



IMPEX for SWORD & TelcoMgr

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# **IMPEX for SWORD & TelcoMgr**

Import & Export Utility Program

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*By ABCI*

# Table of Contents

Foreword	0
<b>Part I Introduction to IMPEX for SWORD and TelcoMgr</b>	<b>1</b>
1 About ABCI Software .....	2
2 EULA .....	3
3 Registering IMPEX License .....	5
<b>Part II SWORD ServiceBooks Import &amp; Export Options</b>	<b>7</b>
1 Export SWORD Files .....	8
2 Import Files to SWORD .....	11
Import EXCEL to SWORD .....	14
3 Browse Imported Files to SWORD .....	17
<b>Part III TelcoMgr Import &amp; Export Options</b>	<b>17</b>
1 TelcoMgr File Structures .....	18
Data Types .....	20
telco.tps file .....	20
circuits.tps file .....	21
directry.tps file .....	23
cpe.tps file .....	23
CPE Components (components.tps) file.....	24
2 Advanced Import .....	24
Importing CSV Files .....	26
Importing Excel Files .....	30
3 Advanced Export .....	34
Exporting as CSV Files .....	35
Exporting as HTML Files .....	38
Exporting as Excel Files .....	40
HTML Options .....	42
4 Filtering an Export .....	43
Simple Tagging .....	44
Global Search and Tag .....	45
<b>Part IV TelcoMgr Selected Export</b>	<b>46</b>
1 Browse Circuits .....	51
2 Field Data Manager .....	53
Field Data Manager Expressions .....	54
Field Data Manager Operators .....	56
3 Browse CPE Table .....	57
Browse CPE Components .....	59
4 Browse Customers .....	60

5 Browse Directory .....	61
6 Browse Expense Log .....	62
7 Browse History .....	63
<b>Part V Additional Resources</b>	<b>0</b>
1 Service Work Order Routing & Dispatch Software .....	0
2 CablePro Network Cabling Management Software .....	0
3 TelcoMgr on the Web .....	0
4 Telecom Auditors International Directory .....	0
5 Order ABCI Software Online .....	0
<b>Part VI Directory of Additional Resources</b>	<b>0</b>
<b>Index</b>	<b>64</b>

# 1 Introduction to IMPEX for SWORD and TelcoMgr

## Optional File Import and Export Utility For SWORD™ and TelcoMgr™ Standard or Professional Editions

**IMPEX for SWORD** is a database file utility designed for the purpose of importing or exporting data used by SWORD:ServiceBooks™ and TelcoMgr™.

### Designed for Advanced Users

We strongly recommend that you first become familiar with **SWORD™** and/or **TelcoMgr™** and the various tables that are used before attempting to use **IMPEX** for the first time.

#### [SWORD: Service Books Import & Export Options](#)

- [Export Files](#)
- [Import Files](#)
- [Browse Imported SWORD Files](#)



#### [TelcoMgr Import & Export Options](#)

- [Advanced Import](#)
- [Importing CSV Files](#)
- [Importing Excel Files](#)
- [Advanced Export](#)
- [Exporting as CSV Files](#)
- [Exporting as HTML Files](#)  
[Exporting as Excel](#)
- [Filtering Exports](#)
- [Simple Tagging](#)
- [Global Search and Tag](#)
- [Query By Example](#)
- [Field Data Manager](#)
- [File Structures for Importing](#)

**Professional Services** for data IMPORT and EXPORT of TelcoMgr files are also available from [ABC Software](#).

## 1.1 About ABCI Software

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## 1.2 EULA

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ELECTRONIC END USER LICENSE AGREEMENT  
FOR IMPEX FOR SWORD, IMPEX FOR TELCOMGR

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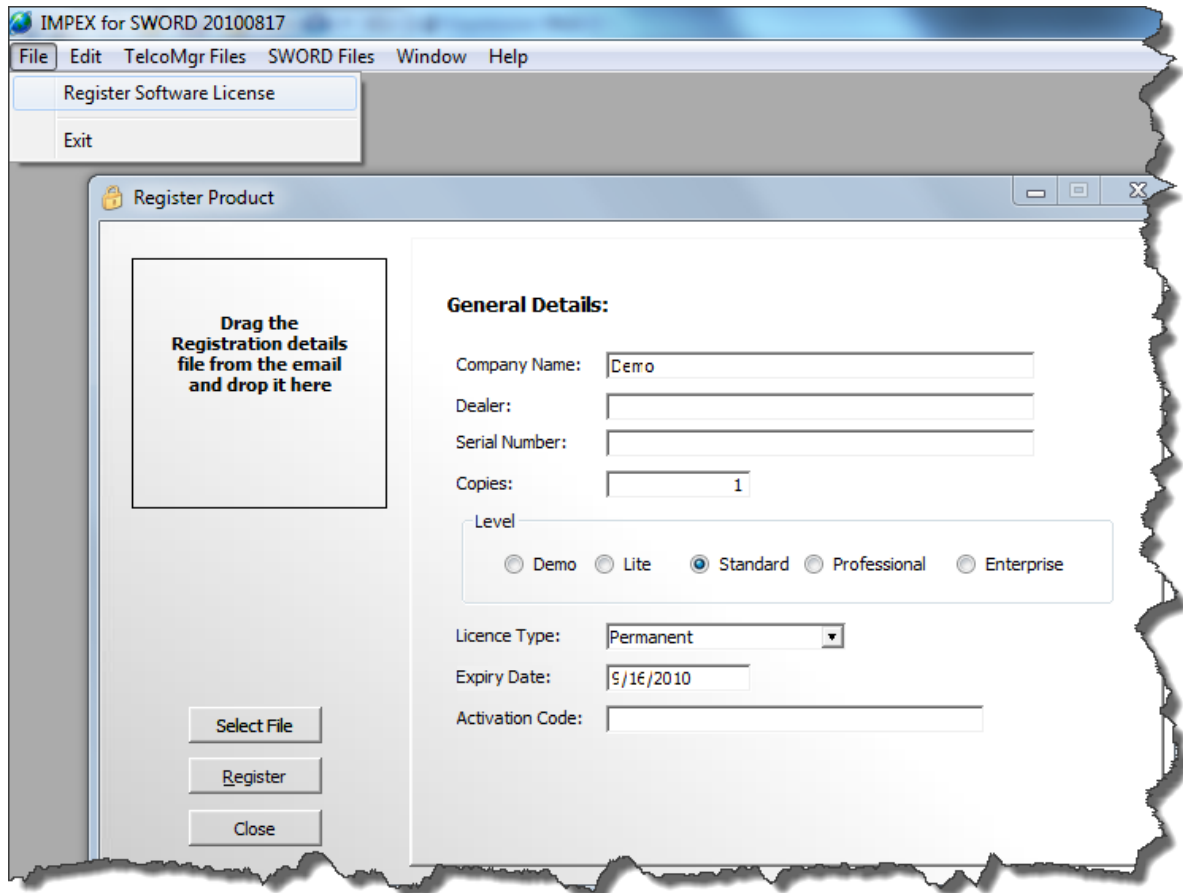
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## 1.3 Registering IMPEX License

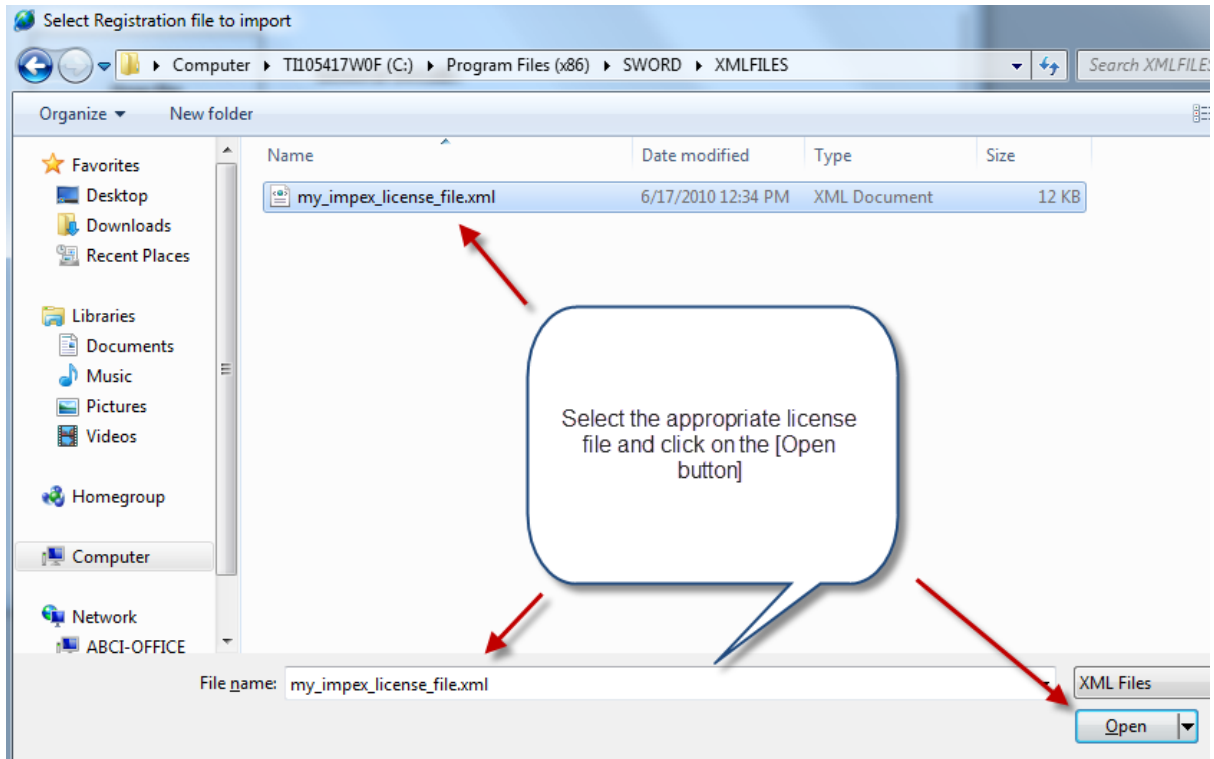


To Register the End-User-License for IMPEX you may keyboard the information into the Register Product window, copy and paste the information field by field or load the XML license file (if available).

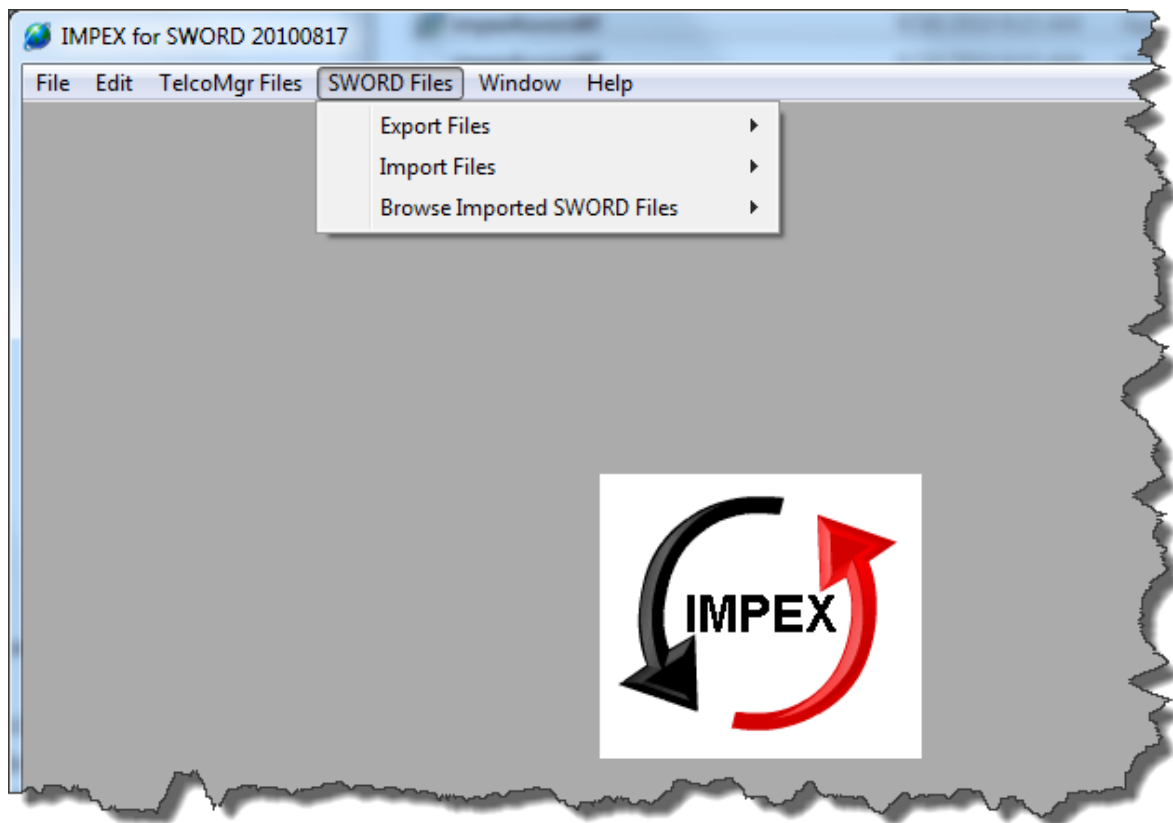
**User Tip:** If you keyboard the information it is very important that you match the case and exact spelling of the license information provided to you, which is typically sent inside an email message. If you copy and paste the information, make certain that you are not adding any additional characters or spaces (before or after).

### Loading the XML License file

1. Typically the XML license type file is included as an attachment in an email to the registering user.
2. Inside the email save the XML attachment to your computers desktop or to another convenient file space.
3. Click on the [**Select File button**] and navigate to the XML license file that was saved above.
4. Click the Open File dialog button.
5. Click on the [**Register button**] inside the **IMPEX Register Product window**.



## 2 SWORD ServiceBooks Import & Export Options



### Export Files

- Chart of Accounts
- Contacts
- Customers
- Items

### Import Files

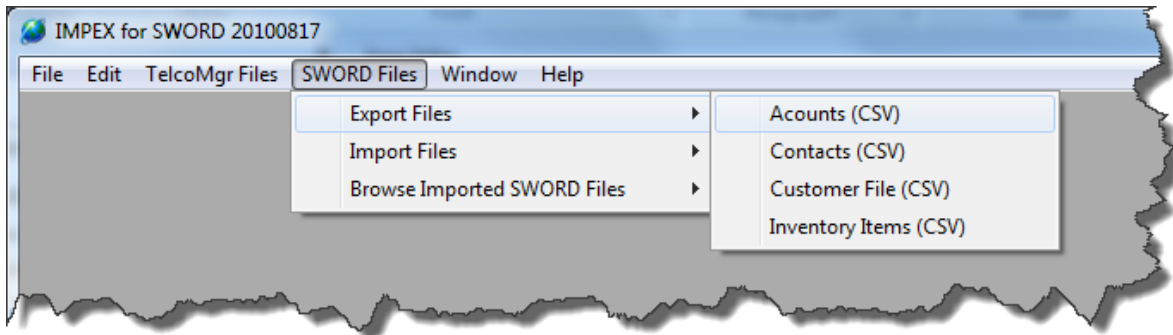
- Chart of Accounts
- Contacts File
- Customers
- Inventory Items

### Browse Imported SWORD Files

- Contact Names
- Chart of Accounts
- Customers

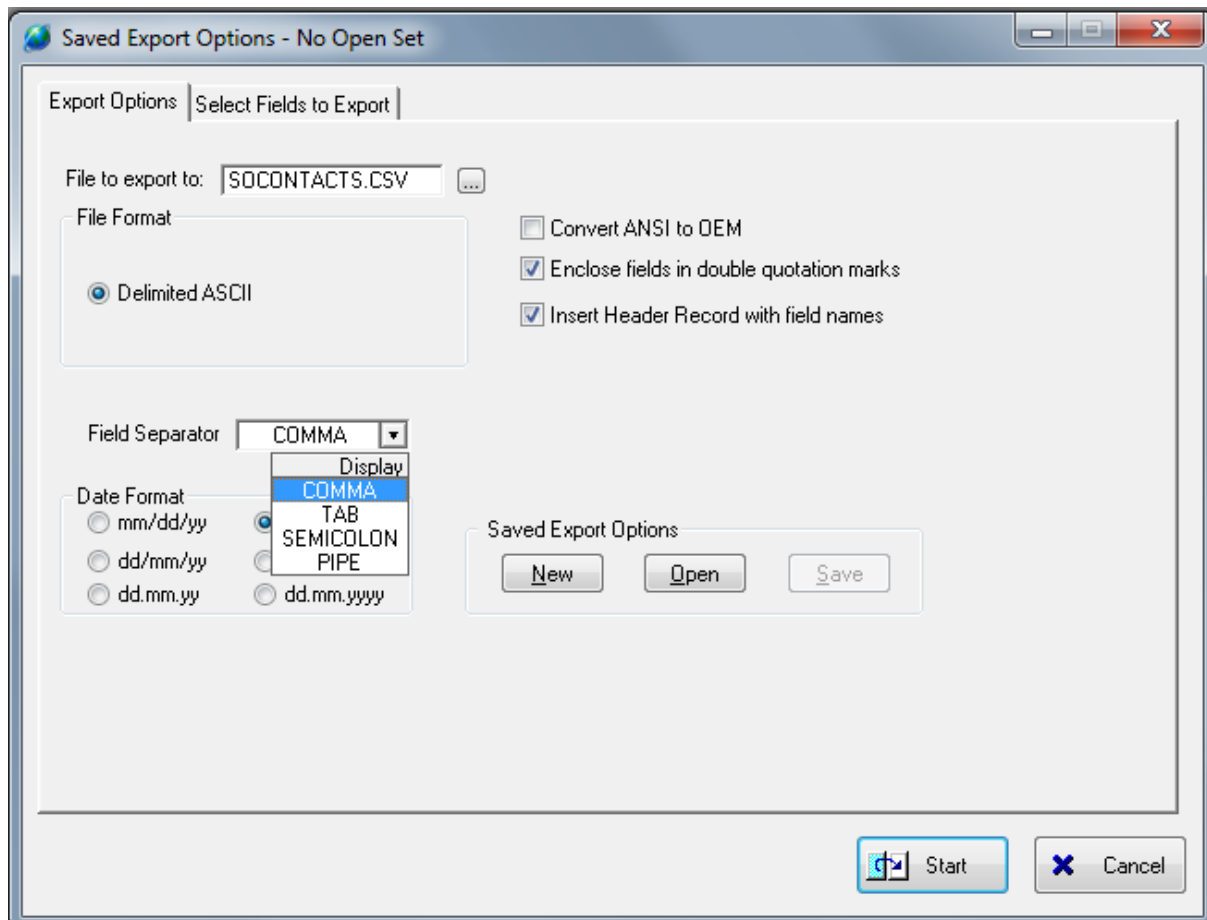
- Inventory Items

## 2.1 Export SWORD Files



- Chart of Accounts
- Contacts
- Customers
- Items

The above listed SWORD files may be exported as Comma Separated Values (CSV).

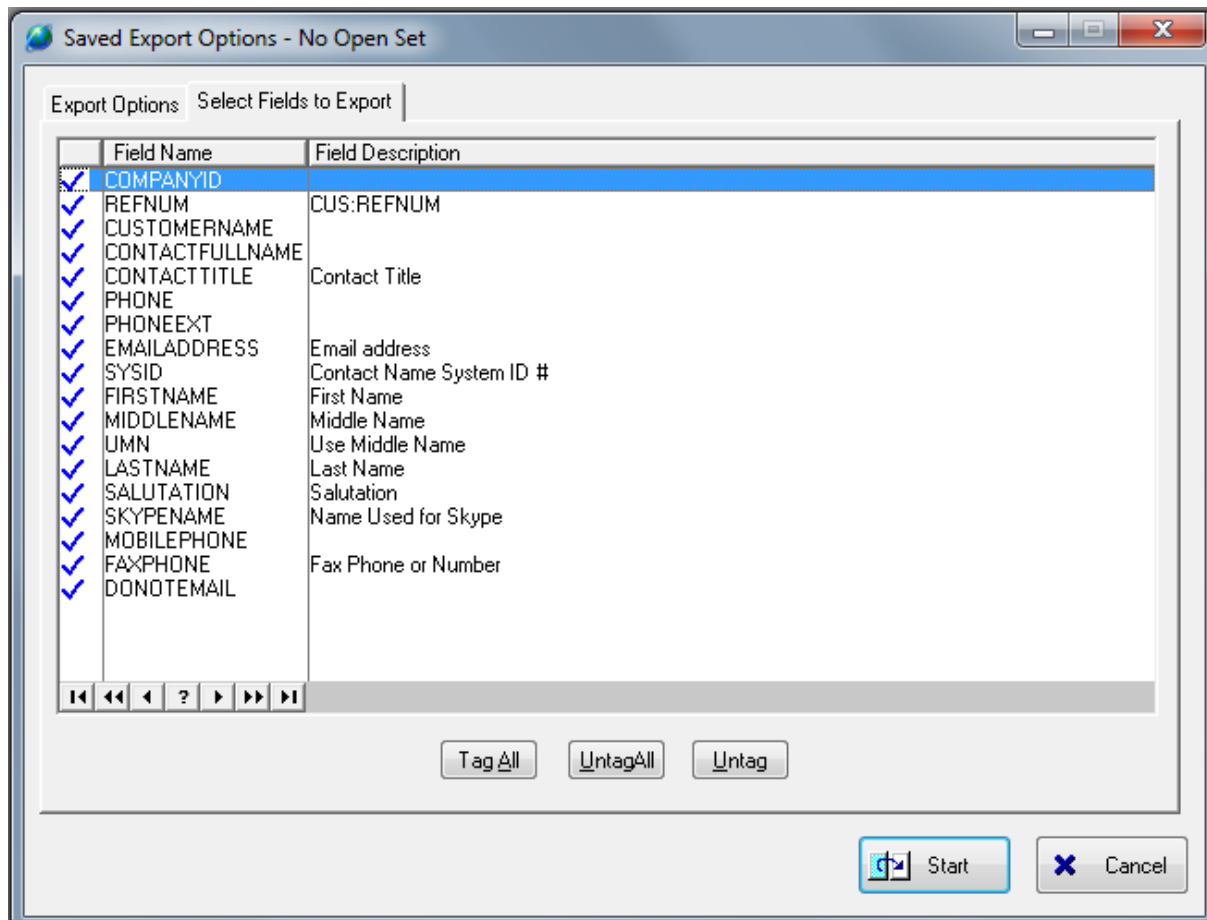


Alternately, the file may be delimited with a TAB, SEMICOLON or PIPE symbol.

## Export Options

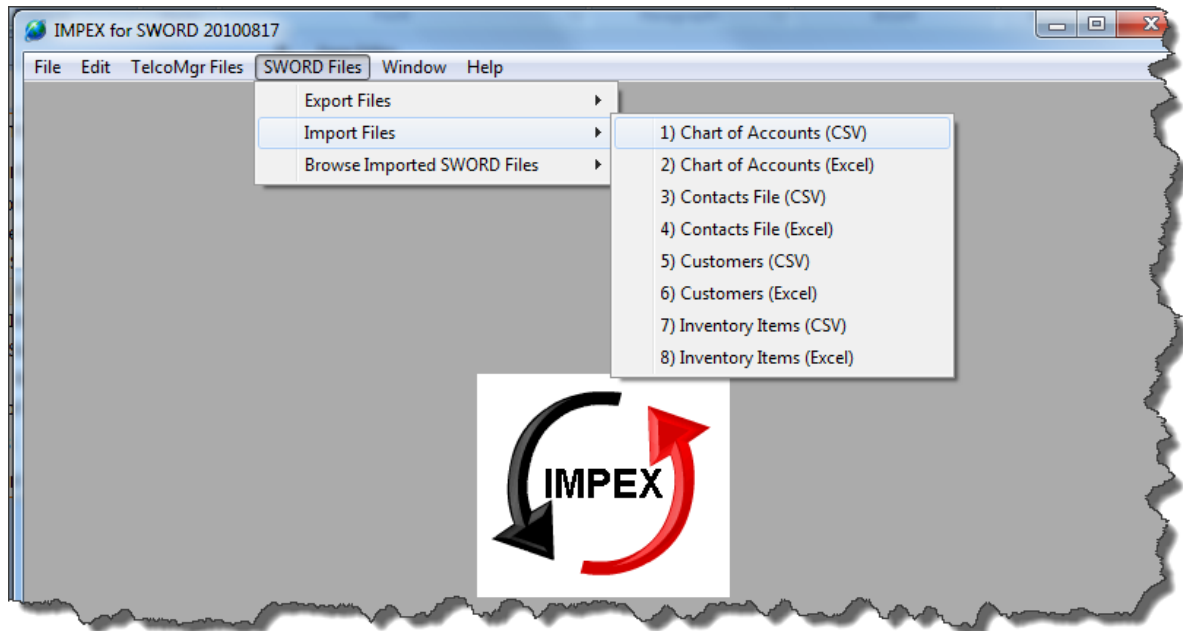
- ☐ **File to export to:** > The default file name is shown, however select the [...] lookup button to navigate to a different file or enter the name of a new file.
- ☐ **Convert ANSI to OEM** > Windows programs typically use a different character set than do DOS programs. The DOS character set is known as the DOS/OEM character set, and includes various line drawing characters and miscellaneous characters not in the Windows/ANSI set. The Windows/ANSI character set includes many accented characters not in the DOS/OEM character set.
- ☐ **Enclose fields in double quotations marks** > Allows fields with COMMAS to be encapsulated as a single field of data.
- ☐ **Insert Header Record with field names** > The SWORD field names are exported on the first/header record.
- ☐ **Save Export Options** > The options selected may be saved and reused each time an export is executed.

## Select Fields to Export



One or more of the fields may be exported by selecting (check) the fields that you intend to export.

## 2.2 Import Files to SWORD



- Chart of Accounts
- Contacts File
- Customers
- Inventory Items

The above files may be IMPORTED from a CSV or [EXCEL](#) file type.

**User Tip:** Export the SWORD files using the [Export SWORD Files](#) option to create a template file to be re-imported with your data.



**Caution: Importing Files Requires EXCLUSIVE USE!**

### Step 1: Source File Options

Data Import Options - delimited ASCII files > SWORD Contacts

Step 1: Source File Options | Step 2: Map Source Fields

**Step 1**

Select the file you want to import from. Press View File to see if "" are used.

Comma-separated file to import:

☒ Double Quotation Marks (eg; "ABC Ltd".) ☐ Skip first record

Date Format

Maximum records to import:  (Leave zero to import all records)

☐ End of record is just a Carriage Return  Field Separator

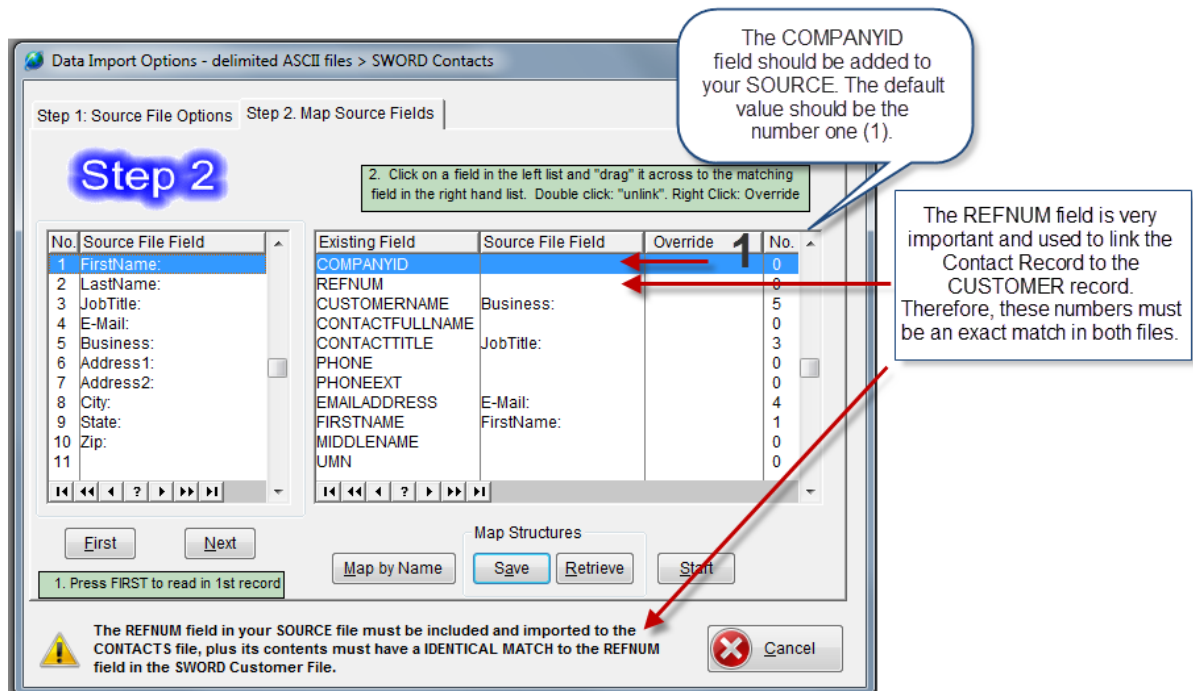
☐ Convert OEM to ANSI characters  
(use if your imported data might contain accented characters)

The REFNUM field in your SOURCE file must be included and imported to the CONTACTS file, plus its contents must have a IDENTICAL MATCH to the REFNUM field in the SWORD Customer File.

1. Navigate to a comma-separated file to import.
2. Optionally, you can view the file for verification purposes.
3. If COMMAS are used inside FIELDS then your data should have been prepared for DOUBLE QUOTATION MARKS.
4. Select how you wish to format fields with dates.
- ☐ Skip first record > Check this box if you wish to import only your data and not your header labels.
5. Maximum records to import may be set to a small number for testing your import. A ZERO will import ALL records.
- ☐ End of record is a Carriage Return > some databases require additional symbols to force a new line. You may need to experiment with this check box to verify that only a Carriage Return is needed.
6. Field Separator > Alternately, the file may be delimited with a TAB, SEMICOLON or PIPE symbol. You may need to experiment with another delimiter if a COMMA is not giving you the most desirable results.
- ☐ Convert OEM to ANSI characters. (Use if your imported data might contain accented characters)

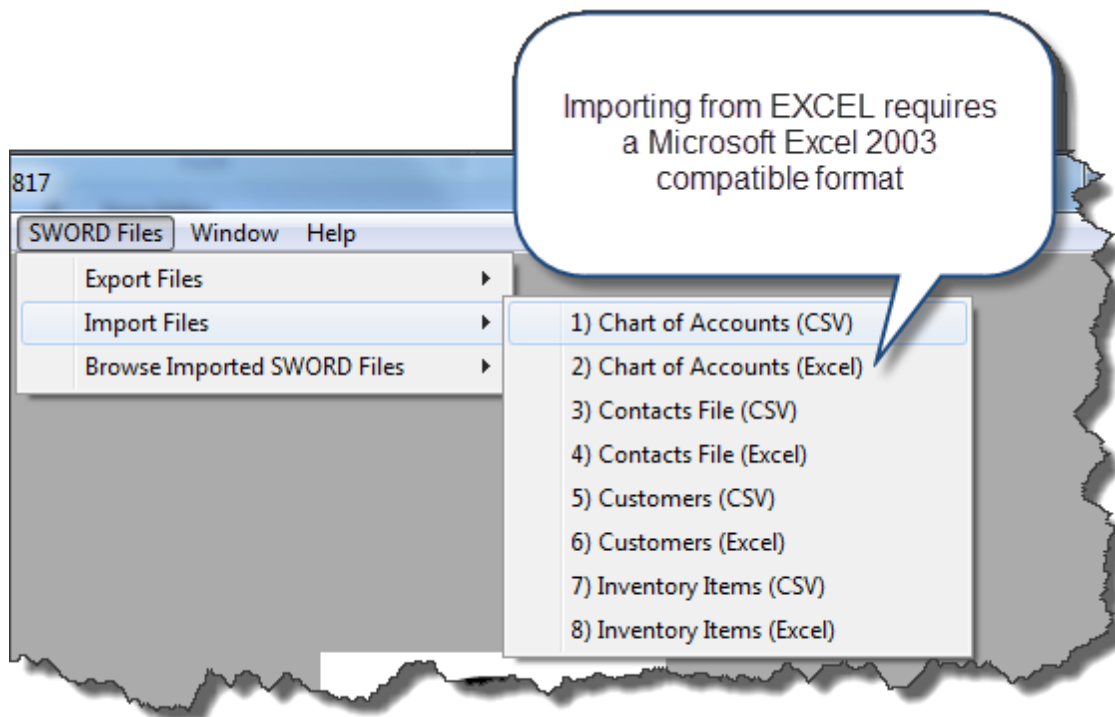
Click on the **[Next Step button]** to open the **Step 2. Map Source Fields** TAB.





1. Press the **[FIRST button]** to read in the 1st Record.
2. Click on a field in the left list (your SOURCE file) and "drag" it across to the matching field in the right hand list (SWORD fields).
3. Use the mouse "Double-click" in the right hand list (SWORD fields) to "unlink" the match.
4. Use the mouse "Right-Click" to enter a static value for the SWORD field. For example, the **COMPANYID** field **must always contain the number 1**.
5. The matching of fields may be saved as a "Map Structure." Once you have matched your fields to the SWORD fields then click on the **[Save button]**.
6. The **Column** labeled **No.** in the **Source file** (Left-side panel) and **Existing File Field** (Right-side panel) indicates which column in the Source file shall be placed into the Existing field.
7. Use the **[Retrieve button]** to use a previously saved Map Structure.
8. Click on the **[Start button]** to begin the IMPORT.

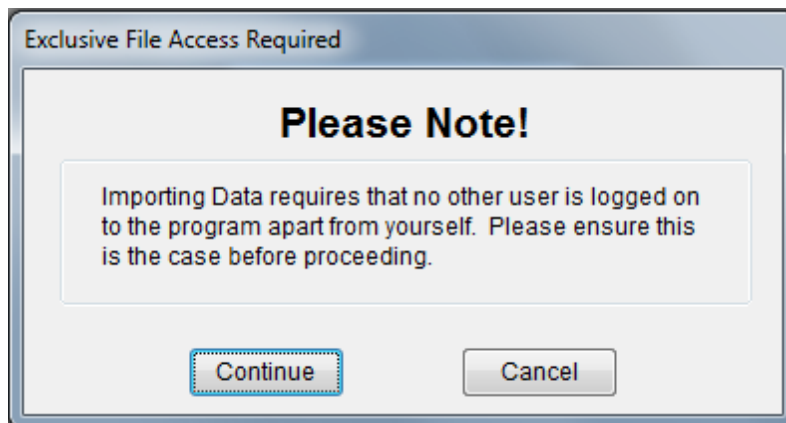
## 2.2.1 Import EXCEL to SWORD



- Chart of Accounts
- Contacts File
- Customers
- Inventory Items

The above files may be IMPORTED from a MICROSOFT EXCEL 2003 compatible file type.


**User Tip:** Export the SWORD files using the [Export SWORD Files](#) option to create a template file to be re-imported with your data.



**Caution: Importing Files Requires EXCLUSIVE USE!****Step 1: Source File Options**

**Step 1**

Select the file you want to import from.


Excel file to import:  

Date Format  ☐ Skip first record

Maximum records to import:  (Leave zero to import all records)

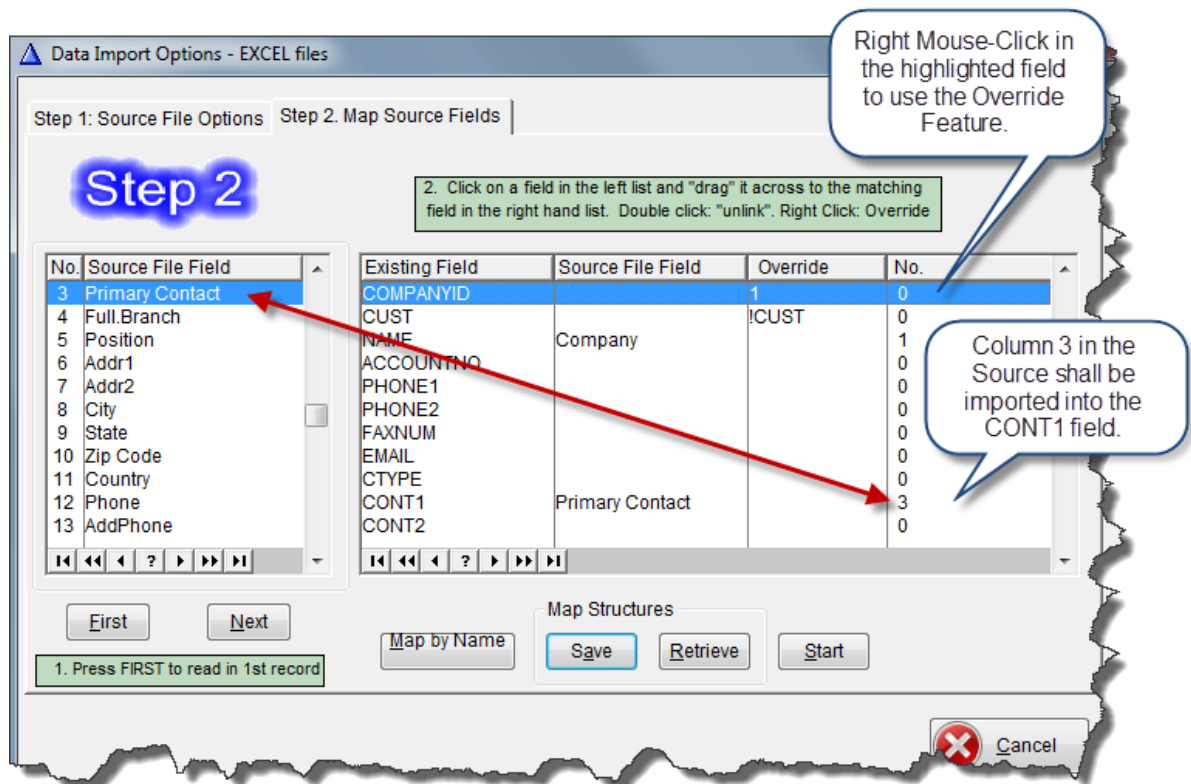
☐ Convert OEM to ANSI characters  
(use if your imported data might contain accented characters)

**Next Step**

 **Cancel**

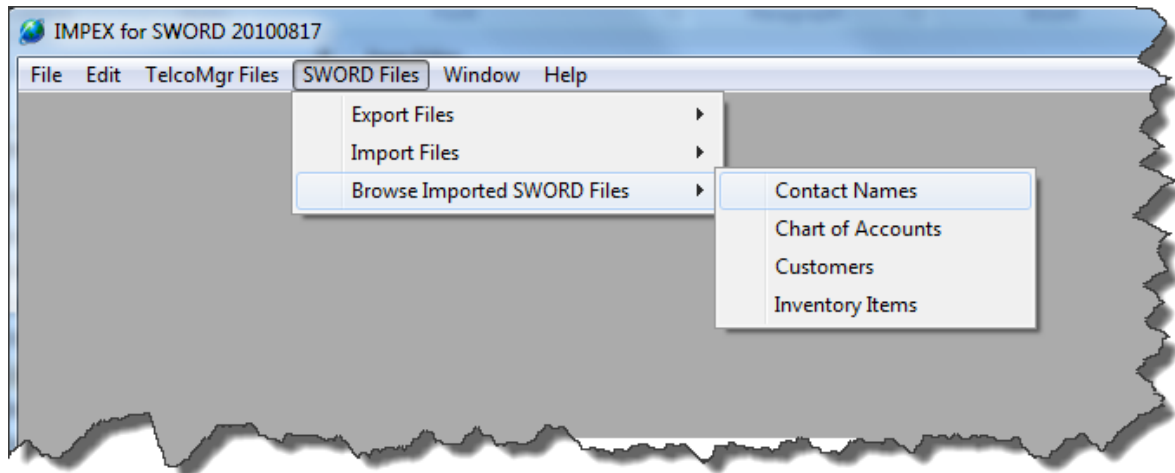
1. Navigate to an EXCEL.XLS file to import.
2. Select how you wish to format fields with dates.
  - ☐ Skip first record > Check this box if you wish to import only your data and not your header labels.
3. Maximum records to import may be set to a small number for testing your import. A ZERO will import ALL records.
  - ☐ Convert OEM to ANSI characters. (Use if your imported data might contain accented characters)

Click on the **[Next Step button]** to open the **Step 2. Map Source Fields** TAB.



1. Press the **[FIRST button]** to read in the 1st Record.
2. Click on a field in the left list (your **SOURCE** file) and "drag" it across to the matching field in the right hand list (**SWORD** fields).
3. Use the mouse "Double-click" in the right hand list (**SWORD** fields) to "unlink" the match.
4. Use the mouse "Right-Click" to enter a static value for the **SWORD** field. For example, the **COMPANYID** field **must always contain the number 1**.
5. The matching of fields may be saved as a "**Map Structure**." Once you have matched your fields to the **SWORD** fields then click on the **[Save button]**.
6. The **Column** labeled **No.** in the **Source file** (Left-side panel) and **Existing File Field** (Right-side panel) indicates which column in the Source file shall be placed into the Existing field.
7. Use the **[Retrieve button]** to use a previously saved Map Structure.
8. Click on the **[Start button]** to begin the **IMPORT**.

## 2.3 Browse Imported Files to SWORD



For testing purposes, you may view your imported or existing data using the browse tables for the files listed below. IMPEX does not provide any editing capabilities. Imported files must be edited with SWORD.

- Contact Names
- Chart of Accounts
- Customers
- Inventory Items

## 3 TelcoMgr Import & Export Options

IMPEX provides the user the option of importing and exporting TelcoMgr data through several options, which includes CSV, Excel and HTML methods.

In order to get the most productivity from the IMPEX advanced feature, we recommend that you become familiar with this document and follow the embedded **USER TIPS**, which appear in various sections. After you have become familiar with the IMPEX capabilities try some practice scenarios, which will help you perfect your final IMPORT or EXPORT.

Related Topics:

[TelcoMgr File Structures](#)  
[Advanced Import Features](#)  
[Advanced Export Features](#)

Also, for exporting specific data based upon a query, a user can elect the [Select Export](#)

[Records](#) option from the main menu.

## 3.1 TelcoMgr File Structures

### Anatomy of a Database

This section briefly describes the fundamentals of database design. It is meant only to provide an overview of the subject for those who are not already thoroughly familiar with standard database design concepts and issues. Experienced users may want to move right on to the next chapter and skip this section.

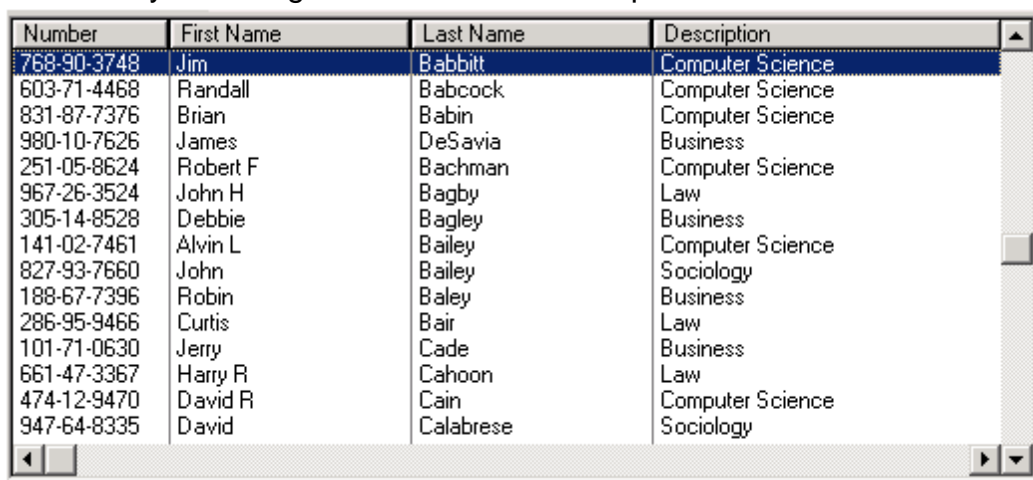
#### Definitions

A database is a collection of information (data) in a system of tables, rows, and columns. The database is maintained by one or more computer programs or applications.

The basic unit of data storage is a column. A column is a storage place for information of a similar type. For example, one column might store a name and another column might hold a telephone number. A group of different columns that are logically related make up a row. A row contains all the information related to one subject. For example, all the columns containing information concerning one student (name, address, telephone number, student number, etc.) makes up one student's row. This would be similar to a file folder a school might keep for each student.

Collections of logically related rows make up a table. Using the same example, a collection of all students' rows makes up the student body table. This would be similar to the file cabinets where students' folders are kept.

Another way of looking at this is as a table or spreadsheet:



Number	First Name	Last Name	Description
768-90-3748	Jim	Babbitt	Computer Science
603-71-4468	Randall	Babcock	Computer Science
831-87-7376	Brian	Babin	Computer Science
980-10-7626	James	DeSavia	Business
251-05-8624	Robert F	Bachman	Computer Science
967-26-3524	John H	Bagby	Law
305-14-8528	Debbie	Bagley	Business
141-02-7461	Alvin L	Bailey	Computer Science
827-93-7660	John	Bailey	Sociology
188-67-7396	Robin	Baley	Business
286-95-9466	Curtis	Bair	Law
101-71-0630	Jerry	Cade	Business
661-47-3367	Harry R	Cahoon	Law
474-12-9470	David R	Cain	Computer Science
947-64-8335	David	Calabrese	Sociology

In this format, the entire table is a file cabinet, with rows (folders) and columns (data about one row).

A database is a collection of related tables. This is similar to a bank of file cabinets where the entire school records are kept. One file cabinet might hold the files with

students' personal data, another with class enrollment information, and another with faculty information.

A relational database is a collection of tables with defined relationships between them. Effective database design breaks the data into related tables that are joined together through linking columns. This will be covered in detail later in this section.

### Summary

- One or more columns combine to form a row.
- One or more rows combine to form a table.
- A collection of related tables is a database.\*This documentation reflects the files structures for TelcoMgr version 5 and subject to change without notice.

**User Tip:** Export a TelcoMgr Locaton, Circuits and/or Directory file as a **Comma Separated Value (CSV)** file to create a **file template** for importing data.

**User Tip:** IMPORT THE LOCATION FILE FIRST SO TELCOMGR CAN CREATE THE CUSTOMER SYSTEM ID (CusSysID) number automatically. The appropriate CusSysID must appear in each record that is imported into the CIRCUITS and DIRECTORY files.

CSV or EXCEL data may be imported into the following TelcoMgr files.

- 1) telco.tps - The Customer/Location file is classified as the PARENT file and the master relationship is set by the CusSysID field, which is common to the CHILD files below:
  - a) circuits.tps - The CIRCUITS file contains the physical and logical data descriptions of each circuit, including lines, features, services, charges and taxes. The CusSysID field is related to the telco.tps CusSysID field.
  - b) directry.tps - The DIRECTORY file contains users names, extension numbers and DID numbers and is related to the telco.tps file.
  - c) cpe.tps - The CPE file may be used for variety of purposes, which includes components, systems, individual equipment, etc. and the PARENT to the COMPONENTS file.
    - i) componts.tps - The COMPONENTS file is a CHILD of the CPE file and includes detailed information about equipment/system components.

### Reserved Fields

The TelcoMgr [Reserved] fields are numeric auto-increment fields which are automatically generated by TelcoMgr, therefore data should not be imported into a [Reserved] fields.

Review the field layout for each file to learn which fields are **[Reserved] fields**.

[telco.tps](#)  
[circuits.tps](#)

[directry.tps](#)  
[cpe.tps](#)

### 3.1.1 Data Types

Columns can store many different types of data, but each individual column may hold only one type. When a column is defined, its data type is specified. This enables it to efficiently store that type of data. For example, to store a number from 0 to 100, using a column defined as a single BYTE takes less space than one defined as a decimal number column (a byte can hold an unsigned whole number between 0 and 255).

#### Data Types Used in TelcoMgr

**Byte** : A numeric constant. If omitted, the initial value is zero, unless the AUTO attribute is present.

**Date** : DATE declares a four-byte date variable. A DATE used in a numeric expression is converted to the number of days elapsed since December 28, 1800. The valid Standard Date range is January 1, 1801 through December 31, 9999. Using an out-of-range date produces unpredictable results.

**Decimal** : A required numeric constant containing the total number of decimal digits (integer and fractional portion combined) in the variable. The maximum length is 31. Example = 10,000.50

**Long** : LONG declares a four-byte signed integer, using the Intel 8086 long integer format. The high-order bit is the sign bit (0 = positive, 1 = negative). Negative values are represented in standard two's complement notation.

**Memo** : Memo fields are large String fields used for alpha and/or numeric character or binary data elements.

**String** : STRING declares a fixed-length alpha and/or numeric character string. The memory assigned to the STRING is initialized to all blanks unless the AUTO attribute is present.

#### Format Examples and Pictures:

STRING(40) indicates a STRING field with 40 characters;

DECIMAL(9,2) indicates a DECIMAL field with 9 characters, 2 are to the right of the decimal, with attributes (minus, comma, period, currency symbol); 99,900.99;

LONG(-14) indicates a numeric field with 14 characters with a minus attribute.

### 3.1.2 telco.tps file

Field Name	Attributes
CompanyID	LONG
CusSysID	LONG
[RESERVED]	
REFNUM	LONG
NAME	STRING(72)
ContactForTelco	STRING(41)
ContactJobTitle	STRING(40)

#### Developer Comments

The CompanyID should be the numeric 1.  
 Do not import this field TelcoMgr will generate the CusSysID  
 Quickbooks Reference #



ContactPhone	STRING(15)
ContactFax	STRING(15)
ContactEmail	STRING(41)
EADDR1	STRING(41)
EADDR2	STRING(41)
EADDR3	STRING(41)
EADDR4	STRING(41)
EADDR5	STRING(41)
SADDR1	STRING(41)
SADDR2	STRING(41)
SADDR3	STRING(41)
SADDR4	STRING(41)
SADDR5	STRING(41)
LECName	STRING(40)
LECAcctCode	STRING(20)
LECBillToName	STRING(40)
IECName	STRING(40)
IECAcctCode	STRING(20)
IECBillToName	STRING(40)
LDPICCode	STRING(20)
EditDate	LONG
EditTime	LONG
TenXXDialing	STRING(3)
GroupAccountCode	STRING(20)
LECPICCode	STRING(20)
AlternateContact	STRING(41)
AltContactPhone	STRING(15)
AltContactEmail	STRING(41)
UserDefinedOrder	STRING(40)
OECName	STRING(40)
OECAcctCode	STRING(20)
OPICCode	STRING(20)
MSContract	STRING(40)
MSContractStart	LONG
MSContractTerm	DECIMAL(3,0)
MSContractEnd	LONG
MSMonthlyFee	DECIMAL(9,2)
MSComments	STRING(1000)
CalcMSCEnd	BYTE
OnMSC	BYTE
MSCSignDate	LONG
MSCReminder	LONG
AssignedToResource	STRING(60)
AttachImage	STRING(255)
AttachPdf	STRING(255)
HtmlEmail	STRING(255)

### 3.1.3 circuits.tps file

#### **Field Name and Attributes**

CusSysID	LONG
LECName	STRING(40)
LECAcctCode	STRING(20)
IECName	STRING(40)

#### **Developer Comments**

The CusSysID should match the Customer/Location telco.tps cussysid.

IECAcctCode	STRING(20)
ExistingNew	STRING(8)
BTN	STRING(3)
MTN	STRING(3)
ClassOfService	STRING(20)
Line	STRING(12)
PIC	STRING(20)
PTN	STRING(12)
LNP	STRING(3)
HuntGroup	STRING(20)
ExistApp	STRING(20)
PostCutAction	STRING(20)
NewApp	STRING(20)
PCAEffectiveDate	LONG
PCAEffectiveTime	LONG
EditDate	LONG
EditTime	LONG
Paths	DECIMAL(3,0)
CircuitNo	STRING(40)
ServOrdNo	STRING(20)
ServOrdDate	LONG
MonthlyAmount	DECIMAL(7,2)
ServOrdInstallDate	LONG
DNIS	STRING(20)
TFN	STRING(3)
ExchangeServices	STRING(20)
LFS	STRING(1)
TenXXDialing	STRING(3)
BindingPostID	STRING(20)
Qty	DECIMAL(7,0)
SeqInHunt	DECIMAL(7,0)
CallForwardTo	STRING(12)
ReferenceNotes	STRING(1000)
LECPIC	STRING(20)
SFLTagField	STRING(20)
SysID	LONG
[RESERVED]	
PCAStatus	STRING(20)
PCAStatusDate	LONG
OEName	STRING(40)
OECPIC	STRING(20)
OECAcctCode	STRING(20)
DLCI	STRING(15)
PortSpeed	STRING(10)
PVC	STRING(15)
OnTermContract	BYTE
SignDate	LONG
BeginDate	LONG
TermMonths	DECIMAL(3,0)
RenewalDate	LONG
ReminderDate	LONG
PrimaryContractNo	STRING(40)
SecondaryContractNo	STRING(40)

Do not import data into [RESERVED] fields.

AdendumNo	STRING(40)
CalcEnd	BYTE
PDFAttachment	STRING(255)
ImageAttachment	STRING(255)
HTMLAttachment	STRING(255)

### 3.1.4 directry.tps file

Field Name	Attributes
CusSysID	LONG
Salutation	STRING(10)
FirstName	STRING(20)
MiddleInitial	STRING(2)
LastName	STRING(20)
FullName	STRING(50)
Nickname	STRING(20)
JobTitle	STRING(40)
PhoneExt	DECIMAL(7,0)
VMExt	DECIMAL(7,0)
EmailAdd	STRING(30)
LocationOfEquipment	STRING(40)
Department	STRING(20)
Line1Desc	STRING(20)
Line1	STRING(12)
Line2Desc	STRING(20)
Line2	STRING(12)
StationEquipment	STRING(40)
DirectoryOptions	STRING(4)
RmNameNumber	STRING(20)
SysID	LONG
[RESERVED]	

The CusSysID must match the appropriate Telco.tps CusSysID

### 3.1.5 cpe.tps file

Field Name	Attributes
CompanyID	LONG
RefNum	LONG
[Reserved]	
AccountNo	STRING(41)
Name	STRING(72)
LocationOfEquip	STRING(40)
Vendor	STRING(40)
Manufacturer	STRING(40)
TypeOfCPE	STRING(40)
ModelID	STRING(40)
Description	STRING(80)
RoomNumber	STRING(20)
SoftwareRelease	STRING(20)
SoftwareDate	LONG
DateInstalled	LONG
AcquisitionType	STRING(20)
WarrantyExpiry	LONG
MaintenancePlanNo	STRING(20)
MaintenanceExpiry	LONG

The CompanyID should be the numeric 1.  
The CusSysID should match the Customer/Location telco.tps cussysid.

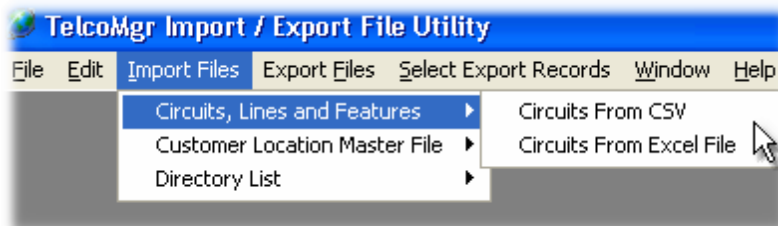
ConfigurationDetail	STRING(256)
BackupPowerDevice	STRING(20)
RemoteAccessNumber	STRING(20)
RemoteAccessExt	STRING(20)
RemoteAccessLogin	STRING(20)
RemoteAccessPasscode	STRING(20)
CusSysID	LONG
CPEID	LONG
IPAddress	STRING(255)
AgreementNo	LONG
PrimaryMSC	BYTE
OnMSC	BYTE
MSContractStart	LONG
MSContractTerm	DECIMAL(3,0)
MSAnnualFee	DECIMAL(9,2)
CalcMSCEnd	BYTE
AssignedToResource	STRING(60)
NameOfPlan	STRING(40)
PaymentOption	STRING(20)
OptionPayment	DECIMAL(9,2)

### 3.1.5.1 CPE Components (componts.tps) file

Field Name	Attributes
CompanyID	LONG
Refnum	LONG
TypeOfCPE	STRING(40)
Quantity	LONG
Manufacturer	STRING(40)
PartNumber	STRING(20)
Description	STRING(40)
CusSysID	LONG
CMPID	LONG
[Reserved]	
SerialNoID	STRING(40)
Location	STRING(20)
TypeOfPorts	STRING(20)
QtyofPorts	DECIMAL(3,0)
Comments	STRING(255)
ExtQtyofPorts	DECIMAL(9,0)
SysID	LONG
WarrantyExpiry	LONG
MaintenanceExpiry	LONG

The CompanyID should be the numeric 1.  
Refnum is a Quickbooks and/or SWORD  
Reference Number.  
The CusSysID should match the Customer/  
Location telco.tps cussysid.

## 3.2 Advanced Import





**Single User:** Importing Data requires that no other user is logged on to TelcoMgr apart from a single TelcoMgr Utility program user.

### **Import Features:**

**Import** from **Comma Separate Value (CSV)** or **Excel** standard files.

**Duplicate** checking can be enabled at the end-user levels. The user has the option to process, ignore duplicates or update the original record. The contents of the dupes can be saved to a text file. At the end of the import run the Duplicates text file can be viewed/printed.

File information such as field names, types, sizes is read straight from the database header record and displayed in a browse.

The user can then match up fields by a **Map by Name** button (for similar labels) and then drag and drop. These Map Structures can be saved for future use.

At runtime the user can "override" incoming text for a particular field with their own choice of text (or date).

For testing purposes a set number of records can be imported.

Records are added to your existing data file and if there is an Auto Number key the autonumber field will be incremented automatically.

For ASCII or CSV files there is the option to skip the header record (useful if this record is just field names) and allow double quote marks, or not.

### **Files allowed for Import:**



- Circuits
- Customer/Location
- Directory

**User Tip:** Export a TelcoMgr Location, Circuits and/or Directory file as a **Comma Separated Value (CSV)** file to create a file template for importing data.

**User Tip:** IMPORT THE LOCATION FILE FIRST SO TELCOMGR CAN CREATE THE CUSTOMER SYSTEM ID (CusSysID) number automatically. The appropriate CusSysID must appear in each record that is imported into the CIRCUITS and DIRECTORY files.

**User Tip:** Do not import data into [RESERVED]fields.

### 3.2.1 Importing CSV Files



The screenshot shows a Windows-style dialog box titled "Data Import Options - delimited ASCII files > Circuits". It has two tabs: "Step 1: Source File Options" (selected) and "Step 2: Map Source Fields". A large blue "Step 1" graphic is overlaid on the left. A green instruction box says: "Select the file you want to import from. Press View File to see if "" are used." Below this, there is a text field for "Comma-separated file to import:" followed by an ellipsis button and a "View File" button. There are three checkboxes: "Double Quotation Marks (eg, 'ABC Ltd,')", "End of record is just a Carriage Return", and "Convert OEM to ANSI characters (use if your imported data might contain accented characters)". The "Double Quotation Marks" checkbox is checked. Next to it is a "Date Format" dropdown menu showing "mm/dd/yy" and a "Skip first record" checkbox. Below the checkboxes is a "Maximum records to import:" field with a spinner set to "0" and the text "(Leave zero to import all records)". To the right of this is a "Field Separator" dropdown menu showing "COMMA". At the bottom right are "Next Step" and "Cancel" buttons.

**Step 1 Notes:**

[Comma-separated file to import] use the [...] **ellipse button** to navigate and select your file.

Use the **[View File]** button to verify the file that you wish to import.

**Data Import Options - delimited ASCII files > Circuits**

Step 1: Source File Options    Step 2: Map Source Fields

**Step 2**

2. Click on a field in the left list and "drag" it across to the matching field in the right hand list. Double click: "unlink". Right Click: Override

No.	Source File Field	Existing Field	Source File Field	Override	No.
1	Click on FIRST button	CUSTOMER SYSTEM I			0
		LOCAL EXCH.PHONE			0
		LOCAL EXCHANGE CA			0
		INTERSTATE EXCHAN			0
		INTERSTATE EXCHAN			0
		EXISTING OR NEW SE			0
		BILL-TO-NUMBER			0
		MAIN-TELEPHONE-NU			0
		CLASS OF SERVICE O			0
		NPA OR AREA CODE,			0
		INTERSTATE CARRIER			0

1. Press FIRST to read in 1st record

First    Next    Map Structures    Save    Retrieve    Start

### Step 2 Notes:

The small browse table on the left is where your import file will appear. Click on the **[First]** button to load your data into the browse table. The browse table on the right shows the TelcoMgr file descriptions.



**Data Import Options - delimited ASCII files > Circuits**

Step 1: Source File Options    Step 2: Map Source Fields

**Step 2**

2. Click on a field in the left list and "drag" it to the right hand list. Double click: "unlink"

No.	Source File Field
1	CUSSYSID
2	LECNAM
3	LECACCTCODE
4	IECNAM
5	IECACCTCODE
6	EXISTINGNEW
7	BTN
8	MTN
9	CLASSOFSERVICE
10	LINE
11	PIC

Existing Field	Source File Field
CUSTOMER SYSTEM I	
LOCAL EXCH.PHONE	
LOCAL EXCHANGE CA	
INTERSTATE EXCHAN	
INTERSTATE EXCHAN	
EXISTING OR NEW SE	
BILL-TO-NUMBER	
MAIN-TELEPHONE-NU	
CLASS OF SERVICE O	
NPA OR AREA CODE,	
INTERSTATE CARRIER	

First    Next    Map by Name    Save    Retrieve

1. Press FIRST to read in 1st record

To **Map** the import fields to the TelcoMgr file, click on a field from the left browse table over to the appropriate line on the right browse table.

No.	Source File Field
32	TENXXXDIALING
33	BINDINGPOSTID
34	QTY
35	SEQINHUNT
36	CALLFORWARDTO
37	REFERENCENOTES
38	LECPIC
39	SFLTAGFIELD
40	SYSID
41	PCASTATUS
42	PCASTATUSDATE

Existing Field	Source File Field
1010 XXX DIALING	TENXXXDIALING
MPOE, MDF, IDF IDENTIFICATION	BINDINGPOSTID
QTY. OF SERVICE OR FEATURES (N	QTY
SEQUENCE IN HUNT GROUP	SEQINHUNT
CALLS FORWARD TO: ### ### ###	CALLFORWARD
REFERENCE NOTES	REFERENCENOTES
LEC CARRIER CODE	LECPIC
FLAG FIELD	SFLTAGFIELD
SYSTEM ID FIELD FOR CIRCUITS	SYSID
POST CUT ACTION STATUS	PCASTATUS
PCA STATUS DATE	PCASTATUSDATE

Map Structures

Save    Retrieve    Start

The **Map** of the import fields can be **Saved** and **Retrieved** for reuse.

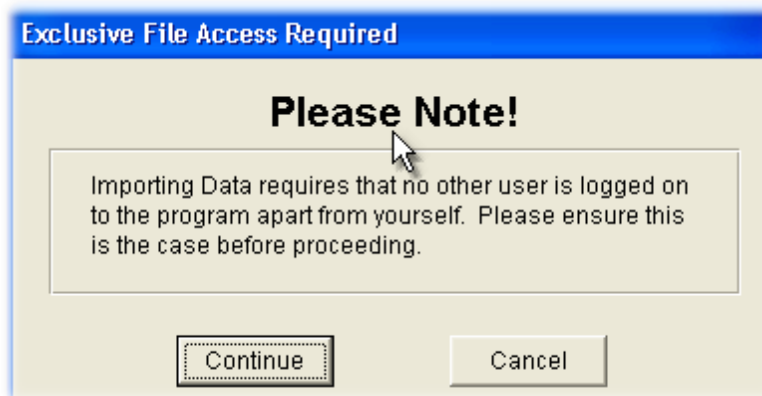
To complete the **Import Process** click on the **[Start]** button.


**User Tip:** Export a TelcoMgr Locaton, Circuits and/or Directory file as a **Comma Separated Value (CSV)** file to create a file template for importing data.

**User Tip:** IMPORT THE LOCATION FILE FIRST SO TELCOMGR CAN CREATE THE CUSTOMER SYSTEM ID (CusSysID) number automatically. The appropriate CusSysID must appear in each record that is imported into the CIRCUITS and DIRECTORY files.

**User Tip:** Do not import data into [RESERVED]fields.

### 3.2.2 Importing Excel Files





Step 1: Source File Options | Step 2: Map Source Fields |

**Step 1**

Select the file you want to import from.

Excel file to import:

Date Format   ☐ Skip first record

Maximum records to import:   (Leave zero to import all records)

☐ Convert OEM to ANSI characters  
(use if your imported data might contain accented characters)

**Step 1 Notes:**

[Excel File to Import] use the [...] **elipse button** to navigate and select your file.  
Use the [View File] button to verify the file that you wish to import.

**Data Import Options - delimited ASCII files > Circuits**

Step 1: Source File Options    Step 2: Map Source Fields

**Step 2**

2. Click on a field in the left list and "drag" it across to the matching field in the right hand list. Double click: "unlink". Right Click: Override

No.	Source File Field	Existing Field	Source File Field	Override	No.
1	Click on FIRST button	CUSTOMER SYSTEM I			0
		LOCAL EXCH.PHONE			0
		LOCAL EXCHANGE CA			0
		INTERSTATE EXCHAN			0
		INTERSTATE EXCHAN			0
		EXISTING OR NEW SE			0
		BILL-TO-NUMBER			0
		MAIN-TELEPHONE-NU			0
		CLASS OF SERVICE O			0
		NPA OR AREA CODE,			0
		INTERSTATE CARRIER			0

1. Press FIRST to read in 1st record

First    Next    Map Structures    Save    Retrieve    Start

### Step 2 Notes:

The small browse table on the left is where your import file will appear. Click on the **[First]** button to load your data into the browse table. The browse table on the right shows the TelcoMgr file descriptions.

**Data Import Options - delimited ASCII files > Circuits**

Step 1: Source File Options    Step 2: Map Source Fields

**Step 2**

2. Click on a field in the left list and "drag" it to the right hand list. Double click: "unlink"

No.	Source File Field
1	CUSSYSID
2	LECNAM
3	LECACCTCODE
4	IECNAM
5	IECACCTCODE
6	EXISTINGNEW
7	BTN
8	MTN
9	CLASSOFSERVICE
10	LINE
11	PIC

Existing Field	Source File Field
CUSTOMER SYSTEM I	
LOCAL EXCH.PHONE	
LOCAL EXCHANGE CA	
INTERSTATE EXCHAN	
INTERSTATE EXCHAN	
EXISTING OR NEW SE	
BILL-TO-NUMBER	
MAIN-TELEPHONE-NU	
CLASS OF SERVICE O	
NPA OR AREA CODE,	
INTERSTATE CARRIER	

First    Next    Map by Name    Save    Retrieve

1. Press FIRST to read in 1st record

To **Map** the import fields to the TelcoMgr file, click on a field from the left browse table over to the appropriate line on the right browse table.

No.	Source File Field
32	TENXXXDIALING
33	BINDINGPOSTID
34	QTY
35	SEQINHUNT
36	CALLFORWARDTO
37	REFERENCENOTES
38	LECPIC
39	SFLTAGFIELD
40	SYSID
41	PCASTATUS
42	PCASTATUSDATE

Existing Field	Source File Field
1010 XXX DIALING	TENXXXDIALING
MPOE, MDF, IDF IDENTIFICATION	BINDINGPOSTID
QTY. OF SERVICE OR FEATURES (N	QTY
SEQUENCE IN HUNT GROUP	SEQINHUNT
CALLS FORWARD TO: ### ### ###	CALLFORWARD
REFERENCE NOTES	REFERENCENOTES
LEC CARRIER CODE	LECPIC
FLAG FIELD	SFLTAGFIELD
SYSTEM ID FIELD FOR CIRCUITS	SYSID
POST CUT ACTION STATUS	PCASTATUS
PCA STATUS DATE	PCASTATUSDATE

Map Structures

Save    Retrieve    Start

The **Map** of the import fields can be **Saved** and **Retrieved** for reuse.

To complete the **Import Process** click on the **[Start]** button.

**User Tip:** Export a TelcoMgr Locaton, Circuits and/or Directory file as a **Comma Separated Value (CSV)** file to create a file template for importing data.

**User Tip:** IMPORT THE LOCATION FILE FIRST SO TELCOMGR CAN CREATE THE CUSTOMER SYSTEM ID (CusSysID) number automatically. The appropriate CusSysID must appear in each record that is imported into the CIRCUITS and DIRECTORY files.

**User Tip:** Do not import data into [RESERVED]fields.

### 3.3 Advanced Export



#### Export Features:

The above listed files can be exported from TelcoMgr as **CSV**, **HTML** or **Excel** files.

**HTML options:** end user control over page and table attributes (font,color,width, cellspacing etc.), inclusion of user header/footer HTML (for example standard navigation bars) so the look and feel of your website can be maintained, table fields can be given a URL link, data can be output to one page or multiple pages. In the latter case Next/Previous links and page numbers are placed on each page generated.

The user can define which fields are included in the export file. So for example, the user could exclude confidential data fields from being exported. These Selections can be saved for future use.

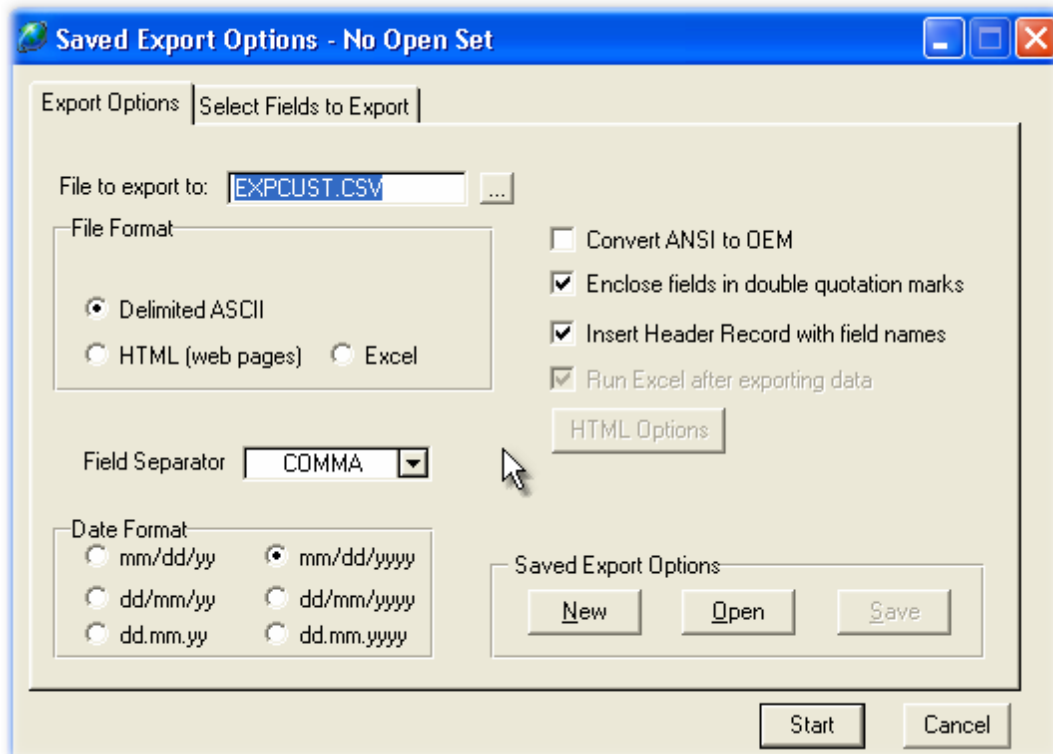
For **ASCII** files there are options for header record, double quotes and date format. Date fields are automatically detected by the templates.

A new field can be added at export time - so for example a field containing First Name + Middle Name + Last Name could be composed and added to the export file.

**USER TIP:** Export all data and you will see the information that you are looking for and the field

column where it appears. Then go back into IMPEX and Search on the appropriate Column name or **field description**. If you are using the Search and Tag feature in the field drop down selection box shows the Field Descriptions, which are shown to the user when the mouse cursor lands on or hovers over an entry field in TelcoMgr.

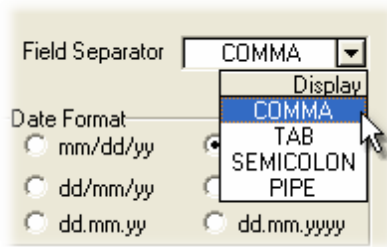
### 3.3.1 Exporting as CSV Files



**[File to export to] field**, use the [...] **elipse button** to navigate and select the file that you wish to import.

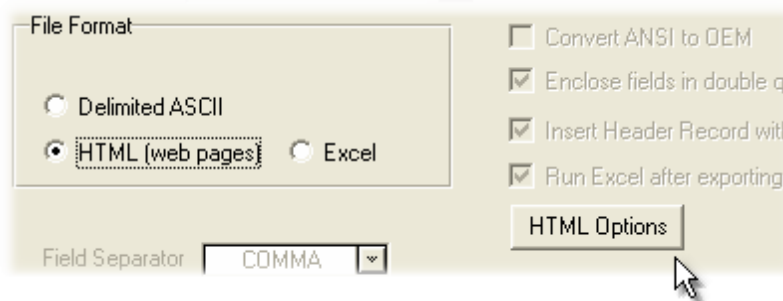


Select a **file format** that you wish to import.



Select from one of four **Field Separator(s)**:

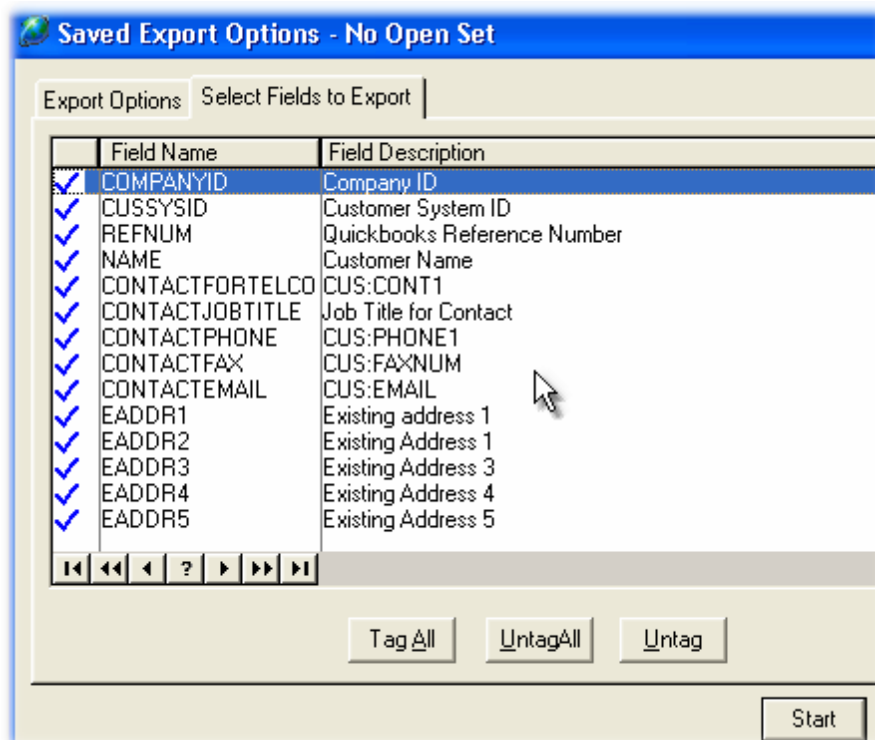
- Comma
- Tab
- Semicolon
- Pipe



The [HTML Option](#) radio button will activate the [HTML Options] button.

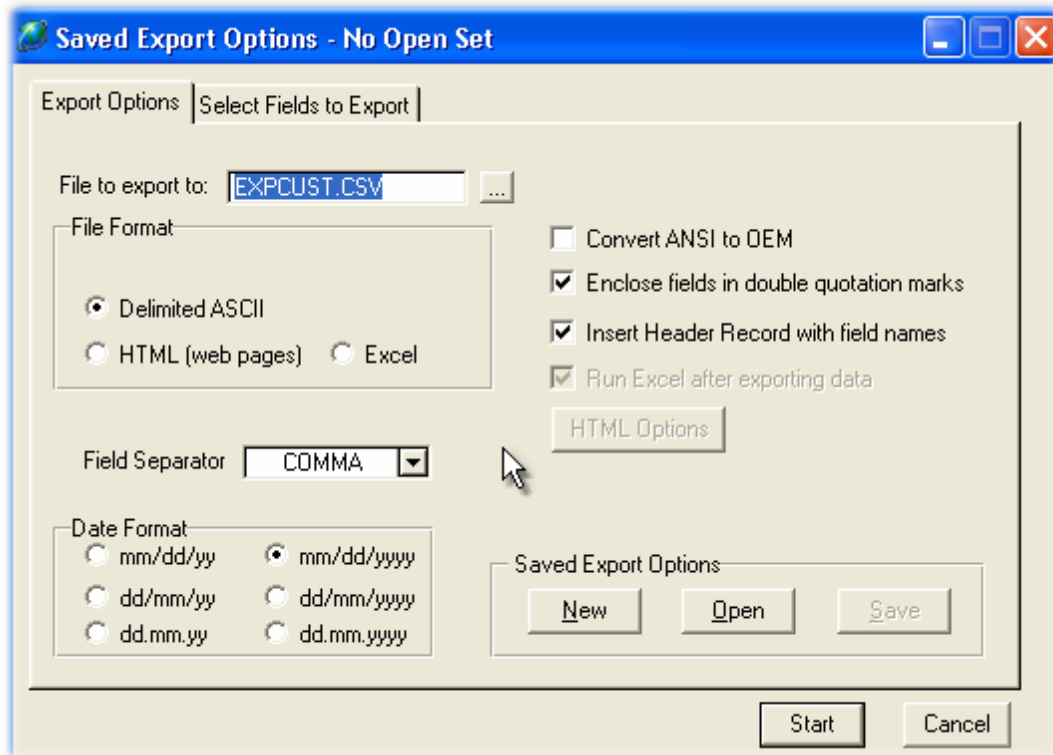
The **Excel** radio button will activate the Header and **Run Excel options**.





Fields may be **tagged** for export.

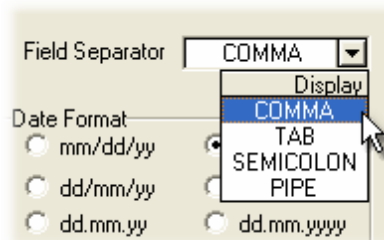
### 3.3.2 Exporting as HTML Files



**[File to export to]** field, use the [...] ellipse button to navigate and select the file that you wish to import.



Select a **file format** that you wish to import.



Select from one of four **Field Separator(s)**:

- Comma
- Tab

- Semicolon
- Pipe

File Format

☐ Delimited ASCII  
☒ **HTML [web pages]**  
☐ Excel

Field Separator: COMMA

☐ Convert ANSI to OEM  
☒ Enclose fields in double quotes  
☒ Insert Header Record with  
☒ Run Excel after exporting

HTML Options

The [HTML Option](#) radio button will activate the **[HTML Options]** button.

The **Excel** radio button will activate the Header and **Run Excel** options.

Saved Export Options - No Open Set

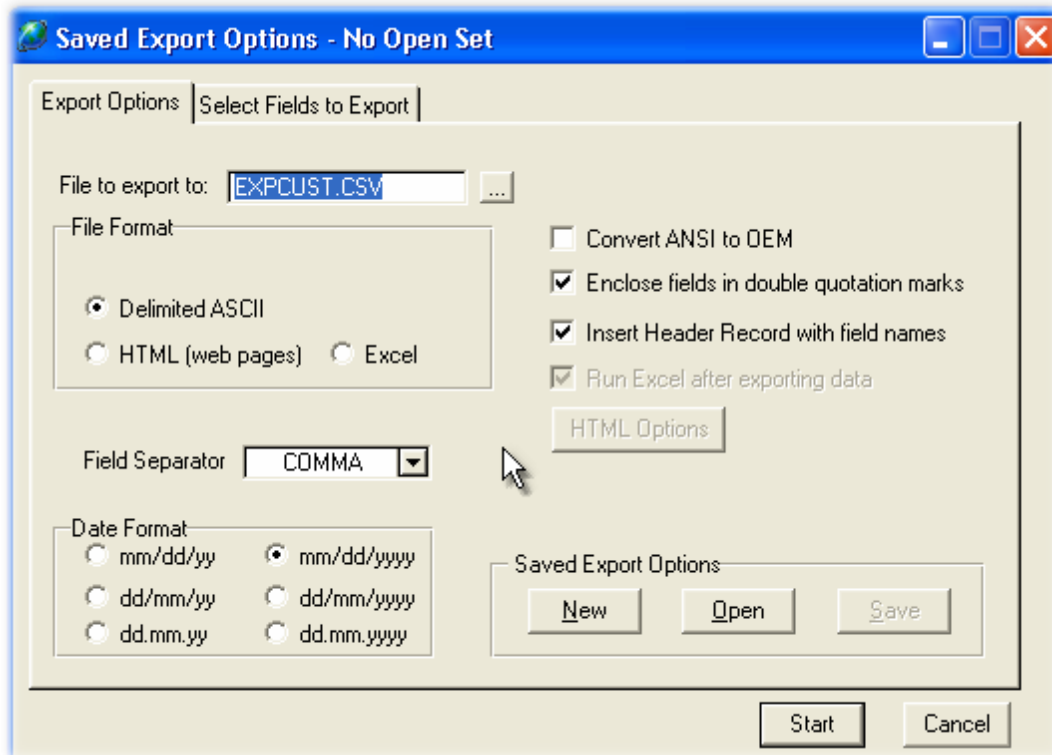
Export Options | **Select Fields to Export**

Field Name	Field Description
<input checked="" type="checkbox"/> COMPANYID	Company ID
<input checked="" type="checkbox"/> CUSSYSID	Customer System ID
<input checked="" type="checkbox"/> REFNUM	Quickbooks Reference Number
<input checked="" type="checkbox"/> NAME	Customer Name
<input checked="" type="checkbox"/> CONTACTFORTELCO	CUS:CONT1
<input checked="" type="checkbox"/> CONTACTJOBTITLE	Job Title for Contact
<input checked="" type="checkbox"/> CONTACTPHONE	CUS:PHONE1
<input checked="" type="checkbox"/> CONTACTFAX	CUS:FAXNUM
<input checked="" type="checkbox"/> CONTACTEMAIL	CUS:EMAIL
<input checked="" type="checkbox"/> EADDR1	Existing address 1
<input checked="" type="checkbox"/> EADDR2	Existing Address 1
<input checked="" type="checkbox"/> EADDR3	Existing Address 3
<input checked="" type="checkbox"/> EADDR4	Existing Address 4
<input checked="" type="checkbox"/> EADDR5	Existing Address 5

Start

Fields may be **tagged** for export.

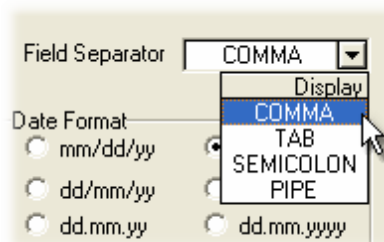
### 3.3.3 Exporting as Excel Files



**[File to export to]** field, use the [...] ellipse button to navigate and select the file that you wish to import.



Select a **file format** that you wish to import.



Select from one of four **Field Separator(s)**:

- Comma
- Tab

- Semicolon
- Pipe

File Format

☐ Delimited ASCII  
☒ **HTML [web pages]**  
☐ Excel

Field Separator: COMMA

☐ Convert ANSI to OEM  
☒ Enclose fields in double quotes  
☒ Insert Header Record with  
☒ Run Excel after exporting

HTML Options

The [HTML Option](#) radio button will activate the **[HTML Options]** button.

The **Excel** radio button will activate the Header and **Run Excel** options.

Saved Export Options - No Open Set

Export Options | **Select Fields to Export**

Field Name	Field Description
<input checked="" type="checkbox"/> COMPANYID	Company ID
<input checked="" type="checkbox"/> CUSSYSID	Customer System ID
<input checked="" type="checkbox"/> REFNUM	Quickbooks Reference Number
<input checked="" type="checkbox"/> NAME	Customer Name
<input checked="" type="checkbox"/> CONTACTFORTELCO	CUS:CONT1
<input checked="" type="checkbox"/> CONTACTJOBTITLE	Job Title for Contact
<input checked="" type="checkbox"/> CONTACTPHONE	CUS:PHONE1
<input checked="" type="checkbox"/> CONTACTFAX	CUS:FAXNUM
<input checked="" type="checkbox"/> CONTACTEMAIL	CUS:EMAIL
<input checked="" type="checkbox"/> EADDR1	Existing address 1
<input checked="" type="checkbox"/> EADDR2	Existing Address 1
<input checked="" type="checkbox"/> EADDR3	Existing Address 3
<input checked="" type="checkbox"/> EADDR4	Existing Address 4
<input checked="" type="checkbox"/> EADDR5	Existing Address 5

Tag All | UntagAll | Untag

Start

Fields may be **tagged** for export.

### 3.3.4 HTML Options

**HTML Options**

Page Settings | Table Settings

☒ Run your Web Browser immediately after creating HTML file

☒ Create one page for all records

Records per page  Start numbering pages at

☒ Include Next/Previous links at the foot of each page ☒ Show Page Number

Page Header Text

**Header Text** Size  ☒ Bold ☐ Italic  
(1 is largest)

☒ Show a horizontal line just below the above header text

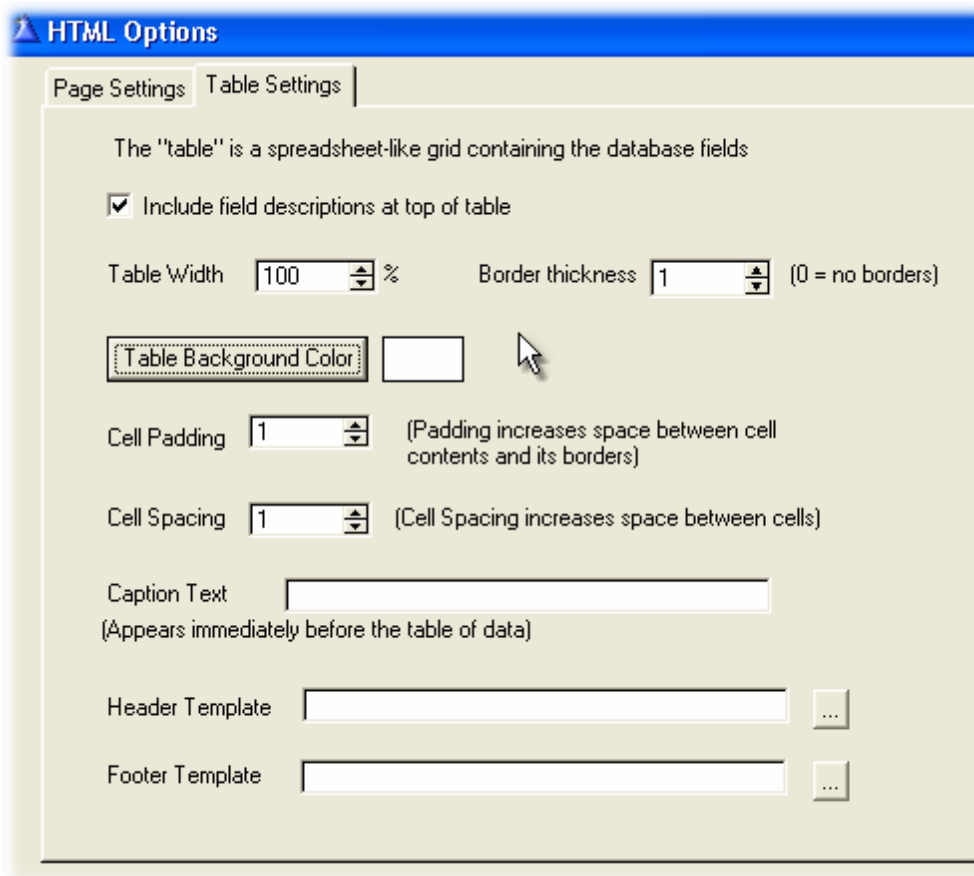
Page Footer Text

**Footer Text** Size  ☒ Bold ☐ Italic

Page Background Color

Web Site Address   
(For example: HTTP://WWW.MSN.COM/)

OK



### 3.4 Filtering an Export



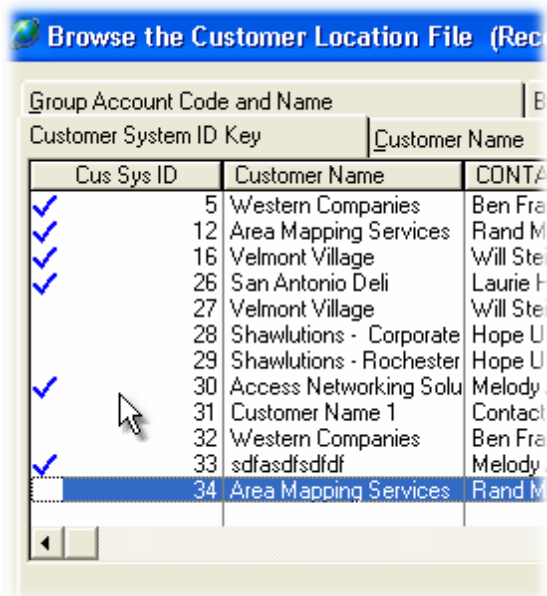
The **Export Process** can be **filtered** or export data can be **selected by tagging** the records that you wish to export.

A Browse Table is available for the following TelcoMgr files:

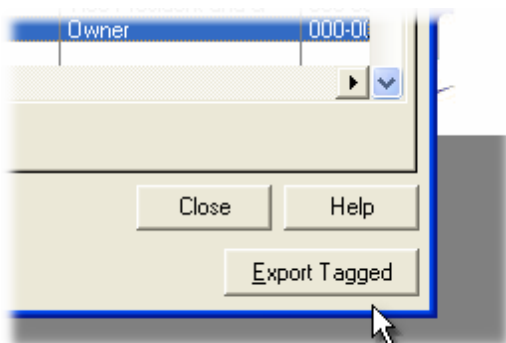
- Circuits File
- CPE Components
- Customer/Locations File
- Directory

- Expense Log
- History

### 3.4.1 Simple Tagging



Open of any of the **Browse Tables** and click on the appropriate line of the first column of each record.



Select the **[Export Tagged]** button.

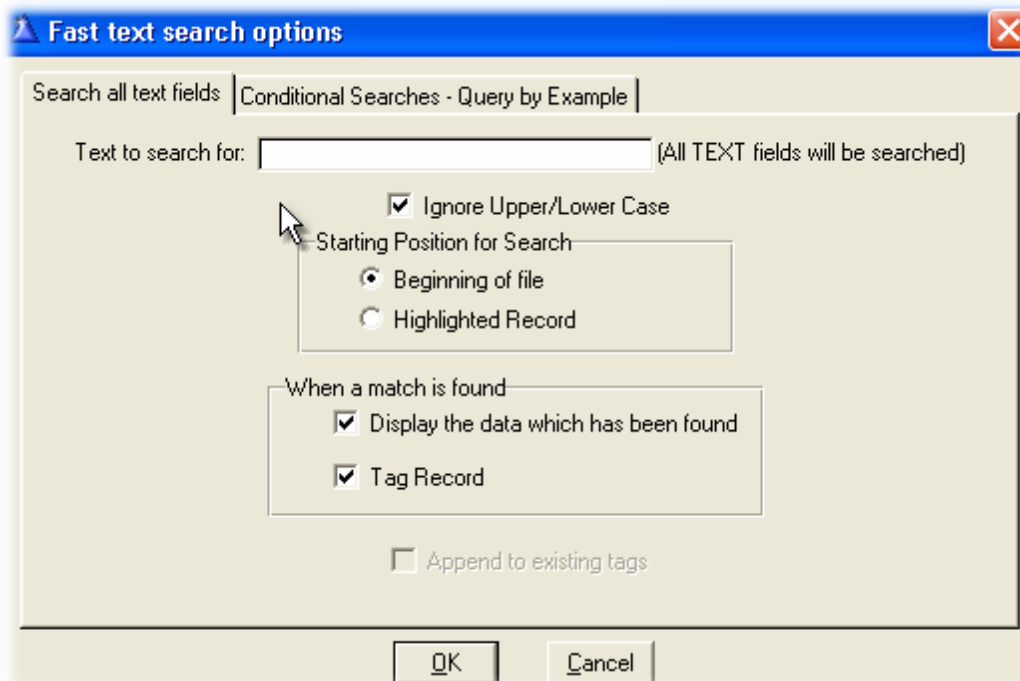
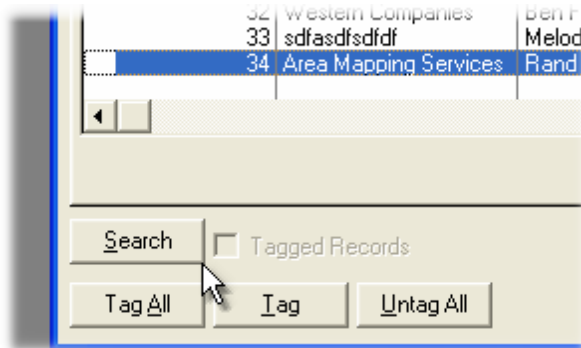
#### Related Topics:

[Select Export Records by Query](#)

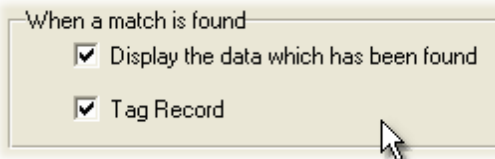


### 3.4.2 Global Search and Tag

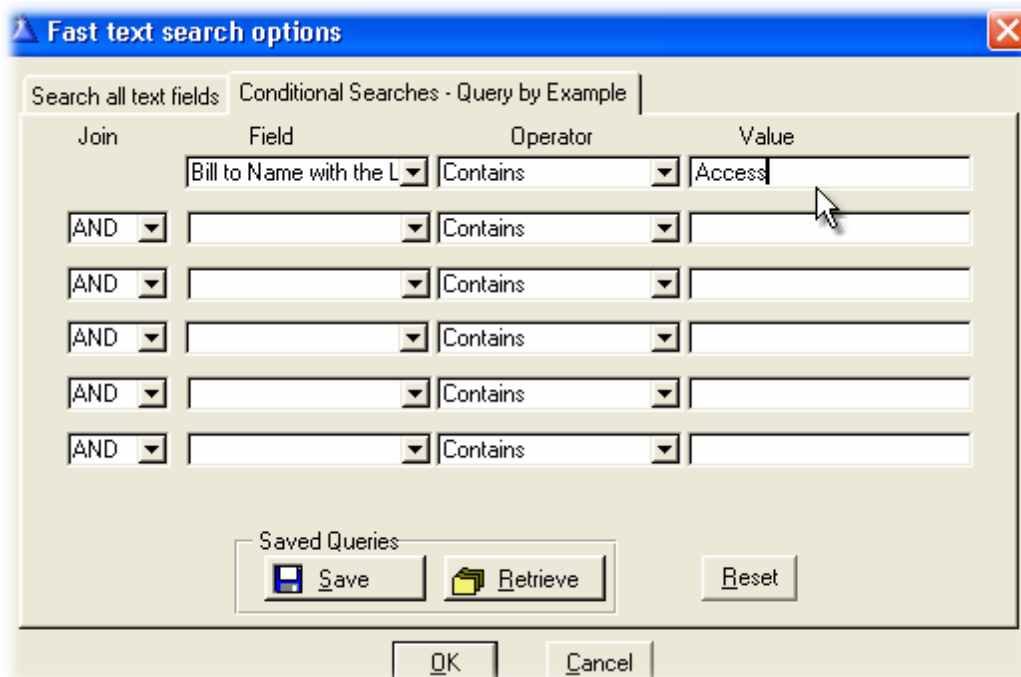
Select the **[Search]** button to **query** the files for the appropriate qualifier that you wish to create for your export.



The **[Text to search for]** field is used to qualify for search; all records that equal the qualifier will be tagged when a match found.



Alternately, you can use a **Conditional Search** or **Query by Example**:

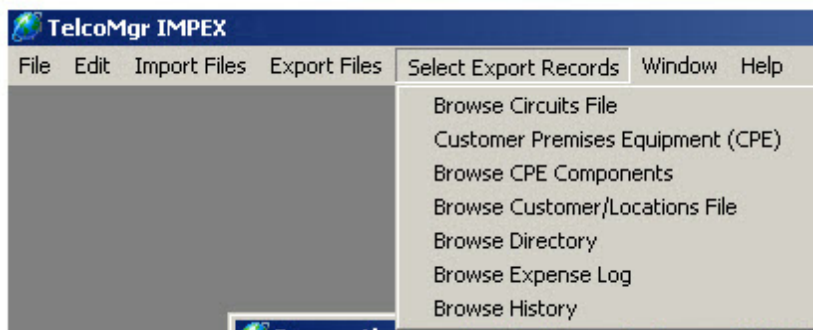


#### Related Topic:

[Select Export Records by Query](#)

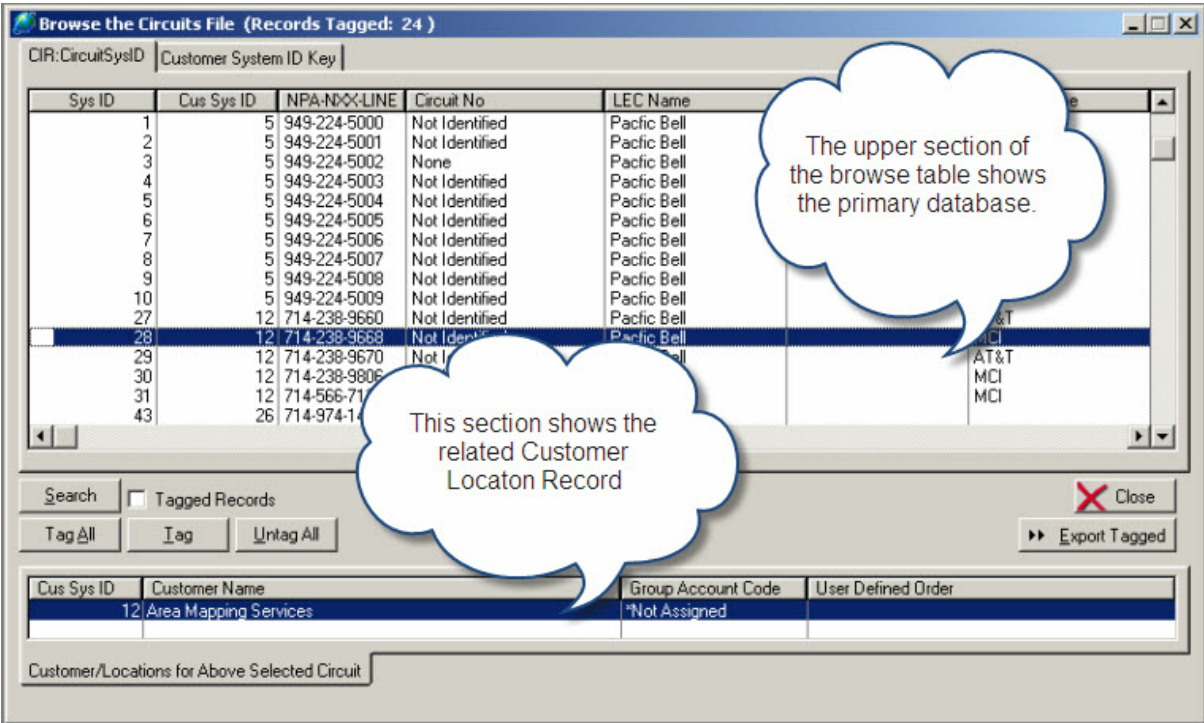
## 4 TelcoMgr Selected Export

Under the **Select Export Records** from the main menu you will find the following options:



**User Tip:** Export a TelcoMgr Location, Circuits, CPE, History and/or Directory file as a **Comma Separated Value (CSV)** or **(Excel)** file to create a file template for importing data.

The above menu options provide a browse table query input window for locating and tagging records from the TelcoMgr databases.



Click on the [SEARCH] button to start a query or to filter out the appropriate data for export.

TAB 1: Search all text fields

Tab 1: Search all text fields | Use this tab to find alpha/numeric strings containing partial words, phrases or numbers.

**Fast text search options**

Search all text fields | Conditional Searches - Query by Example

Text to search for:  (All TEXT fields will be searched)

☒ Ignore Upper/Lower Case ☒ Text Search on All Related Files

Starting Position for Search

☒ Beginning of file  
☐ Highlighted Record

When a match is found

☒ Display the data which has been found  
☒ Tag Record

☐ Append to existing tags

OK Cancel

Use the [Text to search for:] field for general searches. Enter information that will be search across all text fields.

Click on the [X] Ignore Upper/Lower Case and [X] Text Search on All Related Files to broaden or narrow your search.

[X] Append to existing tags allows you to "add to" previously tagged records.

## **TAB 2: Conditional Searches - Query by Example**

Fast text search options

Search all text fields Conditional Searches - Query by Example

Join	Field	Operator	Value
AND	1010 XXX Dialing	Contains	
AND	Adendum number	Contains	
AND	Bill-to-number	Contains	
AND	Calculate End Date	Contains	
AND	Calls Forward to: ###	Contains	
AND	Circuit number	Contains	
AND	Class of Service or ci	Contains	
AND	Current Work Group	Contains	
AND	Customer System ID	Contains	

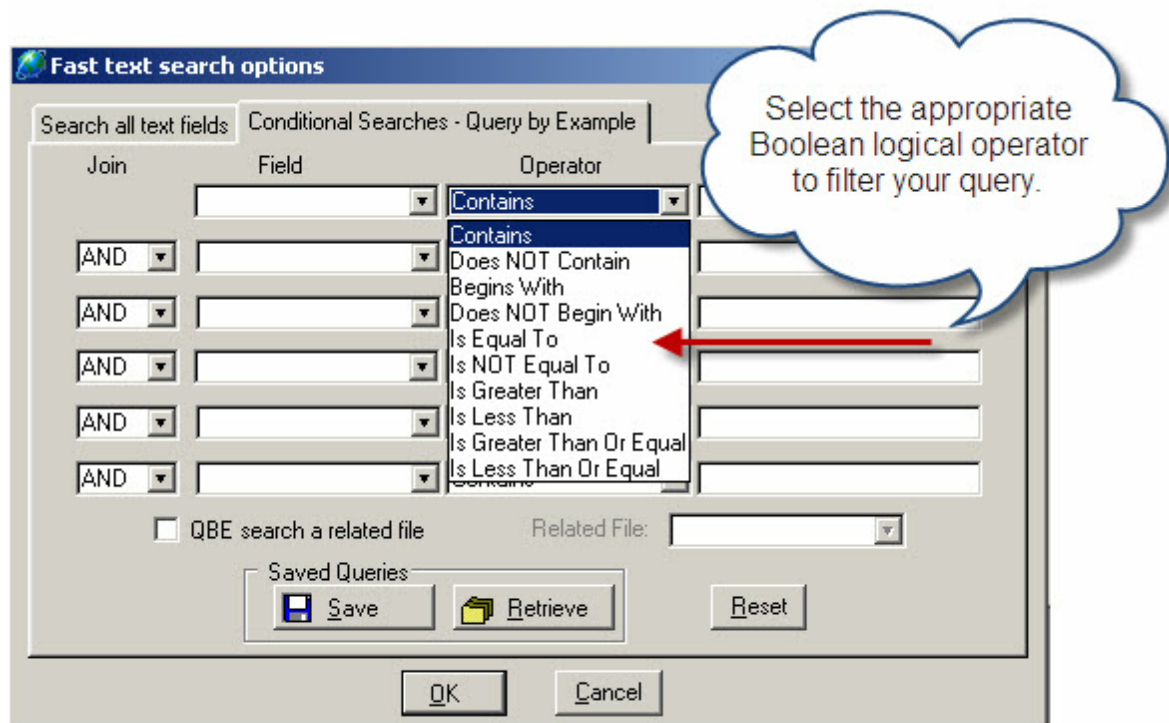
☐ QBE search a related file Related File:

Saved Queries

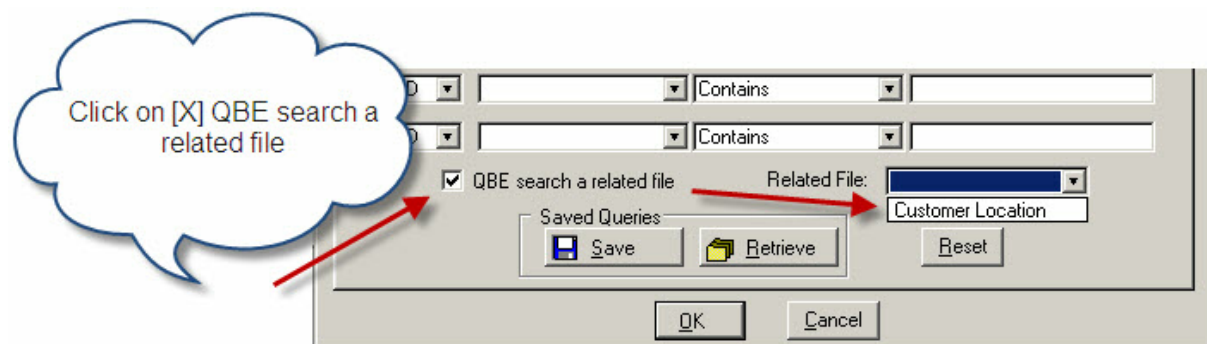
The Field Drop-down option column shows the alphabetical listing of the field descriptions or the hover field tip in TelcoMgr.

**Tab 2** provides search options that may be combined with the **Tab 1 'string search options'** or without an entry in the string search field. Also, you may combine the search on six fields simultaneously.

**USER TIP:** Start your query with the least amount of data to query and then modify your query if necessary after you have evaluated your results.



A **Boolean Logically evaluation** may be executed on each field that you select.



Optionally, you may search or execute a query on the **Related Files**.

**USER TIP:** Experiment with your query and evaluate the results by using the Tagged Browse table. Also, run several practice Exports before settling on your final results.

## 4.1 Browse Circuits

**Browse the Circuits File (Records Tagged: 102 )**

Customer ID telephone number | Class of Service +Line Key

Customer System ID Key | CIR:CircuitSysID | CIR:LineNoKey | CIR:TagFieldKey | CIR:CircuitIDKey

Sys ID	Cus Sys ID	NPA-NXX-LINE	Circuit No	LEC Name
✓ 1	5	949-224-5000	Not Identified	Pacific Bell
✓ 2	5	949-224-5001	Not Identified	Pacific Bell
✓ 3	5	949-224-5002	None	Pacific Bell
✓ 4	5	949-224-5003	Not Identified	Pacific Bell
✓ 5	5	949-224-5004	Not Identified	Pacific Bell
✓ 6	5	949-224-5005	Not Identified	Pacific Bell
✓ 7	5	949-224-5006	Not Identified	Pacific Bell
✓ 8	5	949-224-5007	Not Identified	Pacific Bell
✓ 9	5	949-224-5008	Not Identified	Pacific Bell
✓ 10	5	949-224-5009	Not Identified	Pacific Bell
✓ 27	12	714-238-9660	Not Identified	Pacific Bell
✓ 28	12	714-238-9668	Not Identified	Pacific Bell

Search ☐ Tagged Records Close Help

Tag All Untag Untag All Export Tagged

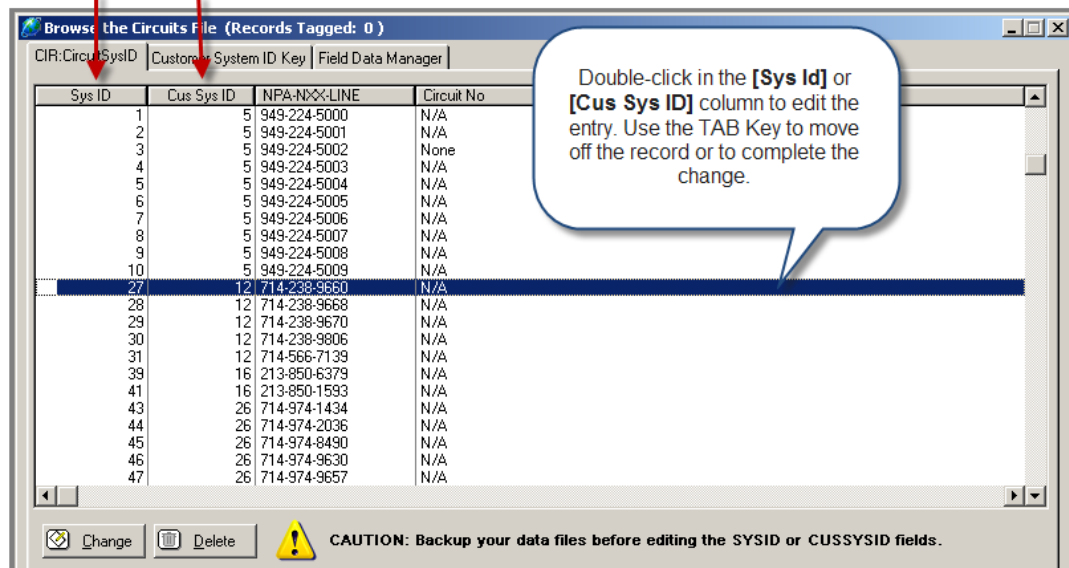
Use the various browse tables to evaluate your query results.

### Editing the Customer/Location Identifier [CusSysId] for the Circuits file.

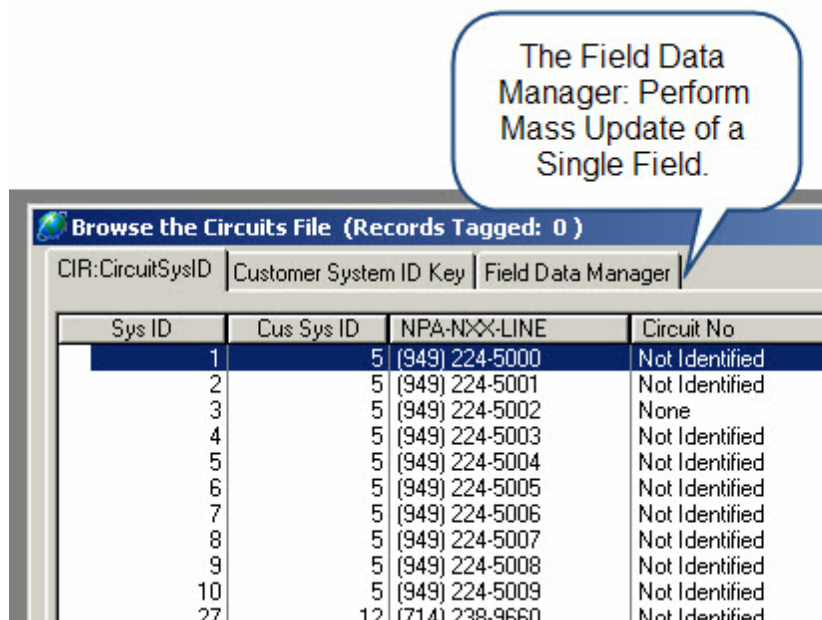
The **[CusSysId]** for the Circuit record must match a Customer/Location SysID to appear inside the Circuits Tab of the Customer record. If you enter a number in the **[CusSysId]** field that does not appear in the Customer/Location file as a SysId then the Circuit records will become orphaned or unassociated with a Customer/Location.

**CAUTION:** The Sys ID field must be UNIQUE.

The Cus Sys ID is the Customer/Location Identifier. Changing this field will change the association of the Circuits records to the Customer/Location records.

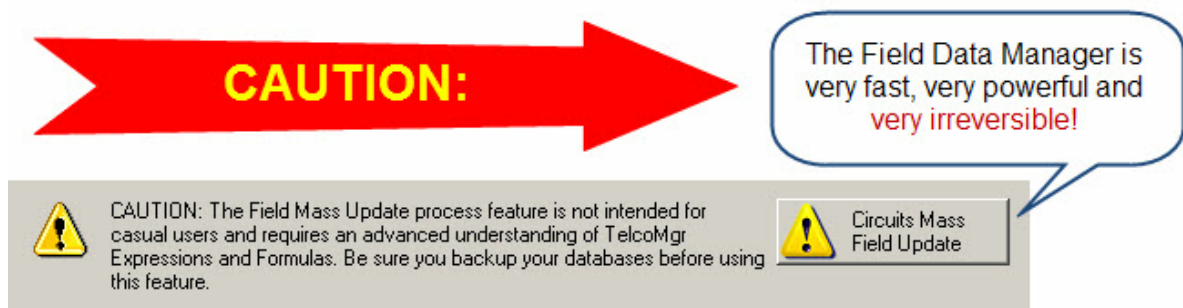


Highlight the record to be edited and click on the [Change] button. Use the TAB Key to move to the [Cus Sys ID] field.



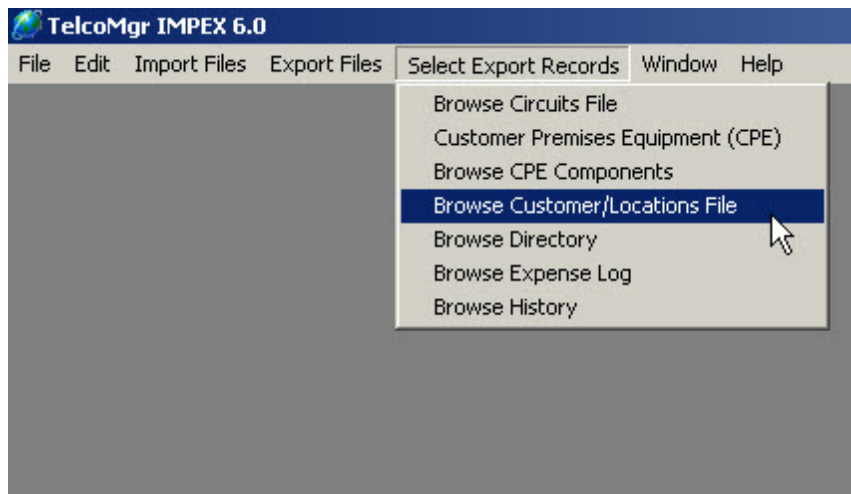
**CAUTION:** The [Field Data Manager](#) is an advanced option.





## 4.2 Field Data Manager

A **Field Data Manager** for the **Customer/Location** and **Circuits** file is available from the Browse [Customer](#) Table and Browse [Circuits](#) Table.



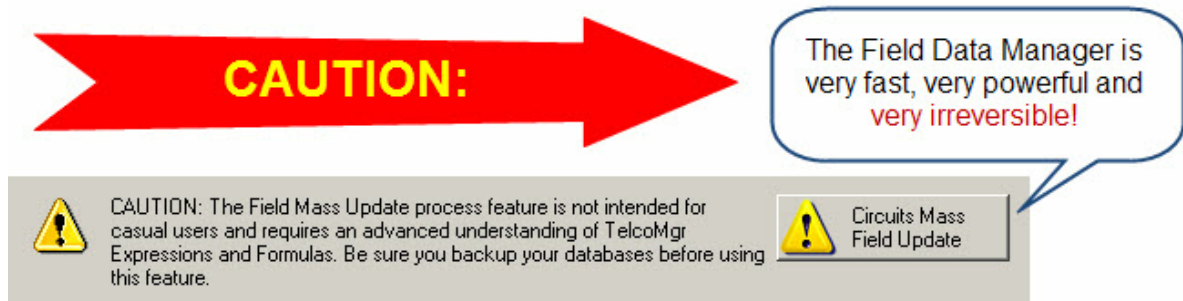
How many times have you been asked to make a mass update like change the format of the NPA-NXX-Line field for the Circuits table? Our new **Field Data Manager** provides end-users the possibility to alter the data as much as you wish. Thousands of phone numbers can be changed from the standard TelcoMgr format of [###-###-####] to [ +1 (###) ###-#### ] within a couple of minutes. Also, by using Boolean expressions, data changes may be applied to records that belong to a specific customer group or your User-Defined field. You can even store mass update routines for future use.



Use caution when using the **Field Data Manager**

because some of the changes that you apply may not be reversible. Therefore, backup your TelcoMgr folders before attempting to use this feature. Also, a strong understanding of how to use **TelcoMgr Expressions** and **Formulas** is essential to use this feature.

"The Field Data Manager is very fast, very powerful and very irreversible!"



#### 4.2.1 Field Data Manager Expressions

**Expressions** are evaluated in the standard algebraic order of operations. The precedence of operations is controlled by **operator** type and placement of parentheses. Each operation produces an (internal) intermediate value used in subsequent operations. Parentheses may be used to group operations within expressions. Expressions are evaluated beginning with the inner-most set of parentheses and working through to the outer-most set. Precedence levels for expression evaluation, from highest to lowest, and left-to-right within each level, are:

Level 1	( )	Parenthetical Grouping
Level 2	-	Unary Minus (Negative sign)
Level 3	procedure call	Gets the RETURN value
Level 4	^	Exponentiation
Level 5	* / %	Multiplication, Division, Modulus
Division		
Level 6	+ -	Addition, Subtraction
Level 7	&	Concatenation
Level 8	= <>	Logical Comparisons
Level 9	NOT, AND, OR/XOR	Boolean expressions
Level 10	Single quotes (apostrophe) 'myexpression'	Used for absolute data pictures

Expressions may produce numeric values, string values, or logical values (true/false evaluation). An expression may contain no operators at all; it may be a single variable, constant value, or procedure call which returns a value.

#### Sting Constants

A string constant is a set of characters enclosed in single quotes (apostrophes). The maximum length of a string constant is 255 characters. Characters that cannot be entered from the keyboard may be inserted into a string constant by enclosing their ASCII character codes in angle brackets (<>). ASCII character codes may be

represented in decimal, hexadecimal, binary, or octal numeric constant format. In a string constant, a left angle bracket ( < ) initiates a scan for a right angle bracket. Therefore, to include a left angle bracket in a string constant requires two left angle brackets in succession. To include an apostrophe as part of the value inside a string constant requires two apostrophes in succession. Two apostrophes ( " ), with no characters (or just spaces) between them, represents a null, or blank, string. Consecutive occurrences of the same character within a string constant may be represented by repeat count notation. The number of times the character is to be repeated is placed within curly braces ( { } ) immediately following the character to repeat. To include a left curly brace ( { ) as part of the value inside a string constant requires two left curly braces ( { { ) in succession.

The **ampersand** ( & ) is always valid in a string constant. However, depending on the assignment's destination, it may be interpreted as an underscore for a hot letter (for example, a **PROMPT** control's display text). In this case, you double it up ( & & ) to end up with a single ampersand in the screen display.

Example:

'string constant' !A string constant

'It's a girl!' !With embedded apostrophe

'<27,15>' !Using decimal ASCII codes

'A << B' !With embedded left angle, A < B

'\*{20}' !Twenty asterisks, repeat-count notation

" !A null (blank) string

### Data Formatting or Pictures

@P All pattern pictures begin with the @P delimiter and end with the P delimiter. The case of the delimiters must be the same.

< Specifies an integer position that is blank for leading zeroes.

# Specifies an integer position.

x Represents optional display characters. These characters appear in the final result string.

P All pattern pictures must end with P. If a lower case @p delimiter is used, the ending P delimiter must also be lower case.

B Specifies that the format displays as blank when the value is zero.

Pattern pictures contain optional integer positions and optional edit characters. Any character other than < or # is considered an edit character which will appear in the formatted picture string. The @P and P delimiters are case sensitive. Therefore, an upper case "P" can be included as an edit character if the delimiters are both lower case "p" and vice versa.

Pattern pictures do not recognize decimal points, in order to permit the period to be used as an edit character. Therefore, the value formatted by a pattern picture should be an integer. If a floating point value is formatted by a pattern picture, only the integer

portion of the number will appear in the result.

Example:

Picture	Value	Result
@P###-##-####P	215846377	215-84-6377
@P<#/#/#P	103159	10/31/59
@'P(###)###-####P'	3057854555	(305)785-4555
@P####/###-####P	7854555	000/785-4555
@p<#:#Pmp	530	5:30PM
@P<#' <#"P	506	5' 6"
@P<#lb. <#oz.P	902	9lb. 2oz.
@P4##A-#P	112	411A-2
@PA##.C#P	312.45	A31.C2

## 4.2.2 Field Data Manager Operators

### Logical Operators

A **logical operator** compares two operands or [expressions](#) and produces a true or false condition. There are two types of logical operators: conditional and Boolean. Conditional operators compare two values or expressions. Boolean operators connect string, numeric, or logical expressions together to determine true-false logic. Operators may be combined to create complex operators.

#### Conditional Operators

=	Equal sign
<	Less than
>	Greater than

#### Boolean Operators

NOT	Boolean (logical) NOT
~	Tilde (logical NOT)
AND	Boolean AND
OR	Boolean OR
XOR	Boolean eXclusive OR

#### Combined operators

<>	Not equal
~=	Not equal
NOT =	Not equal
<=	Less than or equal to
=<	Less than or equal to
~>	Not greater than
NOT >	Not greater than
>=	Greater than or equal to
=>	Greater than or equal to
~<	Not less than
NOT <	Not less than

During logical evaluation, any non-zero numeric value or non-blank string value indicates a true condition, and a null (blank) string or zero numeric value indicates a false condition.

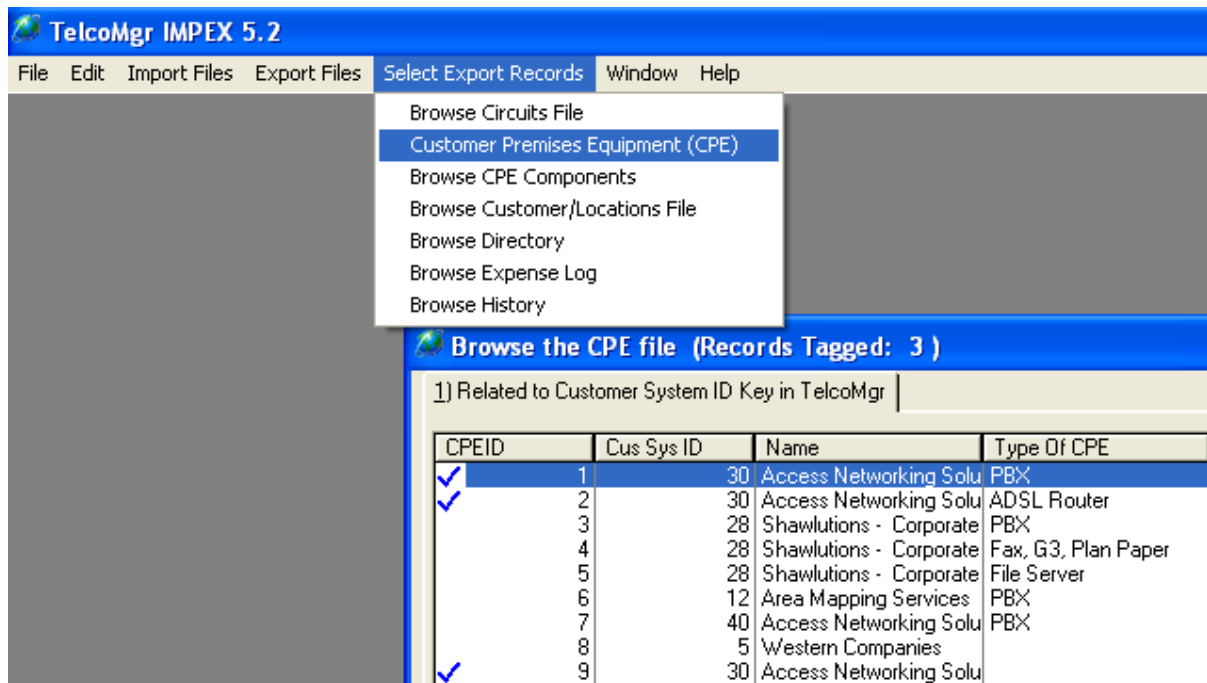
Example:

Logical Expression	Result
A = B	True when A is equal to B
A < B	True when A is less than B
A > B	True when A is greater than B
A <> B, A ~= B, A NOT = B	True when A is not equal to B
A ~< B, A >= B, A NOT < B	True when A is not less than B
A ~> B, A <= B, A NOT > B	True when A is not greater than B
~ A, NOT A	True when A is null or zero
A AND B	True when A is true and B is true
A OR B	True when A is true, or B is true, or both are true
A XOR B	True when A is true or B is true, but not both.

### 4.3 Browse CPE Table

The Customer/Location record is the PARENT for the Customer Premises Equipment table, which has a CHILD table of more specific components and called the **CPE Components** table.

The image below shows the CPE table:



In the example above, PBX generically describes a collection of equipment, including telephones, servers and cabinets. Therefore, more detailed components may be stored in the Components table.

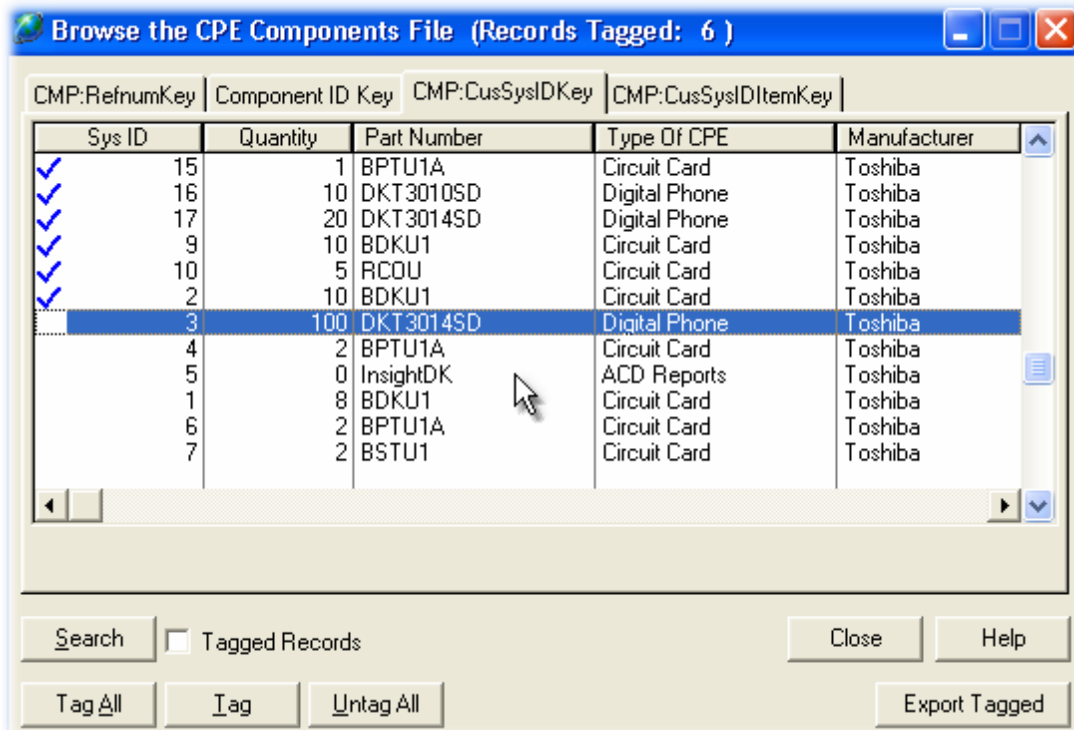
"The Field Data Manager is very fast, very powerful and very irreversible!"

The Field Data Manager is very fast, very powerful and **very irreversible!**

CAUTION: The Field Mass Update process feature is not intended for casual users and requires an advanced understanding of TelcoMgr Expressions and Formulas. Be sure you backup your databases before using this feature.

Circuits Mass Field Update

### 4.3.1 Browse CPE Components



The CPE Components table is a sub-file or CHILD database of the CPE Table.

## 4.4 Browse Customers

**Browse the Customer Location File (Records Tagged: 3 )**

Group Account Code and Name | By Contact Name +Company Name

Customer System ID Key | Customer Name | Company ID and Customer Name

Cus Sys ID	Customer Name	CONTACT	Contact Job Title	Conte
✓ 5	Western Companies	Ben Franklin	IT Manager	949-22
✓ 12	Area Mapping Services	Rand McNally	Owner	714-23
✓ 16	Vermont Village	Will Steiner		474-83
26	San Antonio Deli	Laurie Hamm		714-97
27	Vermont Village	Will Steiner		474-87
28	Shawlutions - Corporate	Hope Ufeelgood	Business Analyst	314-62
29	Shawlutions - Rochester	Hope Ufeelgood	Business Analyst	214-62
30	Access Networking Solu	Melody Amador	Vice President and Gene	626-57
31	Customer Name 1	Contact 2	Title 3	626-57
32	Western Companies	Ben Franklin	IT Manager	000-00
33	sdfasdfsdf	Melody Amador	Vice President and G	000-00
34	Area Mapping Services	Rand McNally	Owner	000-00

Search ☐ Tagged Records Close Help

Tag All Untag Untag All Export Tagged

"The [Field Data Manager](#) is very fast, very powerful and very irreversible!"



The Field Data Manager is very fast, very powerful and **very irreversible!**



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Circuits Mass Field Update



## 4.5 Browse Directory

**Browse the Directory File (Records Tagged: 0 )**

DIR:KeyCusSysID | ID, Last name, First Name, MI | ID, Full Name

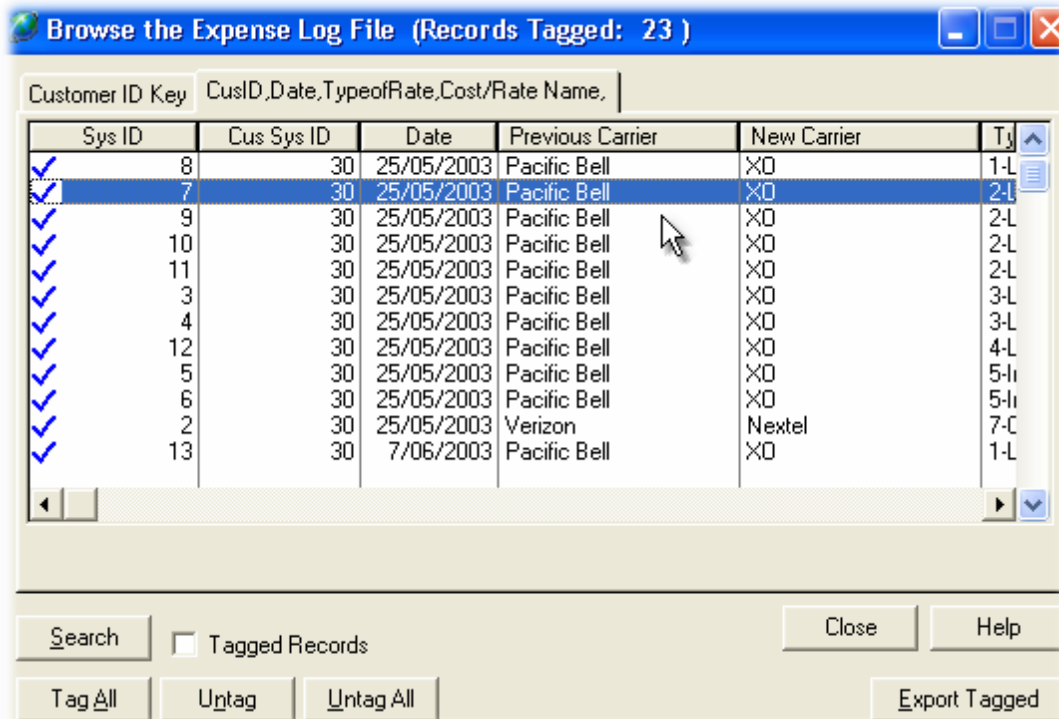
Sys ID	Cus Sys ID	Salutation	First Name	Middle Initial	Last Name
3	5	Mr	First		Name
6	5	Mr	First		Name
1	26	Mr	Jason		Lopez
7	30	Ms.	John	L	Adams
4	30	Ms.	Edward	L	Shaw
2	31				
5	31				

Search ☐ Tagged Records

Close Help

Tag All Tag Untag All Export Tagged

## 4.6 Browse Expense Log



## 4.7 Browse History

**Browse the Telco History File (Records Tagged: 0 )**

Customer ID Key | Customer ID, Telco Subject Key | Customer ID, Date and Time Key | System ID Unique |

Sys ID	Cus Sys ID	Subject	Note	Edit Date	Edit T
32	27	Order Placed	Will Steiner confirmed the	10/31/2001	4:13
33	27	Order Placed	Order place to disconnect	12/05/2001	9:56
46	28	Trouble	RNA	1/04/2003	8:36
44	29	Disconnect	Modem line not needed	9/17/2002	7:16
34	30	Telco Info	Called Verizon requesting	10/09/2001	10:45
35	30	DSL Repair	DSL repair # 888/212-54	11/02/2001	12:10
39	30	Call From Customer	test	7/26/2002	6:58
47	30	Re:Time to Register	8/10/2003	8/11/2003	1:00
48	30	Re:Time to Register	8/10/2003 this informati	8/11/2003	1:00
36	31	Telco Info	Called Verizon requesting	10/09/2001	10:45
37	31	DSL Repair	DSL repair # 888/212-54	11/02/2001	12:10
38	31	Where is this	Test record	7/26/2002	7:26

Search ☐ Tagged Records

Tag All Tag Untag All

Close Help

Export Tagged

# Index

## - [ -

[...] ellipse button 35  
 [Export Tagged] button 44  
 [File to export to] field 35  
 [First] button 26  
 [HTML Options] button 35  
 [Reserved] fields 18  
 [Search] button 45  
 [Start] button 26  
 [Text to search for] field 45

## - A -

ampersand 54  
 Anatomy of a Database 18

## - B -

Boolean Logically evaluation 46  
 Browse Circuits 51  
 Browse CPE Components 59  
 Browse Customers 60  
 Browse Directory 61  
 Browse Expense Log 62  
 Browse History 63  
 Browse Tables 44  
 Byte 20

## - C -

Caution: Importing Files Requires EXCLUSIVE USE 11  
 Circuits 53  
 circuits.tps 21  
 Column labeled No 14  
 Comma Separate Value 24  
 COMPANYID field 11  
 componts.tps 24  
 Conditional Search 45  
 Conditional Searches 46  
 Copyright and Trademark Rights 3  
 CPE Components 24, 57

cpe.tps 23  
 CSV 24, 34  
 CusSysId 51  
 Customer 53

## - D -

Data Formatting 54  
 Data Types 20  
 Date 20  
 Decimal 20  
 directry.tps 23  
 Duplicate 24

## - E -

ellipse button 26  
 END USER LICENSE AGREEMENT 3  
 EULA 3  
 Excel 11, 24, 34, 35  
 Excel File to Import 30  
 Existing File Field 14  
 Export Process 43  
 expressions 54, 56

## - F -

Field Data Manager 1, 51  
 field description 34  
 Field Separator 35  
 file format 35  
 file template 18  
 Files allowed for Import 24  
 filter 46  
 filtered 43  
 Filtering 43  
 FIRST button 11  
 Formulas 53

## - G -

General Provisions 3  
 Governing Law 3

## - H -

HTML 34  
HTML Option 35  
HTML options 34

## - I -

IMPEX Register Product window 5  
Import Files 1  
Import Process 26

## - L -

logical operator 56  
Long 20

## - M -

Map 26  
Map by Name 24  
Map Structure 11  
Memo 20

## - N -

Next Step button 11  
NOTICE TO USER: 3

## - O -

operator 54

## - P -

Pictures 54  
PROMPT 54

## - Q -

query 45, 46  
Query by Example 1, 45, 46

## - R -

radio button 35  
Registering IMPEX License 5  
Related Files 46  
RESERVED 21  
Reserved Fields 18  
Restrictions 3  
Run Excel option 35

## - S -

Search 43  
Search all text fields 46  
Select Export Records 17, 46  
Select Export Records by Query 44  
Select File button 5  
selected by tagging 43  
Single User 24  
Source file 14  
Start button 11  
Step 1: Source File Options 11  
Step 2: Map Source Fields 11  
Sting Constants 54  
String 20  
string search options 46

## - T -

Tag 43  
tagged 35  
Tagging 43  
telco.tps 20  
TelcoMgr Expressions 53  
TelcoMgr File Structures 17, 18

## - U -

Use of the Software 3

## - V -

View File 26

## - W -

Warranty 3