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# FRITZ! Smart Gateway (Model 20003012) User Manual

Your guide to setting up, operating, and maintaining your FRITZ! Smart Gateway.

## 1. INTRODUCTION

The FRITZ! Smart Gateway (Model 20003012) is designed to integrate and control various smart home devices, expanding your FRITZ! Smart Home network. It supports both DECT.ULE and Zigbee wireless communication standards, allowing you to connect a wide range of compatible devices for enhanced home automation and control.



Figure 1: Front view of the FRITZ! Smart Gateway, showing Zigbee, DECT, WLAN indicators, Connect button, and LAN/USB ports at the bottom.

## 2. WHAT'S IN THE Box

Verify that all items are present in the packaging:

- FRITZ! Smart Gateway

- Schuko adapter
- Short instructions



Figure 2: The FRITZ! Smart Gateway product packaging.

### 3. SETUP

Follow these steps to set up your FRITZ! Smart Gateway:

1. **Power Connection:** Connect the FRITZ! Smart Gateway to a power outlet using the provided power adapter. The device will begin to power on.
2. **Network Connection:** Connect the gateway to your existing router using an Ethernet cable. Alternatively, for initial setup, you can connect it via Wi-Fi. If using Wi-Fi, the simplest method is to use WPS to pair it with your router.
3. **Accessing the Web Interface:**
  - Once connected, determine the IP address assigned to the gateway by your router.
  - Open a web browser and enter the gateway's IP address or "fritz.smartgateway" (note: this hostname may not work with all routers).
  - The interface may initially appear in German. Navigate through the initial installation pages to change the language to English or your preferred language.
4. **Firmware Update:** It is crucial to check for and install the latest firmware updates (e.g., FRITZ!OS 8.20 or later) immediately after initial setup. Updates often improve compatibility and stability. You may need to manually search for updates on the FRITZ! website if they are not automatically displayed.
5. **Integrating into Mesh Network:** If you are using other AVM FRITZ! routers or repeaters, integrate the Smart Gateway into your local mesh network before pairing any smart home devices. Failure to do so may require a factory reset and re-pairing of all devices.



Figure 3: The FRITZ! Smart Gateway installed on a wall, demonstrating its compact design.

## 4. OPERATING THE GATEWAY

The FRITZ! Smart Gateway serves as a central hub for your smart home devices. Here's how to operate it:

### 4.1. Device Pairing

- **DECT.ULE Devices:** Pairing DECT.ULE devices (e.g., DECT200 smart plugs) is generally intuitive and instant. Note that this gateway does not serve as a repeater for DECT cordless phones.
- **Zigbee Devices:** The gateway supports various Zigbee devices. While it may recognize more devices than officially listed, AVM's compatibility list for Zigbee devices is limited. Ensure your devices are compatible. Pairing can be done through the web interface.

### 4.2. Smart Home Control

- Manage connected devices, create scenes, and set up routines through the gateway's web interface.
- The gateway allows for simple scene creation. For more complex automations (e.g., time-dependent actions), you might need to implement workarounds or additional sensors.

### 4.3. LED Indicators

The front panel features LED indicators for Zigbee, DECT, and WLAN status, providing visual feedback on network activity and device connections.

#### 4.4. USB Port

The USB port can be used for charging older devices. For newer smartphones, it may not provide sufficient amperage and could cause the gateway to overheat.



Figure 4: The FRITZ! Smart Gateway mounted on a wall above a desk, blending into a home office environment.

### 5. MAINTENANCE

- **Firmware Updates:** Regularly check for and install the latest FRITZ!OS updates to ensure optimal performance, security, and compatibility with new devices.
- **Cleaning:** Gently wipe the exterior of the gateway with a soft, dry cloth. Do not use liquid cleaners or solvents.
- **Optimal Placement:** For best signal range and stability, place the gateway in a central location, away from large metal objects or other sources of interference. If using FRITZ! WiFi repeaters, ensure they operate on the same 2.4 GHz WiFi channel to minimize interference with the Smart Gateway.

### 6. TROUBLESHOOTING

If you encounter issues with your FRITZ! Smart Gateway, refer to the following common problems and solutions:

- **Gateway Not Accessible:**

- Ensure the gateway is powered on and connected to your network.
- Verify the IP address of the gateway in your router's administration interface.
- Try accessing it via its IP address instead of "fritz.smartgateway".

- **Zigbee Device Disconnections/Instability:**

- The signal range can be improved with Zigbee repeaters.
- If a device frequently disconnects, it might be removed from the gateway's configuration. You may need to re-pair it. Note that re-pairing might assign a new internal ID (e.g., "Zigbee #X").
- Ensure the device is within range and not obstructed by walls or other interference.

- **Device Not Pairing:**

- Confirm the device is compatible with the FRITZ! Smart Gateway (DECT.ULE or Zigbee).
- Follow the specific pairing instructions for your device and the gateway.

- **Incorrect Device Status (e.g., Roller Shutters):**

- Some devices might display incorrect status initially. Try refreshing the status in the web interface.
- Ensure the latest firmware is installed, as this can resolve display issues.

- **Device Appears Connected to Gateway Instead of Router:**

- After restarting a network device (e.g., a computer), it might incorrectly show as connected directly to the Smart Gateway. This is a known behavior with FRITZ!OS. It typically does not affect functionality.

- **Overheating During USB Charging:**

- The USB port is primarily for low-power devices. Avoid charging high-power devices like modern smartphones to prevent overheating.

- **General Instability:**

- Perform a factory reset as a last resort. Note that this will erase all configurations and paired devices, requiring a complete re-setup.

## 7. SPECIFICATIONS

Feature	Detail
Product Dimensions	1.06 x 2.95 x 6.06 inches
Item Weight	5.3 ounces
ASIN	B0C2KLS12W
Item Model Number	20003012
Manufacturer	AVM
Brand	Fritz
Model Name	Smart Gateway
Special Features	WPS, LED Indicator, USB Print Server, Alexa Compatible (limited support)
Frequency Band Class	Dual-Band
Wireless Communication Standard	DECT, Zigbee
Compatible Devices	Various (DECT.ULE and Zigbee standards)

Feature	Detail
Recommended Uses	Smart Home Networking and Control
Connectivity Technology	Ethernet, DECT
Color	White

## 8. WARRANTY INFORMATION

Specific warranty details for the FRITZ! Smart Gateway are typically provided with your purchase documentation or can be found on the official AVM website. Please refer to these resources for information regarding warranty duration, coverage, and claims procedures.

## 9. SUPPORT

For further assistance, technical support, or to download the latest firmware and detailed manuals, please visit the official AVM website. You can typically find FAQs, troubleshooting guides, and contact information for customer service there.

Official AVM Website: [www.avm.de/en/](http://www.avm.de/en/)