

Click to Dial – Direct dialing module for operators with call recording. Additional Securithor license compatible with ST1V2 or STLite.



Technical Specifications

Requires: Securithor version 2.5 or higher (single-operator version) and a SIP/Asterisk server.

What is Click to Dial?

It is an add-on module for Securithor that allows operators to make calls directly from the software interface with a single click on the contact's phone number listed in the account record.

Product Information

Brand: MCDI

Model: CTD1ext

SAT Code: 43231512

Key Features

Direct outbound calls from single-operator Securithor versions, featuring automatic recording and caller ID.

Operator add-on module enabling one-click call initiation from the Securithor event window or client record, connecting to an Asterisk/SIP PBX (ST version 2.5 or higher required).

Automatic outbound call recording when used with the Voice Recording Module.

SIP/Asterisk integration. Requires an IP extension and basic configuration on the telephony server.

Local installation; no external services or subscriptions required—only a PBX within the same network.

 Compatible with STLite and ST1V2 versions (as it is a license for a single phone extension); model: CTD1ext.

Benefits for the monitoring center

Key advantages

Immediate and efficient service: Allows calls to be made directly from the Securithor console without manual dialing, saving time.

Outbound call recording: Ideal for record-keeping, auditing, or customer service quality control.

Improved escalation process: Facilitates communication with authorities or key contacts during critical events.

Seamless integration: Everything handled from a single interface (no need to switch applications).

No external subscriptions: A fully local solution requiring no additional services. Caller ID linked to Securithor account:

More personalized service: Upon receiving an incoming call, the system automatically identifies the account linked to the calling number, making it easier to locate data and recent events.

Fraud prevention: Detects whether an incoming call is associated with a registered account and alerts the operator.

Speeds up response times: Automatic linking reduces manual steps and errors during customer identification.

Requirements and licensing

This is an optional Securithor module; an active support plan is recommended for installation.

Requires a SIP-enabled PBX and an IP phone.

Additional resources

Video

<https://youtu.be/9kPgrDq5boA>

CATALOG

https://mcdi.com/catalog/MCDI_catalogo_2026.pdf

