Product brief: DICORA A20
Versatile dispatcher terminal

The DICORA A20 is a modular railway controller dispatcher terminal specifically designed for various mission-critical use cases. In conjunction with the powerful FTS 3020 control room application, the DICORA A20 addresses controller needs for bearer-independent voice and data communication, connecting local train stations – as well as large command and control centres – with train drivers, onboard service staff and maintenance staff on the tracks. Over 10,000 terminals of the DICORA family have been delivered to customers worldwide.

Key features

Modular design of a workplace

The modular concept with a commercial-off-the-shelf (COTS) display and external connected audio devices enables flexible distribution of audio devices on the controller desk. The basic setup includes a handset and can be enhanced with a gooseneck microphone, loudspeakers, wired or wireless headsets, as well as an additional trainer handset.

Optimised for real working practices

Created in close cooperation with railway experts, DICORA terminals optimise workflows for controllers. The compact terminal design features ergonomic, touch oriented navigation, with context-sensitive and direct input facilitating easy communication. Commercial and call-centre grade components guarantee robustness, reliability, and durability.

Simplified lifecycle through common modules

The DICORA A20 is part of the DICORA X20 terminal family, based on a common user interface and software, as well as partly the same hardware components. This enables mixed operation, minimised training costs, reduced spare part costs and easy hardware adaptation to another terminal type in the family if workplace requirements change.

DICORA application

- Suitable for single-seat controllers or large teams

- Role management serves multiple areas of responsibility

- Based on the established DICORA application, enabling easy upgrade from earlier versions.

- List view of trains and mobiles in the area of responsibility, including call and messaging functionality

- Predefined conferences with up to 30 members

- User configurable Direct Access keys and personal phone book

- Dynamic Voice Group Calls in accordance with EIRENE

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Display Module

- COTS all-in-one touch PC with full HD display
- Cable-reduced design
- Secured interfaces
- Multi-functional stand
- Windows 10 IoT with locked down features

Audio devices

- Handset with PTT and integrated loudspeaker
- Gooseneck microphone with PTT button and integrated loudspeaker
- External loudspeaker
- Wired headset with quick connect interface
- DECT wireless headset

Benefits

Adaptable, secure configuration

With features such as user-configurable keys, personal phonebook, two different user interface schemes, and flexible audio switching, users can adapt the configuration so that it maximises their productivity. Locked-down functionality and central deployment help protect the system from security threats.

Technical specifications

Direct access to any subscriber	288 (36 per page, 8 centrally configurable direct access key pages virtual Direct Access keys per role
Display	15,6" or 21,5" TFT LCD Full HD (1920 x 1080), PCAP Touch
Processor	Intel 7th generation Celeron 3965U
Handset	Planthosys HNS CT460 PRO
Headset (wired/ wireless)	Plantronics, EncorePro 310 QD/ HDS SAVI W8245 DECT
Gooseneck microphone	Holmco D9-USB with integrated loudspeaker
Power Supply	90W 10-240VAC
Dimensions	W 343 mm x H 240 mm x D 232 mm
Operating temp. / relative humidity	0°C to 40°C / 5% to 80%
Compatibility	FTS 3020 Release 4 onwards, future proof for the next-generation FRMCS controller application – the Frequentis Operations Communication Manager (OCM)