will not be notified. Selecting either of the "Yes" options you will be prompted with a screen to enter the guest phone number and email address respectively. After the information is entered or if you have selected no, the locker door will then open so that it can be loaded.

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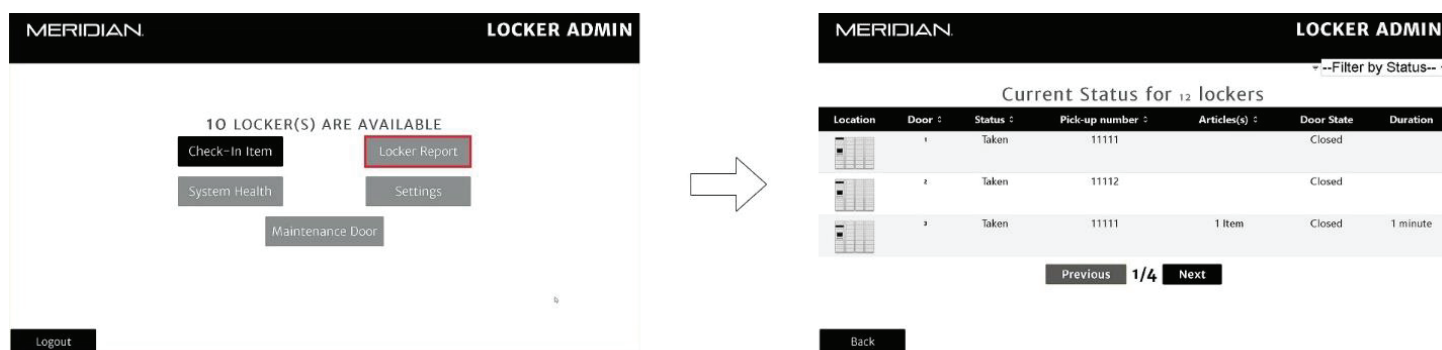
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Once the package has been loaded, you will be returned to the first administrative screen. From here you can then logout using the button in the bottom left. The locker will then return to the attract loop state. Package pick-up will be discussed later in this document in a separate section.

Locker Report & System Health

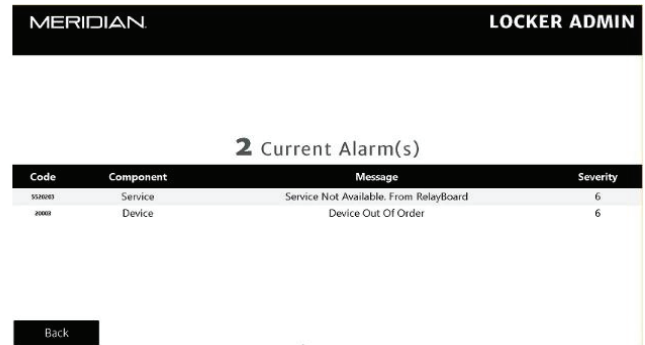
Back on the locker administration screen, the next two options are Locker Report and System Health. The Locker Report function will display the current status of all lockers, if they are assigned, and the pick-up ID assigned to that locker if they are assigned.



System Health will display any errors that the locker is experiencing with any of its devices or lockers.

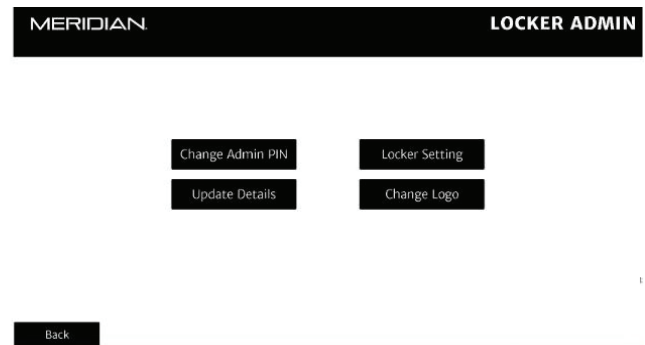
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Settings Menu

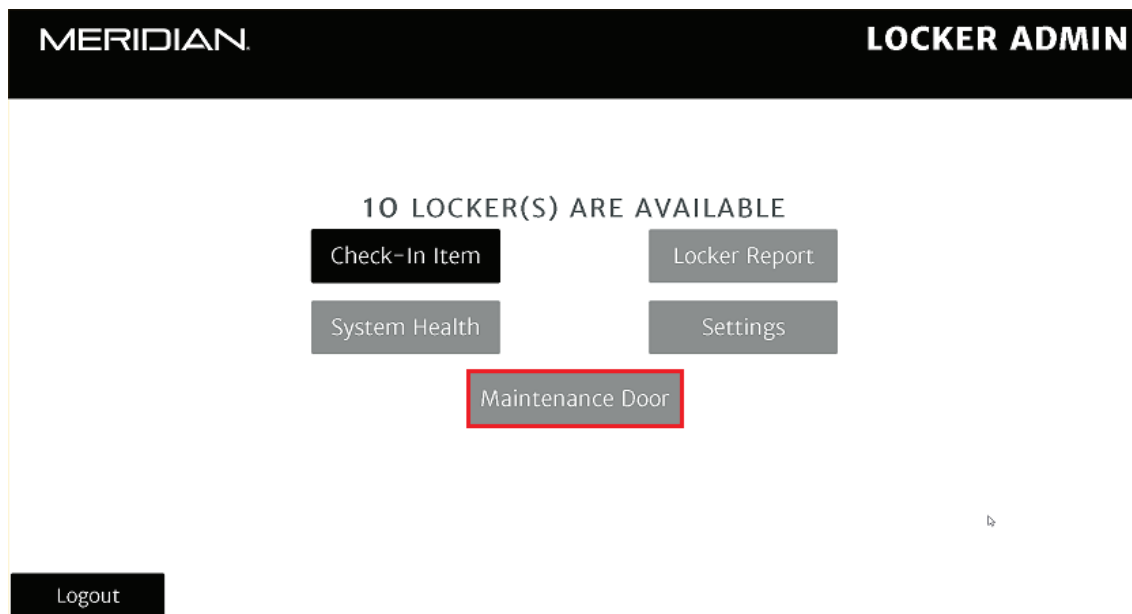
The fourth option in the locker administration screen is the settings option. There are several options available all of which will be covered in more detail in each of their own respective knowledge base articles.



- Change Admin PIN: This changes the default PIN of "7777."
- Locker Settings: Turn on or off logging and other miscellaneous settings.
- Update Details: Update locker name and location.
- Change Logo: Change the logo that appears in the top left corner of the screen.

Maintenance Door

The last item in the locker administration menu is the maintenance door. This door will be preconfigured before leaving Meridian. Selecting maintenance door will bring up the maintenance door(s) in a list that will allow them to be opened. The locker door that holds the monitor will always be a maintenance door. As such, in the check-in item menu this door will be listed as reserved. Any other maintenance doors such as package drop off will also be listed here.

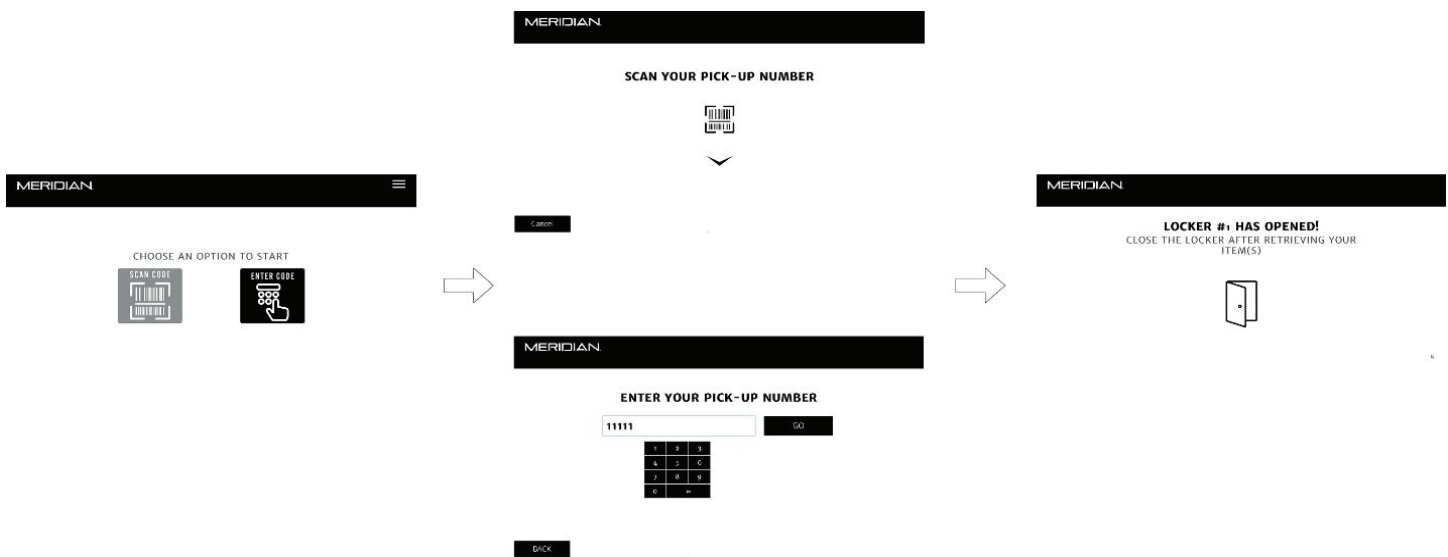


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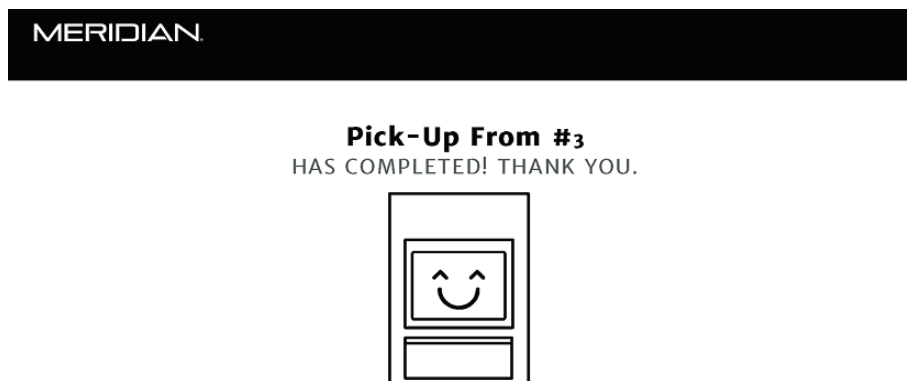
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Locker Pick-up

From the main menu, the pick-up user can choose to enter their pick-up code or to scan it. After their code has been entered the respective door(s) assigned to that pick-up code will then open. In the event there are multiple doors assigned, each of the doors will open one at a time upon closure of the previous door.



After the items have been retrieved and the locker door has closed, a completion screen will then appear. After approximately 20 seconds this screen will close, then the unit will return to the attract screen.



Further Information

Please refer to our knowledge base where this overview guide along with other articles can be located as well as guides and additional information.

Click Here

<https://mzerocloud.atlassian.net/servicedesk/customer/portal/1/topic/1cd11901-fb9d-4697-bc27-0f789e0aa13a>

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