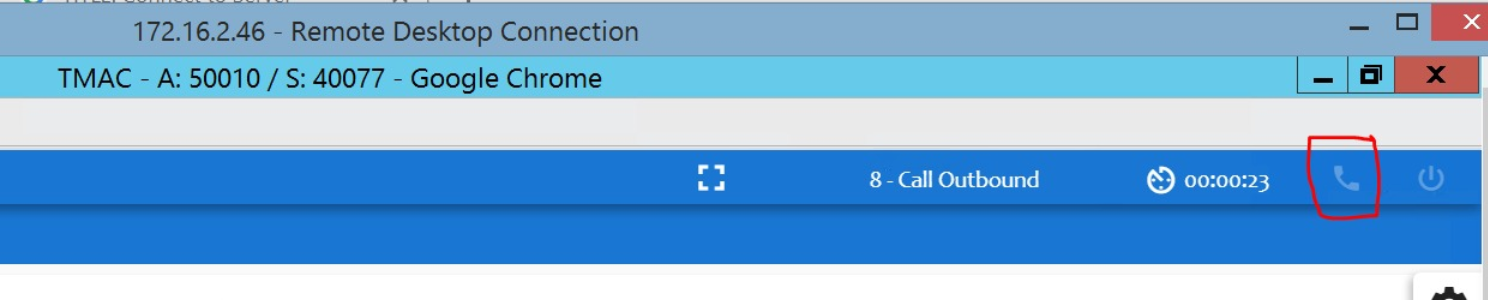
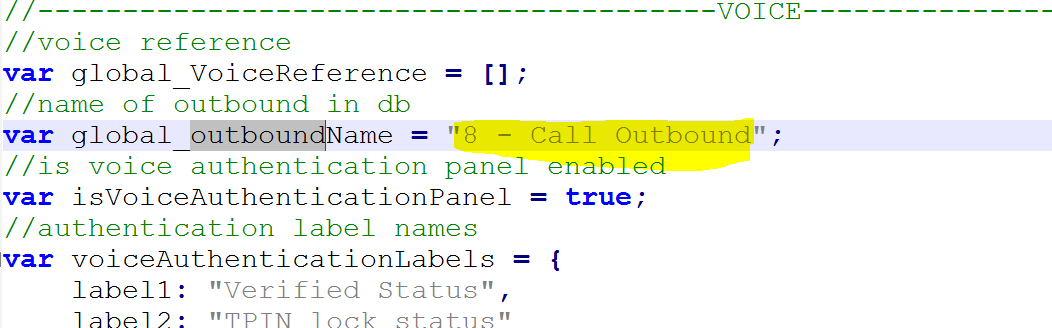
In TMAC UI, call outbound/outbound call aux status to make an outbound call. If make call button is not enabled.

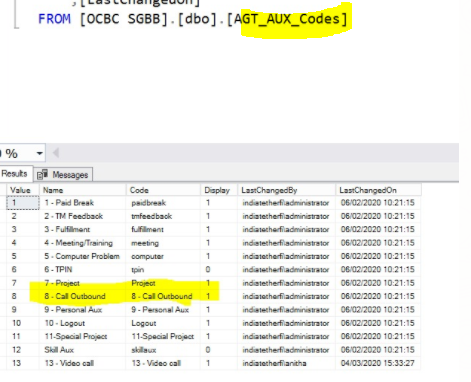


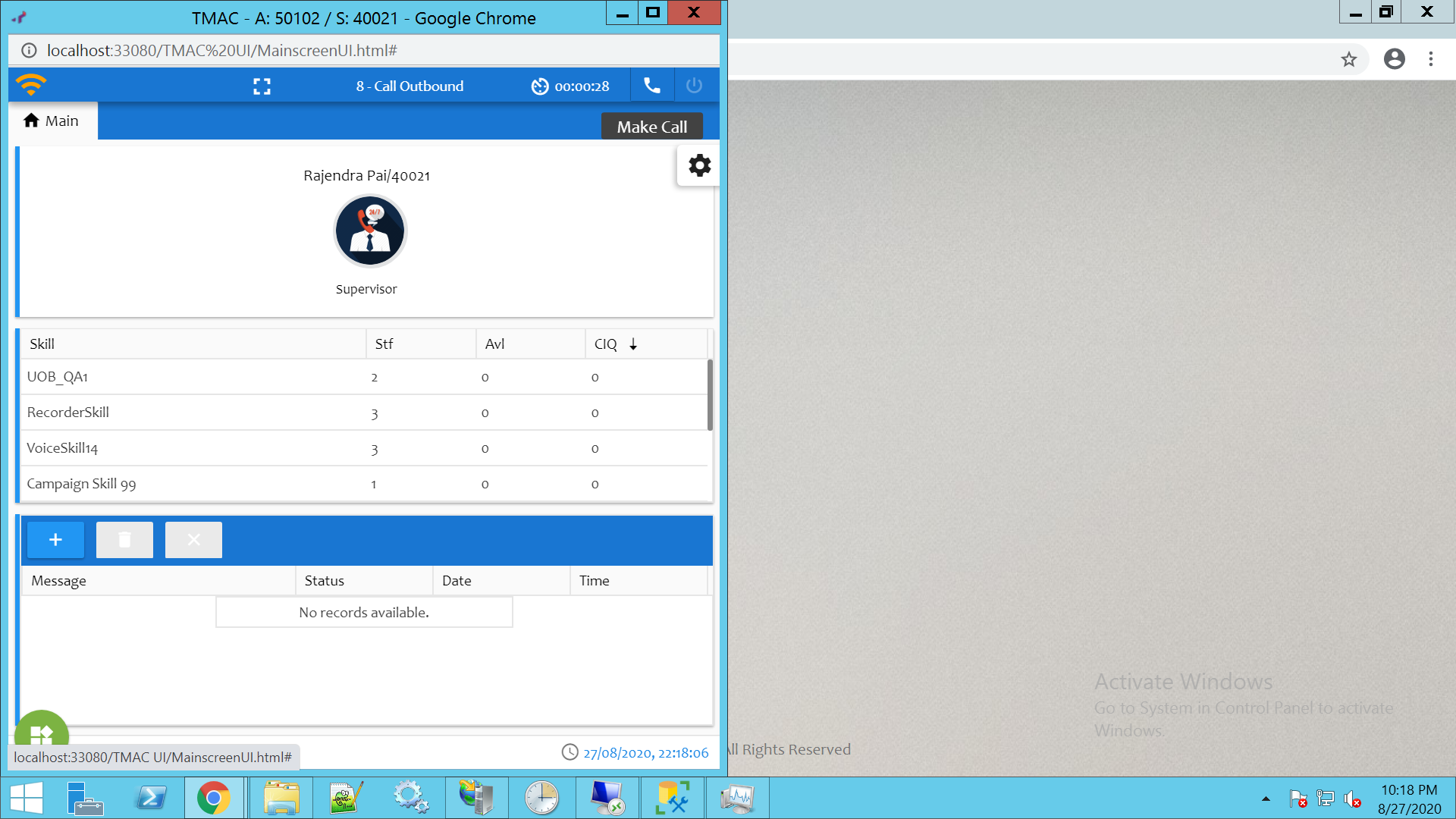
Please follow the below steps:

1. In TMAC UI folder, inside tmac scripts folder open “global\_vars”.js file.



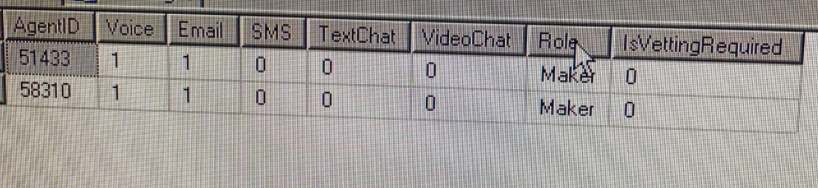
1. Open “AGT\_AUX\_Codes” table in respective DB.



1. In aux codes and global\_outboundName both should be same. If not, Change the name in global var file based on aux codes.
2. Open IIS, recycle application pool of TMAC UI and clear browser history in the browser.
3. Login to TMAC UI, change the aux status to Call outbound and Make call button will enabled.

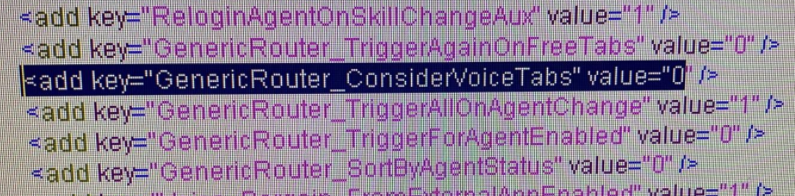
**TMAC server code will check the below details to make a call from TMAC UI**

* 1. Read from **AGT\_TMACAgentProfile** table for agent ID.



* 1. If agent id is there, then use the table values, else use tmac config default values
  2. Then check if AGT\_ChannelCount table data is there for agent
  3. If it is there, the values assigned above will be overwritten.
  4. Else the tab counts will use values from AGT\_TMACAgentProfile table or from AMACWebServerWin.exe/template.config file.
  5. Also, based on GeneriRouter channel enablement in AMACWebServerWin.exe/

template.config file., the channels will be removed if AMACWebServerWin.exe/template.config file does not have that generic routing.



* 1. If agent id not there in any of above tables, then use tmac config default values.