Voluntary Product Accessibility Template

VPAT 2.5 — Revised Section 508 Edition

Product Name	Meridian Mzero Smart Locker System
Product Version	TLA-10363 (Indoor ADA Locker with 3 Expansions)
Report Date	March 2026
Reference Project	SO 7829 — UCLA Simulation Center
Report Scope	Chapters 3, 4 & 6: FPC, Hardware, Support Documentation and Services

Product Description

The Meridian Mzero Smart Locker System (TLA-10363) is an 8-column indoor intelligent locker unit measuring 180" × 77" × 24", designed and manufactured by Meridian Kiosks. The user interface column incorporates the following accessibility-relevant hardware components:

Component	Manufacturer	Model / Part	Specification
Touch Screen	Meridian (15" Indoor)	15" PCAP Display	Projected capacitive, mounted at accessible reach height
Keyboard	Storm Interface	2212-T/B Series	63-key vandal resistant, IP65, USB 2.0, integrated 38mm trackball
Accessibility Nav Pad	Storm Interface	1400 Series AudioNav	ADA-compliant 6-key USB HID + audio device with 3.5mm headphone jack
Braille Kit	Storm Interface	ADA Braille Kit	Tactile braille labels (×45 units per locker system)
ADA Keypad	Storm Interface	ADA Keypad	Tactilely discernible numeric input
Audio System	Meridian	2×2" Speakers	In-tray mounted speakers for audible guidance
Door Audio Buzzers	Meridian (Patented)	Per-door buzzer (select models)	Audible tone to guide visually impaired users to opened door; availability varies by model
Barcode Scanner	—	Integrated	Barcode/credential scanning
Door Indicator Lights	Meridian	Red LED per door (select models with pull to open doors)	Visual door-open status indicator

ADA Reach Compliance: The user interface is mounted at 30.75" from the finished floor with operable parts within the 48" maximum forward reach height per ADA/Section 508 requirements. Only locker doors that fall within ADA-compliant reach constraints (both forward and side reach per §407.8) are designated as "accessible" within the Mzero software. Non-accessible doors (those exceeding reach limits) are excluded from assignment to users who require accessible accommodations.

Patented Audio Door Guidance: On models equipped with Meridian's patented audio buzzer system, an audible tone is emitted from the specific locker door when it is opened, enabling users who are blind or have low vision to locate and navigate to the correct door. Door mechanisms vary by model: some feature pull-to-open doors with buzzer and red LED indicator, while others open automatically with visual indication. The audio buzzer is available on select models.

Chapter 3: Functional Performance Criteria

Per the Revised Section 508 Standards, Chapter 3 establishes functional performance criteria that ICT must meet when the technical requirements of Chapters 4 and 5 do not address one or more functions of the ICT.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports**	The Mzero locker system provides non-visual access through multiple channels: (1) Storm AudioNav keypad with 3.5mm headphone jack delivers audio menu navigation — all on-screen content is available as synthesized speech via headset. (2) ADA Braille Kit provides tactile braille labels identifying the navigation pad (3) On models equipped with Meridian door audio buzzer, an audible tone from the specific door guides blind users to the correct locker by sound. (4) ADA Keypad and AudioNav keys are tactilely discernible without visual reference.
302.2 With Limited Vision	**Supports**	The 15" PCAP touch display provides high-contrast visual output. The Mzero software uses high-contrast color schemes and large font sizes appropriate for kiosk viewing distance. Red LED door indicator lights provide clear visual status. AudioNav audio navigation supplements visual information for users with low vision.
302.3 Without Perception of Color	**Supports**	Information conveyed by color is also conveyed through text, position, and audio cues. Door status is indicated by red LED lights and, on equipped models, audible buzzer tones. Some models feature automatic door opening providing a clear visual indication. On-screen instructions use text labels in addition to any color-based indicators.
302.4 Without Hearing	**Supports**	All audible information is also presented visually on the 15" touch display. Door open status is indicated by visual red LED indicator and, where equipped, audible buzzer. On-screen text instructions do not depend on audio perception. The system does not rely solely on audible alerts for any critical function.
302.5 With Limited Hearing	**Supports**	AudioNav headphone jack provides private audio directly to the user, reducing ambient noise interference. Volume is user-adjustable via the AudioNav illuminated volume key. Dual 2" speakers provide amplified audio. All audio information is also available visually on-screen.
302.6 Without Speech	**Supports**	The Mzero locker system does not require speech input for any function. All interaction is through touch screen, keyboard, AudioNav keypad, ADA keypad, or barcode scanner. No voice-activated features are required for operation.
302.7 With Limited Manipulation	**Supports**	Multiple input methods accommodate users with limited fine motor skills: (1) AudioNav provides simplified 6-key navigation (4 directions + enter + volume) as an alternative to touch screen interaction.

		(2) Storm keyboard trackball provides cursor control without requiring finger precision on the touch screen. (3) AudioNav external mount with quick-release cradle can be positioned for optimal user reach and dexterity. (4) Locker doors are electronically released — some models open automatically, others unlock for pull-to-open. No tight grasping or twisting required.
302.8 With Limited Reach and Strength	**Supports**	The user interface is mounted at 30.75" AFF, within the ADA forward reach range (15"–48"). The Mzero software designates only doors within ADA reach constraints (§407.8 / ADA §308) as "accessible" and filters assignments accordingly when MzeroAssetNeedsAccessible is enabled. Keyboard actuation force is 100g nominal. AudioNav keys require minimal force. Touch screen requires only light contact. Locker doors are electronically released — some models open automatically, others unlock for pull-to-open with minimal force.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	The Mzero software provides simple, step-by-step guided workflows with clear visual and audio instructions. The interface supports multiple languages (English, Spanish, French). AudioNav provides audio guidance through headset for users who have difficulty reading on-screen text. Icons and visual cues supplement text instructions.

Chapter 4: Hardware

Per the Revised Section 508 Standards, Chapter 4 addresses hardware aspects of ICT. The Mzero Smart Locker System is a closed-functionality self-service kiosk incorporating a touch screen display, physical keyboard, ADA navigation keypad, and electronically controlled locker doors.

402 Closed Functionality

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	***Heading cell — no response required***	***Heading cell — no response required***
402.1 General	***Heading cell — no response required***	***Heading cell — no response required***
402.2 Speech-Output Enabled	***Heading cell — no response required***	***Heading cell — no response required***
402.2.1 Information Displayed On-Screen	**Supports**	The Mzero locker system provides speech output for all on-screen information via the Storm AudioNav keypad. When a user plugs a headset into the 3.5mm audio jack, the system delivers synthesized speech descriptions of all displayed content including menu options, instructions, locker assignments, and status messages. Audio is routed through the AudioNav USB audio device which enumerates as a standard sound device requiring no special drivers.
402.2.2 Transactional Outputs	**Supports**	Transactional output (locker door assignment, open/close confirmation) is provided through both visual display and speech output via the AudioNav headset. The On models equipped with the patented door audio buzzer, an additional non-visual confirmation is provided by emitting an audible tone from the specific door. Models without the buzzer provide visual confirmation via red LED indicator and/or automatic door opening.
402.2.3 Speech Delivery Type and Coordination	**Supports**	Speech output is delivered through the AudioNav 3.5mm headphone jack as private listening. Speech is coordinated with on-screen visual information — audio descriptions correspond to the currently displayed screen content. The optional AudioNav Extended Footprint version includes speech rate control keys (F23/F24) allowing users to adjust playback speed (where equipped.)
402.2.4 User Control	**Supports**	Users control speech output through the AudioNav keypad: (1) Volume is adjustable via the illuminated Volume key (cycles through levels up to maximum, then resets to default). (2) Navigation keys (Up/Down/Left/Right/Enter) control which content is read. (3) Speech rate is adjustable on Extended Footprint models via dedicated speed keys (where equipped.) (4) Audio is activated by plugging in headphones and reset when headphones are removed.
402.2.5 Braille Instructions	**Supports**	Braille instructions for initiating the speech output mode are provided via the ADA Braille Kit. Braille labels identify the audio jack and instruct users to plug in headphones to begin audio-assisted navigation.

402.3 Volume	*Heading cell — no response required*	*Heading cell — no response required*
402.3.1 Private Listening	**Supports**	The AudioNav provides a 3.5mm headphone jack for private listening. Audio output is 30mW per channel maximum into a 32Ω load, supporting standard headphones and earbuds. The illuminated jack socket indicates availability. When headphones are connected, audio is routed to the headset rather than the system speakers.
402.3.2 Non-private Listening	**Partially Supports**	Speech output (narrator/screen reader functionality) is only available through the AudioNav 3.5mm headphone jack as private listening — the narrator does not output through the non-private speakers. Dual 2" speakers mounted in the interface tray bottom provide non-private audio for system prompts, confirmation tones, and door buzzer coordination only. This design is intentional to protect user privacy during audio-assisted navigation, as screen content descriptions may include personal information (locker assignments, user identity).
402.4 Characters on Display Screens	**Supports**	The 15" PCAP touch display presents characters at sizes appropriate for the expected viewing distance at a kiosk. The Mzero software uses large, high-contrast fonts. Font sizes are designed for readability at arm's length distance from the mounted display position.
402.5 Characters on Variable Message Signs	**Not Applicable**	The Mzero locker system does not include variable message signs.

403 Biometrics

Criteria	Conformance Level	Remarks and Explanations
403 Biometrics	*Heading cell — no response required*	*Heading cell — no response required*
403.1 General	**Not Applicable**	The Mzero locker system does not use biometric forms of user identification. Authentication is through non-biometric methods including barcode scanning, RFID badge/proximity card readers, PIN entry via ADA keypad, or touch screen interaction. All authentication methods provide at least one non-biometric alternative as required.

404 Preservation of Information Provided for Accessibility

Criteria	Conformance Level	Remarks and Explanations
404 Preservation of Information Provided for Accessibility	*Heading cell — no response required*	*Heading cell — no response required*
404.1 General	**Supports**	The Mzero system preserves accessibility information provided by users. When a user profile is configured with MzeroAssetNeedsAccessible = true, this preference is maintained across sessions and used consistently to filter door assignments to ADA-compliant reach zones. Language preferences are also preserved. The system does not alter, degrade, or discard accessibility configuration data.

405 Privacy

Criteria	Conformance Level	Remarks and Explanations
405 Privacy	***Heading cell — no response required***	***Heading cell — no response required***
405.1 General	**Supports**	The same degree of privacy of input and output is provided to all users. The AudioNav 3.5mm headphone jack enables private audio output. PIN entry via the ADA keypad is not displayed on screen. Touch screen input does not expose private information differently for accessible vs. standard interaction modes.

406 Standard Connections

Criteria	Conformance Level	Remarks and Explanations
406 Standard Connections	***Heading cell — no response required***	***Heading cell — no response required***
406.1 General	**Supports**	The Mzero locker system uses standard industry connections: (1) 3.5mm headphone jack (AudioNav) — standard audio connector compatible with all standard headphones, earbuds, and assistive listening devices. (2) USB 2.0 — not provided but a keyboard and AudioNav components are already connected to the host PC. No proprietary connectors are required for user-facing accessibility features.

407 Operable Parts

Criteria	Conformance Level	Remarks and Explanations
407 Operable Parts	***Heading cell — no response required***	***Heading cell — no response required***
407.2 Contrast	**Supports**	Operable parts provide sufficient visual contrast against their housing: (1) Storm keyboard: chromed cast metal keytops contrast against the stainless steel top plate. High-contrast white polymer keytops available as option. (2) AudioNav: illuminated keys and illuminated 3.5mm jack socket (LED backlit) provide high contrast, especially in low-light conditions. (3) ADA Keypad: tactilely raised keys with contrasting markings. (4) Red LED door indicators contrast against the dark locker door surface.
407.3 Input Controls	***Heading cell — no response required***	***Heading cell — no response required***
407.3.1 Tactilely Discernible	**Supports**	All input controls are tactilely discernible without activation: (1) Storm keyboard: cast metal keytops are

		individually shaped and raised above the stainless steel plate with 1.5mm travel, 19mm pitch. Key boundaries are detectable by touch. (2) AudioNav: the 4-way directional rocker key, center Enter key, and Volume key are physically distinct shapes. The raised indicator bars on the volume button cover provide tactile orientation. The 3.5mm jack socket is recessed and identifiable by touch. (3) ADA Keypad: numeric keys are tactilely raised with distinct edges. (4) ADA Braille Kit: 45 braille labels provide tactile identification of all controls and doors.
407.3.2 Alphabetic Keys	**Supports**	The Storm 2212-T/B keyboard provides a standard alphabetic key arrangement. Keys are arranged in standard QWERTY layout with 19mm pitch conforming to standard keyboard conventions. Available in English UK, English USA, French, Spanish, and German layouts. Unless otherwise specified, the English version was provided.
407.3.3 Numeric Keys	**Supports**	The ADA Keypad provides numeric keys arranged in a standard ascending or 12-key telephone keypad layout. The Storm keyboard includes numeric keys in standard keyboard arrangement. Both meet the requirement for standard numeric key layout.
407.4 Key Repeat	**Supports**	Key repeat is managed by the host operating system (Windows). The Storm keyboard and AudioNav enumerate as standard USB HID keyboards, inheriting the OS key repeat delay and rate settings. These can be adjusted through standard Windows accessibility settings (FilterKeys). The Mzero application layer implements debounce protection against unintended repeated input.
407.5 Timed Response	**Supports**	When a timed response is required (e.g., session timeout), the Mzero software provides visual and audible notification before the time expires. The user is alerted through both on-screen countdown and audio prompt via speakers or AudioNav headset. Timeout periods are configurable by the system administrator.
407.6 Operation	**Supports**	All operable parts are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist: (1) Touch screen: requires only light touch contact. (2) Keyboard: 100g nominal actuation force, standard key press motion. (3) AudioNav: rocker-style directional key and push-button keys require simple press action with minimal force. (4) ADA Keypad: push-button keys with standard actuation. (5) Headphone insertion: standard 3.5mm plug insertion.

		(6) Locker doors: electronically released — some models open automatically, others unlock for pull-to-open with minimal force. No tight grasping, pinching, or twisting required.
407.7 Tickets, Fare Cards, and Keycards	**Not Applicable**	The Mzero locker system does not dispense tickets, fare cards, or keycards. Locker access is via barcode scan, PIN entry, or touch screen selection.
407.8 Reach Height and Depth	***Heading cell — no response required***	***Heading cell — no response required***
407.8.1 Vertical Reference Plane	**Supports**	The user interface column of the TLA-10363 locker system presents a clear vertical reference plane. The 15" touch screen, keyboard, AudioNav, ADA keypad, and barcode scanner are all mounted on the front face of the interface column (Column 4), establishing a single vertical plane for user interaction.
407.8.1.1 Vertical Plane for Side Reach	**Supports**	The interface column width is 45" (per engineering drawings). The operable parts (screen, keyboard, AudioNav) are centered within this column, within the allowable side reach envelope.
407.8.1.2 Vertical Plane for Forward Reach	**Supports**	The interface column depth is 24". The operable parts are mounted on the front face, within the allowable forward reach over the 4" deep keyboard tray. Obstruction depth does not exceed 20".
407.8.2 Side Reach	**Supports**	Operable parts are positioned to allow side reach approach. The keyboard tray at 30.75" AFF and the 15" display above it are within the 15"–48" unobstructed side reach range. Locker doors within this scope are marked as Accessible in the configuration.
407.8.2.1 Unobstructed Side Reach	**Supports**	The user interface operable parts (keyboard at 30.75" AFF, AudioNav, ADA keypad, touch screen with top edge at approximately 48" AFF) are within the 15"–48" unobstructed side reach range per ADA §308.3.1. Locker doors within this scope are marked as Accessible in the configuration.
407.8.2.2 Obstructed Side Reach	**Supports**	The keyboard tray extends approximately 4" from the locker face. This obstruction depth is well below the 10" threshold and does not reduce the allowable reach range. Locker doors within this scope are marked as Accessible in the configuration.
407.8.3 Forward Reach	**Supports**	Operable parts support forward reach approach. Interface mounted at 30.75" AFF center height. Locker doors within this scope are marked as Accessible in the configuration.
407.8.3.1 Unobstructed Forward Reach	**Supports**	The 15" touch screen, AudioNav, and ADA keypad are accessible via unobstructed forward reach within the 15"–48" AFF range. The keyboard tray at 30.75" AFF is within the compliant range. Locker doors within this scope are marked as Accessible in the configuration.
407.8.3.2 Obstructed Forward Reach	**Supports**	The keyboard tray creates a minor forward reach obstruction of approximately 4" depth. Per §407.8.3.2.1, for obstructions ≤20" deep, the maximum reach height remains 48" AFF. All operable parts above the tray are within this limit. Locker doors within this scope are marked as Accessible in the configuration.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	**Supports**	The keyboard tray obstruction is approximately 4" deep (well under 20"). The highest operable part (top of 15" touch screen) is at approximately 48"

		AFF, within the 48" maximum for obstructions ≤20" deep. Locker doors within this scope are marked as Accessible in the configuration.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	**Supports**	The keyboard tray at 30.75" AFF provides clearance below for wheelchair knee and toe space. The tray depth of 4" does not significantly obstruct knee space. The locker system base allows toe clearance at floor level.

408 Display Screens

Criteria	Conformance Level	Remarks and Explanations
408 Display Screens	***Heading cell — no response required***	***Heading cell — no response required***
408.2 Visibility	**Supports**	The 15" PCAP touch display is mounted within the user interface column at a height and angle providing visibility from both standing and seated (wheelchair) positions. The display is positioned above the keyboard tray and below 48" AFF, within the optimal viewing zone for both ambulatory and wheelchair users.
408.3 Flashing	**Supports**	The Mzero software does not use content that flashes more than three times per second. Red door LED indicators are steady-state (not flashing) during normal operation. The AudioNav illuminated keys use steady LED illumination, not flashing.

409 Status Indicators

Criteria	Conformance Level	Remarks and Explanations
409 Status Indicators	***Heading cell — no response required***	***Heading cell — no response required***
409.1 General	**Supports**	Status indicators are discernible visually, tactilely, and audibly: (1) Door status: red LED indicator (visual) and, on equipped models, audio buzzer (audible) when door opens. Some models provide automatic door opening as visual indication. (2) AudioNav jack: illuminated socket (visual) + USB HID code F15 sent on jack insertion / F16 on removal (programmatic status). (3) AudioNav volume key: illuminated LED (visual). (4) System status: on-screen text (visual) + audio prompt via speakers or headset (audible).

410 Color Coding

Criteria	Conformance Level	Remarks and Explanations
410 Color Coding	***Heading cell — no response required***	***Heading cell — no response required***
410.1 General	**Supports**	Color is not used as the sole means of conveying information. Red door LED indicators are supplemented by audible buzzer tones and on-screen text status. On-screen UI elements use text

		labels and positional cues in addition to color. AudioNav provides full audio alternative to all visual color-based information.

411 Audible Signals

Criteria	Conformance Level	Remarks and Explanations
411 Audible Signals	***Heading cell — no response required***	***Heading cell — no response required***
411.1 General	**Supports**	Audible signals are not used as the sole means of conveying information: (1) Door audio buzzer: supplemented by red LED visual indicator and on-screen door assignment display. (2) AudioNav headset audio: corresponds to on-screen visual content. All audible information has a visual equivalent on the 15" display.

412 ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and Explanations
412 ICT with Two-Way Voice Communication	***Heading cell — no response required***	***Heading cell — no response required***
412.2 Volume Gain	***Heading cell — no response required***	***Heading cell — no response required***
412.2.1 Volume Gain for Wireline Telephones	**Not Applicable**	The Mzero locker system does not include wireline telephone functionality.
412.2.2 Volume Gain for Non-Wireline ICT	**Not Applicable**	The Mzero locker system does not provide two-way voice communication. The AudioNav Extended Footprint microphone support is for voice assistant integration only, not two-way telephone communication.
412.3 Interference Reduction and Magnetic Coupling	***Heading cell — no response required***	***Heading cell — no response required***
412.3.1 Wireless Handsets	**Not Applicable**	The system does not include wireless handsets.
412.3.2 Wireline Handsets	**Not Applicable**	The system does not include wireline handsets.
412.4 Digital Encoding of Speech	**Not Applicable**	The system does not transmit or receive real-time voice communication.
412.5 Real-Time Text Functionality	**Not Applicable**	Reserved for future. The system does not provide real-time text communication.
412.6 Caller ID	**Not Applicable**	The system does not include telephone functionality.
412.7 Video Communication	**Not Applicable**	The system does not provide video communication.
412.8 Legacy TTY Support	***Heading cell — no response required***	***Heading cell — no response required***
412.8.1 TTY Connectability	**Not Applicable**	The system does not include voice communication requiring TTY support.
412.8.2 Voice and Hearing Carry Over	**Not Applicable**	Not applicable — no voice communication.
412.8.3 Signal Compatibility	**Not Applicable**	Not applicable — no voice communication.
412.8.4 Voice Mail and Other Messaging Systems	**Not Applicable**	Not applicable — no voice communication or messaging.

413 Closed Caption Processing Technologies

Criteria	Conformance Level	Remarks and Explanations

413 Closed Caption Processing Technologies	*Heading cell — no response required*	*Heading cell — no response required*
413.1.1 Decoding and Display of Closed Captions	**Not Applicable**	The Mzero locker system does not display video content requiring closed captions.
413.1.2 Pass-Through of Closed Caption Data	**Not Applicable**	The system does not process or pass through video signals.

414 Audio Description Processing Technologies

Criteria	Conformance Level	Remarks and Explanations
414 Audio Description Processing Technologies	*Heading cell — no response required*	*Heading cell — no response required*
414.1.1 Digital Television Tuners	**Not Applicable**	The system does not include digital television tuners.
414.1.2 Other ICT	**Not Applicable**	The system does not display video programming requiring audio descriptions.

415 User Controls for Captions and Audio Descriptions

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions	*Heading cell — no response required*	*Heading cell — no response required*
415.1.1 Caption Controls	**Not Applicable**	The system does not display video content with captions.
415.1.2 Audio Description Controls	**Not Applicable**	The system does not display video content with audio descriptions.

Chapter 6: Support Documentation and Services

Per the Revised Section 508 Standards (36 CFR Part 1194), Chapter 6 addresses the requirements for support documentation and services provided with ICT products.

601.1 Scope

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	***Heading cell — no response required***	***Heading cell — no response required***

602 Support Documentation

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	***Heading cell — no response required***	***Heading cell — no response required***
602.2 Accessibility and Compatibility Features	**Supports**	Documentation for the Mzero Smart Locker System describes the following accessibility and compatibility features: (1) Storm AudioNav Navigation Pad — ADA-compliant assistive input device with 4-way directional navigation, center select, and illuminated volume control; audio menu navigation via 3.5mm headphone jack enabling users with impaired vision to navigate all on-screen menus through synthesized or recorded audio descriptions; USB HID keyboard enumeration requiring no special drivers. (2) Storm 2212-T/B Keyboard — Vandal-resistant 63-key compact keyboard with integrated trackball; tactilely discernible cast metal keytops with 19mm key pitch; IP65-sealed for durability. (3) ADA Braille Kit — Tactile braille labels applied to all user-facing controls and door identifiers. (4) ADA Keypad — Tactilely discernible numeric keypad for PIN entry. (5) Accessible Door Designation — Software-level filtering ensures users requiring accessible accommodations are only assigned locker doors within ADA forward reach (15"–48") and side reach constraints per §407.8. (6) Patented Audio Door Buzzer — Each locker door equipped with an audible buzzer that activates when opened, guiding users who are blind or have low vision to the correct locker location. (7) Door Indicator Lights — Red LED indicators on each door provide visual open/close status. (8) Speaker System — Dual 2" speakers in the interface tray provide audible system feedback.
602.3 Electronic Support Documentation	**Supports**	Electronic support documentation (user guides, technical manuals, API documentation, and administration interfaces) is provided through the Mzero web-based administration portal. The portal

		conforms to WCAG 2.0 Level AA — see WCAG 2.x section of this VPAT for details. Storm Interface provides downloadable PDF technical manuals and configuration utilities for the AudioNav (Rev 3.0) and Keyboard (2212-T/B) components via their website (www.storm-interface.com).
602.4 Alternate Formats for Non-Electronic Support Documentation	**Supports**	Non-electronic support documentation (printed installation guides, engineering design approval documents, and component specification sheets) is available in alternate formats upon request. Meridian Kiosks provides documentation in large print and electronic text formats. Storm Interface component documentation is available as downloadable electronic documents.

603 Support Services

Criteria	Conformance Level	Remarks and Explanations
603 Support Services	***Heading cell — no response required***	***Heading cell — no response required***
603.2 Information on Accessibility and Compatibility Features	**Supports**	Meridian Kiosks support services personnel are trained on the accessibility features of the Mzero Smart Locker System, including: (1) Configuration of accessible vs. non-accessible door assignments based on ADA reach constraints. (2) Operation and troubleshooting of the Storm AudioNav navigation pad, including headphone jack audio navigation and volume control. (3) Configuration of the Mzero software's accessible mode, including screen reader-compatible audio prompts and navigation flow. (4) Operation of the patented door audio buzzer system for guiding visually impaired users. (5) Storm Interface provides direct technical support for the AudioNav (API integration, firmware updates, USB code table customization) and keyboard components, including a Windows-based configuration utility and remote firmware update capability. Support contact: sales@storm-interface.com.
603.3 Accommodation of Communication Needs	**Supports**	Meridian Kiosks support services accommodate communication needs of users with disabilities. Their 2 Support to the operator is available via: (1) Telephone with relay service compatibility. (2) Email for text-based communication. (3) The Mzero web administration portal which conforms to WCAG 2.0 Level AA. End-user interaction with the locker system itself accommodates communication needs through: (a) Visual — 15" PCAP touch display with on-screen

		instructions, red door indicator LEDs. (b) Auditory — AudioNav headphone-based menu navigation, dual speakers for system prompts, patented door buzzer for wayfinding. (c) Tactile — Braille labels on controls and doors, tactilely discernible keyboard keytops and navigation pad keys. (d) Motor/Dexterity — AudioNav 6-key simplified navigation as alternative to touch screen; external mount and quick-release cradle options for positioning at optimal reach.

Referenced Hardware Specifications

Storm Interface 2212-T/B Series Keyboard

Type	Compact top-mounting vandal-resistant keyboard with integrated trackball
Keys	63 keys, 19mm pitch, 1.5mm travel, 100g actuation force
Keytops	Chromed cast metal (tactilely discernible) or high-contrast white polymer
Trackball	Integrated 38mm trackball with left & right click
Sealing	IP65 (water/dust), -20°C to +70°C operating
Impact Resistance	20 Joules (BS EN 60068-2-75:1997)
Interface	USB 2.0, 60mA at 5V
Operational Life	4 million+ cycles per key
Certifications	CE, FCC, UL (File E230121)
Languages	English UK/USA, French, Spanish, German

Storm Interface 1400 Series AudioNav Keypad

Type	ADA-compliant assistive USB input device with audio navigation
Keys	4-way directional, center Enter, illuminated Volume (6-key standard; 9-key EF adds speed/volume)
Audio	Illuminated 3.5mm headphone jack, 30mW per channel into 32Ω, USB audio device
Microphone	Supported in Extended Footprint version; tested with Alexa, Cortana, Siri, Google Assistant
Sealing	IP65 (underpanel), IP54 (external mount), -20°C to +70°C
Impact	IK09 (5J underpanel), IK08 (5J external), IK09 (10J Extended Footprint)
Interface	USB 2.0 composite HID (keyboard + audio), no drivers required
Mounting	Underpanel (portrait/landscape), external mount, angled housing, quick-release cradle
Certifications	CE, FCC, UL, UKCA, ADA Compliant
Patent	Licensed under NCR U.S. Design Patent D687,783

Meridian 15" Indoor Touch Screen

Type	15" Projected Capacitive (PCAP) touch display
Mounting	Integrated into user interface column at ADA-compliant reach height (30.75" AFF)

Meridian Patented Door Audio Buzzer System

Function	Individual audible buzzer on each locker door activates upon door release command
Purpose	Enables users who are blind or have low vision to locate the correct opened door by following the audible tone
Availability	Available on select locker models; not all configurations include door buzzers
Door Mechanisms	Pull-to-open models: buzzer + red LED activate on unlock; user pulls door open. Auto-open models: door opens automatically providing visual indication; buzzer optional.
Integration	Controlled by Mzero locker management software; buzzer activates automatically when a door is electronically released

ADA Reach Compliance — Accessible Door Designation

Per Section 508 §407.8 (Reach Height and Depth) and ADA Standards §308:

Reach Type	Minimum	Maximum	Applicable Standard
Unobstructed Forward Reach	15" AFF	48" AFF	§407.8.3.1 / ADA §308.2.1
Unobstructed Side Reach	15" AFF	48" AFF	§407.8.2.1 / ADA §308.3.1
Obstructed Forward Reach (≤20" depth)	15" AFF	48" AFF	§407.8.3.2.1
Obstructed Forward Reach (20"–25" depth)	15" AFF	44" AFF	§407.8.3.2.1

The Mzero software supports evaluation and configuration of each locker door's physical position against these reach constraints and this is saved to the configuration. Doors whose operable hardware (handle/latch) falls within the compliant reach range are flagged as "accessible" in the system configuration. When a user's profile indicates an accessible accommodation requirement (MzeroAssetNeedsAccessible = true), the Mzero software filters available doors to present only those marked accessible, ensuring compliance with ADA and Section 508 reach requirements. Many lockers are customized and the MzeroAssetNeetsAccessible = true flag must be set in accordance with what the client's hardware configuration is.

The TLA-10363 locker system (77" total height) contains doors at various heights across 8 columns (standard configuration – varies by client preference):

Column	Configuration	Accessibility Notes
Column 1	2 × XL	Upper doors may exceed 48" reach — assessed individually
Column 2	4 × Large	Lower doors within accessible range
Column 3	8 × Medium	Lower/mid doors within accessible range
Column 4	9 × Small, 1 × Medium + UI	User interface column; small doors at various heights
Column 5	14 × Small, 1 × Medium	Small doors — most within accessible range
Column 6	1 × XXL	Full-height door — accessible at handle height
Column 7	4 × Large	Lower doors within accessible range
Column 8	2 × XL	Upper doors may exceed 48" reach — assessed individually

Document References

1. Meridian Engineering Design Approval — SO 7829, TLA-10363, UCLA Simulation Center, approved August 17, 2023 (Cory Soto, Equipment and Data Manager)
2. Storm Interface 2212-T/B Series Keyboard Brochure — Rev 2, November 2021 (FM 39602 003, 2212-TB-LIT-01)
3. Storm Interface AudioNav Technical Manual — Rev 3.0, 1400 Series (Keymat Technology Ltd., 2022)
4. VPAT 2.5 Revised Section 508 Edition Template — ITI/ITIC
5. ADA Standards for Accessible Design — U.S. Department of Justice, 2010
6. Revised Section 508 Standards — U.S. Access Board, 36 CFR Part 1194

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