



COMPANY STRUCTURE

The quickest and easiest way to put names against extensions, and extensions into groups, is to import the information.

Any group that you create is automatically included in the **Company Extns** group of groups, and an extension can only be in one group.

It is important that you do create a company structure (even if you put all extensions in the same group) as there are several reports that have to run on a group and these look at the Company Extns group (which you cannot rename).

EXPORTING EXTENSIONS

Before you import the information, to ensure what you import is in the correct format, it is simplest to export the extensions that LJ has learned. If it hasn't learned all of your extensions, and you know your range, you can add them to the import list.

Go to **PBX** then select **extensions** you will see a list of all the extensions that have been automatically learnt by **LJ**.

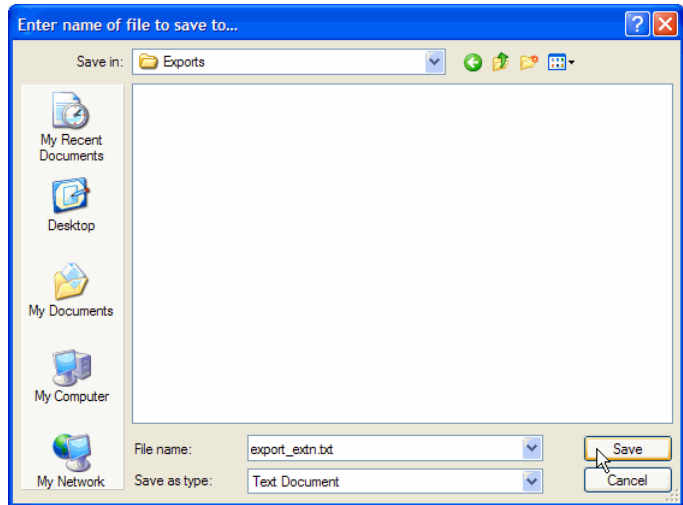
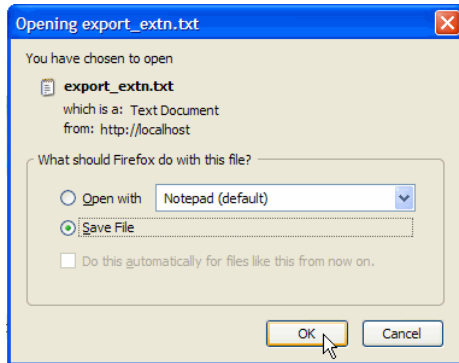
Extension	Description	Group
	no name	not in group
3002	no name	not in group
3005	no name	not in group
3007	no name	not in group
3008	no name	not in group
3009	no name	not in group
3010	no name	not in group
3011	no name	not in group

Click **view structure**. This will show you all the extensions and whether or not they are in the structure; at this stage none of them will be in the structure.

Then select **export structure**. We recommend that you select **Save File**.

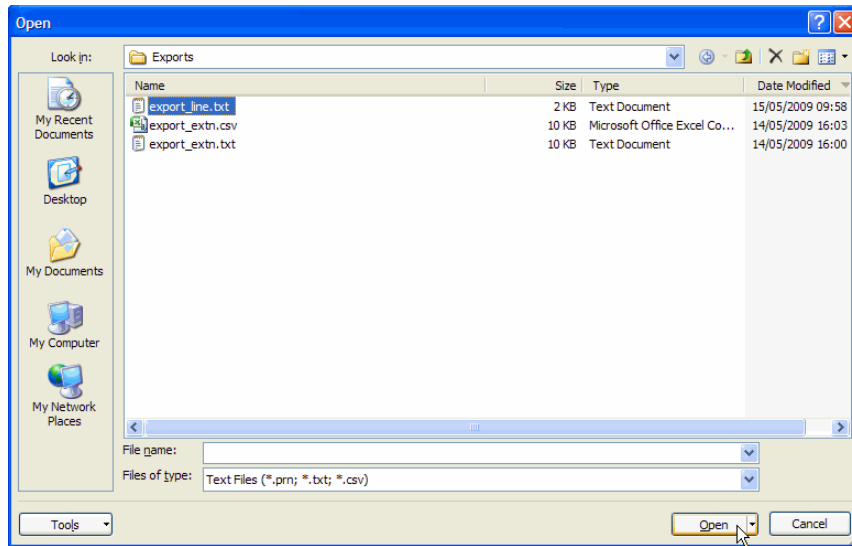
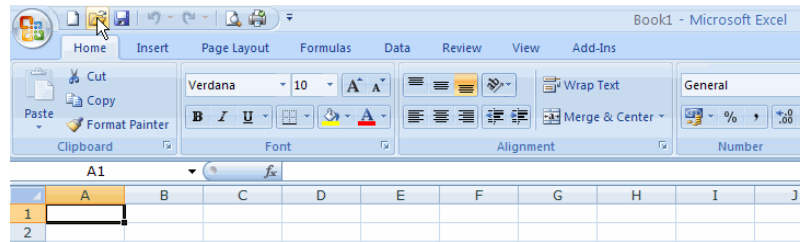
342 extension(s) are not in the structure

3002 3005 3007 3008 3009 3010 3011 3012 3013 3014
 3015 3016 3017 3018 3019 3020 3021 3022 3023 3024 3025
 3026 3027 3032 3033 3034 3035 3036 3037 3039 3040 3041



If you are on a Windows 7 PC the file will be saved in your default download location.
If not, select a suitable folder to save the file in.

If you prefer to use a spreadsheet to amend the **export_extn.txt** it is best to go to your spreadsheet and select Open.



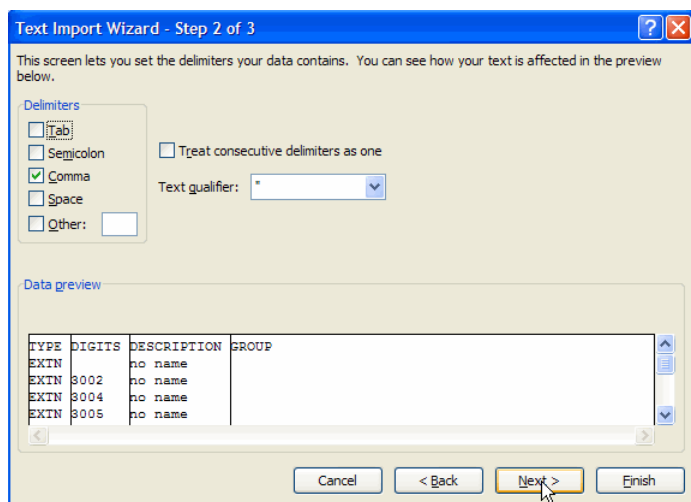
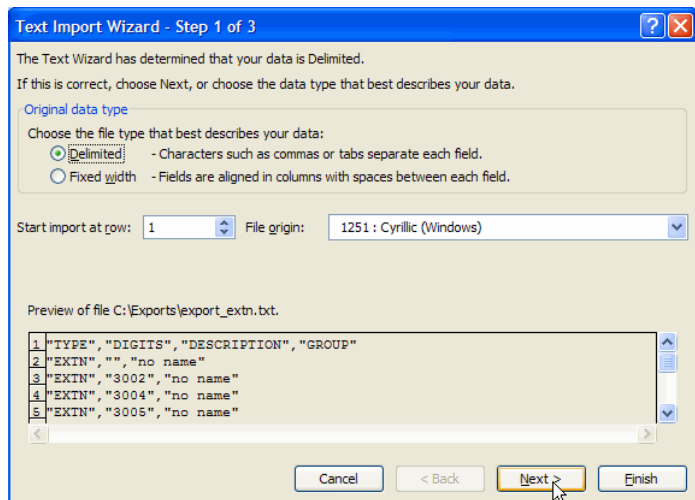
Change the Look in: to where you saved **export_line.txt**;
Change the Files of type: to either All files (*.*) or Text Files (*.prn, *.txt, *.csv);
Select export_extn.txt then click **[Open]**.

This will open the Text Import Wizard which will allow you to control how the digits are dealt with.



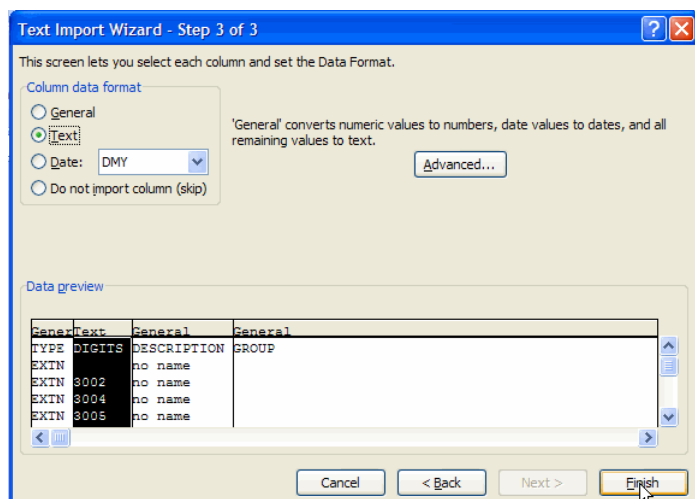
Once the file to be opened has been selected and **[Open]** clicked Excel® starts the Text import Wizard.

Ensure that **Delimited** is selected then click **[Next>]**.



Deselect **Tab**;
Select **Comma**;
then click **[Next>]**.

Here you can select the format for a column.
If an entry in the Digit column starts with a 0 (zero) select **Text** for the Column data format. This will stop your spreadsheet dropping the leading zero.
then click **[Finish]**.



Only make changes to columns C & D (Description & Group)
Do not change any of the data already in columns A or B.

	A	B	C	D	E
1	TYPE	DIGITS	DESCRIPTION	GROUP	
2	EXTN		no name		
3	EXTN	3002	no name		
4	EXTN	3005	no name		
5	EXTN	3007	no name		
6	EXTN	3008	no name		
7	EXTN	3009	no name		
8	EXTN	3010	no name		



Amended file ready to be saved.

	A	B	C	D	E
1	TYPE	DIGITS	DESCRIPTION	GROUP	
2	EXTN		no name		
3	EXTN	3002	Kat Ellis	Admin	
4	EXTN	3005	Edward Fletcher-Wooten	Finance	
5	EXTN	3007	Joan Kaufman	Marketing	
6	EXTN	3008	Shirley Baker	Admin	
7	EXTN	3009	Ruth Davies	Admin	
8	EXTN	3010	Ophelia Franklin	Finance	

	A	B	C	D
1	TYPE	DIGITS	DESCRIPTION	GROUP
2	EXTN		no name	
3	EXTN	3002	Kat Ellis	Admin
4	EXTN	3005	Edward Fletcher-Wooten	Finance
5	EXTN	3006	Elizabeth Bennett	Sales
6	EXTN	3007	Joan Kaufman	Marketing
7	EXTN	3008	Shirley Baker	Admin
8	EXTN	3009	Ruth Davies	Admin

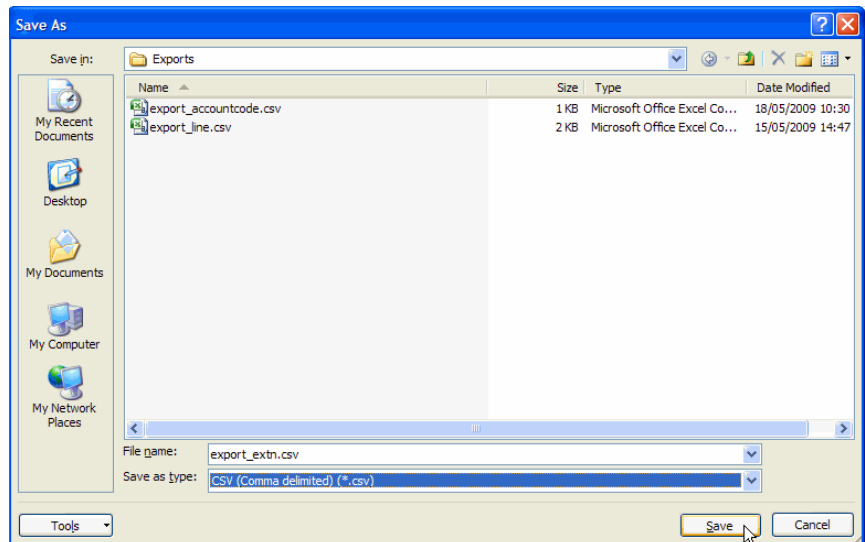
If you find that not all your extensions have been learned by LJ because they haven't been used yet, you can **add extensions to the .csv** file that you are going to import.

For example extension 3006 does not appear in the list above: Insert a row in the spreadsheet, put **EXTN** in column A and the Extension Number in column B, then add the name and department in columns C & D.

When you have finished, you must save the file as a **.CSV**.

Change the Save as type to **CSV (Comma delimited)(*.csv)**

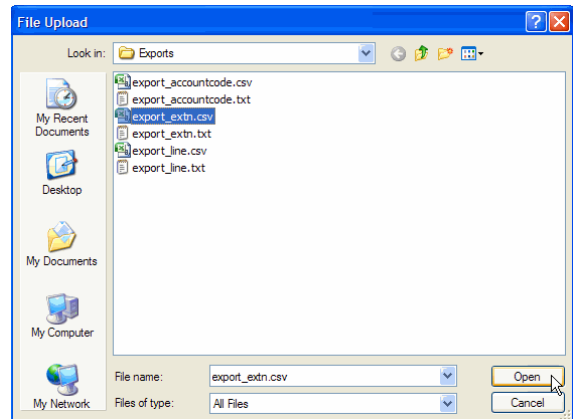
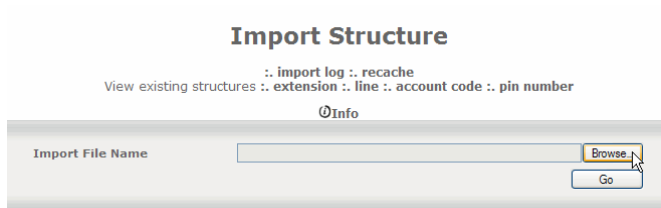
Then click **[Save]**



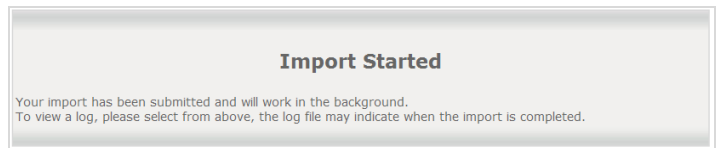
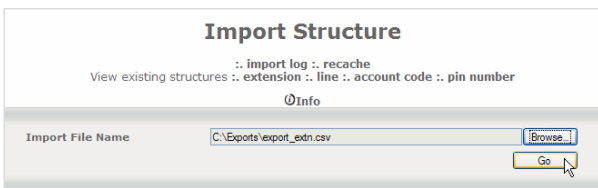


IMPORTING EXTENSIONS

You can then import the file you have made by using **import structure** under Company Extensions.



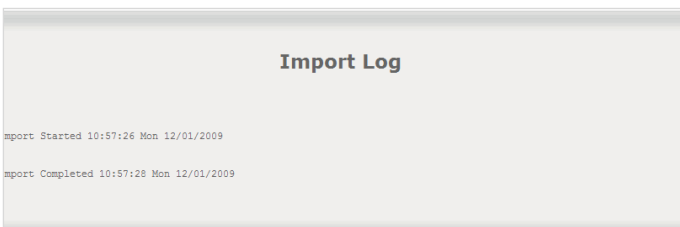
Click **[Browse...]**, select **export_extn.csv** that you have just saved then click **[Open]**.



This appears once you have click **[Go]**.

To see if the import has finished, or if there are any errors, click **import log**.

As you can see my import was very small – only taking 2 seconds – but there is an error.



This is an example of an Import Log with no errors.

RUNNING A RECACHE

When LJ runs reports and costs calls, it uses the information it has in its memory. So, if you change any of this information, the changes you make are done in the database and LJ needs to be "told" about these changes. You do this by using the Recache facility. During a Recache LJ clears its memory and collects fresh information from the database.

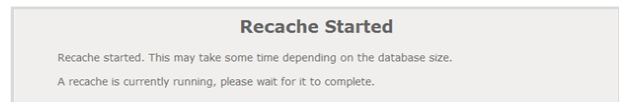
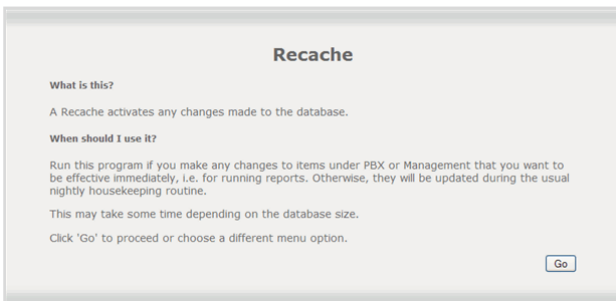


One automatically happens every night during the housekeeping routine, so if you want the changes to take effect the next day you can skip running a Recache now. However, if you do want to make changes effective straightaway, you need to run a Recache manually.

In LJ there are so many places that you can select **recache**, it doesn't matter which one you select.



Select Recache and the screen below appears.



Once you have clicked **[Go]** the screen changes to the one above.

The Recache should only take a few moments – the above screen will not change until you select another menu option.