

Meridian IVR

Getting Started Guide

Publication number: 555-9001-302
Product release: Meridian IVR 2.0/I
Document release: Standard 1.0
Date: February 1997

© 1996 Northern Telecom
All rights reserved

Printed in the United States of America

Information is subject to change without notice. Northern Telecom reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

Nortel, Meridian IVR, Meridian Mail, ACCESS, and Meridian-1 are trademarks of Northern Telecom. DEC and VT420 are trademarks of Digital Equipment Corporation. HP, LaserJet, and ThinkJet are trademarks of Hewlett-Packard Company. X Window System and X are trademarks of the Massachusetts Institute of Technology. NCD is a trademark of Network Computing Devices Inc. UNIX is a registered trademark of AT&T. Voicetek and VTK are trademarks of Voicetek Corporation. Motif is a trademark of Open Software Foundation Inc. Touch tone is a trademark of Bell Canada.

Publication history

February 1996

This document is the first standard issue for Meridian IVR release 2.0/I.

Contents

About this guide	vii
Who should use this guide.	vii
How to use this guide.	vii
Related documentation	vii
MIVR 2.0/I documentation.	viii
Conventions used in this guide	viii

Chapter 1: Introduction to Meridian IVR	1-1
Overview	1-1
Meridian IVR systems	1-1
User accounts	1-2
Account privileges	1-2
Logging on and off Meridian IVR	1-4
Security features	1-5
Passwords	1-5
The Meridian IVR autoboot feature	1-6
Screen locking.	1-6

Chapter 2: Meridian IVR system interface	2-1
Graphical user interface.	2-1
Menu-based interface	2-1
Navigating with the mouse.	2-1
Mouse button techniques.	2-2
Standard graphic features	2-3
Navigating with the keyboard.	2-5
The desktop.	2-6
Desktop windows.	2-7
Icon manager window	2-10
Clock window.	2-10

Meridian IVR Console window.	2-11
Meridian IVR main menu.	2-11
Meridian IVR UNIX shell	2-12
Background menus	2-13
Left background menu.	2-14
Middle background menu	2-15
Right background menu.	2-15

Chapter 3: The Meridian IVR tools **3-1**

The Meridian IVR main menu	3-1
The System Administration tool.	3-2
The Database Editor tool.	3-3
The System Reports tool.	3-4
The Application Editor tool.	3-6
The Voice Prompt Editor tool.	3-7
The Help tool	3-8
The Fax Response tool	3-9

Figure 1-1	Meridian IVR login window.	1-4
Figure 1-2	Lock screen window.	1-7
Figure 1-3	Locked screen	1-8
Figure 2-1	Mouse buttons	2-2
Figure 2-2	Standard graphic features	2-4
Figure 2-3	Menu bar	2-6
Figure 2-4	Pull-down option menu	2-6
Figure 2-6	Window layout	2-8
Figure 2-7	Window button menu	2-9
Figure 2-8	Icon manager window	2-10
Figure 2-9	Clock window	2-11
Figure 2-10	Meridian IVR Console window	2-11
Figure 2-11	Meridian IVR main menu	2-12
Figure 2-12	Meridian IVR UNIX shell	2-13
Figure 2-13	Root background menus	2-14
Figure 3-1	Meridian IVR main menu	3-1
Figure 3-2	System Administration icon and menu.	3-2
Figure 3-3	The Database Editor icon and menu	3-4
Figure 3-4	The Application Editor icon and menu	3-6
Figure 3-5	The System Reports icon and menu	3-7
Figure 3-6	The Voice Prompt Editor icon and menu	3-8
Figure 3-7	Help screen	3-9
Figure 3-8	The Meridian IVR Fax Response menu.	3-9

Table 1-1	Default account passwords	1-2
Table 1-2	Meridian IVR account privileges.	1-3

About this guide

Who should use this guide

This guide is intended to be used by those who require a basic introduction to Meridian IVR 2.0/I and its graphical user interface (GUI).

How to use this guide

This manual contains the following chapters:

Introduction to Meridian IVR This chapter provides an overview of the Meridian IVR 2.0/I accounts and explains how to access the system.

The Meridian IVR system interface This chapter describes the standard features of the GUI and introduces the user to how the mouse works.

The Meridian IVR tools This chapter explains how to access various system tools.

Related documentation

You may find the following documentation useful while reading this manual.

MIVR 2.0/I documentation

The following documents are part of the Meridian IVR 2.0/I Operational and Developmental document suites:

- *Product Guide* (NTP 555-9001-010)
- *Planning and Engineering Guide* (NTP 555-9001-200)
- *Installation Guide* (NTP 555-9001-210)
- *System Administration Guide* (NTP 555-9001-300)
- *Application Development Guide* (NTP 555-9001-310)
- *Meridian IVR 3270 Gateway Development Guide* (NTP 555-9001-312)
- *Meridian IVR SQL Server Guide* (NTP 555-9001-314)
- *Meridian IVR VT100 Gateway Development Guide* (NTP 555-9001-316)
- *Meridian IVR 5250 Gateway Development Guide* (NTP 555-9001-318)
- *Fax Application Guide* (NTP 555-9001-350)
- *Maintenance and Diagnostics Guide* (NTP 555-9001-500)

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information.

- Commands which you must type are shown in bold (for example, type **sam** at the prompt).
- Keyboards usually have a key named <Return> or <Enter> that perform the same function. This guide uses the keyname <Enter> to represent both keynames.
- Keynames which you press are enclosed in angle brackets (for example, the <Enter> key).
- Softkeys shown on the screen which are mapped to function keys are enclosed in square brackets (for example, the [Save] softkey).
- Variables shown in command lines appear in italics (for example, the *host_cfgn* file, where *n* is a variable representing a board number).
- Screen output is shown in *courier*.

Chapter 1: Introduction to Meridian IVR

Overview

This guide teaches you the basics of the Meridian Interactive Voice Response (IVR) system. It assumes that you have installed and started the Meridian IVR system.

Meridian IVR runs on an Intel-based application processor. The application processor runs SCO UNIX Open Desktop Light as its operating system. SCO UNIX provides a “windows” type of software that gives the Meridian IVR Development system interface its graphical look and feel.

This chapter describes the different accounts available on the Meridian IVR system and their basic features.

Meridian IVR systems

Meridian IVR has two types of systems: Development and Run-Time. The differences between these two systems are software-based since they both run on the same type of hardware. Both systems use graphical or icon-based software that allows you to do the following:

- Develop call flow applications (the Development system).
- Execute or run applications (the Run-Time system).

Note: The Run-Time system does not allow you to develop new applications.

At this point, you need to understand the differences between the Development and Run-Time systems. Both systems have essentially the same tool set, that is, the graphical desktop. You access the tools from the menu in the same way for both systems.

The Meridian IVR guides focus mainly on the Development system and illustrate how you access system tools from the desktop. The tools are arranged in the same order on both systems.

User accounts

Meridian IVR provides the following account structure:

- *root* (administrator)
- *admin* (administrator)
- *vad* (value-added developer)

The *admin* and *vad* accounts are used for system administration. The *root* account is used for maintenance and allows the administrator access to all resource privileges.

The following default passwords are provided for each account when a Meridian IVR system is installed.

Table 1-1
Default account passwords

Account	Default Password
admin	admin1
vad	vad1

Account privileges

Access to Meridian IVR tools depends on the type of privileges that these accounts have.

Table 1-2 shows the account privileges for the *admin* and *vad* user accounts. As illustrated in this table, the *vad* account has access to all Meridian IVR tools, but the *admin* account has access to only certain tools.

The Database Editor and the Voice Prompt Editor are optional on the Run-Time System. Therefore, access through the admin account depends on having these options.

Table 1-2
Meridian IVR account privileges

Tool	ACCOUNT	
	admin	vad
Change Password	✓	✓
UNIX Shell		✓
Meridian IVR GUI	✓	✓
Administration	✓	✓
MM Link Diagnostics	✓	✓
Database Editor	✓	✓
Application Editor		✓
Reports	✓	✓
Voice Prompt Editor	✓	✓
Backup and Restore	✓	✓
Console	✓ (limited)	✓

Once you have correctly set up and installed the Meridian IVR system, you can start the system. When you start the Meridian IVR system, the Meridian IVR software automatically starts and the login window appears (see [Figure 1-1](#)). You can now log on to the system.

Figure 1-1
Meridian IVR login window



Logging on and off Meridian IVR

Procedure 1-1 **Logging on the system**

- 1 Type the appropriate account (*vad* or *admin*) at the login prompt, and press <Enter>.
- 2 Type the correct password for your account (default *vad1* or *admin1*), and press <Enter>.

Note: When you turn off the application processor, you must first stop (shut down) all active (running) tools. Turning the application processor off will not log you out of active tools regardless of whether or not you have made changes.

Procedure 1-2 **Logging off the system**

- 1 With the pointer on the desktop, click the left mouse button and select Logout from the root background menu.

A dialogue box appears, asking you to confirm that you want to log off the system.

- 2 Click OK to log off, or Cancel if you do not want to log off.

Note: If you are logged on to the system and it goes down due to a power failure, for example, the system automatically logs you off and tells you that it will stop whatever applications are running. Click OK to log off.

Security features

Meridian IVR has several features to help ensure the security of the system.

Passwords

After you have logged on to the system for the first time, you should change the default password for each account.

Procedure 1-3 Changing your password

- 1 On the desktop, press the left mouse button to display the pull-down menu. Select the Change Password option.

The system prompts you to select 1 to choose a new password or 2 to have a new password created for you. If you select 2, the system creates a password for you. If you select 1, continue with the next step.

- 2 Enter your current password and press <Enter>.

Note: If you enter an invalid password for your account, the Change Password option quits and does not let you continue.

- 3 When the system accepts your current password, it asks you to enter a new password.

- 4 Enter your new password and press <Enter>.

Note: The new password must contain 6 to 32 characters with at least 2 alphanumeric characters and 1 numeric or special character. If you enter a new password that does not meet these conditions, the system does not accept it. It prompts you to enter another password.

The system prompts you to enter the new password again.

- 5 Enter your new password again and press <Enter>. If both new password entries match, the system accepts your new password.

- 6 Press <Enter> to exit from the Password Change screen.

The Meridian IVR autoboot feature

Once you have correctly set up the Meridian IVR system, the system automatically starts the Meridian IVR software and displays the Meridian IVR login screen.

In addition to the autoboot feature, Meridian IVR automatically starts specific applications when you start the system by invoking a special application script known as the `reboot.sai` file. The value-added developer or system administrator creates the `reboot.sai` file.

This script automatically loads applications, sets channels, and starts applications when you start the Meridian IVR system. This file becomes useful for initializing the application environment whenever

- the application module is initially booted
- the application module is rebooted following a power failure
- Meridian IVR recovers from a software failure

Initially, no `reboot.sai` file exists. This script file is created by using a text editor or the Meridian IVR Write a Script option. For more information, see the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Screen locking

Meridian IVR allows you to lock your screen while you are away from your computer, preventing anyone from using your terminal.

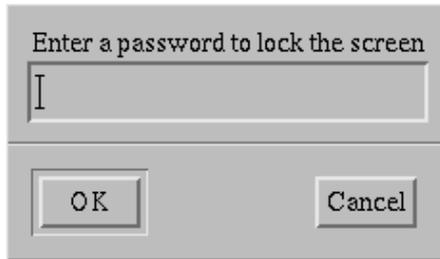
Procedure 1-4

Locking and unlocking your screen

- 1 From the Meridian IVR Main Menu, click on the System Administration icon.
- 2 From the System Administration pull-down menu, select the Lock screen option.

Meridian IVR displays the window shown in [Figure 1-2](#).

Figure 1-2
Lock screen window



Enter a password to lock the screen

OK Cancel

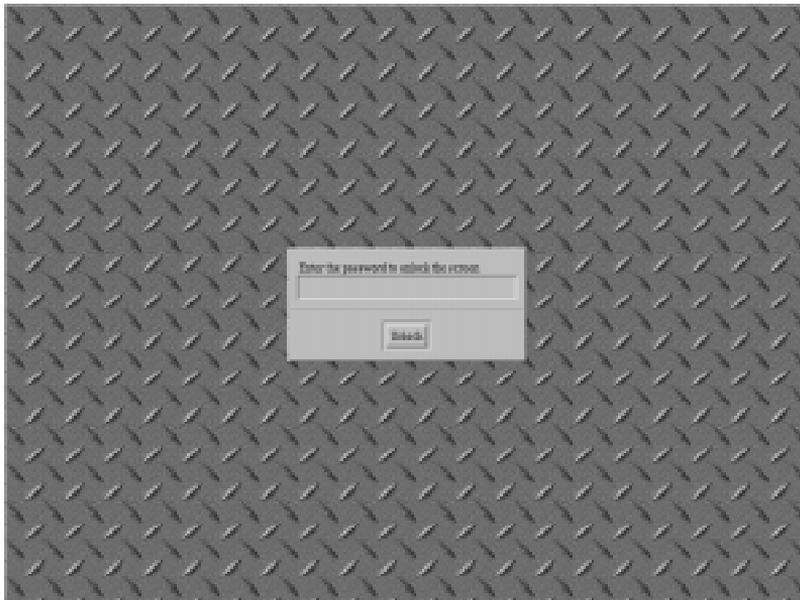
- 3 Click on the text entry box with the left mouse button, then type a password.

Note: Be sure that you remember the password that you enter because only this password will unlock your screen. Passwords are case-sensitive. You must remember if you entered your password in upper or lower case. If you forget the password, contact your Northern Telecom (Nortel) service representative.

- 4 Click on OK with the left mouse button to lock the screen. (To quit without locking the screen, click on Cancel).

Meridian IVR locks the screen (see [Figure 1-3](#)).

Figure 1-3
Locked screen



- 5 To unlock the screen, click on the text entry box with the left mouse button.
- 6 Type the Lock screen password.
- 7 Click on Unlock with the left mouse button.

Chapter 2: Meridian IVR system interface

Graphical user interface

The Interactive Voice Response (IVR) system desktop provides an attractive, user-friendly work environment. The following information describes basic window concepts such as how to use the mouse, along with familiarizing you with the features of standard graphics and windows.

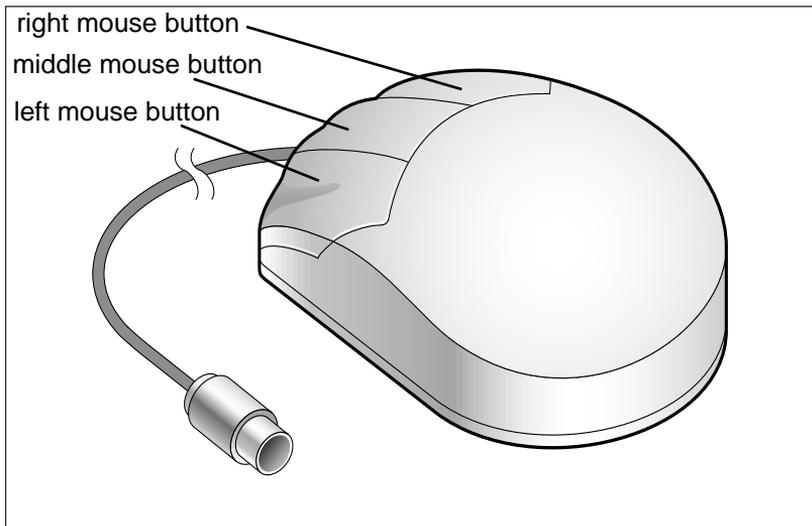
Menu-based interface

The menu-based interface is used when you run Meridian IVR from a remote system. This documentation is based on the graphical user interface. All of the functions available in the graphical user interface are also available in the menu-based interface during remote modem support. Note that you cannot use function keys in the menu-based interface during Telnet session.

Navigating with the mouse

Meridian IVR uses a standard three-button mouse as shown in [Figure 2-1](#).

Figure 2-1
Mouse buttons



You can use the mouse extensively with the Development system and to administer the Run-Time system. The tasks you can perform with the mouse buttons depend on what type of application you have.

Mouse button techniques

Click Point to an icon, then press and release the left mouse button once. You can click on an icon in the Meridian IVR window.

Double-click Point to an icon, then press and release the left mouse button twice in rapid succession. You can double-click on an icon in the Meridian IVR main window to open another window.

Drag Press the left or middle mouse button, roll the mouse until the pointer reaches the location you want, and then release the mouse button. You can drag the mouse to enlarge or reduce a window, or to move an icon.

Scrolling Press either the left or middle mouse button on the scroll bar, roll the mouse up or down to move the scroll bar. You can also scroll through the windows by clicking on the arrows above and below the scroll bar.

Note: To scroll up or down in UNIX shell windows, click on the scroll bar with the middle mouse button, then roll the mouse until the pointer reaches the desired location. To scroll one line at a time, place the pointer in the scroll area and click on the up or down arrow with the right mouse button.

Standard graphic features

The Meridian IVR window may contain controls that allow you to make selections, move around in your applications, and specify text material when needed. These controls include radio/push buttons, sliders and data entry boxes. Selection lists (shown in a scrolling window called the browser) allow you to choose specific files or run applications (see [Figure 2-2](#)).

Figure 2-2
Standard graphic features

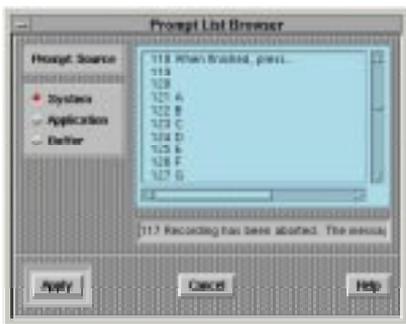
Radio buttons

Selects between two options



Browser

Displays a list of options



Slider

Moves a switch over a range of values



Text entry box

Text typed from keyboard appears in box



Navigating with the keyboard

You can access Meridian IVR menu options by using either the mouse or keyboard. You may find it easier to access commonly used options directly from the keyboard by using a mnemonic key or a keyboard accelerator.

Mnemonic keys

By typing a specific mnemonic key, the system either displays a pull-down option menu or selects an option from a particular menu. To display the pull-down option menu from the menu bar, type <Alt+mnemonic key>. To select an option from the list, type only the mnemonic key. Typically, the mnemonic key is one of the characters in the option name and is identified by an underscore. For example, to display the pull-down menu of File options, type <Alt+F> (see [Figure 2-3](#)). To select the Save option from this list, type <S> (see [Figure 2-4](#)).

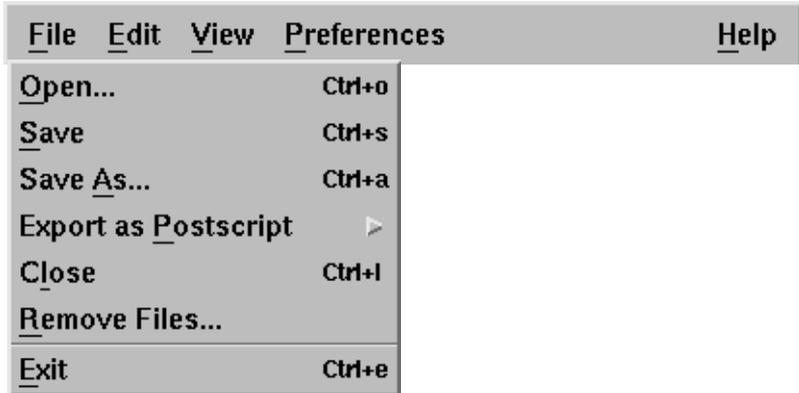
Keyboard accelerator

By typing a combination of keystrokes, a menu option is executed directly without first displaying the pull-down option menu. These keyboard accelerators are listed in the pull-down menus next to the option name. For example, instead of first displaying the pull-down list of File options and selecting the Save option, you can save time by typing the accelerator <Ctrl+S> (see [Figure 2-4](#)).

Figure 2-3
Menu bar



Figure 2-4
Pull-down option menu

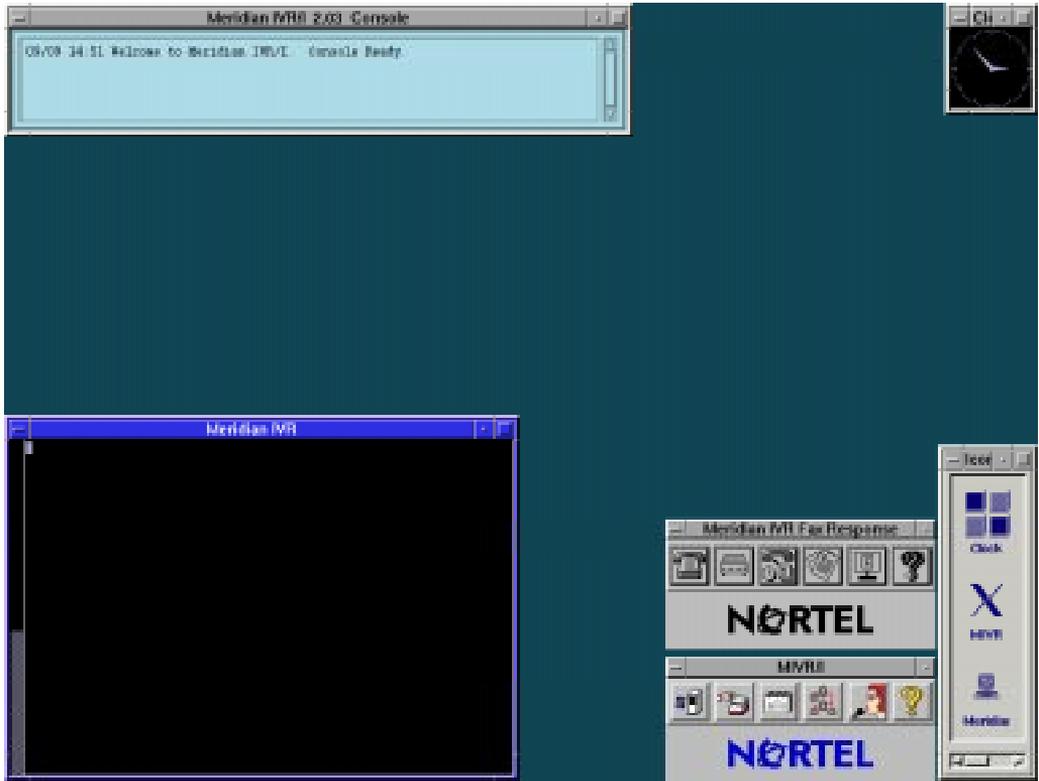


You can use the arrow keys to move through menu options. Press <Enter> to select the highlighted option or <Esc> to cancel the option menu without choosing an option.

The desktop

The IVR system desktop is shown in [Figure 2-5](#) as it appears when the IVR system is started.

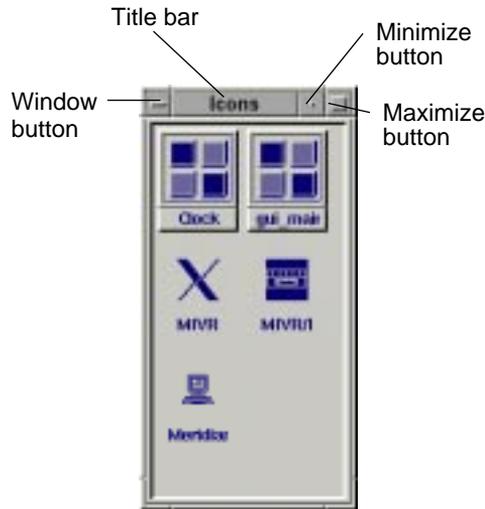
Figure 2-5
IVR system desktop



Desktop windows

Every window is enclosed within a three-dimensional border and its title appears at the top in the Title Bar. Each window has three buttons that can be used to manipulate the appearance of the window (see [Figure 2-6](#)).

Figure 2-6
Window layout



Title bar

The title bar displays the title of the window.

Minimize button

The minimize button, located in the upper right corner of the window, shows a tiny square. Clicking on this button with the left mouse button closes the window, and its icon appears in the Icon Manager window. To restore a window from its icon, double-click on the icon with the left mouse button.

Maximize button

The maximize button, located in the upper right corner of the window, shows a big square. Clicking on this button with the left mouse button enlarges the window to fill the entire desktop. To return the window to its normal size, click on the maximize button with the left mouse button.

Window button

The window button, located in the upper left corner of the window, shows a line. Clicking on this button with the left mouse button accesses a menu as shown in [Figure 2-7](#). Options that appear as grey shadows are not available. Once the menu is accessed you can choose one of the following options (each window does not have all options):

Figure 2-7
Window button menu



Restore

This option opens the window.

Move

This option allows the window to be dragged to a new position on the desktop.

Size

This option allows the window to be resized by dragging the mouse to move the cursor beyond the window edges.

Minimize

This option closes the window, and its icon appears in the Icon Manager window.

Maximize

This option opens a closed window or makes an open window fill the entire screen.

Lower

This option moves the window to the background.

Raise

This option moves the window to the foreground.

Close

This option closes the window, and its icon appears in the Icon Manager window.

Icon manager window

The Icon Manager window displays the status of the other windows on the desktop. It tells you whether they are active and/or open (see **Figure 2-8**). When a window is active but not open, a box appears around the icon. When the window is active and open, the icon is shown without a box around it. The top two icons in **Figure 2-8** display windows that are active but not open. The bottom icon displays a window that is both active and open.

When the Icon Manager window becomes full, a scroll bar appears at the bottom of the window. To scroll to other icons that are not visible, click on the scroll bar with the left mouse button.

Figure 2-8
Icon manager window



Clock window

The clock window displays the clock (see **Figure 2-9**). The time shown has been set in the UNIX software. The clock can be maximized or minimized with the buttons located in the top right corner.

Figure 2-9
Clock window



Meridian IVR Console window

The Meridian IVR Console window displays all of the system status messages. It tells you when Meridian IVR has stopped and started or if there are any system errors. The Meridian IVR Console window is shown in [Figure 2-10](#). All system status and error messages are documented in the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500).

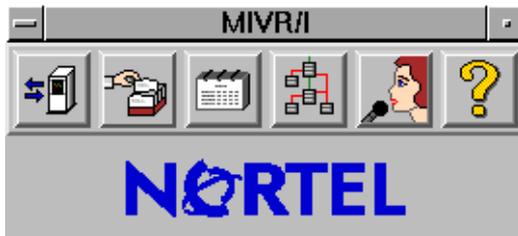
Figure 2-10
Meridian IVR Console window



Meridian IVR main menu

The Meridian IVR main menu displays icons representing the Meridian IVR tools (see [Figure 2-11](#)). The tools provide system administration and application development capabilities. Your available level of access to these tools depends upon the account that you used to log in and the options available on your system.

Figure 2-11
Meridian IVR main menu



The Meridian IVR main menu and its icons are explained in [Chapter 3: “The Meridian IVR tools.”](#)

Procedure 2-1
Closing the Meridian IVR main menu

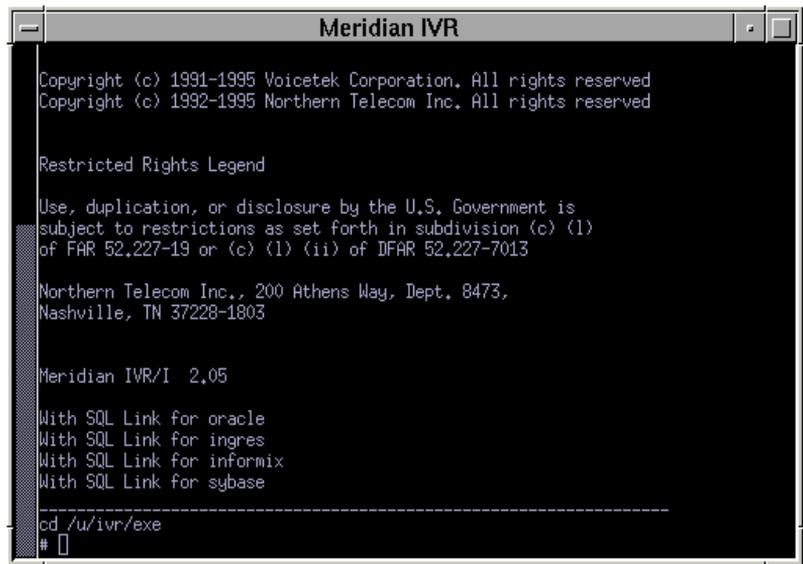
- 1 Exit all of the active windows for System Administration, Database Management, Application Development, System Reports, and Prompt Management.
- 2 Select the Exit option from the System Administration pull-down menu.
- 3 Click OK with the left mouse button to close the window, or click on Cancel to return to the desktop.

	CAUTION
	Risk of data loss Never double-click in the upper left corner to close the graphical user interface (GUI) main menu window.

Meridian IVR UNIX shell

You can access this window only through the *vad* account (see [Figure 2-12](#)). When you log into the system, the UNIX shell window displays start-up messages.

Figure 2-12
Meridian IVR UNIX shell



```
Meridian IVR
Copyright (c) 1991-1995 Voicetek Corporation. All rights reserved
Copyright (c) 1992-1995 Northern Telecom Inc. All rights reserved

Restricted Rights Legend

Use, duplication, or disclosure by the U.S. Government is
subject to restrictions as set forth in subdivision (c) (1)
of FAR 52.227-19 or (c) (1) (ii) of DFAR 52.227-7013

Northern Telecom Inc., 200 Athens Way, Dept. 8473,
Nashville, TN 37228-1803

Meridian IVR/I 2.05

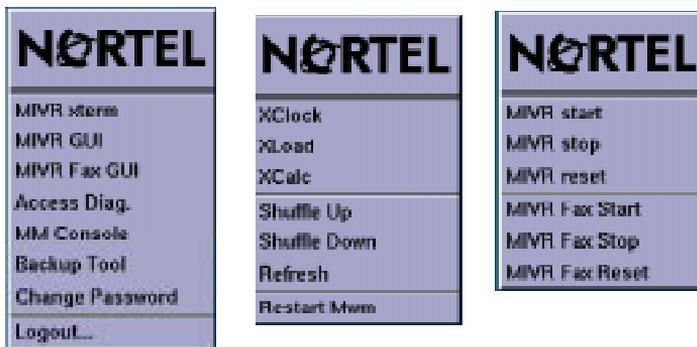
With SQL Link for oracle
With SQL Link for ingres
With SQL Link for informix
With SQL Link for sybase
-----
cd /u/ivr/exe
#
```

To exit the system from the UNIX shell window, type **exit** and press <Enter>.

Background menus

You can use the mouse to access Meridian IVR tool menus directly from the desktop. Each mouse button displays a different tool menu depending on the type of account (see [Figure 2-13](#)).

Figure 2-13
Background menus



The Meridian IVR tool menus that you can access directly from the desktop with the mouse are described below.

Left background menu

MIVR xterm

When you select MIVR xterm, the system displays a new UNIX shell window. This tool is not available in the *admin* account.

MIVR GUI

When you select MIVR GUI, the system displays the Meridian IVR graphical user interface (GUI) main menu. The options available on the GUI main menu vary by account and are defined in [Table 1-2, “Meridian IVR account privileges” on page 1-3](#).

MIVR Fax GUI

When you select MIVR Fax GUI, the system displays the Meridian IVR Fax Response graphical user interface (GUI) main menu.

Access Diag.

When you select Access Diag, the system displays a window that shows the status of the ACCESS link.

MM Console

When you select MM Console, the console appears on the desktop window if a Meridian Mail console has been set up on the system.

Backup Tool

When you select Backup Tool, the Backup Tool GUI appears on the desktop window.

Change password

When you select Change password, the system displays a window that allows

you to change the account password.

Logout

When you select Logout, the system exits the desktop window and Meridian IVR applications.

Middle background menu

XClock

When you select XClock, the system displays the clock window. The window displays the time set in the UNIX software. To close XClock, double-click on the box in the upper left corner with the left mouse button.

XLoad

When you select XLoad, the system displays a window containing a graphical display that shows the current system capacity in use. To close this window, double-click on the box in the upper left corner with the left mouse button.

Shuffle Up

If windows are stacked upon each other, you can select Shuffle Up to move the bottom window to the top.

Shuffle Down

If windows are stacked upon each other, you can select Shuffle Down to move the top window to the bottom.

Refresh

When you select Refresh, the system repaints the desktop.

Restart Mwm

When you select Restart Mwm, the system reloads the window manager.

Right background menu

MIVR start

When you select MIVR start, the Meridian IVR core software starts if it is not already running.

MIVR stop

When you select MIVR stop, the Meridian IVR core software stops.

MIVR reset

When you select MIVR reset, the Meridian IVR core software stops and then restarts.

MIVR Fax start

When you select MIVR Fax start, the Meridian IVR Fax Response software starts if it is installed on the system and not already running.

MIVR Fax stop

When you select MIVR Fax stop, the Meridian IVR Fax Response software stops.

MIVR Fax reset

When you select MIVR Fax reset, the Meridian IVR Fax Response software stops and then restarts.

Chapter 3: The Meridian IVR tools

The Meridian IVR main menu

The Meridian IVR main menu enables you to create, run, and manage Meridian IVR applications. This chapter describes each Meridian IVR tool and its menu options.

The Meridian IVR main menu contains all the tools which you can use to create applications and administer the system. The main menu appears when you log on to the system. [Figure 3-1](#) shows the main menu and the tool icons.

Access to these tools depends on the system options and the type of account you have ([Table 1-2](#), “Meridian IVR account privileges,” on [page 1-3](#)).

Figure 3-1
Meridian IVR main menu



You can access Meridian IVR tools directly from the main menu or by using the background menus described in Chapter 2.

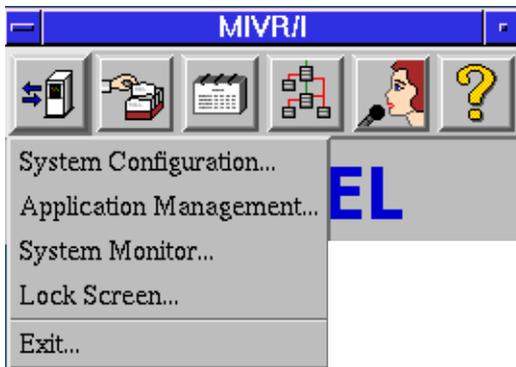
Each menu bar icon shown in [Figure 3-1](#) displays a pull-down option menu. By using the Help tool, you can access descriptions of these options.

Each tool, represented by an icon, is described in the following sections.

The System Administration tool

The menu options on the System Administration tool enable you to set up and control the Meridian IVR system. **Figure 3-2** shows the System Administration icon and menu.

Figure 3-2
System Administration icon and menu



The System Administration tool enables you to perform the following tasks:

- Configure your particular installation.
- Assign channels, load/unload, and start/stop applications.
- Monitor Meridian IVR voice channel activity.
- Lock your screen to prevent unauthorized access.
- Close the Meridian IVR interface.

For more detailed information on the features of System Administration, refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Procedure 3-1 **Accessing the System Administration tool**

- 1 From the Meridian IVR Main Menu, click on the first icon with the left mouse button to display the pull-down menu.
- 2 Select the feature you want to use.

The outline for the window appears on the desktop.

- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

Additional administration options

Here are some additional functions that enable you to manage the Meridian IVR system.

Meridian Mail Administration

You can select this option to access the Meridian Mail Administration logon screen. Once you log in, you can administer your Meridian Mail.

Application Management

You can select this option to load, start and stop applications on available voice channels.

System Monitor

You can select this option to view channel status.

Lock screen

You can use this option to prevent users from accessing your Meridian IVR account.

Exit

You can select this option to stop and remove the Meridian IVR main menu. If you start the Meridian IVR core software or any tools, they continue to run in the background.

Meridian IVR start, stop, and reset features are also available on Run-Time systems. You can access these features from the System Administration tool.

The Database Editor tool

This tool is available on all Development systems and is optional on Run-Time systems. Meridian IVR supports a local information database where you can store data. For example, you may want to store names, addresses, and phone numbers of customers who use an order entry application. You can use the menus in the Database Editor to set up and manage information.

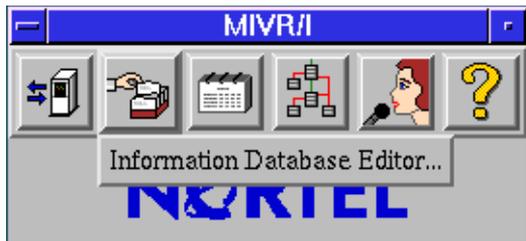
Each information database consists of records that can be connected to applications or used separately. The total number of records per database that you can define depends on the available disk space and the total number of databases. Each database record occupies 320 bytes (10 fields at 32 characters).

Procedure 3-2
Accessing the Database Editor tool

- 1 From the Meridian IVR Main Menu, click on the second icon with the left mouse button to display the menu.
- 2 Select the Information Database Editor option (see [Figure 3-3](#)).
The outline for the window appears on the desktop.
- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

For a detailed description of the Database Editor, refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Figure 3-3
The Database Editor icon and menu



The System Reports tool

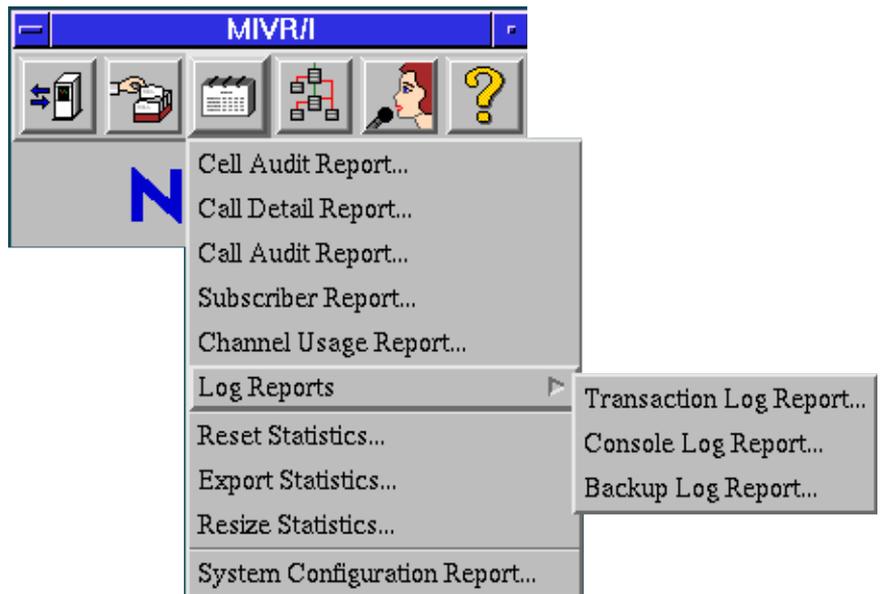
The System Reports tool allows you to monitor information about all of the activity in the system. This tool also allows you to track how many calls the system receives by the day, hour, or voice channel. You can also track other statistics about Meridian IVR. The reports can be displayed or printed.

Procedure 3-3**Accessing the System Reports tool and options**

- 1 From the Meridian IVR Main Menu, click on the third icon with the left mouse button to display the pull-down menu of options.
- 2 Select the option that you want to use (see [Figure 3-4](#)).
The outline for the window appears on the desktop.
- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

The *Meridian IVR System Administration Guide* (NTP 555-9001-300) explains the different reports which can be generated by using the System Reports tool.

Figure 3-4
The System Reports icon and menu



The Application Editor tool

This graphical tool is only available on Development systems and is used for developing applications. The Application Editor consists of a palette of cells and a drawing board on which you can design and build any Meridian IVR or voice messaging applications.

You can use the Application Editor to design applications that perform the following activities:

- Answer a telephone call.
- Play recordings for a caller.
- Ask a caller to press touchtone keys if they want to leave information.
- Ask a caller to press touch-tone keys to choose an action, then perform the action that the caller chooses.
- Record and store messages from callers.
- Make outgoing telephone calls.
- Connect a caller to an operator.
- Connect a caller to equipment outside the system such as a paging terminal.
- Schedule an application.
- Perform math operations.
- Access the information from a host database.
- Access the information from a local or remote SQL database.
- Access the information from the local information database.

Note: The Application Editor is not available from the *admin* account.

Procedure 3-4

Accessing the Application Editor tool

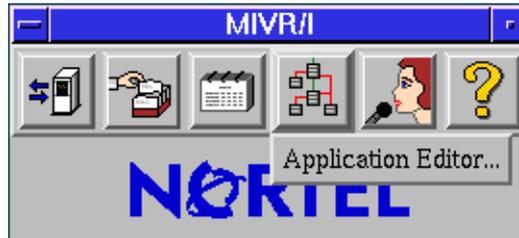
- 1 From the Meridian IVR Main Menu, click on the fourth icon with the left mouse button to display the pull-down menu.
- 2 Select the Application Editor option.

The outline for the window appears on the desktop.

- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

The *Meridian IVR Application Development Guide* (NTP 555-9001-310) explains the Application Editor.

Figure 3-5
The Application Editor icon and menu



The Voice Prompt Editor tool

This tool is available on Development systems and is optional on Run-Time systems. Meridian IVR provides access to the Voice Prompt Editor (VPE). The VPE allows you to record and update prompts to guide callers through your applications. You may record a prompt directly through a telephone or, for superior sound quality, make a studio recording on tape. You can edit stored voice prompt files by using the VPE.

Procedure 3-5 Accessing the Voice Prompt Editor tool

- 1 From the Meridian IVR Main Menu, click on the fifth icon with the left mouse button to display the pull-down menu.
- 2 Select the Voice Prompt Editor option (see [Figure 3-6](#)).
The outline for the window appears on the desktop.
- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

For more information on the Voice Prompt Editor, see the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Figure 3-6
The Voice Prompt Editor icon and menu



The Help tool

You can access further information about Meridian IVR directly at your workstation by using the Help tool.

Procedure 3-6 Accessing the Help screen

- 1 From the Meridian IVR Main Menu, click on the last icon with the left mouse button to display the pull-down menu.
Note: Version information appears in this list.
- 2 Select the Help option.
A help screen appears as shown in Figure 3-7.
- 3 Double click on the word `HELP`.
- 4 Using the mouse, access a pull-down menu and select the option for which you require information.

Figure 3-7
Help screen



The Fax Response tool

This is an optional tool available on both the Development and Run-Time systems. The Fax Response tool allows the caller to send and receive faxes within the IVR session. The administrator can also view and edit faxes prior to making them available to callers.

Procedure 3-7

Accessing the Fax Response tool

- 1 With the pointer on the desktop, click the left mouse button and select the MIVR Fax GUI option from the pull-down menu.

The Meridian IVR Fax Response main menu appears.

- 2 Select the feature that you want to use by clicking on its icon (see [Figure 3-8](#)).

Figure 3-8
The Meridian IVR Fax Response menu



The outline for the window appears on the desktop.

3-10 The Meridian IVR tools

- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

For more information on Fax Response, see the *Fax Application Guide* (NTP 555-9001-350).

Meridian IVR

Getting Started Guide

Nortel
Customer Documentation
522 University Avenue, 14th Floor
Toronto, Ontario, Canada
M5G 1W7

© 1996 Northern Telecom
All rights reserved

Information is subject to change without notice. Northern Telecom reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

Publication number:	555-9001-302
Product release:	2.0/1
Document release:	Standard 1.0
Date:	February 1997

Printed in the United States of America

NORTEL
NORTHERN TELECOM