

Chapter 1.04: Language Options

Overview

Route Manager offers a flexible language option that is simple to work with and includes a dozen different language choices. In addition, every word or phrase displayed on the screen can be modified to suit the needs of each company. Even if you don't need a "foreign" language, you may want to customize terms that you use. Whether it's to add a real name to userdefined fields or change every place you have the word "truck" to "big boom boom", this is the place to do it. This chapter will guide you through the process of loading and customizing language options.

Getting Started

Prior to getting started, it is recommended that the user editing the language file be someone that has technical experience and has advanced working knowledge of Route Manager — it is simple to change text, but can create headaches if not done properly.

Essentially every word and phrase appearing in the program can be modified or translated.

There are two methods available for editing language options:

- Language Maintenance: This option allows you to load alternate languages, and view and edit the language table. This is the primary way to perform language changes.
- Direct Edit: This option allows you to make on-the-fly language changes by placing the mouse cursor over a word or phrase displayed within the program, and holding down CTRL+W.

Each language editing option is discussed in detail within this document. You will usually want to use both methods as you customize the language for your software.



Language Maintenance

Follow the steps below to load or customize a language file. Each option is discussed separately.

Loading a Language File

By default, the language already displayed in your Route Manager program was selected during the installation of the program. If additional language files need to be used in the system, they can be downloaded from our support site. All languages provided are located in your RMA>Languages folder. Here is a sample of what's available.



Once you have downloaded or copied the language folder of your choice, it will need to be placed within the 'Language' folder of your RMA directory.



To load the new language file on the current workstation, browse to *File > Local Settings*, and select the **Modify** key in the *Desktop* tab.



Choose the new language file from the 'Program Language' drop-down list and click **Save**.

20201110	
Default tab in Customer Info Screen Info	Don't use Autosense on Find
Default Equipment Status Customer Info ALL Browse Order None Disable Browse in Customer Information Γ Top Item in Find Use left to right search on lookups Γ Use Caller ID with Advanced TS Client Γ Display Statements on Drill Down Γ	Default Payment Type Program Language English Check Scann English Espanol Francais
Number of Periods in Drilldown 0 Package Plan Contract Expiration Days 0 Do Not Preview Invoices Γ Order by Start Time in Route Pre-Sale Γ Prompt to 'Edit' Customer after completing wizard Γ	

Once you exit from the *Local Settings* screen, the new language will be updated.



Repeat the steps above on each workstation that will use the new language file. In addition, on the tool bar, you will be able to identify the language by the blue square showing the first 2 letters of the language. This will show the language to be edited.



Customizing a Language File

Use this option to customize the current language file. This can be helpful for updating text to fit closely with your company's terminology.

Navigate to *Tools > Language Maintenance*, and click the 'OK' button on the warning screen.

M Editing Language Tab	les	8
Languag Base Language.	English Edit Language. English 💌	Ba+ EXIT
	RM Enterprise WARNINGI This is a live edit. If you make changes you can only undo the change in the current field (with CTRL+Z) and not the whole table OK	

The Language Table screen is split into two sections: Base Language and Edit Language.

To create a custom language file, create a new *Edit Language* by selecting the **Add** key on the right side of the screen.

Base Language. English	Edit Language. English	
		EXT
		<u> </u>
"First Class Mail"	"First Class Mail"	
"IVA Tax Included"	"IVA Tax Included"	
"This document not valid as an invoice"	"This document not valid as an invoice"	
# Credits	# Credits	
# Credits	# Credits	
# Held	# Held	
# of days to evaluate for Activity/Inactivity	# of days to evaluate for Activity/Inactivity	
# Ordered	# Ordered	
##	##	
##	##	
## % Complete (PRESS [ESC] TO	## % Complete (PRESS [ESC] TO	
## % Complete (PRESS [ESC] TO ABORT)	## % Complete (PRESS [ESC] TO ABORT)	
## % Complete (PRESS [ESC] TO ABORT)	## % Complete (PRESS [ESC] TO ABORT)	
5	5	-



Give your new language file a name, and select the *Base Language* that will be applied to the new language. Click **OK** to continue.

New Language	
Copy From	•
	Л ок Х

Your new language file will automatically be loaded on the *Language Tables* screen.

Languag	je Tables				
Base Language.	Custom_english	•	Edit Language.	Custom_english	•



Scroll through the list of items, or use CTRL+F to search for a specific term. Once you have selected an item that you would like to update, click in the yellow text field to modify the *Edit Language* — the *Base Language* will always remain the same, for reference to the original text.

Base Language. Custom_english	Edit Language. Custom_english	-
,		
		EXI
Maintenance Information	Maintenance InFormation	
Maintenance Personnel	Maintenance Personnel	
Maintenance Personnel	Maintenance Personnel	
Mainenaneerreisonnen	Mainer	
Major Account	Major Account	
Maior Account	Maior Account	
Major Account	Major Account	
Major Account	Major Account	
Major Account	Major Account	
Major Account Code	Major Account Code	
Major Account Code	Major Account Code	
Major Account Code	Major Account Code	
Major Account Code	Major Account Code	
Major Account Code	Primary Account	
Major Account Code	Major Account Code	
Major Account Code	Major Account Code	

In this example, the term 'Major Account Code' is being updated to display 'Priority Account' within the *Customer Information* screen.

The screen that each change will apply to is displayed on the bottom of the *Language Tables* screen:

RECORD: 17293 SCREEN: RMRSGLSTCUST FIELD: PageFrame1.Page1.Label5.Caption

NOTE: For a definition of each screen in RMA, refer to the *Technical Reference Guide* available at www.ARS247.com.

Repeat these steps for each item that you would like to update, and exit the *Language Maintenance* screen.



To load the new language file on the current workstation, browse to *File > Local Settings*, and select the **Modify** key.

Choose the new language file from the 'Program Language' drop-down list, and click **Save**.

Default tab in Customer Info Screen Info	Don't use Autosense on Find	1 4
Customer Info/Credit default page Status/Cont		
Browne Order None	Default Payment Type	
Disable Browse in Customer Information	Program Language English	
Use left to right search on lookups Use Caller ID with Advanced TS Client Display Statements on Drill Down	English	
Number of Periods in Drilldown 0 +		
Do Not Preview Invoices	Drives	
Order by Start Time in Route Pre-Sale	Card Reader C	11
	Use delete method instead of format to clear card	
	- RML/vs	1
	Show Weight Option in RMLive	

Once you exit from the *Local Settings* screen, any custom language information will be displayed.

Invoices Credit Payment Info Contacts Route R	PAST DUE 49:95 Icute Info Products Equipment Stop History Orders
Acat No 080002 Customer Type R Residence To Kame Kame MAYAN RESORT 20 Code 98393 - Detail \$ 20 Code 98393 - Detail \$ 20 Code 98393 - Detail \$ 20 Code 98393 - Detail \$ 20 Code 98393 - Code 9839 - Co	Account Home Branch 0001 TURLOCK BOTTLED WA Contract Info Phone Ext Fax Vork Phone Ext Cell Contact Phone Ext Cell Contact Phone Ext Cell JJAME JJAME 202-456-1111 Billing E-Mail Addresses doconnell@advantagers.com
egal Name	Sales Rep 1 BJ Entered By Rep 2 Sales Rep 3 Priority Account - SStoreFront - Reset eStoreFront Account Brazele eStoreFront Loon -

Repeat the steps above on each workstation that will use the new custom language file.

NOTE: If a mistake is made on any of your custom language files, you can always correct the problem by referring back to the *Base Language* description displayed within the *Language Maintenance* screen.



Language Display on the Module Bar

The first two letters of the language being used at each workstation is displayed on the system *Module Bar*:



Double-click on the language option to edit the language setting within *Local Settings*.

NOTE: When creating new language files, try to use a naming convention that defines the file based on the first two characters (i.e., BE for British English). This is helpful for reference on the *Module Bar*.

Modifying Language by using CTRL-W

You can manually update language on most of the program screens by placing the mouse cursor over the displayed text and pressing CTRL+W.

In the example below, the 'Text 2' field is to be changed to 'Reference Number' under the *Credit* tab within *Customer Information*.

- **Customer Information** Credit Payment Info Contacts Route Route Info Products Equipment Stop History Orders info s Im CreditTerms Billing/Statement CMC Settings egal Flags Reward Points * * Flag 1 P Date 1 ÷ Flag 2 Date 2 년 수 N Flag 3 ≈÷ ¶∎ leit: Tert 2 ш * \times EXIT
- 1. Place the mouse pointer over the field to be modified.



2. Enter CTRL+W on your keyboard.

Info S Invoices Credit P Statys/Contract Cred Flag 1 Flag 2 Flag 3 Text 1 Text 2 Text 3 Number 1 Number 3	rayment Info Contacts It Terms Diljinp/S P 0.000 0.000 0.000	Route Into Product tatement CMC Settings	a Equipment Stop I Additiogal Flags Date 1 // Date 2 // Date 3 // Check 2	Astory Orders	

3. Enter the new description that you would like to display, and click the **Save** key.

nfo \$ Invoices Status/Contract	Credit Pay	ment Info Co [erms Bil	ntacts Route	ate Route Info Products Equipment Stop History Orders ent CMC Settings Additional Flags. Remark Points	M
	Flag 1 P Flag 2 Flag 3 Text 1			Date 1 / /	
	Text 2		Referen	WYG Editor Irence Number	
8	Number 1		Text 2	2	
21	Number 3		0.000		EXI



The new description will now be displayed.

N/ Customer Information - 080002	
Customer Information HOLD SERVICE	
Contine information Not be status Not be status Not be status Ind b invoices Credit Payment Info Contract Payment Info Contract Payment Info Contract Reward Points Status/Contract Credit Payment Info Contract CMCC Settings Reward Points Filag 1 Date 1 Info b invoices Credit Terms Billing/Statement CMC Settings Reward Points Filag 1 Date 1 Check 1 Filag 2 Date 3 I// 1 Setting to physical colspan="2">Check 1 Number 1 0.00000 Number 2 0.00000 Number 3 0.00000 Number 3 One colspan="2" Number 3 0.00000 Number 3	

This option will edit the language file that is currently loaded on the machine. Be sure you have the desired language. If you do it to "English", the next time you upgrade your software, you will lose and edits you have made.

NOTE: To restrict users from changing language using CTRL+W, you can restrict access to the 'Language Maintenance' option within *Lists* > *Employee Setup* > *Security Level Codes*.



Tips and Pointers

This section provides you with tips and pointers that may be helpful when using the *Language Maintenance* screen.

Base Language. English	Edit Language. English	B
		EX
		- íl -
"First Class Mail"	"First Class Mail"	
"IVA Tax Included"	"IVA Tax Included"	
"This document not valid as an invoice"	"This document not valid as an invoice"	
# Credits	# Credits	
# Credits	# Credits	
# Held	# Held	
# of days to evaluate for Activity/Inactivity	# of days to evaluate for Activity/Inactivity	
# Ordered	# Ordered	
##	##	
##	##	
## % Complete (PRESS [ESC] TO	## % Complete (PRESS [ESC] TO	
## % Complete (PRESS [ESC] TO ABORT)	## % Complete (PRESS [ESC] TO ABORT)	
## % Complete (PRESS [ESC] TO ABORT)	## % Complete (PRESS [ESC] TO ABORT)	
\$	S	

- The Base Language is the original language table currently being used. After an update or upgrade, the Base Language may contain new fields.
- ▶ The *Edit Language* can always be modified.
- If you would like to sort the list by the Edit Language, simply click on the Edit Language button and the sort order will be updated. Use the same method for sorting by the Base Language.
- The file information displayed on the bottom of the screen indicates the area of the program that will be affected by the language change. Red indicates that the item is displayed within a report; Blue indicates a display screen.
- CTRL+F can be used to search through the language file.
- Grant only administrators the ability to edit language by disabling access to the Language Maintenance option within each Security Level Code.



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