

Try it FREE  
For 2 Weeks!

[Get Started Today](#)



## AutoAcceptor 2.0 Installation Guide

- ✓ We recommend installing this software on a dedicated machine used solely for automated acceptance.
- ✓ The A2 requires a high-speed (cable or DSL) connection, one gigabyte+ of RAM, and Windows XP, Vista, or 7.

1

## Install AutoAcceptor 2.0

Click here to install our software: <http://bit.ly/bivHCT>  
(Having download trouble? [click here](#))

2

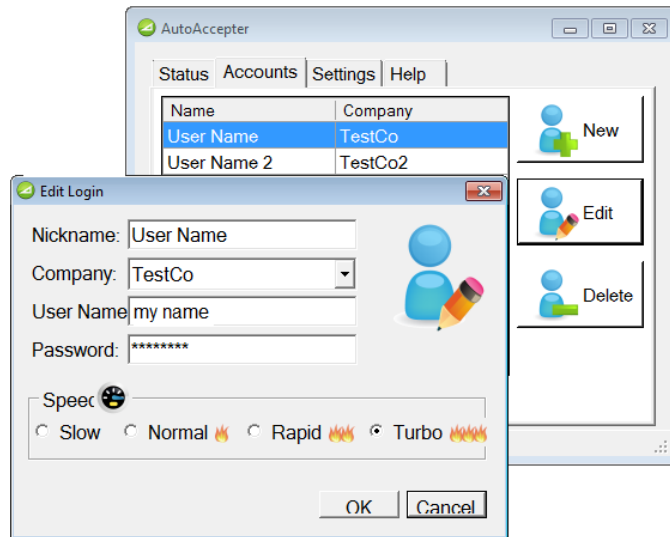
## Enter License Key

Launch the AutoAcceptor from the Windows Start Menu and enter the license key you received in email: Start → All Programs → BPO Automation Group → AutoAcceptor 2.

# Getting Started

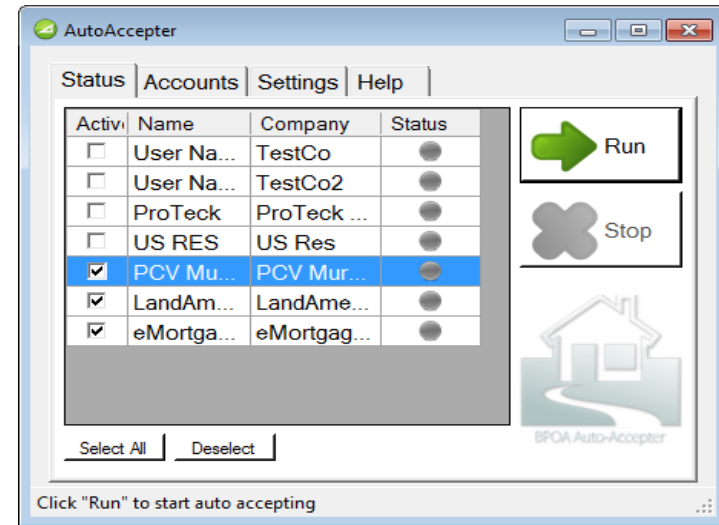
The AutoAcceptor 2.0 gives you the freedom to select accounts to monitor from a comprehensive library of BPO companies. This tool is initially limited to 5 tasks at a time, which can be any mixture of users or companies – for instance, you can setup five users for one BPO company, five BPO companies for a single user, or any mixture of users & companies. Use the instructions below to create & manage order-acceptance tasks, and additional task management instructions are available in our [online knowledgebase](#).

## Creating Order-Acceptance Tasks



- 1. Create a New Task:** In the “Accounts” tab of the Auto-Acceptor window, click the button labeled ‘New’ to create a new account.
- 2. Enter Account Info:** Give your new account a descriptive ‘Nickname’, select a BPO Company, and enter the ‘User Name’ and ‘Password’ that you normally use to login to that company with online.
- 3. Select a Speed:** You should probably leave this set at ‘Normal’ unless your market is competitive. Click ‘OK’ and you’re ready to go!

## Initiating Order-Acceptance

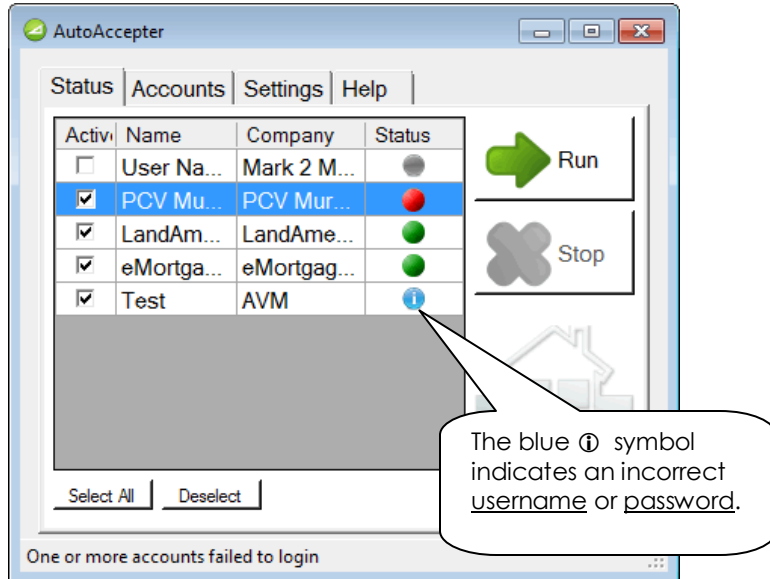


- 4. Select Accounts:** In the “Status” tab of the Auto-Acceptor window, check the boxes of all accounts you wish to begin checking.
- 5. Run The AutoAcceptor:** After you’ve selected accounts, click the ‘Run’ button to begin accepting orders. If you want to add more accounts, make sure to click ‘Stop’ before trying to create or launch additional auto-accept tasks.
- 6. Wrapping Up:** That’s it! You’re all set, but remember to keep an eye on your email for new orders.

# Task Status Indicators & Settings







The AutoAccepter 2.0 contains a complex set of features that work behind the scenes to effectively accept orders from your BPO providers. The beta-version does not provide notification when an order is accepted, and agents are urged to periodically check their accounts for new orders. The indicators & settings below help users to ensure that the application is functioning properly and that account usernames & passwords are entered correctly.

## Task Status Indicators



The AutoAccepter 2.0 is able to recognize login failures from incorrect usernames & passwords, and will not continue to run each task after a failed attempt until you enter the correct info.

## Status Indicator Definitions

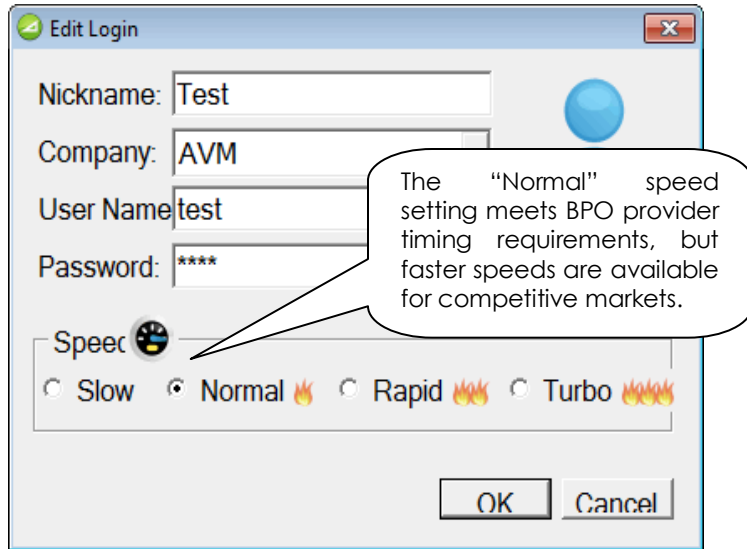
-  **Green:** This indicates that the task is actively running & checking for orders.
-  **Blue:** The ⓘ symbol is an information indicator & indicates an incorrect account username or password.
-  **Gray:** This indicates that the task is currently not running.
-  **Yellow:** This indicates that an error has occurred and the task is attempting to automatically correct for it.
-  **Red:** Indicates a critical error & may require support.
-  **Half-Moon:** Indicates that a task is in sleep mode and is used for companies with check frequency restrictions such as Old Republic.

**Important Note:** Some providers, such as eMortgage Logic, have indicated that they do not approve of automated order-acceptance and will dismiss agents using it on their systems. Other providers, such as Old Republic, have imposed strict requirements on the frequency of order-acceptance checks. Cautions and restrictions will be displayed as popup notices when you add additional tasks within the autoaccepter.

# Application & Speed Settings

Due to limitations in network bandwidth, several top BPO providers have provided timing schedules for automated order-acceptance applications, and may dismiss agents who check more frequently than requested. Thus, the AutoAcceptor 2.0 has taken these requests into account with the "Normal" setting, but also allows agents to check more frequently (at their own risk) should the demand arise in highly-competitive BPO markets.

## Task Speed Settings



Each task contains 4 speed settings that determine how frequently the application will check for orders.

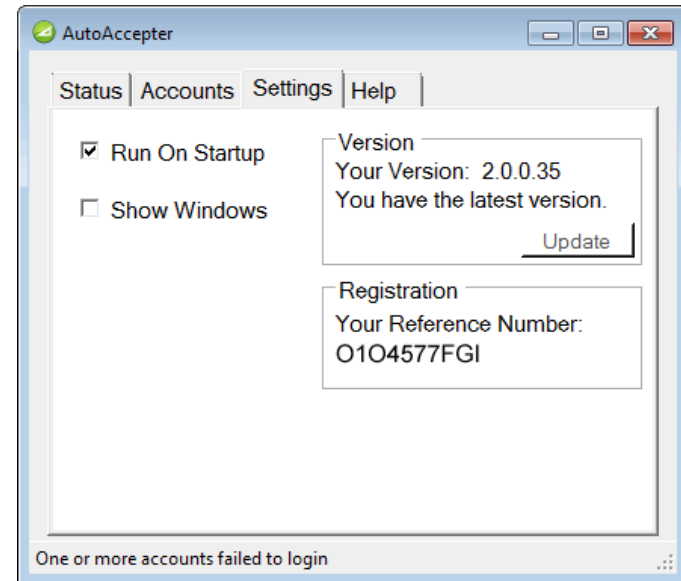
**Slow:** Checks less frequently, typically every few minutes.

**Normal:** Designed to meet the requests of BPO providers (when available).

**Rapid:** Tasks run more frequently, typically twice per minute.

**Turbo:** Tasks run as frequently as possible, typically every 5 to 10 seconds, depending on provider.

## General Application Settings



The "Settings" tab of the AutoAcceptor 2.0 contains configuration options to facilitate testing & application setup:

**Run on Startup:** Checking this box will automatically load the application when the computer boots, which is recommended for standalone installations.

**Show Windows:** Checking this box makes the order-acceptance tasks visible, and is used for testing.

**Update Button:** This button checks for new updates to the application software & automatically installs them.

# Basic Troubleshooting

The AutoAcceptor 2.0 is designed to automatically compensate & correct for a variety of common issues, but the wide variety of websites that it works and machines that clients use can lead to a variety of minor issues that may impact performance. The tips below will assist you in troubleshooting minor issues, and we recommend visiting our [free online knowledgebase](#) for more information.



## **Don't use Wi-Fi**

The AutoAcceptor 2 needs an always-on Internet connection, and most Wi-Fi routers experience interference from other wireless devices (such as cordless phones) that disrupts the steady stream of data the AutoAcceptor 2 needs to function correctly.

If you have Wi-Fi, please consider using a regular Ethernet cable to connect your AutoAcceptor 2 PC directly to the router or modem to ensure that the connection doesn't periodically drop. This has played a major factor in increasing order capture rates for many, many users!



## **Remove .NET Framework 4 & Antivirus Software**

The AutoAcceptor 2 is NOT compatible with the .NET Framework 4 Client Profile! If this is on your PC you should uninstall it from "Add or Remove Programs" in the Windows Control Panel.

Also, the AutoAcceptor 2 sometimes experiences conflicts with "overzealous" antivirus software, but tends to work the best with McAfee and Norton Antivirus applications. If you experience issues with your AutoAcceptor suddenly "turning off" or displaying error messages, the culprit could be your AV software, and the solution is to add an exception for both iMacros and the AutoAcceptor 2 in your AV control panel (or simply turn the AV software off).



## **Turn off Sleep-Mode / Use a dedicated PC**

Your PC can't check for orders if it's not turned on, so please disable "Sleep Mode" in the Windows Control Panel to maximize AutoAcceptor 2 performance.

In Windows Vista & 7, you'll want to go to the "Hardware and Sound" menu, then to "Power Options", and then set your Power Plan to "High Performance". You may have to use the "show additional plans" button to make this option available. The "High Performance" settings disable sleep mode, which lets your AutoAcceptor 2 check for orders continuously, increasing orders captured.

# Sales & Technical Support

The BPO Automation prompts itself on being a leader in both technology and customer support, and we have both sales & support professionals in place to help get you the maximum benefit from adding automation to your growing BPO business.

## Purchase Information:

If you've downloaded the BPO AutoAcceptor 2.0 on a free trial-basis and you're having a good experience with it, then check out our [product catalog](#) for pricing & purchase details.

If you've taken a look at the product catalog and still have questions, or you just want to talk to a person, then give us a call at (360) 223-2482 to speak with a sales representative about purchase & licensing options, or email us at: [info@bpo-automation.com](mailto:info@bpo-automation.com).



## Technical Support:

Having trouble? Check out our free online knowledgebase and application help files, and if you're a client, consider submitting a trouble ticket.

Live, personal support is also available via remote-desktop for a nominal fee of \$59.99 per issue (contact [support@bpo-automation.com](mailto:support@bpo-automation.com) to schedule a priority-support request).



**Members Site:** Product information and technical documents for the AutoAcceptor 2 are available in the [BPO Automation Group Members Site](#)



**AutoAcceptor Help:** The 'Help' tab in the AutoAcceptor 2.0 application contains detailed setup & installation instructions as well as a quick-start user guide.