



# Meridian Product Guide



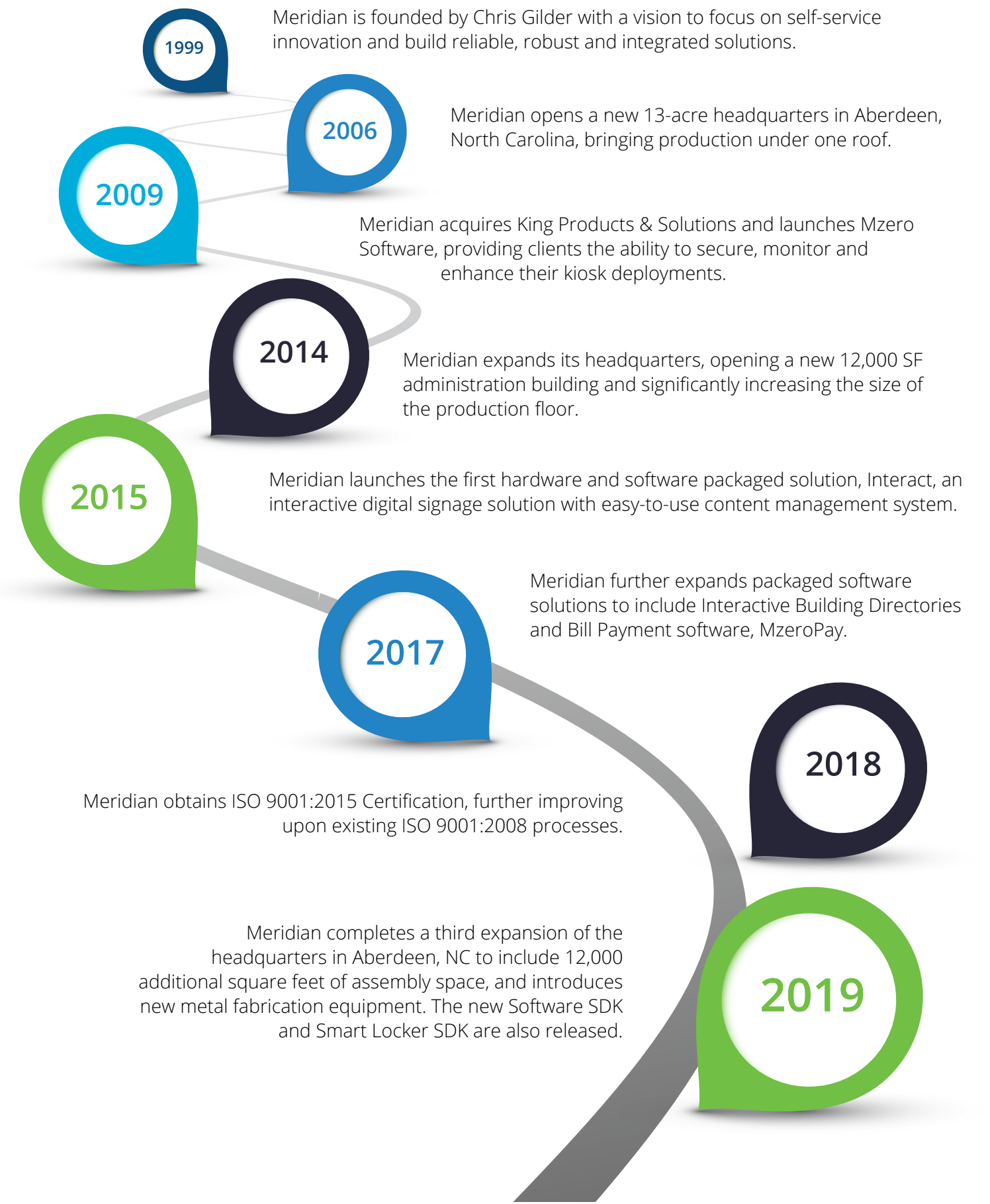
Vertically integrated kiosk manufacturer delivering solutions from concept to completion.

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 9001:2015 Certified
- UL Self-Certify Facility
- 13-Acre Manufacturing Campus
- Kiosks Deployed Across All Industries
- Partners Include HP, Panasonic, BlueStar and CDW
- Manufacturing Processes Comply with Green IT
- Experts in ADA, FCC and HIPAA Compliance
- Full Scale Production Facilities

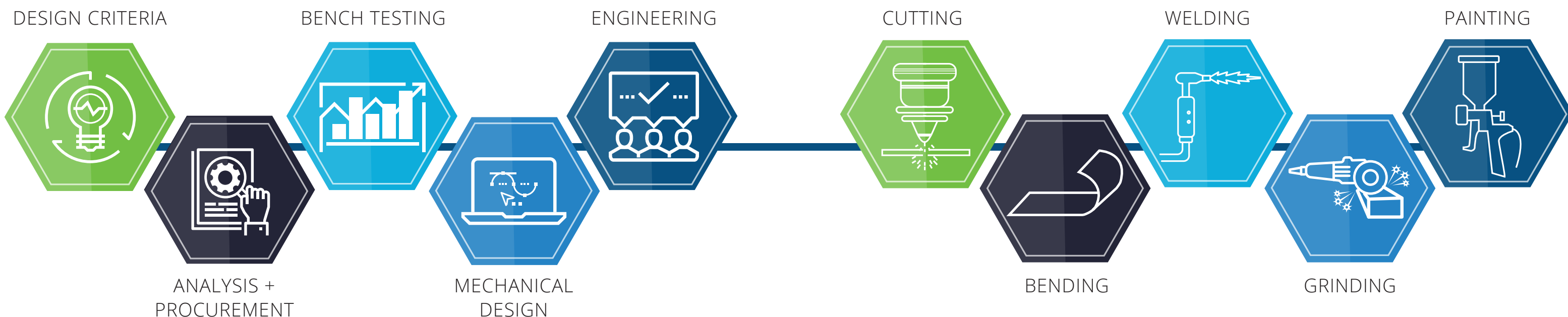
# Company History





# Design

# Manufacturing



## Custom Kiosk Design Process

The Meridian design team acts a consultant with the client to determine design criteria; including discussion about the budget, production schedule, component requirements, installation, required approvals (UL/FCC/ADA) and other aspects of the design.

## American Made Kiosks

With all processes from software development to powder coating to quality control completed in-house, we proudly offer American-made interactive kiosks to a global marketplace.

By manufacturing our products in-house, Meridian is able to:

- Customize kiosk design to fit specific component sets
- Guide customers through each step of the process
- Scale production to meet lead times
- Deliver reliable, high quality products



# Service + Support

Our experienced network of support technicians can address hardware, software, or other challenges that you may face. When you call our support center, you will speak directly to someone who is able and empowered to address all of your questions and concerns.

## Meridian Call Center

- Call Scheduling/Dispatching
- Remote Technical Support
- Sales Product Upgrades
- General Customer Support

*Most kiosks come with a minimum 1-year return to depot warranty.*



## Services Provided

### Site Survey + Kiosk Installation

The technician will remove all packaging, positioning the kiosk in location, power-up, and perform a simple test with test script provided by Meridian IT phone assist. Survey and installation may include:

- Deployment Planning + Scheduling
- On-Site Surveys with Documentation
- Pre-Site Planning
- On-Site Installations

### Connectivity

Connectivity support may include:

- Wireless Activation
- Remote Monitoring
- Proactive Problem Resolution

### Nationwide Field Support

In the unlikely event of a component failure, a technician will be dispatched to quickly confirm the service issues onsite, remove the faulty component and replace with a new component. Field support may include:

- Corrective Maintenance
- Preventative Maintenance
- Break-Fix Service
- Upgrades and Recalls

“We have enjoyed several pleasant years working with Meridian. Their flexibility, design acumen, technical expertise, and manufacturing capabilities exceed what we have seen from other vendors. Meridian is committed to delivering a world-class product.”

— **Ryan Kovalchick, Information Technology, Clear Channel Airports**

“When you set out to disrupt a market that has been doing it the same way for decades, you need a total solution. Meridian delivered what others couldn’t.”

— **Christopher J. Watkins, Direct General Auto Insurance**

“The Mzero suite gave us a peace of mind when we deployed our kiosks. With the monitoring features we opted for, we felt that it was fully secure and protected. I highly recommend this state-of-the-art self-service software.”

— **Major retail corporation**

“Upon launching Mzero Software on our kiosks, we were amazed how easy it was to use! We loved being able to login to MzeroNet from anywhere and view the status of our unit, change our attract screen and see how many people are using the units, and for how long. Also, being able to fully secure and lockdown our desktop and control access to the PC has made us feel that our units will remain secure.”

— **Global airline company**

MERIDIAN KUDOS

## Capabilities

- Consulting
- Design Thinking
- Software
- CAD design
- Assembly
- Shipping
- Service + Support
- Certification

## Industries

- Entertainment
- Healthcare
- Government
- Financial
- Automotive
- Hospitality
- Retail
- Tourism
- Transportation
- Manufacturing
- Education

## Solutions

- Bill Pay
- Check-In
- Wayfinding
- Digital Signage
- Human Resources
- Order Entry
- Building Directories

## Possibilities

Endless

# Self-Service Kiosk Models

Designed Practically.  
Engineered Brilliantly.  
Built Flawlessly.

SPEC SHEETS AVAILABLE FOR ALL MODELS

## Indoor Kiosk Models

### Presenza

As Meridian's flagship interactive digital signage kiosk, the Presenza provides a seamless combination of form and function. The Presenza is one of Meridian's most popular units, designed to provide an unattended self-service presence for multiple use cases in a variety of industries.

**DISPLAY OPTIONS** 17", 19", 22", 32", 42", 55"



#### ENCLOSURE BENEFITS

- Large format screen for digital signage
- Designed to house multiple components
- Dual-sided configurations available
- Extended branding opportunities on front and back of unit (Lexan Laminated Graphics)



## Presenza Wallmount

The Wall Mount Presenza offers all the benefits of Meridian's flagship interactive digital signage kiosk without taking up valuable space. Designed to provide unattended self-service for a variety of use cases, the Wall Mount Presenza can be customised with multiple screen sizes, payment devices, cameras and scanners.

**DISPLAY OPTIONS** 32", 42", 55", 70"



#### ENCLOSURE BENEFITS

- Extended chassis available (shown right) for additional branding
- ADA compliant enclosure depth
- Easy install bracketing technology
- Integrated camera available



## Indoor Kiosk Models

### Navigator

The Navigator is Meridian's signature directory and wayfinding kiosk, offering sophisticated design and component versatility. The Navigator engages audiences and encourages user interaction with its angled screen.

**DISPLAY OPTIONS** 22", 32", 42", 55"



#### ENCLOSURE BENEFITS

- Screen available in landscape and portrait orientation
- Large front access door
- Mobility package with castors available



## Indoor Kiosk Models

### iSeries

The iSeries kiosk collection features a customizable base chassis with room to house a variety of components. The iSeries is perfect for bill payment applications or other use cases that require multiple integrated components.

**DISPLAY OPTIONS** 17", 19", 22"



#### ENCLOSURE BENEFITS

- Large chassis can house multiple integrated components
- Large front access door
- Freestanding unit requires no installation



## RTS

One of Meridian's most customizable units, the RTS is designed for component versatility. Available in standard or ADA height with easy front access and mobility features, the RTS can easily accommodate multiple industries and use cases.

**DISPLAY OPTIONS** 17", 19", 22", 32"



#### ENCLOSURE BENEFITS

- Screen available in landscape and portrait orientation
- Overhead digital signage display package available
- Mobility package with castors available
- House integrated components



## iSeries DS

The iSeries DS' user-friendly features and flexibility in screen sizing create a powerful digital signage solution. The freestanding unit offers maximum branding opportunity with the option of opposing dual screens to serve multiple audiences at once.

**DISPLAY OPTIONS** 32", 42", 55", 70"



#### ENCLOSURE BENEFITS

- Screen available in landscape and portrait orientation
- Single-sided and dual-sided configurations available
- Center base column offers room for integrated components



## Indoor Kiosk Models

### G2

Meridian's most economical kiosk, the G2 can accommodate all-in-ones or tablets up to 22" screen size. The G2's mobility makes it great for surveys, trade shows, product information and can offer additional branding opportunity with graphic signage above the screen.

**DISPLAY OPTIONS** Tablet, 15", 17", 19", 22"



#### ENCLOSURE BENEFITS

- Most economical option
- Endless branding opportunities
- Freestanding
- Available as chassis-only for customer supplied components



## Indoor Kiosk Models

### G3 Wall Mount

The G3 Wall Mount offers big service in a small space. The wall mounted unit allows customers to interact with digital information and can integrate with multiple components. The G3 wall mount meets ADA guidelines for wall mounted fixtures.

**DISPLAY** Tablet, 15", 17", 19", 22"



*Tablet Enclosure*



*All-in-One Enclosure*



### G3

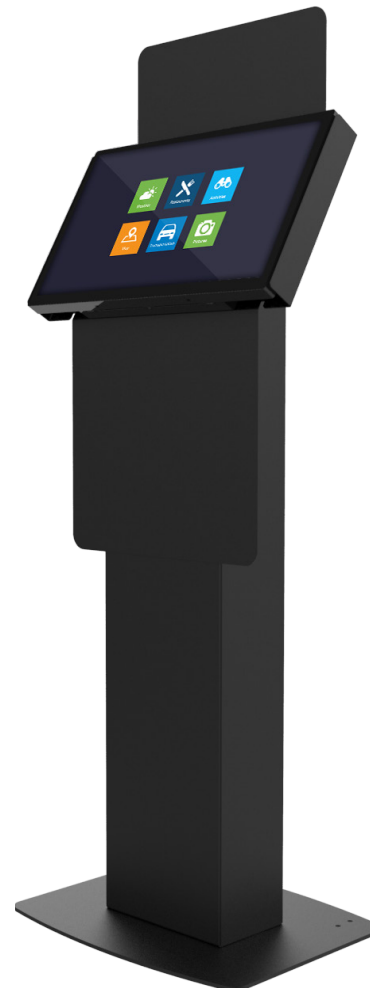
One of Meridian's most economical options, the G3 is ideal for tablets and all-in-ones. The G3's slim design offers maximum audience reach while occupying limited space. Additional mobility features make the G3 an option for use in all industries.

**DISPLAY OPTIONS** Tablet, 15", 17", 19", 22"



#### ENCLOSURE BENEFITS

- Most economical option with room for component integrations
- Endless branding opportunities
- Available with mobility kit - castors
- Freestanding
- Available as chassis-only for customer supplied components



### G3 Countertop

The G3 countertop units offer big service in a small space. The countertop unit allows customers to interact with digital information and can integrate with multiple components to offer bill payment, barcode scanning, and much more. The G3 countertop can be placed directly on existing countertops or built to fit a custom structure.

#### ENCLOSURE BENEFITS

- 360 degree swivel base available

#### DISPLAY OPTIONS

Tablet, 15", 17", 19", 22"



*Tablet Enclosure*



*All-in-One Enclosure*



## Indoor Kiosk Models

### G6 Plus

Meridian's leading bill payment model, the G6 Plus is a secure, versatile kiosk designed for 24-7 unattended operation. The G6 Plus offers a wide range of customizations and integrates seamlessly with financial and security components.

**DISPLAY OPTIONS** 17", 19", 22"



#### ENCLOSURE BENEFITS

- Large chassis can house multiple integrated components
- Large front access door
- Freestanding unit
- Branding flexibility



### Classic

As the name suggests, this timeless model exudes a clean shape and attractive finish. It's unique design engages customers with its angled screen and ease of accessibility. The Classic's modular design boasts easy maintenance and operation with rear access.

**DISPLAY OPTIONS** 17", 19", 22", 26"



#### ENCLOSURE BENEFITS

- Thin enclosure and footprint fits into small spaces
- Branding flexibility
- Mobility kit available - castors
- Freestanding unit



## Outdoor Kiosk Models



### Atlas



As Meridian's flagship drive-thru kiosk, the Atlas offers a simplified order experience to drive-thru customers. The Atlas provides a secure payment terminal and digital menu options to keep customers informed of updated menu offerings.

**DISPLAY OPTIONS** 22", 32", 42"



#### ENCLOSURE BENEFITS

- High-Bright Projected Capacitive Touch for easy outdoor viewing
- Front access with tamper-resistant security locks
- Outdoor rated powder coat finish

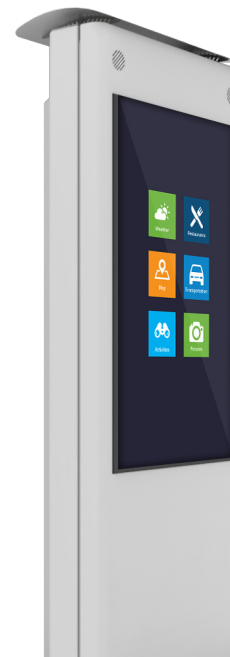


### Presenza OD



The Presenza provides a seamless combination of form and function. The Presenza is one of Meridian's most popular units, designed to provide an outdoor unattended self-service presence for multiple use cases in a variety of industries.

**DISPLAY OPTIONS**  
22", 32", 46", 55", 60", 75", 80"



#### ENCLOSURE BENEFITS

- High-Bright Projected Capacitive Touch for easy outdoor viewing
- Front access with tamper-resistant security locks
- Outdoor rated powder coat finish





# Indoor / Outdoor Kiosk Models



## mBOX Lockers

Meridian's Automated Locker System provides secure, kiosk managed storage to simplify product pickup and improve customer experience.

**DISPLAY OPTIONS** 15", 19", 22", 32"

### BENEFITS

- Increase order capacity
- Increase customer satisfaction
- Streamline order and pickup processes
- Decrease store congestion
- Time Efficient - No more waiting in line
- Reduce overhead
- Increase output without increasing costs
- Give customers instant gratification by allowing them to order online and pickup immediately upon entering the store

**PRODUCT BOOK AVAILABLE**

 All-Weather Model Shown Right



### FEATURES

- Antimicrobial powder coat
- Secure, tamper-resistant locks
- Multiple screen sizes and configurations
- Modular future-proof design
- Optional decorative side panels
- Easy open / easy close doors
- Branding flexibility
- Modern, appealing design
- Durable steel enclosure
- Modified scan-only locker (no touch screen) available

### AVAILABLE COMPONENTS

- IP65 Rugged Keyboard
- Proximity Sensor
- Optical 1D / 2D Scanner
- EMV2 Payment Terminal
- Thermal Receipt Printer

**1**

### Order

Customers can order online or by using a mobile app and schedule in-store pick up.

**2**

### Prepare + Place

Once the order is ready, an employee places the item in the appropriate locker.

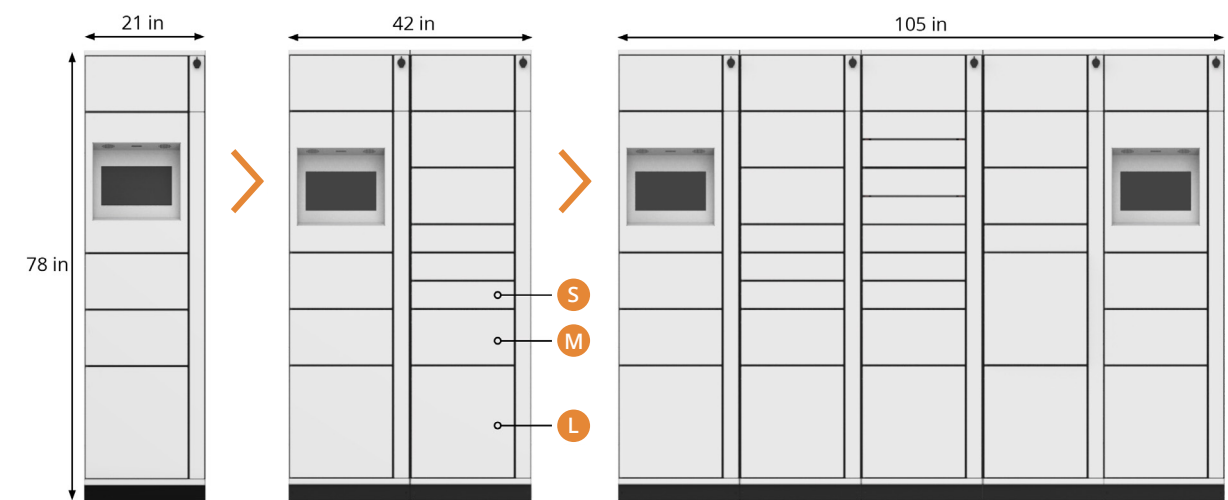
**3**

### Pick Up

When the customer arrives, they go to the locker system, enter their 10-digit code or scan their QR code and the appropriate locker will open with their order inside.



### MODULAR DESIGN



**S** 3.5" H x 15.5" W x 22" D    **M** 8.5" H x 15.5" W x 22" D    **L** 18" H x 15.5" W x 22" D

**STANDARD CONSTRUCTION**

- Durable Steel Enclosure
- High Quality Powder Coat Finish
- Standard Security Locks

**STANDARD SCREENS**

- High Definition LED
- 1920x1080P Resolution
- 16:9 Aspect Ratio
- High-Bright Screens Available

**POWER**

- 120 Volt, 20 AMP Circuit, 50/60 Hz
- Internal Power Strip with Surge Protection
- International Conversion Available

**AVAILABLE COMPONENTS\***

- PC - Solid State Drive, i3, i5 ,or i7
- Credit Card Payment Terminal
- Rugged Keyboard & Trackball
- WiFi or Cellular Connectivity
- Additional Overhead Display
- 7-Pin Tumbler Lock System
- Thermal Printer
- Laser Printer
- Bill Acceptor
- Bill Recycler
- Cash & Coin Acceptance
- Check Acceptor
- Barcode Scanner
- Card Dispenser
- Proximity Sensor
- HD Camera
- Document Scanner
- Microphone
- Speakers
- Navigational Keypad

*Note: Not all components are available with all kiosk models. A Meridian Sales Executive can help build the best solution for you.  
\*Additional components available.*

**POWDER COAT OPTIONS**

- EPA Approved | No Solvents or VOCs
- Fade Resistant, Durable, Easily Cleaned



**STANDARD INDOOR**

*Black, Silver, White*

**STANDARD OUTDOOR**

*Black, Grey, Grey Metallic, Hammered White*

**CUSTOM PANTONE MATCHING AVAILABLE**

*Additonal fee for custom colors.*

**ANTI-MICROBIAL POWDER COAT AVAILABLE**

**GRAPHICS**



Partial Wrap    Half Wrap    Full Wrap

- Lexan Lamination
- EPA Approved | No Solvents or VOCs
- Fade Resistant Ink
- Durable and Easily Cleaned
- Anti-Microbial

**Don't See What You Need?**

Just ask us! By owning the entire manufacturing process, Meridian is able to deliver almost limitless customization options.



**Self-Service Software Solutions**

Best-in-class software to transform your self-service solution.



The MzeroSoftware Suite is best-in-class self-service software developed to meet the requirements of the most demanding business.

By effectively managing your kiosks, Mzero Software can help you:

- Improve customer satisfaction
- Increase operational efficiency
- Deliver high financial returns

Our industry-leading software can be tailored to any organization; from a single kiosk, to large scale deployments of thousands of self-service solutions across the globe. Find out why our customers trust MzeroSoftware to secure, manage and maintain their kiosk deployments.

Start your self-service transformation today, by choosing the software package that's right for you:

## mzeroplatform

### Secure Kiosk Software

MzeroPlatform serves as the foundation that all of Meridian's software solutions are built on. As a standalone product, MzeroPlatform functions as a secure kiosk browser allowing companies to deploy web based kiosks with web applications.

## mzeromanage

### Remote Management Software

Designed to monitor multiple kiosks from remote locations, MzeroManage helps keep your kiosks running at peak performance. It is ideal for businesses requiring system security and remote performance management, allowing businesses to remotely monitor health, customize alerts and run reports.

## mzerocreate

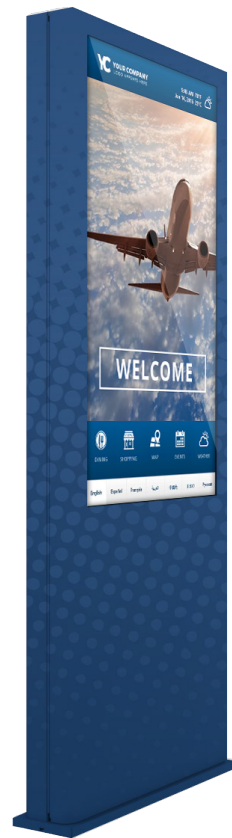
### Software Development Kit

Designed to help produce custom solutions, MzeroCreate provides a suite of developer tools that allows full customization of MzeroPlatform. It is designed with development modules, allowing users to develop kiosk applications that seamlessly integrate with hundreds of pre-integrated components.

## Version + Features Comparison

	MzeroPlatform	MzeroManage*	MzeroCreate*
<b>Secure User-Interface</b>			
Kiosk Lockdown	✓	✓	✓
Boot Control	✓	✓	✓
Secure Browser	✓	✓	✓
Screen-saver	✓	✓	✓
URL Safe Searching (White-listing)	✓	✓	✓
<b>Compatible with Customized Hardware</b>			
Windows Support (Windows 7, 8 and Embedded)	✓	✓	✓
Automatic Crash Recovery	✓	✓	✓
System and Component Integration	✓	✓	✓
<b>Performance Management &amp; Maintenance</b>			
Performance Management Agent		✓	✓
Call for Help Alerting		✓	✓
Condition and Connection Access		✓	✓
<b>Remote Access</b>			
Quick Access Dashboard		✓	✓
Component Management and Alerts		✓	✓
Scheduled Advertising Campaign Loop		✓	✓
Screen Sharing		✓	✓
<b>Reporting Suite</b>			
Real Time Usage Reporting		✓	✓
Kiosk Access Management		✓	✓
Update Deployment and File Transferring		✓	✓
Time Based Content Deployments		✓	✓
<b>Development Tools</b>			
Development Kit for Adobe			✓
Development Kit for Microsoft .NET			✓
Support Desk Access			✓

\*Performance management is hosted by Mzero. Perpetual server license optional; call for pricing. Phone, payment and enterprise integration add-ons optional with MzeroManage and MzeroCreate. Please ask your sales professional for more information.



# mzero<sup>o</sup>InterAct

## Interactive Digital Signage

The interactive digital signage solution enhances the user experience through interactive wayfinding and provides a revenue-generating advertising platform. InterAct engages your audience by promoting businesses, events and attractions.

### MOBILE INTEGRATION

InterAct Mobile enables users to engage with the digital signage content on their mobile devices and take the information with them.



# mzero<sup>o</sup>pay

## Bill Payment SDK

MzeroPay adds value to your business by enhancing customer experience through self-service payment. The multi-use bill payment application offers customers a secure transactional solution and provides businesses with custom reports on credit card transactions, cash transactions, cash balances and device state-of-health.

### PAYMENT VARIETY

MzeroPay supports multiple cash and check configurations and all major credit/debit cards including Visa, MasterCard, American Express, Android Pay and Apple Pay.



# mzero<sup>o</sup>DirectMe

## Interactive Building Directories

MzeroDirectMe enhances the customer experience with self-service wayfinding. The user-friendly building directory is perfect for corporate offices, hospitals, government buildings and more.

### VOIP CALLING

VOIP allows users to contact the business or individual they are visiting and inform them that they have arrived. MzeroDirectMe VOIP SIP service easily integrates with outside phone systems.



# mBoxLockers

## Smart Lockers + SDK

Meridian's mBox Locker System provides secure, kiosk managed storage to simplify product pickup and improve customer experience. A series of notifications keep all parties informed through all steps of the fulfillment process.

### SIMPLE INTEGRATION

The mBox locker software integrates directly with your Enterprise Resource Planning (ERP) and backend systems to communicate between the customer's device, the company and the automated locker.



## Corporate Headquarters

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